

# **2014 Annual Citywide Volunteer Activity Status Report**



**City of San Diego  
Human Resources Department  
July 2015**

## EXECUTIVE SUMMARY

The City of San Diego's population is approximately 1.3 million, making it the eighth largest city in the United States and the second largest city in California. Volunteers assist the City's workforce in enhancing services to the public by performing tasks beyond the capacity and scope of current City employees. Consistent with City Council Policy 300-01, a Volunteer is defined as one who offers their time and efforts to support a city service or undertaking without paid compensation by the City.

Volunteers represent the City's diversity and include seniors, minorities, students, professionals, families, active and non-active military, and faith-based community groups, to name a few. For example volunteers serve as visitor center docents, seasonal sport coaches, and literacy tutors who support the day to day success of environmental projects, recreation, youth and adult programs.

According to the Independent Sector, a national nonpartisan coalition of nonprofits, the estimated dollar value of a California volunteer is \$26.341 per hour<sup>1</sup>. The total number of volunteer hours including youth development activity received by the City for calendar year 2014 was 639,023, an estimated value of \$16.8 million citywide. The number of volunteers reported in 2014 was approximately 31,702.

For this report, City departments were asked to provide information for their current volunteer and youth development activities for Calendar Year 2014. The following departments reported volunteer and youth development activities that supported programs and services further discussed in this report:

Citizens Review Board of Police Practices	Office of Homeland Security
Office of the City Attorney	Human Relations Commission
Office of the City Clerk	Human Resources
Commission on Gang Prevention	Library
Office of the City Comptroller	Park and Recreation
Development Services	Police
Environmental Services	Public Utilities
Family Justice Center	Public Works
Fire-Rescue	Transportation and Storm Water

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<sup>1</sup> "State Values of Volunteer Time." *State Values of Volunteer Time*. Independent Sector, n.d. Web. 8 July 2015.

## **Use of Volunteers**

The Memorandum of Understanding (MOU) for each recognized employee organization includes language regarding the use of volunteers. The City recognizes that volunteers are not intended to neither reduce nor displace the work performed by bargaining unit employees, nor supplant current vacant positions, nor take on current position responsibilities to produce savings.

## **Volunteer Management**

The Citywide Volunteer Coordinator positioned within the Human Resources Department reviews and approves all proposed volunteer programs and volunteer opportunities. This action ensures labor considerations, risk management issues, and legal concerns are met. The Citywide Coordinator also develops increased outreach efforts, connects potential individual and group volunteers to available opportunities citywide, and leads an annual volunteer recognition program.

The Citywide Volunteer Office serves as the liaison to several departments to support large volunteer group participation in environmental and beautification projects. Some of the ongoing partners include, and are not limited to: I Love a Clean San Diego, local US Military installations such as the U.S.S. Ronald Reagan and San Diego City College.

In 2014, the Citywide Volunteer Program extended its reach by using Twitter account (@SDVolunteers) to extend the reach of the Volunteer Program. The Citywide Volunteer Program successfully promotes volunteer opportunities, connects with community members and partners, and recognizes outstanding volunteers and groups. In 2014 the number of Twitter followers increased over 400%.

In calendar year 2014, the Citywide Volunteer Office responded to over 1,400 online and phone requests for volunteer opportunities. Most requests were for opportunities to provide office assistance. A combined, thirty-three percent (33%) of volunteer inquiries expressed interest in Library Services, Park and Recreation, and internship opportunities. Seventy-six percent (76%) of respondents were individuals; eighteen percent (18%) were groups and non-profit agencies. The difference among those seeking long term vs. short term volunteer opportunities was marginal. Seventeen percent (17%) of those requesting volunteer opportunities identified themselves as minors.

<b>Requests Sorted by Term Length</b>		
<b>Term</b>	<b># of Volunteers Interested</b>	<b>% of Volunteers Interested</b>
Short-Term	775	54%
Long-Term	651	46%
<b>Requests Sorted by Volunteer Type</b>		
<b>Volunteer Type</b>	<b># of Volunteers</b>	<b>% of Volunteers</b>
Individual	1096	76%
Community groups and Non-Profit Agencies	247	18%
Other (families, married couples)	83	6%
<b>Minors Requesting Volunteer Opportunities</b>		
<b>Volunteer is/is not a Minor</b>	<b># of Volunteers</b>	<b>% of Volunteers</b>
Volunteer is a Minor	245	17%
Volunteer is not a Minor	1181	83%

<b>Opportunity Request Form Reponses</b>		
<b>Volunteer Opportunity Interest Area</b>	<b># of Volunteers Interested</b>	<b>% of Volunteers Interested</b>
Office Assistance	342	13%
Student Internship	308	12%
Community Support: Library Services	291	11%
Community Support: Park and Recreation	274	10%
Community Beautification	214	8%
Police Support	214	8%
Habitat Restoration	183	7%
Senior Citizen Services	180	7%
Other-Individual	116	4%
Litter Clean Up	113	4%
Youth Sports Coach	113	4%
Fire-Rescue	104	4%
Court Referred Community Service	83	3%
Other-Group	63	2%
Lifeguard Support	28	1%
The Citywide Volunteer Office received 1,426 volunteer requests submitted through the web-based Opportunity Request Form in 2014. The individual expressed interest in more than one volunteer opportunity 54% of the time.		

## **Volunteer Recognition**

Each year in April, the Citywide Volunteer Office coordinates an annual recognition event to coincide with the National Volunteer Recognition Week. The City celebrates and specially acknowledges the exceptional efforts and services of volunteers. Volunteers support services in the following programs throughout the City: Community Emergency Response Team, Civic Dance Arts Program, Senior Citizen Services, Retired Senior Volunteer Patrol, Therapeutic Recreation Services, San Diego Junior Lifeguards, City Clerk Archival Assistance Program, Family Justice Center, Code Compliance Volunteer Program, READ/San Diego, Law Library Assistance Program, Do Your Homework at the Library Coaching program and Central Library's Tours and Technology programs.

The Citywide Volunteer Office makes additional efforts to recognize its volunteers. In 2014 the Citywide Volunteer Office distributed over 8,000 complimentary museum passes, donated by Balboa Park Cultural Partnership, to the City and regional nonprofit volunteer programs. Social media recognition of volunteer groups and individual volunteer accomplishments were shared and brought to the public's attention.

## **Volunteer Training**

Volunteers are supervised by City staff to ensure safety and adherence to all applicable rules and regulations. Training is provided by departments and is specific to each volunteer opportunity. Some opportunities require volunteers to pass a background clearance process and to verify personal information. All department program-support volunteers are required to complete a participation agreement.

Fingerprint scanning is performed by the Personnel Department and the cost is paid from the City's General Fund. The Personnel Department performs the fingerprinting submitted to the State of California Department of Justice and Federal Bureau of Investigation (FBI) for the criminal history records of potential volunteers. The current costs per volunteer are \$32.00 by the DOJ and \$17.00 by the Federal Government. Fingerprinting is required for volunteers who supervise and work directly with youth or persons with disabilities, or who volunteer in a minimally supervised environment.

