



# Volunteer, Internship and Work Readiness Programs



**FY2017  
SUMMARY**

Human Resources Department

# Volunteer, internship and work readiness opportunities

cultivate civic engagement and participation. Volunteers assist the City's workforce in enhancing services to the public while internships build skills and provide work experience for students enrolled in academic programs. Work Readiness programs afford a practical and economic opportunity for many underserved San Diego youth.

The City's volunteers, interns and mentees include a diverse representation of participants; including seniors, students, professionals, families, active and non-active military and faith-based or community groups. Some volunteers serve to enhance the City's parks, lakes and beaches as Environmental Enhancement volunteers. Some help young students as homework coaches in the City's 36 libraries, while others provide support as part of community safety initiatives as Retired Senior Volunteer Patrol members. Like the volunteers, mentees and interns also gain insight to public service through work readiness skills programs such as Fire Cadets and Therapeutic Recreation Internships.

Participants of the Volunteer, Internship and Work Readiness programs are trained to engage visitors while preserving the City's surroundings and history, keeping San Diego's youth physically active and looking toward a brighter tomorrow.



## City departments that provided information about volunteer, internship and work readiness opportunities during fiscal year 2017:

Office of the City Attorney  
Office of the City Auditor  
Office of the City Clerk  
Office of the City Comptroller  
Communications  
Council District Offices








Debt Management  
Development Services  
Economic Development  
Environmental Services  
Family Justice Center  
Financial Management

Fire-Rescue  
Fleet Service  
Office of Homeland Security  
Human Resources  
Library  
Office of the Mayor

Parks and Recreation  
Planning  
Police  
Public Utilities  
Public Works  
Transportation and Storm Water

Volunteer data for those serving on the City's boards and commissions were not included. This information is under the purview of the Office of the City Clerk.

## FY 2017 Citywide totals include:

	 No. of	 No. of Hours Served	 Total Value <sup>1</sup>
 Mentees	<b>705</b>	<b>64,951</b>	<b>\$ 1,848,505.46</b>
 Interns (Unpaid)	<b>139</b>	<b>31,120</b>	<b>\$ 885,675.20</b>
 Volunteers	<b>17,254</b>	<b>347,053</b>	<b>\$ 9,877,128.38</b>
 Total	<b>18,098</b>	<b>443,124</b>	<b>\$ 12,611,309.04</b>

<sup>1</sup> Independent Sector.Org (\$28.46/hour in California)

*In addition, 239 paid Interns supported 24 City Offices and Departments, serving 118,366 hours. Interns and Mentees represent 59 high schools, colleges and universities.*

# Volunteers help Community Services...



## San Diego Public Library

- Most Library Department volunteers serve as storytime readers, library beautifiers and homework coaches.
- Volunteers support and assist with the Summer Reading Program, youth and literacy focused programs and the Library's special collections.
- The READ San Diego Adult Literacy Program has volunteer literacy tutors who teach basic reading skills to English-speaking adults on a one-on-one basis. Volunteers support the literacy program as family literacy assistants and provide office and lab assistance and outreach information at special events.
- Do Your Homework @ the Library volunteers help San Diego students in grades K-8 with their homework at various libraries.
- Library volunteers promote community engagement through assistance as STEAM coaches in the 3D printing labs, help mend books to keep the library's collection healthy and provide arts and crafts opportunities for youth library patrons. Support is provided by the Library Commission, the Library Foundation Board and numerous Friends of the Library groups.

Mentees

**47**



Annual  
Amount of  
Hours Served  
**71,464**

Volunteers

**1,788**



## Parks and Recreation Department



- Parks and Recreation volunteers serve as youth sport coaches, park beautifiers and recreation program assistants.
- Youth sport coaches teach skills and the rules of the sport to youth participants interested in learning and playing soccer, baseball, flag football, swim, water polo and volleyball.
- Beautification volunteers help keep City of San Diego open spaces, neighborhood parks, recreation center playground areas, developed regional parks and San Diego shoreline parks clean, beautiful and welcoming. Volunteers remove litter or overgrown brush, remove non-native plants or help to plant and mulch native plants. All ages are welcome in this group.
- Recreation program volunteers assist City employees at special events held at recreation centers, senior services dances or at day camps in the Therapeutic Recreation Program. They help set-up, decorate and check-in guests. They also help clean-up, assist with crafts or games and engage participants at these seasonal monthly or annual events.



