

# **Citywide Volunteer, Internship and Work Readiness Activity Status Report**



**City of San Diego  
Human Resources Department  
January 2017**

## EXECUTIVE SUMMARY

Volunteer, Internship and Work Readiness opportunities cultivate civic engagement and participation. Volunteers assist the City's workforce in enhancing services to the public. Work Readiness opportunities are a means to bring equality to economic opportunity for many San Diego youth. Internships build skills and provide work experience for students enrolled in academic programs.

The City's volunteers, interns and mentees represent the City's diversity; including seniors, students, professionals, families, active and non-active military, and faith-based or community groups. Some volunteers serve as tour guides, archive volunteers and youth sport coaches. They help with engaging visitors, preserving City of San Diego history, or keeping San Diego's youth physically active. Mentees and Interns learn and gain insight to public service and work readiness skills through programs such as Fire Cadet and Therapeutic Recreation internships.

For purposes of this report, City departments and offices were asked to provide information about volunteer, internship, and work readiness opportunities over an 18-month period from January 2015 through June 2016. Reporting of volunteer, intern, and work readiness opportunities is provided on a fiscal year basis. For this report, volunteer data for those serving on the City's boards and commissions was not included. This information is under the purview of the Office of the City Clerk.

The following departments reported volunteer, intern and work readiness opportunities during this 18-month reporting period. The attachments to this report specify each department's volunteer, internship and mentoring opportunities.

Citizens Review Board of Police Practices  
Office of the City Attorney  
Office of the City Clerk  
Commission on Gang Prevention  
Office of the City Comptroller  
Council District Offices  
Development Services  
Economic Development  
Environmental Services  
Family Justice Center  
San Diego Fire-Rescue

Human Relations Commission  
Human Resources  
Information Technology  
Library  
Office of the Mayor  
Park and Recreation  
Planning  
Police  
Public Utilities  
Public Works  
Transportation and Storm Water

## **Use of Volunteers, Interns, and Mentees**

The Memorandum of Understanding (MOU) for each recognized employee organization includes language regarding the use of volunteers. The City recognizes that volunteers, interns and mentees are intended to neither reduce nor displace the work performed by bargaining unit employees, nor to supplant current vacant positions, nor to take on current position responsibilities to produce savings.

## **Program Management**

The City has several programs which focus on different aspects of volunteer opportunities. The Citywide Volunteer, Internship and Work Readiness (V,I & WR) Programs serve as the liaison to city departments to support large volunteer group participation in environmental, beautification and educational projects. Some of the ongoing partners include: I Love a Clean San Diego, local US Military groups such as the U.S.S. Ronald Reagan, San Diego State University, Balboa Park Cultural Partnership, California Coast Credit Union and San Diego Workforce Partnership.

The Citywide Volunteer Coordinator within the Human Resources Department reviews and approves proposed volunteer programs and volunteer opportunities. This action ensures labor considerations, risk management issues, and legal concerns are met. The Citywide Volunteer 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 Internship and Work Readiness Program Coordinator within the Human Resources Department connects youth and young adults to new and existing programs; provides work readiness skills and an awareness of public service opportunities.

## **Volunteer Management Software**

During this reporting period the V,I & WR Programs, with support from the Mayor's Office and Information Technology Department, researched volunteer management software solutions. In 2014 the Library Department implemented a solution called Better Impact which was well received. After reviewing the Better Impact solution in April 2016 the City signed a three year contract with Better Impact for use citywide. The software allows for efficient recruitment, management and reporting of citywide volunteer, intern and mentee opportunities. With the use of Better Impact, the V,I & WR Programs Coordinators can maintain standardized oversight for onboarding, training, and reporting of volunteers, interns and mentees.

The V,I & WR Programs created accounts, migrated the Library Department volunteer program data, constructed volunteer applications, tested the process for the Summer Mentoring Program, and collected volunteer data. V,I & WR Programs created communication templates, developed training materials and handouts, created training videos for both administrators and volunteers, developed opportunity templates, and trained 96 administrators. On July 1, 2016 the Better Impact software was launched citywide.

