

Rules of
Department of Health and
Senior Services

Division 15—Division of Senior Services
Chapter 3—Service Credit Program
(Older Volunteer Service Bank)

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**Title 19—DEPARTMENT OF
HEALTH AND SENIOR SERVICES**
Division 15—Division of Senior Services
Chapter 3—Service Credit Program
(Older Volunteer Service Bank)

19 CSR 15-3.010 Definitions

PURPOSE: This rule defines terms used relating to Service Credits and the Older Volunteer Service Bank Program.

(1) Approved agency, sponsoring agency or approved sponsoring agency shall mean any agency which provides services to the elderly and handicapped and which has been approved by the Division of Aging as meeting the criteria in 13 CSR 15-3.020 so that volunteers can receive redeemable credits for services provided.

(2) Beneficiary shall mean an individual sixty (60) years of age or older who receives credit for service performed by a donor. A beneficiary shall be either someone named specifically by a donor or someone not specifically named but someone who is part of an organization which is specifically named by a donor to receive credits for the use of its members.

(3) Caregiver shall mean the person who either provides twenty-four (24)-hour care to a recipient in his/her home or who, if living in another location, has twenty-four (24)-hour responsibility for the recipient's well-being requiring at least daily direct in-person contact.

(4) Credit or service credit shall mean the unit of account on which the service credit program is based.

(5) Director shall mean the director of the Division of Aging.

(6) Division shall mean the Division of Aging of the Missouri Department of Social Services.

(7) Donor shall mean a person registered with an approved sponsoring agency who is ineligible to receive credits for him/herself or who chooses not to receive credit for OVSB volunteer services and elects to transfer the credit(s) to a beneficiary of his/her choice.

(8) Older Volunteer Service Bank (OVSB) shall mean the program designed by the Division of Aging to provide service credits to qualified volunteers who provide in-home respite care.

(9) Participating agency or participating organization shall mean an agency or unincorporated organization which is involved with the OVSB program under the auspices of an approved sponsoring agency.

(10) Recipient shall mean an individual over the age of eighteen (18) who is dependent on someone on a twenty-four (24)-hour basis to provide oversight for his/her care.

(11) Respite care shall mean the temporary relief provided to a caregiver who has twenty-four (24)-hour responsibility for a homebound person living either with the caregiver or separately, provided s/he is dependent upon the caregiver or separately provided, s/he is dependent upon the caregiver's physical presence at least once daily to assure his/her well-being.

(12) Volunteer or OVSB volunteer shall mean a person who is registered by an approved sponsoring agency to provide services to the elderly and handicapped and receives service credits.

(13) Waiver of liability shall mean the waiving of a claim for consequential damages by a volunteer or by a recipient.

*AUTHORITY: sections 208.300–208.305, RSMo Supp. 1987. * This rule previously filed as 13 CSR 15-3.010. Original rule filed Sept. 15, 1988, effective Jan. 27, 1989. Moved to 19 CSR 15-3.010, effective Aug. 28, 2001.*

**Original authority: 208.300–208.305, please see Revised Statutes of Missouri.*

19 CSR 15-3.020 Sponsoring Agencies

PURPOSE: This rule sets forth the information which must be submitted by an agency in order to be approved by the Division of Aging to be a sponsoring agency in the OVSB program and to delineate the roles and responsibilities of an agency.

(1) Approval Process.

(A) In order to be approved by the director to be a sponsoring agency in the Older Volunteer Service Bank (OVSB) program, an agency shall submit a proposal to the division which contains, at a minimum, the following information:

1. Name, address and contact person of the agency;

2. Explanation of the organizational structure of the agency and how the OVSB project will fit into the operation of the agency including, but not limited to:

A. A plan for recruiting and assigning volunteers; and

B. An explanation of how the organization plans to work with other community service and health agencies in obtaining referrals for service;

3. Volunteer training plan in accordance with 13 CSR 15-3.030(4);

4. Copy of liability insurance policy covering volunteers in the program. If a copy of the policy is not available at the time of submission of the proposal, a note should be included indicating planned coverage and the name of the insuring agency. Final approval of the agency will not be given, however, without a copy of the policy;

5. Assurance that volunteers will adhere to the Code of Ethics as given in 13 CSR 15-3.030(5) and quality assurance method; and

6. Contribution policy in accordance with 13 CSR 15-3.020(5).

(B) Upon receipt of a proposal from an agency, the director or his/her designee will review the material for completeness and determine whether or not all elements are covered in accordance with requirements set forth in this chapter.

