



*Report on the Response of James Madison University to the  
Impact of the Aging of Virginia's Population*

Submitted November 14, 2014



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

A handwritten signature in black ink that reads 'Jonathan R. Alger'.

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## **Agency Description**

James Madison University is a public four year university located in Harrisonburg, VA. The university's mission of "We are a community committed to preparing students to be educated and enlightened citizens who lead productive and meaningful lives." reaffirms the university's long-time commitment to meeting the needs of its students and the community. James Madison University strives for positive community relationships by offering many programs that connect the campus with communities to advance quality of life and serve as a catalyst by utilizing university resources to create mutually beneficial partnerships, advance educational opportunities, and empower individuals and our extended communities.

## **Executive Summary**

James Madison University has identified six internal programs that show how the aging of Virginia's population impacts the university and our services and how we are responding to this impact. Our programs range from education to health care/wellness and are a collaboration between employees and our students. Because of the nature of the work that our agency does, our focus is on the education of this population as well as educating our students on how they can make a positive impact. We have had great success with the services that we provide and feel confident that we are properly serving our community and Virginia's aging population.



## Information Requested

**1. Describe actions the agency has undertaken to respond to the current and future impact of an aging population, such as needs assessments, strategic planning, or use of best practices.**

James Madison University serves the aging population in our community by providing traditional education as well as additional services through outreach programs. Below is a summary of the programs offered by the JMU community:

- Adult Degree Program
  - Provides returning adult students the ability to create an individualized degree program that meets their educational needs. This program differs from other degree programs presently offered at JMU in that ADP students can integrate other college-level learning such as professional or military experiences into their education while still meeting JMU general education and degree requirements. The Senior Citizen Higher Education Act Waiver provides Virginia residents 60 years or older with the opportunity to register for and attend up to three non-credit continuing education (CE) courses/programs per year without payment of instruction-related fees upon approval.
- Lifelong Learning Institute
  - Targeted toward age 50 and over, promotes lifelong learning by providing affordable, not-for-credit, intellectual, cultural, and social experiences to enrich the lives of adults in the central Shenandoah Valley.
- Speech-Language-Hearing Applied Laboratory
  - Provides communication evaluation and treatment services to individuals with known or suspected speech and/or hearing impairments.
- Institute for Innovation Health and Human Services (IIHHS) offers several programs targeted towards the aging population
  - Community Health Interpreter Services provides interpreters for medical offices, social services offices, schools, mental health



providers and local employers to assist persons with limited English proficiency, including older adults, during health care encounters.

- Caregivers Community Network partners with volunteers and students to provide services to persons with Alzheimer's disease, frail elders, and their family caregivers. Services range from running errands to in-home companion care.
- Adult Health and Development Program is an intergenerational program that partners "Members" (adults 50+) with trained "Staffers" (JMU students). The staffers are trained in adult health topics and theories and encourage members to engage in activities which positively affect their health, well-being, physical fitness, and health knowledge.

**2. Describe the agency's services that are used primarily by older Virginians and the funding streams (types and amounts) that support those services.**

Adult Degree Program

The Adult Degree Program is funded through the Office of Outreach and Engagement. Students are responsible for paying tuition to the university. There are financial aid scholarships available for tuition as well as the Senior Citizen Higher Education Act Waiver, if qualified.

Lifelong Learning Institute

50% of the funding for LLI originates from membership and course fees while 50% comes from the university.

Speech-Language-Hearing Applied Laboratory

The majority of funding for the Applied Laboratory come from the university with a portion stemming from fees from non-JMU employee and student participants.

Community Health Interpreter Services

CHIS operated through the Blue Ridge Area Health Education Center at IHHS with funding from a federal grant through the Virginia Health Workforce Development Authority and with the revenue the service generates (CHIS invoices providers for interpreting).

Community Caregivers Network

The majority of funding for CCN comes from grants from previous years and \$12,000 annually from the United Way. A small portion comes from fees collected from the caregivers enrolled in the program through 75% of enrollees qualify for free services.



### Adult Health and Development Program

AHDP is funded through the budget of the Social Work department.

