UNIVERSITY of VIRGINIA

Vice President and Chief Financial Officer

To: Governor and members of the General Assembly
Copy: John T. Casteen, Leonard W. Sandridge
From: Yoke San Reynolds, Vice President and Chief Financial Officer
Subject: Report to the Governor and the General Assembly on Impact of the Aging of the Population for the University of Virginia Academic Division
Date: September 22, 2006

Attached is the subject report for the University of Virginia Academic Division (Agency 207), as required by HB110 (Chapter 54, 2006 Session), which amended Va. Code §2.2-5510.

The bill provides that each state 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." HB2097 (Ch. 900, 2003 Session) created the Government Performance and Results Act and set out the requirements for state agencies to participate in a formal strategic planning process. The Department of Planning and Budget has stipulated that institutions of higher education are exempt from these provisions. The University of Virginia participates in a separate strategic planning process. Without waiving the exception specifically granted by the Department of Planning and Budget, the University of Virginia is submitting the report mandated under HB110 because the University understands the importance of this information to the Commonwealth.

Questions may be addressed to my office (434-924-0716) (ysr@virginia.edu) or Michael Schwartz of the University Human Resources Office (mbs7r@virginia.edu) (434-924-4379).

University of Virginia
Report to the Governor and the General Assembly
Impact of the Aging of the Population

HB 110 (Chapter 54, 2006 Session), (http://leg1.state.va.us/cgi-bin/legp504.exe?061+ful+CHAP0054) amended Va. Code §2.2-5510, to require each state agency include in its strategic plan "an analysis of the impact that aging of the population will have on its ability to deliver services and a description of how the agency is responding to these changes." Further, the bill provides that each state 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." **Please note: HB 2097 (Ch. 900, 2003 Session) created the Government Performance and Results Act and set out the requirements for state agencies to participate in a formal strategic planning process. The Department of Planning and Budget has stipulated that institutions of higher education are exempt from those provisions (See http://dpb.virginia.gov/sp/SPInstrux2005.pdf). The University of Virginia participates in a separate strategic planning process. Without waiving the exception specifically granted by DPB, the University of Virginia is submitting the report mandated under HB110 because the University understands the importance of this information to the Commonwealth.**

Pursuant to HB110, The University of Virginia submits the following 2006 Report:

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 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 University of Virginia is a tertiary educational institution primarily providing educational services to students whose ages, for most part, fall below the stated age ranges. However, in accordance with its mission of education, research and public service, the University also provides services of a more limited scope to employees and community members whose ages fall into the 65-older range (See Response to #2)

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?*

- **Tuition Waiver Program** (**www.uvacommunityscholar.info**) -School of Continuing & Professional Education: in compliance with the Senior Citizen Education Act, the University offers courses with tuition and certain fees waived for qualified senior citizens. Adequate capacity exists for this program to serve all interested seniors.
- **Community Scholar Program** (**www.uvacommunityscholar.info**) -School of Continuing & Professional Education: non-degree program offered to qualified community members including senior citizens interested in lifelong learning. Adequate capacity exists for this program to serve all interested seniors.
- **Aging 101**-**Institute on Aging** (**www.virginia.edu/aginginstitute/**) –Institute on Aging-Community lecture series describing UVa research relating to aging beginning in the fall of 2004; reservations are required for these events, but no interested individual has been turned away the day of the event.
- **Distinguished Speaker Series/External Speaker Series**-Institute on Aging (**www.virginia.edu/aginginstitute/**): the speakers in these series are usually well known in the aging field and their topics are relatively broad. These talks are usually advertised not only to University members but also the general public. Adequate capacity exists for this program to serve all interested seniors.
- **Eldercare Consultation Program** (**www.healthsystem.virginia.edu/internet/feap/elder-program-components.cfm**) -Faculty and Employee Assistance Program: provides a specific Eldercare Consultation Program for employees of UVA; adequate capacity exists for this program to serve all interested seniors; approximately 104 customers have been served since July 2005.
- **Alzheimer's Caregivers and Student Trainers Internet Project-**Community Partnership Project with UVa Claude Moore Health Sciences Library Outreach Program at the UVa College at Wise whose goal is to increase sense of community and support for caregivers of Alzheimer patients located in Southwest Virginia using Internet technology.
- **University of Virginia School of Medicine Office of Telemedicine-**Provides care to patients in nursing homes and consultations that improve access for the elderly.
- **Outreach Virginia Programs**-(http://www.virginia.edu/outreachvirginia) Office of Public Service and Outreach (http://www.virginia.edu/provost/pso/) Outreach Virginia sponsors a plethora of activities which vary from time to time. Examples relating to aging include
  -Adopt a Grandparent Program (http://scs.student.virginia.edu/~madison/grandparent/index.html): Administered through Madison House, this Program establishes a special one-to-one relationship between an UVa student and an elderly person living at home or in a local nursing home.
  -*Art stretchers*: (http://www.virginia.edu/artmuseum/): Arts enrichment program for seniors; includes tours and demonstrations
  -*Crescent Halls Nursing Clinic* (www.web.virginia.edu/outreach/cgi-bin/outreachvirginia/ProgDetails.pl?idnumber=463) : Public housing located in Charlottesville; has 108 residents most over 65, but some are disabled younger

people; operated by the Jefferson Area Board for Aging with a contractual arrangement with the UVa School of Nursing for a faculty member's services during the academic year; each week the clinic serves 20 people (15 over age 65); Nursing Alumni Association funded program serves another 15-20 residents who don't normally use the clinic but come for activities; Clinic serves approximately 2000 seniors; population of Crescent Halls limited by number of available residential units. No observable increase in demand for services in recent years.

