

**REPORT OF THE
VIRGINIA DEPARTMENT
FOR THE AGING**

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 for the Aging
Julie Christopher., Commissioner

MEMORANDUM

TO: The Honorable Tim Kaine, Governor of Virginia
Members of the General Assembly

FROM: Julie Christopher, Commissioner



DATE: October 1, 2006

**SUBJECT: Report on the Response of the Department for The Aging to
House Bill 110 (2006 General Assembly) Concerning the Impact of
the Aging Population**

Pursuant to House Bill 110, passed by the Virginia General Assembly in the 2006 Session, the Department for the Aging (VDA) submits this report its activities addressing the growth in the aging population.

PREFACE

The 2006 General Assembly enacted legislation to amend the *Code of Virginia* relative to state agency strategic plans. Provisions in Chapter 54 of the 2006 Acts of Assembly were intended to establish criteria for those plans, including content, measurements and timeframes. The amendment (§ 2.2-5510-A.4) expands those criteria as follows:

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

“.....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.”

In accordance with additional guidance from the Secretary of Health and Human Resources, this report contains an analysis of the impact of the aging population on the Virginia Department for the Aging and the agency’s response.

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EXECUTIVE SUMMARY

Projected changes in the demographic profile of Virginia into the early decades of the 21st century will impact every facet of life for both the young and old, particularly in the areas of health care, education, transportation, employment, and retirement. By the year 2030, 25% of all Virginians will be age 60 and older. Many --- but not all --- will be healthier, better educated, and more financially secure than their parents and grandparents and will be able to use their wisdom and experience to help the generations that follow. On the other hand, there will be three times as many Virginians age 85 and older, a group most likely to need community support at home or high quality, cost-effective care in long-term care facilities.

So what does the growth in the older population mean for the Commonwealth, particularly for those state agencies that provide services most often used by older and disabled citizens? The raw numbers suggest that an aging population will likely increase the demand and the cost of currently-provided state (as well as local) agency services. Yet today, state and local agency staff report being unable to meet even current levels of service demand much less an increase in future demands. And on top of that, agency staff as well as older citizens, characterize Virginia's approach to service delivery as a "patchwork" or fragmented system of care.

The following critical actions should guide Virginia's preparations to serve an aging Commonwealth:

- Virginia will implement a No Wrong Door approach to federal and state-funded long-term care services.
- Virginia will provide funding for local Area Agencies on Aging to address their waiting lists for critical services.
- Virginia will encourage all citizens to plan for their future to assure a healthy and financially secure old age.

REPORT

INTRODUCTION

Projected changes in the demographic profile of Virginia into the early decades of the 21st century will impact every facet of life for both the young and old, particularly in the areas of health care, education, transportation, employment, and retirement. By the year 2030, 25% of all Virginians will be age 60 and older. Many --- but not all --- will be healthier, better educated, and more financially secure than their parents and grandparents and will be able to use their wisdom and experience to help the generations that follow. On the other hand, there will be three times as many Virginians age 85 and older, a group most likely to need community support at home or high quality, cost-effective care in long-term care facilities.

THE DEMOGRAPHIC IMPERATIVE

The 2000 population census reported 1,065,502 persons age 60 and over in Virginia, comprising 15.1 percent of the total population. Older Virginians' share of the total population varies across the Commonwealth among the 25 local Area Agencies on Aging (AAA), ranging from 7.6 to 23.7 percent of the total population. The oldest, most frail group of older Virginians (age 85 and older) comprises roughly 8 percent of the total population age 60 and older. However, the oldest group's share of the total older population ranges from a low of 5.5 percent in Prince William County to a high of 11 in Alexandria.

Virginia's older population (those age 60 and over) increased by 17.1 percent between 1990 and 2000, from 909,906 to 1,065,502 persons. The number of older Virginians of racial and ethnic minority groups (i.e. all non-whites and white Hispanics) grew at twice the rate of older white, non-Hispanic Virginians over the decade, reflecting the increasing diversity of the total population. Virginia's population age 60 and under is comprised of a higher percentage (68.4 percent) of minority and Hispanic persons than the population over the age of 60 (80.1 percent), reflecting greater racial and ethnic diversity in Virginia's younger population. As Virginia's population continues to age, the racial and ethnic composition of its older population will more closely resemble the greater racial and ethnic diversity of today's younger population.

