

# How to Manage a Volunteer Program Webinar

March 22, 2022



# Welcome!

## SMP

- Senior Medicare Patrol



## SHIP

- State Health Insurance Assistance Program



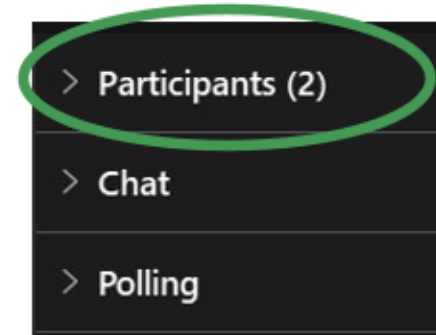
## MIPPA

- Medicare Improvements for Patients and Providers Act

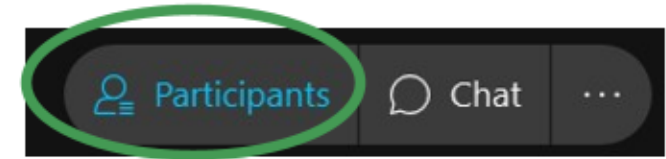


# This event will be interactive!

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



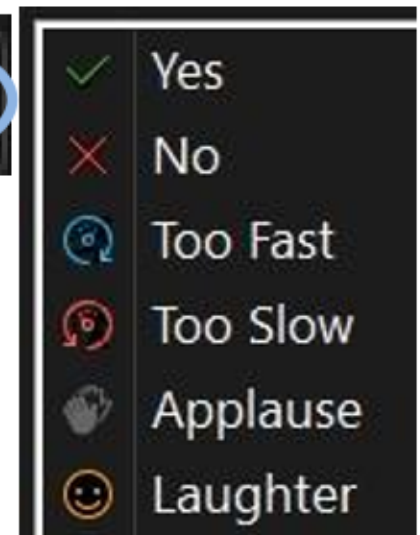
**Tip:** If you don't have a Participants panel on the right, click "Participants" in the menu at the bottom of the screen.



