



# 2019 SMP/SHIP NATIONAL CONFERENCE

So, you're a new SHIP Director -  
**Now what?**

Alicia Jones (NE), Edward Clark (KY), Jo Murphy (MI),  
Shannon Hohl (ID)

July 22–25, 2019 • San Diego, CA

# Checklist for New Directors



- Covers 5 Key areas:
  - STARS – Alicia Jones (NE)
  - Grant Application and Reporting – Shannon Hohl (ID)
  - Partners, Contractors and Volunteers – Jo Murphy (MI)
  - Travel Planning – Edward Clark (KY)
  - Training Resources – Alicia Jones (NE)
  - SHIP Steering Committee – Shannon Hohl (ID)

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# STARS



- ✓ Contact the **SHIP Tracking and Reporting System (STARS)** help desk for access to STARS (national reporting database)  
[BoozAllenSTARSHelpDesk@bah.com](mailto:BoozAllenSTARSHelpDesk@bah.com)
- ✓ Review the STARS reporting instructions and most recent performance reports.
- ✓ How do directors use the reporting system?

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# Current Grant Documents



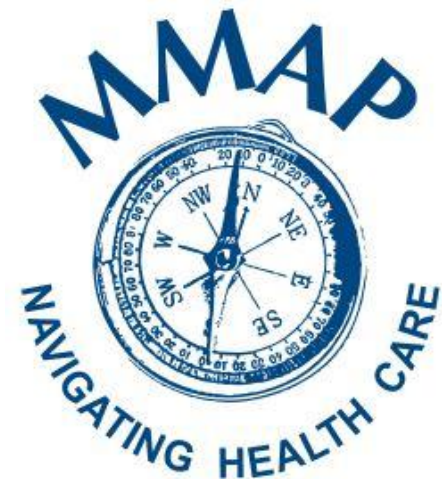
- ✓ Check with your fiscal division to find out where your budget currently stands.
- ✓ Register for Grant Solutions
- ✓ Locate and review your recent grant Notice of Award, budget and budget narratives
  - (NOTE: you may have multiple awards including the SHIP Basic Grant, SMP, and MIPPA Grant)
  - Review and calendar the due dates for each award including semi-annual and final reports
- ✓ Review Minimum Grant Requirements for each award.

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# Travel Planning

- ✓ Consider visiting your neighboring SHIP program to meet with the SHIP Director.
- ✓ Ask for a SHIP mentor.



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# Travel Planning

- ✓ Plan to attend the National SMP/SHIP Conference (You're here – good job!)
- ✓ Plan to attend the CMS NTP Training
  - Chicago 8/13 to 8/15
  - Arlington 8/20 – 8/22
  - San Francisco 8/6 – 8/8
  - Providence 9/10 – 9/11
  - Philadelphia 7/30 – 8/1



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# Travel Planning

- ✓ Visit key locations in your state  
(Contractor sites, AAAs, and Senior Centers)



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# Partners, Contractors & Volunteers

- ✓ Locate information about your partners, and introduce yourself.
- ✓ Locate information about contractors, and introduce yourself.
- ✓ Locate information about your volunteers and introduce yourself via email or introductory letter.



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# Grant Agreement (See Handout)

- ✓ Contract Document
- ✓ Contract Terms and Conditions
- ✓ Performance Goals
- ✓ Service Provider Manual



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# Volunteer/Partner Training

- ✓ Locate and become familiar with your training resources.
  - Online? In-person? Handbook? VRPM?



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# National SHIP Steering Committee

- ✓ Represent the mutual interests of the SHIPs at the national level
- ✓ 9 members – 5 elected on regional basis, 4 elected at-large (min. 2 years as SHIP Director)
- ✓ Sub-committees focused on SHIP-related issue areas.
  - (All SHIP Directors welcome to participate in sub-committees)
- ✓ Resource for Directors – contact us and/or sign up for the Director Mentor Program!



