

2018 SMP/SHIP

NATIONAL CONFERENCE

August 20–23 • Chicago, IL

Volunteer Risk and Program Management: Exciting Ideas

Michelle Boudreau, RI SHIP/SMP and Rebecca Hayward, OH SHIP

RHODE ISLAND

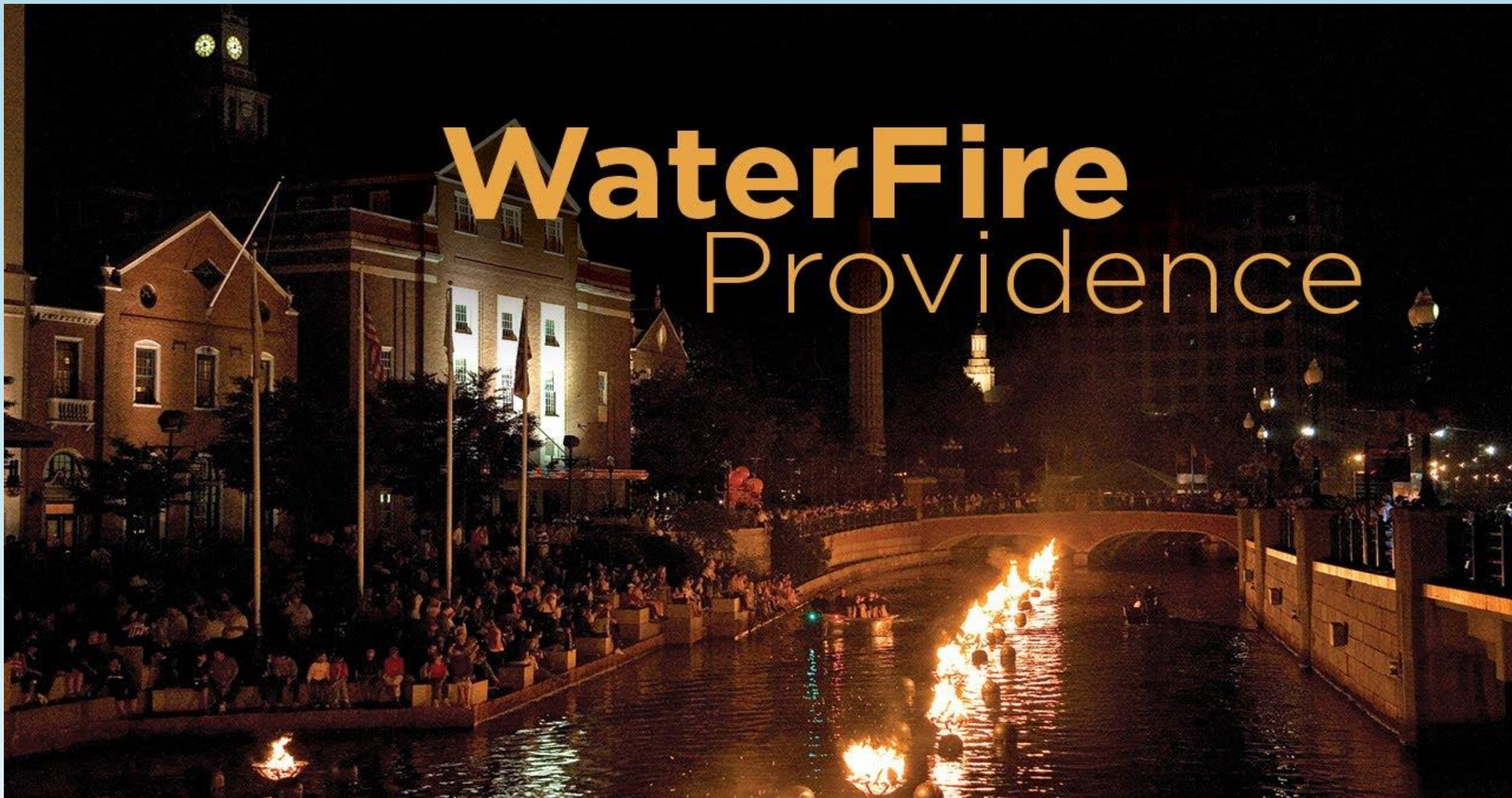


VOLUNTEER RISK AND PROGRAM MANAGEMENT
“VRPM IN THE OCEAN STATE”

