



**COUNTY OF SAN DIEGO
VOLUNTEER REPORT FORM
PERIOD JULY 1, 2014 - JUNE 30, 2015
Deadline: July 17, 2015**

COUNTY OF SAN DIEGO
2015 JUL 17 PM 1:43
CLERK OF THE BOARD
OF SUPERVISORS

1. DEPARTMENT INFORMATION:

Department: HHSA/Aging & Independence Services (AIS)
Division/Unit: Long-Term Care Ombudsman

2. VOLUNTEER PROGRAM BENEFITS:

a. GENERAL VOLUNTEERS (this section should include community volunteer, student intern, groups, corporations, etc).

No. of Vol.	69 Hours	12,590	X	\$23.07	=	\$290,451.30
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Types of work performed by GENERAL VOLUNTEERS in this category:

Long-Term Care Ombudsman Volunteers advocate for the dignity, quality-of-life and quality-of care for all residents of long-term care facilities. There are over 700+ licensed facilities in the County of San Diego including skilled nursing homes, board and care homes, assisted living facilities and continuing care retirement communities. Ombudsman volunteers work diligently to address resident concerns and advocate for resident rights. The Ombudsman Program receives, investigates and resolves thousands of complaints, including abuse and neglect each year. Ombudsmen demonstrate a proactive approach that includes frequent, consistent, and timely on-site visibility in long-term care facilities. During the previous fiscal year Ombudsman made 6500+ general visits to facilities. Ombudsman monitor poor and best practices in facilities. They educate residents, family members, facility staff and the community about the needs and rights of residents.

b. INSTITUTIONAL VOLUNTEERS (this section should include honor camp inmates, PIC/RETC, GAIN, etc.)

No. of Vol.	Hours	X	\$23.07	=	\$0.00
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Types of work performed by INSTITUTIONAL VOLUNTEERS in this category:

N/A

<u>Position</u>	<u>Hours</u>	X	<u>VCL</u>	=	<u>Dollar Benefit</u>
_____	_____		_____		\$0.00
_____	_____		_____		\$0.00
_____	_____		_____		\$0.00
_____	_____		_____		\$0.00
_____	_____		_____		\$0.00
No. of Vol.	Total Hours	0	Total Value =		\$0.00

Types of work performed by SPECIALIZED VOLUNTEERS in this category:

d. TOTALS OF DEPARTMENT VOLUNTEERS (from above):

	<u>No. of Volunteers</u>	<u>Hours</u>	<u>Dollar Benefit</u>
2a.	<u>69</u>	<u>12590</u>	<u>\$290,451.30</u>
2b.	<u>0</u>	<u>0</u>	<u>\$0.00</u>
2c.	<u>0</u>	<u>0</u>	<u>\$0.00</u>
Total Vol.	69 Hours	12,590	Total Value = \$290,451.30

3. DONATIONS TO VOLUNTEER PROGRAM:

Please list all donations to the department's Volunteer program including monetary donations and

tangible/intangible items. Items such as computers, air time, transportation, books, etc. Please assign a fair market value to each and add to the total value of the donations section.

Item Donated: <u>Federal & State</u>	Value: <u>\$481,059.00</u>
Item Donated: _____	Value: _____

TOTAL VALUE = \$481,059.00

4. VOLUNTEER PROGRAM COSTS:

a. Cost of supervision of volunteers (total hours of direct supervision multiplied by the hourly rate of staff person (s) directly supervising program volunteers.)

Hours X Rate =

b. Cost of program coordination (total hours of program coordination multiplied the hourly rate of coordinator(s)). This section should include coordination of staff, compiling statistics, job description preparation, volunteer placement, recognition, etc.)

Hours X Rate =

c. Other program costs (volunteer training materials/supplies, recognition costs, etc.):

<u>Item</u>	<u>Cost</u>
Printing	\$179.00
Training	\$407.00
Special Department Expenses	\$575.00
Office Expenses	\$2,812.00

TOTAL OF OTHER PROGRAM COSTS =

d. TOTAL OF VOLUNTEER PROGRAM COST (add 4a, 4b, and 4c) =

5. NET BENEFIT TO DEPARTMENT FROM VOLUNTEER PROGRAM:

a. Total Dollar Benefits of Volunteers, Item 2d (Page 2)	<u>\$290,451.30</u>
b. Total of Donations to Volunteer Program, Item 3 (Page 2)	<u>\$481,059.00</u>
c. Subtract Total of Program Costs, Item 4d (Page 3)	<u>\$305,885.00</u>

TOTAL PROGRAM BENEFIT

\$465,625.30

6. RECRUITING:

Please describe your recruiting programs:

Recruitment outreach included participation and presence at Outreach and Community events, AIS newsletter, AARP newsletter and meeting, utilization of the county website, continuing to be registered with RSVP and Volunteer San Diego, recruitment posters provided by the OSLTCO

7. SPECIAL VOLUNTEER PROGRAM ACTIVITIES/ACHIEVEMENTS:

Please describe any special activities and/or achievements your program was involved in during the period of this report:

In the 14/15 FY, the LTCOP added six new full time staff positions including 3 Regional Coordinators and 2 intake specialists. A new Program Coordinator and full time Office Assistant were also added during this FY. As a result, during the 14/15 FY, the Ombudsman Program sponsored 24 hours of on-going certification training for current volunteers.

8. VOLUNTEER PROGRAM GOALS FOR FISCAL YEAR 2015-16:

Please describe your program goals. Include activities, number of volunteers, recruitment, training, recognition and other goals:

Goals for the next fiscal year include: at least two recruitment campaigns and quarterly volunteer certification trainings, 2 large training events for certified volunteers and 8 regional training events to support the on-going certification requirements, and one volunteer recognition event to honor years of service. Our goal is to increase our volunteer recruitment efforts and increase the number of volunteers to 140.

9. GENERAL INFORMATION:

Name of person completing report: Luci Belcher
Phone: 858-505-6322 Mail Stop: W433 E-Mail: luci.belcher@sdcountry.ca.gov
Volunteer Coordinator: Luci Belcher
Phone: 858-505-6322 Mail Stop: W433 E-Mail: luci.belcher@sdcountry.ca.gov

10. DEPARTMENT CERTIFICATION:



DEPARTMENT HEAD SIGNATURE

7/16/15
DATE