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## Managing a SHIP in a Challenging & Everchanging Environment

Linda Cardoza  
HICAP Program Manager – Orange County, CA

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# California Overview



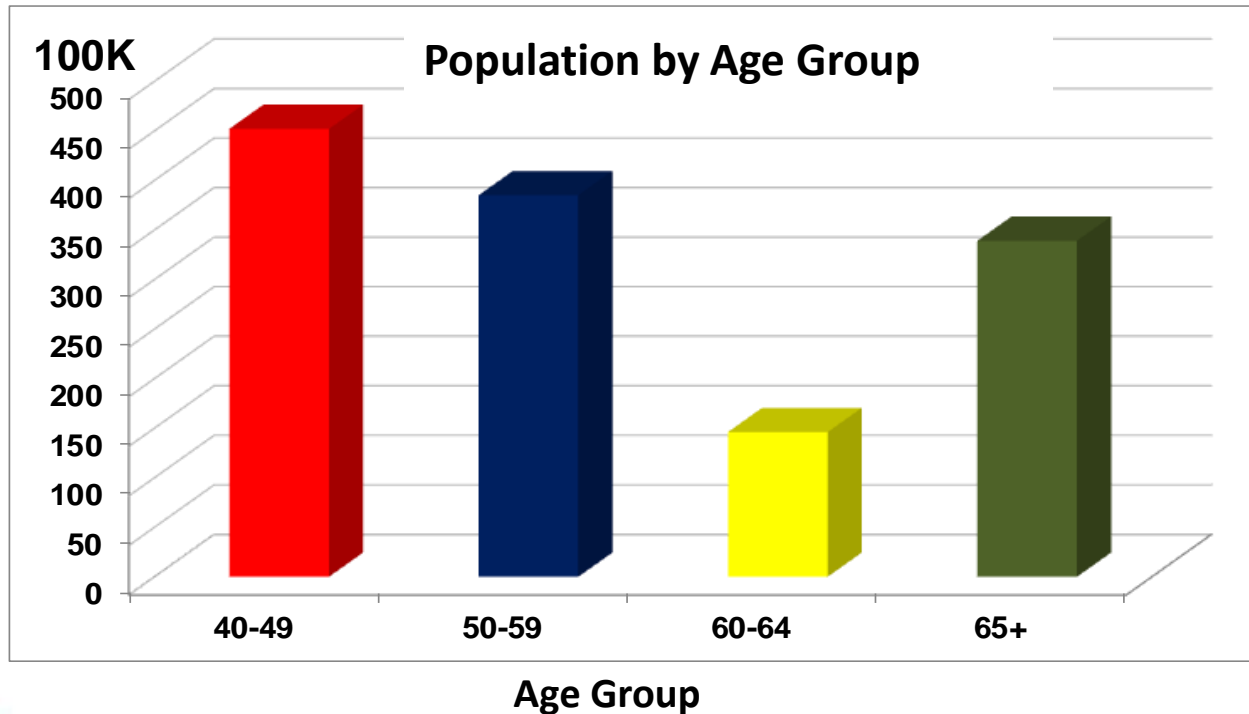
- Total Population ~40M
- Senior Population ~6M
- 58 Counties
- 33 Public Service Areas (PSAs)
- 26 HICAP Program Managers
- ~765 Registered Counselors
- CA Department of Aging

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# Orange County Landscape

- 800 square miles; Population: ~3M
- Race: ~60% white; ~33% Hispanic/Latino
- Fastest growing senior population in California



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# Orange County HICAP Landscape

- **+8K calls**
- **~7K client intakes; +350 public & media events**
- **+84 registered counselors**
  - **+17K program hours**
  - **+10 languages**
  - **~15 additional roles**
- **+35 counseling sites; +100 locations for PAMs**

*Based on FY 17-18 performance measures*

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# What Impacts HICAP?

## Laws & Regulations

Federal; State



## “Competitors”

Providers



## Administrative

- Federal; State; County
- Local Agency



## Partners

Information



## County Demographics

People; Geography



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# Mitigating Challenges

- Communication – all levels; timely
- Knowledge – current
- Education – across all parties
- Productivity enhancements - tools

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# Questions?



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