

2011 Volunteer Risk and Program Management Survey: Summary of Findings

As part of the Volunteer Risk and Program Management (VRPM) project, the Resource Center surveyed the SMPs to learn more about their local partnerships and the partners' role in volunteer program management and use of SMARTFACTS. We emailed the survey on January 14, 2011 to the SMP Project Directors and asked them or the Coordinator of Volunteers to complete it. As of January 26, 2011, staff from 41 states and territories had responded, including 32 Project Directors, four Coordinators of Volunteers, and four state-level staff with other titles.


We learned that 65 percent of the respondent SMPs work with five or more partner organizations and the partners enable many SMPs to extend their reach to all or nearly all the counties in their states. About one-fifth reported that all their partners are paid sub-contractors. Clearly, partner organizations like the SHIPs, Area Agencies on Aging, RSVP, and AARP—paid and unpaid—are important to carrying out the SMP mission.

The survey yielded important findings about the extent to which SMP projects depend on their partners to engage volunteers in SMP work. Many SMP volunteers come from partner organizations. Nearly half of the respondents said that 25 or more of the program's volunteers serve under a partner's auspices. Moreover, we learned that the entire volunteer workforce for 46 percent of the respondents serves under the auspices of a program partner. Volunteers affiliated with partners perform important tasks. More than three-fourths of the volunteers make presentations and provide one-on-one counseling, and a significant number take sensitive beneficiary information home with them. All of this has important implications for program management because it appears that SMP staff persons in many cases do not directly supervise the volunteers.




With respect to managing common volunteer program risks, we learned that many SMPs have formalized their partner relationships through Memoranda of Understanding and Partnership Agreements. But more than 60 percent of those who use written partner agreements said that the document is silent or does not do so well in addressing volunteer risk and program management issues such as recruiting, screening, and supervision. Many SMPs also reported that they are not sure about the extent to which their partners verify that volunteers who use their vehicles for SMP work have adequate insurance coverage.

These survey results and subsequent discussions by the VRPM project steering committee have led to the adoption of a definition for partners who involve SMP volunteers: SMP volunteer host organizations. We were happy to learn that more than half of the respondents have hired a staff person dedicated to managing or coordinating the SMP volunteer programs in their states. Others reported that they are in the process of hiring new staff. Finally, the survey results contain a wealth of thought provoking information about SMP partners and their practices in volunteer risk and program management. The full report follows. We recommend it to you.

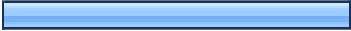

1. What is the name of your state or territory?

		Response Percent	Response Count
State:		100.0%	38
		answered question	38
		skipped question	3

2. What is your position with your state's SMP?

		Response Percent	Response Count
Project Director		80.0%	32
Manager/Coordinator of Volunteers		10.0%	4
Other (please describe)		10.0%	4
		answered question	40
		skipped question	1

3. Does your SMP have a dedicated Manager/Coordinator of volunteers?

		Response Percent	Response Count
Yes		52.5%	21
No		47.5%	19
		answered question	40
		skipped question	1






4. If Yes, approximately what percentage of that person's time is allotted for this role?

		Response Percent	Response Count
100%		40.0%	10
50%		20.0%	5
25%		20.0%	5
Other (please describe)		20.0%	5
answered question			25
skipped question			16






5. About how many partner organizations and agencies engage volunteers as they work with your SMP to deliver presentations, provide one-on-one counseling, and other SMP activities?

		Response Percent	Response Count
None		8.1%	3
1 to 4		27.0%	10
5 to 9		29.7%	11
10 or more		35.1%	13
answered question			37
skipped question			4







6. Which of these local partner organizations and agencies engage volunteers in support of SMP activities? (check all that apply)

		Response Percent	Response Count
Area Agencies on Aging		59.5%	22
AARP Chapters		32.4%	12
State Health Insurance Assistance Programs (SHIPs)		67.6%	25
RSVP		48.6%	18
Other(s) (please describe)		37.8%	14
		answered question	37
		skipped question	4





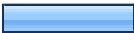
7. About how many of the SMP volunteers who worked in the past year and/or were trained in the past 6 months serve under the auspices of a program partner?