Almost 20 percent of Older Virginians are a racial or ethnic minority. However, the racial and ethnic diversity of Virginia's older population is unevenly distributed geographically among the 25 AAAs. The black, non-Hispanic population comprises the largest minority group among the elderly (15.5 percent of the total), followed by the Asian, non-Hispanic population (2.1percent). The black, non-Hispanic minority population comprised greater than 95 percent of the older minority population in "Southside" Virginia and on the "Eastern Shore". In contrast, in the far Southwest part of the state and much of Northern Virginia, black non-Hispanic elderly make up less

than 50 percent of the minority elderly population, while the Asian non-Hispanic elderly make up much larger shares.

VIRGINIA'S CHALLENGE

A tidal wave is approaching Virginia! A virtual tsunami of aging citizens will sweep over the Commonwealth by 2030. It is projected that by the year 2030 we will have 1.3 million more older Virginians than we had in 2000. This will be an increase of 120%. Today, older citizens comprise 15% of the Commonwealth's population, but this will increase to 22% by 2020 and to 25% by 2030. This means that one in every four Virginians will be age 60 or older with the greatest growth rate among those persons 80 years of age or older.

So what does this growth mean for the Commonwealth, particularly for those state agencies that provide services most often used by older and disabled citizens? The raw numbers suggest that an aging population will likely increase the demand and the cost of currently-provided state (as well as local) agency services. Yet today, state and local agency staff report being unable to meet even current levels of service demand much less an increase in future demands. And on top of that, agency staff as well as older citizens, characterize Virginia's approach to service delivery as a "patchwork" or fragmented system of care.

A series of studies over the past decade have documented the fragmentation of services for older Virginians. These include studies by the Secretary of Health and Human Resources in 1992, the Joint Commission on Health Care in 1998, and the Joint Legislative Audit and Review Commission in 1999.

THE CURRENT CAPACITY OF THE AGING NETWORK

The Virginia Department for the Aging (VDA) is the Commonwealth's designated state unit on aging as required by the Older Americans Act and the federal Administration on Aging. As one of 57 state units on aging in the nation, the department is responsible for planning, coordinating, funding, and evaluating programs for older Virginians made possible through funding from both the Older Americans Act and from the Virginia General Assembly. These programs, provided by the 25 local AAAs (see list and map attached) and their subcontractors include a range of nutrition, transportation, health, education, and social services to improve the quality of life for older Virginians. The department also provides counseling, assistance, and referral related to legal issues, consumer fraud, and long-term care.

Total Clients Served

As one network within the long-term care service system, VDA and the 25 local AAAs provided services to 59,196 Virginians aged 60 and older during the fiscal year which ended 9/30/05. At the request of the Secretary of Health and Human Resources, we are also providing numbers of clients served for the following specific age categories:

Ages 65-74	15,829 clients
Ages 75-84	25,531 clients
Ages 85 and older	16,042 clients

Note that both federal and state funding for services to older Virginians use 60 as the age of eligibility.

Critical Services Provided

The AAAs reported providing the following units of service to the following clients for eight (8) critical community-based services for the fiscal year ending 9/30/05:

<u>Service Activity</u>	<u>Clients Served</u>	<u>Service Units</u>	<u>Service Costs</u>
Home Delivered Meals	13,827	2.63 million meals	\$10,716,000
Congregate (Group) Meals	16,818	905 thousand meals	\$7,474,000
Transportation	8,236	529,720 one-way trips	\$5,065,000
Information & Referral	19,471	150,823 contacts	\$3,455,000
Care Coordination	2,649	43,682 hours	\$2,770,000
Homemaker Services	2,404	159,654 hours	\$2,385,000
Adult Day Care	375	156,539 hours	\$2,199,000
Personal Care	1,157	163,958 hours	\$2,108,000

