



**COUNTY OF SAN DIEGO  
VOLUNTEER REPORT FORM  
PERIOD JULY 1, 2017 - JUNE 30, 2018  
Deadline: July 13, 2018**

COUNTY OF SAN DIEGO  
2018 JUL 20 AM 10:02  
CLERK OF THE BOARD  
OF SUPERVISORS

**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.	85	Hours	11100	X	\$24.69	=	\$274,059.00
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Types of work performed by GENERAL VOLUNTEERS in this category:

Ombudsman Volunteers protect the rights, dignity, and quality of care of residents in Long Term Care Facilities. They help residents resolve any problems or concerns they may encounter. Volunteers educate residents about their rights and options. Family members, friends, facility staff, and service providers are also provided education. At the residents' request, Ombudsman can provide conflict resolution for family members and service providers with opposing views. Ombudsman Volunteers are trained and certified on mandates and regulations to be able to investigate abuse and neglect reports. They coordinate with licensing authorities, community agencies, and protective service agencies. Volunteers are mandated to visit skilled nursing facilities on a monthly basis. San Diego County has 89 skilled nursing and 620 licensed care facilities. Ombudsman Volunteers may enter any licensed long-term care facility or adult day program to conduct visits/investigations as needed. During facility visits, Ombudsman Volunteers interact with residents and observe the general condition of the facility. Ombudsman Volunteers may be called upon to witness Advance Health Care Directives for skilled nursing home residents. Ombudsmen attend resident care plan meetings. They also may be asked to attend resident and family council meetings.

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

No. of Vol.		Hours		X	\$24.69	=	\$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

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>85</u>	<u>11100</u>	<u>\$274,059.00</u>
2b.	<u>0</u>	<u>0</u>	<u>\$0.00</u>
2c.	<u>0</u>	<u>0</u>	<u>\$0.00</u>
<b>Total Vol.</b>	<b>85</b>	<b>Hours 11,100</b>	<b>Total Value = \$274,059.00</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:	Federal & State	Value:	\$693,338.00
Item Donated:		Value:	
Item Donated:		Value:	
Item Donated:		Value:	
Item Donated:		Value:	

TOTAL VALUE =	\$693,338.00
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#### 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	\$52.13	=	\$325,291.20
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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	\$59.49	=	\$61,869.60
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c. Other program costs (volunteer training materials/supplies, recognition costs, etc.):

Item	Cost
Supplies	\$553.00
Recognition & Training	\$2,717.00
Mileage	\$22,851.00
Printing	\$77.00

TOTAL OF OTHER PROGRAM COSTS	=	\$26,198.00
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d. TOTAL OF VOLUNTEER PROGRAM COST (add 4a, 4b, and 4c)	=	\$413,358.80
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#### 5. NET BENEFIT TO DEPARTMENT FROM VOLUNTEER PROGRAM:

a. Total Dollar Benefits of Volunteers, Item 2d (Page 2)	\$274,059.00
b. Total of Donations to Volunteer Program, Item 3 (Page 2)	\$693,338.00

**TOTAL PROGRAM BENEFIT****\$554,038.20****6. RECRUITING:**

Please describe your recruiting programs:

The Ombudsman Program has ongoing advertisements via Volunteer Match and Create the Good. Volunteer posters and flyers are displayed in public libraries and senior centers throughout the County. Informational flyers are attached to County Employee pay stubs. 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. Recruitment Announcements are placed in the AIS newsletter. The Ombudsman Program is registered with RSVP and Volunteer San Diego. The Ombudsman Program participates in community outreach events such as the Aging Summit, Vital Aging, and the Glenner Alzheimer's Symposium as well as other expos. The Ombudsman Program has a fully committed Ombudsman Volunteer Training & Recruitment Coordinator who works closely with the Program Coordinator to enlist and retain volunteers. Volunteers are required to keep up their certification by attending at least 12 annual training classes. Volunteers' training hours are tracked to ensure certification compliance.

**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 San Diego County Long-Term Care Ombudsman Program is the only county to implement OARDIF (Ombudsman to Adult Residential Facilities (ARFs), Adult Day Health Care (ADHC), and Intermediate Care Facilities (ICF). OARDIF Coordinator Kathy Wagner formally trained several Ombudsmen on OARDIF and continues to mentor these Volunteers in her unit while facing an increase in cases from 503 to 633 during this period. The ARF Coordinator worked steadily to increase facility reporting by providing training, education, and consistent Long-Term Care Ombudsman presence in facilities. 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 consultation. These meetings included professional speakers and trainers. The Annual Volunteer Recognition luncheon provided special recognition to hard working volunteers who advocated for facility residents. The Ombudsman Program currently has 85 active volunteers. The Ombudsman Volunteer Coordinator has such a strong working knowledge of all program policies that she was invited by the State Ombudsman to be part of a training materials' panel discussion. She developed new investigation process training materials which were sent to the State. The Volunteer Coordinator was even asked to be a presenter at the Glenner Center Symposium and developed a new training on Empathy and Dementia. She recruited and trained over 30 volunteers during this period.

**8. VOLUNTEER PROGRAM GOALS FOR FISCAL YEAR 2018-19:**


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

The Ombudsman Program goals for fiscal year 2018-2019: The Ombudsman will develop a formalized mentoring program for new volunteers in order to specialize their training. Volunteers who wish to provide technical support will be offered training in data entry and phone intake. The Ombudsman Program will continue its efforts to recruit volunteers and is close to meeting its 90 volunteer goal. Selected volunteers will be crossed trained to work the OARDIF program in order to meet the growing demands of this program. Regional Coordinators will continue to provide additional trainings and recognition to their volunteers.

**9. GENERAL INFORMATION:**

Name of person completing report: Wendy Bellido  
Phone: 858-505-6322 Mail Stop: W433 E-Mail: [Wendy.Bellido@sdcount](mailto:Wendy.Bellido@sdcount)  
Volunteer Coordinator: Same as above  
Phone: \_\_\_\_\_ Mail Stop: \_\_\_\_\_ E-Mail: \_\_\_\_\_

**10. DEPARTMENT CERTIFICATION:**

  
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**DEPARTMENT HEAD SIGNATURE**  
Barbara Jimenez  
Director, Reg-Qps

7/18/18  
\_\_\_\_\_  
**DATE**