So, you’re a new SHIP Director - Now what?

Alicia Jones (NE), Edward Clark (KY), Jo Murphy (MI), Shannon Hohl (ID)

July 22–25, 2019 • San Diego, CA
Checklist for New Directors

• Covers 5 Key areas:
  – STARS – Alicia Jones (NE)
  – Grant Application and Reporting – Shannon Hohl (ID)
  – Partners, Contractors and Volunteers – Jo Murphy (MI)
  – Travel Planning – Edward Clark (KY)
  – Training Resources – Alicia Jones (NE)
  – SHIP Steering Committee – Shannon Hohl (ID)
Contact the **SHIP Tracking and Reporting System (STARS)** help desk for access to STARS (national reporting database)
BoozAllenSTARSHelpDesk@bah.com

Review the STARS reporting instructions and most recent performance reports.

How do directors use the reporting system?
 ✓ Check with your fiscal division to find out where your budget currently stands.
✓ Register for Grant Solutions
✓ Locate and review your recent grant Notice of Award, budget and budget narratives
  • (NOTE: you may have multiple awards including the SHIP Basic Grant, SMP, and MIPPA Grant)
  • Review and calendar the due dates for each award including semi-annual and final reports
✓ Review Minimum Grant Requirements for each award.
Travel Planning

✓ Consider visiting your neighboring SHIP program to meet with the SHIP Director.
✓ Ask for a SHIP mentor.
Travel Planning

✓ Plan to attend the National SMP/SHIP Conference (You’re here – good job!)
✓ Plan to attend the CMS NTP Training
  – Chicago 8/13 to 8/15
  – Arlington 8/20 – 8/22
  – San Francisco 8/6 – 8/8
  – Providence 9/10 – 9/11
  – Philadelphia 7/30 – 8/1
Travel Planning

✓ Visit key locations in your state
  (Contractor sites, AAAs, and Senior Centers)
Partners, Contractors & Volunteers

✓ Locate information about your partners, and introduce yourself.
✓ Locate information about contractors, and introduce yourself.
✓ Locate information about your volunteers and introduce yourself via email or introductory letter.
Grant Agreement (See Handout)

✓ Contract Document
✓ Contract Terms and Conditions
✓ Performance Goals
✓ Service Provider Manual
Volunteer/Partner Training

✓ Locate and become familiar with your training resources.
National SHIP Steering Committee

✓ Represent the mutual interests of the SHIPs at the national level
✓ 9 members – 5 elected on regional basis, 4 elected at-large (min. 2 years as SHIP Director)
✓ Sub-committees focused on SHIP-related issue areas.
  – (All SHIP Directors welcome to participate in sub-committees)
✓ Resource for Directors – contact us and/or sign up for the Director Mentor Program!

2019 SMP/SHIP National Conference
July 22–25, 2019 • San Diego, CA
Managing a SHIP in a Challenging & Everchanging Environment

Linda Cardoza
HICAP Program Manager – Orange County, CA

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California Overview

- Total Population ~40M
- Senior Population ~6M
- 58 Counties
- 33 Public Service Areas (PSAs)
- 26 HICAP Program Managers
- ~765 Registered Counselors
- CA Department of Aging

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Orange County Landscape

- 800 square miles; Population: ~3M
- Race: ~60% white; ~33% Hispanic/Latino
- Fastest growing senior population in California

Population by Age Group

- 40-49: 500K
- 50-59: 450K
- 60-64: 350K
- 65+: 300K

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Orange County HICAP Landscape

➢ +8K calls
➢ ~7K client intakes; +350 public & media events
➢ +84 registered counselors
  ▪ +17K program hours
  ▪ +10 languages
  ▪ ~15 additional roles
➢ +35 counseling sites; +100 locations for PAMs

Based on FY 17-18 performance measures
What Impacts HICAP?

**Laws & Regulations**
- Federal; State
- County

**Administrative**
- Federal; State; County
- Local Agency

**“Competitors”**
- Providers

**County Demographics**
- People; Geography

**Partners**
- Information

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Mitigating Challenges

➢ Communication – all levels; timely
➢ Knowledge – current
➢ Education – across all parties
➢ Productivity enhancements - tools
Questions?