Unmet Demand for Services

The demand for services from AAAs continues to rise each year and the demand continues to exceed the capacity of the network to provide the needed services. AAAs submit regular reports to VDA of the demand for six core services which they are unable to meet due to insufficient funding. This “unmet demand” report lists the numbers of actual persons who have applied for one of six core services, been determined to be eligible and in need of the service, but who were placed on a waiting list or otherwise failed to receive the amount of needed service because the AAA did not have the funding. The most recent report for the single month of April, 2006 provided the following figures on unmet demand:

Adult Day Care	88 persons unserved and 39 underserved
Home Delivered Meals	894 persons unserved and 3,236 underserved
Homemaker Services	1,206 persons unserved and 635 underserved
Personal Care Services	309 persons unserved and 396 underserved
Residential Repair Services	627 persons unserved and 7 underserved
Transportation	520 persons unserved and 755 underserved

Current Agency Programs

VDA and the AAAs provide a range of services designed to meet the unique needs of the older citizens living in the various and diverse regions and communities

found throughout the Commonwealth. As a result, services may vary from Northern Virginia to Southwestern Virginia or Southside Virginia. The aging network provides the following general categories of services depending upon the location:

- *Health Care/Wellness* services include Personal Care services, Nutrition services (congregate and home delivered meals), Homemaker services, Adult Day Care services, Case Management/Care Coordination services, Residential Repair and Renovation services, Disease Prevention and Health Promotion services, Ombudsman services, as well as services through the Virginia Insurance Counseling and Assistance Program (VICAP) including prescription drug assistance counseling and Medicare Part D counseling.
- *Education* services include Information, Referral, and Access services, Counseling and Referral around the Senior Citizens Higher Education Act, and counseling through VICAP.
- *Public Safety* services include Crime Prevention Counseling, Education, and Outreach programs. The network also provides limited legal assistance services and counseling.
- *Recreation* services include Recreation and Socialization services at congregate nutrition sites, community centers, and adult day care centers.
- *Financial Security (including Housing)* services include Money Management services, Public Guardianship services, Home Equity Conversion counseling, general counseling and referral around safe & affordable housing, and counseling through VICAP. The network also provides limited legal assistance services and counseling.
- *Transportation* services include both fixed route and on-demand transportation programs that carry older persons to the doctor, grocery store, pharmacy, and other locations in their community.

Publications and Websites

VDA provides more than forty publications targeted to the needs of older Virginians and their families including:

- A Consumers Guide to Long-Term Care in Virginia.
- Tools for Life Planning (Wills & Advanced Directives).
- Guardianship and Conservatorship in Virginia booklet.
- Choosing a Dementia Special Care Unit booklet.
- Long-Term Care Provider Directory (list of licensed health care facilities, assisted living facilities, adult day care centers, and home health agencies).
- Preventing Suicide Among the Aging in Virginia brochure.
- Preparing for Severe Weather pamphlet.

- West Nile Virus pamphlet.
- Retirement and Finances booklet.
- Monthly Personal Health Care Journal.
- A Guide for Grandparents Caring for their Grandchildren.
- Dementia and Driving brochure.
- Tax Relief for Older and Disabled Virginians.
- A Resource Guide to Home Care in Virginia.

Publications are available by calling VDA's toll free phone number (1-800-552-3402), through the VDA website, or by FAX or written request.

VDA has two websites for older Virginians and their families. The VDA website at www.vda.virginia.gov which contains information about Virginia's aging network and the various programs and services available to older Virginians. It also contains a downloadable copy of all our publications.

VDA also sponsors www.GrandDriver.net. This website has information about aging and driving and is designed to help older drivers, their families, and their health care providers with information about staying safe and mobile.

