

2018 SMP/SHIP

NATIONAL CONFERENCE

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When is Enough, Enough: How to
Tell Whether Your VHOs Have
Implemented VRPM

Steve McCurly

Volunteer Risk & Program Management (VRPM)

August 2018

Welcome!

SMPs

- Senior Medicare Patrols



SHIPs

- State Health Insurance Assistance Programs



Today's speaker



Steve McCurley
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SMP Resource Center and
SHIP Technical Assistance Center

Agenda



**Understanding the
scope of volunteer
policies**

Case Study

**Resources &
Questions**


Introduction

VRPM Policy 1.2 Scope of the volunteer policies

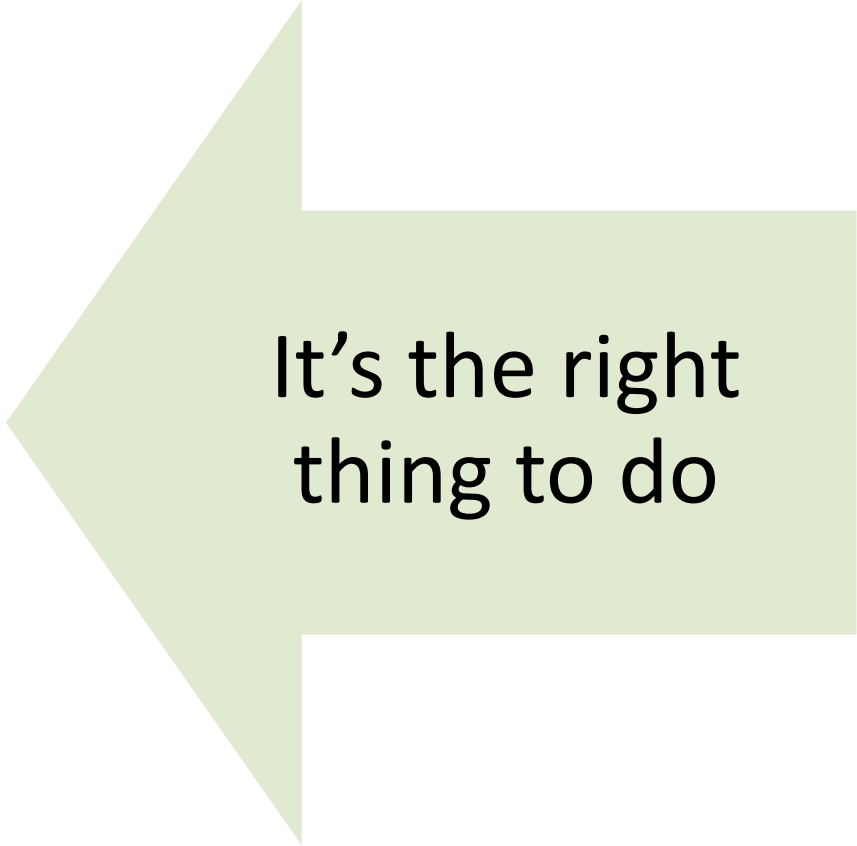
Policy: Unless specifically stated, these volunteer policies apply to all volunteers in all programs and projects undertaken by or on behalf of the SMP/SHIP, including volunteer involvement that is organized and managed in SMP/SHIP volunteer host organizations (VHOs). The pivotal variable in the application of these volunteer policies is volunteers' performance of SMP/SHIP work. Where volunteers are clearly performing what could reasonably be called "SMP/SHIP work" under the direction and control of the SMP/SHIP, those volunteers and their coordination are subject to the provisions of these volunteer policies.

- *Rationale:* The policies apply throughout the SMP/SHIP system to all entities that control or manage volunteers performing SMP/SHIP work. These volunteers who are also agents of the SMP/SHIP while working day-to-day with other partners (volunteer host organizations – VHOs), are still the responsibility of the SMP/SHIP. Noncompliance creates potential risk to volunteers themselves and/or beneficiaries and potential liability for the SMP and/or the VHO.

Bottom line:
You have to manage how your VHO's
deal with volunteers, because:



It's the only
way VRPM
works



It's the right
thing to do

When is Enough, Enough?

How do you determine when a VHO has made enough of an effort for you to decide that they are implementing the VRPM?

