



Virginia Department of Accounts

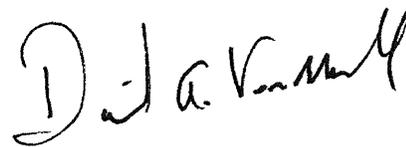
Financial Accountability. Reporting Excellence.

*Report on the Response of the **Department of Accounts** to the Impact of
the Aging of Virginia's Population*

November 14, 2014

Submission Date

Pursuant to Code of Virginia §§ 2.2-5510 and 51.5-136, the Department of Accounts submits this report of its progress in addressing the impact of the aging of Virginia's population.



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Executive Summary

The Department of Accounts' client base is primarily other state agencies and state employees. The Department's publications and website are user-friendly and the Department is in the process of modifying website presentations with a large font option. DOA offers selected retirees part-time employment which is beneficial and cost-effective in retaining the employees' knowledge and experience.

Agency Description

Mission

The Department of Accounts' Mission Statement is to provide a uniform system of accounting, financial reporting, and internal control adequate to protect and account for the Commonwealth's financial resources, while supporting and enhancing the recognition of Virginia as the best-managed state in the union.

Responsibilities

The Department, under the direction of the State Comptroller, is responsible for: providing a unified financial accounting and control system for state funds; developing a comprehensive system of checks and balances between state agencies entrusted with the collection, receipt and disbursement of state revenues; and maintaining a central accounting system for all state agencies and institutions.

Reporting Requirements

1. If your agency has undertaken any actions to respond to the current and future impact of an aging population, such as needs assessments, strategic planning, or use of best practices, please briefly describe those actions. Please indicate what assistance from DARS could help your agency as it prepares to serve an aging Virginia population.

The Department of Accounts' (DOA) client base is primarily other state agencies and state employees. As such, our products and services are not geared to the aging of Virginia's population. At this time no assistance is necessary.

2. Briefly describe your agency's services that are used primarily by older Virginians and the funding streams (types and amounts) that support those services. If these particular services or funding streams are provided in conjunction with other state or local agencies or other for profit or non-profit organizations, please list them.

Please see answer to Requirement #1, above.

3. Identify current agency programs specifically designed to serve older Virginians that fall into any of the following eight categories:

- **Health Care/Wellness**
- **Education**
- **Public Safety (including Adult Abuse Prevention)**
- **Recreation**
- **Housing**
- **Accessibility (including Livable Communities <http://www.vadrs.org/vblc/>)**
- **Financial Security**
- **Transportation**

Please see answer to Requirement #1, above.

4. Is your agency able to meet all of the service demands of older Virginians for the services listed above? If there are any instances where the demand for services exceeds your agency's ability to meet the demand, please indicate the service and the extent of the unmet demand. Also, if your agency maintains waiting lists for services, please provide this information, including the waiting list numbers for each service.

Please see answer to Requirement #1, above.

5. Provide the number of persons, by gender if available, who received services from the agency in each of the past five state fiscal years (FY 2010 through FY2014) who fell into the following age ranges: 60-64; 65-74; 75-84; and 85 and older. If your agency lacks specific

information about the numbers of older Virginians it serves but has other evidence indicating that it is serving more or fewer older Virginians than it has in the past, please describe the basis for that estimation.

DOA's client base is primarily other state agencies and state employees. As such, DOA does not generate data concerning ages of individuals served by the department.

6. Referring to the services or funding you described in item two, describe any services or funding provided to older Virginians for which the accessibility or availability varies considerably in different parts of the Commonwealth.

N/A

7. Over the next five to 10 years, in what ways do you anticipate that an aging population will impact your agency's services, funding streams, or policies? Consider the impact from an increase in the number of older Virginians and whether the needs of older Virginians will differ from those of today's older adults. Please include any anticipated impacts upon the cost of services, changes in type of services or the manner of service delivery, or modifications to agency policies, staffing needs, or procedures.

DOA's client base is primarily other state agencies and state employees. As such, an aging population does not have a direct impact on our services.

8. Please describe the primary steps that should be taken at the federal, state, or local levels to meet the future demands of older Virginians and to make services delivery more effective and efficient.

