

What's Next with COVID-19 & Volunteer Management, Part 1

May 12, 2021



Welcome!

SMP

- Senior Medicare Patrol



SHIP

- State Health Insurance Assistance Program



MIPPA

- Medicare Improvements for Patients and Providers Act



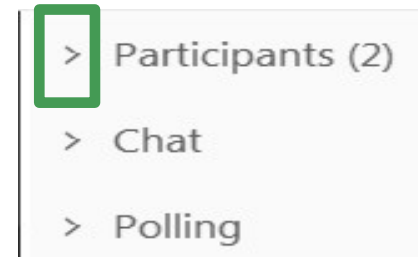
This event will be interactive!

- 1 Find the Participants panel on the right. If it's not already open, click the >.

Tip: If you don't have a Participants panel on the right, click "Participants" in the menu at the bottom of the screen.

- 2 Use the hand icon at the bottom of the Participants panel to raise your hand.

- 3 Use the megaphone icon at the bottom of the Participants panel to open the yes/no options.



Today's speaker



Steve McCurley

Consultant

**SMP Resource Center and
SHIP Technical Assistance Center**

Agenda

**Overview
of where
things
seem to be**

**Example:
volunteer
role design**

**Homework
assignments**

**Questions
and
discussion**

Overview of where things seem to be

Surveys suggest that about 80% of volunteer programs were suspended to some degree during the past year.

The SMPs/SHIPs persevered.

Which means we're now being punished by having to get ready to put things back.

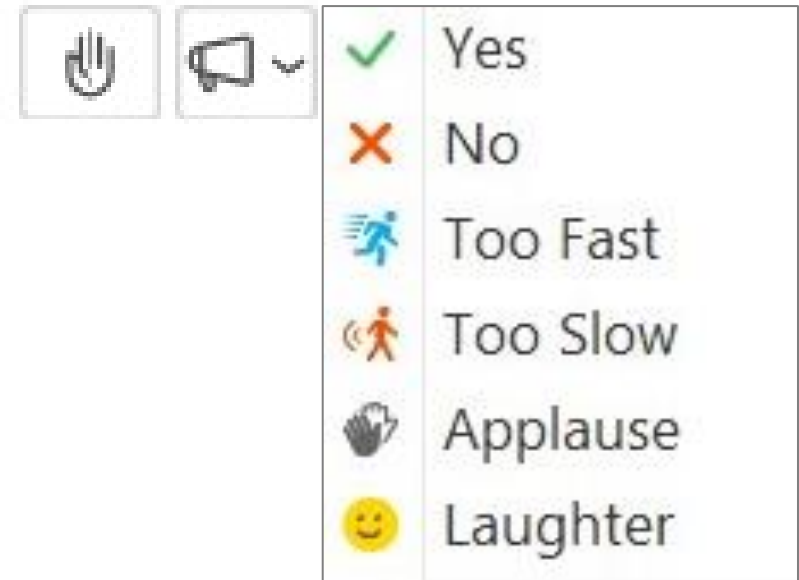
**Welcome
back?**








Check-in question #1

Did you drastically reduce or change delivery of services during the past year?

➤ Yes

➤ No

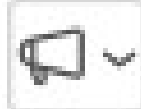





			Yes
			No
			Too Fast
			Too Slow
			Applause
			Laughter

Check-in question #2

How many of you had to lay off staff during the past year?

- Yes, we laid off staff
- No, we didn't



	Yes
	No
	Too Fast
	Too Slow
	Applause
	Laughter

Check-in question #3

What percentage of your enrolled volunteers continued to perform work for your program in the last year/during COVID?

- Over 75%
- 51-75%
- 26-50%
- 11-25%
- 10% or fewer

When the polling has ended, click the arrow to re-open the Participants panel.

