



**COUNTY OF SAN DIEGO
VOLUNTEER REPORT FORM
PERIOD JULY 1, 2024 - JUNE 30, 2025
Deadline: August 8, 2025**

1. DEPARTMENT INFORMATION:

Department: Health and Human Service Agency (HHSa)
Division/Unit: Aging & Independence Services (AIS) / Long-Term Care Ombudsman Program (LTCOP)

2. VOLUNTEER PROGRAM BENEFITS:

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

No. of Vol.	28	Hours	3489.41	X	\$40.14	=	\$140,064.92
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Types of work performed by GENERAL VOLUNTEERS in this category:

Long-Term Care Ombudsman Program (LTCOP) volunteers perform a variety of tasks, including investigating complaints made by or on behalf of residents of long-term care (LTC) facilities. This role involves maintaining an ongoing presence in facilities and participating in resident and family council meetings when requested. Volunteers provide technical assistance to residents and family councils, develop professional relationships with personnel at skilled nursing facilities (SNF) and residential care facilities for the elderly (RCFE) through regular visits. They attend monthly LTCOP meetings and participate in ongoing training. Volunteers are responsible for documenting investigations, monitoring activities, and submitting all required records in a timely manner. Volunteers provide educational programs to residents, families, staff, community groups, organizations, and the public. They cover topics such as residents' rights, LTC issues, community resources, elder abuse, and mandated reporting. Volunteers refer appropriate elder abuse cases to a supervisor for further action. Lastly, LTCOP volunteers witness signing of advance care directives and/or property transfers to facility staff in excess of \$100.

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

No. of Vol.		Hours		X	\$40.14	=	\$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>
					\$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. 28	3489.41	\$140,064.92
2b. 0	0	\$0.00
2c. 0	0	\$0.00
Total Vol. 28 Hours 3,489		Total Value = \$140,064.92

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: \$223,471.96
Item Donated:	Value:
Item Donated:	Value:
Item Donated:	Value:
Item Donated:	Value:
TOTAL VALUE = \$223,471.96	

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	3489.41	X	Rate	\$66.71	=	\$232,778.54
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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	\$90.16	=	\$93,766.40
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c. Other program costs (volunteer training materials/supplies, recognition costs, etc.):

<u>Item</u>	<u>Cost</u>
Supplies	\$3,946.56
Volunteer Expenses including Recognition, Training, & Printing	\$0.00
Volunteer Mileage	\$9,253.80
IT Support	\$15,471.82
Volunteer Recruiter	\$0.00
TOTAL OF OTHER PROGRAM COSTS	\$28,672.18

d. TOTAL OF VOLUNTEER PROGRAM COST	=	\$355,217.12
(add 4a, 4b, and 4c)		

5. NET BENEFIT TO DEPARTMENT FROM VOLUNTEER PROGRAM:

a. Total Dollar Benefits of Volunteers, Item 2d (Page 2)	\$140,064.92
b. Total of Donations to Volunteer Program, Item 3 (Page 2)	\$223,471.96
c. Subtract Total of Program Costs, Item 4d (Page 3)	\$355,217.12

TOTAL PROGRAM BENEFIT	\$8,319.76
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6. RECRUITING:

Please describe your recruiting programs:

As of June 30th, 2025, LTCOP has 28 volunteers. In FY 2024-25, LTCOP placed advertisements with the online platforms Volunteer Match and Create the Good. Volunteer posters and flyers are displayed in public libraries and senior centers throughout the county. LTCOP also has a one-page advertisement in the San Diego Elder Care Directory. English and Spanish brochures are distributed by volunteers and staff. Recruitment announcements are placed in the Aging & Independence Services (AIS) newsletter as well. LTCOP staff participate in community outreach events as well as other health fairs. LTCOP has a dedicated Ombudsman Volunteer Training & Recruitment Coordinator who works closely with the Program Coordinator to enlist and retain volunteers. LTCOP volunteers are required to maintain their certification by attending at least 18 annual training classes.

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 LTCOP has established quarterly regional meetings for ongoing training and case consultation with volunteers. These regional meetings include professional speakers and trainers.

LTCOP has established weekly resource forums for volunteer Q&A and case consultation with Ombudsman staff.

The Annual Volunteer Recognition luncheon was held in October 2024 to provide special recognition to the hard-working volunteers who advocated for facility residents.

LTCOP held a new virtual certification training, and the first in-person 36-hour Ombudsman Volunteer certification class since COVID.

In May 2025, Patrick Hanson, an Ombudsman volunteer, received recognition as Volunteer of the Year from the Board of Supervisors.

8. VOLUNTEER PROGRAM GOALS FOR FISCAL YEAR 2024-25:

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

For FY 2024-25, LTCOP will continued recruiting and retention efforts to increase the number of volunteers. One of the ways to do so is by offering volunteers the opportunity to perform tasks other than facility visits, such as community outreach and office/phone support. This is especially helpful when recruiting volunteers who, either due to medical reasons or by choice, are unable to do a required fit test.

LTCOP planed to complete at least two volunteer certification trainings and eight regional training events to support the yearly re-certification requirements.

9. GENERAL INFORMATION:

Name of person completing report:	Sunita Upchurch		
Phone: 858-505-6322	Mail Stop: W433	E-Mail:	sunita.upchurch@sdcounty.ca.gov
Volunteer Coordinator:	Kristin Rigsbee		
Phone: 858-505-6985	Mail Stop: W433	E-Mail:	kristin.rigsbee@sdcounty.ca.gov

10. DEPARTMENT CERTIFICATION:



DEPARTMENT HEAD SIGNATURE

DATE