		Response Percent	Response Count
10 or less		24.3%	9
10 to 25		24.3%	9
25 to 50		16.2%	6
50 or more		32.4%	12
Not sure		2.7%	1
		answered question	37
		skipped question	4


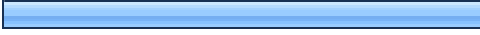

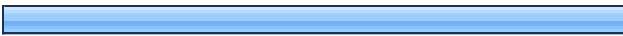

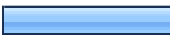
8. What percent of your total volunteer workforce (who worked in past 12 months and/or were trained in past 6 months) serves under the auspices of a program partner?

		Response Percent	Response Count
100%		45.9%	17
75%		16.2%	6
50%		10.8%	4
25%		8.1%	3
None		10.8%	4
Other (please describe)		8.1%	3
answered question			37
skipped question			4




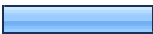
9. To what extent do your program's local partners enable your SMP to extend its current reach to the counties (parishes in Louisiana) in your state?

		Response Percent	Response Count
25 percent or less of the counties		5.6%	2
Up to 50 percent of the counties		8.3%	3
Up to 75 percent of the counties		8.3%	3
All the counties		58.3%	21
Not sure		19.4%	7
answered question			36
skipped question			5






10. In which of these SMP activities do your partners' volunteers participate? (check all that apply)

		Response Percent	Response Count
Presentations to groups		83.3%	30
One-on-one counseling		72.2%	26
Staffing booths at outreach events		94.4%	34
Distributing SMP information materials		94.4%	34
Managing SMP Complex Issues		22.2%	8
Other (please describe)		25.0%	9
answered question			36
skipped question			5





11. Approximately what percentage of your local partners are paid sub-contractors?

		Response Percent	Response Count
25 percent or less		41.7%	15
Up to 50 percent		11.1%	4
Up to 75 percent		25.0%	9
All them		22.2%	8
answered question			36
skipped question			5





12. To what extent has your SMP formalized its partnerships through written memoranda of understanding (MOU), partnership agreements (PA), or contracts?

		Response Percent	Response Count
We have no written MOU, PA, or contracts with the local partners.		13.9%	5
We have written MOU, PA, or contracts with a few local partners.		22.2%	8
We have written MOU, PA, or contracts with most local partners.		27.8%	10
We have written MOU, PA, or contracts with all local partners.		33.3%	12
Not sure		2.8%	1
		answered question	36
		skipped question	5





13. If your SMP uses written MOU, PA, or contracts, in your opinion, how well does the document address SMP volunteer risk and program management issues such as recruiting, screening, training, supervision, evaluation, etc.? (skip if you do not use MOU, PA or contracts)

		Response Percent	Response Count
The document is silent on volunteer risk and program management issues.		35.5%	11
Not so well. The document contains a brief sentence or two about volunteer risk and program management issues.		25.8%	8
Fairly well. The document outlines the SMP's expectations for volunteer risk and program management.		29.0%	9
Very well. The document describes in detail the SMP's expectations for volunteer risk and program management.		0.0%	0
The question does not apply. Although we use a written MOU, PA, or contract, our SMP handles the volunteer recruitment, screening, training, and supervision functions.		9.7%	3
answered question			31
skipped question			10






14. Approximately how much time do you and/or your staff spend working to develop or maintain local partnerships?

		Response Percent	Response Count
10 percent or less		16.7%	6
10 to 25 percent		13.9%	5
More than 25 percent		61.1%	22
Not sure		8.3%	3
answered question			36
skipped question			5







15. Thinking about the past year, how often have you and/or your staff met with your key partners, in person or by phone, to plan or evaluate local SMP volunteer activities?

		Response Percent	Response Count
Weekly		0.0%	0
Monthly		22.2%	8
Quarterly		36.1%	13
Semi-annually		38.9%	14
Not at all		2.8%	1
answered question			36
skipped question			5






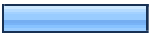
16. With one or two of your most important local partners in mind, how often are you in contact with their SMP volunteers by phone, mail, electronic correspondence, or in person?

		Response Percent	Response Count
Weekly		16.2%	6
Monthly		45.9%	17
Quarterly		5.4%	2
Semi-annually		18.9%	7
Not at all		13.5%	5
answered question			37
skipped question			4







17. How many of your local partners recruit volunteers to perform SMP activities?

		Response Percent	Response Count
None of them		13.5%	5
A few of them		10.8%	4
Some of them		16.2%	6
Most of them		27.0%	10
All of them		27.0%	10
Not sure		5.4%	2
answered question			37
skipped question			4






18. How many of your local partners screen the volunteers they recruit for SMP by using written applications, conflict of interest forms, in-person or telephone interviews, criminal background checks, and/or reference checks?