Prior to Better Impact each department or office used different means to recruit and

onboard volunteers. Supervisors communicated with volunteers through email, phone, and mail and scheduling and logging of hours was primarily done manually by the individual supervisors. Calendar-year reporting was completed by gathering data from volunteer supervisors, coordinators, and analysts on excel documents.

Now, with Better Impact, opportunities are posted in one central location, opportunity postings, applications, and procedures are standardized, and the entire vetting process can be tracked. Volunteers, interns and mentees can log their own hours. Administrators can send out individual and bulk emails, schedule volunteers, approve volunteer hours, and track expiring qualifications. Live-time reporting and trend analysis of volunteer numbers, hours, and activities is possible and program volunteers can easily report on program impacts and benefits. Each department or office, dependent on opportunities, manages between 1 and 68 accounts. There are currently a total of 132 accounts within Better Impact citywide, and this number should grow as the V,I & WR programs expand.

### **Training and Onboarding**

V, I & WR Programs collaborates with the Employee Learning and Development program within the Human Resources Department and the Information Technology Department to provide citywide training to volunteers, interns, mentees and the employees that supervise them. In addition, City staff ensures safety and adherence to all applicable rules and regulations. Site orientation and training is provided by departments and is specific to each volunteer, intern and mentee opportunity. Some opportunities require individuals 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. The fingerprinting is submitted to the State of California Department of Justice (DOJ), and Federal Bureau of Investigation 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.

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. Other examples of expenses by City departments may include; uniforms, books, trainings, office supplies, vehicle maintenance, 2-way radios, computers, parking validation, personal protective equipment, and costs associated with volunteer recognition.

### **Annual Volunteer Recognition Event**

Each year in April, the VI & WR Programs 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. Presidential, Mayoral and Department awards are given to volunteers who support services in many programs throughout the City such as the 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. In 2015 approximately 400 volunteers and their

guests participated in the event and in 2016 approximately 900 volunteers and their guests enjoyed the recognition event. In conjunction with Volunteer Recognition Week, 37 large group volunteer opportunities were also conducted across the City.

The V,I & WR Programs make additional efforts to recognize volunteers. In 2015 and 2016 over 16,000 complimentary museum passes, donated by Balboa Park Cultural Partnership, were distributed to The City of San Diego volunteers and regional nonprofit volunteer programs.

### **Internship and Work Readiness Program**

To meet the need for youth engagement in the public sector the City of San Diego created the Internship and Work Readiness (Youth Development) Program in 2014. According to the U.S. Census Bureau's 2014 American Community Survey, there are an estimated 16,000 City of San Diego youth ages 18-24 who have not received a high school diploma and there are an estimated 40,000 San Diego youth ages 16-24 that are unemployed. Youth disconnection leaves an impact on all of the community, as youth that are disengaged are nearly twice as likely to live in poverty, contributing to the 15% of those in poverty in the City of San Diego. With youth not receiving work readiness skills and opportunities to explore their career interests and passions, there is a need for a program that allows youth the opportunity to engage in the work force.

For youth that are in school, there remains a need for work readiness, particularly outside of the school day. Low-income, high-risk teens who have opportunities to connect their education to the workplace are more likely to succeed in school and earn more in their lifetimes. (United States Department of Labor, 2014) However, those work readiness opportunities are less available for youth in urban neighborhoods.

The City of San Diego Internship and Work Readiness Program is designed to connect youth and young adults to new and existing programs, provide work-readiness skills and create an awareness of public service opportunities. The Internship and Work Readiness Program features workshops and work readiness events in the local community, as well as an Internship Program, Mentorship Program, Job Shadow Program, and Summer Mentoring Program.

Through long-standing programs such as the Fire-Rescue Department's Jr. Lifeguard Program; the Police Department's Cadet Program and the Park and Recreation Department's Winter Aquatic Vocational Education (W.A.V.E.) / Spring Aquatic Vocational Education (S.A.V.E.) Program, youth civic engagement is encouraged and ultimately adds diversity to the City's workforce. Additionally, in 2016, the Park & Recreation Department began a Leadership Academy to allow youth to explore career options in recreation.

