

## **Update Training**

### **Arizona SHIP**

SHIP Counselors complete 10 hours of in-service training per year. Counselors can choose what type of in-service training they would like to attend. Options include attending presentations or events sponsored by the CMS Regional Office, Medicaid, Social Security, the Arizona Department of Insurance, or other organizations that serve Medicare beneficiaries.

Additionally, Counselors re-take the initial training every two years to brush up on their Medicare knowledge and make sure they haven't forgotten anything. Regular updates are also sent to Counselors through email and snail mail.

### **Connecticut CHOICES**

CHOICES volunteers need to attend at least 4 hours of update training per year to remain certified. Additionally, they must volunteer with CHOICES for at least four hours per month.

### **Indiana SHIP**

SHIP volunteers attend update training in the spring and fall of each year. Additionally, the Indiana SHIP recently began offering an optional computer class. Due to a huge interest from volunteers, the SHIP is holding 20 sessions to teach them how to use the computer, create an email account, search the Internet, and navigate important websites (e.g. Medicare, SSA, and SHIPtalk). The Indiana SHIP holds the sessions in computer labs, for free, through a partnership with the State's community colleges.

### **Iowa SHIIP**

SHIIP volunteers are required to attend 12 hours of update training per year. Volunteers are permitted to miss one update training (out of three), as long as they make it up. Various make-up options are used, including watching or listening to a recording of the training or participating in a teleconference. After the make-up session, volunteers must complete a worksheet to receive credit for the update.

### **Maine SHIP**

Each spring and fall, a statewide conference is held to provide SHIP volunteers and staff with updated information and training on Medicare changes, counseling issues, and a variety of Medicare related topics. This year Maine is replacing one of these conferences with a half-day multi-session webinar. The decision to utilize this online resource was in response to reduced training budgets at all levels, increased travel restrictions, and the desire to minimize the additional expenses associated with centralized conferencing.

### **Massachusetts SHINE**

SHINE volunteers attend monthly update training to keep up on the latest Medicare information. The update trainings are mandatory, but volunteers are permitted to miss two per year. Volunteers are also required to pass a criminal background check, serve 4 – 6 hours per month, and commit to volunteering with SHINE for at least 2 years.

### **Nebraska SHIIP**

Each year, SHIIP volunteers attend 2 days of update training – one day in the spring and one day in the fall. Volunteers need to attend these trainings and complete an annual re-certification “test” to maintain their SHIIP certification.

### **Oregon SHIBA**

SHIBA volunteers are encouraged to participate in any update trainings that are available, including bi-monthly meetings with their SHIBA Coordinator, visits from field officers, and regional presentations by CMS liaisons. Regular updates are also sent to volunteers through a weekly digest e-newsletter, the SHIBA Bulletin.

### **Washington SHIBA Helpline**

To help volunteers stay abreast of ever-changing information, the SHIBA Helpline offers Update Training almost every month. Eight of the yearly Update Trainings have a structured, statewide agenda, and two Updates are open for local agendas. All volunteers must attend the first half of Updates, often lasting one to one and a half hours. Counselors must attend the whole session, which may be two to three hours. Volunteers who miss their local Update may attend a phone make-up session.