THE FUTURE OF AGING IN VIRGINIA

The following critical actions should guide Virginia's preparations to serve an aging Commonwealth:

- **Virginia will implement a No Wrong Door approach to federal and state-funded long-term care services**
 - ✓ VDA, working with the Secretary of Health and Human Resources, will lead the development of a No Wrong Door approach to long-term support services for aging and disabled Virginians (as recommended in HJR 657 from the 2005 legislative session).
 - ✓ To achieve this goal, VDA will work with the Secretary to provide leadership to the Statewide Advisory Council for the Integration of Community-Based Services (SACICS).
 - ✓ Working with the members of SACICS, VDA will coordinate the Commonwealth's efforts to address the impending barriers to a No Wrong Door approach (including confidentiality issues, data sharing, multiple funding streams and eligibility requirements, etc.).
 - ✓ VDA will continue to provide leadership and coordination for the *Aging and Disability Resource Center* (ADRC) grant that provides funding to pilot test a No Wrong Door Approach in selected local communities.

- **Virginia will provide funding for local Area Agencies on Aging to address their waiting lists for critical services.**
 - ✓ Many of Virginia’s 25 local AAAs have more eligible frail older persons apply for services than they can afford to serve. Once an AAA has filled all its available service slots, eligible applicants are placed on a waiting list for services. .
 - ✓ AAAs are seeking additional state general funds to address these waiting lists. Additional funding would be used to provide additional meals for frail, homebound older persons (nutrition services) and core community-based services to support independent living and avoid inappropriate institutionalization.

- **Virginia will encourage all citizens to plan for their future to assure a healthy and financially secure old age.**
 - ✓ Research shows that many younger and middle-aged persons do not want to think about their future long-term support needs and therefore fail to plan appropriately. If individuals and families are more aware of their potential need for long-term support and services as they age, they are more likely to take steps to prepare for their future.
 - ✓ From a public policy perspective, increased planning for long-term support will likely increase private financing for services, and may reduce the burden on publicly-funded programs.
 - ✓ Virginians can “own their future” by preparing for their future long-term support needs. They can purchase long-term care insurance or otherwise engage in financial planning activities that will ensure their ability to purchase needed long-term support services when the time comes.
 - ✓ VDA will promote personal responsibility for planning for one’s aging and retirement through the Own Your Future educational campaign.

Attachment
AREA AGENCIES ON AGING IN VIRGINIA

**Planning
 & Service**

Area	Agency	Jurisdictions Served
1	MOUNTAIN EMPIRE OLDER CITIZENS, INC. 1-A Industrial Park Rd PO Box 888 Big Stone Gap, VA 24219-0888 Marilyn Pace Maxwell, Executive Director Phone: 276-523-4202 Fax: 276-523-4208 Toll-free: 1- 800-252-6362	<i>Counties of Lee, Scott and Wise. City Of Norton.</i> Agency e-mail: meoc@meoc.org Website Address: http://www.meoc.org/
2	APPALACHIAN AGENCY FOR SENIOR CITIZENS, INC. 216 College Ridge Rd, Wardell Industrial Park P.O. Box 765 Cedar Bluff, VA 24609-0765 Diana Wallace, Executive Director Phone: 276-964-4915 or 963-0400 Fax: 276-963-0130 Toll-free: 1-800-656-2272	<i>Counties of Buchanan, Dickenson, Russell, and Tazewell.</i> Agency e-mail: aasc@aasc.org Website Address: http://www.aasc.org/
3	DISTRICT THREE SENIOR SERVICES 4453 Lee Highway Marion, VA 24354-4269 Mike Guy, Executive Director Phone: (276) 783-8157 Fax: 276-783-3003 Toll-free: 1-800-541-0933	<i>Counties of Bland, Carroll, Grayson Smyth, Washington, and Wythe. Cities of Bristol and Galax</i> Agency e-mail: district-three@smyth.net Website Address: http://www.district-three.org
4	NEW RIVER VALLEY AGENCY ON AGING 141 E Main St Pulaski, VA 24301-5029 Tina King, Acting Executive Director Phone: 540-980-7720 or 639-9677 Fax: 540-980-7724 Toll-free: 1-866-260-4417	<i>Counties of Floyd, Giles, Montgomery, and Pulaski. City of Radford</i> Agency e-mail: nrvaoa@psknet.com Website address: N/A
5	LOA - AREA AGENCY ON AGING, INC. 706 Campbell Ave., SW P.O. Box 14205 Roanoke, VA 24038-4205 Susan Williams, Executive Director Phone: 540-345-0451 (Roanoke Valley) Alleghany Highlands: (540) 962-0465, Botetourt County: (540) 966-1094 & (540) 884-2892 Craig County: (540) 864-6031 Fax: 540-981-1487	<i>Counties of Alleghany, Botetourt, Craig, and Roanoke Cities of Covington, Roanoke and Salem</i> Director e-mail: sbwloa@loaa.org Agency e-mail: info@loaa.org Website Address: http://www.loaa.org/

