



COUNTY OF SAN DIEGO
VOLUNTEER REPORT FORM
PERIOD JULY 1, 2025 - JUNE 30, 2026
Deadline: August 17, 2026

1. DEPARTMENT INFORMATION:

Department:	Health and Human Services Agency
Division/Unit:	Aging & Independence Services, LTCOP

2. VOLUNTEER PROGRAM BENEFITS:

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

No. of Volunteers: 30	Hours: 4472	x \$41.75	= \$186,706
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Types of work performed by GENERAL VOLUNTEERS in this category:

The Ombudsman Representative performs a variety of crucial 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 also provide technical assistance to residents and family councils, and they develop professional relationships with personnel at skilled nursing facilities (SNF) and residential care facilities for the elderly through regular visits within their assigned areas. Additionally, the position requires attending monthly Ombudsman meetings and participating in ongoing training. Volunteers are responsible for documenting investigations and monitoring activities, submitting all required records in a timely manner. They provide educational programs to residents, families, facility staff, community groups, organizations, and the general public, covering topics such as residents' rights, LTC issues, community resources, elder abuse, and mandated reporting. Finally, the Ombudsman Representative refers appropriate elder abuse cases to a supervisor for action and witnesses advanced care directives and property transfers to facility staff in excess of \$100.00 in SNFs.

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

No. of Volunteers:	Hours:	x \$41.75	= \$
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Types of work performed by INSTITUTIONAL VOLUNTEERS in this category:



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- 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:	= \$
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Types of work performed by SPECIALIZED VOLUNTEERS in this category:

- d. TOTALS OF DEPARTMENT VOLUNTEERS (from above):



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	No. of Volunteers		Hours		Dollar Benefit
2a.	30		4472		\$186,706
2b.					
2c.					
Total Volunteers	30	Total Hours	4472	Total Value	\$186,706

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 fair market value to each and add to the total value of the donations section.

Item Donated:	Federal & State	Value:	\$628,717.74
Item Donated:		Value:	
Item Donated:		Value:	
Item Donated:		Value:	
Item Donated:		Value:	
Total Value:			\$628,717.74

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: \$70.03	=	\$436,987.20
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- 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: \$83.72	=	\$87,068.80
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- c. Other program costs (volunteer training materials/supplies, recognition costs, etc.):

<u>Item</u>	<u>Cost</u>
Supplies	\$6,564.66



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Volunteer Expenses, including Recognition, Training, & Printing	\$7,728.41
Volunteer Mileage	\$8,833.05
IT Support	\$13,801.85
Volunteer Outreach	\$148,986.83
TOTAL OF OTHER PROGRAM COSTS	\$185,914.80

d. TOTAL OF VOLUNTEER PROGRAM COST (Sum of 4a, 4b and 4c)	\$709,970.80
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5. NET BENEFIT TO DEPARTMENT FROM VOLUNTEER PROGRAM:

a. Total Dollar Benefits of Volunteers, Item 2d (Page 2)	\$186,706.00
b. Total of Donations to Volunteer Program, Item 3 (Page 2)	\$628,717.74
c. Subtract Total of Volunteer Program Costs, Item 4d (Page 3)	\$709,970.80

TOTAL PROGRAM BENEFIT	\$105,452.94
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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 San Diego County. The Ombudsman Program also has a one-page advertisement in the elder care directory. There are brochures in five languages distributed by volunteers and staff. 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 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 18 annual hours of training. Volunteers' training hours are tracked to ensure certification compliance.



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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 County of San Diego Long-Term Care Ombudsman Program runs quarterly regional meetings with volunteers for ongoing training and case consultation, and weekly resource forums for volunteer Q&A and case consultation with Ombudsman staff. The regional meetings include professional speakers and trainers. The Annual Volunteer Recognition luncheon in October 2025 provided special recognition to hard working volunteers who advocated for facility residents. The Ombudsman Program currently has approximately 30 active volunteers. The Ombudsman Trainer holds virtual certification trainings. An Ombudsman Volunteer was nominated and recognized by the San Diego County Board of Supervisors as Volunteer of the Year in the awards ceremony.

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:

The Ombudsman Program goals for Fiscal Year 2025-2026: The Ombudsman Program will continue to work on recruitment and retention of volunteers. The program will complete at least two volunteer certification trainings and eight regional training events to support the yearly re-certification requirements. Our goal is to increase the number of Ombudsman Volunteers by offering volunteers the opportunity to provide more community outreach and office/phone support if they are unwilling or unable to fit-test.

9. GENERAL INFORMATION:

Name of Person Completing Report:	Sunita Upchurch		
Phone Number:	619-643-2003	Mail Stop:	W433
Email:	sunita.upchurch@sdcounty.ca.gov		

Volunteer Coordinator:	Kristin Rigsbee		
Phone Number:	858-505-6985	Mail Stop:	W433



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Email:	
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10. DEPARTMENT CERTIFICATION:

Wendy Garcia Digitally signed by Wendy Garcia
Date: 2026.08.17 14:39:41 -07'00'

for Allison Boyer DEPARTMENT HEAD SIGNATURE

8/17/26

DATE