



**COUNTY OF SAN DIEGO
VOLUNTEER REPORT FORM
PERIOD JULY 1, 2015 - JUNE 30, 2016
Deadline: July 15, 2016**

1. DEPARTMENT INFORMATION:

Department: Clerk of the Board
 Division/Unit: Public Services

2. VOLUNTEER PROGRAM BENEFITS:

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

No. of Vol.	1	Hours	27	X	\$23.56	=	\$636.12
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Types of work performed by GENERAL VOLUNTEERS in this category:

In the Public Services Program, Nora Garcia donated a total of 27 hours since June 20, 2016.

Nora assisted members of the public, took photos for passport customers, completed photo logs, monitoring customer activities in the waiting area/hallway and performed other clerical tasks such as filing, copying handouts, and assisted by labeling envelopes and mailing notifications.

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

No. of Vol.		Hours		X	\$23.56	=	\$0.00
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Types of work performed by INSTITUTIONAL VOLUNTEERS in this category:

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

<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
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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.	1	27	\$636.12
2b.	0	0	\$0.00
2c.	0	0	\$0.00

Total Vol.	1	Hours	27	Total Value =	\$636.12
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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: _____	Value: _____

TOTAL VALUE = \$0.00

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>
_____	_____
_____	_____
_____	_____
_____	_____

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>\$636.12</u>
b. Total of Donations to Volunteer Program, Item 3 (Page 2)	<u>\$0.00</u>
c. Subtract Total of Program Costs, Item 4d (Page 3)	<u>\$0.00</u>

TOTAL PROGRAM BENEFIT

\$636.12

6. RECRUITING:

Please describe your recruiting programs:

The Clerk of the Board promotes the County Volunteer Program through the Clerk of the Board web site, brochure distribution and participation of events.

Nora Garcia found opportunities through the Clerk of the Board website and through the active work of the department volunteer coordinator.

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:

The Department responded to inquires through the telephone and in person from the public interested in volunteering by providing referrals and showing them resources on volunteering. Quarterly meetings were conducted using speakers with extensive experience and knowledge in this area to create a forum for exchange of ideas among coordinators. The Clerk of the Board facilitated volunteer of the month program and the annual Countywide Volunteer Event. Honorees were recognized during the Board of Supervisors meetings. The Clerk of the Board also has been collaborating with the Department of Human Resources in maintaining a Volunteer SharePoint site.

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:

Hire and train more volunteers in administrative tasks and excellent customer service and to give them valuable working experience in public service. Serve as resource to Volunteer Coordinators. Conduct Quarterly Volunteer Meetings. Provide monthly and annual recognition events. Serve as a resource to volunteers seeking placement. Seek speakers with expertise to address coordinators and provide training to volunteer coordinators.

9. GENERAL INFORMATION:

Name of person completing report: Catherine Santos
Phone: 619-531-4966 Mail Stop: A45 E-Mail: catherine.santos@sdcou
Volunteer Coordinator: Same as above
Phone: _____ Mail Stop: _____ E-Mail: _____

10. DEPARTMENT CERTIFICATION:

 7/12/16
DEPARTMENT HEAD SIGNATURE **DATE**

