



**COUNTY OF SAN DIEGO
VOLUNTEER REPORT FORM
PERIOD JULY 1, 2018 - JUNE 30, 2019
Deadline: July 12, 2019**

COUNTY OF SAN DIEGO
2019 JUL -5 AM 10:12
CLERK OF THE BOARD
OF SUPERVISORS

1. DEPARTMENT INFORMATION:

Department: AIS
Division/Unit: Ombudsman

2. VOLUNTEER PROGRAM BENEFITS:

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

No. of Vol.	83 Hours	11,977.77	X	\$25.43	=	\$304,594.69
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Types of work performed by GENERAL VOLUNTEERS in this category:

Long-Term Care Ombudsman Volunteers advocate for the dignity and quality of life and care for all residents of long-term care facilities. San Diego County has 87 skilled nursing and 591 licensed care facilities. Ombudsman volunteers work diligently to address resident concerns and advocate for resident rights. 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. The Ombudsman Program receives, investigates, and resolves thousands of abuse, neglect, and rights complaints each year. The Ombudsman demonstrate a proactive approach that includes frequent, consistent, and timely on-site visibility in long-term care facilities. During the previous fiscal year, Ombudsman made 6,841 general visits to facilities. Ombudsman Volunteers monitor poor and best practices in facilities. They may also be called upon to witness Advance Health Care Directives for skilled nursing home residents. Ombudsman may be called upon to attend resident care plan, family, and resident council meetings. They educate residents, family members, facility staff and the community about the needs and rights of residents. At the residents' request, an Ombudsman can provide conflict resolution to family members and service providers with opposing views.

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

No. of Vol.	Hours		X	\$25.43	=	\$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.	<u>83</u>	<u>11977.77</u>	<u>\$304,594.69</u>
2b.	<u>0</u>	<u>0</u>	<u>\$0.00</u>
2c.	<u>0</u>	<u>0</u>	<u>\$0.00</u>
Total Vol.	83	Hours 11,978	Total Value = \$304,594.69

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>\$350,870.00</u>
Item Donated: <u>Donation</u>	Value: <u>\$9,710.00</u>
Item Donated: _____	Value: _____
Item Donated: _____	Value: _____
Item Donated: _____	Value: _____

TOTAL VALUE = \$360,580.00

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 **6240** X Rate **\$53.59** = **\$334,401.60**

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 **\$61.15** = **\$63,596.00**

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

<u>Item</u>	<u>Cost</u>
Supplies	\$1,400.00
Volunteer expenses including recognition, Training, Printing	\$6,458.00
Volunteer Mileage	\$25,228.00
Other	\$17,451.70

TOTAL OF OTHER PROGRAM COSTS = \$50,537.70

d. TOTAL OF VOLUNTEER PROGRAM COST = \$448,535.30
(add 4a, 4b, and 4c)

5. NET BENEFIT TO DEPARTMENT FROM VOLUNTEER PROGRAM:

a. Total Dollar Benefits of Volunteers, Item 2d (Page 2)	<u>\$304,594.69</u>
b. Total of Donations to Volunteer Program, Item 3 (Page 2)	<u>\$360,580.00</u>
c. Subtract Total of Program Costs, Item 4d (Page 3)	<u>\$448,535.30</u>

TOTAL PROGRAM BENEFIT

\$216,639.39

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 continues to be one of only two programs in the state to implement OARDIF (Ombudsman to Adult Residential Facilities (ARFs), Adult Day Health Care (ADHC), and Intermediate Care Facilities (ICF). The OARDIF Coordinator formally continues to mentor the 6 Volunteers in her unit while facing an increase in complaints by 25% (633 to 833). The Ombudsman Program effectively runs quarterly regional meetings with volunteers for ongoing training and case consultation. These meetings include professional speakers and trainers. The Annual Volunteer Recognition luncheon in August 2018 provided special recognition to hard working volunteers who advocated for facility residents. The Ombudsman Program currently has 83 active volunteers. The Ombudsman Volunteer Coordinator held 3 new 36 hour Ombudsman Volunteer certification classes during this current fiscal year with 28 new Volunteers participating. In October 2018, two State Ombudsman Analysts came down from Sacramento to train a group of Volunteers on ODIN (Ombudsman Data Integration Network). In April 2019, the Board of Supervisors recognized Ombudsman Volunteer Marina Cantu with the Volunteer of the Year award. The LTCOP added a new co-supervisor position.

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 2019-20: The Ombudsman Program will work on a mentoring and retention program for new Volunteers. The program will complete at least two Volunteer certification trainings and 4 regional training events to support the yearly re-certification requirements. There will be one Volunteer recognition event in August to honor years of service. The Ombudsman Program will continue its efforts to recruit volunteers. Our goal is to increase the number of Ombudsman Volunteers to 90 and the OARDIF Volunteers to 9. Volunteers who wish to provide more community outreach and office support will be offered training.

9. GENERAL INFORMATION:

Name of person completing report: Wendy Bellido, Program Coordinator
Phone: 858-505-6322 Mail Stop: W-433 E-Mail: wendy.bellido@sdcountry
Volunteer Coordinator: Same as above
Phone: _____ Mail Stop: _____ E-Mail: _____

10. DEPARTMENT CERTIFICATION:


DEPARTMENT HEAD SIGNATURE

6/26/19
DATE