

COUNTY OF SAN DIEGO VOLUNTEER REPORT FORM PERIOD JULY 1, 2023 - JUNE 30, 2024

Deadline: August 7, 2024

1. DEPARTMENT INFORMATION:

Department: Aging & Independence Services

Division/Unit: Ombudsman

2. VOLUNTEER PROGRAM BENEFITS:

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

No. of Vol.	39 Hours	1671	X	\$38.61	=	\$64,517.31
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Types of work performed by GENERAL VOLUNTEERS in this category:

Long-Term Care Ombudsman Program volunteers advocate for the dignity and quality of life and care for all residents of long-term care facilities. Within San Diego County there are 84 Skilled Nursing Facilities (SNFs) and 571 Residential Care Facilities for the Elderly (RCFEs). The Ombudsman Program receives, investigates, and resolves thousands of abuse, neglect, and resident's rights complaints each year. Ombudsman volunteers work diligently to address resident concerns and advocate for resident rights. These 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. Ombudsman volunteers may also be called upon to witness Advance Health Care Directives. Ombudsman volunteers demonstrate a proactive approach that includes frequent, consistent, and timely on-site visibility in long-term care facilities.

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

No. of Vol.	Hours	X	\$38.61 =	\$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

<u>Position</u>		<u>Hours</u>	X	$\underline{\text{VCL}}$ =	Dollar Benefit
	_		_		\$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):

No. of Volu	<u>nteers</u>	<u>Hours</u>	Dollar Benefit
2a.	39	1671	\$64,517.31
2b.	0	0	\$0.00
2c.	0	0	\$0.00
	_		
Total Vol.	39 Hours	1,671 Total Value =	\$64,517.31

3. DONATIONS TO VOLUNTEER PROGRAM:

Please list all donations to the department's Volunteer program including monetary donations and <u>tangible/intangible</u> 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 Older American Act revenue	Value:	\$383,745.55
Item Donated:	CDA American Rescue Plan Act revenue	Value:	\$83,874.73
Item Donated:		Value:	
Item Donated:		Value:	
		Value:	
		·	
	TOTAL VALUE =		\$467,620.28
	TOTAL VALUE =		\$467,620.28

4. **VOLUNTEER PROGRAM COSTS:**

a. Cost of supervision of volunteers (total hours of direct supervision multiplied by the hourly rate of staff person (s) <u>directly supervising program volunteers</u>.)

Hours	6240	X Rate	\$64.05	=	\$399,672.00
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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	\$77.99	=	\$81,109.60
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c. Other program costs (volunteer training materials/supplies, recognition costs, etc.):

<u>Item</u>		<u>Cost</u>
Supplies		\$5,819.01
Volunteer Expenses including Recognition, Training	, & Printing	\$1,914.46
Volunteer Mileage		\$7,752.10
IT Support		\$34,716.67
Volunteer Recruiter		\$0.00
TOTAL OF OTHER PROGRAM COSTS	=	\$50,202.24
d. TOTAL OF VOLUNTEER PROGRAM COST (add 4a, 4b, and 4c)	=	\$530,983.84

5. NET BENEFIT TO DEPARTMENT FROM VOLUNTEER PROGRAM:

a. Total Dollar Benefits of Volunteers, Item 2d (Page 2)	\$64,517.31
b. Total of Donations to Volunteer Program, Item 3 (Page 2)	\$467,620.28
c. Subtract Total of Program Costs, Item 4d (Page 3)	\$530,983.84

TOTAL PROGRAM BENEFIT

\$1,153.75

6. RECRUITING:

Please describe your recruiting programs:

In FY 2023-2024, to improve recruitment efforts the Ombudsman Volunteer Coordinator contacted various associations such as the Retired Nurses Association, California Medical Association, and Retired County Employees Associations to share information about LTCOP volunteer opportunities. The program maintains a database of individuals that have expressed interest in volunteering.

The LTCOP Ombudsman Training and Volunteer Coordinator reviews applications for potential conflict of interest, provides orientation, a 36-hour certification training, and provides volunteer recognition events. The LTCOP participates in community outreach events such as the Live Well 5K, as well as other expos.

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 program has established a weekly resource forum for volunteers to ask questions, discuss difficult cases, and receive important information and changes in legislation.

LTCOP has successfully established a routine spring and fall re-certification training schedule and an annual volunteer recognition luncheon.

LTCOP has been actively involved in identifying and troubleshooting issues with the new Volunteer and Newsletter Database (VAND)

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

GENERAL INFORMATION:

DEPARTMENT HEAD SIGNATURE

9.

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

The LTCOP successfully met 2023-24 goals. For FY 2024-25 LTCOP will continue to develop procedures to ensure volunteers meet all requirements related to respiratory disease prevention.

LTCOP will continue to send a newsletter to share monthly updates with volunteers to encourage them to stay connected and informed about program updates. The newsletter includes State requirements, resources, events, and training information.

In May 2024, Marcela Grabon, an Ombudsman volunteer, received recognition as Volunteer of the Year from the Board of Supervisors. We will nominate another volunteer for FY 2024-25.

LTCOP had 39 certified volunteers in FY23-24. The LTCOP continues recruiting efforts to increase the number of volunteers. The LTCOP encourages volunteers to continue with the program and has identified ways for them to participate in other LTCOP activities such as community outreach, office support, and intake assistance to maintain their certification.

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			Kristin Rigs				
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10.	DEPAR	RTMENT CERTIFI	CATION:				

DATE