- 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 speakers



**Steve McCurley,  
SMP and SHIP Centers  
Consultant**



**Sue Choplin,  
Event Manager  
SHIP TA Center**



**Heather Flory,  
Training Manager  
SMP Resource Center**

# Agenda

## Volunteer Management Overview

- Heather Flory

## Role of the Coordinator of Volunteers

- Sue Choplin

## Eight Things to Make Sure Happen No Matter What

- Steve McCurley

## Resources and Questions

# Volunteer Management Overview

Heather Flory

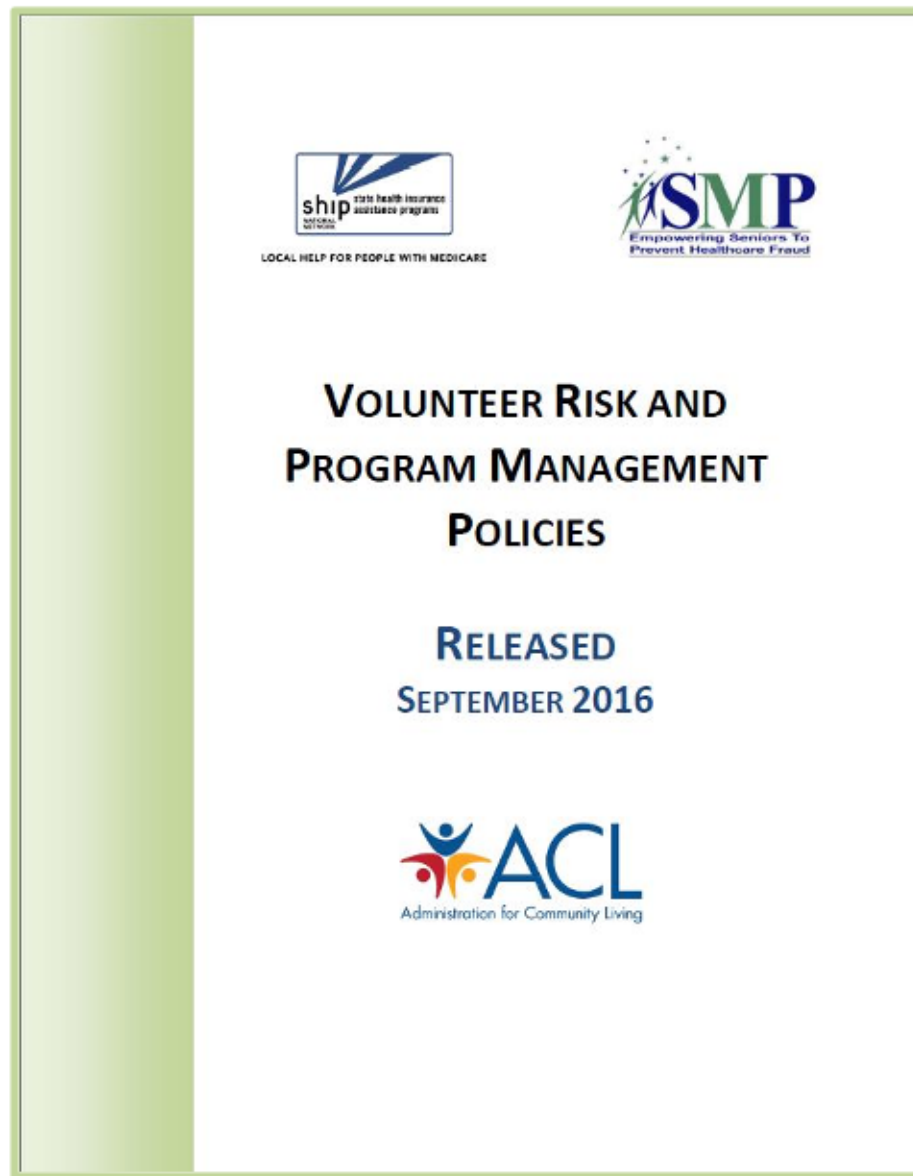


# Volunteer Risk and Program Management (VRPM)

A volunteer program that is managed well is also likely to have less risk, and vice versa.

Today, we will focus on the concept of a well-run program instead of any specific policies.

ACL encourages you to consider how the volunteer policies and concepts might also apply to other team members.



