**Medicare Outreach Idea of the Month**

March 2024

**SHIP Volunteer Resources**

Volunteers are invaluable assets, but finding the right fit for them can be a challenge. Utilizing SHIP counselors presents the additional task of ensuring they benefit from their role and contribute meaningfully to their community. Volunteers receive great satisfaction from knowing they are making a difference in the lives of others.

There are many roles that SHIP volunteers can undertake. By carefully reviewing different role descriptions, organizations can effectively market and recruit volunteers. The SHIP TA Center provides a variety of [role descriptions](https://portal.shiptacenter.org/Portal/Resource/Resource-Detail.aspx?ResourceGUID=958165AA-3968-420B-8605-ED0B3C2DD8D0) to assist volunteers in finding the most suitable role.

DHS offers a wealth of volunteer resources on the [Volunteer Management Resources](https://share.health.wisconsin.gov/ltc/teams/ADRC/SitePages/Volunteer%20Resources.aspx) page on SharePoint. These include resources for recruitment, applications, onboarding, retention, and recognition. Additionally, the page features recordings and notes from the Volunteer Coordinator Collaboration Meeting with Samantha Margelofsky, *DHS Volunteer Program Coordinator*. DHS has also established [Wisconsin SHIP Volunteer Management Policy Standards](https://www.dhs.wisconsin.gov/publications/p02236.pdf), which comprehensively cover all aspects of engaging SHIP volunteers.

GWAAR's website features a dedicated page for [SHIP Volunteer Resources](https://gwaar.org/SHIP-volunteer-resources), providing support for various aspects of volunteer management. This includes information on [Basic SHIP counselor trainings](https://gwaar.org/api/cms/viewFile/id/2007967), which are offered twice a year and are primarily attended by volunteers. Volunteers can also be recruited through community partnerships with professionals who serve Medicare beneficiaries. Consider attending the upcoming training on 4/4/24, “Partnerships and Professional SHIP Volunteers,” to explore this opportunity further and connect with professionals in your community who work with Medicare beneficiaries.

**Updates on the** [**Medicare Outreach and Assistance Resources webpage**](https://gwaar.org/medicare-outreach-and-assistance-resources)**:**

* [Educational Videos for Outreach](https://gwaar.org/educational-videos-for-medicare-outreach)
	+ [Welcome to Medicare PPT 2024](https://gwaar.org/_data/cms_files/Welcome%20to%20Medicare%20PPT%202024.pptx?u=1cAocT) updated
* Dual Special Needs Plans (D-SNPs)
	+ [Medicare and Medicaid D-SNP brochure (P-03556)](https://www.dhs.wisconsin.gov/publications/p03556.pdf) added
* [Trainings-Medicare Outreach and Assistance](https://gwaar.org/granttee-trainings-and-information)
	+ 2/1/24 – Basics of Medicare Outreach [PPT](https://gwaar.org/api/cms/viewFile/id/2008035) and [Recording](https://gwaar.org/2-1-24-basics-of-medicare-outreach-recording) added
* Grantee Reporting Information
	+ [STARS Printable Beneficiary Contact Form](https://gwaar.org/api/cms/viewFile/id/2007301) updated
* [Trainings – Medicare Outreach and Assistance](https://gwaar.org/granttee-trainings-and-information)
	+ Upcoming Trainings: [4/4/24-SHIP Professional Volunteers and Partnerships PPT](https://gwaar.org/api/cms/viewFile/id/2008046)

By the GWAAR Medicare Outreach Coordinator

**Upcoming Optional SHIP training:**

**Partnerships and Professional SHIP Volunteers**

* **Date:**Thursday, April 4, 2024, from 1–2 p.m.
* [Zoom link](https://nam02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fus06web.zoom.us%2Fj%2F82854233636%3Fpwd%3Df2Da5qCXR5ATs0RrxlOSKhc8Rji7pq.1&data=05%7C01%7CAlyssa.Kulpa%40gwaar.org%7C63f8d5a521e346db908808dbf115f051%7C8e087664409d4c4ca6b47aa01020d6ea%7C0%7C0%7C638368849280849660%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=4FKgIfwCz%2FvdNUXBA2QgTm5bTzEJJ%2F%2BNea9HkR%2Ff7Yc%3D&reserved=0); [Outlook event](https://nam02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcontent.govdelivery.com%2Fattachments%2FWIDHS%2F2023%2F11%2F29%2Ffile_attachments%2F2699177%2FOptional%2520SHIP%2520Training%2520-%2520SHIP%2520Volunteer%2520Partnership%2520Training%25202024.04.04%2520-%2520Outlook%2520event.ics&data=05%7C01%7CAlyssa.Kulpa%40gwaar.org%7C63f8d5a521e346db908808dbf115f051%7C8e087664409d4c4ca6b47aa01020d6ea%7C0%7C0%7C638368849280856411%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=2ua8T2H2sCS9sMv77eUSznA2wxjkPraOo2sIpdgxlzs%3D&reserved=0)
* **Intended audience**: SHIP counselors and supervisors interested in expanding their partnerships and/or identifying when it is advantageous to invite partners to become SHIP volunteers.
* **Objectives**
	+ Identify how to maximize the impact of a partnership
	+ Learn when and how to refer prospective professional SHIP volunteers
	+ Review conflict of interest rules regarding professional partnerships

**Continuing Education Hours (CEH) Opportunity**

DHS has partnered with the University of Wisconsin-Stevens Point to issue Continuing Education Hours/Units (CEH/CEU) to SHIP training participants. You must attend **LIVE** trainings to be eligible for CEHs/CEUs. Your attendance is verified using Zoom attendance reports and completion of the survey after the live event.

Please email Alyssa Kulpa, GWAAR Medicare Outreach Coordinator, at alyssa.kulpa@gwaar.org with any questions regarding the trainings and please email Pam Watson, MIPPA Grant Coordinator, at pamela.watson@dhs.wisconsin.gov

with any questions regarding the Continuing Education Hours (CEH) Opportunity.