RHODE ISLAND IS THE SMALLEST STATE IN THE UNION LOCATED BETWEEN CONNETICUTT AND MASSACHUSETTS

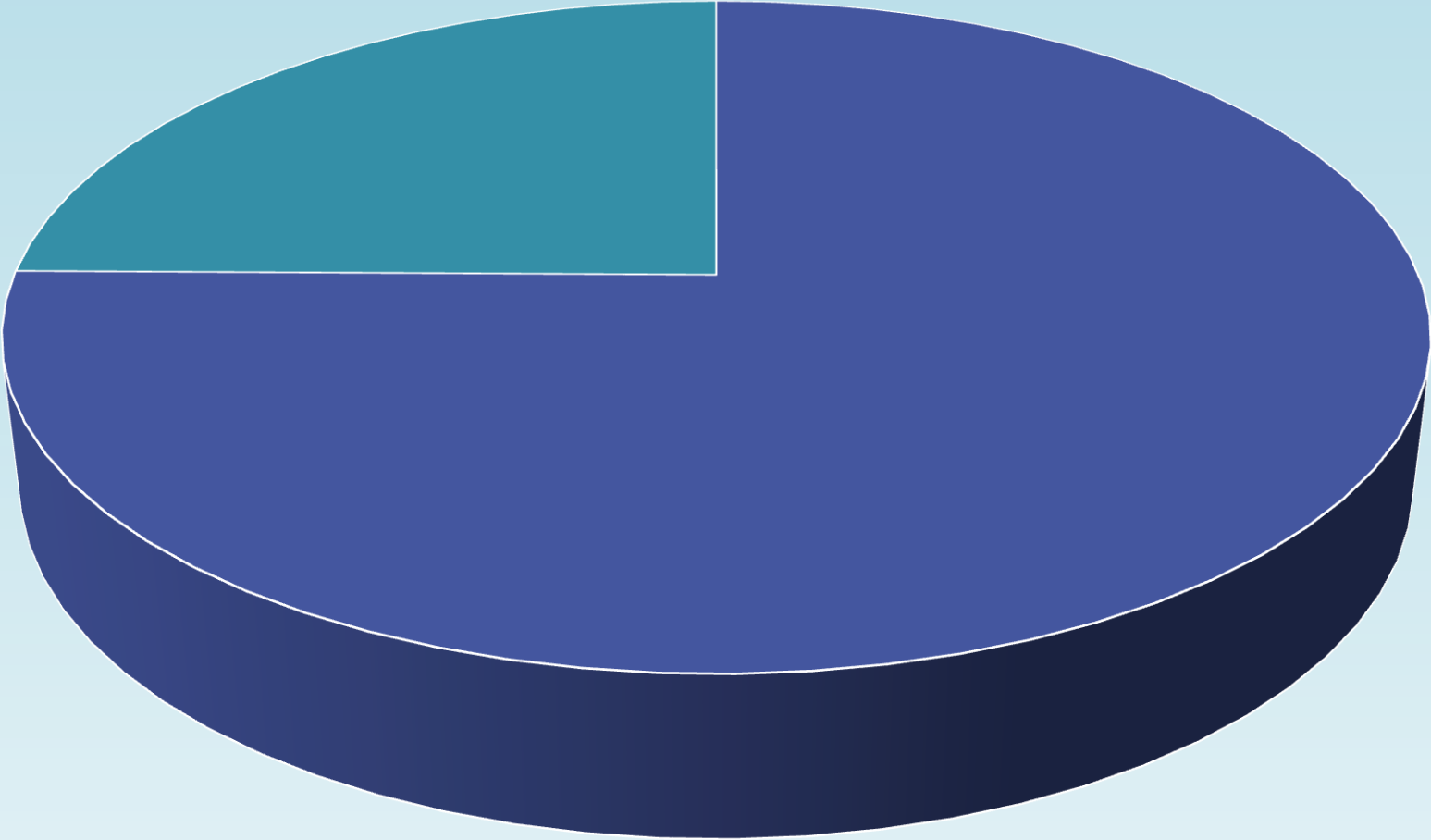


WaterFire Providence



Downtown Providence, Rhode Island

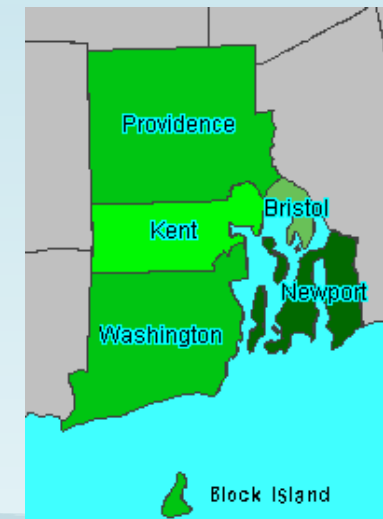
2016: Rhode Islands population= 1,059,639



■ Rhode Island Residents over the age of 65 (16.5%)

SHIP at the Rhode Island Division of Elderly Affairs

- State Health Insurance Assistance Program
- Toll-free number is 1-888-884-8721
- RI has a total population of 1.06 million people
- RI has 208,000+ Medicare Beneficiaries
- SHIP, SMP and ADRC are integrated at the state level
- Eighty-Seven total SHIP staff in RI @ state, regional and local agencies
- RIDEA has been the SHIP grantee since the inception of SHIPs in the early 1990's



IMPLEMENTATION OF SMP IN RI

- 2006 - A Statewide SMP project
- 2011 - SMP Volunteer Coordinator
- 2014 – Integrated Partners



2011

- In 2011, Rhode Island was fortunate to receive an additional one year of funding. This funding was used to hire an SMP Volunteer Coordinator to oversee the implementation of AoA/ACL SMP Volunteer Risk and Program Management (VRPM) policies, to enhance and support the RI SMP volunteer workforce recruitment, screening, training, and management.