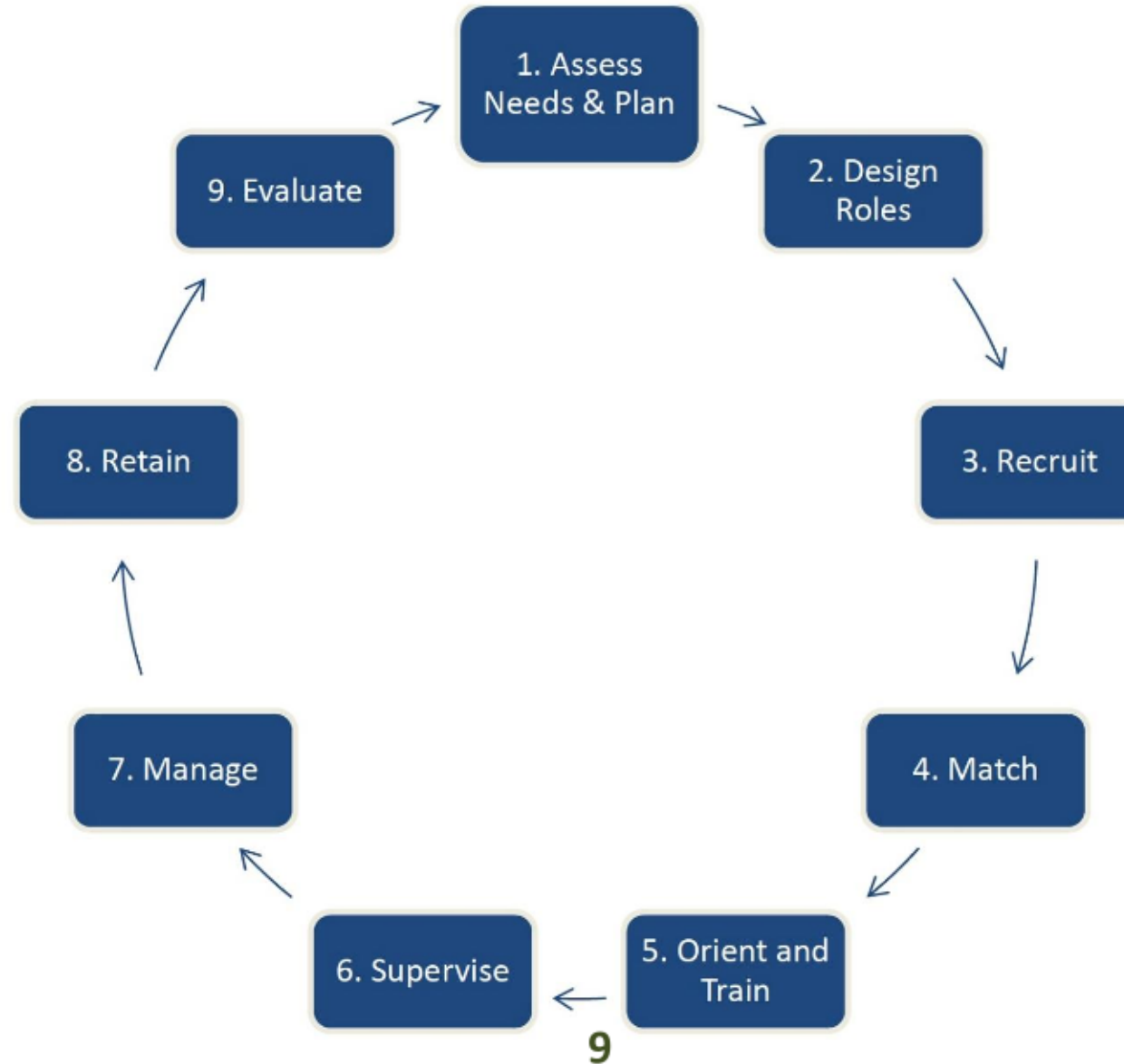
# Check-in Questions

- 1) Have you worked for any organizations other than SHIP/SMP that involved volunteers?
- 2) Have you ever managed a volunteer program before?
- 3) Have you ever received any formal training in working with volunteers?
- 4) Have you seen the Volunteer Involvement Cycle?