- > Participants
- > Chat
- > Polling

Volunteer Canada, *Volunteering Lens of COVID-19*

July, October, and December 2020, <https://volunteer.ca/index.php?MenuItemID=433>

Impact of the pandemic on organizations' programs, service, activities or events:

29% All suspended, postponed, or cancelled

67% Some suspended, postponed, or cancelled

4% None suspended, postponed, or cancelled

Organization implemented changes to volunteer roles



40% suspended all volunteer engagement until further notice

59% now determining if adaptations to programs, services, or delivery will be maintained or changed

Volunteering Australia, Research Briefing: the experience of volunteers during COVID-19

May 2020, https://www.volunteeringaustralia.org/wp-content/uploads/20200515_ANU_ResearchBriefing.pdf

Reduction in volunteering is equivalent to 12.2 million hours per week.

Volunteers over the age of 65 were more likely to have stopped volunteering than other age groups.

How have the current environmental, economic, and social conditions impacted your volunteer attendance?

- 68% We're seeing heavy cancellations
- 25% We're seeing some cancellations
- 4% Minimal or no impact
- 3% We're seeing higher volunteer turnout than normal



Helen Bader Institute for Nonprofit Management,
University of Wisconsin-Whitewater, *The COVID-19 Effect
on Wisconsin's Nonprofit Sector*

May 2020, https://uwm.edu/hbi/wp-content/uploads/sites/435/2020/06/COVID19-Effect-on-WI-Nonprofit-Sector_Northeast.pdf

“Volunteers are the lifeblood of many in the nonprofit sector, and this pandemic has profoundly affected their presence. Organizations have reduced their use of volunteers either by choice or due to lack of availability and volunteer reductions are reported to have occurred at 80% of surveyed organizations.”

Volunteer Canada, *Volunteering Lens of COVID-19*

July, October, and December 2020



Main worries:

- 59% COVID fatigue (staff and volunteers)
- 52% planning to re-engage volunteers
- 49% keeping previous volunteers engaged
- 42% planning for next wave of the pandemic

It could be worse...

Hospitals

VolunTourism

Museums

- According to a survey conducted by the American Association for Museum Volunteers (AAMV) in Summer 2020, 80% of museums have suspended their volunteer programs during COVID-19.

SMP/SHIP pros and cons

As a general rule, SMPs/SHIPs are organizationally more fortunate (government funding which didn't change much), but demographically less fortunate (due to reliance on seniors, both as volunteers and beneficiaries).



Back to normal?



This webinar is largely hypothetical: we still don't have a date certain for return to "normal."

Likelihood: June 2021 to June 2022 will be a very transitional period and very unpredictable period.

Your role in all this

Everything we're going to discuss applies to paid staff and in-kind workers as well as volunteers. But we're going to talk mostly in reference to volunteer involvement.

One certain conclusion: health and safety of everyone will continue to be a major emphasis area.
Everything needs to be evaluated through the lens of does it endanger people and how will people react to how things are done.

How we're going to approach this

Volunteer role design (today)