		Response Percent	Response Count
None of them		10.8%	4
A few of them		8.1%	3
Some of them		13.5%	5
Most of them		18.9%	7
All of them		27.0%	10
Not sure		21.6%	8
answered question			37
skipped question			4







19. How many of your local partners provide orientation and training for their newly recruited SMP volunteers?

		Response Percent	Response Count
None of them		27.0%	10
A few of them		5.4%	2
Some of them		5.4%	2
Most of them		13.5%	5
All of them		32.4%	12
Not sure		16.2%	6
answered question			37
skipped question			4







20. How many of your local partners require volunteers who use their own vehicles in connection with SMP activities to verify that they are adequately insured?

		Response Percent	Response Count
None of them		13.5%	5
A few of them		0.0%	0
Some of them		2.7%	1
Most of them		16.2%	6
All of them		16.2%	6
Not sure		51.4%	19
answered question			37
skipped question			4





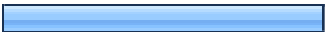




21. How many of your local partners have insurance that includes liability coverage for their SMP volunteers?

		Response Percent	Response Count
None of them		16.2%	6
A few of them		5.4%	2
Some of them		2.7%	1
Most of them		13.5%	5
All of them		5.4%	2
Not sure		56.8%	21
answered question			37
skipped question			4





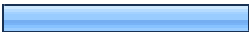

22. How many of your local partners have written volunteer program policy manuals or volunteer handbooks that would apply to volunteers engaged in SMP work?

		Response Percent	Response Count
None of them		13.5%	5
A few of them		5.4%	2
Some of them		5.4%	2
Most of them		29.7%	11
All of them		8.1%	3
Not sure		37.8%	14
answered question			37
skipped question			4





23. Which of the following materials or resources does your SMP provide to its partners in support of their role in volunteer risk and program management? (Please check all that apply)

		Response Percent	Response Count
Application forms		65.7%	23
Volunteer agreement forms		51.4%	18
Screening checklists		25.7%	9
Confidentiality statements		54.3%	19
Conflict of interest statements		48.6%	17
Description of SMP volunteer positions or roles		80.0%	28
Hard copies of volunteer training manuals (e.g., Foundations training)		71.4%	25
Training of partner staff in working with volunteers		51.4%	18
Other (please describe)		22.9%	8
		answered question	35
		skipped question	6







24. Which of the following resources does your SMP provide to its partners in support of their SMP outreach and community education activities? (please check all that apply)

		Response Percent	Response Count
Laptop computers and projectors		17.1%	6
Power Point presentations		60.0%	21
Flip-chart presentations		5.7%	2
E-mail updates		77.1%	27
Regularly published newsletters		37.1%	13
Other (please describe)		37.1%	13
answered question			35
skipped question			6







25. Who does criminal background checks?

		Response Percent	Response Count
SMP Office		37.8%	14
Partners		21.6%	8
Both		13.5%	5
Neither		27.0%	10
answered question			37
skipped question			4




26. To what extent does your SMP conduct criminal background checks as part of its screening process for new SMP volunteers?

		Response Percent	Response Count
We conduct criminal background checks for all new volunteers.		30.6%	11
We conduct criminal background checks only for those volunteers who make public presentations and perform one-on-one counseling.		5.6%	2
We conduct criminal background checks only for those volunteers who perform one-on-one counseling.		2.8%	1
We do not conduct criminal background checks for any volunteers at this time.		16.7%	6
Does not apply		22.2%	8
Other (please describe)		22.2%	8
		answered question	36
		skipped question	5

27. To what extent do your partners conduct criminal background checks as part of their screening process for new SMP volunteers?

		Response Percent	Response Count
They conduct criminal background checks for all new volunteers.		19.4%	7
They conduct criminal background checks only for those volunteers who make public through presentations and perform one-on-one counseling.		2.8%	1
They conduct criminal background checks only for those volunteers who perform one-on-one counseling.		2.8%	1
They do not conduct criminal background checks for any volunteers at this time.		13.9%	5
Does not apply		36.1%	13
Other (please describe)		25.0%	9
answered question			36
skipped question			5




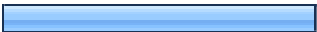



28. Does your agency's insurance plan, or its coverage under a state tort claims protection law, include liability coverage for SMP volunteers?

