

Volunteer Foundations: SMP Director Implementation Evaluation

1. Background

1. SMP State / Territory:

State:

2. Survey Respondent Name:

3. Survey Respondent Email:

4. Your Position with the SMP (Check One):

SMP Project Director

Volunteer Coordinator

Training Coordinator

Other (please specify)

5. I identify the relationship between your SMP project and your state's SHIP program:

None

Grants are held by separate agencies; we do NOT partner on training, but sometimes partner on other activities

Grants are held by separate agencies; we partner on training, and sometimes on other activities

Grants are held by the same agency (co-located) but are operated separately

Grants are held by the same agency AND are jointly operated

Other (please specify)

Volunteer Foundations: SMP Director Implementation Evaluation

* 6. Which statement best describes where you are in the process of implementing the SMP Volunteer Foundations training?

- We have not yet reviewed the materials or developed a training plan
- We have reviewed the materials but have not yet developed a training plan
- We have reviewed the materials and we are currently developing a training plan
- We have a training plan and are working to implement training
- We have conducted trainings
- We don't plan to participate before July

2. Use, Scheduling & Assessment Questions

7. Which chapters are you using (or planning to use) in training? (select all that apply)

- Chapter 1
- Chapter 2
- Chapter 3

8. How have you scheduled (or do you plan to schedule) the training sessions?

- Cover all of the Chapters during one training session (one or two consecutive days)
- Present the Chapters in different training sessions, and offer them over a period of time
- Have not yet decided

* 9. Have you had any volunteers take the Assessment? (Answer Required)

- Yes
- No

3. Assessment Detail

10. In order to determine an overall pass rate for the Assessments administered to-date, please tell us: (numerals only, no words)

How many volunteers have taken the Assessment?

Of those volunteers, how many did NOT pass the Assessment

Volunteer Foundations: SMP Director Implementation Evaluation

11. Did any volunteers take the Assessment without participating in a training session?

Yes

No

12. If you have administered the Assessment, do you have any comments you'd like to share – tips, lessons learned, problems, suggestions for improvement, etc?

5

6

4. Not Used Assessment (Yet)

13. If you have NOT used the Assessment, please explain why not:

5

6

5. Evaluate Components of the Training

Please help us evaluate the various components of the SMP Volunteer Foundations training.

14. Do you think the following components have the RIGHT information?

	Strongly Agree	Agree	Disagree	Strongly Disagree	I Don't Know
Implementation Guide	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer Manual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trainer's Notes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chapter Handouts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PowerPoint Training Slides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Participant Assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Participant & Trainer Evaluations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. Comments:

5

6

Volunteer Foundations: SMP Director Implementation Evaluation

16. Do you think the following items are effectively ORGANIZED?

	Strongly Agree	Agree	Disagree	Strongly Disagree	I Don't Know
Implementation Guide	jn	jn	jn	jn	jn
Volunteer Manual	jn	jn	jn	jn	jn
Trainer's Notes	jn	jn	jn	jn	jn
Chapter Handouts	jn	jn	jn	jn	jn
PowerPoint Training Slides	jn	jn	jn	jn	jn
Participant Assessment	jn	jn	jn	jn	jn
Participant & Trainer Evaluations	jn	jn	jn	jn	jn

17. Comments:

5
6

18. To what extent are you using the materials as part of your training?

	All of it, as provided	Some of it, as provided	Some of it, with modifications	None of it
Implementation Guide	jn	jn	jn	jn
Volunteer Manual	jn	jn	jn	jn
Trainer's Notes	jn	jn	jn	jn
Chapter Handouts	jn	jn	jn	jn
PowerPoint Training Slides	jn	jn	jn	jn
Participant Assessment	jn	jn	jn	jn
Participant & Trainer Evaluations	jn	jn	jn	jn

19. Comments:

5
6

Volunteer Foundations: SMP Director Implementation Evaluation

20. Please rate the following handouts and activities:

(If you are not familiar with the contents of specific handouts at this time, please skip that particular handout or this question altogether.)