2013

- In 2013, RIDEA evaluated various core programs to determine if there were ways to improve our effectiveness and efficiency in service delivery. This evaluation resulted in RIDEA electing to integrate the delivery of SHIP (Senior Health Information Program), SMP, MIPPA (Medicare Improvement for Providers and Patients Act) and ADRC (Aging and Disability Resource Center) services for populations served by RIDEA.

- As a result, responsibility for these programs throughout the state now is divided among six (6) regions, with each lead agency having responsibility for the delivery of these programs in an integrated, coordinated and efficient manner within a specific geographic region of the state (providing statewide coverage).
- The new integrated project began on January 1, 2014. Each grantee is required to collaborate and partner with at least two (2) established Rhode Island local community organizations within their region, to reach the targeted populations.
- Because of this new structure, the “Rhode Island Integrated Partners” are better positioned to reach targeted populations throughout the state- with no increase in overall funding.

CATHOLIC SOCIAL SERVICES OF PROVIDENCE

EAST BAY COMMUNITY ACTION PROGRAM

**TRICOUNTY COMMUNITY ACTION PROGRAM
(NORTHERN REGION AND SOUTHERN REGION)**

WEST BAY COMMUNITY ACTION

CHILD AND FAMILY SERVICES OF NEWPORT COUNTY



SUMMER

Crescent Beach - Block Island, Rhode Island

VOLUNTEER RISK AND PROGRAM MANAGEMENT (VRPM)

VOLUNTEER RECRUITMENT

- VOLUNTEER FLYER POSTED:

 - RI Department of Human Services field Office locations

 - Senior Centers

 - Libraries

 - Housing Authorities

 - Innovated Living Projects – these are usually SMP only volunteers

- EVENTS:

 - Rhode Island Housing Complex

 - Narragansett Indian Tribe Health Fairs

 - Community Events

 - Senior Nutrition Meal Sites



**Do you enjoy helping others?
Looking for a volunteer opportunity?**

**Join the Senior Medicare Patrol or the
State Health Insurance Assistance Program**

**IN SMP
LIBRARY**



Senior Medicare Patrol (SMP)

The mission of the SMP program is to empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors, and abuse through outreach, counseling and education.

State Health Insurance Assistance Program (SHIP)

SHIP provides free **unbiased, conflict-free**, confidential counseling and assistance to help beneficiaries better understand their Medicare benefits, the supplementary programs associated with Medicare, **and** programs that help beneficiaries to pay for the costs associated with Medicare.



For additional information, please call:

Michelle Boudreau

Rhode Island Division of Elderly Affairs

(401) 462-0194

VOLUNTEER RISK AND PROGRAM MANAGEMENT (VRPM)

BECOMING A SMP/SHIP VOLUNTEER IN RHODE ISLAND

- First Contact- emails, phone calls
- Application process – once application is returned to office the following is done:
 - Review application , call references
 - Set up interview with integrated partner and volunteer, and conduct interview
 - Go over interview questions with integrated partner to see where volunteer will fit best

VRPM CONTINUED

- ORIENTATION:
- Welcome Volunteer
- Review Volunteer Handbook

Go over all chapters in handbook with volunteer

Do all forms with volunteer

SMP/SHIP Volunteer Agreement

Code of Ethics

Confidentiality

Background checks for positions of trust (done every 5 years)
(First Advantage used for background checks)

Drivers license form signed if driving to different locations



State of Rhode Island Division of Elderly Affairs

EMPOWERING SENIORS, PRESERVING INDEPENDENCE AND ENRICHING LIVES



LOCAL HELP FOR PEOPLE WITH MEDICARE

RHODE ISLAND **SMP/SHIP VOLUNTEER HANDBOOK**

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NEW ENGLAND FALL FOLIAGE
Rhode Island

ANNUAL RECERTIFICATION'S

- RI SMP/SHIP Annual Recertification's
 - Annual form (1st page) done by Integrated Partner Volunteer Coordinator
 - 2nd page done by State Volunteer Coordinator
 - Forms signed on a yearly basis:
 - SMP/SHIP Volunteer Agreement
 - Code of Ethics
 - Confidentiality
 - Background checks if in a position of trust (every 5 years, first advantage used)
 - Drivers License/Insurance forms completed (if driving to different locations)

Rhode Island SMP/SHIP Volunteer Review and Annual Check-In Form

Name of Volunteer: _____ Date of Review: _____

Volunteer role(s) in SMP/SHIP: _____

SMP/SHIP Supervisor and Volunteer Discuss Questions 1-3 Together: (Supervisors see instructions and prepare before meeting.)

