

**COUNTY OF SAN DIEGO
VOLUNTEER REPORT FORM
PERIOD JULY 1, 2015 - JUNE 30, 2016**

Deadline: July 15, 2016

COUNTY OF SAN DIEGO
2016 JUL 15 PM 3:00

CLERK OF THE COUNTY
OF CALIFORNIA

1. DEPARTMENT INFORMATION:

Department: Animal Services
Division/Unit: Community Services

2. VOLUNTEER PROGRAM BENEFITS:

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

No. of Vol.	936	Hours	114825.4	X	\$23.56	=	\$2,705,286.42
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Types of work performed by GENERAL VOLUNTEERS in this category:

General Volunteers provide many useful services at our three facilities. We currently have 22 different groups for individuals to volunteer in which focus on specific areas on the shelter environment as well as the different animals in our care.

There are three primary groups which are the Dog Pals, Cat Crew and Bunny Buddies. Volunteers in these groups are trained and mentored on how to safely interact and engage with the animals. In addition, this year we had an increase in some of our other animal specific groups such as the Handy Horse Helpers and Livestock team. These individuals trained with staff to learn safe handling and proper care of these animals.

Volunteers working directly with the animals help staff by providing assistance in monitoring and giving feedback on their observations of the animals both medically and behaviorally. They also give much needed help in the daily tasks at the shelter. Members of our Tidy Team help wash dishes, do laundry and even the morning cleaning of the kennels. Another truly important way that the volunteers assist staff is by helping to highlight the animals for adoption by creating posters and talking to the public about their experience with the animals.

The members of the Booth Crew are vital to help promote the Department and the various services we provide along with handling adoptable pets at events. These events vary and are held throughout the county, and without their help we would not be able to attend many of them. Not only do they answer questions regarding the function of the Department in the community but they also can increase awareness of our volunteer program.

Another extremely important group within our volunteer program is the Tweenie Foster Group. "Tweenies" are kittens between four and six weeks of age that are not ready for adoption. These volunteers take these kittens, which could not stay at the shelter due to their care needs, and instead care for them in their homes. This provides much needed socialization for the kittens and helps them adjust faster than other kittens once they are adopted.

Once again this year we continued our partnership with King Chavez High School and their student intern program. The program is designed to give students real life experience in the workforce. This year we had three students participate. They worked alongside the animal care staff assisting with the cleaning of kennels, feeding of the animals, labeling animals for surgery with the appropriate kennel signs, doing laundry and washing dishes. One student was given a special project where he helped to create signs to highlight the rabbit and exotic animal rooms.

Unique this year was our special single day volunteer opportunity for the crew members of the USS Lake Champlain. We had 18 crew members come to our facility in San Diego and make dog beds for all three facilities. This event lasted 4 hours and they were able to make over 100 beds. We recently started a partnership with the USS Theodore Roosevelt and they too came for a single day volunteer opportunity. We had 17 crew members come to help with some cleaning and put together 700 bite prevention packets for children.

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

No. of Vol.	22	Hours	432.15	X	\$23.56	=	\$10,181.45
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Types of work performed by INSTITUTIONAL VOLUNTEERS in this category:

This category includes three outreach groups that are for physically and mentally challenged young adults. They are the Stein Education Group, TRACE, and the Rancho Bernardo Day Program. These groups come to the facility under the supervision of a counselor or with their job coaches. Many work on things such as laundry, putting together litter pans and washing windows. Other times they may help to put together adoption packets or cat carriers. The higher functioning members of these groups are members of the Cat Crew or as Dog Pals providing the same enrichment as our volunteers in the general category.

Throughout the year we also have Community Service Workers that come to us to fulfill court ordered community service hours. These volunteers do not interact with the animals in our care; instead, their time is utilized for scrubbing and cleaning various areas of our facilities. Many have assisted in organizing our storage areas and in some cases unloading pallets of supplies. Other times they will be assigned to cleaning and scrubbing areas where we interact with animals such as rooms and yards. Upon completion of their mandated time they receive a letter of completion to present to the court.

c. SPECIALIZED VOLUNTEERS (this section should include utilization of Special Volunteers in positions requiring specific skills and/or expertise levels, for example, an attorney, physician, sports figure or celebrity). These specialized positions have verifiable compensation levels (VCL). If you have such a volunteer, please indicate the position, hours and compensation level below.)

<u>Position</u>	<u>Hours</u>	X	<u>VCL</u>	=	<u>Dollar Benefit</u>
20 VC DART	922.25		\$18.93		\$17,458.19
12 SD CART	1174.48		\$24.47		\$28,739.53
					\$0.00
					\$0.00
					\$0.00

No. of Vol.	36	Total Hours	2,097	Total Value =	\$46,197.72
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Types of work performed by SPECIALIZED VOLUNTEERS in this category:

Volunteers in this group are highly trained first responders and are permitted to work alongside the Department's Animal Control Officers and animal care staff to learn the most efficient ways to extract animals during disasters—a high level of expertise is necessary.

