



**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	<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
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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.	39	1671	\$64,517.31
2b.	0	0	\$0.00
2c.	0	0	\$0.00

<b>Total Vol.</b>	<b>39</b>	<b>Hours</b>	<b>1,671</b>	<b>Total Value =</b>	<b>\$64,517.31</b>
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**5. NET BENEFIT TO DEPARTMENT FROM VOLUNTEER PROGRAM:**

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

**TOTAL PROGRAM BENEFIT**

<b>\$1,153.75</b>
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**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:**

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.

**9. GENERAL INFORMATION:**

Name of person completing report:	<u>Sunita Upchurch</u>		
Phone: <u>619-643-2003</u>	Mail Stop: <u>W433</u>	E-Mail:	<u><a href="mailto:Sunita.Upchurch@sdcou">Sunita.Upchurch@sdcou</a></u>
Volunteer Coordinator:	<u>Kristin Rigsbee</u>		
Phone: <u>858-505-6985</u>	Mail Stop: <u>W433</u>	E-Mail:	<u><a href="mailto:Kristin.Rigsbee@sdcou">Kristin.Rigsbee@sdcou</a></u>

**10. DEPARTMENT CERTIFICATION:**

<hr/> <b>DEPARTMENT HEAD SIGNATURE</b>	<hr/> <b>DATE</b>
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