		Response Percent	Response Count
Yes		37.8%	14
No		8.1%	3
Not sure		54.1%	20
answered question			37
skipped question			4





29. Which of the following practices are used in your statewide SMP program to manage risk within its volunteer program?

	SMP	Partner	Neither	Both	Response Count
Volunteers must complete a written application.	30.6% (11)	22.2% (8)	11.1% (4)	36.1% (13)	36
Staff interviews applicants for volunteer positions by phone or in-person.	32.4% (12)	18.9% (7)	5.4% (2)	43.2% (16)	37
Volunteers receive a copy of a position description that describes the scope of the volunteer's responsibilities.	40.0% (14)	20.0% (7)	5.7% (2)	34.3% (12)	35
Volunteers sign a written volunteer agreement that addresses the conflict of interest issue.	26.5% (9)	26.5% (9)	20.6% (7)	26.5% (9)	34
Volunteers agree in writing to comply with client confidentiality rules.	27.3% (9)	27.3% (9)	15.2% (5)	30.3% (10)	33
SMP staff check at least two references for each volunteer applicant.	18.8% (6)	15.6% (5)	43.8% (14)	21.9% (7)	32
The SMP requires volunteers who use their vehicles in connection with SMP activities to verify that they carry adequate insurance coverage.	21.9% (7)	21.9% (7)	50.0% (16)	6.3% (2)	32
The SMP checks to make sure volunteers who use their vehicles in connection with SMP activities have a valid drivers license.	20.0% (6)	26.7% (8)	43.3% (13)	10.0% (3)	30
The SMP re-checks insurance and validity of driver's licenses annually for volunteers who use their vehicles in connection with SMP activities.	10.0% (3)	13.3% (4)	73.3% (22)	3.3% (1)	30
The SMP evaluates and provides regular feedback to volunteers about their performance.	15.2% (5)	27.3% (9)	24.2% (8)	33.3% (11)	33



answered question	37
skipped question	4

30. Do you require your partners to use any of the following in support of their SMP volunteer risk and management role? (check all that apply)			
		Response Percent	Response Count
Volunteers are trained using SMP Foundations curriculum		80.6%	29
Partner volunteer training provided by the SMP		72.2%	26
SMP approved volunteer application forms		47.2%	17
Confidentiality statement		47.2%	17
SMP volunteer policy manual		13.9%	5
SMP volunteer handbook		27.8%	10
Other (please describe)		19.4%	7
		answered question	36
		skipped question	5





**31. Which of the following resources or materials does your SMP use in managing its volunteer program?
(please check all that apply)**

		Response Percent	Response Count
Volunteer program policy manual		50.0%	15
Volunteer handbook		50.0%	15
Volunteer rights and responsibilities document		23.3%	7
Other (please describe)		30.0%	9
		answered question	30
		skipped question	11




32. Do any volunteers for your SMP use SMART FACTS?

		Response Percent	Response Count
Yes		22.2%	8
No		77.8%	28
		answered question	36
		skipped question	5






33. If yes, how many?

		Response Percent	Response Count
1		50.0%	4
2		12.5%	1
3-5		12.5%	1
More than 5		25.0%	2
answered question			8
skipped question			33


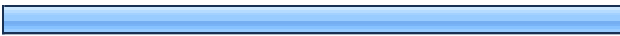
34. Please mark the following User Roles in SMART FACTS that are used by one or more volunteers:

		Response Percent	Response Count
Staff		100.0%	11
Program Manager		27.3%	3
Site Manager		27.3%	3
answered question			11
skipped question			30

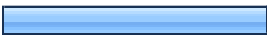

35. Please mark the following Programs within SMART FACTS that are accessed by one or more volunteers:

		Response Percent	Response Count
Volunteer Tracking & Management		57.1%	4
Issues and Inquiries		57.1%	4
Outreach and Education		100.0%	7
CMS Medicare Complex Referrals		14.3%	1
Partnership Development		28.6%	2
		answered question	7
		skipped question	34





36. Do you allow volunteers to share SMART FACTS licenses?

		Response Percent	Response Count
Yes		6.3%	2
No		93.8%	30
		answered question	32
		skipped question	9




37. Do any partners/sub-contractors with your SMP use SMART FACTS?

		Response Percent	Response Count
Yes		40.0%	14
No		60.0%	21
		answered question	35
		skipped question	6





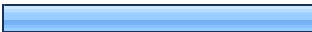
38. If yes, how many individual staff with your partner/sub-contractor access SMART FACTS?