1. Describe and discuss what the volunteer has done with the SMP/SHIP program over the past year, including any achievements:

2. Describe and discuss the volunteer's strengths and what the volunteer is doing well:

3. Describe and discuss any areas in which further guidance/training would be helpful. Include suggested steps for how to address this area:

*Scheduled date of follow up meeting if needed: _____

Volunteer Answers Questions 4-11: (Supervisors, please ask your volunteers these questions.)

4. Do you find your volunteer role with the SMP/SHIP program to be meaningful and/or rewarding?

___ YES

___ NO

___ SOMEWHAT

Comments: _____

5. Have you received sufficient feedback in your work as a SMP/SHIP volunteer?

___ YES

___ NO

___ SOMEWHAT

Comments: _____

6. What do you like most about volunteering for SMP/SHIP?

7. What do you like least about volunteering for SMP/SHIP?

8. Would you like to remain in your current SMP/SHIP role(s)? Are there any changes you would like to make?

9. Do you have any additional comments?

10. What is your current emergency contact's name, phone number and relation SMP/SHIP to you?

11. Would you be willing to assist with recruiting other volunteers?

___ YES

___ NO



WINTER
Roger Williams Park, Rhode Island

MANDATORY ANNUAL TRAININGS AND VOLUNTEER RECOGNITION

- WORK PLACE SAFETY FOR VOLUNTEERS
- BOUNDRIES AND CODE OF ETHICS
- CULTURALLY AND LINGUISTICALLY APPROPRIATE SERVICES (CLAS)
- HIPAA - CONFIDENTIALITY
- ELDER ABUSE
- INFORMATION TECHNOLOGY
- VOLUNTEER RECOGNITION

2017 Annual Training/Volunteer Recognition Day





You are cordially invited to attend our RI SMP/SHIP Integrated Training and Volunteer Recognition Luncheon to be held at the Kirkbrae Country Club, 197 Old River Road, Lincoln, RI 02865 on May 10, 2017 from 8:30-4:00.

This all-day training will provide essential information to our volunteers and staff in accordance with the Administration for Community Living (ACL) "Volunteer Risk and Program Management" (VRPM) requirements.

Please RSVP to Michelle Boudreau, SMP/SHIP Volunteer Coordinator at 462-0194 or michelle.boudreau@dea.ri.gov by April 26, 2017.

5 Reasons Our Volunteers Are Unforgettable:

They Plant The Seeds Of Kindness

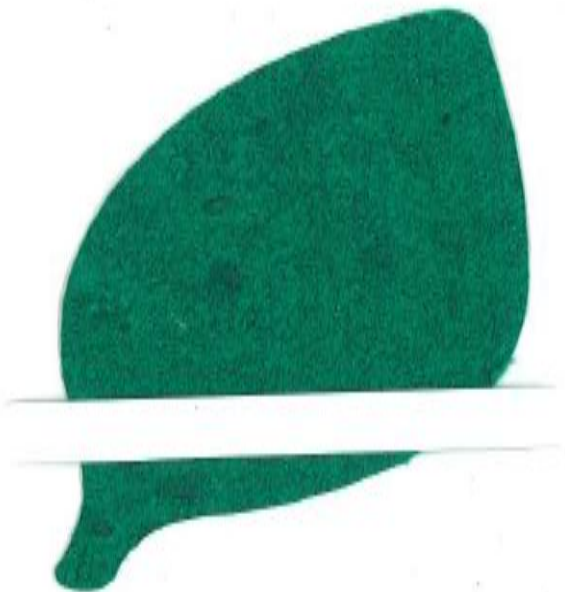
They Always Remember To Spread Cheer

Their Caring Ways Nurture Others

They Help Our Organization GROW

They've Earned A Garden Of Thanks

RHODE ISLAND
DIVISION OF ELDERLY AFFAIRS



Plant seeded herb shape. Add water and sun and watch me grow

RI SMP/SHIP INTEGRATED TRAINING/VOLUNTEER RECOGNITION LUNCHEON

MAY 10, 2017

AGENDA

- 8:00-8:30 REGISTRATION/CONTINENTAL BREAKFAST
- 8:30-8:40 WELCOME- Director Charles J. Fogarty, RI Elderly Affairs (RIDEA)
- 8:40-9:00 INFORMATION TECHNOLOGY-Terry Haydt, RIDEA
- 9:00-9:30 ELDER ABUSE – Maryann Ciano/Peter Graham-PROTECTIVE SRV.-RIDEA
- 9:30-10:15 CULTURALLY AND LINGUISTICALLY APPROPRIATE SERVICES –CLAS RI
DEPARTMENT OF HEALTH-Neha Patel
- 10:15-10:30 BREAK
- 10:30-11:30 BOUNDARIES AND ETHICS-RI ETHICS COMMISSION-Jason Gramitt
- 11:30-12:00 RECOGNITION EVENT
“PLANTING SEEDS OF LOVE THAT HELP COUNTLESS HEARS TO GROW”
“Volunteer Group Picture”
- 12:00-1:00 LUNCH
- 1:00-2:00 OCEAN STATE CENTER FOR INDEPENDENT LIVING (OSCIL)
• The Gift of Hearing Program – Michelle Machado
• YMCA-promoting increased socialization and recreation-Tracy Martone
• Nursing Home Transition-Michelle Machado
- 2:00-2:45 SAFET IN THE WORKPLACE-David Johnston, RI Dept of Health
- 2:45-3:00 BREAK
- 3:00-3:45 SMP/SHIP BINGO
- 3:45 DOOR PRIZE (Volunteers only-Must be present to win)





SPRING
Providence, Rhode Island



WHAT'S ALL THE **BUZZ** ABOUT?