The City also offers internship opportunities in various City departments. In 2016, interns supported special projects such as GIS mapping, field investigations and research, youth computer classes, legal research in the Law Library gathering statistical data, community engagement and special projects. They also helped archive records and assisted with historical material within the City Clerk's office.

Job shadow opportunities and work readiness workshops such as resume writing, interview

skills, and dress for success were held at various academic institutions and non-profit organizations focused on youth development. Partners included San Diego Workforce Partnership, San Diego Unified School District, University of San Diego, San Diego State University, and San Diego Community College District. Funding sources included Library Friends groups, Junior Lifeguard Foundation, San Diego County Aquatic Council, American Red Cross, and more. Also, in 2016, California Coast Credit Union recognized the success and future potential of the Internship and Work Readiness Program and committed funding for three years.

The City’s first Summer Mentoring Program was launched in 2015. The Summer Mentoring Program connects youth with meaningful opportunities and a committed Mentor in the City, launching them on the path to success. For eight weeks, between 6 and 20 hours per week, students were engaged in City government and learned first-hand about City services and programs. 67 mentees from across 26 high schools and 14 universities/junior colleges completed the Summer Mentoring Program in one of the 14 participating City departments. The 2016 Summer Mentoring Program received 241 applicants before the end of June 2016. The entire 2016 Summer Mentoring Program period will be covered in the Fiscal Year 2017 report.

In 2015 and 2016, the Human Resources and Corporate Partnerships Departments collaborated to present the Earth Day/Take Our Daughters and Sons to Work Event. The event included tours, informational booths, entertainment and activities for children. Over one hundred City of San Diego employees brought their daughters and sons to this event.

In 2016 an Internship and Work Readiness Committee was created to engage departments and better place eager interns and youth into educational opportunities. This committee, comprised of 27 departments and offices, will continue to educate, expose, and inform youth to public service work.

The following provides a highlight of the departments with the largest volunteer, internship and work readiness programs.

**Community Services**

**San Diego Public Library**

<i>18-Month Number of Mentees</i>	40
<i>18-Month Number of Volunteers</i>	3,172
<i>18-Month Amount of Hours Served</i>	130,476

The majority of Library Department volunteers serve as homework coaches, story-time readers, and library beautifiers. Volunteers support the Summer Reading Program, children’s programming, and the library’s special collections.

The READ 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 continue to support the literacy program as family literacy assistants, they provide office and lab assistance, and assist at special events.

Library volunteers promote community engagement through programs such as the 3D Printing Lab, Do Your Homework @ the Library, and Arts and Crafts. This department is also supported by the Library Commission, the Library Foundation Board and numerous Friends of the Library groups.

Participants in the 2015 Summer Mentoring Program explored library career opportunities through the Library Apprentice and Summer Reading Programs.

**Park & Recreation**

<i>18-Month Number of Mentees</i>	78
<i>18-Month Number of Interns</i>	73
<i>18-Month Number of Volunteers</i>	37,390
<i>18-Month Amount of Hours Served</i>	264,615

The Park & Recreation Department maintains the largest number of volunteers citywide and has 1.00 FTE position dedicated exclusively as a “Volunteer Coordinator.” The Department’s volunteers represent eighty percent (80%) of total volunteers citywide.

Some volunteer opportunities within the Park & 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, 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.

The Winter Aquatic Vocational Education (W.A.V.E.) / Spring Aquatic Vocational Education (S.A.V.E.) Program is a lifeguard training program for youth offered in partnership with the American Red Cross. The goal is to diversify the City’s pool guard staff to reflect the City residents more accurately. This program provides an opportunity for low-income youth to gain the skills, training, and certification needed to qualify for an entry-level Lifeguard position with the City of San Diego. The program has trained approximately 1200 youth since its inception in 1999.

