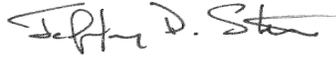


Report on the Response of the Virginia
Department of Emergency Management to
the Impact of the Aging of Virginia's
Population

November 14, 2014

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



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November 14, 2014

Date

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Executive Summary

While the Virginia Department of Emergency Management (VDEM) does not specifically target any direct services to Virginians age 60 and older, it does work with local governments to ensure that their plans include this population. In addition, the Commonwealth's Emergency Operations Plan (COVEOP) addresses the needs of seniors, and other special populations.

VDEM recognizes the impact of disasters on vulnerable populations and is making strides to improve emergency planning and preparedness for people with disabilities and access and functional needs, including older adults. VDEM works collaboratively with the subject matter experts from Health and Human Resource (HHR) agencies and other organizations that support people with access and functional needs. VDEM has partnered with the Division for the Aging at the Virginia Department for Aging and Rehabilitative Services (VDARS) with the goal of serving the older adults during emergencies.

Some of the initiatives that VDEM has pursued with the support of the Division for the Aging at VDARS are the Special Facilities Matrix, template development and plan review, grant-funded training, and a presentation to the Commonwealth Council on Aging in August 2014.

Furthermore, VDEM developed a brochure targeting the senior audience with disaster preparedness information. This brochure includes information pertinent to this age group like ways to build an emergency kit easier to carry, have a support system for medical needs and supplies, and an emergency plan template.

Likewise, seniors are also encouraged to join VDEM's Reservist Workforce Program, which is managed by VDEM at the state level.

Lastly, VDEM is in the process of establishing an Access and Functional Needs Advisory Workgroup. This workgroup will address all population categories of access and functional needs, including the elderly.

Agency Description

The mission of the Virginia Department of Emergency Management is to protect the lives and property of Virginia's citizens from emergencies and disasters by coordinating the state's emergency preparedness, mitigation, response and recovery efforts.

Reporting directly to the Secretary of Public Safety and Homeland Security and the Governor of Virginia, VDEM works under the broad authority of the Commonwealth of Virginia Emergency Services and Disaster Laws of 2000, as amended.

- 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 Virginia Department of Emergency Management (VDEM) recognizes the impact of disasters on vulnerable populations and is making strides to improve emergency planning and preparedness for people with disabilities and access and functional needs, including older adults. VDEM works collaboratively with the subject matter experts from Health and Human Resource (HHR) agencies and other organizations that support people with access and functional needs. VDEM has partnered with the Division for the Aging at the Virginia Department for Aging and Rehabilitative Services (VDARS) with the goal of serving the older adults during emergencies.

The following are a summary of initiatives that VDEM has pursued with the support of the Division for the Aging at VDARS.

The Special Facilities Matrix

Developed in 2007 after the Code of Virginia was amended to give local emergency managers the authority to require the review of plans for nursing homes, assisted living facilities, child day care and adult day care, the Special Facilities Matrix is a planning tool that can be used to help develop and review plans for these facilities.

VDEM led a work group with participation from the Virginia Department of Health (VDH), the Virginia Department of Social Services (VDSS), and the Virginia Department of Behavioral Health and Developmental Services (VDBHDS), which are the licensing agencies (except VDBHDS), to develop the matrix. The matrix serves as guidance for developing and reviewing emergency plans for these types of facilities, primarily housing older adults. When it was published on the VDEM website, VDARS was notified and encouraged to share it with its local staff and clients so that they could benefit from it. The matrix is available on the VDEM website at <http://www.vaemergency.gov/em-community/em-resources/handbooks> and is updated periodically by VDH and VDSS.

Template Development and Plan Review

VDEM provides local emergency operations plan guidance to the local emergency managers. This guidance was revised in 2010 by a work group, which included local emergency managers and several HHR agencies and organizations that support people with disabilities. The purpose of this template is to guide the planning process that addresses access and functional needs throughout the process. The Division for the Aging participated in the reviews of the final draft, and in addition, provided statistics on older adults in each jurisdiction in Virginia. Both the statistics and the template are available on the VDEM website at <http://www.vaemergency.gov/em-community/plans/local-templates>.

