Webbinar Instructions

- **Audio options**
  - Use your computer speakers or dial in to the conference call
- **"Questions" box**
  - Q&A session will be at the **end** of the presentation, but feel free to submit your questions at any time during the presentation. Click on the dropdown arrow icon "▼" to pop out the questions box where you can type and submit your questions.
- **Webinar recording will be available**

Presenters

engAGED
The National Resource Center
for Engaging Older Adults

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Director, State Health Insurance Assistance Program National Technical Assistance Center, Northeast Iowa Area Agency on Aging

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Director of Elder Protection, Florida Department of Elder Affairs

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Pasco County Volunteer Coordinator, SHINE (SHIP/SMP), Area Agency on Aging of Pasco & Pinellas

Volunteer Engagement During COVID-19

State Health Insurance Assistance Programs (SHIP) and Senior Medicare Patrol Programs (SMP)

Senior Medicare Patrol (SMP)

NICOLE LIEBAU, DIRECTOR

SMP NATIONAL RESOURCE CENTER

Senior Medicare Patrol

SMP National Resource Center

- **Promotes** SMP networking and the sharing of best practices
- **Provides** education and information about health care fraud, error, and abuse
- **Develops** new products and tools for use by the national SMP network
- **Supports** the national SMP performance measures and the SMP Information and Reporting System (SIRS)
- **Provides** training and technical assistance to SMPs

SMP Mission: Senior Medicare Patrols (SMPs) empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors, and abuse through outreach, counseling, and education.

1. **Conduct Outreach and Education**
2. **Engage Volunteers**
3. **Receive Beneficiary Complaints**

Toll-free: 1-877-808-2468

https://www.smpresource.org

We have found safe, creative, and socially distanced solutions to continue serving you during the COVID-19 pandemic.

Supporting Volunteers Remotely

Need to retain benefits of volunteering:

A sense of community
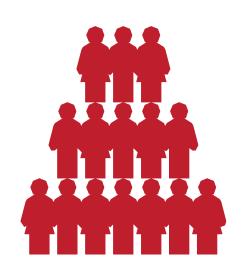
Social engagement

Giving back to their community

Feelings of fulfillment

Keeping your mind active

Assessing Volunteers' Needs

Here are a few things to ask volunteers:

Why were they attracted to volunteer with your program?

How long have they volunteered for your program?

What past volunteer projects have they been a part of with your program?

What were their favorite projects and why?

How are they feeling during the pandemic?

Do they have everything they need to volunteer remotely?

Social Engagement Solutions

from SMPs, SHIPs, and MIPPA Grantees

Telephone/email (one-on-one with volunteers) – Reach out individually by phone or email to catch up with volunteers. See how they are doing during COVID. Just a phone call can boost a volunteer's spirit.

Coffee and tea with SMP/SHIP/MIPPA – Have a Zoom call or Microsoft Teams meeting, which allows the volunteers some time to visit. Then review current topics/scams and ways to get your program's mission out during COVID.

Confidential Zoom or Microsoft Teams meeting – If volunteers need to discuss issues or concerns in private, hold virtual one-on-ones.

Watercooler chats – Set up a chat room for volunteers to visit each other at any time.

Text messages – Send a biweekly/monthly text message to check in on your group.

State Health Insurance Assistance Program (SHIP)

GINNY PAULSON, DIRECTOR

SHIP NATIONAL TECHNICAL ASSISTANCE CENTER

(SHIP TA CENTER)

Program Missions

The **SHIP** national mission is to:

What:
- empower, educate, and assist

Who
- Medicare-eligible individuals, their families, and caregivers

How
- through objective outreach, counseling, and training

Why
- to make informed health insurance decisions that optimize access to care and benefits.

The **SHIP TA Center** mission is to:

- Be a central source of information for and about the SHIP program.

- Provide training, technical assistance, and promotional activities in support of the national SHIP program and its 54 individual SHIP projects.

- Provide timely, accessible, relevant, and accurate information.

www.shiptacenter.org

SHIP NATIONAL TECHNICAL ASSISTANCE CENTER WEBSITE

Managing Through COVID-19 Toolkit

Provides successful practices for managing programs through the COVID-19 pandemic.

From the Administration for Community Living (ACL), Office of Healthcare Information and Counseling.

Created by the Managing Through COVID-19 Work Group, composed of ACL grantees, particularly SHIPs and SMPs. Visit:

www.shiptacenter.org/covid-19/toolkit

❖ Enhance your existing solutions for safely serving the public under COVID-19

❖ Contains successful practices, templates, and checklists created by ACL grantees.