**Public Safety**

**San Diego Fire-Rescue Department**

<i>18-Month Number of Mentees</i>	242
<i>18-Month Number of Interns</i>	54
<i>18-Month Number of Volunteers</i>	670
<i>18-Month Amount of Hours Served</i>	57,241

In 2003, the City implemented a community-based program developed and led by Fire-Rescue Department called Community Emergency Response Teams San Diego (CERT San Diego<sup>1</sup>). CERT San Diego volunteers take on leadership roles within their communities to provide assistance to support the Incident Command System which trains citizens to get

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<sup>1</sup> Additional information on CERT San Diego can be located on the City’s web site: <http://www.sandiego.gov/fire/services/cert/>

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.

The San Diego Fire-Rescue Department Cadet Program was created for youth who are interested in learning about a career in Fire Suppression and Emergency Medical Services. The purpose of the Fire Cadet program is to help young people make the decision of whether they want to pursue a career in Fire Suppression. This program helps 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 Jr. 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; area familiarity; first aid and CPR; water rescue techniques; the importance of keeping physically fit; and other topics related to lifeguarding. This valuable experience builds self-confidence and skills for life. The program has trained 37,500 youth since its inception in 1983.

**San Diego Police Department**

<i>18-Month Number of Mentees</i>	<b>130</b>
<i>18-Month Number of Interns</i>	<b>38</b>
<i>18-Month Number of Volunteers</i>	<b>1,150</b>
<i>18-Month Amount of Hours Served</i>	<b>241,929</b>

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 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.

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.

The Police Department's Cadet Program is a voluntary, non-enforcement entry level position with the San Diego Police Department for youth ages 16-21. After a six-session

academy, Cadets may choose to go on ride-alongs, assist with security and traffic control. The Cadet Program provides great law enforcement experience, and therefore is very beneficial to those interested in a career in law enforcement. The program has trained approximately 1000 youth since its inception in 1993.

In the Family Justice Center, interns assist clients in learning and accessing services from on-site partners. They greet guests, interact with children, support families while children are meeting with therapists, and perform various administrative duties/functions.

**Office of the City Attorney**

<i>18-Month Number of Mentees</i>	51
<i>18-Month Number of Interns</i>	88
<i>18-Month Number of Volunteers</i>	49
<i>18-Month Amount of Hours Served</i>	43,824

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. Investigative interns are educated in partnership with SDSU’s Criminal Justice Program.

**Office of the City Clerk**

<i>18-Month Number of Volunteers</i>	39
<i>18-Month Amount of Hours Volunteered</i>	7,088

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.

**Development Services Department**

<i>18-Month Number of Mentees</i>	25
<i>18-Month Number of Interns</i>	9
<i>18-Month Number of Volunteers</i>	25
<i>18-Month Amount of Hours Volunteered</i>	9,011

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 reduce visual blight, which allows community members the opportunity to be involved in the beautification and revitalization of their neighborhoods.

**Public Utilities**

<i>18-Month Number of Mentees</i>	4
<i>18-Month Number of Interns</i>	88
<i>18-Month Number of Volunteers</i>	559
<i>18-Month Amount of Hours Served</i>	40,855

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 the City's lakes and reservoirs.

**Public Works**

<i>18-Month Number of Mentees</i>	4
<i>18-Month Number of Interns</i>	36
<i>18-Month Number of Volunteers</i>	8
<i>18-Month Amount of Hours Volunteered</i>	12,761

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

**Human Resources**

<i>18-Month Number of Mentees</i>	7
<i>18-Month Number of Interns</i>	6
<i>18-Month Number of Volunteers</i>	26
<i>18-Month Amount of Hours Volunteered</i>	2,638

Interns and Mentees support the Citywide Volunteer, Internship and Work Readiness Programs at special events, and with outreach and training efforts.

**CONCLUSION**

The Citywide Volunteer, Internship and Work Readiness Programs provide a framework to engage residents in positively impacting neighborhoods and public areas while complementing the efforts and service levels maintained by City employees. Volunteerism is an effective tool to improve relationships and connections between community members and the City's workforce. This report evidences the extensive amount of volunteer support by volunteers, interns and mentees citywide and continues to underscore their importance in our City. The City of San Diego greatly appreciates all of the time and effort every volunteer contributes.