Under the purview of the City Clerk's Office additional opportunities to serve as a volunteer, on one of many boards and commissions can be found. For this report, volunteer data for those serving on the City's boards and commissions was not included.

## **Volunteer Support Costs**

While volunteer activity is a cost effective effort, it is not cost free and City departments may incur expenses in order to support volunteer efforts. Examples of expenses by City departments may include: fingerprinting, uniforms, books, training, office supplies, vehicle maintenance, wireless communication devices (radios), computer stations, parking validation, personal protective equipment, and costs associated with volunteer recognition.

## DEPARTMENT DETAIL

### Community Services

#### Library Department

*Annual Number of Volunteers: 3,253*

*Annual Amount of Hours Volunteered: 137,277*

The majority of Library Department volunteers serve as computer lab assistants, story-time readers, and arts and craft instructors. Volunteers support shelving and mending books and provide help with library gifts and support for the Summer Reading Program.

The San Diego Adult Literacy Program has volunteer literacy tutors teaching basic reading skills to English speaking adults on a “one-on-one” basis. In addition, volunteers support the literacy program as family literacy assistants, they provide office and lab assistance and assist at special events.

Volunteers support other literacy programs designed to benefit patrons with physical and mental disabilities, seniors and families and youth from lower income communities. The department is also supported by three boards and/or commissions: Friends of READ, the Library Commission, and the Library Foundation Board.

#### Park & Recreation Department

*Annual Number of Volunteers: 26,291*

*Annual Amount of Hours Volunteered: 187,333*

The Park and Recreation Department has the largest number of volunteers citywide and has 1.00 FTE position dedicated exclusively as a “Volunteer Coordinator.” The Department’s 22,275 volunteers represent eighty percent (80%) of total volunteers citywide and account for 178,087 hours of service.

Some volunteer opportunities within the Park and Recreation Department include special event assistance at community recreational events, open space and developed regional parks, habitat restoration, litter abatement, trail maintenance opportunities, senior and therapeutic recreation assistance, golf marshalling, visitor center docents at regional parks, office interns, athletic, dance, and craft programs, and court referrals for individuals involved in minor infractions.

The Department’s volunteer activity produces numerous partnerships with the City including, environmental preservation groups, friends of parks or canyons foundations, recreation councils, faith-based organizations, dance and youth sports organizations.

## **Public Safety**

### **Family Justice Center**

***Annual Number of Volunteers: 100***

***Annual Amount of Hours Volunteered: 9,000***

Family Justice Center volunteers assist with community based projects and special events. Their help increases the attention and care provided to clients and their families.

### **Fire-Rescue Department**

***Annual Number of Volunteers: 627***

***Annual Amount of Hours Volunteered: 18,277***

In 2003, the City implemented a community-based program developed and led by the Fire-Rescue Department called Community Emergency Response Teams San Diego (CERT San Diego<sup>2</sup>). CERT San Diego volunteers take on leadership roles within their communities to support the Incident Command System which trains citizens to get through the first 72 hours while emergency services are overwhelmed. To serve on a team volunteers complete a six week academy and are trained by uniformed department personnel. Training is provided by the American Red Cross and FEMA. Countywide CERT drills supplement this training and minimize city expenses.

Fire Cadets 16-21 years old, are volunteers who receive training in fire service. These young adults engage with Fire-Rescue Department employees through hands on, didactic, ride-alongs and at community outreach events.

The San Diego Junior Lifeguard Foundation volunteers support the Junior Lifeguard Program by hosting fundraising events. These events help buy equipment and fund outreach efforts to underprivileged youth throughout San Diego. These efforts and equipment help to enhance participation in this in the youth vocational program.

### **Office of Homeland Security**

***Annual Number of Volunteers: 1***

***Annual Amount of Hours Volunteered: 63***

This volunteer assisted staff with emergency response plans and helped new volunteers become familiar with the region and its training and exercise activities. This volunteer helped bring together key community leaders from the region to encourage preparedness and to create sustainable network.

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<sup>2</sup> Additional information on CERT San Diego can be located on the City's web site:  
<http://www.sandiego.gov/fire/services/cert/>

## **Police Department**

***Annual Number of Volunteers: 668***

***Annual Amount of Hours Volunteered: 173,451***

The Police Department administers the Retired Senior Volunteer Patrol (RSVP), which includes citizens 50 years and older. These volunteers perform license plate reading to recover vehicles; conduct “You Are Not Alone” (YANA) checks, support schools to develop child safety fingerprint programs, provide “McGruff Crime Dog Crime Prevention” programs, and assist patrol officers by directing traffic.

The Volunteers In Policing (VIPs) is a community resource available to answer police-related questions and to help coordinate the Ride Along Program. Some VIPs have specialized skills and work in specific fields, such as coordinating the department's Speakers Bureau and Crime Prevention through Environmental Design (CPTED).

Crisis Interventionists are on call 24 hours a day and respond to traumatic incidents to help officers by comforting distraught family members and putting them in touch with resources they will need once the immediate crisis has passed. By interacting with the family, Crisis Interventionists allow officers to clear scenes and respond to other calls for service.

Police Reserves are POST trained, volunteer police officers who work patrol alongside paid, sworn officers. Reserves officers maintain the same training levels as paid sworn officers and have the same powers of arrest as a police officer.

Police Cadets volunteers, 16-21 years old, assist officers with a variety of activities. Cadets attend numerous city events in their official capacity as cadets. They also participate in ride-alongs with sworn officers and are afforded the opportunity to learn about law enforcement careers. Cadets interested in law enforcement careers may use their experiences as Cadets should they decide to become sworn officers.

## **Non-Mayoral**

### **Office of the City Attorney**

***Annual Number of Volunteers: 114***

***Annual Amount of Hours Volunteered: 31,685***

Volunteers in the City Attorney's Office consist of law library assistants, volunteer attorneys, legal interns supporting civil litigation, investigative interns in partnership with SDSU's Criminal Justice Program and interns supporting paralegal and administrative activities. The majority of the department's volunteers are in the Criminal Division, where student interns seek volunteer opportunities for school credit.

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 department.



The City Attorney's office acquires student interns through various schools and programs including, USD, SDSU, San Diego High School, Crawford High School and TRACE, an adult program for mentally and physically challenged adults.

**Office of the City Clerk**

***Annual Number of Volunteers: 33***

***Annual Amount of Hours Volunteered: 7,758***

The City Clerk manages volunteers who support a variety of volunteer activity centering on service in the records center and public access. Volunteers assist in the office with surveying collections to help categorize series.

**Infrastructure Departments**

**Development Services Department**

***Annual Number of Volunteers: 16***

***Annual Amount of Hours Volunteered: 2,471***

Citizen volunteers assist code enforcement section staff in identifying zoning violations or concerns within their communities that are readily noticeable from the public right of way. They also support a goal to reducing visual blight, which allows community members the opportunity to be involved in the beautification and revitalization of their neighborhoods.

