



# COMMONWEALTH of VIRGINIA

## Department of General Services

Richard F. Sliwoski, P.E.  
Director

Joseph F. Damico  
Deputy Director

Marc D. Follmer  
Deputy Director

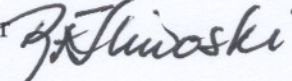
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September 20, 2006

### MEMORANDUM

**To:** The Honorable Timothy M. Kaine, Governor  
Members, General Assembly,  
c/o Division of Legislative Automated Systems

**Through:** The Honorable Viola O. Baskerville,  
Secretary of Administration

**From:** Richard F. Sliwoski, P.E., Director 

**Re:** **HB 110 Reporting**

HB 110 (2006 Session) amended Va. Code §2.2-5510 to require that each state agency include in its strategic plan "*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.*" Va. Code §2.2-5510(A.4.) provides that "*(b)ased 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.*"

The Department of General Services is a service organization that supports state agencies and institutions, local governments and the federal government in a variety of ways. The agency is comprised of the Division of Engineering and Buildings, the Division of Purchase and Supply, the Division of Consolidated Laboratories, the Division of Real Estate Services, the Office of Fleet Management Services and the Office of Graphic Communications.

Our Strategic Plan has been reviewed for any impact the aging of the population will have on our ability to deliver services, and we find no direct impact. However, as we plan and carryout our missions, we will continue to consider the effects of the aging population on our programs and our ability to adequately provide services.

The 2006 report for the Department of General Services as required by Va. Code §2.2-5510(A)(4) is attached.

Attachment

cc: The Honorable Marilyn B. Tavenner  
Secretary of Health and Human Resources

**COMMONWEALTH OF VIRGINIA**  
**DEPARTMENT OF GENERAL SERVICES**

**ANNUAL REPORT ADDRESSING THE IMPACT OF  
THE AGING POPULATION ON THE ABILITY OF  
THE DEPARTMENT OF GENERAL SERVICES TO  
DELIVER SERVICES**

September 30, 2006

## EXECUTIVE SUMMARY

Virginia Code § 2.2-5510 (A.4.) requires each state agency to include in its strategic plan "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." Virginia Code § 2.2-5510 (A.4.) provides that "(b)ased 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."

The Department of General Services (DGS) is a service organization that supports state agencies and institutions, local governments and the federal government in a variety of ways. The agency is comprised of the Division of Engineering and Buildings, the Division of Purchase and Supply, the Division of Consolidated Laboratories, the Division of Real Estate Services, the Office of Fleet Management Services and the Office of Graphic Communications.

We have addressed the issues based on guidance from Secretary Tavenner as required by Va. Code §2.2-5510(A.4). We find that:

- DGS does not provide direct services to individuals and we have no statistical information on services provided to any persons or specific groups.
- DGS does not provide services that are specifically utilized by senior citizens.
- DGS has no programs specifically designed to serve seniors.
- The DGS website was developed to provide accessibility but the web pages are not currently fully accessible. We are committed to provide full accessibility as resources permit.
- DGS has a representative working with the Olmstead Project so we can quickly respond to any support needs and provide technical assistance as needed.
- DGS will continue to provide support to all state agencies and institutions and to other governmental entities through our various programs, and in particular we will continue to enforce requirements of the Americans with Disabilities Act as they relate to building construction and renovations.

# ANNUAL REPORT ADDRESSING THE IMPACT OF THE AGING POPULATION ON THE ABILITY OF THE DEPARTMENT OF GENERAL SERVICES TO DELIVER SERVICES

September 30, 2006

Virginia Code § 2.2-5510 requires each state agency to include in its strategic plan "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." Virginia Code §2.2-5510(A.4.) provides that "(b)ased 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."

The Department of General Services is a service organization that supports state agencies and institutions, local governments and the federal government in a variety of ways. The agency is comprised of the Division of Engineering and Buildings, the Division of Purchase and Supply, the Division of Consolidated Laboratories, the Division of Real Estate Services, the Office of Fleet Management Services and the Office of Graphic Communications. Our products and services, as expressed in our Strategic Plan, are:

- Administrative and Support Services
- Statewide Vehicle Management Services
- Statewide Graphic Design Services
- Statewide Leasing and Disposal Services
- Parking Facilities Management
- Statewide Building Management
- Statewide Engineering and Architectural Services
- Seat of Government Mail Services
- Statewide Procurement Services
- Statewide Cooperative Procurement and Distribution Services
- Surplus Property Programs
- Statewide Laboratory Services
- Historic Landmarks and Facilities Management

Our Strategic Plan has been reviewed for any impact the aging of the population will have on our ability to deliver services. We find that aging of the population will have no direct impact. However, as we plan and carry-out our missions, we will continue to consider the effects of the aging population on our programs.

Following is the 2006 report for the Department of General Services, based on the guidance provided by Secretary Tavenner in her memorandum dated August 25, 2006 (copy attached):

- 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.**

DGS does not provide direct services to individuals, so we do not have statistical information on services provided to any persons or specific groups. Our consumer services are limited to sales of flags and sales of surplus property, and we have no statistical information on past customers.

- 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?**

DGS does not provide services that are specifically utilized by senior citizens. However, in our role as facilities manager at the seat of government, DGS has undertaken a number of building renovations that bring important public facilities into compliance with the Americans with Disabilities Act (ADA) which benefits senior citizens as well as those with disabilities.

Through our statewide capital outlay policy and review role and our real estate role, we rigorously enforce ADA building requirements for all state-owned and leased facilities.

- 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.**

DGS has no programs specifically designed to serve seniors.

- 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 DGS website was developed to provide accessibility but the web pages are not currently fully accessible. We are attempting to comply with the Virginia Information Technologies Agency (VITA) Web Policies, Standards and Guidelines Documents (as of Nov. 4, 2005) which were developed/derived in part from the World Wide Web Consortium (W3C), Web Accessibility Initiative (WAI) graphic website guidelines and the Federal Rehabilitation Acts' "Section 508" regulations. We will bring the site into full compliance as our web development resources allow.

- 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.**

DGS will continue to provide support to all state agencies and institutions through our various programs, and in particular we will continue to enforce requirements of the ADA as they relate to building construction and renovations.

DGS is committed to bringing the best services possible to those who depend on our broad range of programs and expertise. As we plan and carry-out our missions, we will continue to consider the effects of the aging population on our programs and to be cognizant of the needs of senior citizens and people with disabilities.