

VOLUNTEER RISK – WE AREN'T JUST STUFFING ENVELOPES ANYMORE!

Rebecca Kinney – ACL, SMP Program Manager

SENIOR MEDICARE PATROL: NATIONAL SCOPE

SMP Program Snapshot

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- The SMP program:
 - Is an education and prevention program aimed at educating Medicare beneficiaries on preventing, identifying, and reporting health care fraud
 - Provides grants to 54 grantees (all states, Puerto Rico, Guam, DC, and U.S. Virgin Islands)
 - Oversees a network of more than 5,000 volunteers
 - Provides a direct link from Medicare Beneficiaries to Fraud Investigators

The SMP Mission

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Empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report healthcare fraud, errors, and abuse through outreach, counseling, and education

SMP Purpose and Structure

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- Recruit and train volunteers to conduct outreach and education to seniors and caregivers
- Projects are operated by many varied organizations
 - ▣ Examples: SHIP's, AAA's, BBB, legal services organizations, SUA, non-profits, etc.

“IT’S NOT THAT WE DON’T TRUST
VOLUNTEERS! IT’S THAT THE WORK
THEY DO IS SO IMPORTANT THAT WE
ABSOLUTELY MUST OVERSEE THAT
WORK CLOSELY.”

- LINDA GRAFF

Introduction

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- Volunteerism has changed over the last 30 years
 - ▣ It is not just stuffing envelopes or working behind the scenes anymore
 - ▣ Volunteers are doing important, complex, and sophisticated work
- “Volunteering” increasingly refers to the pay scale, not the nature or importance of the work.

Risks Are Real

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- Volunteers are taking on highly skilled tasks:
 - ▣ Represent your program to the public
 - ▣ Have access to vulnerable people
 - ▣ Have access to private, privileged, and confidential information

Vision – SMP VRPM

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SMP Volunteer Risk and Program Management Project (VRPM)

To create a volunteer program infrastructure for SMP that promotes ***safer*** and ***more effective*** volunteer involvement and is more responsive to changing needs.

What We've Done So Far

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Systematic Risk Management Process

Identify



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graph TD; A[Identify] --> B[Evaluate – Sort/Prioritize]; B --> C[Control]; C --> D[Implement]; D --> E[Review];
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The diagram illustrates a five-step systematic risk management process. Each step is represented by a colored rectangular box, with the steps arranged in a descending staircase pattern from top-left to bottom-right. The steps are: Identify (green), Evaluate – Sort/Prioritize (teal), Control (blue), Implement (purple), and Review (dark purple). Light blue arrows point downwards from the right side of each box to the top of the next box below it, indicating the sequential flow of the process.

Evaluate – Sort/Prioritize

Control

Implement

Review

Where We're At

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□ Two Main Project Products:

▣ Polices

- 1st Round Implementation completed June 2013

- Found at:

www.aoa.gov/aoaroot/aoa_programs/elder_rights/smp/smppolicies

▣ Support and implementation materials

- Implementation guides

- Volunteer Program Management manual

- Sample materials

- Found at: www.smpresource.org (Resources for SMPs, VRPM Implementation)

The Policies

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- Policies
 - ▣ Lengthy set (170)
- Note four things:
 - ▣ Cover both high risk areas and enhanced volunteer program management
 - ▣ Not all are required
 - ▣ Developed support and implementation materials
 - ▣ Staged roll- out

The Policies

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- Three sets of policies that are staged for implementation primarily around the degree of risk they address
- The more urgent issues are addressed by the first set

The Policies

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Set 1: Risk Management, Screening, Information Technology

- Policies of highest priority
- Include:
 - ▣ Conducting a risk assessment
 - ▣ Providing safe volunteer worksites
 - ▣ Home visits
 - ▣ Screening
- Full implementation date: June 2013

The Policies

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Set 2: Volunteer Behavior and Standards, and Volunteer Performance Management

- Include:
 - ▣ Boundaries and ethics
 - ▣ Confidentiality
 - ▣ Relationships with beneficiaries
 - ▣ Evaluating volunteer performance
 - ▣ Taking corrective action
 - ▣ Dismissal
- Full Implementation date: December 2013

The Policies

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Set 3: Volunteer Program Infrastructure and Management

- Includes:
 - ▣ Development of volunteer roles
 - ▣ Recruitment of volunteers
 - ▣ Orientation and training
 - ▣ Supervision of volunteers
 - ▣ Retention and recognition
- Full implementation date: December 2014

TOOLS AND RESOURCES

About The Guides

- Policy Implementation Guide
 - ▣ Policy by Policy rationale and “how to’s”
- Enactment Guide
 - ▣ “Start Here” guide + working with partners
- Topic-specific Guides, for tougher issues
 - ▣ Screening
 - ▣ Risk Assessment
 - ▣ Volunteer “human resources”

About the Sample Tools

- “Off-the-shelf” and customizable
- Designed to comply with VRPM policies
- Examples:
 - ▣ Sample Volunteer Handbook
 - ▣ Sample Form - Permission to check criminal records
 - ▣ Sample Volunteer Application
 - ▣ Sample Incident Report Protocol and Form

About the Volunteer Program Management Manual

- Not a policy-oriented guide; a practical handbook
- A “How To” for implementing good volunteer program management practices, relevant for any volunteer program, not just SMP:
 - ▣ how to recruit, retain, and recognize volunteers
 - ▣ how to prevent volunteer management problems in the first place.
 - ▣ How to address problems when they arise

SMP VRPM Resources

www.smpresource.org

Look for “VRPM Implementation”



- About Us
- Find Help
- Consumer Protection
- Health Care Fraud
- Media
- Resources for SMPs

[Home](#) → [Resources for SMPs](#) → VRPM Implementation

Volunteer Risk and Program Management (VRPM) Policy Implementation

Many resources and tools have been developed to help SMPs implement AoA's [VRPM policies](#), which come due in three stages from June 2013 through December 2014.

Resources	Description
Summary List of Policies	At-a-glance list of the policies according to their topic and due date
Enactment Guide	Helps SMPs begin the process of implementing the new VRPM policies by providing an overview to the entire process, with an emphasis on working with agency leadership and partner organizations
Policy Implementation Guide	Provides an overview, rationale, implementation tips, resources, and tools for each policy
Risk Assessment Policy	Provides practical assistance for implementing the policy requiring

- Calendar of Events
- Center Products and Services
- CoV 101
- Diverse Populations
- OIG Reports
- Online Resources
- Outreach Materials
- Resource Library
- SMART FACTS
- SMP 101
- Training
- Video Library
- VRPM Implementation**
- VRPM Background**

LESSONS LEARNED

Lessons Learned

- ❑ Clear communication is vital!
- ❑ Don't rush
- ❑ Accommodate variety
- ❑ Staff may push back more than volunteers

Getting Buy-In

- From Agency Leadership
- From Staff
- From Partners
- From Volunteers

QUESTIONS?

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