**Public Utilities Department**

***Annual Number of Volunteers: 469***

***Annual Amount of Hours Volunteered: 23,396***

Volunteers in the Public Utilities Department support litter abatement, environmental protection, and fishing program activities at the Lake reservoirs. City's reservoir volunteers 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 Otay Reservoir shoreline, and lake reservoirs.

**Public Works Department**

***Annual Number of Volunteers: 15***

***Annual Amount of Hours Volunteered: 2,189***

Public Works volunteers assist engineers and the Print Shop with administrative and project specific tasks which help support project goals.

## Internal Support Services

### Human Resources Department

*Annual Number of Volunteers: 2*

*Annual Amount of Hours Volunteered: 386*

Volunteers support The Citywide Volunteer Office and Youth Development Program. They assist with special projects and events such as the Annual Volunteer Recognition Event, Bring Our Daughters and Sons to Work Day. They assist with social media and outreach efforts.

**Table 1: 2014 Department Volunteer Activity**

<b>Departments</b>	<b>Annual Volunteers</b>	<b>Annual Volunteer Hours Served</b>
Office of the City Attorney	39	6,998
Office of the City Clerk	31	5,832
Development Services	16	2,471
Family Justice Center	50	4,000
Fire-Rescue	537	8,921
Office of Homeland Security	1	63
Human Resources	1	194
Library	3,253	134,951
Park and Recreation	26,236	179,070
Police Department	593	163,451
Public Utilities	448	1,556
Public Works	13	1,925
<b>Grand Total</b>	<b>31,218</b>	<b>509,432</b>

**Table 2: Department Volunteer Opportunities**

<b>Department</b>	<b>Volunteers</b>	<b>Annual Number of Volunteers</b>	<b>Annual Number of Volunteer Hours</b>
<b>Office of the City Attorney</b>	Law Library Assistant	2	522
	Volunteer Attorney/ Post Bar Clerk	11	4,048
	Office Volunteer	26	2,428
<b>Total</b>		<b>39</b>	<b>6,998</b>
<b>Office of the City Clerk</b>	Archival Assistance	31	5,832
<b>Total</b>		<b>31</b>	<b>5,832</b>
<b>Development Services</b>	Code Enforcement Volunteer	16	2,471
<b>Total</b>		<b>16</b>	<b>2,471</b>
<b>Family Justice Center</b>	Family Justice Center Volunteer	50	4,000
<b>Total</b>		<b>50</b>	<b>4,000</b>
<b>Fire-Rescue</b>	Community Emergency Response Team	497	7,721
	San Diego Junior Lifeguard Foundation Volunteers	40	1,200
<b>Total</b>		<b>537</b>	<b>8,921</b>
<b>Office of Homeland Security</b>	Emergency Preparedness Support Volunteer	1	63
<b>Total</b>		<b>1</b>	<b>63</b>
<b>Human Resources</b>	Special Event Volunteer	1	194
<b>Total</b>		<b>1</b>	<b>194</b>
<b>Library</b>	Central Library Beautifier	15	171
	Central Library Volunteer	49	1,805
	Branch Library Volunteer	2,595	103,995
	Central Library Art Gallery Greeter	14	54
	Central Library Arts and Crafts Program Volunteer	29	313
	Central Library Better World Books	1	56
	Central Library Book Mender	9	237
	Central Library Film Series Volunteer	1	30
	Central Library Items Request Volunteer	42	1,120
	Central Library Maker Coach	15	2,080
	Central Library Marx San Diego Heritage Center Volunteer	24	552
	Central Library Newspaper Desk Volunteer	2	31
	Central Library Special Event Volunteer	8	53
	Central Library Teen Center Volunteer	3	171
	Central Library Tour Guide	25	974
	Central Library Volunteer Usher	2	14
	Central Library Yoga Program Assistant	3	9
Homework Coach	39	270	
READ San Diego Literacy Tutor	377	23,016	
<b>Total</b>		<b>3,253</b>	<b>134,951</b>

<b>Park and Recreation</b>	Wellness and Fitness Assistance	34	3,599
	Quarterly Park Inspections	7	224
	Golf Marshalls and Divoteers	107	9,082
	Senior Services and Therapeutic Recreation Services Assistance	2,821	33,945
	Special Event Assistance	2,100	8,146
	Court Referrals	549	9,092
	Environmental Enhancement Volunteer	14,701	63,451
	Environmental Education Volunteer	145	3,100
	Office Assistance	109	1,983
	Recreational Program Assistance	447	9,500
	Dance Program Volunteer	2,153	13,714
	Athletic Programs Assistance	678	18,477
	Recreation Council Board Member	1,985	3,157
	Large Group Environmental Enhancement Project Assistance	400	1,600
<b>Total</b>	<b>26,236</b>	<b>179,070</b>	
<b>Police</b>	Retired Senior Volunteer Patrol (RSVP)	356	123,082
	Volunteers In Policing (VIP)	127	19,000
	Crisis Intervention	84	13,900
	Police Reserves	26	7,469
<b>Total</b>	<b>593</b>	<b>163,451</b>	
<b>Public Utilities</b>	Environmental Enhancement Volunteers	408	1,058
	Fishing Program Assistance	1	300
	Litter Abatement	39	198
<b>Total</b>	<b>448</b>	<b>1,556</b>	
<b>Public Works</b>	Project Assistance	13	1,925
<b>Total</b>	<b>13</b>	<b>1,925</b>	
<b>Grand Total</b>	<b>31,218</b>	<b>509,432</b>	

## Youth Development Program

Throughout the City, program support is also achieved by students and young adults seeking to bridge their academic studies to real work experiences and to earn school credit.

The Youth Development Program was implemented in the Human Resources Department in March, 2014 to provide greater opportunities for local youths and young adults within the public service sector. It has broadened the reach of the existing Internship Program, and now includes Mentoring and Job Shadowing opportunities within City Departments.

Many City departments currently support youth development through long-standing programs such as the Fire-Rescue Department's Jr. Lifeguard Program; Police Department's Cadet Program and Park and Recreation Department's W.A.V.E. /S.A.V.E. Program. Each of these programs recruits and operates with awareness for education and inclusiveness.

Last year, City departments funded 114 paid internship positions, which accounted for approximately 75,763 hours of assistance within City departments. Within the Transportation & Storm Water Division paid interns assisted special projects, GIS mapping, field investigations and research. Interns also made it possible to expand teen programs at the Central Library by teaching youth computer classes in the Idea Lab.

Citywide, unpaid interns accounted for 199 positions in addition to 171 mentoring and job shadowing opportunities.

Unpaid interns support The City's Commission on Gang Prevention and Intervention with gathering statistical data, research, community engagement and special projects. They also helped archive records, assisted with historical material, and provided aide categorizing series within the City Clerk's office.

In 2014 the San Diego Public Library provided 55 youths and young adults in search of work-readiness skills, opportunities to gain knowledge and skills. These youth supported the maintenance of educational materials and assisted with Library programs such as the Summer Reading program.

With the assistance of seven City departments, 14 San Diego High School students were given a first-hand experience to a variety of careers in public service during the 2014 Job Shadow Day. Students from the School of Business and Leadership spent four hours with directors and employees discovering the day-to-day workings in Purchasing & Contracts, City Treasurer, Lifeguard Services, Human Resources, Planning, Printing Services, and Park and Recreation.

