Description:
Providing staff support, recruitment, coordination, and training/educational opportunities for volunteers. (One placement means one volunteer identified, trained, and assigned to a volunteer position in which they will assist a 60 and older client.)

Client Eligibility:
- Age Requirement: Clients must be aged 60 or older.
- Residency: Clients must be residents of the county covered by the Title III Older Americans Act program.
- Clients should have a need for assistance or support in daily activities.
- Volunteers can be any age.

Examples of Tasks Preformed by Provider:
- Volunteer recruitment: Recruit and screen volunteers who meet the program's requirements and have a genuine interest in working with older adults.
- Training and orientation: Provide comprehensive training to volunteers to equip them with the necessary skills and knowledge for working with older adults, including communication techniques, cultural sensitivity, and understanding of client needs.
- Background checks: Providers have the option of performing background checks on volunteers to ensure the safety and well-being of clients.
- Transportation: Providers must require and document a volunteer’s driver’s license and proof of insurance if they are transporting clients.

Examples of Tasks Performed by Volunteer:
- Companionship and socialization: Engaging in conversations, providing emotional support, accompanying clients to social events or appointments.
- Light household chores: Assisting with light cleaning, organizing, laundry, and meal preparation.
- Transportation: Providing transportation for medical appointments, grocery shopping, or social outings.
- Personal assistance: Helping with personal care activities like grooming, dressing, and bathing.
- Errands and shopping: Assisting with grocery shopping, picking up prescriptions, or running other errands.

Supervision Requirements:
- Program coordination: Assigned program coordinator or supervisor responsible for overseeing the volunteer placement program.
- Volunteer supervision: Regularly assess and monitor the performance of volunteers, provide guidance and support, and address any issues or concerns that arise during the service delivery.
- Client feedback: Establish a mechanism to collect feedback from clients regarding their satisfaction with the volunteer services.
Central Ohio Area Agency on Aging
TITLE III/Senior Community Services Volunteer Placement
Updated August 4, 2023

**Documentation Requirements:**

- Client intake: Maintain documentation of client eligibility and assessments to determine their specific needs and preferences.
- Volunteer information: Keep records of volunteer applications, background checks, training completion, and other relevant information.
- Service logs: Maintain logs or records of volunteer activities, tasks performed, and the duration of service provided to each client.
- Incident reports: Document any incidents, accidents, or concerns related to the service delivery or client well-being.
- Providers are required to submit regular reports to COAAA via WellSky data collection software.

**Unit of Service:**

- One Placement (One client = one volunteer service per year).
- Subsequent services performed by the volunteer may be considered a unit of service under an adjusted rate at the discretion of COAAA.