



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

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 Volunteers: 74	Hours: 8653.23	x \$29.95	= \$ 259,164.24
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Types of work performed by GENERAL VOLUNTEERS in this category:
 (Total hours for the last quarter (April-June) are not available until the end of July and this projection is based on historical data from the previous quarter. The previous quarter is used as it best reflects the impact to the program from COVID-19.)
 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 585 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 6,697 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 Volunteers:	Hours:	x \$29.95	= \$
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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 below.)

Position	Hours	x	VCL	=	Dollar Benefit
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

No. of Volunteers: **Total Hours:** **Total Value:** = \$

Types of work performed by SPECIALIZED VOLUNTEERS in this category:



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d. TOTALS OF DEPARTMENT VOLUNTEERS (from above):

	No. of Volunteers	Hours	Dollar Benefit
2a.	74	8653.23	259,164.24
2b.			
2c.			
Total Volunteers	74	Total Hours	8653.23
		Total Value	\$259,164.24

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:	415,000.00
Item Donated:		Value:	
Item Donated:		Value:	
Item Donated:		Value:	
Item Donated:		Value:	
Total Value:			\$415,000.00

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: 6240 x Rate: 55.80 = \$ 348,192.00

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: 63.70 = \$ 66,248.00

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

<u>Item</u>	<u>Cost</u>
Supplies	1,150.00



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Volunteer expenses including Recognition, Training and Printing	4,322.00
Volunteer Mileage	19,521.00
Other (IT costs, printing and copy equipment)	10,889.20
TOTAL OF OTHER PROGRAM COSTS	\$35,882.20



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d. TOTAL OF VOLUNTEER PROGRAM COST (Sum of 4a, 4b and 4c)	\$450,322.20
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5. NET BENEFIT TO DEPARTMENT FROM VOLUNTEER PROGRAM:

a. Total Dollar Benefits of Volunteers, Item 2d (Page 2)	\$259,164.24
b. Total of Donations to Volunteer Program, Item 3 (Page 2)	\$415,000.00
c. Subtract Total of Volunteer Program Costs, Item 4d (Page 3)	\$450,322.20

TOTAL PROGRAM BENEFIT	\$223,842.04
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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, San Diego County Medical Society Retired Physicians Section, California Medical 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:



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The San Diego County Long-Term Care Ombudsman Program continues to be the only county to implement OARDIF (Ombudsman to Adult Residential Facilities (ARFs), Adult Day Health Care (ADHC), and Intermediate Care Facilities (ICF). The LTCOP hired a new OARDIF Coordinator Irene Escobedo who formally continues to mentor the 6 Volunteers in her unit while facing this COVID pandemic. A new Intake Coordinator Dana Vacante-Garcia was also hired. 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 2019 provided special recognition to hard working volunteers who advocated for facility residents. The Ombudsman Program currently has around 74 active volunteers. The Ombudsman Central Coordinator & Trainer Ms. Kristin Rigsbee held a new 36-hour Ombudsman Volunteer certification class during this current fiscal year with several new Volunteers participating and 2 Re-Certification Trainings. In November 2019, a State Ombudsman Analyst came down from Sacramento to train a group of Staff and Volunteers on the new ODIN 2020 (Ombudsman Data Integration Network). In April 2020, the Board of Supervisors had nominated Ombudsman Volunteer Jane Duvall to be recognized with the Volunteer of the Year award.

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:

The Ombudsman Program goals for fiscal year 20-21: The Ombudsman Program will work on implementing a new virtual certification program for recruiting new Volunteers. The program will complete at least two Volunteer certification trainings and two regional training events within safe distance COVID guidelines to support the yearly re-certification requirements. There will be a virtual and/or safe distancing Volunteer recognition event before the end of the year to honor years of service. The Ombudsman Program will continue its efforts to recruit volunteers by filling the recruiter position. Our goal is to increase the number of Ombudsman Volunteers to 80 and the OARDIF Volunteers to 8. 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		
Phone Number:	858-505-6322	Mail Stop:	W-433
Email:	Wendy.bellido@sdcounty.ca.gov		

Volunteer Coordinator:	Same as above		
Phone Number:		Mail Stop:	
Email:			



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10. DEPARTMENT CERTIFICATION:

Kristy Gallo

DEPARTMENT HEAD SIGNATURE

7/15/20

DATE