Last year, the Youth Development Program launched its webpage, joined the Citywide Volunteer Program's Twitter account, and hosted on-going work-readiness workshops to ready youths for

entry to the world of work. The workshops include: resume writing, interview skills/dress for success, and panel discussions. Fourteen workshops were held throughout the City in 2014.

The Youth Development Program has developed and maintains partnerships with academic institutions, schools, non-profit organizations, and community groups that focus on youth development. Outreach is achieved via career fairs, work-readiness workshops, and presentations at local schools, universities and community organizations.

**Table 3: 2014 Department Youth Development Activity**

<b>Departments</b>	<b>Annual Participants</b>	<b>Annual Hours Served by Participants</b>
Citizens Review Board on Police Practices	1	192
Office of the City Attorney	75	24,687
Office of the City Clerk	2	1,926
Office of the City Comptroller	1	200
Commission of Gang Prevention and Intervention	3	576
Environmental Services	9	8,340
Family Justice Center	50	5,000
Fire-Rescue	90	9,356
Human Relations Commission	1	200
Human Resources	4	1,351
Library	55	2,326
Park and Recreation	55	8,263
Police	75	10,000
Public Utilities	21	21,840
Public Works	2	264
Transportation & Storm Water	40	35,070
<b>Grand Total</b>	<b>484</b>	<b>129,591</b>

**Table 4: 2014 Department Youth Development Opportunities**

<b>Department</b>	<b>Paid Internship Opportunities</b>	<b>Annual Number of Interns</b>	<b>Annual Number of Intern Hours</b>
<b>Office of the City Attorney</b>	Paid Internship	1	1,040
<b>Office of the City Comptroller</b>	Paid Internship	1	200
<b>Environmental Services</b>	Paid Internship	9	8,340
<b>Fire-Rescue</b>	Paid Internship	30	6,596
<b>Human Resources</b>	Paid Internship	3	1,159
<b>Library</b>	Paid Internship	9	668
<b>Park and Recreation</b>	Paid Internship	2	1,100
<b>Public Utilities</b>	Paid Internship	21	21,840
<b>Transportation &amp; Storm Water</b>	Paid Internship	38	34,820
<b>Total</b>		<b>114</b>	<b>75,763</b>

<b>Department</b>	<b>Unpaid Internship Opportunities</b>	<b>Annual Number of Interns</b>	<b>Annual Number of Intern Hours</b>
<b>Citizens Review Board on Police Practices</b>	Unpaid Internship	1	192
<b>Office of the City Attorney</b>	Unpaid Internship	74	23,647
<b>Office of the City Clerk</b>	Unpaid Internship	2	1,926
<b>Commission on Gang Prevention and Intervention</b>	Unpaid Internship	3	576
<b>Family Justice Center</b>	Unpaid Internship	50	5,000
<b>Human Relations Commission</b>	Unpaid Internship	1	200
<b>Human Resources</b>	Unpaid Internship	1	192
<b>Library</b>	Unpaid Internship	13	908
<b>Park and Recreation</b>	Unpaid Internship	52	7,083
<b>Transportation &amp; Storm Water</b>	Unpaid Internship	2	250
<b>Total</b>		<b>199</b>	<b>39,974</b>

Department	Youth Development Opportunities	Annual Number of Participants	Annual Number of Participant Hours
Fire-Rescue	Junior Lifeguard Academy	60	2,760
Library	Beckwourth Branch Library	33	750
Park and Recreation	Office Assistance	1	80
Police	Cadet Program	75	10,000
Public Works	Print Shop	2	264
<b>Total</b>		<b>171</b>	<b>13,854</b>

## CONCLUSION

Volunteer programs that engage residents positively impact neighborhoods and public areas while complimenting the efforts and service levels maintained by City Employees. Volunteering, by students seeking academic credit, or youth in need of work readiness skills, has proven to be an effective tool to improve relationships and connections between community members and the City’s workforce. This relationship creates an environment of cooperation and understanding. This report highlights the extensive volunteer support citywide and continues to underscore the importance of volunteer service in our City. The City of San Diego greatly appreciates all of the time and effort each volunteer contributes.

In the City of San Diego, volunteering is enhancing the culture of our neighborhoods, communities, open spaces and our workplace.

Signature on File

\_\_\_\_\_  
 Kristina Fraijo  
 Citywide Volunteer Coordinator

Signature on File

\_\_\_\_\_  
 Ronald H. Villa  
 Deputy Chief Operating Officer

Signature on File

\_\_\_\_\_  
 Judy von Kalinowski  
 Human Resources Department Director

Signature on File

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 Scott Chadwick  
 Chief Operating Officer

Attachment:

1. List of Calendar Year 2014 Department Volunteer and Youth Development Opportunities by Departments



Department	Volunteers	Annual Number of Volunteers	Annual Number of Volunteer Hours
Office of the City Attorney	Law Library Assistant	2	522
	Volunteer Attorney/ Post Bar Clerk	11	4,048
	Office Volunteer	26	2,428
<b>Total</b>		<b>39</b>	<b>6,998</b>
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Development Services Department	Code Enforcement Volunteer	16	2,471
<b>Total</b>		<b>16</b>	<b>2,471</b>
Family Justice Center	Family Justice Center Volunteer	50	4,000
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Fire-Rescue	Community Emergency Response Team	497	7,721
	San Diego Junior Lifeguard Foundation Volunteers	40	1,200
<b>Total</b>		<b>537</b>	<b>8,921</b>
Office of Homeland Security	Emergency Preparedness Support Volunteer	1	63
<b>Total</b>		<b>1</b>	<b>63</b>
Human Resources	Special Event Volunteer	1	194
<b>Total</b>		<b>1</b>	<b>194</b>
Library	Central Library Beautifier	15	171
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	Branch Library Volunteer	2,595	103,995
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	Central Library Special Event Volunteer	8	53
	Central Library Teen Center Volunteer	3	171
	Central Library Tour Guide	25	974
	Central Library Volunteer Usher	2	14
	Central Library Yoga Program Assistant	3	9
	Do Your Homework @ the Library Homework	39	270
	READ San Diego Literacy Tutor	377	23,016
<b>Total</b>		<b>3,253</b>	<b>134,951</b>
Park and Recreation	Wellness and Fitness Assistance	34	3,599
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	Golf Marshalls and Divoteers	107	9,082
	Senior Services and Therapeutic Recreation	2,821	33,945
	Special Event Assistance	2,100	8,146
	Court Referrals	549	9,092
	Environmental Enhancement Volunteer	14,701	63,451