(C) If the proposal is complete and all conditions are met, the director and a representative from the agency shall sign an agreement which delineates the roles and responsibilities of both the agency and the division. This agreement shall be subject to cancellation without cause by either party provided there is at least thirty (30) days' prior notice given.

(2) A sponsoring agency shall be either—

(A) An independently approved agency which recruits and trains volunteers, evaluates and screens requests for service, matches volunteers with appropriate beneficiaries, handles recordkeeping, reports volunteer hours to the division and provides on-going support and assistance to volunteers and those being served;

(B) An agency which is part of a local or regional consortium of agencies, each approved by the division but each responsible for certain aspects of the program's operation in that area—with the responsibilities defined as part of the agency's proposal for approval by the division; or

(C) An umbrella agency with one (1) or more satellite organizations or agencies, known as participating agencies, which are under its sponsorship, each of which is able to handle some aspect of the program such as generating volunteers and submitting hours, training volunteers, matching volunteers and recipients and supervising volunteers.



(3) If a sponsoring agency is an umbrella agency, it shall have a written agreement with the participating agencies which are cooperating with it. The agreement shall outline in detail the roles and responsibilities of each agency; shall be dated and signed by the directors of each agency; and a copy of the signed agreement shall be submitted to the division within ten (10) days of signing.

(4) A sponsoring agency shall have the following responsibilities, either directly or through participating agencies, or in cooperation with a consortium of agencies:

(A) Recruiting, training and registering volunteers;

(B) Taking requests for service and registering recipients and contacting the caregiver within at least two (2) working days to discuss options and explain the role of volunteers;

(C) Matching volunteers and recipients either directly or by giving names of trained volunteers to the recipient or family member to interview and choose the volunteer independently;

(D) Maintaining contact with volunteers by offering continuing training and support;

(E) Maintaining contact with recipients to assure satisfaction with assistance received; and

(F) Submitting time reports of hours served by volunteers to the division for entry into the volunteer's bank account and maintaining supporting documentation for time submitted. Time shall be submitted to the division in whole or one-half (1/2) hour units and within two (2) months of the volunteer service.

(5) A sponsoring agency shall choose one (1) of the following systems for handling program contributions and volunteers shall be informed of the policy in their initial and ongoing training:

(A) The agency will neither solicit contributions nor inform service recipients of the opportunity to contribute and will not accept contributions;

(B) The agency will neither solicit contributions nor inform service recipients of the opportunity to contribute; however, unsolicited contributions will be accepted and a policy for handling contributions will be developed; or

(C) The agency will inform the respite care recipient of the opportunity to contribute. Methods of providing information to the recipient may include distribution of contribution envelopes, sending a contribution letter to service recipients no more often than every six (6) months or publishing the agency's contributions policy in agency newsletters.

(6) Each sponsoring agency shall have comprehensive written policies and procedures to protect the confidentiality of information. Screening and recordkeeping procedures shall be developed that will ensure that no information about an older person involved in the OVSB program is disclosed by the agency in a form that identifies the person without informed consent of the person or of his/her legal representative unless the disclosure is required by court order or for program monitoring by authorized state personnel. Policies shall cover, at a minimum, the following:

(A) The physical safeguarding of all records;

(B) Who should have access to what and under what circumstances;

(C) Special policies regarding volunteer records and related materials;

(D) Protection of records of current and inactive service recipients;

(E) Retention and destruction of records;

(F) The handling of disclosures by phone;

(G) Disclosures when making transfers to other agencies; and

(H) Clear and concise lines of authority for clearance or interpretation of the policy.

(7) Records related to provision of service shall be maintained for at least three (3) years after the last date of service.

(8) No income tests shall be used to determine the need for services.

(9) Insurance.

(A) Insurance coverage shall address, at a minimum, liability for the agency and liability coverage for the volunteer. Insurable interests at issue are injury to the volunteer, injury to the recipient, property damage and professional liability for the training and supervision of the volunteers.

(B) A sponsoring agency may require an OVSB volunteer or recipient to sign a waiver of liability form related to consequential damages.

(C) The division shall have no direct relationship to volunteers and shall assume no liability for their actions.