		Response Percent	Response Count
1		13.3%	2
2		13.3%	2
3-5		33.3%	5
More than 5		40.0%	6
answered question			15
skipped question			26



39. Please mark the following User Roles in SMART FACTS that are used by one or more partner/sub-contractor staff: (check all that apply)

		Response Percent	Response Count
Staff		80.0%	12
Program Manager		40.0%	6
Site Manager		13.3%	2
answered question			15
skipped question			26



40. Please mark the following Programs within SMART FACTS that are accessed by one or more partner/sub-contractor staff: (check all that apply)

		Response Percent	Response Count
Volunteer Tracking & Management		80.0%	12
Issues and Inquiries		86.7%	13
Outreach and Education		86.7%	13
CMS Medicare Complex Referrals		60.0%	9
Partnership Development		46.7%	7
		answered question	15
		skipped question	26



41. Do you allow partner/sub-contractor staff to share SMART FACTS licenses?

		Response Percent	Response Count
Yes		21.2%	7
No		78.8%	26
		answered question	33
		skipped question	8



42. Does your agency provide computers for your volunteers?

		Response Percent	Response Count
Yes		38.9%	14
No		61.1%	22
		answered question	36
		skipped question	5



43. Do your volunteers use their own personal computers to conduct SMP work?

		Response Percent	Response Count
Yes		41.2%	14
No		58.8%	20
answered question			34
skipped question			7

44. Do your volunteers take SMP paperwork that contains beneficiary identifying information home with them?

		Response Percent	Response Count
Yes		22.9%	8
No		77.1%	27
answered question			35
skipped question			6

45. Does your agency exchange emails with volunteers that might contain beneficiary identifying information or other sensitive information?

		Response Percent	Response Count
Yes		14.3%	5
No		85.7%	30
answered question			35
skipped question			6

46. Does your SMP have information sharing policies in place?

		Response Percent	Response Count
Yes for staff only		8.3%	3
Yes for staff and volunteers		33.3%	12
No policy in place		58.3%	21
If yes, please describe the policy			6
answered question			36
skipped question			5

About the Volunteer Involvement Survey, May 2010 (Results on following page):

The Center conducted this anonymous survey, collecting information about volunteer involvement in SMP programs needed to inform development of volunteer risk management and program management guidelines for the national SMP network. AoA subcontracted with consulting firm, Linda Graff And Associates, for the three year endeavor. The survey was an effort to make sure that volunteer risk and program management resources and guidelines developed as part of the project would be responsive to SMP needs in the field.

Volunteer Risk Assessment Survey 2010

1. How many volunteers have been active in your program over the past 12 months?			
	Response Average	Response Total	Response Count
Number	80.53	3,060	38
	<i>answered question</i>		38
	<i>skipped question</i>		0

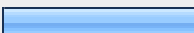

2. Please identify how many of your active volunteers are in each of the following age categories. Please use whole numbers only, no words.			
	Response Average	Response Total	Response Count
Under 65	33.40	1,002	30
65-75	46.94	1,596	34
Over 75	11.86	249	21
	<i>answered question</i>		34
	<i>skipped question</i>		4

3. Please identify the number of active volunteers who have served the following length of time.			
	Response Average	Response Total	Response Count
less than 1 year	25.47	866	34
1-5 years	47.76	1,576	33
over 5 years	17.00	459	27
	<i>answered question</i>		37
	<i>skipped question</i>		1

4. How many of your active SMP volunteers (from question #3 above) are also SHIP volunteers? Please use a whole number only, no words of symbols.