Mentees  
**87**

Volunteers  
**14,534**

Annual Amount of Hours Served  
**113,729**

Interns  
**14**

# Volunteers help Public Safety...

- Community Emergency Response Team San Diego volunteers learn how to prepare emergency supplies, perform basic medical treatment and conduct safe searches to make communities better prepared for emergencies. They take on leadership roles within their communities to aid the Incident Command System, which trains citizens to navigate the first 72 hours of an emergency while emergency services are overwhelmed.
- The San Diego Fire-Rescue Department Cadet Program teaches youth about a career in fire suppression and emergency medical services. Cadets gain experience as they observe firefighters and assist the Department in a non-hazardous capacity. The program has trained 10,000 youth since its inception.
- The Fire-Rescue Department's Junior Lifeguard Program provides youth an opportunity to learn from professional lifeguards. Students gain a wide variety of skills and knowledge including: how to enjoy the beach safely, ocean and wave education, first aid and CPR, water rescue techniques and the importance of keeping physically fit. This valuable experience builds self-confidence and skills for life. The program has trained 37,500 youth since its inception in 1983.

Mentees  
**184**

Volunteers  
**272**

Annual  
Amount of  
Hours Served  
**62,732**

Interns  
**45**




## San Diego Police Department

- The R.S.V.P (Retired Senior Volunteer Patrol) Program promotes community awareness and helps San Diego citizens feel safe. Volunteers and mentees assist area stations increase the level of crime prevention programs within specific geographic boundaries by providing additional resources to the Police Department. They assist with safety checks in various communities.
- Interns serve in the Family Justice Center and provide life changing information to support citizens regarding family justice center services. They share insight, success stories and conversations with clients and students at community events.



Mentees  
**51**

Volunteers  
**543**

  
Total  
Amount of  
Hours Served  
**163,982**

Interns  
**34**

# Volunteers help Internal Services...

## Office of the City Attorney



- Legal interns are supervised by Deputy City Attorneys and assist in drafting pleadings and research. Investigative interns assist with obtaining cases, supporting minor transcriptions and observing trials, motions and interviews. The USD Paralegal Intern Program provides interns to learn basic paralegal duties under the supervision of Paralegals in the City Attorney's Office. Investigative interns are educated in partnership with SDSU's Criminal Justice Program.
- Volunteer attorneys assist Deputy City Attorneys with aspects of criminal prosecution. They help with legal research and documents, and attend meetings, court hearings and trials.

Volunteers

16

Mentees

4

Fiscal Year  
Amount of  
Hours Served  
**33,128**

Interns

83







## Office of the City Clerk

- Volunteers in the Office of the City Clerk support records center staff. They assist with historical materials, survey collections to help with categorization, data entry, pack books and translate Spanish documents.
- Mentees assist with research, help compile and analyze data to assist with City projects and programs that support long-term electronic record retention.

Mentees

3

Fiscal Year  
Amount of  
Hours Served  
**5,013**

Volunteers

21




## Development Services Department

- Code compliance volunteers and mentees assist code enforcement section staff in identifying zoning violations or concerns within communities that are readily noticeable from the public right-of-way. Their service supports the goal to reduce visual blight and allows volunteers an opportunity to be involved in the beautification and revitalization of their neighborhoods.
- Interns help to digitize and electronically file documents, reports and other related records. They assist with data, spreadsheets and electronic files related to neighborhood code compliance.