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

- Health Care/Wellness
  - Adult Health and Development Program
  - Community Health Interpreter Service
  - Community Caregivers Network
  - Speech-Language-Hearing Applied Laboratory
- Education
  - Adult Degree Program
  - Lifelong Learning Institute
- Public Safety
  - None
- Recreation
  - Lifelong Learning Institute
- Housing
  - None
- Accessibility
  - None
- Financial Security
  - Lifelong Learning Institute Presents a Program: “Everything You Need to Know About the Economy (but were afraid to ask)”
- Transportation
  - None

### **4. Is the agency able to meet all of the service demands of older Virginians? 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**

#### Adult Degree Program

All service demands are currently being met.

#### Lifelong Learning Institute

LLI does not have a dedicated space to hold classes or events and must rely on openings in various buildings on campus as well as local businesses.

#### Speech-Language-Hearing Applied Laboratory

All service demands are currently being met.



Community Health Interpreter Services

All service demands are currently being met.

Community Caregivers Network

CCN has occasionally been unable to provide services to older Virginians because the majority of volunteers are university students and the schedules of the volunteers were unable to accommodate those of the enrollees.

Adult Health and Development Program

All service demands are currently being met.

5. **Provide to the extent such data is available, the number of people who received services from the agency in the past five state fiscal years (FY2010 through FY2014) who fell into each of the following age ranges: 65 – 74; 75 – 84; and 85 and older.**

Adult Degree Program

The program's data is not divided into specific age groups past age 65 but there have been two 65+ graduates from the program since FY2010 and there are three 65+ individuals currently enrolled at the university. Currently, there is one student who is taking advantage of the Senior Citizen Higher Education Act Waiver.

Lifelong Learning Institute

The program's data is not divided into specific age groups past age 65 but 500 older adults each year since FY2010 have been enrolled in the LLI.

Speech-Language-Hearing Applied Laboratory

Data is not maintained using age as a demographic characteristic but a log is kept for Medicare billing purposes. The laboratory averages 71 participants with Medicare coverage per semester, totaling 568 between FY2010 and FY2014. They see a larger number of JMU employee and students as well as those without Medicare coverage but totals are not available.

Community Health Interpreter Services

Data is not maintained using age as a demographic characteristic at this time due to Health Insurance Portability and Accountability Act (HIPAA).

Community Caregivers Network

CCN provided services to 250 individuals during the FY2010- FY2014 time period. 25% of those were 65-74, 50% 75-84, and 25% 85 and older.



Adult Health and Development Program

The program's data is not divided into specific age groups past age 65 but there have been fifty adults 65 and older served by AHDP between FY2010 and FY2014.

- 6. Describe any services or funding provided to older Virginians for which the accessibility or availability varies considerably in different parts of the Commonwealth.**

We are unaware of any instances where this occurs.

- 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?**

As the "Baby Boomer" segment of the population ages, we expect a larger need for the services that James Madison University provides for the community. In addition to the programs that provide health care/wellness, many may find that they need to continue to work past retirement age to finance their retirement years. We expect an increase in the need for additional educational opportunities for the aging population such as the Adult Degree Program and the Lifelong Learning Institute.

- 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.**

Because America's older population is experiencing unprecedented growth and will continue to do so in the next decade, funding for services and the development of innovative programs is crucial. The older population is also becoming more ethnically diverse as the overall minority population of Virginia grows so outreach into these population groups will assist with the efficiency of program progression.

- 9. Identify the extent to which your agency provides "customer friendly" publications and websites online that are designed to be "senior-friendly".**

James Madison University publishes many newsletters, magazines, pamphlets, and maintains a user-friendly website.



**10. 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.**

There are none known at this time but James Madison University is committed to continuing efforts to provide services and programs to Virginia's aging 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.**

Human Resources has not faced an increase in employees retiring later but we have experienced an increase in the amount of consults of people inquiring and requesting information regarding retiring. A bulk of the workforce at the university are reaching retirement age as we currently have 163 employees who could retire with an unreduced benefit from VRS as of June 30, 2014. An innovative practice that Human Resources is investigating is a Phased Retirement plan. This could potentially be another option to the current Supplemental Retirement Plan (150%) that would allow employees to gradually ease into retirement, while maintaining a higher income level than if they simply quit work entirely. Both parties would benefit as the university would have the value of having an experienced employee and reduce training of a replacement while the employee would ease into retirement and grow accustomed to receiving a reduction in pay over time.