

**Department of Historic Resources  
November 15, 2007**

**Report on the Response of the Department of Historic Resources  
to the Impact of the Aging on Virginia's Population  
June 17, 2008**

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**Pursuant to legislation enacted by the Virginia General Assembly of Virginia,  
the Department of Historic Resources submits this report of its progress in addressing the  
impact of the aging of Virginia's population.**

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**Kathleen S. Kilpatrick, Director**

**Department of Historic Resources  
November 15, 2007**

**Executive Summary**

A lean, dynamic, service-oriented agency, DHR helps citizens, agencies, and communities reach their historic preservation goals, and promotes the use of historic resources to build a better future for the Commonwealth of Virginia. Although, DHR is a small agency with a large and complex mission and programs—the agency maintains high expectations for performance both internally and externally.

DHR's customer base will continue to broaden. Not only is Virginia's preservation and stewardship ethic deeply rooted, historic preservation has truly become part of the mainstream of the American economy and society. Increasingly, the value of historic preservation and archaeology will be better understood as part of the larger environmental and recycling movement. Historic property owners will become better organized and local governments will become more active in seeking our financial and technical assistance as they aspire to higher professional standards for planning and public participation.

Key categories of these stakeholders in the appreciation, preservation, and use of Virginia's historic resources include: federal, state and local agencies; local community leaders; property owners; developers; Native Americans; students and teachers; museums; researchers, scholars, and consultants; archaeologists; tourists and businesses that rely on tourism; and the citizens who live, play, and work in historic buildings and communities made more livable by the quality, scale, and character of historic buildings and districts.

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**Agency Description**

The Department of Historic Resources (DHR) is the State Historic Preservation Office. The mission of the Department of Historic Resources (DHR) is to put Virginia's history to work through the identification, recognition, and preservation of the Commonwealth's significant historic, architectural, archaeological, and cultural resources for the use and enjoyment of our citizens and communities. Our mission is to foster, encourage, and support stewardship of Virginia's significant historic, architectural, archaeological, and cultural resources. Our responsibility is to manage all assigned programs and activities in coordination with other partner organizations to accomplish critical agency mission and goals to:

1. Sustain and support communities, organizations, and agencies at all levels in their efforts to make historic resources a viable part of their environment;
2. Practice good stewardship, including both good care and management and effective use, of the information, records, and artifacts that the department holds in trust for the citizens of the Commonwealth;
3. Promote the value of historic resources in Virginia's educational, economic, and civic success and the available tools to put resources to work.

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**Reporting Data**

**1. The number of persons who received services from the agency in the past fiscal year who fell into one of the following age ranges, 65-74, 75-84 and 85 and older:**

DHR's customer base represents all of the individuals, agencies, and organizations that own or benefit from the identification, recognition, and preservation of historic resources in Virginia's communities. There are many customers who deal directly with the agency as they seek to register their historic homes and commercial buildings or seek guidance and incentives to rehabilitate buildings; however DHR does not track customer service by age nor are any services or products specifically utilized by senior citizens 65 and older in significant numbers. However, the agency has the ability at present to serve all interested seniors based on the services that the agency provides. DHR's Outreach and Education Program is designed to service all customer groups by providing information and education concerning historic resources, historic preservation tools, and the benefits of historic preservation for citizens and communities.

**2. The agency services that are utilized by senior citizens 65 and older in significant numbers:**

DHR can not identify any services that are utilized by senior citizens 65 and older in significant numbers. However, the agency has the ability at present to serve all interested seniors based on the services that the agency provides.

**3. Identify 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:**

DHR does not have any programs that are specifically designed to serve senior citizens 65 and older. However, DHR's Outreach and Education Program is designed to service all customer groups by providing information and education concerning historic resources, historic preservation tools, and the benefits of historic preservation for citizens and communities.

**4. Identify the extent to which the agency provides "consumer-oriented" publication and websites online that are designed to be "senior-friendly":**

DHR worked during 2006 to make its website compliant with Section 508 of the Rehabilitation Act passed by Congress in 1998 an improvement that also improves accessibility for many senior citizens who have experienced diminished visual or physical capabilities. DHR has now converted over half of its more than 1,200 "tables-based" web pages to a Cascading Style Sheet format so that these comply as HTML pages with Web Content.

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**5. Describe the effect that the aging of the agency's own workforce will have on its ability to deliver services:**

The Agency has an authorized FTE of 54 -- 48 of which are currently filled. 5 employees (10.42% of the current staff), are eligible for retirement within the next 2 years. As a small agency, most DHR positions are unique, so that the agency is greatly aware of the institutional memory and senior expertise that will be lost with these retirements.

Virtually all DHR positions are "key positions" in that, with few exceptions, each is unique. As a small agency DHR has little to no "redundancy." If one position is vacant, there is no one else doing the same job. This can leave the agency vulnerable from the standpoint of both temporarily picking up the workload and having the necessary information to handle that particular job or even train new staff. However, retirements will also provide opportunities for both upward growth and/or bringing in new staff with different background and skills.

**6. Describe any other services or programs that the agency has implemented or plans to implement in the future to address the impact of Virginia's aging population:**

The agency has not implemented or developed plans for the future to address the impact of an aging population on the services provided. However, understanding that senior citizens 65 and older will be a part of our broadening customer base DHR is committed to reviewing our current services to ensure that these services continue to meet the needs of an aging population.