	Response Average	Response Total	Response Count
Number	54.78	1,972	36
	<i>answered question</i>		36
	<i>skipped question</i>		2

5. Do any of your SMP volunteers make home visits?

	Response Percent	Response Count	
Yes 	28.9%	11	
No 	71.1%	27	
	<i>answered question</i>		38
	<i>skipped question</i>		0



6. If so, approximately how many volunteers make home visits, and how many visits have they made in the last 12 months?

	Response Average	Response Total	Response Count
Total # of volunteers who make home visits:	5.54	72	13
Total # of home visits per volunteer in the last 12 months:	13.82	152	11
Total # of home visits made in the last year by all of your volunteers:	25.09	276	11
	<i>answered question</i>		13
	<i>skipped question</i>		25


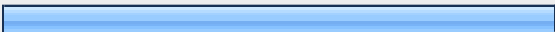
7. If home visits are made to clients, approximately how many CLIENTS were visited in the last 12 months?			
	Response Average	Response Total	Response Count
Number	22.36	246	11
	<i>answered question</i>		11
	<i>skipped question</i>		27

8. How many SMP volunteers meet in person with individual clients in at each of the following locations:			
	Response Average	Response Total	Response Count
At the SMP office?	23.91	765	32
At an SMP partner agency, other meeting place, or as part of a scheduled group educational session?	46.09	1,613	35
In a public place (e.g. coffee shop)?	15.20	456	30
	<i>answered question</i>		36
	<i>skipped question</i>		2

9. How often do these SMP volunteers meet in person with individual clients at:						
	Weekly	Monthly	Quarterly	Annually	Other	Response Count
-an SMP partner agency, other meeting place or as part of a scheduled group educational session?	41.9% (13)	25.8% (8)	16.1% (5)	0.0% (0)	22.6% (7)	31
-public location e.g., coffee shop?	5.3% (1)	52.6% (10)	10.5% (2)	10.5% (2)	31.6% (6)	19
	Please clarify any "Other" responses					11
	<i>answered question</i>					31
	<i>skipped question</i>					7

10. Do SMP volunteers conduct work from home?			
		Response Percent	Response Count
Yes		67.6%	25
No		32.4%	12
answered question			37
skipped question			1




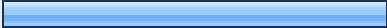
11. If yes, describe the type of work conducted from home?		Response Count
		25
answered question		25
skipped question		13

12. Do SMP volunteers take sensitive materials or client records home?			
		Response Percent	Response Count
Yes		16.2%	6
No		83.8%	31
answered question			37
skipped question			1

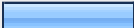

13. Do you offer training on the following:			
	Yes	No	Response Count
New Volunteer	100.0% (36)	0.0% (0)	36
Extra Training for Volunteers Who Handle Complex Issues	51.4% (18)	48.6% (17)	35
Effectively Presenting	58.8% (20)	41.2% (14)	34
One-on-one Counseling	68.6% (24)	31.4% (11)	35
Simple Inquiries	71.4% (25)	28.6% (10)	35
Annual Refresher Training	81.8% (27)	18.2% (6)	33
		Other (please specify)	9
		<i>answered question</i>	36
		<i>skipped question</i>	2

14. If yes, to any of the above, is the training voluntary or mandatory for all volunteers who do that type of work (leave blank if you don't offer training on a particular subject area):			
	Voluntary	Mandatory	Response Count
New Volunteer	8.3% (3)	91.7% (33)	36
Extra Training for Volunteers Who Handle Complex Issues	42.9% (9)	57.1% (12)	21
Effectively Presenting	73.9% (17)	26.1% (6)	23
One-on-one Counseling	30.4% (7)	69.6% (16)	23
Simple Inquiries	36.0% (9)	64.0% (16)	25
Refresher	55.6% (15)	44.4% (12)	27
		Comments	8
		<i>answered question</i>	36
		<i>skipped question</i>	2

15. How often do you hold a training course for NEW volunteers?

	Response Percent	Response Count
Monthly 	5.6%	2
Quarterly 	16.7%	6
Annually 	19.4%	7
Other (please specify) 	58.3%	21
<i>answered question</i>		36
<i>skipped question</i>		2

16. Is this based on a set schedule or when a supply of new volunteers is available?

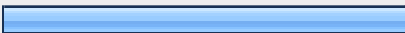
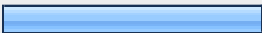
	Response Percent	Response Count
Set schedule 	19.4%	7
When new volunteers available 	80.6%	29
<i>answered question</i>		36
<i>skipped question</i>		2

17. If your REFRESHER training is voluntary, what percentage of your active volunteers typically attend? (Please enter whole numbers, no text or symbols.)