	Environmental Education Volunteer	145	3,100
	Office Assistance	109	1,983
	Recreational Program Assistance	447	9,500
	Dance Program Volunteer	2,153	13,714
	Athletic Programs Assistance	678	18,477
	Board Member	1,985	3,157
	Large Group Environmental Enhancement Project	400	1,600
<b>Total</b>		<b>26,236</b>	<b>179,070</b>
<b>Police</b>	Retired Senior Volunteer Patrol (RSVP)	356	123,082
	Volunteers In Policing (VIP)	127	19,000
	Crisis Intervention	84	13,900
	Police Reserves	26	7,469
<b>Total</b>		<b>593</b>	<b>163,451</b>
<b>Public Utilities</b>	Environmental Enhancement Volunteers	408	1,058
	Fishing Program Assistance	1	300
	Litter Abatement	39	198
<b>Total</b>		<b>448</b>	<b>1,556</b>
<b>Public Works</b>	Project Assistance	13	1,925
<b>Total</b>		<b>13</b>	<b>1,925</b>
<b>Grand Total</b>		<b>31,218</b>	<b>509,432</b>

Department	Unpaid Internship Opportunities	Annual Number of Interns	Annual Number of Intern Hours
<b>Citizens Review Board on Police Practices</b>	Unpaid Internship	1	192
<b>Office of the City Attorney</b>	Unpaid Internship	14	3,476
<b>Office of the City Clerk</b>	Unpaid Internship	2	1,926
<b>Commission on Gang Prevention</b>	Unpaid Internship	3	576
<b>Family Justice Center</b>	Unpaid Internship	50	5,000
<b>Human Relations Commission</b>	Unpaid Internship	1	200
<b>Human Resources</b>	Unpaid Internship	1	192
<b>Library</b>	Unpaid Internship	13	908
<b>Park and Recreation</b>	Unpaid Internship	52	7,083
<b>Transportation &amp; Storm Water</b>	Unpaid Internship	2	250
<b>Total</b>		<b>139</b>	<b>19,803</b>

Department	Paid Internship Opportunities	Annual Number of Interns	Annual Number of Intern Hours
<b>Office of the City Attorney</b>	Paid Internship	61	21,211
<b>Office of the City Comptroller</b>	Paid Internship	1	200
<b>Environmental Services</b>	Paid Internship	9	8,340
<b>Fire-Rescue</b>	Paid Internship	30	6,596
<b>Human Resources</b>	Paid Internship	3	1,159
<b>Library</b>	Paid Internship	9	668

<b>Park and Recreation</b>	Paid Internship	2	1,100
<b>Public Utilities</b>	Paid Internship	21	21,840
<b>Transportation &amp; Storm Water</b>	Paid Internship	38	34,820
<b>Total</b>		<b>174</b>	<b>95,934</b>

<b>Department</b>	<b>Youth Development Opportunities</b>	<b>Annual Number of Participants</b>	<b>Annual Number of Participant Hours</b>
<b>Fire-Rescue</b>	Junior Lifeguard Academy	60	2,760
<b>Library</b>	Beckwourth Branch Library	33	750
<b>Park and Recreation</b>	Office Assistance	1	80
<b>Police</b>	Cadet Program	75	10,000
<b>Public Works</b>	Print Shop	2	264
<b>Total</b>		<b>171</b>	<b>13,854</b>





	Citizens Review Board on Police Practices	
<b>Director:</b>	Danell Scarborough	<b>Assigned Contact:</b> Denise Sandoval

	<b>Opportunity Title</b>	<b>Opportunity Description</b>	<b>Impact / Benefit</b>	<b># of Participants</b>	<b>Participants Hours</b>
Opportunity 1	Unpaid Internship	Interns assist with special assignments, information gathering, research requests, and attending meetings.	Enhanced coordination and presentation at monthly meetings and training sessions.	1	192

	Office of the City Attorney	
<b>Director:</b>	Jan Goldsmith	<b>Assigned Contact:</b> Gina Coburn

<b>Opportunity Title</b>	<b>Opportunity Description</b>	<b>Impact / Benefit</b>	<b># of Participants</b>	<b>Participants Hours</b>
Opportunity 1	Law Library Assistance Volunteers assist with tasks such as shelving materials, bar-coding, labeling, and data entry.	Allows the library to continuously improve and grow.	2	522
Opportunity 2	Volunteer Attorney/ Post Bar Clerk Volunteers assist Deputy City Attorneys with all aspects of civil litigation and advisory practice. Typical tasks include completing legal research, drafting legal documents, and all aspects of trial preparation. Volunteers attend client meetings, court hearings, administrative hearings, and trials. They also participate in office training sessions, including practice groups on specific legal topics.	The major City benefit from this volunteer opportunity is that participants learn about the structure and operation of the City, and learn about the valuable and challenging work completed by the City Attorney's Office.	11	4,048
Opportunity 3	Office Volunteer Volunteers assist staff in Criminal Division with various office activities, including data entry, shredding confidential paperwork, copying, filing, conducting computer searches, greeting the public, and answering inquiries.	The main purpose of this program is to provide valuable and practical work experience for volunteers. The major City benefit from this volunteer opportunity is that participants assist staff with day to day operations of the City Attorney's Office.	26	2,428

Opportunity 4	Unpaid Internship	Interns are assigned to work with Deputy City Attorneys in one of the litigation or advisory units in the City Attorney's Office. Typical tasks include completing legal research, drafting legal documents, and all aspects of trial preparation. Interns attend client meetings, court hearings, administrative hearings, and trials. They also participate in office training sessions, including practice groups on specific legal topics.	The main purpose of this program is to provide valuable practical experience for law school students while they obtain academic credit. The major City benefit is that participants learn about the structure and operation of the City, and the valuable and challenging tasks completed by the City Attorney's Office.	14	3,476
Opportunity 5	Paid Internship	Interns assist investigators on all levels of research in preparation for trial.	Interns assist with a broad variety of basic investigatory functions. Interns accompany investigators to trial for learning purposes.	4	768
Opportunity 6	Paid Internship	Interns assist Deputy City Attorneys in Criminal Division. Typical tasks include completing legal research, drafting legal documents, and all aspects of trial preparation. Interns attend court hearings and trials. They also participate in office training sessions, including practice groups on specific legal topics. All service is completed under the direct supervision of a Deputy City Attorney.	The main purpose of this program is to provide valuable practical experience for individuals awaiting California Bar examination results. The major City benefit from this volunteer opportunity is that participants learn about the structure and operation of the City, and about the valuable and challenging tasks completed by the City Attorney's Office.	42	17,320
Opportunity 7	Paid Internship	Interns assist restitution specialists with restitution for victims of crimes. Interns contact victims, calendar court proceedings, prepare documents for trial, and update victim and case information for restitution hearings.	The main purpose of this program is to provide valuable and practical experience for students pursuing a degree in Criminal Justice.	11	1,783



Opportunity 8	Paid Internship	Interns assist staff in Criminal Division with various office duties, including data entry, copying, filing, conducting computer searches (CMS, JURIS), answering phones and taking messages, greeting public and answering inquiries, and distributing mail.	Interns assist staff with day to day operations contributing to the positive workflow of the department while gaining valuable and practical work experience.	3	300
Opportunity 9	Paid Internship	Interns assist with tasks including legal research, clerical, preparing tables of authority and reports in the Law Library.	Allows the Library to continuously improve and grow.	1	1,040

	Office of the City Clerk	
<b>Director:</b>	Elizabeth Maland	<b>Assigned Contact:</b> Sheila Beale