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

**Attachment(s):**

1. January 2015-June 2016 Department Volunteer Opportunities
2. January 2015-June 2016 Department Internship Opportunities
3. January 2015-June 2016 Department Mentoring Opportunities



**Attachment 1 : January 2015-June 2016 Department Volunteer Opportunities (p. 1 of 5)**

<b>Department</b>	<b>Volunteers</b>	<b>2015 Annual Number of Volunteers</b>	<b>2015 Annual Number of Volunteer Hours</b>	<b>Jan - Jun 2016 Number of Volunteers</b>	<b>Jan - Jun 2016 Number of Volunteer Hours</b>	<b>18-Month Number of Volunteers</b>	<b>18-Month Number of Volunteer Hours</b>
<b>Office of the City Attorney</b>	Law Library Assistant	2	540	2	334	4	874
	Volunteer Attorney/ Post Bar Clerk	35	12,880	10	5,978	45	18,858
<b>Office of the City Attorney Total</b>		<b>37</b>	<b>13,420</b>	<b>12</b>	<b>6,312</b>	<b>49</b>	<b>19,732</b>
<b>Office of the City Clerk</b>	Archival Assistance	23	5,093	16	1,995	39	7,088
<b>Development Services Department</b>	Code Enforcement Volunteer	25	2,673	0	0	25	2,673
<b>Fire-Rescue</b>	Community Emergency Response Team	335	3,187	335	1,097	670	4,284
<b>Human Resources</b>	Special Event Volunteer	8	650	18	120	26	770
<b>Library</b>	Art Ambassador	11	226	7	99	18	325
	Art Gallery Greeter	10	142	1	4	11	146
	Arts and Crafts Program Volunteer	82	2,706	53	527	135	3,233
	Book Club Leader	5	85	5	26	10	111
	Book Mender	87	2,420	57	1,070	144	3,490
	Central Library Teen Center Volunteer	27	352	24	185	51	537

**Attachment 1 : January 2015-June 2016 Department Volunteer Opportunities (p. 2 of 5)**

<b>Department</b>	<b>Volunteers</b>	<b>2015 Annual Number of Volunteers</b>	<b>2015 Annual Number of Volunteer Hours</b>	<b>Jan - Jun 2016 Number of Volunteers</b>	<b>Jan - Jun 2016 Number of Volunteer Hours</b>	<b>18-Month Number of Volunteers</b>	<b>18-Month Number of Volunteer Hours</b>
<b>Library (cont.)</b>	Collection Assistant	179	8,671	99	4,315	278	12,986
	Display Designer	3	68	3	39	6	107
	Do Your Homework @ the Library Homework Assistant	223	5,654	115	2,981	338	8,635
	Do Your Homework @ the Library Homework Coach	50	784	50	1,023	100	1,807
	Donation Assistant	3	557	1	420	4	977
	Families for Literacy Program Assistant	11	150	0	0	11	150
	Film Series Volunteer	2	40	3	57	5	97
	Game Leader	31	954	23	633	54	1,587
	Items Request Volunteer	144	4,695	87	2,527	231	7,222
	Language Coach	10	253	3	62	13	315
	Library Beautifier	350	9,060	101	2,166	451	11,226
	Music Ambassador	4	39	11	159	15	198
	Office Assistant	99	3,403	47	1,545	146	4,948
	Outreach	12	282	3	58	15	340
	Pet-Assisted Storyteller	31	305	28	216	59	521

**Attachment 1 : January 2015-June 2016 Department Volunteer Opportunities (p. 3 of 5)**

<b>Department</b>	<b>Volunteers</b>	<b>2015 Annual Number of Volunteers</b>	<b>2015 Annual Number of Volunteer Hours</b>	<b>Jan - Jun 2016 Number of Volunteers</b>	<b>Jan - Jun 2016 Number of Volunteer Hours</b>	<b>18-Month Number of Volunteers</b>	<b>18-Month Number of Volunteer Hours</b>
<b>Library (cont.)</b>	READ San Diego Assessment Counselor Volunteer	11	280	8	102	19	382
	READ San Diego Computer Lab Facilitator	1	10	0	0	1	10
	READ San Diego Learning Center Manager	1	144	1	72	2	216
	READ San Diego Literacy Tutor	348	21,488	253	9,598	601	31,086
	READ San Diego Office Assistant Volunteer	15	457	10	318	25	775
	READ San Diego Program Assistant Volunteer	2	210	2	111	4	321
	READ San Diego Special Events Volunteer	11	23	16	187	27	210
	Special Collections Volunteer	38	3,718	36	1,746	74	5,464
	Special Event Volunteer	17	307	4	29	21	336
	STEAM Coach	70	3,255	54	1,958	124	5,213
	Storyteller	49	819	30	497	79	1,316
	Summer Reading Program Ambassador	39	1,007	5	70	44	1,077