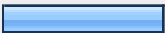
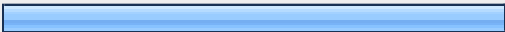
	Response Average	Response Total	Response Count
Percentage	62.65	1,441	23
<i>answered question</i>			23
<i>skipped question</i>			15

18. Of the total number of active SMP volunteers in your program listed previously, how many handle complex issues?			
	Response Average	Response Total	Response Count
Number	11.76	388	33
	<i>answered question</i>		33
	<i>skipped question</i>		5

19. How are volunteers selected that are allowed to handle complex issues?			Response Count
			25
	<i>answered question</i>		25
	<i>skipped question</i>		13

20. Do you subcontract or partner with other agencies for local management of the SMP program?			
		Response Percent	Response Count
Yes		61.1%	22
No		38.9%	14
	<i>answered question</i>		36
	<i>skipped question</i>		2

21. List the agencies that are subcontractors or partners?			Response Count
			23
	<i>answered question</i>		23
	<i>skipped question</i>		15

22. Do these subcontractors/partners also contract out some SMP services to other local providers?			
		Response Percent	Response Count
Yes		24.1%	7
No		75.9%	22
answered question			29
skipped question			9


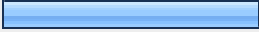
23. If yes, what other agencies are involved?			
			Response Count
			7
answered question			7
skipped question			31

24. If you subcontract/partner with local organizations, please indicate whether they or the state SMP office is primarily responsible for the following:				
	Primary SMP	Subcontractor/partner	Both	Response Count
Volunteer recruitment	15.4% (4)	38.5% (10)	46.2% (12)	26
Volunteer interviewing	19.2% (5)	50.0% (13)	30.8% (8)	26
Volunteer screening	19.2% (5)	53.8% (14)	26.9% (7)	26
Volunteer training	38.5% (10)	19.2% (5)	42.3% (11)	26
Volunteer supervision	26.9% (7)	57.7% (15)	15.4% (4)	26
Scheduling of volunteer presentations to groups	19.2% (5)	65.4% (17)	15.4% (4)	26
answered question				26
skipped question				12

25. In a typical sub-contractor/partner arrangement, how is SMP-related staffing organized?			
	Response Average	Response Total	Response Count
Typical number of staff working on SMP activities	7.14	157	22
Percentage of their time allocated to SMP	25.24	530	21
<i>answered question</i>			23
<i>skipped question</i>			15

26. What are the typical roles/titles/activities conducted by staff at your sub-contractor/partner entities?		Response Count
		23
<i>answered question</i>		23
<i>skipped question</i>		15

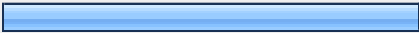


27. In a typical sub-contract, what is the amount of SMP funding offered in an average year?		Response Count
		23
<i>answered question</i>		23
<i>skipped question</i>		15

28. Do SMP sub-contractors also tend to be SHIP sub-contractors?			
		Response Percent	Response Count
Yes		61.5%	16
No		38.5%	10
<i>answered question</i>			26
<i>skipped question</i>			12



29. Do you partner with other agencies or local organizations? What types of groups are these partner agencies and what kinds of activities are they involved in with SMP?

	Response Count
	30
<i>answered question</i>	30
<i>skipped question</i>	8


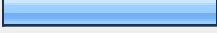
30. Do you have standardized job descriptions for your SMP volunteers?

	Response Percent	Response Count
Yes 	62.9%	22
No 	25.7%	9
Other (please specify) 	11.4%	4
<i>answered question</i>		35
<i>skipped question</i>		3

31. Do you have written policies or procedures in place that address volunteer personal safety/ risk issues?

	Response Percent	Response Count
Yes 	11.4%	4
No 	88.6%	31
<i>answered question</i>		35
<i>skipped question</i>		3

32. If yes, list topic areas covered by policies/procedures:		Response Count
		6
	<i>answered question</i>	6
	<i>skipped question</i>	32

33. In your contracts/agreements with sub-contractors/partners, have you set minimum standards or established best practices for their work with SMP volunteers?			Response Percent	Response Count
Yes			67.9%	19
No			32.1%	9
	Other (please specify)			5
	<i>answered question</i>			28
	<i>skipped question</i>			10