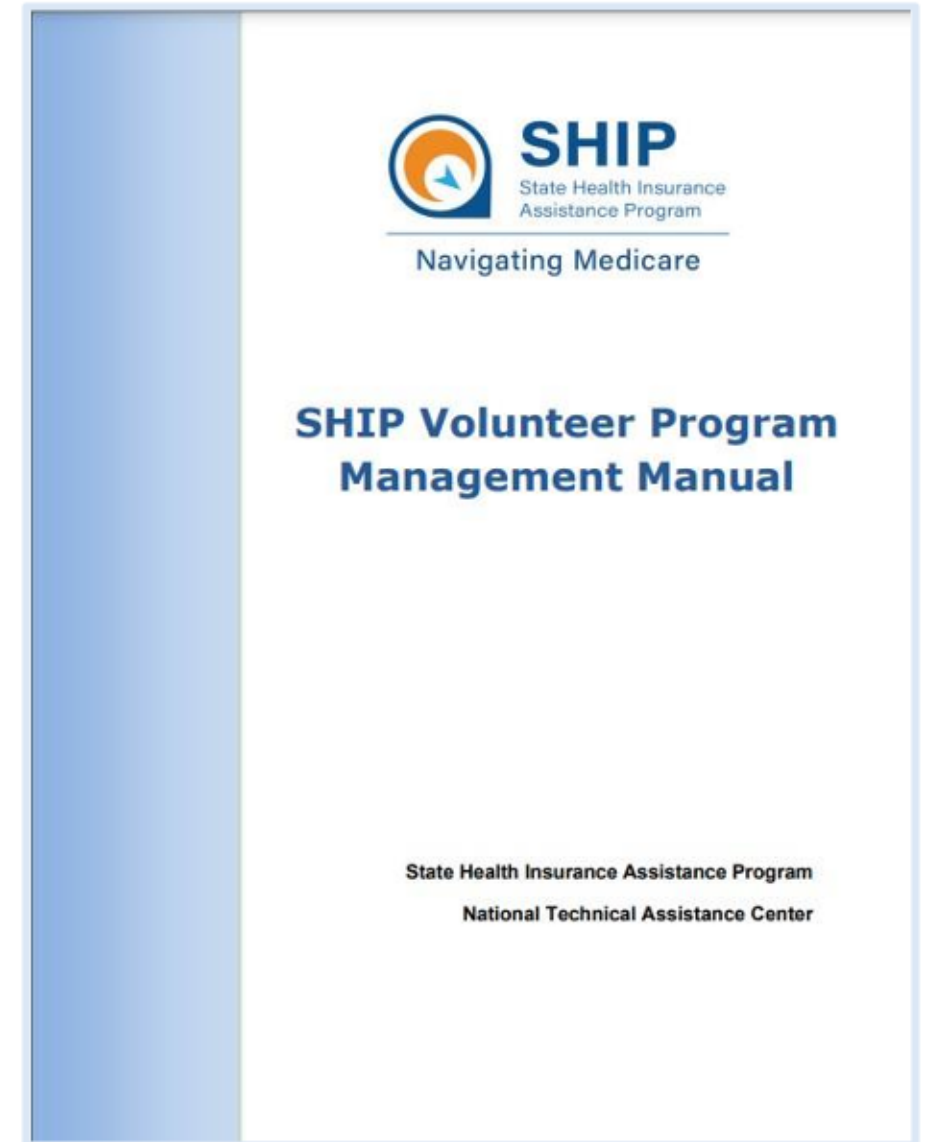
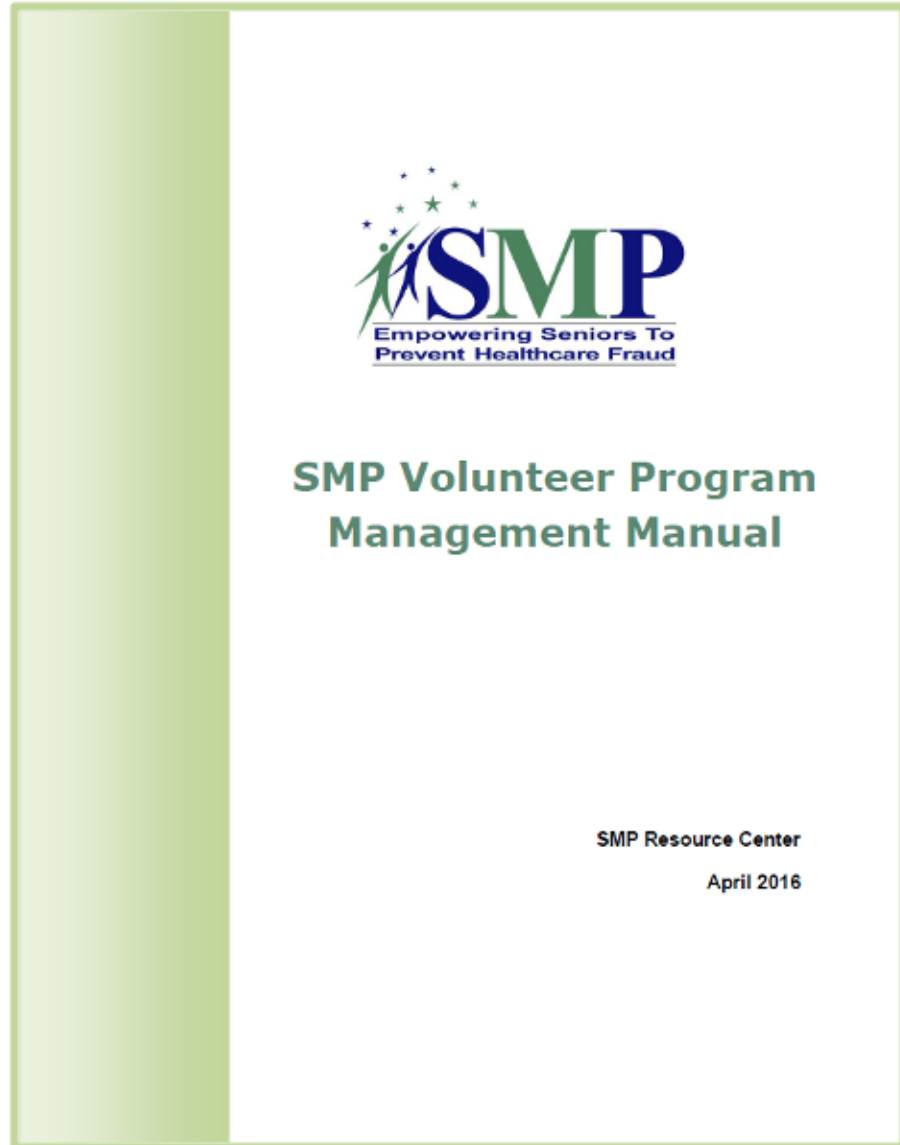