BEE READY TO ATTEND OUR MANDATORY
ALL-DAY RI SMP/SHIP INTEGRATED TRAINING
&
VOLUNTEER RECOGNITION LUNCHEON
AT
KIRKBRÆ COUNTRY CLUB, LINCOLN, RI
APRIL 26, 2018
REGISTRATION /BREAKFAST STARTS AT 8:00AM

THIS ALL-DAY TRAINING WILL PROVIDE ESSENTIAL INFORMATION TO OUR VOLUNTEERS AND STAFF IN ACCORDANCE WITH THE ADMINISTRATION FOR COMMUNITY LIVING (ACL) "VOLUNTEER RISK AND PROGRAM MANAGEMENT" (VRPM) REQUIREMENTS

PLEASE RSVP TO MICHELLE BOUDREAU, SMP/SHIP VOLUNTEER CORR DINATOR AT 462-0194 OR MICHELLE.BOUDREAU@DEA.RI.GOV BY MARCH 31, 2018



THE BEE IS MORE HONORED
THAN ANY OTHER, NOT
BECAUSE SHE LABORS, BUT
BECAUSE SHE LABORS FOR
OTHERS!!!!!!



RI SMP/SHIP INTEGRATED TRAINING / VOLUNTEER RECOGNITION LUNCHEON
Kirkbrae Country Club 197 Old River Road, Lincoln, RI


APRIL 26, 2018


Agenda


- 8:00-8:30 REGISTRATION/CONTINENTAL BREAKFAST
8:30-8:45 WELCOME- Director Charles J. Fogarty, RI Division of Elderly Affairs (RIDEA)
8:45-9:45 HIPAA Presentation – Michelle Boudreau, RIDEA
9:45-10:15 SAFETY IN THE WORKPLACE – Mireya Antezana, DOH
10:15-10:30 BREAK
10:30-11:30 BOUNDARIES AND ETHICS – Jason Gramitt, RI Ethics Commission
- 11:30- 12:00 **RECOGNITION EVENT**
“Volunteer Group Picture”
- 12:00 - 1:00 LUNCH
1:00 – 1:45 NEW MEDICARE CARDS – CMS – Maureen Kerrigan, Aaron Smith
1:45 - 2:15 ELDER ABUSE – Boakai Kamara, RIDEA
2:15 - 2:30 BREAK
2:30 - 3:15 OCEAN STATE CENTER FOR INDEPENDENT LIVING (OSCIL)
The Gift of Hearing Program –Michelle Machado
YMCA – promoting increased socialization and recreation- Amanda Reed
Nursing Home Transition – for consumers wishing to live in the community
Michelle Machado
- 3:15-3:45 **SMP/SHIP SPIN THE WHEEL**
3:45 DOOR PRIZE (Volunteers only – MUST BE PRESENT TO)


2018 Annual Training/Volunteer Recognition Day




*I can't  -lieve another year is here,
Helping our elders both far and near,*

* -autiful people with long memories to share,
We enjoy showing how much we care!*

*They reach out to us when  -wildered,
Finding the right answers they never considered,*

* -dazzled by our large wealth of knowledge,
For our clients who we aim to encourage!*

*We  -long to a very special group,
Dedicated, honest and "in the know" loop,*

*Our training today  -speaks of our devotion,
For keeping our elderly services unbroken.*





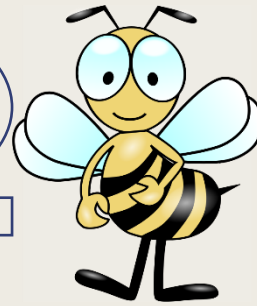
RI SMP/SHIP WHEEL GAME

- VRPM
- PART D
- DME
- SOCIAL SECURITY
- SMP
- HISTORY OF MEDICARE
- NAME THAT PROGRAM
- TERMS AND ACRONYMS
- PART C
- PART A/B



