



**Office for  
the Aging**

# **HIICAP Volunteer Risk and Program Management (VRPM)**

September 17, 2025

# Learning Objectives

- What is VRPM
- Why is VRPM Important
- What is my VRPM responsibility as a coordinator
- How do I incorporate VRPM into my volunteer efforts
- Where can I find VRPM resources

# What is VRPM?

The Administration for Community Living developed the Volunteer Risk and Program Management (VRPM) policies to support internal program management for the SHIP program. These policies aim to enhance the quality, effectiveness, and safety of services by offering direction and guidance to staff and volunteers. They establish expectations for managing volunteer programs, delineate core expectations of team members, and outline what team members can expect from the SHIP program.

# Volunteer Risk and Program Management



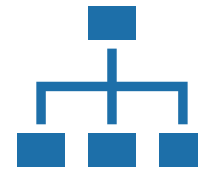
## \*Volunteer

The individual seeking to give their time



## \*Risk

Implications of an activity



## \*Program

Set of instructions with policies



## \*Management

The coordination and administration of tasks to achieve a goal



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# Why is VRPM Important

- Improved Volunteer Management
- Safeguarding Beneficiaries
- Risk Mitigation
- Promoting a Positive Volunteer Experience
- Accountability and Transparency
- Consistency and Standardization

“A program that has insufficient infrastructure, inadequate staff and leadership support, insufficient budgeting, or other defects in management will fail to attract and keep volunteers.”



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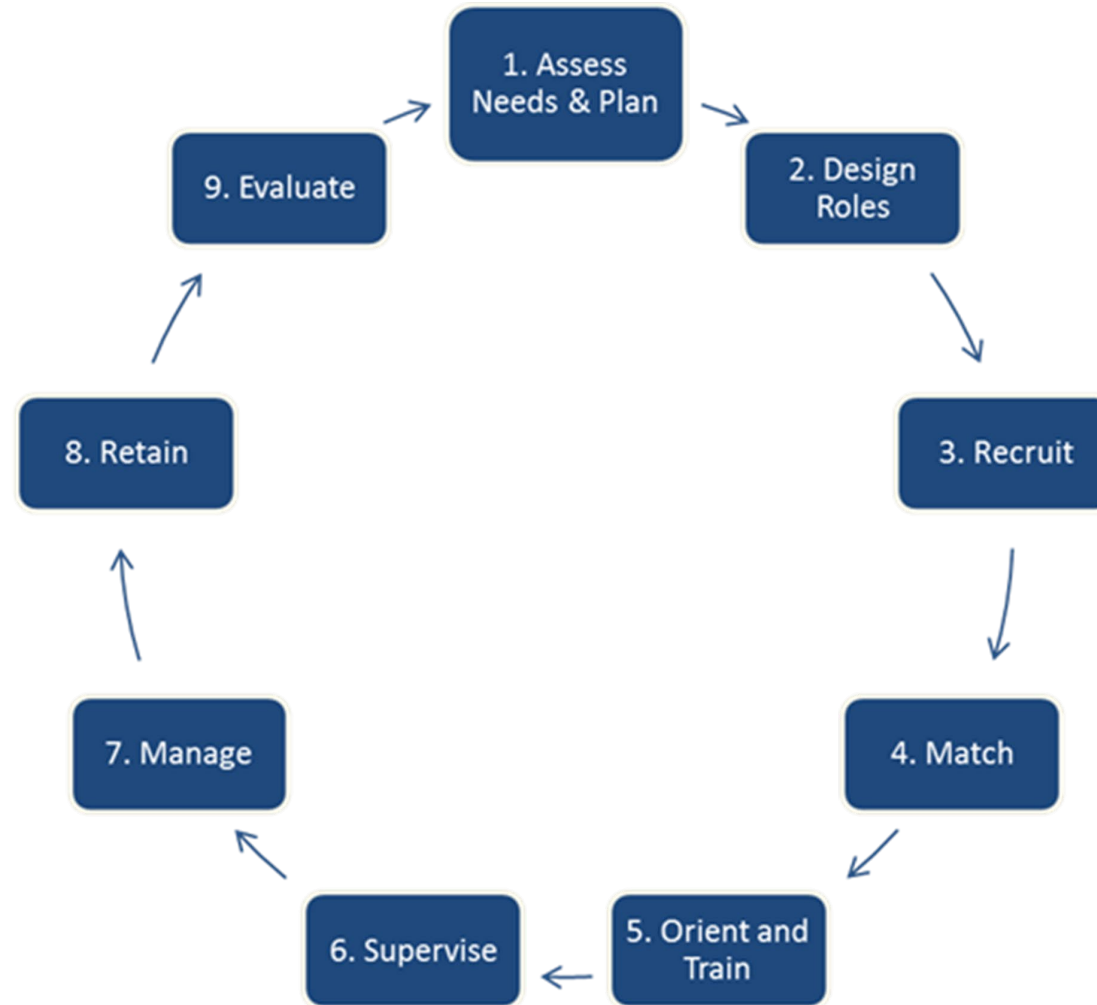
# HIICAP Coordinator Responsibilities

As outlined in the HIICAP standard assurances found in the 2024-2028 four-year plan <https://aging.ny.gov/24-pi-09-2024-25-four-year-plan>

- The AAA acknowledges that HIICAP is a volunteer-based program and will be operated as such. A list of all trained HIICAP volunteers and staff must be submitted to NYSOFA as part of the AAA's application.
- In addition, the AAA agrees to implement Volunteer Risk and Program Management (VRPM) policies and procedures as required by ACL.



