



**COUNTY OF SAN DIEGO
VOLUNTEER REPORT FORM
PERIOD JULY 1, 2016 - JUNE 30, 2017
Deadline: July 14, 2017**

COUNTY OF SAN DIEGO
2017 JUL 11 PM 3:12
CLERK OF THE BOARD
OF SUPERVISORS

1. DEPARTMENT INFORMATION:

Department: HHSA/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.	85 Hours	11210	X	\$24.14	=	\$270,609.40
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Types of work performed by GENERAL VOLUNTEERS in this category:

Ombudsman volunteers are facility resident advocates. They advocate for the dignity, quality of life, and quality of care for all residents who reside in Long Term Care facilities. Volunteers investigate abuse, neglect, and complaints. In addition, they complete monthly facility visits. San Diego has over 700 skilled nursing, assisted living, board and care and continuing care retirement communities in which our Ombudsman are a regular presence. During routine visits volunteers maintain regular interaction with residents, and observe the general condition of the facility. Ombudsman volunteers provide continued education to residents, family, staff, and the community. Ombudsman volunteers witness the signing and completion of Advance Health Care Directives for residents in skilled nursing facilities.

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

No. of Vol.	Hours		X	\$24.14	=	\$0.00
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Types of work performed by INSTITUTIONAL VOLUNTEERS in this category:

N/A

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:
N/A

d. TOTALS OF DEPARTMENT VOLUNTEERS (from above):

	<u>No. of Volunteers</u>	<u>Hours</u>	<u>Dollar Benefit</u>
2a.	85	11210	\$270,609.40
2b.	0	0	\$0.00
2c.	0	0	\$0.00

Total Vol.	85	Hours	11,210	Total Value =	\$270,609.40
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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: <u>Federal & State</u>	Value: <u>\$263,546.24</u>
Item Donated: _____	Value: _____
Item Donated: _____	Value: _____
Item Donated: _____	Value: _____
Item Donated: _____	Value: _____

TOTAL VALUE = \$263,546.24

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 **6240** X Rate **\$49.13** = **\$306,597.26**

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 **1040** X Rate **\$56.02** = **\$58,259.09**

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

<u>Item</u>	<u>Cost</u>
Supplies	<u>\$284.11</u>
Recognition & Training	<u>\$1,540.77</u>
Mileage	<u>\$21,590.00</u>
Other	<u>\$31,013.16</u>

TOTAL OF OTHER PROGRAM COSTS = \$54,428.04

d. TOTAL OF VOLUNTEER PROGRAM COST = \$419,284.39
(add 4a, 4b, and 4c)

5. NET BENEFIT TO DEPARTMENT FROM VOLUNTEER PROGRAM:

a. Total Dollar Benefits of Volunteers, Item 2d (Page 2)	<u>\$270,609.40</u>
b. Total of Donations to Volunteer Program, Item 3 (Page 2)	<u>\$263,546.24</u>
c. Subtract Total of Program Costs, Item 4d (Page 3)	<u>\$419,284.39</u>

TOTAL PROGRAM BENEFIT

\$114,871.25

6. RECRUITING:

Please describe your recruiting programs:

The Ombudsman Program has ongoing advertisement via Volunteer Match and Create the Good websites. Volunteer posters and flyers are displayed in public libraries and senior centers throughout the County. Associations such as the Retired Nurses Association, Retired County Employees Association and churches throughout the County are contacted to inform them of orientation and training dates. Announcements via our AIS newsletter are also places to recruit. The Ombudsman Program is registered with RSVP and Volunteer San Diego. The Ombudsman Program also participates in community events such as the Aging Summit and Vital Aging, as well as other expos. The Ombudsman Program has a dedicated Ombudsman Training Coordinator who works closely with the Program Coordinator to enlist and retain volunteers. Volunteers are required to keep up their certification by attending certifications classes throughout the year. Volunteers hours are tracked to ensure volunteers maintain their certification hours.

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 Ombudsman Program has successfully implemented the Ombudsman to Adult Residential, Day, and ICF Facilities (OARDIF) Program. The OARDIF Program has handled and processed multiple complaints. There has been an increase in reports received due to the effective ongoing public education the program provides. The Ombudsman Program effectively runs quarterly regional meetings with volunteers for ongoing training and case discussion. These meetings have included professional speakers and trainings by Regional Coordinators. The Annual Volunteer Recognition Luncheon is offered to all volunteers. Special recognition is given to volunteers who have gone above and beyond in advocating for facility residents. A new volunteer activity sheet and submission process was established in order to allow volunteers to effectively submit their activity hours. The Ombudsman Program currently has 85 active volunteers. This is an increase of about 20 additional volunteers from last year.

8. VOLUNTEER PROGRAM GOALS FOR FISCAL YEAR 2017-18:

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

The Ombudsman Program goals for fiscal year 2017-2018: The Ombudsman will work on a formalized mentoring program for new volunteers in order to specialize their training. The Ombudsman Program will continue its efforts to recruit volunteers and is 5 volunteers away from meeting its 90 volunteer goal. Selected volunteers will be cross trained to work the OARDIF Program in order to meet the growing demands of this program. Regional Coordinators will continue to provide additional trainings for their volunteers.

9. GENERAL INFORMATION:

Name of person completing report: Beatriz Sanchez
Phone: 858-505-6322 Mail Stop: W44 E-Mail: Beatriz.Sanchez@sdcou
Volunteer Coordinator: Same as above
Phone: _____ Mail Stop: _____ E-Mail: _____

10. DEPARTMENT CERTIFICATION:


DEPARTMENT HEAD SIGNATURE

6/28/17
DATE