

2019 SMP/SHIP NATIONAL CONFERENCE

Training, Retraining and Retaining Your Valued Volunteers

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July 22–25, 2019 • San Diego, CA



About OSHIIP

- SHIP Only
- Ohio Department of Insurance
- 600+ Volunteers
 - In-kind
 - True Volunteers
- Statewide Hotline
- 17 Staff
 - Hotline
 - Community Liaisons

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In the Beginning

- Offered an initial training for new volunteers that lasted days.
 - Four days
 - Five days
 - 22- hours
 - CEU's
 - Printed training guide

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Initial Training

- Staff spent many hours traveling to the training sites.
- More than half of those trained did not follow through with the volunteer requirements
 - Annual refresher
 - Regular reporting
- Terminated one year later

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Not Sustainable

- Current volunteers were neglected
- Trainers were exhausted
- Lots of driving time - \$
- Lots of printing -\$
- No time for beneficiary and partner outreach and education

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Transitioning to Online

- Developed own online training
 - Internal issues
 - But still had one or two face-to-face trainings in larger cities
 - Attend a NVT follow-up
 - Still offered CEUs
 - Final Test

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Today

- SHIP TA center training modules
- Final test
- One-on-One Volunteer orientation
 - Go over material
 - Final test
 - Reporting!
 - Volunteer responsibilities

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Positives

- Staff can spend more time in the field
 - mentoring, networking and outreach
- Improve volunteer participation, retention and client contact reporting.
- Webinars
- Focused/personalized face-to-face training
- Less travel and time for attendee

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Better Volunteers

- SHIP volunteers need to be comfortable on a computer
- Medicare boot camp
- Online resources
- No CEUs (tbd)
- One-on-one volunteer orientation
 - Talk about reporting

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Challenges

- Keeping track
- Some volunteers are not computer learners
- Personal interaction
- No CEUs (tbd)

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Successes

- Fewer terminations
- Better reporting
- Can train anyone at any time
- Focus more on retention

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About the Massachusetts Senior Medicare Patrol

- Senior Medicare Patrol only
- Three-person staff
- 40 to 60 active volunteers at any given time across the state.
- Partners with community based organizations including Ma SHINE (SHIP) and AARP.

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Massachusetts SMP



We distribute materials in seven languages – Chinese, Korean, Portuguese, Russian, Spanish, Vietnamese and, of course, English.

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Massachusetts SMP Volunteer Retention Program



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Massachusetts SMP

- We hold regular Statewide Conferences and involve our volunteers as planners and panelists.
- We hold a semi-annual Volunteer Training Retreat.
- We invite our volunteers to suggest, write and edit our outreach materials.
- We hold regular Outreach and Education conference calls for our presenters.
- We hold regular Case Management conference calls for our case managers.

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Massachusetts SMP



We believe that involving volunteers at the planning level shows them how valuable they are in the success of our program.

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Massachusetts SMP Volunteer Retreats


- We choose varied and attractive settings from high-end conference facilities with the latest technology to botanical gardens, Mass Audubon sites, and even an Benedictine abbey conference center.
- Attendance is not mandatory but is encouraged by the offer of breakfast and lunch and mileage reimbursement.
- We involved our volunteers in planning by holding regular Volunteer Retreat Planning Conference Call.

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Massachusetts SMP Volunteer Retreat Agenda


Massachusetts Senior Medicare Patrol Program
SMP Team Member Retreat
Monday, May 20, 2019
9:00 a.m. to 3:00 p.m.
 Harvard-Pilgrim Office Building
 Conference Room 1038
 93 Worcester St., (Route 9)
 Wellesley, MA 02481

