



# EXPLAINING THE VRPM TO KEY AUDIENCES: SHIP VOLUNTEERS



# Quick overview

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- Our funder, The Administration for Community Living (ACL), has mandated that all SHIP grantees adopt a set of Volunteer Risk and Program Management standards, commonly referred to as the VRPM.
- We will be implementing these standards between now and April 2018.



# The Big Picture

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## □ National SHIP Mission

- ▣ “Our mission is to empower, educate, and assist Medicare-eligible individuals, their families, and caregivers through objective outreach, counseling, and training to make informed health insurance decisions that optimize access to care and benefits.”

## □ Vision

- ▣ “We are the known and trusted community resource for Medicare information.”





# SHIPs/SMPs Have a History of Successful Volunteer Involvement

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- SHIP/SMP is a national, visible, and respected partner in the effort to provide Medicare beneficiaries with reliable and unbiased information regarding health insurance options. Because of the labor-intensive, in-person nature of SHIP/SMP work and the high demand for SHIP/SMP services, volunteers have helped paid staff meet beneficiaries' needs since the inception of the program in 1990.





We will be sharing updated...

**Policies &  
Procedures**



**POLICIES**

**PROCEDURE**

# What is the Purpose?

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- “The purpose of these volunteer policies is to enhance the quality, effectiveness, and safety of SMP and SHIP services through the provision of guidance and direction to staff and volunteers.”



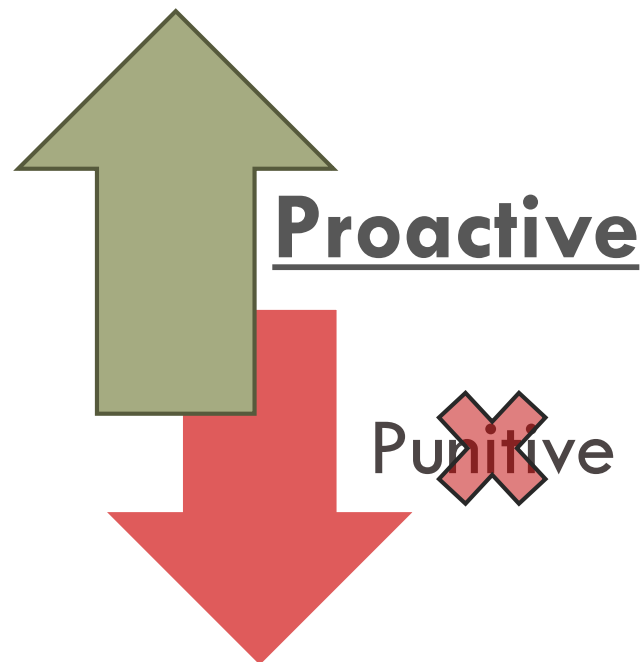
# Expectations for staff as well as volunteers

- The new policies outline both the responsibilities of those who volunteer for SHIP and the responsibilities that SHIP undertakes in supervising and supporting its volunteers.



# Proactive, not punitive

- The policies are a proactive system for protecting SHIP, its volunteers, and our beneficiaries.
- They are not a sign of specifically identified current problems; We, and you, have been doing a good job.





# State of the art

- The new policies represent the creation of a state-of-the-art system for managing volunteers within SHIP, an approach that reflects the high-level roles undertaken by SHIP volunteers.
- What we do is both difficult and important, and we want the best possible system for continuing in our effort.



# Keeping up with national trends

- The VRPM policies are consistent with the approach taken by other volunteer organizations with whom you might also be engaged – the Red Cross, Girl Scouts, 4H, VITA and many other programs.
- They reflect a national trend in rising industry standards for volunteer programs.
- They reflect demands for greater accountability by courts and the public for volunteer-based programs, particularly programs serving vulnerable populations.



# Protecting volunteers

- Many of the new policies are designed to provide a protective system for volunteers, including ensuring a safe work environment and equipment, freedom from harassment, and other protections.



# Supporting and listening

- This is a clear system for providing support to all SHIP volunteers, evaluating volunteer performance, and dealing with any issues or grievances held by volunteers.



# Direction and guidance

- The new policies require that every volunteer has a dedicated supervisor whose role it is to assist and support the volunteer in performing successfully.





# Adding clarity and consistency

- Many of the “new” policies are consistent with what we have been doing in managing volunteers, although in some cases we had never written down our approach and in some cases probably didn’t fully inform volunteers about it.
- The VRPM ensures that everyone – staff, volunteers and partner organization – is playing by the same set of rules designed to protect all of us and our beneficiaries.



# Next steps:

- More information will be shared as we know it- full implementation planned for Spring of 2018
- All volunteers will see the policies that affect them in our Volunteer Handbook.
- All volunteers will receive training on the new policies.



# Our commitment

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- We'll communicate openly as we go through this process, and we will make every effort to answer your questions.

- Please send any questions to

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Or write them clearly on your Training Course Evaluation form and give to your Regional Training Consultant.