Mentees  
**19**

Volunteers  
**22**

  
Fiscal Year  
Amount of  
Hours Served  
**6,270**

Interns  
**8**




## Public Utilities Department

- The Public Utilities Department, along with the San Diego County Water Authority, other local water agencies, community colleges and private sector partners, developed an internship program to provide students the opportunity to learn more regarding a career in the water/wastewater industry. Practical on-the-job experience is gained by students who aspire to be potential future water/wastewater employees.
- Interns assist the City's Cross Connection Control Program. They research and prepare documents for installation of backflow devices and help Cross Connection Control specialists to better assist customers.
- Environmental Enhancement Volunteers support litter abatement, environmental protection and fishing program activities at the City's reservoir lakes. Volunteers also assist customers with lake and fishing questions. Partnerships with I Love a Clean San Diego, Eagle Scout troops and student volunteers contribute to the beautification of the City's reservoirs.

Mentees  
**2**

Volunteers  
**26**

  
Fiscal Year  
Amount of  
Hours Served  
**25,440**

Interns  
**54**



## Public Works Department

- Mentees work on special one-time event projects, clearing out project files, back-up logs and other temporary work as assigned in support of planning, design and construction of capital improvement projects.
- The Management Intern position provides engineering students the opportunity to obtain direct knowledge of and experience in the engineering profession while simultaneously pursuing a bachelor's degree in engineering. Interns assist with engineering research, records retrieval and assisting with construction document review. They also assist with project construction oversight, attend construction meetings, assist with material submittal reviews and assist with as-built plan reviews.

Mentees  
**11**

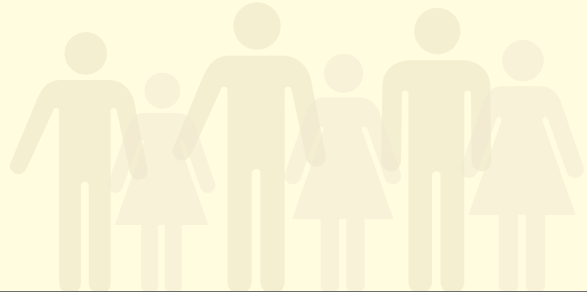
Fiscal Year  
Amount of  
Hours Served  
**10,500**

Volunteers  
**20**



## Human Resources Department

- Interns and mentees support the citywide volunteer, internship and work readiness programs at special events and with outreach and training efforts.



Current volunteer, internship and work readiness opportunities are available at [sandiego.gov/volunteer-program](http://sandiego.gov/volunteer-program)

Volunteers  
**32**

Mentees  
**282**



Fiscal Year  
Amount of  
Hours Served  
**5,103**

Interns  
**5**



## Interns also Served in Departments and Offices Listed Below:

- **Office of the Mayor:** Assist with communication related to constituent correspondence, social media, talking points and public service announcements. Interns can get a view of how the Mayor's office conducts business to support San Diego constituents.
- **City Council Offices:** Internship positions may be found in any of the nine Council offices. Interns assist with a variety of tasks, including outreach, communication and office duties.
- **Office of the City Comptroller:** Learn about grant data reports, grant budget deficits, report exports and research of fund resolutions and ordinances.
- **Economic Development Department:** Assist engineers overseeing the City's community parking district program. Assist with performing field evaluation and measurement on City streets and sidewalks.
- **Environmental Services Department:** Gather and analyze collection data. Perform research on structural changes of Department functions, perform tasks related to mass mailings, phone calls, data entry and site visits.
- **Fleet Services Department:** Assist with updates to the fleet operation software system through data cleaning, testing and training for a new version. Assist the Acquisition Section analyze spreadsheets and enter new information. Assist the Administrative Support Section create process narratives and procedures.
- **Planning Department:** Help with community plan updates, mobility studies, stakeholder committee correspondence and update a public outreach database. Assist with policy regulation, demographic, land use, zoning and mobility research and analysis.
- **Office of Homeland Security:** Assist with emergency planning, critical infrastructure and threat and hazard identification research. Help with special event planning.
- **Transportation and Storm Water:** Assist the Department with tasks related to the execution of the Municipal Storm Water permit, deferred capital related work and streets programs.