Additionally, as the Commonwealth of Virginia Emergency Operations Plan (COVEOP) is revised, VDEM requests reviews from HHR agencies to ensure that the needs of people with access and functional needs are addressed. Staff from the Division for the Aging actively participates in this process and has added value with their reviews and insights.

Grant-Funded Training

VDEM delivered the workshop Emergency Operations Planning: an Inclusive Approach in each of the seven VDEM regions in 2013 using funds from a state homeland security grant. Each workshop included a presentation by subject matter experts from local and regional organizations that support people with access and functional needs. The involvement of regional staff offered insight into the impact of disasters on vulnerable populations in particular regions. It also provided networking opportunities between staff from these entities and the local emergency managers. The area agencies on aging participated in six of the seven sessions.

Presentation to Commonwealth Council on Aging

VDEM staff delivered a presentation to the State Council on Aging in August 2014. The presentation included an overview of emergency management in the Commonwealth with emphasis on inclusive planning. The presentation also highlighted the initiatives discussed above.

Moving Forward

VDEM expects to maintain its relationship with VDARS, and continues to work collaboratively to ensure that the needs of older adults are addressed in emergency planning and preparedness by taking the following actions:

- Support initiatives of VDARS that improve emergency planning and preparedness among older adults,
- Continue to request participation in local template development and review of the COVEOP, and
- Continue to encourage interaction between the local area agencies on aging and the local emergency managers and identify resources for local emergency management.

- 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.**

VDEM does not specifically target any direct services to Virginians age 60 and older. However, it does work with local governments to ensure that their plans include this population (see Question 1 for details on these programs). The staff that runs those programs is funded by equal parts General Fund and Emergency Management Performance Grants.

In addition, the Commonwealth's Emergency Operations Plan (COVEOP) addresses the needs of seniors and other special populations.

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**

Some of the initiatives VDEM offers that indirectly serve older Virginians are the Special Facilities Matrix, template development and plan review, grant-funded training, and a presentation to the Commonwealth Council on Aging in August 2014. These initiatives are described in Question 1.

Furthermore, seniors are a focus for the Access and Functional Needs Work Group (see Question 10), which looks at helping localities provide direct public safety support during a disaster. VDEM also assists the elderly, among others, with finding temporary housing in the recovery phase if their home is destroyed during a disaster.

Additionally, the senior group, along with others, is targeted for recruitment into the Reservist Workforce Program, which is managed by the agency on a statewide level.

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.

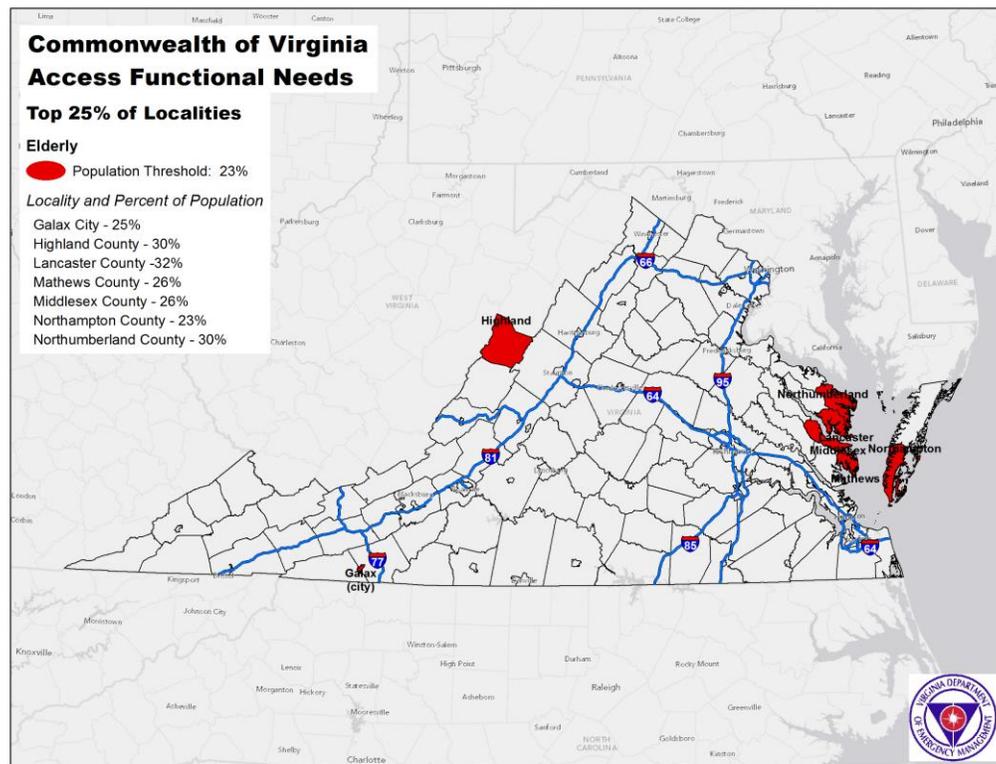
VDEM does not specifically target any direct services to Virginians age 60 and older. VDEM does work with local governments to ensure that their plans include this population (see Question 1 for details on these programs). The Commonwealth's Emergency Operations Plan (COVEOP) addresses the needs of seniors and other special populations. At this time, there are no unmet needs.