	<b>Opportunity Title</b>	<b>Opportunity Description</b>	<b>Impact / Benefit</b>	<b># of Participants</b>	<b>Participants Hours</b>
Opportunity 1	Archival Assistance	Volunteers assist with historical materials and surveying collections to help categorize series, enter data, pack books, and translate Spanish documents.	Archival Assistance provides the public enhanced access to on-line historically relevant material which have not been circulated and are rare and very fragile.	31	5,832
Opportunity 2	Unpaid Internship	Interns assist with historical materials and support surveying collections to help categorize series, enter data, pack books, and translate Spanish documents.	Enhanced access to on-line and historically relevant material (documents, books, photos) that have not been circulated and are rare and very fragile.	2	1,926

	Commission on Gang Prevention and Intervention	
<b>Director:</b>	Rickey Laster	<b>Assigned Contact:</b> Denise Sandoval

	<b>Opportunity Title</b>	<b>Opportunity Description</b>	<b>Impact / Benefit</b>	<b># of Participants</b>	<b>Participants Hours</b>
Opportunity 1	Unpaid Internship	Interns help with special assignments, information gathering, and research requests.	Provides Intern experience at community events. Provides support and engagement in monthly meetings.	3	576

	Office of the City Comptroller	
<b>Director:</b>	Rolando Charvel	<b>Assigned Contact:</b> Teri Smith

	<b>Opportunity Title</b>	<b>Opportunity Description</b>	<b>Impact / Benefit</b>	<b># of Participants</b>	<b>Participants Hours</b>
Opportunity 1	Paid Internship	Interns assist with various tasks related to debt reconciliations.	Provides the accountants a chance to train and review tasks and gives the intern a valuable experience.	1	200

	Development Services Department	
<b>Director:</b>	Bob Vacchi	<b>Assigned Contact:</b> William Dauphin

	<b>Opportunity Title</b>	<b>Opportunity Description</b>	<b>Impact / Benefit</b>	<b># of Participants</b>	<b>Participants Hours</b>
Opportunity 1	Code Compliance Volunteer	Volunteers assist the Code Enforcement Division (CED) staff in identifying zoning violations or concerns within communities that are readily viewable from the Public Right-of-Way.	Improves awareness and community engagement relating to neighborhood concerns.	16	2,471

	Environmental Services Department	
<b>Director:</b>	Mario Sierra	<b>Assigned Contact:</b> Darrin Greenhalgh

<b>Opportunity Title</b>	<b>Opportunity Description</b>	<b>Impact / Benefit</b>	<b># of Participants</b>	<b>Participants Hours</b>
Opportunity 1	Paid Internship Under the direct supervision of the Senior Planner and Senior Biologist, the intern participates in field and office tasks associated with a grant, and assists with reports to the granting agency. This position learns of multiple aspects of solid waste management, landfill operations, and collection.	Greater enhancement of service and prevention issues associated with transients and litter, that ultimately would need to be dealt with by the City.	2	2,000
Opportunity 2	Paid Internship The intern participates in lead-safety and healthy homes residential assessments, provides data entry and filing services, processes inspection data, and compiles health and safety reports. Assists in preparation of progress reports for funding agencies, helps low-income households enroll in grant programs, and conducts customer satisfaction surveys.	The intern attends various lead-safety and healthy homes training to enhance intern knowledge and skills. Also, interns increase implementation of grant objectives.	1	100
Opportunity 3	Paid Internship Interns assist with municipal energy efficiency audits, upgrades, lighting, and LEED certification. They assist with Green Business Program research and planning related to energy efficiency best practices and project support. Interns also provide research, basic analysis and project support for other energy, sustainability and department priority projects as needed.	The City benefits from additional assistance to meet grant deliverables and to advance energy efficiency in City operations and the community, while providing valuable experience, training and knowledge to interns.	6	6,240

	Family Justice Center	
<b>Director:</b>	Lt. Charles Lara	<b>Assigned Contact:</b> Monica Bejerano

<b>Opportunity Title</b>	<b>Opportunity Description</b>	<b>Impact / Benefit</b>	<b># of Participants</b>	<b>Participants Hours</b>
Opportunity 1 Family Justice Center Volunteer	Volunteers assist with Family Justice Center projects and special events. They provide office assistance, conduct research, gather statistics, and welcome clients.	Increases service level specifically attention and care to clients and their families at the San Diego Family Justice Center.	50	4,000
Opportunity 2 Unpaid Internship	Interns assist the client in learning and accessing services from on-site partners that accommodate the individual's needs of the client. They also greet guests, play with children, support families while children are meeting with therapists, make copies, answer calls, and organize rooms.	Family Justice Center is able to provide enhanced customer service while interns assist in other areas providing quality service to the clients and their families.	50	5,000

	Fire-Rescue	
<b>Director:</b>	Chief Javier Mainar	<b>Assigned Contact:</b> Kevin Ester-Deputy Chief

<b>Opportunity Title</b>	<b>Opportunity Description</b>	<b>Impact / Benefit</b>	<b># of Participants</b>	<b>Participants Hours</b>	
Opportunity 1	Community Emergency Response Team	Citizens are trained in disaster preparedness and to respond during major disasters when professional resources are overwhelmed.	Training prepares community to survive and recover from major disasters.	497	7,721
Opportunity 2	San Diego Junior Lifeguard Foundation Volunteers	Volunteers help support various events conducted for the program's youth. They assist with Junior Lifeguard events and some Volunteers may become a foundation board member. They help raise funds for aquatic outreach.	Volunteer support and fundraising is instrumental for the aquatic outreach partnership between the foundation and the city.	40	1,200
Opportunity 3	Paid Internship	Junior Lifeguard Interns gain a wide variety of skills and knowledge including how to enjoy the beach safely, ocean and wave education, area familiarity, first aid and CPR, water rescue techniques, the importance of keeping physically fit, and other topics related to lifeguarding.	Promotes ocean and beach safety, lifesaving techniques and procedures, first aid and CPR, and development of swimming skills.	30	6,596
Opportunity 4	Mentoring - Junior Lifeguard Academy	Cadets receive continuous law enforcement training, develop individual potential, and meet others their age with similar interests.	Provides the City with assistance on large scale incidents and events.	60	2,760



	Office of Homeland Security	
<b>Director:</b>	John Valencia	<b>Assigned Contact:</b> John Valencia

	<b>Opportunity Title</b>	<b>Opportunity Description</b>	<b>Impact / Benefit</b>	<b># of Participants</b>	<b>Participants Hours</b>
Opportunity 1	Emergency Preparedness Support Volunteer	Volunteer assists with cross checking plans in accordance with existing material. Provides expertise to observe and critique existing emergency procedures. Reviews guidelines in preparation for emergency planning applications.	Assists preparedness staff in developing emergency response plans while familiarizing volunteers with training and exercise activities within the Office of Homeland Security and the region.	1	63

	Human Relations Commission	
<b>Director:</b>	Danell Scarborough	<b>Assigned Contact:</b> Denise Sandoval