*AUTHORITY: sections 208.300–208.305, RSMo Supp. 1987. * This rule previously filed as 13 CSR 15-3.020. Original rule filed Sept. 15, 1988, effective Jan. 27, 1989. Moved to 19 CSR 15-3.020, effective Aug. 28, 2001.*

**Original authority: 208.300–208.305, please see Revised Statutes of Missouri.*

19 CSR 15-3.030 Volunteers

PURPOSE: This rule sets forth the requirements to be a volunteer eligible to receive service credits or to donate credit to a beneficiary, the training requirements and the code of ethics.

(1) In order to be eligible to receive service credits as a volunteer in the Older Volunteer Service Bank program, a person shall contact an approved OVSB sponsoring agency (or a participating agency), complete registration forms, agree to whatever background checks are required by that agency, attend the volunteer training program developed by the agency in accordance with 13 CSR 15-3.020(3), agree to follow the code of ethics as outlined in 13 CSR 15-3.030(5), maintain recipient and caregiver confidentiality and sign a waiver of liability form if required by the sponsoring agency.

(2) Types of Volunteers.

(A) Volunteers who are sixty (60) years of age and over shall be eligible to receive credits on an hour-for-hour basis for the time they volunteer; however, these shall be for their own use in the future either as a recipient or as a caregiver or they can donate their service credits to a beneficiary either directly or through a designated agency or organization for the use of a member over the age of sixty (60).

(B) Volunteers who are under the age of sixty (60) (donors) shall be eligible to receive credits on an hour-for-hour basis for the time they volunteer. These shall be donated to a beneficiary named at the time of registration.

(3) Donating Credits.

(A) If a volunteer sixty (60) years of age or older chooses to name a beneficiary rather than accumulate credits in his/her own name, s/he shall indicate this at the time of registration, giving the name of the person or organization and waiving all rights to personal redemption of credits.

(B) If an individual volunteer, either one who is sixty (60) years of age or older or one who is younger than sixty (60), chooses to change the name of his/her beneficiary or, for those sixty (60) and over, begins to accumulate credits in his/her own name, this shall be indicated in writing to the division and to the sponsoring agency. S/he shall complete a new registration form to be submitted to the division. That change can be made only once a year.

(4) Training of Volunteers

(A) A minimum of six (6) hours of training shall normally be provided to each volunteer prior to registration of the volunteer to provide respite care. In emergency situations, however, with prior approval of the division, the sponsoring agency may allow a volunteer, who is personally known to the recipient or his/her caregiver to provide service and receive credit after being given an abbreviated individualized training session focusing particularly on the code of ethics, emergency protocol, activities which can and cannot be performed and procedures for reporting hours. This emergency service cannot exceed thirty (30) days and during that time the volunteer shall complete the full training.

(B) The training program shall cover the following topics:

1. Psychological and physical aspects of aging;
2. Grief and bereavement issues;
3. Impact of caregiving;
4. Code of ethics;
5. Emergency protocol and emergency medical resources;
6. Activities which can and cannot be performed;
7. Recordkeeping and reporting hours;
8. Alzheimer's disease and behavior management;
9. Communication skills; and
10. Community resources and referrals.

(C) Following the initial training, all registered volunteers shall attend at least one (1) two (2)-hour in-service session each year.

(5) Code of Ethics.

(A) Volunteers shall receive information regarding the code of ethics from the sponsoring or participating agency responsible for training and shall sign an agreement to follow the code while participating in the OVSF program.

(B) The code of ethics is as follows:

1. OVSF volunteers shall NOT:
 - A. Use the service recipient's car;
 - B. Use the service recipient's telephone for personal calls;
 - C. Attempt to impose their own personal problems, religious beliefs or political beliefs on the service recipient;
 - D. Solicit or accept money, gifts or tips from the service recipient;
 - E. Bring friends or relatives to the service recipient's home;
 - F. Consume alcoholic beverages or use medicine or drugs for any purpose, other than medical reasons, in the service recipient's home or prior to service delivery; and
 - G. Breach the service recipient's privacy or confidentiality;

2. OVSF volunteers SHALL NOT consume the service recipient's food or drink or smoke in the service recipient's home unless prior approval has been given by BOTH the sponsoring agency supervisor and the family caregiver. Documentation of this agreement shall be made by the supervisor; and

3. OVSF volunteers may eat their personal meal in the service recipient's homes and use the service recipient's bathroom facilities.