# The Volunteer Involvement Cycle



# Volunteer Program Management Manual



# Role of the Coordinator of Volunteers

Sue Choplin



# Role of the Coordinator of Volunteers (CoV)

Who is  
in  
charge?



Different  
structures.  
Not wrong,  
just  
different.

See the Volunteer Program Management Manual (p.9-11) referenced on slide 10 for more details.

# Poll: How is responsibility for managing volunteer involvement structured in your program?

- a) Single staff person manages all aspects of volunteer involvement
- b) Tasks are divided among program staff along task functions: screening, training, supervision, etc.
- c) Tasks are divided among program staff along geographic lines
- d) Tasks are divided between SMP or SHIP staff and local partner agencies (VHOs)
- e) Other?

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

> Participants  
> Chat  
> Polling

# Networking



*“Volunteer involvement depends upon creating a good system for working with volunteers. A program that has insufficient infrastructure, inadequate staff and leadership support, insufficient budgeting, or other defects in management will fail to attract and keep volunteers.”*

# Break Time!

**Class will resume in  
5 minutes...**

**Please don't get  
stuck at the water  
cooler!**

Check in with the poll  
on the right when  
you're back and  
ready to go.



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

- > Participants
- > Chat
- > Polling



# Eight Things to Make Sure Happen No Matter What

Steve McCurley



Things to Pay Attention  
to No Matter Who is in  
Charge of Volunteer  
Involvement

OR...

A Cheater's Guide to  
the Volunteer  
Involvement Cycle

1. Emphasize  
"word of  
mouth"  
recruitment



# Storytelling Examples: SHIP and SMP

**SHIPs:** [www.shiphelp.org](http://www.shiphelp.org) > Volunteer

## Volunteer Stories

For some, it offers a chance to give something back to their community. For others, it provides an opportunity to develop new skills or build on existing experience and knowledge. SHIPs offer a variety of local volunteer roles ([learn more](#)). To volunteer for SHIP, select your state under "[Need Local Help with Medicare](#)," and call today.

### Charles Reese

SHIP VOLUNTEER



"When I talk to people and I can save them a \$100 here or \$100 there, I can feel them smiling; I can feel them feeling better about life. I think that's very important."

### William Chao

SHIP VOLUNTEER



"I feel like I'm respected by people, and the people know me and can ask for help. I feel my life - my value of life - get higher. I can find my role in society and help people."

### Gary Schwartz

SHIP VOLUNTEER



"I had a goal to do something intellectually challenging, that would make a difference, and something that has some variety."

### Annie Selley

SHIP VOLUNTEER



"It's just a joy and a blessing, to help and to give. And it doesn't take a lot of your time"

**SMPs:** [www.smpresource.org](http://www.smpresource.org) >  
You Can Help > Become a Volunteer

Watch [this video](#) to see volunteers in action.