	<b>Opportunity Title</b>	<b>Opportunity Description</b>	<b>Impact / Benefit</b>	<b># of Participants</b>	<b>Participants Hours</b>
Opportunity 1	Unpaid Internship	Interns assist Human Relations Commission with special projects, information gathering, and research requests.	Participates in monthly meetings, training session preparations, creation of documents, collection of data, and mass mailings.	1	200

	Human Resources	
<b>Director:</b>	Judy Von Kalinowski	<b>Assigned Contact:</b> Kristina Fraijo

	<b>Opportunity Title</b>	<b>Opportunity Description</b>	<b>Impact / Benefit</b>	<b># of Participants</b>	<b>Participants Hours</b>
Opportunity 1	Special Event Volunteer	Volunteers assist the Human Resources Department with planning and implementation of Volunteer Recognition Event.	Volunteers enhance special event setup and event outcomes.	1	194
Opportunity 2	Unpaid Internship	Interns support short-term projects by providing data analysis, research, filing, and document archiving.	Supports volunteers placement to citywide programs. Enhances project coordination and outreach of the Youth Development Program and the Citywide Volunteer Program.	1	192
Opportunity 3	Paid Internship	Interns support the Volunteer Office and Youth Development Program with outreach efforts, materials, and analysis. They assist with responses to volunteer inquiries and participation in large group volunteer project coordination.	The intern helps the Citywide Volunteer Office with projects relating to volunteer recognition and data entry. This position generates volunteer interest through social media and outreach interaction.	3	1,159

	Library	
<b>Director:</b>	Misty Jones	<b>Assigned Contact:</b> Leslie McNabb

<b>Opportunity Title</b>	<b>Opportunity Description</b>	<b>Impact / Benefit</b>	<b># of Participants</b>	<b>Participants Hours</b>
Opportunity 1	Central Library Beautifier	Volunteers clean books, water plants, and pick up materials throughout the library.	15	171
Opportunity 2	Central Library Volunteer	Volunteer tasks may include dusting book jackets, and straightening and organizing shelves.	49	1,805
Opportunity 3	Branch Library Volunteer	Various volunteer tasks may include shelving library materials, storytelling, arts and crafts, and computer assistance.	2,595	103,995
Opportunity 4	Central Library Art Gallery Greeter	Volunteers provide access to and greet Central Library art gallery patrons.	14	54
Opportunity 5	Central Library Arts and Crafts Program Volunteer	Volunteers assist with creating and helping with arts and crafts projects and activities for children in the Library.	29	313
Opportunity 6	Central Library Better World Books	Prepare books to be sold to the Better World Books Program.	1	56
Opportunity 7	Central Library Book Mender	Volunteers assist with repair of damaged library books and materials.	9	237
Opportunity 8	Central Library Film Series Volunteer	Volunteers assist with selecting films and help with the set up of rooms for weekly film showings.	1	30

Opportunity 9	Central Library Items Request Volunteer	Volunteers assist librarians with collecting items requested by customers.	Customers receive items more quickly.	42	1120
Opportunity 10	Central Library Maker Coach	Volunteers assist with using the 3-D Lab and providing programming in the use of Maker Technology.	Provides technological system knowledge to library patrons and increases use of library technologies.	15	2,080
Opportunity 11	Central Library Marx San Diego Heritage Center Volunteer	Volunteers assist customers in genealogy research.	Provides patrons access to a unique database service.	24	552
Opportunity 12	Central Library Newspaper Desk Volunteer	Volunteers assist with care of periodical materials.	Increase access and assistance related to library materials.	2	31
Opportunity 13	Central Library Special Event Volunteer	Volunteers assist with special events at the library and support library employees at community and outreach events.	Increases library attendance through outreach efforts.	8	53
Opportunity 14	Central Library Teen Center Volunteer	Teen Center Volunteers assist with programs related to youth and teens.	Makes the library more inviting for teen participation.	3	171
Opportunity 15	Central Library Tour Guide	Volunteers provide tours of the Central Library.	Raises patron awareness of Central Library services, physical features, and programs.	25	974
Opportunity 16	Central Library Volunteer Usher	Volunteers assist special needs patrons with accessing the library.	Improves access to libraries.	2	14

Opportunity 17	Central Library Yoga Program Assistant	Volunteers assist with set up for yoga classes.	Provide specialized fitness programs to the public.	3	9
Opportunity 18	Do Your Homework @ the Library Homework Coach	Volunteers coach students in grades K-8 at completing homework and school related material.	Improves school performance amongst youth patrons.	39	270
Opportunity 19	READ San Diego Literacy Tutor	Volunteers teach adults literacy and writing skills.	Increases San Diego adult literacy.	377	23,016
Opportunity 20	Unpaid Internship	Interns assist library employees with organizing, presenting, and programming at branch and central libraries.	Provides welcoming environment for teens and patrons in the libraries.	13	908
Opportunity 21	Paid Internship	Interns help teach computer classes to teens.	Provides increased knowledge of computer related skills and software to teen patrons at the library.	9	668
Opportunity 22	Mentoring - Beckwourth Branch Library	Gain knowledge and skills about the library services and programs.	Provide welcoming environment for customers.	33	750

	Park and Recreation	
<b>Director:</b>	Andy Fields, Assistant Director	<b>Assigned Contact:</b> Kathy Castello

<b>Opportunity Title</b>	<b>Opportunity Description</b>	<b>Impact / Benefit</b>	<b># of Participants</b>	<b>Participants Hours</b>
Opportunity 1	Wellness and Fitness Assistance	Lead wellness and fitness classes at recreation centers.	34	3,599
Opportunity 2	Quarterly Park Inspections	Volunteers observe and report maintenance conditions at parks throughout the City from a park user's perspective.	7	224
Opportunity 3	Golf Marshals and Divoteers	Volunteer golf marshals and divoteers help provide enjoyable golfing opportunities for the public on City courses by maintaining speed of play and high level course conditions.	107	9,082
Opportunity 4	Senior Services and Therapeutic Recreation Services	Volunteers assist with leading activities and providing information. Volunteers help at dances and engage seniors in the Balboa Park Senior Lounge.	2,821	33,945
Opportunity 5	Special Event Assistance	Volunteers assist with tasks including distribution of program flyers, greeting of patrons, and hospitality.	2,100	8,146
Opportunity 6	Court Referrals	Volunteers assist park staff with environmental enhancement projects.	549	9,092