# HIICAP Coordinator Responsibilities



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# Steps to Implement VRPM

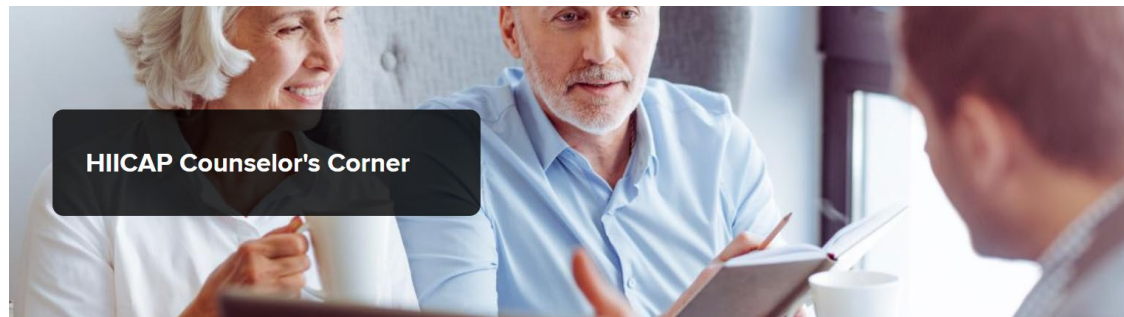
1. Review the newly updated Volunteer Risk Program Management Manual
2. Familiarize yourself with the required policies.
3. Review what existing policies you may already have in place.
4. Determine if existing policies meet VRPM requirements. Seek NYSOFA HIICAP assistance if needed.
5. Begin working on policies based on priority. Example – onboarding.



# Tools to assist with Implementation

To assist local programs with VRPM implementation (step 5) NYSOFA HIICAP has developed its first set of resources addressing volunteer onboarding. Resources can be found under the VRPM section of the HIICAP counselor corner

<https://aging.ny.gov/hiicap-counselors-corner>



#### On this page

Overview

The HIICAP Notebook

<https://aging.ny.gov/hiicap-counselors-corner>

#### Overview

This page has been developed to provide you on-line resources. We hope that these power-points, webinars and fact sheets help your program to better improve your training and knowledge base. If you find any areas of concern, please contact the State HIICAP Coordinator.



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# Tools to assist with Implementation

Policy templates are available and should be used to address the following areas of onboarding:

- Application packet instructions
- Application cover letter
- Volunteer Application & Screening Process
- Volunteer roles
- Volunteer Self-Assessment of Skills and Interests
- Volunteer application and agreement
- Short-term volunteer application and agreement
- Acceptance and welcome letter
- and if necessary, a parental Consent Form



# Where can I find VRPM resources

NYSOFAs updated Volunteer Risk Program Management Manual  
<https://aging.ny.gov/hiicap-volunteer-program-management-manual>

The SHIP National Technical Assistance Center  
<https://portal.shiptacenter.org/Portal/Resource/Default.aspx>

Coming soon... NYSOFA HIICAP corner VRPM resource page.

# Volunteers Make a Difference!

Older volunteers provide critical services for our communities. Volunteerism has tremendous benefits for volunteers, as well. Active volunteering promotes healthy aging by decreasing social isolation and the likelihood of depression; lowering the rate of chronic illnesses; and increasing life expectancy.

In New York State, approximately 935,000 adults over the age of 55 provide more than 495 million hours of service at an economic value of almost \$13.9 billion annually.

# HIICAP Volunteers Make a Difference!

During the 2023- 2024 HIICAP program year NY HIICAP trained and certified over 230 volunteers. HIICAP volunteers devoted over 27,500 hours to the program and participated in over 13,000 hours of training.



# How can Volunteers Help you?

- Volunteers can bring a wide range of skills to your program
- Volunteers Provide administrative assistance such as with AEP tools
- Volunteers assist with Medicare Plan Finder during Open Enrollment
- Volunteers conduct group outreach and education presentations
- Volunteers counsel Medicare beneficiaries
- Volunteers enter data for program compliance



# Volunteer Recruitment

Need Help with Volunteer Recruitment – share our new Volunteer Interest Form on your agency’s webpage and social media platforms!

[HIICAP Volunteer Interest Form on the Office for the Aging website](#)



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