APPENDIX A

Agency	Jurisdictions Served
<p>6 VALLEY PROGRAM FOR AGING SERVICES, INC. 325 Pine Avenue P.O. Box 817 Waynesboro, VA 22980-0603 Paul Lavigne, Executive Director Phone: 540-949-7141 Fax: 540-949-7143 Toll-free: 1-800-868-8727</p>	<p><i>Counties of Augusta, Bath, Highland Rockbridge, and Rockingham. Cities of Buena Vista, Harrisonburg, Lexington, Staunton, and Waynesboro.</i></p> <p>Director e-mail: paul@vpas.info Agency e-mail: vpas@ntelos.net Website Address: N/A</p>
<p>7 SHENANDOAH AREA AGENCY ON AGING, INC. 207 Mosby Lane Front Royal, VA 22630-3029 Helen M. Cockrell, Executive Director Phone: 540-635-7141 Fax: 540-636-7810 Toll-free: 1-800-883-4122</p>	<p><i>Counties of Clarke, Frederick, Page, Shenandoah, and Warren. City of Winchester.</i></p> <p>Director e-mail: helen.cockrell@shenandoahaaa.com Agency e-mail: saaa@shenandoahaaa.com Website Address: http://www.shenandoahaaa.com</p>
<p>8A ALEXANDRIA OFFICE OF AGING and ADULT SERVICES 2525 Mount Vernon Avenue - Unit 5 Alexandria, VA 22301-1159 MaryAnn Griffin, Director Phone: 703-838-0920 Fax: 703-838-0886</p>	<p><i>City of Alexandria.</i></p> <p>Director e-mail: MaryAnn.Griffin@alexandriava.gov Website Address: http://ci.alexandria.va.us/dhs/community_partners/aging_netwk.html</p>
<p>8B ARLINGTON AGENCY ON AGING c/o Department of Human Services 3033 Wilson Blvd, Suite 700B Arlington, VA 22201-3843 Terri Lynch, Director Phone: 703-228-1700 Fax: 703-228-1148</p>	<p><i>County of Arlington.</i></p> <p>Director e-mail: tlynch@arlingtonva.us Agency e-mail: arlaaa@arlingtonva.us Website Address: www.arlingtonva.us/departments/HumanServices/services/aging/aaa/HumanServicesServicesAgingAaaAgencyonAging.aspx</p>
<p>8C FAIRFAX AREA AGENCY ON AGING 12011 Government Center Pkwy Ste 708 Fairfax, VA 22035-1104 Grace Starbird, Director Phone: 703-324-5411 Fax: 703-449-8689 Toll-Free: 1-866-503-0217</p>	<p><i>County of Fairfax. Cities of Fairfax and Falls Church</i></p> <p>Director e-mail: grace.starbird@fairfaxcounty.gov Website Address: http://www.fairfaxcounty.gov/aaa/</p>
<p>8D LOUDOUN COUNTY AREA AGENCY ON AGING 215 Depot Court SE, 2nd Floor Leesburg, VA 20175-3017 Lynn A Reid, Director Phone: 703-777-0257 Fax: 703-771-5161</p>	<p><i>County of Loudoun.</i></p> <p>Director e-mail: lreid@loudoun.gov Agency e-mail: prcs@loudoun.gov Website address: http://www.co.loudoun.va.us/prcs/aaa/index.htm</p>

