

§ 432.45

use of non-paid or partially paid volunteers in accordance with the requirements of this section.

(b) *Functions of volunteers.* The Medicaid agency must make use of volunteers in:

- (1) Providing services to applicants and recipients; and
- (2) Assisting any advisory committees established by the agency.

As used in this paragraph, "partially paid volunteers" means volunteers who are reimbursed only for actual expenses incurred in giving service, without regard to the value of the service or the time required to provide it.

(c) *Staffing.* The agency must designate a position whose incumbent is responsible for:

- (1) The development, organization, and administration of the volunteer program; and
- (2) Coordination of the program with related functions.

(d) *Recruitment, selection, training, and supervision.* The agency must have:

- (1) Methods of recruitment and selection that assure participation of volunteers of all income levels, in planning capacities and service provision; and
- (2) A program of organized training and supervision of volunteers.

(e) *Reimbursement of expenses.* The agency must—

- (1) Reimburse volunteers for actual expenses incurred in providing services; and
- (2) Assure that no volunteer is deprived of the opportunity to serve because of the expenses involved.

(f) *Progressive expansion.* The agency must provide for annual increase in the number of volunteers used until the volunteer program is adequate for the achievement of the agency's service goals.

Subpart C—Staffing and Training Expenditures

§ 432.45 Applicability of provisions in subpart.

The rates of FFP specified in this subpart C do not apply to State personnel who conduct survey activities and certify facilities for participation

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in Medicaid, as provided for under section 1902(a)(33)(B) of the Act.

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§ 432.50 FFP: Staffing and training costs.

(a) *Availability of FFP.* FFP is available in expenditures for salary or other compensation, fringe benefits, travel, per diem, and training, at rates determined on the basis of the individual's position, as specified in paragraph (b) of this section.

(b) *Rates of FFP.* (1) For skilled professional medical personnel and directly supporting staff of the Medicaid agency or of other public agencies (as defined in § 432.2), the rate is 75 percent.

(2) For personnel engaged directly in the operation of mechanized claims processing and information retrieval systems, the rate is 75 percent.

(3) For personnel engaged in the design, development, or installation of mechanized claims processing and information retrieval systems, the rate is 50 percent for training and 90 percent for all other costs specified in paragraph (a) of this section.

(4) [Reserved]

(5) For personnel administering family planning services and supplies, the rate is 90 percent.

(6) For all other staff of the Medicaid agency or other public agencies providing services to the Medicaid agency, and for training and other expenses of volunteers, the rate is 50 percent.

(c) *Application of rates.* (1) FFP is prorated for staff time that is split among functions reimbursed at different rates.

(2) Rates of FFP in excess of 50 percent apply only to those portions of the individual's working time that are spent carrying out duties in the specified areas for which the higher rate is authorized.

(3) The allocation of personnel and staff costs must be based on either the actual percentages of time spent carrying out duties in the specified areas, or another methodology approved by CMS.

(d) *Other limitations for FFP rate for skilled professional medical personnel and directly supporting staff—*(1) *Medicaid agency personnel and staff.* The rate of 75 percent FFP is available for skilled