

**Central Ohio Area Agency on Aging (COAAA)
ARPA TITLE III Service Specifications (September 2025)**

Visiting

Description:

Providing regular visits to isolated, homebound, or institutionalized older adults to reduce isolation and loneliness. Letter writing, reading letters, light household tasks, and conversation are typical activities of friendly visitors.

Client Eligibility:

- Age Requirement: Clients must be aged 60 or older.
- Residency: Clients must be residents of the COAAA service area (Delaware, Fairfield, Fayette, Franklin, Licking, Madison, Pickaway, Union counties).
- Must have functional limitations that affect their ability to socialize and participate in community activities.
- Priority may be given to individuals with the greatest social isolation and need for companionship.

Examples of Tasks:

- Regular visits, phone calls, or virtual connections to the client in their home or assisted living facility
- Engaging in conversations to alleviate loneliness and promote social interaction.
- Accompanying the client to community events, such as religious services, social gatherings, or recreational activities.
- Assisting with light household tasks, such as reading mail, writing letters, or organizing personal belongings.
- Providing emotional support and encouragement.
- Encouraging the client's engagement in hobbies or interests.
- Participating in activities that promote mental stimulation, such as puzzles or games.
- Note: Visiting must be unassociated with providing another service.

Worker Requirements:

- Volunteers may be used for service; paid staff is preferred.
- Providers should have experience working with older adults and understand their unique needs.
- Training on aging issues, effective communication, and recognizing signs of abuse or neglect is recommended.
- Providers should possess good interpersonal skills and a friendly demeanor.
- Criminal background screening and database searches are required for volunteers.
- Providers must comply with criminal records check requirements set forth in OAC 173-9-01 through 173-9-08 for all paid staff.

Supervision Requirements:

- Providers must have a designated supervisor or coordinator overseeing the program.
- Regular check-ins and communication between providers and supervisors are encouraged to address any concerns or issues.
- Supervisors may conduct and document periodic evaluations of the visitor's performance and provide feedback for improvement.

Documentation Requirements:

- Providers should maintain accurate records of client interactions, including visit dates, duration, and activities performed.
- Documentation should include any observations of the client's well-being, mood, or health status.
- Incident reports should be filed for any significant events, accidents, or changes in the client's condition.
- Providers are required to submit regular reports to COAAA via WellSky data collection software

Unit of Service:

Units of service can vary depending on the needs of the client and the available resources. Examples of units of service can include:

- One hour of friendly visiting in the client's home or community.
- Service must be one visit per client.
- Engaging in a phone conversation or virtual meeting (ie Zoom) with the client for one hour.