**Attachment 1 : January 2015–June 2016 Department Volunteer Opportunities (p. 4 of 5)**

<b>Department</b>	<b>Volunteers</b>	<b>2015 Annual Number of Volunteers</b>	<b>2015 Annual Number of Volunteer Hours</b>	<b>Jan - Jun 2016 Number of Volunteers</b>	<b>Jan - Jun 2016 Number of Volunteer Hours</b>	<b>18-Month Number of Volunteers</b>	<b>18-Month Number of Volunteer Hours</b>
<b>Library (cont.)</b>	Tour Docent	31	543	15	131	46	674
	Veterans Coach	4	473	5	177	9	650
	Volunteer Usher	1	2	0	0	1	2
<b>Library Total</b>		<b>2,012</b>	<b>73,582</b>	<b>1,529</b>	<b>33,108</b>	<b>3,172</b>	<b>106,690</b>
<b>Park and Recreation</b>	Park, Canyon, Open Space Enhancement	12,535	71,319	5,619	41,987	18,154	113,306
	Golf Course	83	8,895	166	4,209	249	13,104
	Administrative Task	107	1,300	63	510	170	1,810
	Advisory Board Council Board Member	180	998	1,990	3,201	2,170	4,199
	Community Education	133	2,230	192	666	325	2,896
	Youth Sports Coaches and Officials	2,542	42,644	785	9,667	3,327	52,311
	Program Support	12,370	49,480	507	6,035	12,877	55,515
	Court Referrals	64	1,824	54	1,147	118	2,971
<b>Park and Recreation Total</b>		<b>28,014</b>	<b>178,690</b>	<b>9,376</b>	<b>67,422</b>	<b>37,390</b>	<b>246,112</b>
<b>San Diego Police Department</b>	Retired Senior Volunteer Patrol (RSVP)	350	99,561	320	56,780	670	156,341
	Volunteers In Policing (VIP)	107	22,205	97	10,487	204	32,692
	Crisis Intervention	105	15,472	96	13,213	201	28,685

**Attachment 1 : January 2015-June 2016 Department Volunteer Opportunities (p. 5 of 5)**

<b>Department</b>	<b>Volunteers</b>	<b>2015 Annual Number of Volunteers</b>	<b>2015 Annual Number of Volunteer Hours</b>	<b>Jan - Jun 2016 Number of Volunteers</b>	<b>Jan - Jun 2016 Number of Volunteer Hours</b>	<b>18-Month Number of Volunteers</b>	<b>18-Month Number of Volunteer Hours</b>
<b>San Diego Police Department (cont.)</b>	Police Reserves	23	6,200	26	2,998	49	9,198
	Family Justice Center Volunteer	0	0	26	1,936	26	1,936
<b>San Diego Police Department Total</b>		<b>585</b>	<b>143,438</b>	<b>565</b>	<b>85,414</b>	<b>1,150</b>	<b>228,852</b>
<b>Public Utilities</b>	Environmental Enhancement Volunteers	304	1,200	61	354	365	1,554
	Recreation Program Assistance	1	216	3	408	4	624
	Project Assistance	4	1,152	31	124	35	1,276
	Litter Abatement Volunteers	95	285	60	180	155	465
<b>Public Utilities Total</b>		<b>404</b>	<b>2,853</b>	<b>155</b>	<b>1,066</b>	<b>559</b>	<b>3,919</b>
<b>Public Works</b>	Project Assistance	8	1,410	0	0	8	1,410
<b>Grand Total</b>		<b>31,451</b>	<b>424,996</b>	<b>11,637</b>	<b>196,534</b>	<b>43,088</b>	<b>621,530</b>