APPENDIX A

Agency	Jurisdictions Served
8E PRINCE WILLIAM AREA AGENCY ON AGING 7987 Ashton Avenue, Suite 231 Manassas, VA 20109-2885 Toni Clemons-Porter, Acting Director Phone: 703-792-6400 Director e-mail: tclemons-porter@pwcgov.org Fax: 703-792-4734 Website Address: http://www.pwcgov.org/aoa/default.htm	<i>County of Prince William. Cities of Manassas and Manassas Park.</i>
9 RAPPAHANNOCK-RAPIDAN COMMUNITY SERVICES BOARD 15361 Bradford Road P.O. Box 1568 Culpeper, VA 22701-1568 Brian D. Duncan, Executive Director Phone: 540-825-3100 Fax: 540-825-6245 Director e-mail: bduncan@rrcsb.org TDD: 540-825-7391 Agency e-mail: rrcsb@rrcsb.org Website Address: N/A	<i>Counties of Culpeper, Fauquier Madison, Orange, and Rappahannock.</i>
10 JEFFERSON AREA BOARD FOR AGING 674 Hillsdale Drive, Suite 9 Charlottesville, VA 22901-1799 Gordon Walker, CEO Director e-mail: gwalker@jabacares.org Phone: 434-817-5222 Agency e-mail: info@jabacares.org Fax: 434-817-5230 Website Address: http://www.jabacares.org Senior Centers: Fluvanna Co: (434) 842-3693, Greene Co: (434) 985-2869, Louisa Co (540) 967-4433, Nelson Co (434) 263-7155	<i>Counties of Albemarle, Fluvanna, Greene, Louisa, and Nelson. City of Charlottesville.</i>
11 CENTRAL VIRGINIA AREA AGENCY ON AGING, INC. 3024 Forest Hills Circle Lynchburg, VA 24501-2312 Dan Farris, Executive Director Director e-mail: dfarris@cvaaa.com Phone: 434-385-9070 Agency e-mail: cvaaa@cvaaa.com Fax: 434-385-9209 Website Address: http://www.cvaaa.com	<i>Counties of Amherst, Appomattox, Bedford, and Campbell. Cities of Bedford and Lynchburg.</i>
12 SOUTHERN AREA AGENCY ON AGING, INC. 433 Commonwealth Blvd E, Ste. A Martinsville, VA 24112-2020 Teresa Carter, Executive Director Phone: 276-632-6442 Agency e-mail: saaa@southernaaa.org Fax: 276-632-6252 Director e-mail: tcarter@southernaaa.org Toll-free: 1-800-468-4571 Website Address: http://www.southernaaa.org/	<i>Counties of Franklin, Henry, Patrick, and Pittsylvania. Cities of Danville and Martinsville.</i>
13 LAKE COUNTRY AREA AGENCY ON AGING 1105 West Danville Street South Hill, VA 23970-3501 Ed Taylor, Executive Director Phone: 434-447-7661 Fax: 434-447-4074 Agency e-mail: lakecaaa@lcaaa.org Toll-free: 1-800-252-4464 Website Address: http://www.lcaaa.org/	<i>Counties of Brunswick, Halifax, and Mecklenburg.</i>

