

COUNTY OF SACRAMENTO CALIFORNIA

For the Agenda of:
June 9, 2009

To: Board of Supervisors
From: Department of Health and Human Services
Subject: Report Back On Where Staff Can Reasonably Expect To Utilize Volunteers
Contact: Ann Edwards-Buckley, Acting Director, 875-2002

Background

During the May 14, 2009 Budget Workshop, the Department of Health and Human Services was requested to report back on where staff reasonably expect to utilize volunteers.

Discussion

DHHS has continually taken advantage of volunteer resources offered by the local community and will continue to use volunteers in the same locations and programs as was done in the past. We will explore the use of volunteers in additional programs to enhance services or fill in gaps in services as the result of budget cuts. There are limitations that restrict the services that can be performed by volunteers because of Section 71J. The utilization of volunteers is to supplement, enrich, and strengthen the delivery of services and not to replace County staff.

In 2008 DHHS had 691 volunteers and student interns and they contributed 92,080 hours of service. Below is a summary of where and how volunteers were used in the past.

Child Protective Services

Child Protective Services division partnered with Casey Family Programs and Capital Christian Center to implement the Adopt A Social Worker Program. Through this program, volunteers from the church provide donations to families in the Family Reunification program. Casey Family Programs provides free transportation of furniture donated by church volunteers. Donations include food, clothing and other household items.

County Clinics

The County Clinics have numerous agreements with volunteer organizations, individuals as well as student and intern training organizations that contribute to services provided to county patients. Below is a brief summary of the types of services, the average number of hours provided and where services are provided to serve county patients. Some of the information contained below is retrospective as statistics are collected quarterly basis by certain organizations.

| VOLUNTEER SERVICE | Average Hours Provided | Location of Services Provided | Additional Information |
|--------------------------|-------------------------------|--------------------------------------|---|
| Dental | 8 hours per month | Private dental practices | Volunteer Dentists treat county patients |
| OB-GYN | 8 hours per month | Wellness Clinic | Volunteer Physicians treat county patients |
| General Practice | 40 hours per month | Wellness Clinic | Volunteer Physicians treat county patients |
| Family Practice | 12 hours per month | South City Health Center | Volunteer Physicians treat county patients |
| SPIRIT volunteers | 80 hours per month | South City Health Clinic | Physicians volunteer specialty services dermatology, rheumatology, and minor ambulatory surgery. |
| SPIRIT volunteers | 4 hours per month | Del Paso Health Clinic | Physicians volunteer general family practice services. |
| SPIRIT volunteers | 2 hours per month | Northeast Health Clinic | Physician volunteers GYN services. |
| SPIRIT volunteers | 43 hours per month | Primary Care Clinic | Physicians volunteer specialty services such as dermatology, orthopedics, general surgery, allergy, rheumatology, neurology, hypertension, gynecology, plastic surgery, and primary care. |
| SPIRIT volunteers | 4 hours per month | Mercy General Hospital | Physicians volunteer Cataract and Hernia |

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| VOLUNTEER SERVICE | Average Hours Provided | Location of Services Provided | Additional Information |
|--------------------------|-------------------------------|--------------------------------------|--|
| SPIRIT volunteers | 4 hours per month | Kaiser Permanente Hospital | Physicians volunteer Hernia specialty services. |
| SPIRIT volunteers | 4 hours per month | Sutter General Hospital | Physicians volunteer Hernia specialty services. |
| SPIRIT volunteers | 4 hours per month | Kaiser Permanente Hospital | Physicians volunteer Retinopathy specialty services. |

| OTHER TYPES OF SERVICES | Average Hours Provided | Location of Services Provided | Additional Information |
|--------------------------------|-------------------------------|--|---|
| SPIRIT donated Services | 2 hours per month | Private office | Radiologic Associates provide MRI/CT scans. |
| SPIRIT donated Services | Referral | Physician's Private Office throughout Sacramento County. | Physicians volunteer specialty services: Endocrinology, GI, Ophthalmology, and Ear, Nose and Throat. |
| SPIRIT donated equipment. | Referral | Primary Care Clinic | Retinal screening camera valued over \$20,000. |
| Medical Assistants | 32 hours per month | Primary Care Center | Medical Assistants provide direct support for primary care providers, take vitals, assist with medical procedures, manage referrals, schedule follow-up appointments and provide patient support. |
| Medical Assistant Students | 120 hours per month | Wellness Clinic | MA Students supervised by Staff and provide support for providers and patients. |

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| Medical Assistant Student Externs | 120 Hours per month | Del Paso Health Center | Student Externs working closely under other medical staff supervision provide back office support in a practical learning environment. |
| OTHER TYPES OF SERVICES | Average Hours Provided | Location of Services Provided | Additional Information |
| Medical Assistant Student Externs | 640 Hours per month | Primary Care Center | MA Externs have completed medical assistant training and provide 180 hours of supervised hands-on experience required for certification. Student Externs work closely under other medical staff supervision and provide back office support in a practical learning environment. |
| General Volunteers | 48 hours per month | Primary Care Center | Individuals who work as part of requirements for Physician Assistant training and pre-med students who want hands on experience in the primary care field. |
| UCDMC Medical Student Volunteers | 64 hours per month | Primary Care Center | Work with UCD Teaching Physician in a medical clinic setting. |
| UCDMC Residents – Internal Medicine | 264 hours per month | Primary Care Center | Work under the guidance of PCC & UCD Teach Physicians. Focus on seeing recently discharged patients. |
| UCDMC Psychiatric Interns | 320 hours per month | Primary Care Center | Work under the direct supervision of a UCD Psychiatrists. |

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| UCDMC Internal Medicine - Faculty | 84 hours per month | Primary Care Center | UCDMC Faculty volunteers help precept the UCDMC internal medicine residents for primary care and nephrology consultation visits. |
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Future use of volunteers

The DHHS Volunteer Office will work with impacted programs to determine programmatic needs and will recruit volunteers/interns to help meet the identified needs to the extent possible given the constraints of 71J.

Respectfully submitted,

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Department of Health and Human Services

APPROVED:
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County Executive

By: _____
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