**Attachment 2 : January 2015–June 2016 Department Internship Opportunities (p. 1 of 3)**

<b>Department</b>	<b>Internship Opportunities</b>	<b>2015 Annual Number of Interns</b>	<b>2015 Annual Number of Intern Hours</b>	<b>Jan - Jun 2016 Number of Interns</b>	<b>Jan - Jun 2016 Number of Intern Hours</b>	<b>18-Month Number of Interns</b>	<b>18-Month Number of Intern Hours</b>
<b>Office of the City Attorney</b>	Paid Internship	7	6,175	5	3,092	12	9,267
	Unpaid Internship	40	6,292	36	4,938	76	11,230
<b>Office of the City Attorney Total</b>		<b>47</b>	<b>12,467</b>	<b>41</b>	<b>8,030</b>	<b>88</b>	<b>20,497</b>
<b>Office of the City Auditor</b>	Paid Internship	1	56	1	589	2	645
<b>Office of the City Comptroller</b>	Paid Internship	2	800	0	0	2	800
<b>Citizens Review Board on Police Practices</b>	Unpaid Internship	4	768	4	240	8	1,008
<b>City Council District 1</b>	Paid Internship	4	666.50	0	0	4	667
<b>City Council District 2</b>	Paid Internship	4	1,790.10	2	1,162	6	2,952.10
<b>City Council District 3</b>	Paid Internship	1	750	2	878	3	1,628
<b>City Council District 4</b>	Paid Internship	5	1,353	1	33	6	1,386
<b>City Council District 5</b>	Paid Internship	13	3,511.50	8	1,529	21	5,040.50
<b>City Council District 6</b>	Paid Internship	5	1,371	2	472	7	1,843
<b>City Council District 7</b>	Paid Internship	7	2,546.20	3	1,077	10	3,623.20
<b>City Council District 8</b>	Paid Internship	8	3,064.50	5	1,193	13	4,257.50
<b>City Council District 9</b>	Paid Internship	1	1,226.75	3	454	4	1,680.75

**Attachment 2 : January 2015-June 2016 Department Internship Opportunities (p. 2 of 3)**

<b>Department</b>	<b>Internship Opportunities</b>	<b>2015 Annual Number of Interns</b>	<b>2015 Annual Number of Intern Hours</b>	<b>Jan - Jun 2016 Number of Interns</b>	<b>Jan - Jun 2016 Number of Intern Hours</b>	<b>18-Month Number of Interns</b>	<b>18-Month Number of Intern Hours</b>
City Treasurer	Paid Internship	1	1,276.60	1	196	2	1,472.60
Commission on Gang Prevention and Intervention	Unpaid Internship	2	384	4	240	6	624
Communications	Paid Internship	2	1,896	1	372	3	2,268
Council Administration	Paid Internship	2	1,387.75	2	334	4	1,721.75
Development Services Department	Paid Internship	6	3,772.75	3	1,998	9	5,771
Economic Development	Paid Internship	12	3,772.75	9	3,571	21	7,343.75
Environmental Services	Paid Internship	17	7,943.50	7	2,050	24	9,994
Fire - Junior Lifeguards	Paid Internship	30	6,775.25	52	2,741	52	9,516
Fire	Paid Internship	1	1,832	1	758	2	2,590
<b>Fire Total</b>		<b>31</b>	<b>8,607.25</b>	<b>53</b>	<b>3,499</b>	<b>54</b>	<b>12,106</b>
Human Relations Commission	Unpaid Internship	5	820	4	240	9	1,060
Human Resources	Paid Internship	3	699.50	3	918	6	1,618
Information Technology	Paid Internship	0	0	1	300	1	300
Mayor's Office	Paid Internship	1	0	2	460	3	460