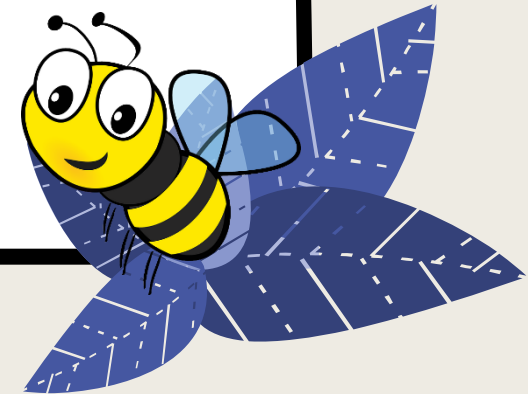
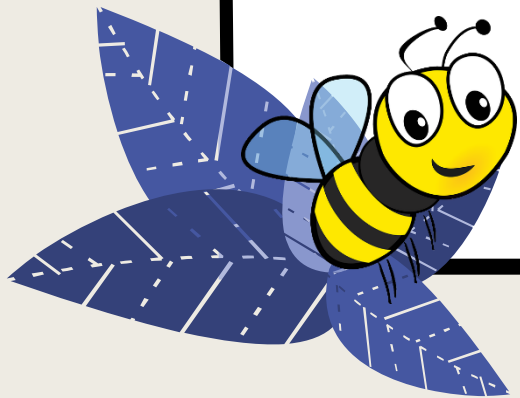


**“SAY
CHEESE
!”**



LOCAL HELP FOR PEOPLE WITH MEDICARE

Recognition Event ! Volunteer Group Picture



April 26, 2018

Sponsored by the

Division of Elderly Affairs

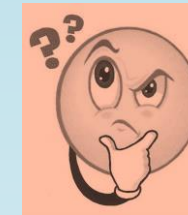


2017 Volunteer Group Picture



2018 Volunteer
Group Picture

RHODE ISLAND SMP/SHIP TEAM



MARY LADD
SHIP DIRECTOR

CHRISTINE SMITH
CHIEF RESOURCE SPECIALIST

ALEATHA DICKERSON
SMP PROJECT DIRECTOR

MICHELLE BOUDREAU
SMP/SHIP VOLUNTEER COORDINATOR

KIM TIMPSON
HUMAN SERVICES POLICY & SYSTEMS
SPECIALIST



ODI

Ohio Department of Insurance

John R. Kasich, Governor

Jillian Froment, Director

OVAB: OSHIIP Volunteer Advisory Board

Session Goals

- What is a volunteer advisory group?
- How to implement a volunteer advisory group?
- Successes of a volunteer advisory group



O-HI!-O



ODI
Ohio Department
of Insurance

Mission Statement

- The purpose of OVAB is to assist the Ohio Senior Health Insurance Information Program (OSHIIP) enhance the efficiency and productivity of their statewide volunteer corps. OSHIIP will utilize OVAB's collective professional expertise, regional knowledge, and experience as OSHIIP volunteers on matters such as: volunteer education, volunteer recruitment, volunteer retention, special interest beneficiary outreach, and the technological enhancement of both beneficiaries and volunteers regarding Medicare and other important health issues relating to older Americans.



MOU

The purpose of this memorandum is to establish an agreement between the Ohio Senior Health Insurance Information Program and OSHIIP's Voluntary Advisory Board Members as the parties work together toward the mission of enhancing the efficiency and productivity of the OSHIIP statewide volunteer network. The OSHIIP staff representative assigned as the OVAB moderator, in this case, OSHIIP Outreach Specialist Rebecca Hayward, will oversee issues pertaining to the MOU.

Term Length:

This agreement is valid **two year** as determined on the SHIP grant year, April 1, 2018 – March 31, 2020.

Responsibilities for OVAB:

- **Advisory role only, no voting power.** OVAB members will use experience, expertise, regional knowledge, and personal experiences as an OSHIIP volunteer or coordinator to help improve and grow the volunteer network.
- **Attend at least two of the four face-to-face meetings** during the term length. If OVAB member cannot attend, the OVAB member must notify the OSHIIP representative of absence. No alternate representative is necessary.
- **Participate in at least eight monthly telephone/web conference calls** during the two-year term. If OVAB member cannot attend, OVAB member must notify OSHIIP representative of absence. No alternate representative is necessary.
- Present ideas to OSHIIP staff representative and implement ideas to region or county coordinators and volunteers to be used as a model for other county coordinators and volunteers to follow.



ODI
Ohio Department
of Insurance

MOU con't

Responsibilities of OSHIIP:

- Establish and update a calendar.
- **Set up meeting locations and telephone/web conference calls.**
- Moderate meetings.
- Record and distribute meeting minutes.
- Recruit and contact new OVAB members.
- Distribute and market OVAB ideas to volunteers and coordinators through newsletter, website, trainers and home office.

Termination Procedure:

If an OVAB member wants to terminate the agreement before the end of the term, he/she must notify the OSHIIP representative with his/her reason in writing prior to the next OVAB meeting – either quarterly or conference call – so the announcement can be included in the next meeting's agenda. During the next meeting the OVAB members can decide if they want to find a replacement to fulfill the exiting member's role or if they want to continue the term with one member short.

If OSHIIP wants to terminate the agreement before the end of the term, the OSHIIP representative must notify the OVAB member with the reason in writing prior to the next meeting – either quarterly or conference call – so the announcement can be included in the next meeting's agenda. During the next meeting the OVAB members can decide if they want to find a replacement to fulfill the exiting member's role or if they want to continue term with one member short.