1. Examine the agency structure for managing volunteers

Staffing

Budget

History

Experience
with
SMP/SHIP

Options:

ONE

Have no existing system in place

TWO

Have an existing system in place to cover SMP/SHIP volunteers

THREE

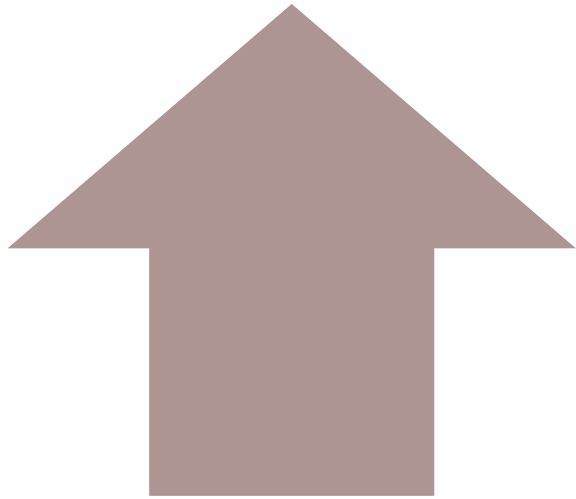
Have an existing system in place that covers multiple volunteer programs

2. Examine the VRPM policies adopted by the agency

Coverage:
percentage, spread

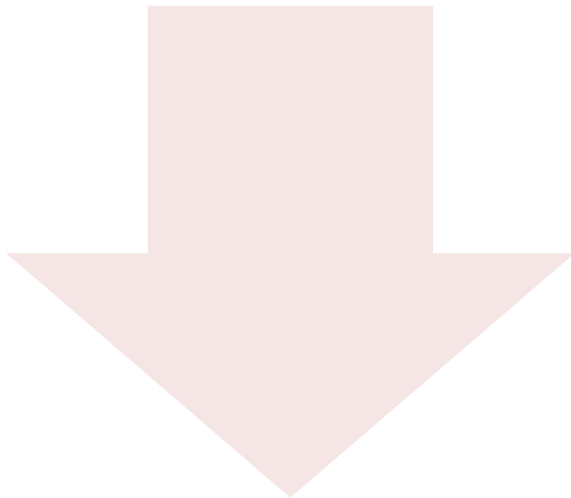
Is adoption “pro
forma” or real?

3. Examine where variations occur



MORE stringent

“Other” stringent



LESS stringent
than VRPM

4. Examine where policies were not adopted

- Are the omitted policies “required” or “recommended”?
- What’s the rationale for the omission?
- Is there a plan to implement them at some point?

5. Examine the overall intent of the agency

- Are they trying to make this work?
- What kind of capacity do they have?
- Do they have reasons for what they are doing, even though those reasons are not the ones you think should apply?

Other factors:

- Look beyond the paper documents to see what is really happening. Don't believe everything you're told.
- Don't get hung up on wording. Agencies will have their own ways of wording or describing things and unless it negatively affects what the policy is intended to do then cut them some slack.
- Allow exceptions that make sense to you; different circumstances may mandate different requirements.
- Don't rush to make exceptions; it's easier to relax requirements than to add to them later.

Case study

- Divide into small groups: 3-4 alert, intelligent faces.
- Introduce yourself; you might want to move there some day and they could have a job for you.

Suppose:

- One of your VHO's recently had an issue with computer security, unrelated to SMP/SHIP.
- As a result of this, they have a hastily-enacted agency policy that no staff (either paid or volunteer) can use a personal computer or cellphone to store any client information or to communicate about any agency business.
- They really like the policies on technology in the VRPM but want to “strengthen” them to prevent SMP/SHIP volunteers from any utilization of computers.