The hours listed are taken from the many classroom and field trainings performed throughout the year in order to be a part of this group. They are trained to use specialized equipment and process forms used during an emergency to help assist the Department staff.

d. TOTALS OF DEPARTMENT VOLUNTEERS (from above):

	<u>No. of Volunteers</u>	<u>Hours</u>	<u>Dollar Benefit</u>
2a.	936	114825.4	\$2,705,286.42
2b.	22	432.15	\$10,181.45
2c.	36	2,097	\$46,197.72
Total Vol.	994	Hours 117,354	Total Value = \$2,761,665.60

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>Kongs</u>	Value: <u>\$300.00</u>
Item Donated: _____	Value: _____

TOTAL VALUE = \$300.00

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>
leashes	\$3,000.00
paper/office supplies	\$3,000.00
Harnesses	\$1,000.00
TOTAL OF OTHER PROGRAM COSTS	\$7,000.00
d. TOTAL OF VOLUNTEER PROGRAM COST (add 4a, 4b, and 4c)	\$119,043.82

5. NET BENEFIT TO DEPARTMENT FROM VOLUNTEER PROGRAM:

a. Total Dollar Benefits of Volunteers, Item 2d (Page 2)	\$2,761,665.60
b. Total of Donations to Volunteer Program, Item 3 (Page 2)	\$300.00
c. Subtract Total of Program Costs, Item 4d (Page 3)	\$119,043.82
TOTAL PROGRAM BENEFIT	\$2,642,921.77

6. RECRUITING:

Please describe your recruiting programs:

Many of our recruiting opportunities occur during the events the department attends throughout the year. One such event is the Miramar Airshow which we attended for the first time this year. There we were able to reach out to more military service members about our various volunteer opportunities both for groups and individuals.

Other ways we promote our program is by attending various events throughout the year. At these events there are staff and volunteer members who can talk to the public about the volunteer opportunities. We have created handouts explaining the volunteer program and many of our volunteers come from people who come to the shelter to adopt and are inspired to volunteer after seeing the animals in our care.

Social media is used to help promote our program also. On our website we have information about how to become a volunteer and we also will post stories of volunteers on our Facebook page.

Volunteers also will post ads on various sites recruiting volunteers to join the team.

To recruit more diverse individuals and to become more inclusive we have developed relationships with transitional programs as well as life coaches to have their clients join the volunteer team.

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:

As stated before we were fortunate to participate the the Miramar Airshow. This event allowed us the ability to reach thousands of communitiy members. At our booth we had various fliers and brochures highlighting the various services we provide and to showcase animals available for adoption we had a digital slide show. We also taught children how to be safe around animals through demonstrations and activities.

Each year we select a Volunteer of the Year to represent all the volunteers from our three facilities. This individual participated in a volunteer recognition event held at the County Administration Building. There they recieved a certificate and had their photo taken with members of the Board of Supervisors. This special recognition was featured as an article in the new Animal Print Newsletter for staff and volunteers.

Our department participated in the national Clear the Shelters Event where member of the community could adopt

8. VOLUNTEER PROGRAM GOALS FOR FISCAL YEAR 2016-17:

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

This year we plan to continue to develop our program to strengthen the team within the department. This will include updating and creating job descriptions for volunteer positions to help with our mission. Additionally, we will be providing more educational opportunities through joint training dealing with various topics in animal care and safety.

We plan to continue to look for alternative ways of tracking the volunteer hours. The search will include looking for new software that can achieve this task or through the development of more accurate tabulations.

Recruiting more individuals for the Reserve Officer program as well as the continued building of the volunteer teams at the three shelters will continue. Realising that the volunteer force coming onboard in the coming years has changed to a more fluid group looking for less long time commitments and more short term ones we will continue to work on creating these types of opportunities for those groups.

Finally, the management team has a goal of finding a Volunteer and Public Services Coordinator to take over the leadership of the volunteer program. This individual will provide the experience and expertise they desire to lead the volunteer program into the future

9. GENERAL INFORMATION:

Name of person completing report: Vanessa Brush
Phone: 619-767-2611 Mail Stop: H-39 E-Mail: Vanessa.Brush@sdcounty.ca
Volunteer Coordinator: Same as above
Phone: _____ Mail Stop: _____ E-Mail: _____

10. DEPARTMENT CERTIFICATION:



DEPARTMENT HEAD SIGNATURE

7-15-16

DATE