



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

COUNTY OF SAN DIEGO

2016 JUL 26 PM 3:26

CLERK OF SUPERIOR COURT  
OF SAN DIEGO

**1. DEPARTMENT INFORMATION:**

Department: HHSA/AIS  
Division/Unit: Long Term Care Ombudsman Program

**2. VOLUNTEER PROGRAM BENEFITS:**

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

No. of Vol.	78	Hours	13,802	X	\$23.56	=	\$325,175.12
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Types of work performed by GENERAL VOLUNTEERS in this category:

Our volunteers are resident advocates. They advocate for the dignity, quality of life and quality of care for all residents who reside in Long Term Care facilities. San Diego County has over 700 skilled nursing, assisted living, board and care and continuing care retirement communities in which our Ombudsman are a regular presence. The Ombudsman receives, investigate and work to resolve complaints on behalf of the residents with a focus on resident rights. They provide routine visits-weekly to monthly, maintain regular interaction with the residents, and observe the general condition of the facility. They witness AHCD for those residents residing in skilled nursing facilities. During this past fiscal year our Ombudsman conducted over 6600 facility visits and investigated over 2400 cases. The Ombudsman also provides increased monitoring of facilities with frequent complaints or poor performance. Our Ombudsman provides continued education to residents, family, staff, and the community about resident rights, Mandated Reporting, Elder Abuse and Advanced Directives.

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

No. of Vol.	N/A	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
<b>No. of Vol.</b>	<b>N/A</b>	<b>Total Hours</b>	<b>0</b>	<b>Total Value =</b>	<b>\$0.00</b>

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.	78	13802	\$325,175.12
2b.	N/A	0	\$0.00
2c.	N/A	0	\$0.00
<b>Total Vol.</b>	<b>78</b>	<b>Hours 13,802</b>	<b>Total Value = \$325,175.12</b>

**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 &amp; State</u>	Value: <u>\$437,742.00</u>
Item Donated: _____	Value: _____

**TOTAL VALUE = \$437,742.00**

**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 **6,240** X Rate **\$48.73** = **\$304,075.20**

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 **1,040** X Rate **\$55.56** = **\$57,782.40**

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

<u>Item</u>	<u>Cost</u>
Supplies	\$1,760.00
Printing	\$1,546.00
Recognition & Training	\$1,102.00
Mileage	\$28,982.00

TOTAL OF OTHER PROGRAM COSTS = **\$33,390.00**

d. TOTAL OF VOLUNTEER PROGRAM COST (add 4a, 4b, and 4c) = **\$395,247.60**

**5. NET BENEFIT TO DEPARTMENT FROM VOLUNTEER PROGRAM:**

a. Total Dollar Benefits of Volunteers, Item 2d (Page 2)	<u>\$325,175.12</u>
b. Total of Donations to Volunteer Program, Item 3 (Page 2)	<u>\$437,742.00</u>
c. Subtract Total of Program Costs, Item 4d (Page 3)	<u>\$395,247.60</u>

**TOTAL PROGRAM BENEFIT**

<b>\$367,669.52</b>
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**6. RECRUITING:**

Please describe your recruiting programs:

We have a continuing advertisement on Volunteer Match and Create the Good. Our volunteering posters are displayed in the Public Libraries and at Senior Centers through out the county. We contact organizations such as the retired nurses association, retired county employees association and the county churches to inform them of our next orientation and training class. Our current volunteers have been provided with posters for each coming certification class as well as the orientation and class schedule which they are encouraged to distribute to the community. We are now providing training 4 times a year to decrease the time that a volunteer would have to wait to begin volunteering. The goal is to have them certified as soon as possible and to decrease the likelihood that they would decide to volunteer in another program. We have announcements in the AIS newsletter, registered with RSVP and Volunteer San Diego. We also participate in community events such as the Aging Summit and other senior focused events to promote our program and need for volunteers. We have created an Ombudsman Outreach and Retention team to enlist the assistance of current volunteers with recruitment of new volunteers and retention of current volunteers.

**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:

This year marked initiation of our OARDIF Program (Ombudsman to Adult Residential Day and ICF Facilities). This is the first formalized program and training in the state. We are now providing quarterly new Ombudsman training sessions. We have started the Ombudsman Outreach & Retention team to enlist the assistance and perspective of current Ombudsman with the issue of recruitment and retention of volunteers. This program has also implemented 3 Ombudsman lead focus groups. There groups will be engaged in the following activities: 1) developing discharge planning procedures and resources for current Ombudsman, 2) developing an Ombudsman Nurse Information and Resource Line, and 3) re-design of our current case documentation form for ease of use by volunteers. We have organized and begun quarterly Regional Meetings for training and focused case discussion. Annual Volunteer Recognition Luncheon is offered to all volunteers. Special recognition is provided for volunteers who have

**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:

Our goals for the 2016-2017 fiscal year include: Maintain the quarterly new volunteer certification training classes, develop a certification class to meet the needs of potential volunteers that are unable to attend the regular quarterly classes, development of a more formalized mentoring program, have 4 OARDIF specific training classes, develop additional Ombudsman opportunities for engagement in the program and the community, expand the volunteer base for the OARDIF program with a goal of 15 volunteers, maintain a minimum of 100 volunteers, expand our recruitment efforts into new locations and continue to provide volunteer recognition annually and incorporate outstanding service awards.

**9. GENERAL INFORMATION:**

Name of person completing report:	<u>Kristin Rigsbee</u>		
Phone: <u>858-505-6322</u>	Mail Stop: <u>W-433</u>	E-Mail:	<u><a href="mailto:kristin.rigsbee@sdcounty.gov">kristin.rigsbee@sdcounty.gov</a></u>
Volunteer Coordinator:	<u>Kristin Rigsbee</u>		
Phone: <u>858-505-6322</u>	Mail Stop: <u>W-433</u>	E-Mail:	<u><a href="mailto:kristin.rigsbee@sdcounty.gov">kristin.rigsbee@sdcounty.gov</a></u>

**10. DEPARTMENT CERTIFICATION:**

	<u>7/19/16</u>
<b>DEPARTMENT HEAD SIGNATURE</b>	<b>DATE</b>