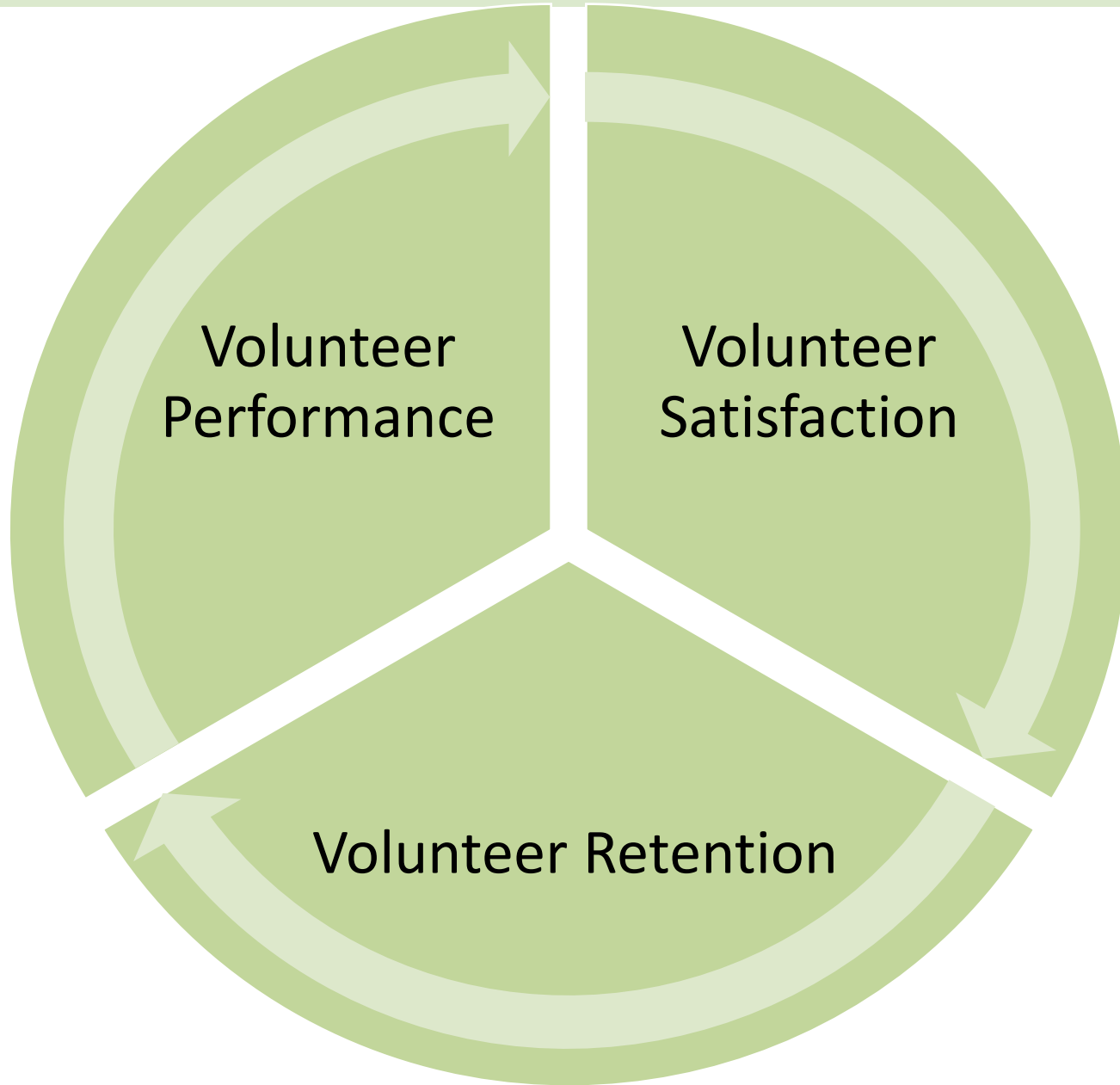
Discuss:

What factors/elements/issues are important when thinking about this request?

What further information would you like to have?

What would you decide about their request?

The real point of VRPM



Final comment:

- ACL is basically going through the same analysis with state programs you will with local programs.
- They have no more interest in micro-managing you than you have in micro-managing local VHOs.
- But if the VRPM is going to work then it requires an actual effort to make it happen.
- Complaining that “it’s too much work,” or “we didn’t use to do it this way” doesn’t constitute actual effort.

VRPM resources:

SMPs

- Step 1: Login to the SMP Resource Library at www.smpresource.org/resourcelibrary.
- Step 2: Conduct a search
 - *Tip: Search for keyword "VRPM".*

SHIPs

- Step 1: Login at www.shiptacenter.org/login.
- Step 2: Conduct a search.
 - *Tip: Search for keyword "VRPM".*

Q & A session

Thank you for participating in today's presentation!

If you have questions later,
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