



COMMONWEALTH OF PENNSYLVANIA  
**DEPARTMENT OF AGING**  
 Harrisburg, Pa. 17101

# PENNSYLVANIA DEPARTMENT OF AGING

<b>1. File Number:</b> APD-85-06-1		<b>2. Disposition:</b> This APD rescinds APD # 82-17	
<b>3. Issuance Date:</b> October 1, 1985		<b>4. Effective Date:</b> October 1, 1985	
<b>5. Program Area:</b> Volunteer Services			
<b>6. Origin:</b> Division of Program Development		<b>7. Contact:</b> Division of Field Operations (717) 783-6007	

## AGING PROGRAM DIRECTIVE

**SUBJECT:** VOLUNTEER SERVICES

**TO:** EXECUTIVE STAFF  
 DIVISION OF FIELD OPERATIONS  
 AREA AGENCIES ON AGING

DPW, OFFICE OF POLICY, PLANNING  
 AND EVALUATION  
 PA COUNCIL ON AGING  
 PDA GRANTEEES AND CONTRACTORS  
 COMPTROLLER

**FROM:** *Alma R. Jacobs*  
 ALMA R. JACOBS  
 SECRETARY  
 DEPARTMENT OF AGING

**PURPOSE:** The purpose of this Aging Program Directive is to set policy and procedures for Area Agencies regarding Volunteer Services programs. This Directive is being issued to re-emphasize the importance of volunteer services within the aging network.

It is recognized that Area Agencies on Aging have been utilizing volunteer services and providing volunteer activities since the inception of the Aging Program. This Volunteer Services APD is not meant to inhibit this initiative or constrict any existing programs. It is meant to provide the flexibility necessary to develop new approaches, to increase the number of volunteers, and to create more effective and coordinated utilization of those volunteers.

Historically, volunteers were provided with meaningful opportunities to continue to use their talents in the Area Agencies' service delivery systems and have been a resource for the agencies in varied ways. The two most prevalent uses of volunteers are 1) as additional staff at the service delivery level, and 2) volunteer hours translated into a dollar amount, and used as match for

government funds in lieu of cash. In most Planning and Service Areas, existing volunteer programs, such as RSVP, are utilized as the only, or primary, source of volunteers. Recently, because of economic, political and societal change, the needs of both agencies and persons who wish to volunteer are more complex. The network must realign the use of its resources and utilize volunteers as a cost reduction mechanism.

CONTENT:

Definitions

1. Volunteer - a person of any age who performs identified job tasks without receiving salary, wage, honorarium, or stipend. However, in some cases the volunteer may be reimbursed for mileage while in the performance of volunteer duties. Mileage reimbursement may not exceed the current state rate of reimbursement.

2. Volunteer Services Program - The Volunteer Services Program is a program that affords an array of opportunities for seniors to serve other elders and/or their community at large, as well as for persons of any age to provide services directly to aging programs.

Area Agency on Aging Responsibilities

Area Agencies on Aging shall ensure that a volunteer services program is in existence within their PSA. The volunteer services program must include, at a minimum:

- I. Availability of a system of volunteer recruitment, placement and utilization within the AAA's service delivery system.
- II. Coordination with existing and/or potential volunteer programs and resources within the PSA which includes written working agreements with all existing senior volunteer programs within the Planning and Service Area.
  - A. Coordination with existing volunteer agencies must include the following service activities: volunteer systems planning, skillsbank development, job development, recruitment, orientation, interview and placement, training, supervision, record keeping, evaluation, and recognition.