



# **2017** SMP/SHIP National Conference

**JULY 10–13, 2017 AUSTIN, TX**

## **Building Your Team by Engaging Volunteers**

Wednesday, July 12, 2017

# An Agenda for Volunteer Engagement



The importance  
of volunteer  
engagement

Michigan  
SHIP/SMP:  
engaging  
volunteers with  
games and  
activities

SMP Resource  
Center: engaging  
volunteers  
through training

Volunteer  
engagement at  
your SMP/SHIP

# The Importance of Volunteer Engagement

- A national perspective:
  - VRPM (Volunteer Risk and Program Management) and volunteer engagement
- Volunteer engagement in practice
  - Michigan SHIP/SMP



# Activities from Michigan SHIP/SMP

- Rory's Story Cubes
- Baseball Game
- Medicare Limericks
- Ice Breaker Introductions
- Truth or Lie
- Communication/Listening Skills
- Regional Savings Challenge (open enrollment)



# Rory's Story Cubes

- Working together as a team to write a Medicare-related story based on random pictures on dice
- *Involves:*
  - Active listening
  - Communicating with others
  - Working together



# Baseball Challenge

- Counselors in teams compete against each other
  - Runs are scored through outreach, client contacts and reporting
- *Outcome:*
  - Individual accountability to a team
  - Volunteers encouraged each other
  - Increased reporting (60%)



# Medicare Limericks

- Match topic to limerick
- Have groups of 2-4 write limericks
- Share with whole group; guess topic

Paying for healthcare isn't fair  
Medicare premiums are such a bear  
But if you're income is low  
And you've no assets to show  
Then I'm willing to pay your cost share



# Icebreaker Introductions

- Random questions drawn from a hat
  - What was your favorite childhood story book?
  - Favorite subject in school/why?
  - Do you have siblings? How many?
  - How did you meet your spouse/significant other?
  - Pets, Movies, Authors, Hobbies, Etc.
- *Purpose:*
  - Get to know people on a personal level
  - Build cohesiveness of team



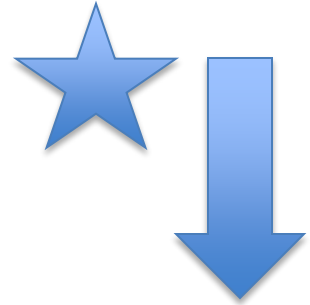


# Truth or Lie

- Each person introduces him/herself and states
  - One truth
  - One lie
  - Group members determine what is true and why they think that
- *Why we do it:*
  - Learn something new about people you know
  - Uses active listening skills including observation of body language



# Communication/Listening Skills



- Draw Me a Picture
  - Teams of two, sitting back to back
  - One person speaks, one person listens
  - Speaker describes a picture without using the words of the objects he's seeing so the other person can draw it
- *Demonstrates:*
  - Importance of effective communication skills and active listening skills
  - Following directions



# Regional Savings Challenge (open enrollment)

- Challenge another region in state to see who could save beneficiaries the most money
- *Impact:*
  - Saved nearly \$5 million in 7 week period
  - Counselors looking for more ways to save
  - Built support network across region lines



# Try an Activity

- Available to try
  - Rory's Story Cubes
  - Write a Medicare Limerick
  - Draw Me a Picture
  - Truth or Lie



# Activities from the SMP Resource Center

- Training Kits (with activity handouts and answer keys)
  - SMP Foundations Training
  - SMP Counselor Training
  - SMP Group Education Training
  - SMP Complex Interactions Training
- Online Training (with review activities included)
  - SMP Foundations Training
  - SMP Counselor Training
- Training Review Games
  - SMP Foundations Training
- Train-the-trainer Resources
  - SMP Volunteer Orientation and Training Implementation Guide
  - Orienting and Training SMP Volunteers Web Event



# SMP Volunteer Training Resources



# SMP Volunteer Training Kits

- SECTION 1: Trainer's Guide
- SECTION 2: Manual
- SECTION 3: PowerPoint Slides with Notes
- SECTION 4: Handouts
- SECTION 5: Answer Keys
- SECTION 6: Assessment
  - *Online assessments are available for all four SMP training courses*
- SECTION 7: Evaluation
- SECTION 8: Certificates



# Example Activity: SMP Counselor Training, Handout 6: MSN Practice Scenarios

## Handout 6: MSN Practice Scenarios

**Instructions:** Answer the questions based on the graphics provided. **Tip:** Read all of the information provided in each sample MSN before answering the questions below it!

### Sample MSN 1

issued May 16,  
2016

(excerpted from  
page 2 of the MSN)

### Your Benefit Periods

Your hospital and skilled nursing facility (SNF) stays are measured in **benefit days** and **benefit periods**. Every day that you spend in a hospital or SNF counts toward the benefit days in that benefit period. A benefit period begins the day you first receive inpatient hospital services or, in certain circumstances, SNF services, and ends when you haven't received any inpatient care in a hospital or inpatient skilled care in a SNF for 60 days in a row.

**Inpatient Hospital:** You have **56 out of 90 covered benefit days** remaining for the benefit period that began April 25, 2016.

**Skilled Nursing Facility:** You have **63 out of 100 covered benefit days** remaining for the benefit period that began April 29, 2016.

See your "Medicare & You" handbook for more information on benefit periods.