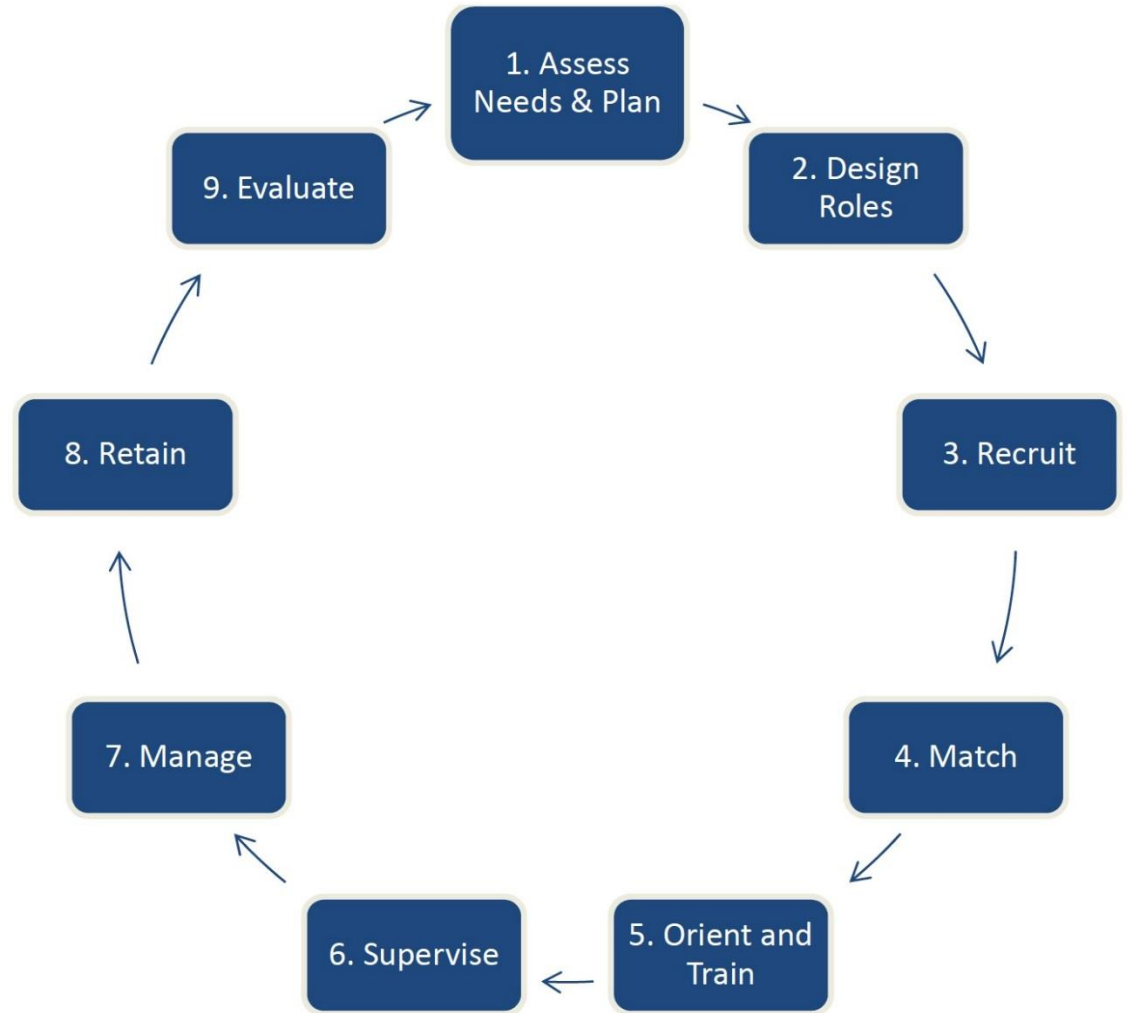
Recruitment

Intake: screening and onboarding

Training

Supervision and management

Retention










The Volunteer Involvement Cycle

Check-in question #4

How many of you shifted volunteer roles to eliminate or minimize in-person contacts with beneficiaries: moving to telephone, mail, virtual counseling or presentations?

➤ Yes

➤ No

			Yes
			No
			Too Fast
			Too Slow
			Applause
			Laughter

Volunteer Canada, *Volunteering Lens of COVID-19*

July, October, and December 2020, <https://volunteer.ca/index.php?MenuItemID=433>



Organizations with
one or more
volunteer role(s)
that will be done
virtually/remotely:
**increased from
12% to 53%**

First key question in volunteer role design

What is the likelihood that volunteers who have been OK with changes to their roles “during the emergency” are likely to continue working virtually if COVID doesn’t go away?



Fidelity Charitable, *The Role of Volunteering in Philanthropy*

December 2020

<https://www.fidelitycharitable.org/content/dam/fc-public/docs/resources/the-role-of-volunteering-in-philanthropy.pdf>



Given the choice,
83% of volunteers
prefer in-person
volunteer activities.

Volunteer Canada, *Volunteering Lens of COVID-19: Virtual Volunteering*

Fall 2020

For roles adapted to virtual: organizations anticipate 50% reverting to in-person when possible.