 -*Jefferson Institute for Lifelong Learning*
(http://www.web.virginia.edu/outreach/cgi-bin/outreachvirginia/ProgDetails.pl?idnumber=365) : UVa-related foundation established to serve the ongoing educational interests of Charlottesville-Albemarle seniors; JILL has approximately 1000 registrations per year (data on JLL participant by age is not collected); many courses are taught by retired UVa faculty

-*Law Student Advocacy for the Elderly:*
(http://www.law.virginia.edu/html/academics/clinics.htm#1) Administered by the UVa Law School; Crescent Halls Clinic used as a base for Elderly Law Clinic Program; students represent elderly clients in negotiations, administrative hearings, and court proceedings on a variety of legal matters including wills and powers of attorney, guardianships, consumer issues, Medicaid and Medicare benefits, nursing home regulation and long-term care, elder abuse and neglect, and advance medical directives.

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.*

- *Health Care/Wellness*: Besides educating physicians, the School of Medicine also provides medical services to patients in the stated age ranges. The report for the latter service is incorporated in the separate HB110 Report submitted by Agency 209, University of Virginia Medical Center.
- *Education*: Tuition Waiver Program; Community Scholar Program; Jefferson Institute for Lifelong Learning; Art Stretchers; Geriatric Nurse Practitioner Program(Institute on Aging); Courses on Aging (College of Arts and Sciences, Curry School or Education, School of Nursing, School of Architecture, School of Law).
- *Public Safety*: Driving Safety Laboratory: does assessments on the driving abilities of seniors; patients receive reports and "compensatory strategies" to improve driving performance; cost is $300.
- *Recreation*: The University does not offer any intramural sports/recreation programs specifically designed for seniors; however, approximately 2% (55 out of 2600) of all recreation memberships are held by retired faculty.

- *Financial Security*: The University offers the full range of retirement options to faculty (faculty defined contribution plan) and staff (VRS); the University offers several courses through the School of Continuing & Professional Studies on investing, early retirement and financial security.
- *Transportation*: The University of Virginia Parking and Transportation Department offers several options targeted towards seniors. In addition to recognizing the state handicapped parking permit in University lots, UVa P&T provides reserved spaces in many lots for employees over 65 years old and can create individualized reserved spaces upon request. Also, the University bus system is open to all members of the University and Charlottesville community, and while statistics on the numbers of seniors using the system are not available, senior citizens do take advantage of this service. Further, University Parking and Transportation offers The University Transportation Service Demand and Respond Transportation Service (UTS DART) which has been developed to provide transportation to those who because of disability are unable to use the regular fixed route bus service.

4. ***Identify the extent to which your agency provides "consumer-oriented" publication 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.***

   All services offered to senior citizens by the University of Virginia are published on the University's website and are readily accessible.
   In addition, the University of Virginia is committed to providing assistive technological resources, (www.itc.virginia.ed/assistivetech/) both hardware and software for seniors and for others with special needs. In terms of Web accessibility, the University has implemented design, layout, graphical and content standards (www.itc.virginia.edu/desktop/web/accessibility/home.html) that are intended to promote accessibility and reduce or eliminate barriers to accessibility for the physically disabled and for seniors.

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.***

   Workforce Planning and Development: The University of Virginia has begun to address the impact of large numbers of baby-boomers moving through their retirement years. Led by the Strategic Workforce Planning and Development Steering Council chaired by Yoke San Reynolds, VP and Chief Financial Officer, the University is laying a foundation for U.Va. workforce planning and development by gathering information and developing understandings of what the institution needs to do to address the major issues and opportunities it faces. The

goal is to put processes and practices in place to ensure that we have the right people in the right place, at the right time, with the knowledge, skills, and abilities (i.e., the competencies) necessary achieve University, school, and departmental strategies, missions, and goals.

Basically, the strategic workforce planning and development process involves four steps: 1) Assess the current workforce; 2) Analyze and predict the future workforce; 3) Identify or predict "gaps"; and 4) Develop strategies and action plans to close gaps.

To these ends, studies are underway to understand and analyze the current U.Va. workforce demographics and trends (e.g. average age, years of service, proximity to retirement age, turn-over, diversity indicators, etc.). Identifying or predicting gaps is most simply about estimating the additional numbers of people required to fill vacancies or future openings. Strategies to address gaps are already being formulated and put in place. One example is our focus on supervisory management training and development. This is a first step in the planning to ensure we have, and can develop, the staff, professional, management, administrative, and leadership competencies required to successfully assume increased autonomy, efficiency, effectiveness, and growth in all our operations and services.

Other opportunities being considered include the development of strategic workforce planning and development models plus tools and information to be used by University organizations participating in workforce planning and development at their level.