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.

VDEM does not specifically target any direct services to Virginians age 60 and older. However, VDEM does work with local governments to ensure that their plans include this population. VDEM does not collect specific information on the number of older Virginians the localities serve, nor does it have any indication that the number served has changed in the past five years.

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.

The map below shows where VDEM has identified the greatest need for older Virginians.



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.

Because VDEM does not specifically target any direct services to Virginians age 60 and older, an impact to its funding streams, costs, etc. is not expected. However, VDEM does review local emergency management plans once every four years to ensure that they are identifying the needs of special populations such as the elderly.

In addition, VDEM is in the process of establishing an Access and Functional Needs Advisory Work Group (see Question 10 for more details).

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.

Our federal partners need to help provide funding needed to assist older Virginians as future demands are identified. VDEM will continue to work with our local partners to ensure that their plans include this population and will encourage them to review their plans every four years, particularly regarding the needs of special populations such as the elderly.

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.

VDEM developed a brochure targeting the senior audience with disaster preparedness information. This brochure includes information pertinent to this age group like ways to build an emergency kit easier to carry, have a support system for medical needs and supplies, and an emergency plan template. In the last four years (2011 through October 2014), VDEM has distributed 71,474 copies of this brochure. Information is also available on our website at www.vaemergency.gov and www.ReadyVirginia.gov.

In 2012, VDEM developed a mobile application for iTunes and Android platforms, which includes a section on "older Virginians." Information about being prepared, making a plan, and staying informed is available through the app, in addition to a link to an emergency plan template.

During 2013, VDEM has enhanced the printed materials by adding individual handouts that are more accessible for the readers to include the use of graphics, big fonts, and simpler messages. Six new handouts were developed in English and Spanish and are available to be downloaded and/or printed.

VDEM's Multicultural Outreach Specialist serves as subject matter expert when reaching Spanish speaking population and has reviewed and provided feedback on translated printed materials directed to older Virginians with low English proficiency and diverse background.

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.

VDEM is in the process of establishing an Access and Functional Needs Advisory Work Group. This workgroup will address all population categories of access and functional needs, including the elderly. The workgroup will be comprised of state-level service providers and non-profit organizations that provide direct support to individuals meeting the access and

functional needs definition. The work group will advise the state on inclusive preparedness, response, and recovery planning to meet the needs of the whole community.

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.

Approximately 8.5% of the VDEM workforce is eligible to retire today and 19% within the next five years. These retirements will impact institutional knowledge and create leadership gaps. VDEM will need to create transition strategies and make succession planning a requirement for all managers and the leadership team. VDEM must maintain its commitment to offering specialized training to keep the workforce proficient in advancing the emergency management profession.

In order to replace losses in these areas, the agency will need to develop internal mentoring and coaching roles that team workers in activities for knowledge sharing, collaboration, and relationship building. In addition to these efforts, VDEM has developed an internship program/partnership with a number of colleges and universities offering a Bachelor of Arts in Homeland Security and Emergency Preparedness.

The Reservist Cadre personnel are an option for temporarily supplementing staff losses until vacancies can be filled. Reservists can be brought in to work up to three months on special projects. This program provides additional personnel to support the state's actions during major disasters and emergencies, or on an as-needed basis.