**Attachment 2 : January 2015-June 2016 Department Internship Opportunities (p. 3 of 3)**

<b>Department</b>	<b>Internship Opportunities</b>	<b>2015 Annual Number of Interns</b>	<b>2015 Annual Number of Intern Hours</b>	<b>Jan - Jun 2016 Number of Interns</b>	<b>Jan - Jun 2016 Number of Intern Hours</b>	<b>18-Month Number of Interns</b>	<b>18-Month Number of Intern Hours</b>
<b>Park and Recreation</b>	Paid Internship	13	6,059.40	8	2,600	21	8,659
	Unpaid Internship	52	7,083	0	0	52	7,083
<b>Park and Recreation Total</b>		<b>65</b>	<b>13,142.40</b>	<b>8</b>	<b>2,600</b>	<b>73</b>	<b>15,742</b>
<b>Planning</b>	Paid Internship	6	2,010.10	5	1,624	11	3,634
<b>Police Department-Family Justice Center</b>	Unpaid Internship	35	1,500	3	776	38	2,276
<b>Public Utilities</b>	Paid Internship	44	22,317.35	44	14,605	88	36,922
<b>Public Works</b>	Paid Internship	23	6,716.50	13	4,546	36	11,263
<b>Risk Management</b>	Paid Internship	3	523.03	0	0	3	523
<b>Transportation &amp; Storm Water</b>	Paid Internship	23	7,922.75	15	3,813	38	11,736
<b>Grand Total</b>		<b>383</b>	<b>115,063</b>	<b>247</b>	<b>57,799</b>	<b>630</b>	<b>172,862</b>

**Attachment 3 : January 2015-June 2016 Department Mentoring Opportunities (p. 1 of 2)**

<b>Department</b>	<b>Mentee Opportunities</b>	<b>Annual Number of Participants</b>	<b>Annual Number of Participant Hours</b>	<b>Jan - Jun 2016 Number of Mentees</b>	<b>Jan - Jun 2016 Number of Mentee Hours</b>	<b>18-Month Number of Mentees</b>	<b>18-Month Number of Mentee Hours</b>
<b>Office of the City Attorney</b>	Office Assistance Mentee	23	2,460	23	1,120	46	3,580
	Job Shadow	0	0	5	15	5	15
<b>Communications</b>	Summer Mentoring Program	2	88	0	0	2	88
<b>Debt Management</b>	Summer Mentoring Program	0	0	1	23	1	23
	Job Shadow	3	9	0	0	3	9
<b>Development Services</b>	Summer Mentee	10	440	4	94	14	534
	Job Shadow	0	0	11	33	11	33
<b>Fire-Rescue</b>	Fire Cadet Program	110	18,683	130	22,080	240	40,763
	Lifeguard	2	88	0	0	2	88
<b>Human Resources</b>	Summer Mentoring Program	3	132	4	118	7	250
<b>Library</b>	Summer Mentoring Program	22	758	18	416	40	1,174
<b>Park and Recreation</b>	WAVE/SAVE	24	720	28	840	52	1,560
	Summer Mentoring Program	21	1,024	5	177	26	1,201
<b>Police</b>	Cadet Program	68	8,000	62	2,801	130	10,801

**Attachment 3 : January 2015 - June 2016 Department Mentoring Opportunities (p. 2 of 2)**

<b>Department</b>	<b>Mentee Opportunities</b>	<b>Annual Number of Participants</b>	<b>Annual Number of Participant Hours</b>	<b>Jan - Jun 2016 Number of Mentees</b>	<b>Jan - Jun 2016 Number of Mentee Hours</b>	<b>18-Month Number of Mentees</b>	<b>18-Month Number of Mentee Hours</b>
<b>Public Works</b>	Summer Mentoring Program	1	44	2	41	3	85
	Job Shadow	1	3	0	0	1	3
<b>Public Utilities</b>	Job Shadow	0	0	4	12	4	12
<b>Purchasing and Contracting</b>	Summer Mentoring Program	2	88	3	49	5	137
<b>SDCERS</b>	Summer Mentoring Program	2	88	0	0	2	88
<b>Transportation and Stormwater</b>	Job Shadow	0	0	2	6	2	6
<b>Grand Total</b>		<b>294</b>	<b>32,625</b>	<b>302</b>	<b>27,825</b>	<b>596</b>	<b>60,450</b>