

LOOKING AHEAD TO 2017: TIPS FOR IMPLEMENTING VOLUNTEER RISK AND PROGRAM MANAGEMENT (VRPM) POLICIES

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Us

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What we're going to talk about

- Tips on implementation
- Resources: What is and will be available to help you?
- Questions

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Tips on Implementation

How to survive the VRPM process as gracefully as possible...

A quick description of the VRPM

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- What it is
- What it looks like
- What it does
- Timeframe

Example Policies

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- Show and Tell



Internal Work: Readiness Assessment

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- What you already have in place
- What you have that may need some modification
- Where you need a policy or procedure
- Where you have possible conflicts between a new policy and what you already have in place
- Where you need additional information
- What are the implications for budgeting, staffing and infrastructure

Key tool for doing this:

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- ☑ “VRPM Policies Readiness Assessment Form”



Key Staffing

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- Coordinator of Volunteers role
- Variations
- Note: We have a sample role description

Internal Work: Building Support

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- Agency leadership
- Staff
- Volunteers

Internal Messaging

- ☑ “The new policies are a proactive preparation for the future, not a reaction to any specific difficulty or liability issue within any particular SHIP program. They, in some cases, respond to specific weaknesses in the SHIP network and they suggest what the SHIP needs to do to grow and change for the future.”

Internal Messaging

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- ☑ “The policies will help create a unified national system of volunteer program management that will ultimately benefit every SHIP program. Within this national system, the policies also allow for adaptation to local situations for greater flexibility.”

Internal Messaging

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- ☑ “While at the current time many SHIP programs are slightly behind the curve in volunteer program management, the new policies will help create a state-of-the-art system that will significantly enhance volunteer recruitment and retention well into the future.”

Internal Messaging

- ☑ “ACL is aware that there may be some discontinuity during the period of adoption of the policies while each SHIP adjusts its programs. In the long run the new policies are likely to result in volunteer increases and the ability to provide both safer and more effective services to more beneficiaries.”

External Work

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- Funders
- Partners
- Volunteer Host Organizations (VHOs)

Working with VHOs

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- Surveying practices and systems
- Explaining the rationale for the VRPM
- Adjusting contracts and MOUs
- Aligning policies and procedures
- Monitoring progress

VHOs: possible areas of resistance

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- “What will this cost?”
- “All our volunteers will quit!”
- “You can’t tell us how to run our business.”
- “This is a lot of work!”

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Implementation Case Study

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Resources that will be available

SHIP Center Role

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- Build on experience working on VRPM for SMPs (2009 - present)
- Training: webinars, conference sessions, newsletters
- Implementation materials: manuals, templates, sample procedures, checklists
- Online repository of support materials and information: www.shiptacenter.org
- Facilitate sharing of SHIP contributed materials
- One-on-one technical assistance

Volunteer Program Management Manual

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- Published June 2015
- Covers recruitment, retention, role development, supervision, corrective action, recognition, and more.
- Electronic copy is in the Resource Library
- Available in hard copy (visit our exhibit!)



SHIP Volunteer Program Management Manual

State Health Insurance Assistance Program
National Technical Assistance Center

Also Currently Available Online

22

20+

- Over 20 templates (see the library search results for the category “Volunteer management”)

8+

- Eight archived webinars and 2015 conference presentation



- Web page about SHIP volunteer engagement



- SHIP-created resources are starting to roll-in to the library



- Newsletter articles (January, March, May, and July 2017)

Resources Under Development

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1. Policy Implementation Toolkit (Manual and PowerPoints)

- Assessing your current strengths and risks
- Getting buy-in from agency leadership, partners, staff, and volunteers
- And more

2. Policy Readiness Assessment Form

3. More templates (such as volunteer handbook and information security tips)

4. Skills-based training materials (such as communication skills for counselors)

5. Customizable PPTs to assist with explaining VRPM at the state/local level

Contact Us

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Questions?

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