

**SMP - Volunteer Risk and Program Management Project**  
**Foundational Risk Identification - January, 2010**

Risk ID#	Risk	Likelihood	Magnitude
<b>1st Priority</b>			
1	Inappropriate access to SF leading to harm (accidental)	High	High
2	Carelessness with SF data leading to harm (accidental)	High	High
3	Job role boundary breaches	High	High
4	Inappropriate personal comments (may be unintentional)	High	Med
5	Unintentional misuse of personal beneficiary information, medical records, healthcare history, and/or contact information (paper files)	High	High
6	Failure to attend to public safety (facilities)	High	High
7	Cultural insensitivity	High	Med
8	Unauthorized spokespersonship / volunteers speaking on behalf of the SMP program	Med	High
9	Volunteers not being kept current with SMP info	Med	Med
10	Language / mis-interpretations	High	Med
11	Physical harm of the volunteer, due to health issues (unrelated to the job)	Med	Med
12	Conflicts of interest	Med	Med
13	Intentional misuse of personal beneficiary information: ss#, medicare #, bank info	Low	High
14	Intentional misuse of personal medical records and/or other healthcare history	Low	High
15	Intentional misuse of beneficiary contact information	Low	High
16	Abuse of SMART FACTS data (intentional)	Low	High
17	Physical harm/death of the beneficiary, at the hand of a volunteer trying to do harm / scam	Low	High
18	SMPs not providing training curriculum to volunteers as specified by AoA	Low	High
19	Volunteers not successfully completing training (and being assigned non-admin work)	Low	High
20	Physical harm / death of a volunteer due to exposure to a pandemic while on the job	Low	High
21	Acceptance of inappropriate gifts / inheritance	Low	High
22	Disgruntled volunteer(s)	Low	Med
23	Volunteer committing a crime while "employed" by an SMP	Low	Med
24	Using work for personal gain	Low	Low
25	Breach of propriety	Low	Low
26	Car accidents	High	Med
<b>2nd Priority</b>			
27	Failure to report harm to a beneficiary even if it is outside of the scope of SMP work	High	Med
28	Providing incorrect / inaccurate information to beneficiaries	High	Med

Risk ID#	Risk	Likelihood	Magnitude
29	Heroic volunteer who is willing to take excessive risks	High	Med
30	Inappropriately sharing SMP confidential information	High	Med
31	Inaccurate data entry in SF (unintentional)	High	Med
32	Physical harm of the beneficiary, at the SMP or an SMP event	Med	Med
33	work-related physical harm	Med	Med
<b>3rd Priority</b>			
34	Failure to provide proper accommodations for disabilities / special needs	High	Low
35	Volunteers not submitting timesheets	High	Low
36	Failure to reply to an inquiry / issue in a timely manner	Med	Low
37	Physical harm/death of the volunteer, due to weather issues/natural disasters	Low	High
38	Physical harm of a volunteer at the hands of a beneficiary / caregiver	Low	High
39	Physical harm of a volunteer at the hands of a random person (not a beneficiary/caregiver)	Low	High
40	Abuse of volunteers by agency staff	Low	High
41	Volunteers with hidden agendas	Low	High
42	Harm to the beneficiary, due to negligence or substandard	Low	Med
43	Failure to cancel an event due to weather / road conditions	Low	Med
44	Theft of beneficiary property by volunteer	Low	Med
45	Harassment by volunteers	Low	Med
46	False allegations towards volunteer, by a beneficiary	Low	Med
47	Emotional burden / stress / burnout of volunteer	Low	Med
48	Harassment of volunteers	Low	Med
49	Failure to report fraud, harm, or other illegal acts by the beneficiary	Low	Med
50	Falsified data	Low	Med
51	Misrepresentation as SMP staff	Low	Med
<b>4th Priority</b>			
52	Damage to beneficiary property	Low	Low
53	SMP work done at home - ergonomics	Low	Low
54	Altercation or conflict situation	Low	Low
55	Theft of SMP property by volunteer	Low	Low
56	Theft of 3rd party property by volunteer while performing SMP work	Low	Low
57	Damage to partner's property	Low	Low
58	Volunteers not showing up for work	Low	Low

Degree of Urgency Key
1st Priority
2nd Priority
3rd Priority
4th Priority