

**REPORT OF THE
DEPARTMENT OF PROFESSIONAL AND
OCCUPATIONAL REGULATION**

Report on Addressing the Impact of the Aging of the Population

**TO THE GOVERNOR AND
THE GENERAL ASSEMBLY OF VIRGINIA**



**COMMONWEALTH OF VIRGINIA
RICHMOND
2006**



COMMONWEALTH OF VIRGINIA
DEPARTMENT OF PROFESSIONAL AND OCCUPATIONAL REGULATION

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MEMORANDUM

TO: The Honorable Timothy M. Kaine, Governor of Virginia
Members of the General Assembly

FROM: Jay W. DeBoer, Director *JW*

RE: **REPORT ON ADDRESSING THE IMPACT OF THE AGING OF THE
POPULATION PURSUANT TO HOUSE BILL 110 OF THE 2006
GENERAL ASSEMBLY**

Pursuant to House Bill 110, passed by the Virginia General Assembly in the 2006 Session, the Department of Professional and Occupational Regulation (DPOR) submits this report of its progress for addressing the impact of the aging of the population.

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REPORT

House Bill 110 (2006) amended *Code of Virginia* §2.2-5510 to require all agencies to report “its progress for addressing the impact of the aging of the population in at least five specific actions.”

This report responds to guidance from Secretary of Health and Human Resources Marilyn B. Tavenner in a memorandum dated August 25, 2006.

1. *To the extent such data is available, the number of persons who received services from the agency in the past fiscal year who fell into each of the following age ranges: 65-74; 75-84; and 85 and older. If the agency can provide data that compares such numbers to numbers of senior citizens served in the past, please do so. If the agency lacks specific information about the numbers of senior citizens it serves, but has other evidence indicating that it is serving more or fewer senior citizens than it has in the past, please describe the basis for that estimation.*

The Department does not collect data on the age ranges of persons it serves.

2. *Identify the agency services that are utilized by senior citizens 65 and older in significant numbers. Indicate whether the agency has the capacity at present to serve all interested seniors or whether the demand for certain services exceeds the agency's capacity. If so, does the agency maintain waiting lists for services?*

Senior citizens 65 and older are eligible to utilize all agency services. The Department currently meets all service demands of interested seniors.

3. *Identify current agency programs, specifically designed to serve seniors 65 and older, that fall into any of the following six categories: Health Care/Wellness; Education; Public Safety; Recreation; Financial Security (including Housing); and Transportation.*

Public Safety

While consumers of all ages are served through and affected by the agency's services, the Department places special emphasis on the need to prevent fraud and discrimination against older Virginians. Senior citizens are often targets for unscrupulous business practices, particularly in five areas under the Department's purview: construction and home repair; hearing aid specialists; cemeteries and pre-need burial contracts; opticians; and fair housing.

The Department hosts a dedicated hotline for seniors and their families and partners with law enforcement, other state agencies, and private-sector advocates such as AARP Virginia and Senior Navigator to promote elder fraud prevention and consumer protection for older Virginians. In addition, Department staff offer presentations to senior citizen organizations throughout the Commonwealth.

Financial Security (including Housing)

The Department administers and enforces the Virginia Fair Housing Law (Title 36, Chapter 5.1 of the *Code of Virginia*), which prohibits housing discrimination on the basis of “elderliness,” defined as age 55 and older.

4. *Identify the extent to which your agency provides “consumer-oriented” publications and websites online that are designed to be “senior-friendly.” If the information you currently provide is not readily accessible to seniors, identify any steps your agency is taking to improve accessibility.*

The Department offers “senior-friendly” print publications and a website section of consumer guides for older Virginians on: construction and home repair; hearing aid specialists; cemeteries and pre-need burial contracts; opticians; and fair housing. Information is provided to seniors online and through partnerships with local senior centers, the Department for the Aging, TRIAD chapters, AARP Virginia, Senior Navigator and other partners.

5. *Describe any other services or programs that the agency has implemented or plans to implement in the future to address the impact of the aging of Virginia’s population.*

The Department will continue its partnerships and sharing of best practices among all public agencies and private organizations targeting older Virginians to promote coordinated service delivery.

APPENDIX

CHAPTER 54

An Act to amend and reenact § 2.2-5510 of the Code of Virginia, relating to the effect of the aging population on state agencies.

[H 110]

Approved March 7, 2006

Be it enacted by the General Assembly of Virginia:

1. That § [2.2-5510](#) of the Code of Virginia is amended and reenacted as follows:

§ [2.2-5510](#). (Expires July 1, 2008) Strategic plan.

A. Each agency shall develop and maintain a strategic plan for its operations. The plan shall include:

1. A statement of the mission, goals, strategies, and performance measures of the agency that are linked into the performance management system directed by long-term objectives;
2. Identification of priority and other service populations under current law and how those populations are expected to change within the time period of the plan; ~~and~~
3. An analysis of any likely or expected changes in the services provided by the agency; *and*
4. *An analysis of the impact that the aging of the population will have on its ability to deliver services and a description of how the agency is responding to these changes. Based on guidance from the Secretary of Health and Human Resources, each agency shall report by October 1 of each year to the Governor and to the General Assembly its progress for addressing the impact of the aging of the population in at least five specific actions.*

B. Strategic plans shall also include the following information:

1. Input, output, and outcome measures for the agency;
2. A description of the use of current agency resources in meeting current needs and expected future needs, and additional resources that may be necessary to meet future ~~needs~~; and
3. A description of the activities of the agency that have received either a lesser priority or have been eliminated from the agency's mission or work plan over the previous year because of changing needs, conditions, focus, or mission.

C. The strategic plan shall cover a period of at least two years forward from the fiscal year in which it is submitted and shall be reviewed by the agency annually.

D. Each agency shall post its strategic plan on the Internet.