For new virtual roles: organizations anticipate **50%** will remain virtual and 30% will move to in-person roles.

Problems with virtual volunteer roles

65% report reduced volunteer to volunteer connections

64% report “online fatigue”

On average, organizations find 37% of volunteers are not able to volunteer in virtual roles



Check-in question #5

What percentage of your enrolled volunteers continued to perform work for your program in the last year/during COVID?

Over 75%

51-75%

26-50%

11-25%

10% or fewer

Of those who didn't transition to virtual work, why not?

- They didn't want to work virtually
- You couldn't figure out how to involve them virtually
- Other

When the polling has ended, click the arrow to re-open the Participants panel.

Second key question, since life isn't fair



If/when you return to in-person counseling, how will you deal with volunteer resistance to personal contacts?

Best guesses on role design

“Hybrid” is here to stay!
It works, it’s safer, and it’s
easier for some
volunteers and some
beneficiaries.

Which means that for the foreseeable future you’ll have
to run two systems of volunteer involvement – one for
those who work from afar and one for those who work
in person. In our next session when we talk about
recruitment, I’ll show you why that could be a
Good Thing.

Besides, you’ve got this.
Imagine how much better
virtual roles can be now that
you’ve had a year to figure out
how to manage them?

But it would be good to start
talking now with your
volunteers to find out where
they are on this subject...

Some useful questions to ask volunteers

- How did volunteers who worked virtually react to working that way?
- What could we do to make performing the role more pleasant and rewarding?
- How did beneficiaries react to receiving services in that manner?
- Overall, how effective was delivering service this way and what could we do to make it better if we have to continue doing it that way?

What's next? Part 2 on June 29!



Homework: things to think about before June 29th

- Are you returning to the way you worked before, or adopting new ways of working? Re-starting or re-imagining? Continuing with the “new normal” or transitioning to the “next normal”?
- Should volunteers be required to have a COVID vaccination before working with SMP/SHIP? Is this for all roles or only those that require meeting the public? Does this apply to paid staff as well?
- Should requirements for beneficiaries change if volunteers will be meeting them in person? Vaccinations? PPE? Hand sanitizers? Physical distancing? Facilities? Cleaning protocols?



More homework: Big open-ended questions

What are the most useful things you learned during the past year? What techniques did you try that you will definitely continue no matter what happens?



A final thought for those of you who wish I had more answers and fewer questions

VRPM Policy 2.1 Risk assessment [Required]

Policy: Every three years the coordinator of volunteers, along with other SMP/SHIP personnel, conducts a risk assessment on the roles, work, and activities of SMP/SHIP volunteers.

Also assessed regularly in connection with risk are training and qualification procedures, volunteer performance management, volunteer program management processes and activities, and volunteer worksite(s).

Risk management strategies are implemented as needed, including, in particular, local-level procedures that identify, prevent, and reduce the incidence and impact of risk.

Webinar resources in the libraries

SMPs

- Step 1: Login at www.smpresource.org (click the blue SMP Login padlock).
- Step 2: Search for keyword “what’s next”.

A rectangular button with a blue border, containing a blue padlock icon followed by the text "SMP Login" in blue.

SHIPs

- Step 1: Login at www.shiptacenter.org (click the orange SHIP Login padlock).
- Step 2: Go to the Resource Library.
- Step 3: Search for keyword “what’s next”.

A rectangular button with a blue border, containing an orange padlock icon followed by the text "SHIP Login" in orange.

MIPPA grantees: Resources are emailed to the MIPPA listserv.

Questions and discussion



This project was supported, in part by grant numbers 90SATC0002 and 90MPRC0002 from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy.

Resiliency webinar resources in the libraries

Being Resilient Through COVID and Beyond Webinar

A Shot of Resilience (two-part series)

Coping with Organizational Stress (two-part series)

SMPs

- Search the SMP Resource Library for each event by name.

SHIPs

- Search the SHIP Resource Library for keyword “resilient”.

MIPPA grantees

- Resources are emailed to the MIPPA listserv.

Survey and wellness reminders