1. How many inpatient care benefit days have been used for the benefit period that began April 25, 2016?
  - a. 34
  - b. 56
  - c. 60
  - d. 90
2. How many skilled nursing facility benefit days have been used for the benefit period that began April 29, 2016?
  - a. 27
  - b. 37
  - c. 56
  - d. 63
3. How many consecutive days will the beneficiary need to go without an inpatient hospital or SNF stay in order to start a new benefit period?
  - a. 60
  - b. 75
  - c. 90
  - d. 100

*Continued on the next page...*



SMP Counselor Training  
Participant Handouts

June 2016



# Volunteer Engagement at Your SMP/SHIP

- What ideas for games and activities would you like to share?
- What has worked well? What hasn't worked so well?
- Which of the games/activities you've heard about today would you like to try at your SMP/SHIP?

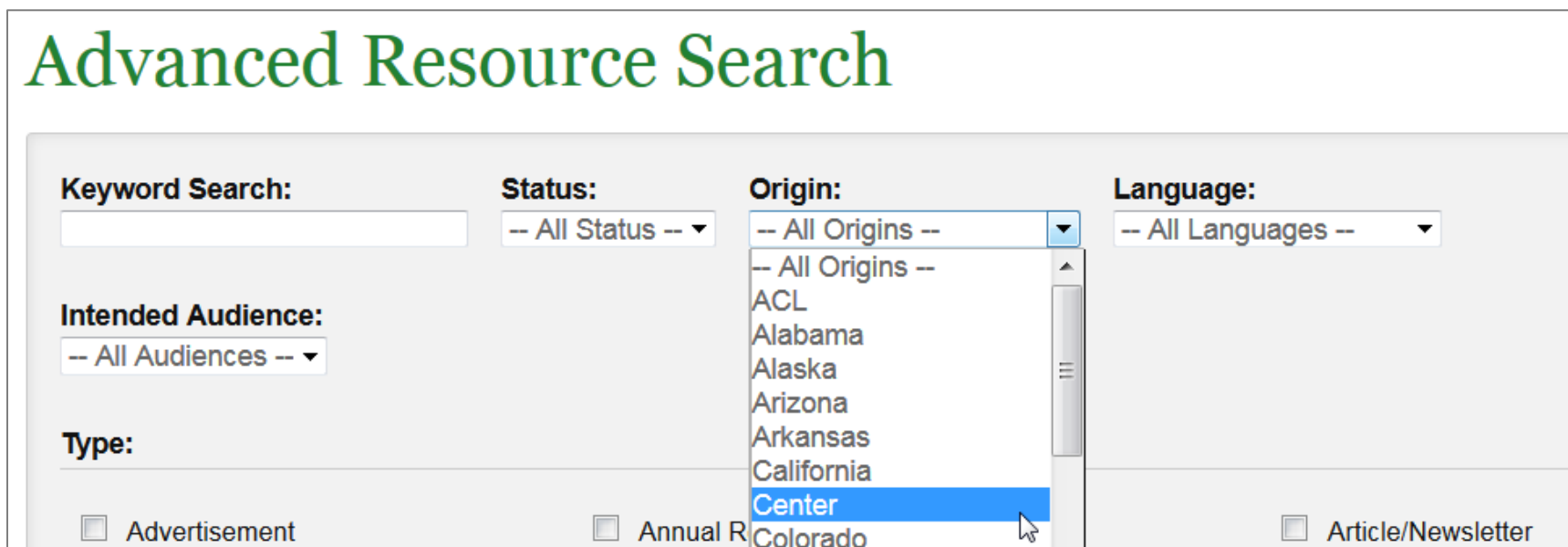


# SMPs: Find Resources in the Library

Step 1: Login to the SMP Resource Library at [www.smpresource.org](http://www.smpresource.org).

Step 2: Search by **keyword** or use the **advanced search**.

- To find all training resources developed by the Center, use the Advanced Search. Select “Origin” = “Center” and “Topic” = “Training & Orientation.”
- To find all resources developed and uploaded by the Michigan SHIP/SMP, use the Advanced Search and select “Michigan” as the “Origin.”



The screenshot displays the 'Advanced Resource Search' interface. It features several search filters: 'Keyword Search' with a text input field; 'Status' with a dropdown menu set to '-- All Status --'; 'Origin' with a dropdown menu showing a list of locations including ACL, Alabama, Alaska, Arizona, Arkansas, California, Center (highlighted in blue), and Colorado; and 'Language' with a dropdown menu set to '-- All Languages --'. Below these, there is an 'Intended Audience' dropdown set to '-- All Audiences --' and a 'Type' section with checkboxes for 'Advertisement', 'Annual R' (partially visible), and 'Article/Newsletter'.

# SHIPs: Find Resources in the Library

Step 1: Log in at [www.shiptacenter.org](http://www.shiptacenter.org)

Step 2: Search the SHIP Resource Library by **keyword** or **category**.

**Tip:** To find all resources developed and uploaded by the Michigan SHIP/SMP, select “Michigan” as the “Source.”

Features Counselor Training Medicare and Other Insurance Center Services SHIP Operations **Resource Library** Calendar

SHIP Profiles SHIP Directors Only

## Welcome to the SHIP Resource Library!

Search here for resources created by SHIPs or for SHIPs.

Keyword Search

☐ Exact Match

Search Upload Resource

Subject Activity Type Audience

None selected ▾ None selected ▾ None selected ▾ None selected ▾

Source

Michigan ▾

# Questions?



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