APPENDIX A

Agency	Jurisdictions Served
<p>14 PIEDMONT SENIOR RESOURCES AREA AGENCY ON AGING, INC. Inverness Rd & Rt 624 P.O. Box 398 Burkeville, VA 23922-0398 Ronald Dunn, Executive Director Phone: 434-767-5588 Agency e-mail: psraaa@earthlink.net Fax: 434-767-2529 Website Address: N/A Toll-free: 1-800-995-6918</p>	<p><i>Counties of Amelia, Buckingham, Charlotte, Cumberland, Lunenburg, Nottoway, and Prince Edward</i></p>
<p>15 SENIOR CONNECTIONS The Capital Area Agency On Aging, Inc. 24 E Cary Street Richmond, VA 23219-3796 Dr. Thelma Bland Watson, Executive Director Phone: 804-343-3000 Fax: 804-649-2258 Director e-mail: twatson@youraaa.org Toll-free: 1-800-989-2286 Website Address: http://www.seniorconnections-va.org</p>	<p><i>Counties of Charles City, Chesterfield, Goochland, Hanover, Henrico, New Kent and Powhatan. City of Richmond.</i></p>
<p>16 RAPPAHANNOCK AREA AGENCY ON AGING, INC 171 Warrenton Rd Fredericksburg, VA 22405-1343 Jim Schaefer, Executive Director Phone: 540-371-3375 Agency e-mail: info@raaa16.org Fax: 540-371-3384 Director e-mail: jschaefer@raaa16.org Toll-free: 1-800-262-4012 (Virginia only) Website Address: http://www.raaa16.org</p>	<p><i>Counties of Caroline, King George, Spotsylvania, and Stafford. City of Fredericksburg.</i></p>
<p>17/18 BAY AGING 5306 Old Virginia St PO Box 610 Urbanna, VA 23175-0610 Allyn Gemerek, President Phone: 804-758-2386 Fax: 804-758-5773 Toll-free: 1-866-758-2386</p>	<p><i>Counties of Essex, Gloucester, King and Queen, King William, Lancaster, Mathews, Middlesex, Northumberland, Richmond and Westmoreland</i></p> <p>Director e-mail: ksheldon@bayaging.org Agency e-mail: rharris@bayaging.org Website Address: http://www.bayaging.org/</p>
<p>19 CRATER DISTRICT AREA AGENCY ON AGING 23 Seyler Drive Petersburg, VA 23805-9243 David Sadowski, Executive Director Phone: 804-732-7020 Fax: 804-732-7232</p>	<p><i>Counties of Dinwiddie, Greensville, Prince George, Surry, and Sussex. Cities of Colonial Heights, Emporia, Hopewell, and Petersburg.</i></p> <p>Agency e-mail: craterdist@aol.com Website Address: http://www.cdaaa.org</p>

APPENDIX A

Agency

Jurisdictions Served

- 20 SENIOR SERVICES OF SOUTHEASTERN VIRGINIA**
Interstate Corporate Center, Bldg 5
6350 Center Drive, Suite 101
Norfolk, VA 23502-4101
John Skirven, Executive Director Director e-mail: jskirven@ssseva.org, sevamp1@cox.net
Phone: 757-461-9481* Agency e-mail: services@ssseva.org
*Chesapeake, Norfolk, Portsmouth & Virginia Beach
Franklin: 757-569-8206, Isle of Wight: 757-357-4050, Southampton: 757-653-2105, Suffolk: 757-934-1661
Ombudsman Toll-Free Phone: 1-800-766-8059
FAX: 757-461-1068 Website Address: <http://www.ssseva.org/>
- 21 PENINSULA AGENCY ON AGING**
739 Thimble Shoals Blvd, Executive Center
Building 1000, Suite 1006
Newport News, VA 23606-3585
William Massey, Executive Director Director e-mail: ceo@paainc.org
Phone: 757-873-0541 Agency e-mail: information@paainc.org
Fax: 757-873-1437 Website Address: <http://www.paainc.org/>
Toll-free for Peninsula Area Residents: 757-873-0541
- 22 EASTERN SHORE AREA AGENCY ON AGING COMMUNITY ACTION AGENCY, INC.**
36282 Lankford Hwy
Colonial Square – Suite 13-D
P.O. Box 415
Belle Haven, VA 23306-0415
Diane Musso, Executive Director
Phone: 757-442-9652
Fax: 757-442-9303 Agency e-mail: esaaacaa@intercom.net
Toll-Free 1-800-452-5977 Website Address: N/A

