



**COUNTY OF SAN DIEGO
VOLUNTEER REPORT FORM
PERIOD JULY 1, 2020 - JUNE 30, 2021
Deadline: July 16, 2021**

1. DEPARTMENT INFORMATION:

Department: Health & Human Services Agency
Division/Unit: PHS / Public Health Preparedness & Response

2. VOLUNTEER PROGRAM BENEFITS:

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

No. of Vol.	0	Hours	X	\$33.61	=	\$0.00
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Types of work performed by GENERAL VOLUNTEERS in this category:

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

No. of Vol.	0	Hours	X	\$33.61	=	\$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 below.)

<u>Position</u>	<u>Hours</u>	X	<u>VCL</u>	=	<u>Dollar Benefit</u>
MRC Volunteers (RN, MD, EPI)	6,280.81		\$65.00		\$408,252.65
					\$0.00
					\$0.00
					\$0.00
					\$0.00
No. of Vol.	253	Total Hours	6,281	Total Value =	\$408,252.65

Types of work performed by SPECIALIZED VOLUNTEERS in this category:

COVID-19 Response of San Diego Medical Reserve Corps (MRC) Registered Nurses (RN) and Epidemiologists (EPI) included: Testing, vaccination, health care sector outreach, support of health provider task force.

d. TOTALS OF DEPARTMENT VOLUNTEERS (from above):

	<u>No. of Volunteers</u>	<u>Hours</u>	<u>Dollar Benefit</u>
2a.	0	0	\$0.00
2b.	0	0	\$0.00
2c.	253	6,281	\$408,252.65
Total Vol.	253	Hours	6,281
Total Value =			\$408,252.65

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:	Value:
Item Donated:	Value:
Item Donated:	Value:
Item Donated:	Value:
Item Donated:	Value:

TOTAL VALUE =	\$0.00
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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 X Rate =

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 X Rate =

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

<u>Item</u>	<u>Cost</u>
LAN Access for 22 vol. (\$65.34/month x 240 months)	\$15,681.60
Email Services for 22 vol. (\$5.24/month x 240 months)	\$1,257.60
TOTAL OF OTHER PROGRAM COSTS	\$16,939.20
d. TOTAL OF VOLUNTEER PROGRAM COST (add 4a, 4b, and 4c)	\$47,119.20

5. NET BENEFIT TO DEPARTMENT FROM VOLUNTEER PROGRAM:

a. Total Dollar Benefits of Volunteers, Item 2d (Page 2)
b. Total of Donations to Volunteer Program, Item 3 (Page 2)
c. Subtract Total of Program Costs, Item 4d (Page 3)

TOTAL PROGRAM BENEFIT

6. RECRUITING:

Please describe your recruiting programs:

The San Diego Medical Reserve Corps (MRC) is a community-based group of local medical and health workers who can serve as volunteers during a local health emergency. Pre-credentialing volunteers prior to an event allows San Diego to be better prepared to respond quickly and efficiently during a time of disaster.

Volunteers register through a volunteer system run by the California Emergency Medical Services Authority (EMSA), Disaster Healthcare Volunteers site and the local MRC Coordinator and support staff are local administrators for San Diego volunteers. Volunteers are requested to complete two FEMA courses, IS 100 on the Incident Command System and IS 700 the National Response Framework. Volunteers perform duties that match their backgrounds, skills, and expertise. Volunteers are alerted when a need is identified and they may choose to respond based on their availability. MRC volunteers are supervised by on-site hospital staff

The MRC program did not have an active recruitment plan. The influx of volunteers was done through the weekly press briefings through the state and local government. There may have been newsletters to local partners that also reached out to local members to be an MRC volunteer.

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:

Since the start of COVID-19 response, the MRC program staff supported the screening and placement of 4,000 spontaneous volunteers who signed up in Disaster Healthcare Volunteers (DHV) into the appropriate County or MRC units based on volunteer preference and completion of membership requirements. Completion of this critical step will support the further integration of volunteers moving forward.

- The County partnered with community organizations such as the San Diego County Medical Society and San Diego County Dental Society. Healthcare staff and community partners signed up as MRC volunteers and promoted the program, increasing the number of vaccinators available, especially in areas of the county hardest hit by COVID supporting efforts to increase vaccine equity.
- During the time vaccine supply was low and volunteer shifts were unpredictable, the Medical Volunteer Branch partnered with local partners in the healthcare systems Sharp, Scripps, UCSD and Champions for Health to share volunteer opportunities with current MRC volunteers who had time to continue assisting with vaccinations.
- MRC unit was involved in that was a unique or noteworthy experience were the MRC Selfie Challenge and Recording the MRC Journey projects. These still and moving images help to immortalize and appreciate the work of our MRC volunteers through the COVID-19 response

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:

Our goal was to put together a team to process the huge influx of volunteers recruited through the COVID-19 response. In April 2021, the branch was authorized to onboard one Volunteer Coordinator and three Office Assistants (OAs). Their duties include monitoring email in box and chat, process new applicants through screening and verification, completion of DSW registration and Loyalty Oath, and referral to training. The OAs assisted with quality checking volunteer documentation, following up on training requirements, conducting pre and post shift contacts and general administrative support. During the COVID-19 response period of March 1, 2020 to June 30, 2021, 534 volunteers were screened and referred to the T3 vaccine branch in support of the following missions:

- Care N Shelter
 - Crown Plaza - Runner
 - Crown Plaza – On-Site Clinic
- Warehouse
- Alternative Care Center (ACC)
- Drive Up Testing Site (DUTS)
- Temporary Lodging Call Center
- Swabbing Surge for SNF
- Convention Center
- Nurse Triage Line (NTL) / T3 Isolation and Support Nurse Help Line (T3 ISNHL)
- Wildfire Evacuation Shelters

9. GENERAL INFORMATION:

Name of person completing report: Melissa Dredge
Phone: 619-778-4051 Mail Stop: S555 E-Mail: Melissa.Dredge@sdcounty.ca.gov
Volunteer Coordinator: Caroline Mosher
Phone: 619-542-4174 Mail Stop: P578 E-Mail: Caroline.Mosher@sdcounty.ca.gov

10. DEPARTMENT CERTIFICATION:



DEPARTMENT HEAD SIGNATURE

WILMA J. WOOTEN, MD, MPH
Public Health Officer



DATE