Opportunity 7	Environmental Enhancement	Small group and individual volunteers provide special care to gardens, canyon lands, beaches, community centers, shoreline areas, regional parks and cemeteries by assisting with planting, removal of non-native plants, pruning, brush abatement, shrub bed care, debris and litter removal, and maintaining trails.	Enhances growth of healthy gardens, restores natural habitats and trails, improves appearance of recreational areas, helps comply with Multiple Species Conservation Program requirements.	14,701	63,451
Opportunity 8	Environmental Education Volunteer	Volunteers help to educate the community through historical, interpretative, educational tours of nature centers, parks, or preserves. Volunteers conduct walks to inform the community about park rules and regulations. Volunteers observe and report trail conditions and pick up trash.	Enhancement of programs and information to all ages of community members. Volunteers learn about San Diego and environmental history.	145	3,100
Opportunity 9	Office Assistance	Volunteers assist staff with community inquiries, copying, filing, organizing, and computer data entry.	Enhances office services while increasing support of program projects.	109	1,983
Opportunity 10	Recreational Program Assistance	Volunteers assist with programs such as arts and crafts, day camp, special events. They provide one- to-one attention, when needed, for special populations.	Higher level of recreation program service to the community.	447	9,500
Opportunity 11	Dance Program Volunteer	Volunteers assist with the City's Civic Dance program events, and support programs for dance performances throughout San Diego County. Volunteers provide assistance with costumes, specialty dance training and guest artists.	Increase performance participation and assists with high quality dances.	2,153	13,714



Opportunity 12	Athletic Programs Assistance	Volunteers help keep score, officiate, time, and coach athletic programs and events, including: water polo, swim team, baseball, basketball, football, and softball.	Helps provide high quality athletic events. Provides learning opportunity to volunteers.	678	18,477
Opportunity 13	Recreation Council Member	Volunteers assist on recreation councils, they provide advocacy, and make recommendations to department employees. They serve as liaisons to the community, administer contract programs, support fundraising and grant support, and serve as a fiscal agent for special recreation programs.	Increase knowledge, experience and advice to department employees. Council members contribute to program quality and support in their community.	1,985	3,157
Opportunity 14	Large Group Environmental Enhancement Project Assistance	Groups of 100 or more volunteers representing corporations, organizations, schools, and clubs assist with environmental enhancement projects.	Provides large amount of assistance in a short amount of time to complete large group environmental tasks.	400	1,600
Opportunity 15	Unpaid Internship	Special event interns assist with park ranger programs, senior and therapeutic recreation services.	Interns gain new skills that are specific to Parks and Recreation programs.	52	7,083
Opportunity 16	Paid Internship	Interns assist with data entry, research, data collection, and map making tasks.	Interns gain increased knowledge of department assets and enhanced inventory assessments.	2	1,100
Opportunity 17	Mentoring - Office Assistance	Mentor opportunity for high school youth wanting to gain practical office skills and knowledge.	Student learns office skills and understanding of Park and Recreation Department programs and services.	1	80

<b>Attachment 3:</b>	San Diego Police Department	
<b>Director:</b>	Chief Shelley Zimmerman	<b>Assigned Contact:</b> Lt. Albert Leos

<b>Opportunity Title</b>	<b>Opportunity Description</b>	<b>Impact / Benefit</b>	<b># of Participants</b>	<b>Participants Hours</b>
Opportunity 1 Retired Senior Volunteer Patrol (RSVP)	RSVPs are volunteers 50 years old or older who serve as extra "eyes and ears" in the community. They are trained to assist police and to serve the community as an additional resource. RSVPs visit people who live alone and ensure their well-being, and conduct vacation house checks. RSVPs also assist with special events.	RSVPs perform of variety of activities to help patrol officers and the police department. They are a resource to the community and help people who need assistance that does not rise to the level of a police call for service.	356	123,082
Opportunity 2 Volunteers In Policing (VIP)	VIPs help with a multitude of activities. They assist investigative and area station detectives. Some have specialized skills and assist in specific activities such as coordinating the department's Speakers Bureau and Crime Prevention Through Environmental Design programs (CPTED).	VIPs increase the departments outreach through crime prevention community programs.	127	19,000
Opportunity 3 Crisis Intervention	Crisis interventionists respond to traumatic incidents to help officers by helping family members and putting them in touch with resources they will need once the immediate crisis has passed. By interacting with the family, crisis interventionists allow officers to clear scenes and respond to other calls for service.	Crisis interventionists are an additional resource to the community and increase police officers ability to return to field work more quickly.	84	13,900
Opportunity 4 Police Reserves	Reserve officers assist Police officers with an authorized assignment.	Supports the department's employees in a variety of assignments.	26	7,469

Opportunity 5	Mentoring - Cadet Program	Cadet volunteers (16-21 years old) assist officers with a variety of activities. They attend special City events, go on ride-alongs with sworn officers, and get the opportunity to learn about law enforcement careers.	Cadets serve as a liaison between the police department and young people in the community. Their contributions to the police department help build positive relationships with community youth.	75	10,000
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	Public Utilities	
<b>Director:</b>	Halla Razak	<b>Assigned Contact:</b> Erik Hanson

<b>Opportunity Title</b>	<b>Opportunity Description</b>	<b>Impact / Benefit</b>	<b># of Participants</b>	<b>Participants Hours</b>
Opportunity 1 Environmental Enhancement Volunteers	Assists with litter abatement and environmental enhancement along the watershed and recreation areas at reservoirs and lakes.	Scout troops, non-profits, and community partners are able to assist with environmental enhancement projects that make a positive impact on San Diego's environment.	408	1,058
Opportunity 2 Fishing Program Assistance	Volunteers assist anglers and explain rules and regulations to fishing patrons.	Volunteers provide enhanced customer service to lake and fishing patrons.	1	300
Opportunity 3 Litter Abatement	Volunteers assist with litter and clean up in recreational areas.	Help environmental restoration projects and litter free areas.	39	198
Opportunity 4 Paid Internship	Interns assist with strategic support, employee services & quality assurance division. They also assist with water systems branch, external affairs, wastewater treatment & disposal division. They help long range planning division, engineering program & management divisions.	Interns acquire work experience related to academic degree programs, and provide support with research projects.	21	21,840

	Public Works	
<b>Director:</b>	James Nagelvoort	<b>Assigned Contact:</b> Beverly Barr

	<b>Opportunity Title</b>	<b>Opportunity Description</b>	<b>Impact / Benefit</b>	<b># of Participants</b>	<b>Participants Hours</b>
Opportunity 1	Project Assistance	Volunteers assist with calculations, meeting preparations, plan reviews, project filing, and scheduling.	Volunteers support special projects related to proposed process improvements, non typical assignments, and documentations.	13	1,925
Opportunity 2	Mentoring - Print Shop	Print shop mentees aquired skills in customer service, project planning and delivery.	The mentee program in the Print Shop provided youth exposure and understanding of the City of San Diego's Publishing Services center.	2	264

	Transportation & Storm Water	
<b>Director:</b>	Drew Kleis	<b>Assigned Contact:</b> Anthony Chadwick

	<b>Opportunity Title</b>	<b>Opportunity Description</b>	<b>Impact / Benefit</b>	<b># of Participants</b>	<b>Participants Hours</b>
Opportunity 1	Unpaid Internship	Interns help with the requests process for new and safer bikeways, bike racks, corrals, and signage and markings.	Helps employees to improve bikeway facilities and signage.	2	250
Opportunity 2	Paid Internship	Interns assist with asset maintenance, construction, and standards development related tasks for the municipal storm water permit and deferred capital programs. Tasks include conducting research, plan checks, field data collection, data entry, mapping, and surveys.	Provides assistance to supervising staff and helps with completing projects that enhance research and data collection.	38	34,820