Please see answer to Requirement #1, above.

9. Identify the extent to which your agency provides "customer-oriented" publications and websites that are designed to be "senior-friendly." If the information you currently provide is not readily accessible to older Virginians, please identify any steps your agency is taking to improve their access to this information.

The DOA's website is Web Accessibility Compliant (WAI Compliant). Web pages bearing this logo indicate a claim of conformance by the page author or content provider to conformance of the W3C Web Content Accessibility Guidelines 1.0. The Web Content Accessibility Guidelines 1.0 explains how to make Web content accessible to people with disabilities. Conformance to these Guidelines will help make the Web more accessible to users with disabilities and will benefit all users, including seniors 65 and older.

DOA's website utilizes the *2-1-1 VIRGINIA* hotlink. 2-1-1 is an easy to remember phone number connecting Virginians with free information on available community services. When an individual dials 2-1-1, a trained professional will listen to the situation and suggest sources of help using one of the largest databases of health and human services in Virginia. During times of

disaster, 2-1-1 will also act as an additional source of information for citizens. For more information about *2-1-1 VIRGINIA*, individuals can go to www.211virginia.org.

DOA provides financial management training to state employees and governmental entities through instructor-led classroom training and on-line training. In January 2008, DOA implemented the Learning Management System (LMS) administered by DHRM. The LMS provided increased training opportunities for state employees through more on-line training with audio and video capabilities and self-paced classes. Students are able to take classes on the computer, whether at work or at home.

The Department of Accounts publishes four (4) on-line publications which are available on the DOA website.

1. The *Preliminary Annual Report* is published online and available in hardcopy format. The Preliminary Annual Report is comprised of budgetary (cash) basis financial statements that present the financial condition, results of operations, and changes in fund balance of the Commonwealth's General Fund. The notes to the financial statements are an important and integral part of the statements. This preliminary report is presented on an unaudited basis. The final Annual Report of the Comptroller (CAFR), due on December 15, will include certain accruals and other information required for conformance with generally accepted accounting principles. It will be audited and will include any material adjustments recommended by the Auditor of Public Accounts.

2. The *Comptroller's Annual Financial Report* (CAFR) is available online and in bound hardcopy.

3. The *Popular Report* (PAFR) is another DOA publication that summarizes and simplifies the presentation of the information contained in the CAFR. This publication is available online and in bound hardcopy.

4. The *Quarterly Report* is published quarterly and is a summary of measures used by DOA to monitor transactions involving public funds and report findings to the Governor, his Cabinet, and other senior State officials. The Quarterly Report uses exception reporting and summary statistics to highlight key findings and trends. The report also provides additional detailed statistics for agencies and institutions of higher education.

10. Describe any other services or programs that your agency plans to implement in the future to address the impact of the aging of Virginia's population.

DOA does not have any plans at this time to implement any services or programs to address the impact of the aging of Virginia's population.

11. Please indicate if your agency is experiencing an increase in employees retiring later and describe any actions your agency is taking or plans to take to accommodate its aging workforce with innovative practices.

Currently DOA has 33 employees who are 50+ years old with 25+ years of service, which would be approximately 24% of DOA's workforce. Of these 33 employees, there are 7 that are 60+ years old with 30+ years of service.

DOA is retaining an older workforce. As the workforce matures, accommodations may need to be made to retain older workers and those that develop disabilities. DOA has created a work environment that is attractive to workers of all ages. DOA has recently gone through an agency-wide, floor to ceiling, remodeling project of all offices/cubicles, conference rooms, work spaces and kitchen areas. All cubicles are of a standard size and set-up, attractive, accessible, and all ergonomically designed. This set-up serves well for a multi-generational workforce.

Accommodations that DOA currently practices (for any age group) are listed below:

- Assistive technology devices to increase, maintain or improve the functional capacity of any worker
- Ergonomic design to prevent injury/disability in the workspace
- Job accommodations involving changes to the workspace or work process
- Training initiatives to upgrade and maintain skills
- CommonHealth wellness programs for all employees
- Workplace flexibility – which covers work hour flexibility, work schedule flexibility, telecommuting options