Selection Process

- “Secret” Club
- Different areas of the state
- Different representatives of an OSHIP volunteer (“snapshot”)
- Highlight Exceptional volunteers
- Boost volunteers
- Gender

Topics

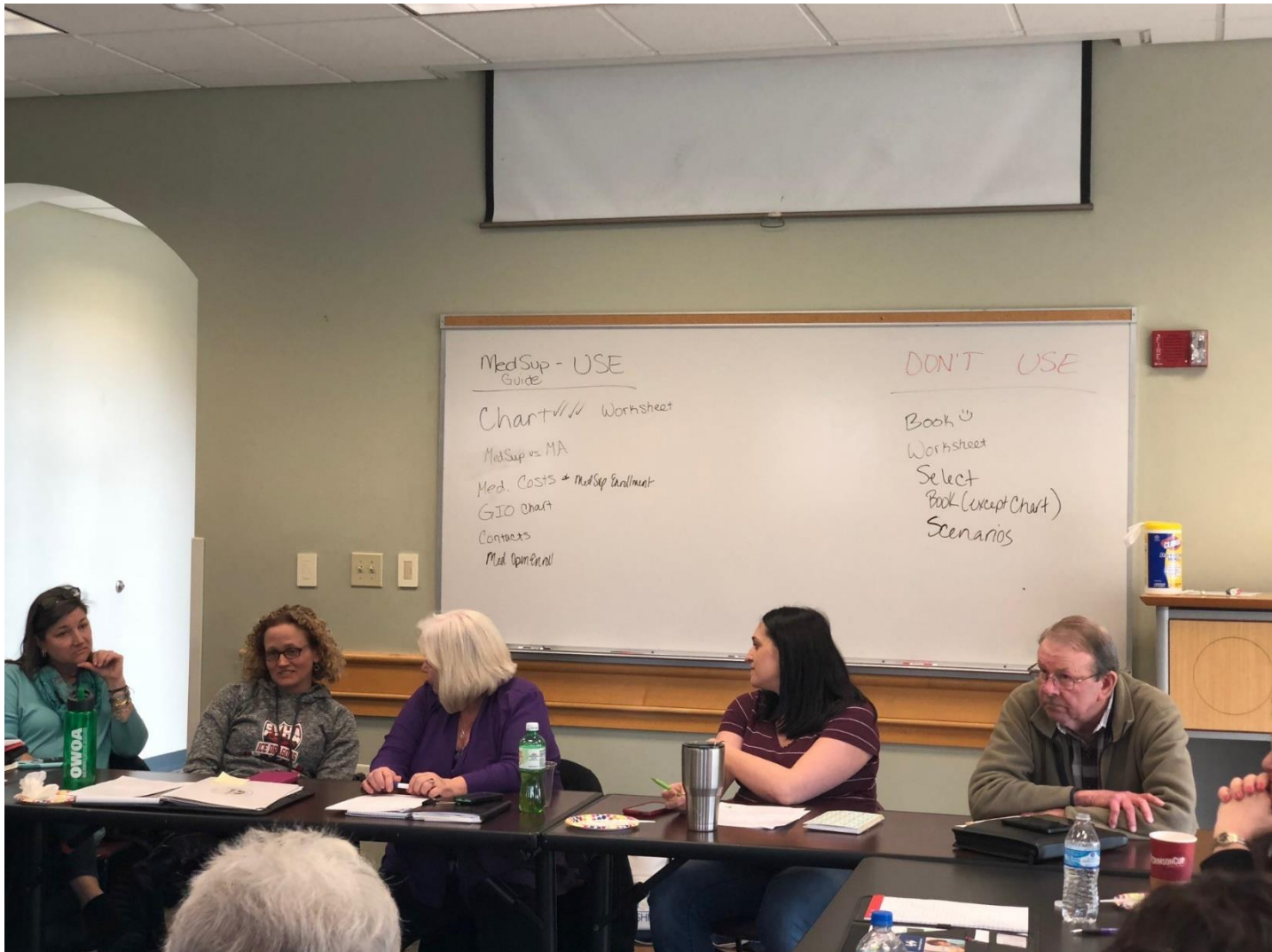
- Part D roll-out
- Volunteer recruitment, volunteer organization
- Check Up events/Welcome to Medicare
- NPR Reporting
- Plan Finder tool
- Funding
- Med Sup redesign
- VPRM

