

Report on the Response of the The Department of Mines, Minerals and Energy to the Impact of the Aging of Virginia's Population. The report should also include the date of submission.

# Report on the Response of the Department of Mines, Minerals and Energy to the Impact of the Aging of Virginia's Population

11/13/2014

**EXECUTIVE SUMMARY****EXECUTIVE SUMMARY**

*The Department of Mines, Minerals and Energy (DMME) serves the citizens of Virginia with programs in the areas of environmental protection, public safety, economic development, and energy conservation. While these programs are not specifically aimed at senior citizens, seniors do, as members of the general public, benefit from them. DMME does not track the ages of our customers.*

DMME has an aging workforce that has been a concern for many years. Currently 28 employees are eligible to retire with full benefits (at least 55/30) and 22 will be eligible within the next five years, or a total of 53 employees (approximately 25% of the current workforce). When employees indicate their retirement dates (normally three to six months before the actual date), a complete assessment of their job duties is performed and a determination is made as to whether the position remains as is or is changed. In most cases, positions are advertised prior to an employee leaving and a replacement is hired very close to the date of separation.

The age and service demographic of the current workforce are as follows:

- 68.5% are over 51 years old
- 23% have over 30 years of state service
- 3.5% have over 40 years of state service

<b>AGES</b>	<b>No. of Employees</b>
26 – 30	15
31 – 35	12
36 – 40	12
41 – 45	11
46 – 50	14
51 – 55	33
56 – 60	52
61 – 65	37
66 – 73	15
<b>TOTAL</b>	<b>201</b>

**AGENCY DESCRIPTION****AGENCY DESCRIPTION**

The Virginia Department of Mines, Minerals and Energy serves a large and varied group of people, organizations, and state agencies throughout the Commonwealth. Through its six divisions (Division of Mines, Division of Mined Land Reclamation, Division of Energy, Division of Gas and Oil, Division of Mineral Mining, and the Division of Geology and Mineral Resources), DMME regulates the mineral industry, provides mineral research, and offers advice on wise use of energy and mineral resources. Its programs directly serve the citizens who live near mining operations, mining labor groups, other regulatory agencies, the educational community, and the mineral industry, environmental, consumer, and other special interest groups.

**Mission Statement**

To enhance the development and conservation of energy and mineral resources in a safe and environmentally sound manner to support a more productive economy.

DMME fulfills its mission by pursuing three major goals:

- Providing for safe and environmentally sound mineral and fossil fuel extraction.
- Encouraging economic development through our customers' wise management of Virginia's energy, mineral, land, and water resources.
- Providing for the effective performance of DMME personnel.

**Our Vision**

- Provide for safe and environmentally sound mineral and fossil fuel extraction.
- To advance the elimination of accidents, injuries, and fatalities at mineral and fossil fuel extraction sites.
- To advance the elimination of adverse environmental conditions and public safety hazards resulting from mineral and fossil fuel extraction.

- To improve the health, safety, environmental knowledge, and skills of mineral and fossil fuel workers.
- Encourage economic development through our customers' wise management of Virginia's energy, mineral, land, and water resources.
- To improve the quality of assistance to our customers in their establishment and maintenance of efficient, viable operations.
- To improve our customers' capabilities in the development and wise use of rock, mineral, land, and water resources, and energy technologies.

## OUR VALUES

### **In Dealing With Our Customers, We Value:**

- Operating with a high sense of ethics, honesty, and integrity.
- Demonstrating fairness, respect, responsiveness, straightforwardness, and deliberateness in our actions and communications.
- Functioning in a competent and knowledgeable manner, which emphasizes such principles as: consistency in service provision; attentiveness to customer's needs and their organizational and operational requirements; and being firm, yet flexible, in delivering services which focus on safety, energy, the environment, and economic development.
- Operating in a seamless manner to deliver quality customer services.

### **In Dealing With Each Other, We Value:**

- Recognizing each other's outstanding accomplishments.
- Setting priorities to ensure that critical/essential services are delivered with quality by staff who are properly supported and equipped with adequate resources.
- Meeting the requirements of the law and externally driven policies, but always being innovative where flexibility exists.
- Innovation and creativity, acknowledging that mistakes will be made from which we can learn.
- Trust and mutual respect.
- Doing the right things, ethically and honestly.
- Developing and training ourselves.

- Going beyond normal duties to help others and to seek and provide accurate and helpful advice.
- Openly communicating agency plans and decisions and, therefore, recognizing each other's need for information and understanding.
- Assuming accountability for work quality, while at the same time, accepting responsibility for working seamlessly.
- Dealing with tough situations by keeping a sense of humor and being "good sports."
- Our safety and well-being.

**INFORMATION REQUESTED**

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.

DMME has used Strategic Planning and Needs Assessment since its inception in 1985. We additionally complete annual divisional transition plans that identify staffs' projected retirement dates which facilitate development of succession planning. Additionally, employees are asked to complete task descriptions which enable divisions to continue services when an employee is absent, resigns, or retires. Further preparations for retirement/disability include mentoring/cross-training and educational assistance provided to employees for upgrading job skills

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.

DMME does not provide any direct services that are used primarily by older Virginians. Our services are provided for all age groups; DMME does not keep records of customers' ages.

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

DMME does not provide any of these services to older Virginians.

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.

DMME does not provide any services listed 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.

- During the period of 2013-2014, the Division of Mines has seen an increase in FOIA (Freedom of Information Act) requests from senior citizens regarding assistance with property boundaries, names of coal companies that mined near or on their property, mining of properties during a specific period of time, etc.
- The Division of Mines provides training and certification in underground and surface mining safety to all ages, including older citizens that work in the coal industry.

DMME does not keep records of customers' ages; however, as the population ages, we anticipate an increase in the number of older Virginians using our services.

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.

None to report.

7. Over the next five to ten 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.

We anticipate an increase in the number of people using our services and the makeup of our workforce. We understand that we will lose a historic perspective in our services and policies.

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.

The DMME Website has been updated to meet the demands of Virginia citizens, especially older citizens. The website provides more detailed information and services to our citizens.

DMME Client Assistance Center is available to help walk-in customers and for telephone requests. In regards to the purchasing of study guides, mining certifications and licenses, Client Assistance can accept payment via credit cards.

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.

Our website has been revamped to meet accessible standards.

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.

None

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.

DMME is experiencing an increase in the number of employees retiring. However, employees are working longer and retiring later than anticipated. Our employees are very dedicated to their professions and are willing and eager to make sure the "institutional trust" is well prepared for the future.

SIGNATURE PAGE

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

Agency Head:

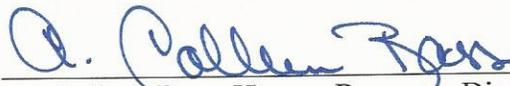


Conrad T. Spangler, III, Director

11/13/2014

Submission Date

Designated Reviewer:



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