COVID-19 Toolkit for ACL Grantees

Home / COVID-19 / COVID-19 Toolkit for ACL Grantees

COVID-19 Toolkit for ACL Grantees

PREPARING FOR A REMOTE MEDICARE OPEN ENROLLMENT

Managing Through COVID-19 Toolkit

U.S. Administration for Community Living (ACL) grantees responded quickly to the COVID-19 pandemic, modifying their service delivery systems and expanding their technologies for everyone's safety. These grantees serve persons vulnerable to COVID-19, and they operate in state agencies and non-profits around the country. This toolkit provides supplemental information to help you make your own programmatic decisions at the state and local level.

Customize for your own local use!

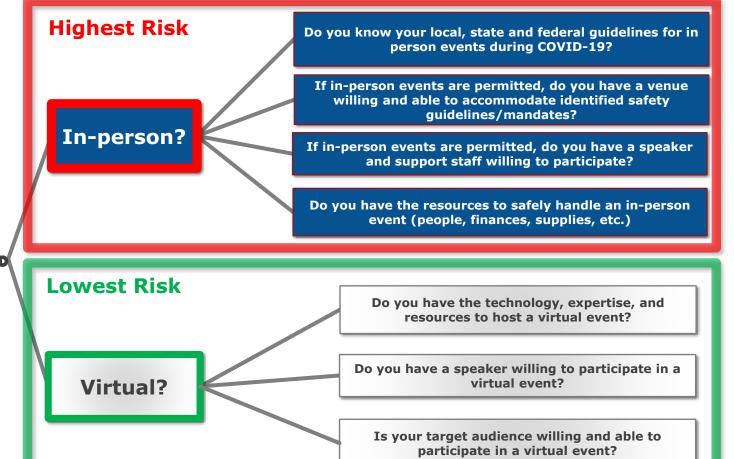# Topics

1. **Safety Considerations**

2. **Confidentiality**

3. **Communication/Marketing**

4. **Counseling Tips**
   a) in-person,
   b) virtual
   c) phone

5. **Outreach Events**

6. **Volunteer Support**

7. **Emergency Preparedness Planning**

Event Planner's Decision Tree

"Should my event be…"

For additional information please see subsequent checklists and FAQs

Highest Risk

In-person?

- Do you know your local, state and federal guidelines for in person events during COVID-19?
- If in-person events are permitted, do you have a venue willing and able to accommodate identified safety guidelines/mandates?
- If in-person events are permitted, do you have a speaker and support staff willing to participate?
- Do you have the resources to safely handle an in-person event (people, finances, supplies, etc.)

Lowest Risk

Virtual?

- Do you have the technology, expertise, and resources to host a virtual event?
- Do you have a speaker willing to participate in a virtual event?
- Is your target audience willing and able to participate in a virtual event?

If you have decided to have a virtual event:

Checklist

❑ See the Virtual Event Planning PowerPoints (101 and 201) for detailed step-by-step procedures and assistance with selecting a virtual platform.

❑ Here is a short checklist to get you started:

- ❑ Select a virtual platform.
- ❑ Plan speakers, event flow, staffing, and facilitators
- ❑ Plan for and secure IT support to address technical difficulties
- ❑ Train event staff to use your platform
- ❑ Train event staff on virtual event etiquette
- ❑ Set up secure registration
- ❑ Anticipate the needs of participants with limited access to technology or limited technology skills, and develop a plan to accommodate them

ANNE CHANSLER

FLORIDA SHIP & SMP DIRECTOR

Florida's SHIP & SMP Program Solutions

JOHN PRENDERGAST

FLORIDA SHIP AND SMP VOLUNTEER

Volunteering for SHIP and SMP During COVID-19

engAGED National Resource Center

- National effort to increase social engagement among older adults, people with disabilities and their caregivers
- Administered by the National Association of Area Agencies on Aging (n4a)
- 16 Project Advisory Committee members: www.engagingolderadults.org/partnerships
- Funded by the U.S. Administration on Aging, which is part of the Administration for Community Living

Recent Resources

engAGED
The National Resource Center
for Engaging Older Adults

- engAGED Social Isolation Virtual Summit Recording
- Aging Network Social Engagement Best Practices Publication
- Social Engagement During COVID-19 Video
- Staying Connected At Home During COVID-19 Consumer Flyer
- Blog Post Templates to Engage Older Adults and Caregivers During COVID-19
- COVID-19 Innovations from the Field

Connect With Us!

- www.engagingolderadults.org
- Facebook: @engAGEDCenter
- Twitter: @engAGEDCenter
- info@engagingolderadults.org

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Questions?

Please use the questions tab in your GoToWebinar module to submit your question.

Thank You!

- Thank you for attending today's webinar!
- The recording will be available on www.engagingolderadults.org.