AUTHORITY: sections 208.300–208.305, RSMo Supp. 1987. This rule previously filed as 13 CSR 15-3.030. Original rule filed Sept. 15, 1988, effective Jan. 27, 1989. Moved to 19 CSR 15-3.030, effective Aug. 28, 2001.*

**Original authority: 208.300–208.305, please see Revised Statutes of Missouri.*

19 CSR 15-3.040 Service Credits

PURPOSE: This rule sets forth the criteria for receipt of service credits and the amount of credits to be awarded for different types of service.

(1) Every volunteer (or beneficiary) shall receive one (1) hour of credit for one (1) hour of service unless the sponsoring agency indicates to the division that the recipient served has been designated by their agency as needing unusually complex care. In this case the volunteer shall receive one and one-half (1 1/2) hours of credit for each hour served to that recipient.

(A) As a recipient's condition will vary from time-to-time, it shall be the responsibility of the sponsoring agency to note on the volunteer's time sheet each time if s/he should receive the one and one-half (1 1/2) hours of credit.

(B) If there is no notation by the sponsoring agency on the time sheet, the division shall credit on an hour-for-hour basis.

(2) A volunteer can receive a maximum of ten (10) credits per week.

(3) A volunteer who is responsible for any aspect of the administration of the service credit program for an approved sponsoring agency shall be eligible to receive credit on an hour-for-hour basis provided s/he is receiving no pay for the work. The volunteer may donate these hours to a beneficiary if s/he chooses to do so.

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**Original authority: 208.300–208.305, please see Revised Statutes of Missouri.*

19 CSR 15-3.050 Redemption of Credits

PURPOSE: This rule sets forth the procedure to be followed by an individual who has service credits banked with the division and who, because of a need for service for him/herself or a family member, wants to draw on the credits.

(1) In order to redeem credits for services provided through the service credit program, the volunteer or his/her caregiver shall call the division's information and referral (I & R) number (1-800-235-5503) for the telephone number of the approved agency(ies) in the county or, if none, of the division's county office.

(A) If there is an approved agency serving the county—

1. The division's information and referral operator will call the agency office to inform them of the request for service and the number of credits available;

2. The agency shall then contact the local division office to request that a worker contact the volunteer or family member by phone to discuss the situation, determine the urgency for assistance and be sure that a higher level of need does not exist. The division shall make this contact and then inform the agency of the findings;

3. The agency shall then within five (5) working days either contact two (2) volunteers regarding availability and give their name(s) to the requestor so that s/he can make arrangements directly with the volunteer or shall match a volunteer directly; and

4. The volunteer shall turn in time sheets to the agency to be submitted to the division's central office for debiting the account of the person redeeming credits and to obtain credits for him/herself.

(B) If there is no approved agency—

1. The volunteer or family member shall call the local division office to request assistance;

2. The division worker will discuss the situation, confirm the need and determine the urgency;

3. The division worker will contact central office (314) 751-3082 to confirm name and number of hours of credit available;

4. The division worker will then contact an in-home service provider under contract with the division or the department. The worker will explain the situation, give the



number of credit hours available and request that the provider contact the requestor as soon as possible to make arrangements for assistance. If the agency is an approved respite care provider under Title XIX or receives other respite care funding authorized by the division, reimbursement will be at the respite care rate. If not, reimbursement will be at the in-home service rate;

5. The division worker shall send a follow-up letter of confirmation to the agency with a copy to the person redeeming credits authorizing the service (letter will give name, address, telephone number, OVS ID number of the person to receive assistance and will indicate rate of reimbursement and number of hours authorized); and

6. The agency will bill the division's central office for reimbursement for service.

(2) Bills for redemption of service credits shall be paid directly by the management services section of the division and the process shall not affect county allocations or require the division service staff on-site visiting time.

(3) Credits shall be earned and are redeemable only in Missouri.

AUTHORITY: sections 208.300–208.305, RSMo Supp. 1987. This rule previously filed as 13 CSR 15-3.050. Original rule filed Sept. 15, 1988, effective Jan. 27, 1989. Moved to 19 CSR 15-3.050, effective Aug. 28, 2001.*

**Original authority: 208.300–208.305, please see Revised Statutes of Missouri.*