Time	Topic	Facilitator
9:00 a.m. to 9:30 a.m.	Check in and Continental Breakfast	
9:30 a.m. to 9:45 a.m.	Welcome and Introductions Goals and Objectives for the day	Lucilia Prates and Martha Leen
9:45 a.m. to 10:30 a.m.	Case Management Presentation: Report on National Braces Scam, SMP Case Review, the "nuts and bolts" and other case updates	Kristen Westaway, Scott Simundza and Judy Farah
10:30 a.m. to 11:45 a.m.	SMP Program Updates, Review and Discussion of Program Activities: <ul style="list-style-type: none"> • ESMV Updates • Media, Outreach and Education, Long Term Care Survey, Regional Advisory Councils, latest scams • Updated MA SMP PowerPoint Presentation with LBGTQ and DME braces scam slides • Review of SMP Materials; Mailing and Travel expenses • Quality Improvement Organization changes 	Martha Leen, Lucilia Prates, and all SMP Team Members
11:45 a.m. to 12:00 p.m.	SMP Information and Reporting System (SIRS) Review and Reminder	Caroline Cole
12:00 p.m. to 12:30 p.m.	Sharepoint Software Training This collaboration software replaces J: drive access	Deb Crooke
12:30 p.m. to 2:00 p.m.	Volunteer Appreciation Luncheon	
2:00 p.m. to 2:15 p.m.	Report on SMP Volunteer Recognition Initiative	Pat McMillen
2:15 p.m. to 2:45 p.m.	Planning for MA SMP 20 th Anniversary Statewide Conference— Thurs., Sept. 26, 2019, Peabody Marriott	Lucilia Prates
2:45 p.m. to 3:00 p.m.	Closing Comments and Retreat Evaluation	All

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Massachusetts SMP Volunteer Retreats

- Agendas feature timely topics to engage our volunteers.
- Retreats are planned with volunteer input.
- Speakers include our own volunteers sharing their work and experiences managing cases and doing presentations in the community
- Outside speakers have included presentations by Livanta, Mass Health and SHINE.

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Massachusetts SMP Statewide Conferences

Volunteers are invited to showcase their knowledge of the Senior Medicare Patrol Program at statewide conferences.



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Volunteers help us translate SMP materials into other languages

SCAM ALERT **BRACE YOURSELF**
DON'T GET TIED UP IN THE BRACE SCAM!

Protect Yourself Against Deceptive Marketing:

- Do not provide your Medicare Unique ID or Social Security number to anyone, except your trusted medical providers.
- Medicare and Social Security will NOT call you and ask for personal information.
- Hang up if anyone calls offering you free products or claiming to be from Medicare to obtain personal information. Beware!
- Do not reply to any postcards you receive in the mail offering free braces, creams, pain medication, or other products.
- Do not respond to deceptive TV Ads.
- Do not accept or open any packages you did not order.
- Contact the MA SMP Program if you receive surprise packages in the mail.

REMEMBER NOTHING IS FREE!
Contact the Massachusetts Senior Medicare Patrol (SMP) Program to report such scams, deceptive calls, receipt of items you did not order and any other suspicious activities.

We are here to help you!
Call 800-892-0890 or visit www.MASMP.org

ALERTA DE ESTAFAS **PREPÁRESE**
¡NO PERMITA SER ATADO EN LAS ESTAFAS!

Protéjase contra mercadeos engañosos:

- No proporcione su identificación única de Medicare o número de seguro social a nadie, excepto a sus proveedores médicos de confianza.
- Medicare y el seguro social NO llaman ni piden información personal.
- Cuelgue si alguien llama ofreciéndole productos gratuitos o se aferra a ser de Medicare para obtener información personal. ¡Cuidado!
- No responda a ninguna de las postales que reciba en el correo que ofrezca equipos gratuitos, medicamentos para el dolor u otros productos.
- No responda a anuncios de TV engañosos.
- No acepte ni abra ningún paquete que usted no haya ordenado.
- Comuníquese con el programa MA SMP si recibe paquetes en sorpresa por correo.

RECUERDE QUE NADA ES GRATIS
Comuníquese con el programa Massachusetts Senior Medicare Patrol (SMP) para reportar tales estafas, llamadas engañosas, el recibo de artículos que no ha pedido y cualquier otras actividades sospechosas.

¡Estamos aquí para ayudarle!
Lláme al 800-892-0890 o visite www.MASMP.org

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We get happy, engaged volunteers who stay with us for years!



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Questions?



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