

EMPLOYMENT – Title III
VIRGINIA DEPARTMENT FOR THE AGING
SERVICE STANDARD

Definition

Employment service as a Title III service is assisting person's age 60 or older to obtain part-time or full-time employment.

Eligible Population

Persons 60 years of age and older. Priority shall be given to older individuals who are in the greatest economic and social need, with preference given to low-income minority individuals and to those older persons residing in rural or geographically isolated areas.¹

Service Delivery Elements

Service-Specific Assessment:

A service-specific assessment using at a minimum, the Virginia Service – Quick Form must be completed on each potential client that determines:

- Federal Poverty should be determined and documented. The Federal Poverty/VDA form may be used.
- Any fee for service charge to the client shall be determined by the applicable sliding fee scale.

Preparation for Placement: Assistance to individuals seeking employment should include at least:

- Assessing what the person's service-specific needs are; has a need for employment or for training to gain new job skills or upgrade current skills
- Providing information on available employment opportunities.
- Counseling the older person in preparation for job interviews with prospective employers.
- Coordinating with activities conducted under the Title V Senior Community Service Employment Program and the Workforce Investment Act.

Administrative Elements

Staffing

Employment Staff Qualifications:

- Knowledge and awareness of biological, psychological, and social aspects of aging; the impact of disabilities and illnesses on aging; employment and training resources and opportunities available for older workers. Familiarity with employment opportunities.
- Skill in assessing the employment needs of older persons; establishing and sustaining interpersonal relationships; interviewing techniques; problem-solving; and team-building
- Ability to communicate with persons with different socio-economic backgrounds and work independently and to motivate people.

¹ Older Americans Act of 1965, as amended, Section 306(a)(4)(A)(i)

Units of Service:

Units of service must be reported in AIM for each client receiving the service. Service units can be reported by client on a daily basis, but not aggregated (summarized) more than beyond one calendar month.

- individual hours
- persons served
- placement in employment or training program

Program Reports

- Aging Monthly Report (AMR) to VDA by the twelfth (12th) of the following month. If the Area Agency on Aging provides this service, this report must be updated and submitted even if no expenditures or units of service occurred.
- AIM client level data transmitted to VDA by the last day of the following month.

Consumer Contributions/Program Income

The Area Agency on Aging shall formally adopt written policies and procedures, approved by the governing board, regarding the collection, disposition, and accounting for program income.² There must be a written policy on handling of Client Program Income (CPI) and other gratuities and donations.

- Cost Sharing/Fee for Service: An Area Agency on Aging is permitted to implement cost sharing/fee for service for recipients of this service.³

And/or

- Voluntary Contributions: Voluntary contributions shall be allowed and may be solicited for this service, provided that the method of solicitation is non-coercive.⁴

Allowable Costs:

Program costs may not be paid with funds from Title V of the Older Americans Act.

Quality Assurance

Staff Training:

- (Initial) in-depth orientation on agency policies and procedures, client rights, community characteristics and resources, and procedures for conducting the allowable activities under this service.
- (Ongoing) at least annual in-service training, the content of which to be based on the need for professional growth and upgrading of knowledge, skills, and abilities.
- Must attend training provided by Virginia Department for the Aging that is specifically for Employment service.

² 22 VAC 5-20-410, Grants To Area Agencies On Aging, Department for the Aging Regulations, Virginia Administrative Code

³ Older Americans Act of 1965, as amended, Section 315(a)

⁴ Older Americans Act of 1965, as amended, Section 315(b)

Case Review

- Consultation, supervision, and case review shall be available to all staff providing the service.

Program Evaluation

- The agency should conduct regular systematic analysis of the persons served and the impact of the service.
- Subcontractors shall be monitored annually.

Client Records

- Virginia Services – Quick Form. (Must be updated annually). Client characteristics (age, race, residence, social need, economic need).
- Federal Poverty documentation and Cost Sharing (Fee for Service), if applicable, calculations must be part of the client record. The Federal Poverty/VDA Sliding Fee Scale form may be used.