2.  
Continuously  
check your  
intake/initial  
contact  
system





### 3. Monitor screening/ criminal records checks



4. Train everyone who has any responsibility for working with volunteers

# Check-in Questions

- 1) Do you provide training for program staff who work with volunteers?
- 2) Do you provide an orientation for all staff about the volunteer program, whether or not they work with volunteers?
- 3) Do you train local contractors (VHOs) in working with volunteers?
- 4) Does your SMP/SHIP provide a budget so that you can get training in working with volunteers?





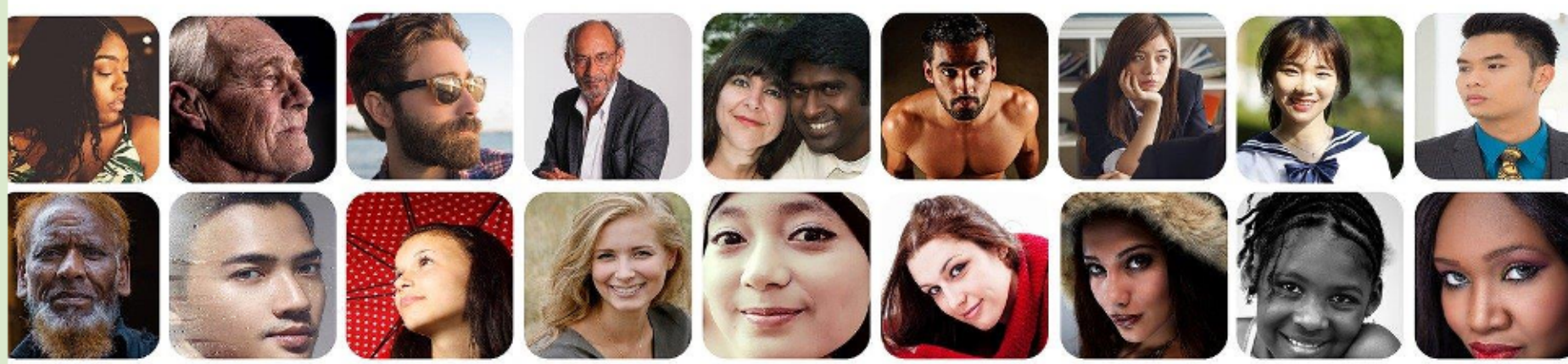
5. Be clear about performance expectations and hold people to them: staff, volunteers, contractors





6. Keep your focus on retention, not recruitment

# 7. Encourage social interaction, team building, and bonding



8.

Communicate,  
communicate,  
communicate



We cannot herd  
cats.

We can,  
however, learn  
to lead them so  
that they  
choose to  
follow.



# Today's webinar resources in the libraries

## SMPs

- Step 1: Login at [www.smpresource.org](http://www.smpresource.org) (click the blue SMP Login padlock).
- Step 2: Search for keyword “manage”.

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

## SHIPs

- Step 1: Login at [www.shiptacenter.org](http://www.shiptacenter.org) (click the orange SHIP Login padlock).
- Step 2: Go to the Resource Library.
- Step 3: Search for keyword “manage”.

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**MIPPA grantees:** Resources are emailed to the MIPPA listserv.

# Additional resources in the libraries

## Volunteer Management Resources

- Volunteer Program Management Manual
- Volunteer Involvement Cycle
- Medicare Messenger articles, e.g.:
  - Why SMPs and SHIPs Should Involve Volunteers (January 2022)

## VRPM Resources

- ACL's VRPM Policies
- SMPs
  - VRPM Orientation
  - VRPM Management Curriculum  
(*TRAX > Available Training*)
- SHIPs
  - VRPM Basic Training for SHIPs
  - VRPM Resource Groupings entry

## Upcoming Webinars

- 3/24: Self-Care Strategies to Sustain You in Your Work
- 4/6: Recruiting and Retaining Volunteers Remotely

# Questions and discussion



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