

VOLUNTEER
VIRGINIA DEPARTMENT FOR THE AGING
SERVICE STANDARD

Definition

Assisting older persons to obtain a suitable volunteer placement.

Eligible Population

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

Service Delivery Elements

Agencies providing volunteer programs must perform all of the following component:

Informing the community of the need for volunteers.

Developing meaningful activities and opportunities for volunteers.

Linking older persons with appropriate volunteer opportunities.

Administrative Elements

Qualifications: Persons providing volunteer services shall possess the following qualifications:

- Knowledge: Volunteers should have an awareness of the biological, psychological and social aspects of aging; the needs of older persons for meaningful leisure-time activity.
- Skill: Volunteers should have skills in establishing and maintaining interpersonal relationships; developing meaningful volunteer opportunities for older persons.
- Ability: Volunteers should have the ability to communicate with persons with different socio-economic background; work independently.

Job Descriptions:

For each paid and volunteer position funded by Title III of the Older Americans Act, an Area Agency on aging shall maintain:

- A current and complete job description which shall cover the scope of duties and responsibilities of the volunteer; and
- A current description of the minimum entry-level standards of each job.²

Units of Service:

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

- volunteer hours: the number of volunteer hours provided by a volunteer.

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

² 22 VAC 5-20-250, Grants To Area Agencies On Aging, Department for the Aging Regulations, Virginia Administrative Code

- persons served (unduplicated): the number of volunteers who have generated a Virginia Service – Quick Form. “Persons served” does not apply to the person(s) receiving a service from a volunteer. Those persons must be counted under the Title III program that is providing the service.

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.³

- Cost Sharing/Fee for Service: An Area Agency on Aging is permitted to implement cost sharing/fee for service for recipients of this service.⁴

And/or

- Voluntary Contributions: Voluntary contributions shall be allowed and may be solicited provided that the method of solicitation is non-coercive.⁵

Quality Assurance

Staff Training:

- Volunteers should receive orientation on agency policies and procedures, client rights, community characteristics and resources, and procedures for conducting the allowable activities under this service.
- Volunteers should receive in-service training appropriate to the position in which they are serving. Where practical the content should include opportunities that foster professional growth and increase knowledge, skills, and abilities.

Supervision/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 Service – Quick Form (At a minimum, this form must be updated annually).
- Federal Poverty should be determined and documented. The Federal Poverty/VDA form may be used.

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

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

⁵ Older Americans Act of 1965, as amended, Section 315(b)

- Any fee for service charge to the client shall be determined by the applicable sliding fee scale.
- For congregate meal site volunteers, see the congregate nutrition service standard.