



Ohio Administrative Code

Rule 173-3-06.13 Older Americans Act: volunteer management.

Effective: October 1, 2024

(A) Definitions for this rule:

(1) "Volunteer management" means coordination of the recruitment, screening, training, placement, and evaluation of volunteers to expand the provision of aging-related home and community-based services.

(a) "Volunteer management" may include any of the following:

(i) Ensuring that consumers have access to a full range of home and community-based services and civic-engagement programs through the management of existing volunteer opportunities and the development of new volunteer opportunities.

(ii) Coordination with organizations that have experience in providing training, placement, and stipends for volunteers or participants in community-based settings.

(iii) Collecting methods of success and best practices in recruiting volunteers, retaining volunteers, and resolving the rate of volunteer turnover.

(b) "Volunteer management" does not include any of the following:

(i) Paying a volunteer unless through an americorps senior program.

(ii) Fundraising, unless the requirements of 45 C.F.R. 1321.9(c)(2)(ii)(D) are met.

(2) "Volunteer" means a person who participates in a volunteer opportunity that supports consumers or family caregivers, or a person who is an older adult who participates in a volunteer opportunity, without compensation for their time and effort, unless the person participates through an americorps senior program.



(3) "Volunteer opportunity" includes, but is not limited to, any of the following activities when a volunteer provides them:

(a) Assistance at congregate dining locations and delivering meals to consumers.

(b) Routine transportation activities, or escort, but not transportation under rule 173-3-06.6 of the Administrative Code.

(c) Repair and weatherize the homes of low-income consumers with a disability.

(d) Counsel in a variety of areas including health, nutrition, legal, and financial.

(e) The senior medicare patrol program or another program through which volunteers empower and assist consumers to prevent, detect, and report health care fraud, errors, and abuse.

(f) Mentoring younger generations.

(g) Supporting families and caregivers.

(h) Addressing social isolation.

(i) Volunteer guardian program.

(j) Assistance with household tasks, but not home maintenance and chores under rule 173-3-06.2 of the Administrative Code.

(k) Ohio senior health insurance information program (OSHIIP) or other benefits information programs.

(4) "Volunteer opportunity" does not include any of the following:

(a) An ombudsman volunteer program.



(b) Fundraising, unless the requirements of 45 C.F.R. 1321.9(c)(2)(ii)(D) are met.

(B) Requirements for every AAA-provider agreement for volunteer management paid, in whole or in part, with Older Americans Act funds:

(1) The AAA-provider agreement is subject to rule 173-3-06 of the Administrative Code.

(2) Chapter 173-9 of Administrative Code does not apply to volunteers.

(3) The provider is responsible for determining the number and kind of volunteers, volunteer opportunities, volunteer time required, and volunteer roles.

(4) The provider is responsible for completing all of the following activities:

(a) Recruiting and screening, including the following:

(i) Receiving specific requests for volunteers.

(ii) Advertising for volunteers.

(iii) Screening applicant volunteers, including screening to assure that no volunteer has an unremedied conflict of interest when participating in a volunteer opportunity.

(iv) Determining appropriate work assignments.

(b) Training, including the following:

(i) Determining training content for volunteers and staff, including program policies and procedures.

(ii) Training volunteers initially and ongoing.

(iii) Training staff in volunteer use.



(c) Placing and supervising, including the following:

(i) Developing policies and procedures for staff supervision of volunteers.

(ii) Developing a job description for volunteer responsibilities and tasks.

(iii) Placing volunteers in appropriate work assignments

(d) Evaluating, including the following:

(i) Evaluating volunteer performance in a volunteer opportunity.

(ii) Evaluating staff performance with volunteers.

(iii) Obtaining staff evaluations of volunteers.

(iv) Obtaining volunteer self-evaluations.

(v) Evaluating the volunteer opportunity.

(5) Service verification: The following are the mandatory reporting items for each volunteer opportunity that a provider retains to comply with the requirements under paragraph (B)(9) of rule 173-3-06 of the Administrative Code:

(a) Type of volunteer opportunity.

(b) Date of volunteer opportunity.

(c) Number of volunteers placed to serve in the volunteer opportunity.

(d) Total volunteer service hours per volunteer opportunity.



(C) Units: A unit of volunteer management is an hour managing volunteers who provide services to consumers or older adults who participate in a volunteer opportunity.