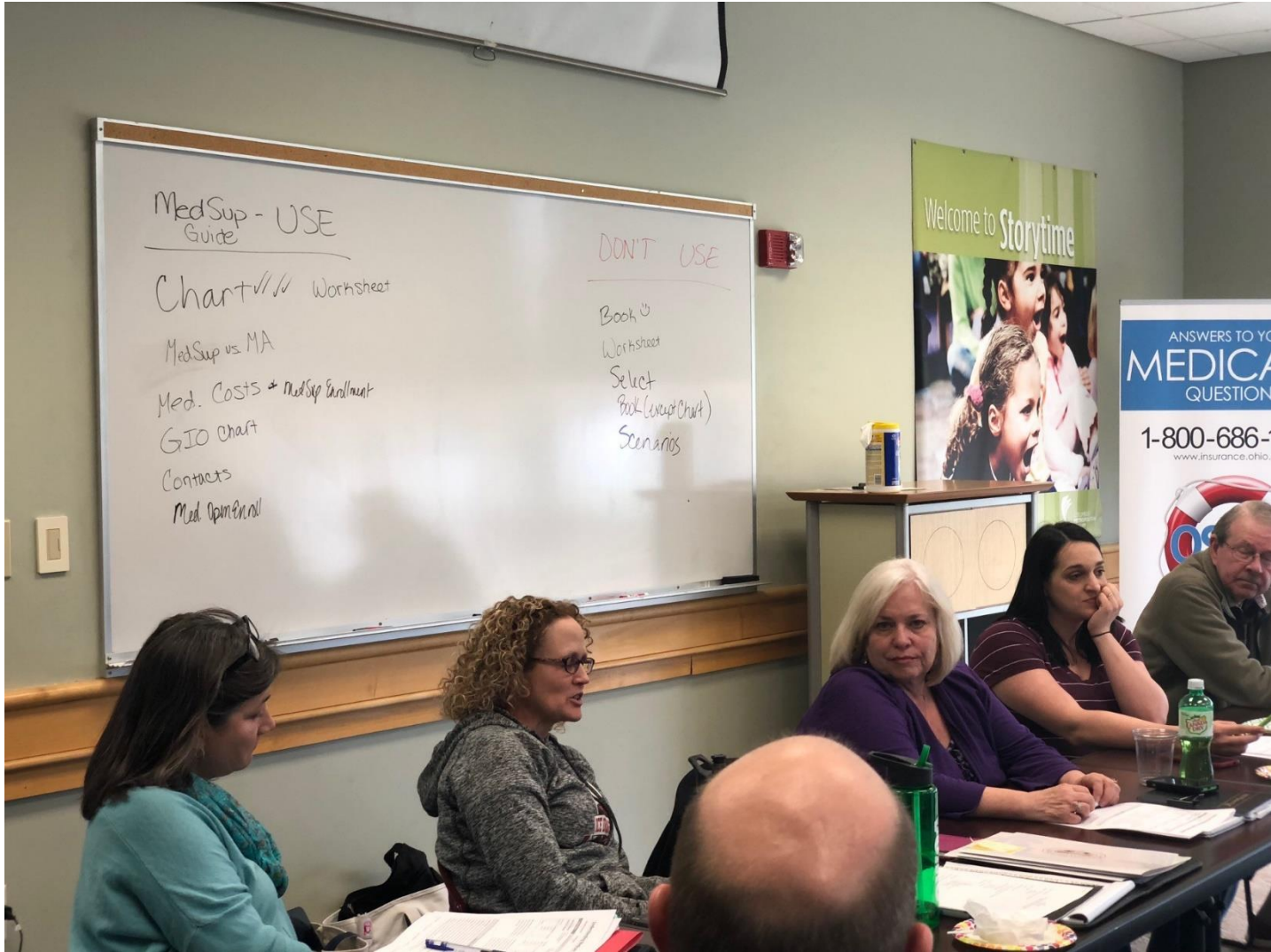


Typical Agenda

- **Welcome!**
- **OSHIIP updates:**
 - Volunteer Training Webinars; March 20, 10/2pm: Med Sup vs MA; April 17, 10/2pm: new Medicare Cards; May 16, 10/2pm: Part D Review; June 12, 10/2: SSA
 - W2M Webinars (beneficiary focus): Feb. 13, 6pm; Mar 15, 4pm; April 4, 4pm; April 18, 6pm; May 9, 4pm; May 16, 6pm
 - W2m Seminars
 - List: <http://insurance.ohio.gov/Consumer/OSHIIP/SitePages/WelcomeToMedicare.aspx>
 - Postcards
 - Med Sup guide redesign
 - Weekly/Newsletter changes
 - Staff Updates
 - Funding Update
- **Old Business:**
 - Medigold: SEP Approved
 - New Medicare Cards
 - OPERS: One Exchange is changing names to Via Benefits March 1
- **New business:**
 - 2018 LIS and MSP
 - Premier Health: Contract terminating







We Love OVAB!

- “I am excited to be a part of OVAB because I really enjoy the collaboration with other volunteers and staying informed of changes and resources to help the people we serve.”
- “I like being able to help people get the best health care possible. The support I receive from other OVAB members is incredibly helpful.”
- “Unique situations are always coming to light with the board, along with innovative remedies. The open communication with other volunteers throughout the State is a remarkable experience.”
- “OVAB gives me the opportunity to learn new information to help my clients, which makes it all worthwhile and rewarding.”

QUESTIONS?



Contact: Becky Hayward

Rebecca.Hayward@insurance.ohio.gov

614-728-1043



ODI
Ohio Department
of Insurance

Discussion