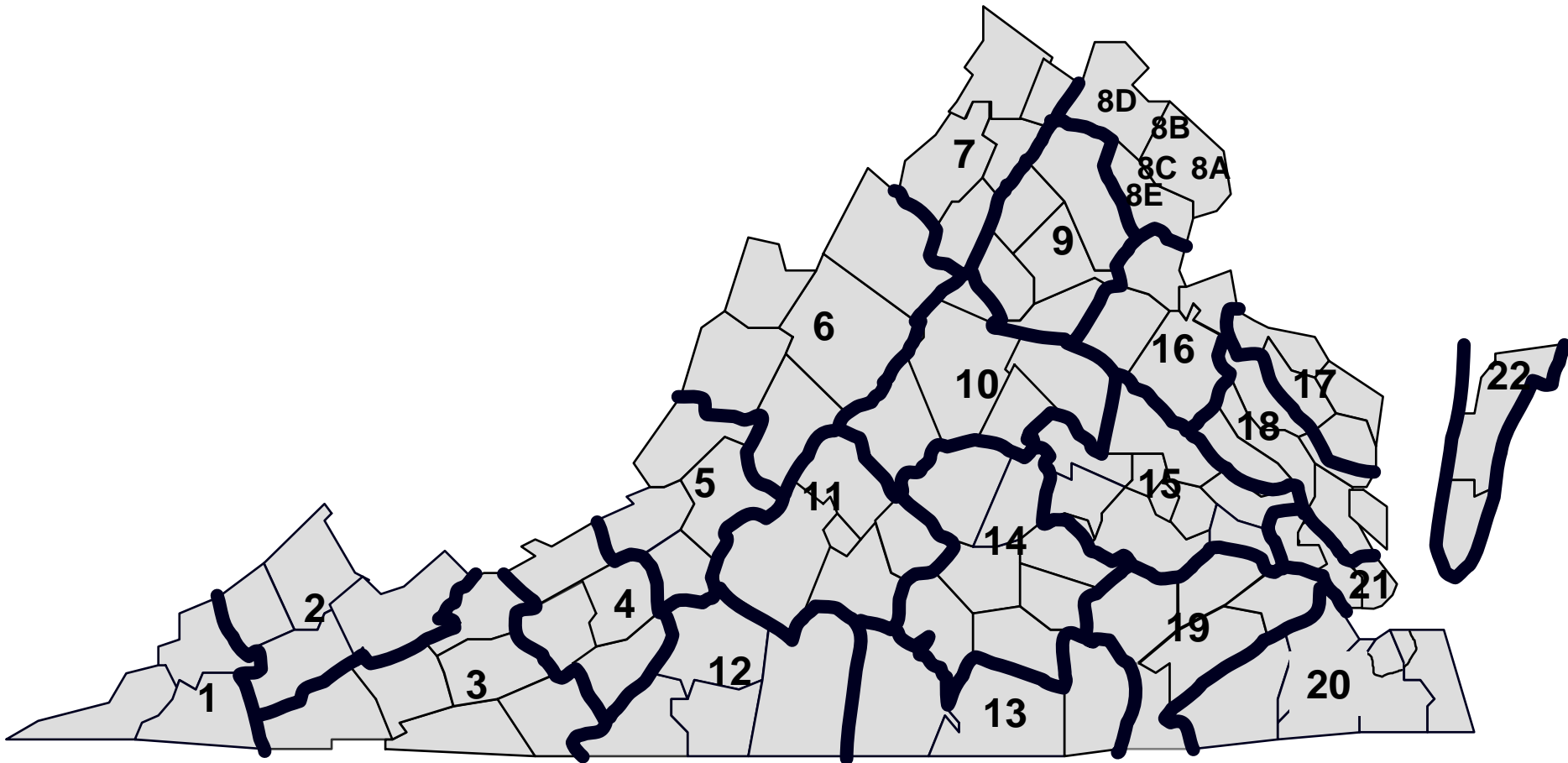
Virginia Department for the Aging
1610 Forest Avenue, Suite 100
Richmond, VA 23229
Phone: 804-662-9333
Fax: 804-662-9354
Toll-free: 1-800-552-3402
Website Address: www.vda.virginia.gov

Virginia Department for the Aging
9/26/2006

Appendix B

Virginia's Area Agencies for Aging

See Agency List to Match Numbers with Agencies



Appendix C

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.