	Excellent	Good	Fair	Poor
Ch 1- Your Expectations for This Training - H-1	jn	jn	jn	jn
Ch 1- Objectives of Volunteer Foundations Training - H-2a-b	jn	jn	jn	jn
Ch 1-Agenda—Chapter 1 Training - H-3	jn	jn	jn	jn
Ch 1-Volunteer Duties: Self-Assessment of Skills and Interest - H-4	jn	jn	jn	jn
Ch 1-Self-Check/Matching Exercise—Chapter 1 Information - H-5	jn	jn	jn	jn
Ch 2- Objectives of Volunteer Foundations Training - H-1a—b	jn	jn	jn	jn
Ch 2- Agenda—Chapter 2 Training - H-2	jn	jn	jn	jn
Ch 2- Matching Exercise: Parts of Medicare - H-3	jn	jn	jn	jn
Ch 2- Medicare Jigsaw Exercise - H-4	jn	jn	jn	jn
Ch 2- Fill-in-the-Blanks Exercise: Medicare Parts - H-5a—b	jn	jn	jn	jn
Ch 2- True/False Exercise: Medicare Basics - H-6	jn	jn	jn	jn
Ch 2- Examining the Medicare Summary Notice (MSN) - H-7	jn	jn	jn	jn
Ch 2- Medi-WHAT? Know the Difference between Medicare and Medicaid -H-8	jn	jn	jn	jn
Ch 2- Matching Exercise: Extra Help for Medicare Beneficiaries - H-9	jn	jn	jn	jn
Ch 2- Self-Check/Matching Exercise—Chapter 2 Information - H-10	jn	jn	jn	jn
Ch 3- Objectives of Volunteer Foundations Training - H-1a-b	jn	jn	jn	jn
Ch 3- Agenda—Chapter 3 Training - H-2	jn	jn	jn	jn
Ch 3- Your Definitions of Fraud and Abuse - H-3	jn	jn	jn	jn
Ch 3- Is it Fraud, Abuse, or Not a Problem? - H-4a-b	jn	jn	jn	jn
Ch 3- Doubters and Believers Exercise - H-5	jn	jn	jn	jn
Ch 3- Contexts in Which Fraud Schemes May Occur - H-6	jn	jn	jn	jn
Ch 3- Caution: Consumer Tips for Preventing Health Care Fraud - H-7	jn	jn	jn	jn
Ch 3- Health Care Acronym Jumble - H-8a-b	jn	jn	jn	jn
Ch 3- Jeopardy Review	jn	jn	jn	jn

21. Comments on activities (comment required for any items rated as fair or poor):

Volunteer Foundations: SMP Director Implementation Evaluation

22. Please help us evaluate the AMOUNT of content covered in the materials.

	Too Much	Just Right	Not Enough	Not Applicable
Chapter 1- SMP Program Background	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chapter 2- Medicare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chapter 3- Fraud & Abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

23. For any answer other than "Just Right", please specifically describe content areas you believe should be expanded or reduced:

24. An approximate timeline was provided in the Trainer's Guide. Did you find that the time estimated to complete each chapter was:

	Too Much Time	Just Right	Not Enough Time	Not Applicable
Chapter 1- SMP Program Background	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chapter 2- Medicare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chapter 3- Fraud & Abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. For any answer other than "Just Right", please describe specific sections where you encountered issues or made adjustments in timing (please be as detailed as possible):

6. Final Two Questions!

26. Please describe any modifications you made to the training materials (adding information, deleting information or activities, etc). Please be as specific as possible:

27. Any final thoughts, questions or issues you'd like to comment on?

7. Thanks!

Volunteer Foundations: SMP Director Implementation Evaluation

Thank you so much for your time and effort. This survey is one part of a multi-pronged effort to evaluate and refine a national volunteer training program. Your feedback will be essential in designing a program that meets the needs of the SMP program and the volunteers who so graciously serve it.

Please remember that both Participant & Trainer Evaluations are a crucial part of the evaluation process. Please be sure to use them as part of all of your upcoming training(s) AND send them to the following address for compilation and analysis:

HBABCs

Attn: SMP Evaluations

11101 Georgia Avenue #320

Silver Spring, MD 20902