



COUNTY OF SAN DIEGO
VOLUNTEER REPORT FORM
PERIOD JULY 1, 2019 - JUNE 30, 2020
Deadline: July 17, 2020

1. DEPARTMENT INFORMATION:

Department:	Animal Services
Division/Unit:	Public Safety Group

2. VOLUNTEER PROGRAM BENEFITS:

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

No. of Volunteers: 181 Hours: 13,635 x \$29.95 = 408,368.25

Types of work performed by GENERAL VOLUNTEERS in this category:

There are three primary groups of volunteers which are the Dog Pals, Cat Crew and Bunny Buddies. Volunteers in these groups are trained and mentored on how to safely interact and engage with the animals. Volunteers provide enrichment to animals throughout the day. Volunteers also give much needed help with daily tasks at the shelter. We also have a group of volunteers that help wash dishes, do laundry, and clean the kennels.

Tweenie Fosters are volunteers who take kittens home to care for them until weight and age limits are met. Due to the COVID 19 response and stay at home orders, DAS enhanced the foster program and placed puppies, dogs and adult cats in temporary foster homes starting in March 2020.

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

No. of Volunteers: Hours: x \$ = \$

Types of work performed by INSTITUTIONAL VOLUNTEERS in this category:

DAS did not use Community Service Workers in fiscal year 2019-2020.

- 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



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(VCL). If you have such a volunteer, please indicate the position, hours and compensation level below.)

Position	Hours	x	VCL	=	Dollar Benefit
Emergency Disaster Volunteers	1830		\$29.95		54,808.50

No. of Volunteers: 80 Total Hours: 1830 Total Value: = \$54,808.50

Types of work performed by SPECIALIZED VOLUNTEERS in this category:

Volunteers in this group are highly trained first responders and are permitted to work alongside the Department's Animal Control Officers and animal care staff to learn the most efficient ways to extract animals during disasters, which requires a high level of expertise. The hours listed represent the many classroom and field trainings performed throughout the year in order to be a part of this group, as well as hours responding to any emergencies. They are trained to use specialized equipment and collect and process data/forms used during an emergency to help assist the Department staff.

d. TOTALS OF DEPARTMENT VOLUNTEERS (from above):

	No. of Volunteers	Hours	Dollar Benefit
2a.	181	13,635	408,368.25
2b.			
2c.	80	1830	54,808.50
Total Volunteers	251	Total Hours	15,465
		Total Value	463,176.75

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, airtime, transportation, books, etc. Please assign a fair market value to each and add to the total value of the donations section.



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Item Donated: N/A Value: _____

Total Value:

4. VOLUNTEER PROGRAM COSTS:

- a. Cost of direct supervision of volunteers (total hours of direct supervision times hourly rate of staff person(s) directly supervising program volunteers.

Hours: 1040 x Rate: 35.47 = \$ 36,888.80

- b. Cost of program coordination (total hours of program coordination times hourly rate of coordinator(s)). This section should include coordination of staff, compiling statistics, job description preparation, volunteer placements and recognition, etc.

Hours: 1040 x Rate: 35.47 = \$ 36,888.80

- 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
(Sum of 4a, 4b and 4c)

5. NET BENEFIT TO DEPARTMENT FROM VOLUNTEER PROGRAM:

- a. Total Dollar Benefits of Volunteers, Item 2d (Page 2) **\$463,176.75**
b. Total of Donations to Volunteer Program, Item 3 (Page 2) \$
c. Subtract Total of Volunteer Program Costs, Item 4d (Page 3) \$73,777.60

TOTAL PROGRAM BENEFIT



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6. RECRUITING:

Please describe your recruiting programs:

In the 2019-2020 fiscal year, Animal Services recruited 63 new volunteers for the Bonita and Carlsbad Shelters and 10 for the DAS Emergency Response Team. The recruitment efforts were primarily through the Department's website and referrals from other volunteers. These new volunteers were interviewed, attended volunteer orientation, and started the training needed for the volunteer position.

The Department of Animal Service suspended its volunteer program on March 17, 2020 due to the COVID-19 pandemic response and stay at home orders.

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:

Clear The Shelters Day – Assisted the shelters hosting 1190 visitors and adopting out 119 animals

New Volunteer Orientation – 3 Volunteer Orientations were hosted at each shelter (totaling 6)

Puppy Foster Program – New program began Feb 2020 to care for underage puppies

Emergency Response Training – 42 different training opportunities were hosted for volunteers

Emergency Response Volunteers participated in 12 community events to educate the public on emergency preparedness

8. VOLUNTEER PROGRAM GOALS FOR FISCAL YEAR 2020-21:

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



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In the 2020-2021 fiscal year, Animal Services has established 3 main goals when volunteers are permitted to return to the facility:

1. In the absence of volunteers, staff had an opportunity to evaluate the volunteer program. This allowed shelter supervision to identify true operational needs, strengths and areas that need improvement. When volunteer services resume on the schedule, number of daily volunteers and duties will be altered to reflect data collected during the suspension of volunteer activity.
2. Provide refresher training for all dog volunteers to focus on 5 identified behavior training techniques every time handling a dog in our care. These techniques were developed to promote consistency, accountability and adoptability of animals.
3. Recruit new volunteers needed for both shelters to meet the needs of the department, as well as increase our disaster response capabilities.

9. GENERAL INFORMATION:

Name of Person Completing Report:	Rachael Santiago		
Phone Number:	619-366-4357	Mail Stop:	S-154
Email:	Rachael.Santiago@sdcounty.ca.gov		

Volunteer Coordinator:	Rachael Santiago		
Phone Number:	619-366-4357	Mail Stop:	S-154
Email:	Rachael.Santiago@sdcounty.ca.gov		

10. DEPARTMENT CERTIFICATION:



DEPARTMENT HEAD SIGNATURE

7/14/2020

DATE