

REPORT ON THE RESPONSE OF THE VIRGINIA EMPLOYMENT COMMISSION TO THE
IMPACT OF THE AGING OF VIRGINIA'S POPULATION

November 15, 2007

Pursuant to legislation enacted by the Virginia General Assembly of Virginia, the Virginia Employment Commission submits this report of its progress in addressing the impact of the aging of Virginia's population

Dolores A. Esser, Commissioner
November 15, 2007

VIRGINIA EMPLOYMENT COMMISSION (VEC)
HB 2624 REPORTING REQUIREMENTS
November 15, 2007

Executive Summary

This report is based on guidance provided in the Secretary of Health and Human Resources memorandum of September 14, 2007 regarding the impact of the aging on Virginia's population.

1. The number of persons who received services from the VEC in the past fiscal year (July 1, 2006 to June 30, 2007) in the following age ranges: 65-74; 75-84; and 85 and older is:

Employment Services: age 65-74 (12,077); age 75-84 (1519) and 85 and older (96)

Unemployment Insurance Services: age 55-65 (63,360); and age 65 & older (11,215)

2. VEC services used by senior citizens 65 and older in significant numbers include Unemployment Insurance Services, Employment Services, job referral information and services, labor market information services and Alternative Trade Adjustment Services (ATAA). The agency has capacity at present to serve all interested seniors.
3. VEC's services are available to the universal population; however, the agency does partner and coordinate services at the local level with Offices on Aging.
4. Our agency publications and website are senior-friendly.
5. We will continue to work with employers in assisting them fill their job openings.
6. The VEC will continue giving serious consideration to the impact of aging on Virginia's population in all decision-making and planning activities.

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AGENCY DESCRIPTION

The mission, roles, and responsibilities of the Virginia Employment Commission are designed to promote economic growth and stability by delivering and coordinating workforce services to include policy development, job placement, temporary income support and transition and training services to the citizens of Virginia.

To accomplish this, we will partner with our stakeholders, develop and empower staff, improve our processes, embrace innovative solutions and technologies and continually renew our organization.

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This report is based on guidance provided in the Secretary of Health and Human Resources memorandum of September 14, 2007 to meet HB 2624 revised reporting requirements regarding the impact of the aging of Virginia's population.

1. To the extent such data is available, the number of persons who received services from the agency in the past fiscal year who fell into each of the following age ranges: 65-74; 75-84; and 85 and older. If the agency can provide data that compares such numbers to numbers of senior citizens served in the past, please do so.

Employment Services Program Services Provided	SFY 2007 7/1/2006- 6/30/2007	SFY 2006 7/1/2005- 6/30/2006	SFY 2005 7/1/2004- 6/30/2005
Persons 65-74 Years of Age:			
Number Registered	11,034	10,657	9,076
Number of Services Received from VEC staff	12,077	10,740	11,505
Number of Referrals to Jobs Listed with the VEC	3,948	4,058	4,609
Number Securing Employment after Receiving Service from VEC Staff	815	797	936
Persons 75 – 84 Years of Age:			
Number Registered	1,276	1,267	1,050
Number of Services Received from VEC staff	1,519	1,449	1,409
Number of Referrals to Jobs Listed with the VEC	460	519	518
Number Securing Employment after Receiving Service from VEC Staff	76	78	93
Persons 85 Years of Age and Older:			
Number Registered	91	85	66
Number of Services Received from VEC staff	96	75	62
Number of Referrals to Jobs Listed with the VEC	35	29	30
Number Securing Employment after Receiving Service from VEC Staff	5	10	4

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Unemployment Insurance Program	SFY 2007 7/1/2006 – 6/30/2007
Persons 55-64 Years of Age	63,360
Persons 65 Years and over	11,215
Total	74,575

Unemployment Insurance Program	SFY2006 7/1/2005- 6/30/2006
Persons 55-64 Years of Age	57,962
Persons 65 Years And over	10,242
Total	68,204

- Identify the agency services that are utilized by senior citizens 65 and older in significant numbers. Indicate whether the agency has the capacity at present to serve all interested seniors or whether the demand for certain services exceeds the agency's capacity. If so, does the agency maintain waiting lists for services?

VEC services used by senior citizens 65 and older in significant numbers include Unemployment Insurance Services, Employment Services, job referral information and services and labor market information services. The agency has capacity at present to serve all interested seniors.

- Identify current agency 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.

VEC's services are available to the universal population. The agency does, however, partner, refer, coordinate services and provide work experience for seniors at the local level with local Offices on Aging programs such as Experience Works (formerly Green Thumb), Title V Older Worker Program, Senior Connections, AARP, and several of the VEC Workforce Centers are SeniorNavigator Centers.

SeniorNavigator Centers are organizations throughout Virginia that voluntarily provide free access and assistance with the website. It is a non-profit organization that provides free information about health and aging resources available to Virginians. This information focuses on senior relates issues such

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as health and aging, financial concerns, legal questions, health facilities, assisted living and housing, exercise programs, support groups and more. VEC/One-stop offices are often used to hold orientations, meetings and job clubs site to encourage seniors to use the facility assets in their job search and preparation.

4. Identify the extent to which your agency provides "consumer-oriented" publications and websites online that are designed to be "senior-friendly". If the information you currently provide is not readily accessible to seniors, identify any steps your agency is taking to improve accessibility.

Agency publications and website are senior-friendly. Website currently contains a link to the Virginia Association of Agencies on Aging, which covers 25 local areas of the Commonwealth. Website also contains a link to "Senior Service" of Alexandria, which offers an employment counseling service for seniors in that particular jurisdiction.

5. Describe the effect that the aging of the agency's own workforce will have on its ability to deliver services. Consider the number of retirements expected in the next two years, the effect these retirements might have (e.g., loss of leadership or institutional knowledge in certain programs), how losses might be replaced (e.g., promotions or transfers, recruitment, use of wage staff, including retirees, re-engineering, outsourcing), and the costs or savings from the replacements (e.g., staff development cost, salary savings). This item might be addressed by summarizing relevant portions of the agency's workforce plan.

The aging of the Virginia Employment Commission's workforce continues to be a concern. Because of the uncertainty in the agency's business environment, including static funding and escalating costs, staffing levels will continue to decrease.

Projections from June 30, 2007 through December 31, 2009 indicate 264 employees (approximately 30% of the agency) will be eligible for unreduced retirement. Fortunately, precious internal surveys have shown that many potential retirees do not plan to retire when eligible.

Based on the current budget situation, it is likely that many vacancies occurring within the next two years will not be filled. With the prospect of having a reduced staff, our challenge is to re-engineer our business processes and develop current staff in order to meet productivity goals and provide

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excellent customer service. Although the agency has identified critical and difficult to fill positions, the implementation of additional succession planning strategies has been hampered by the uncertainty of how severely the financial constraints will affect the agency.

6. 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.

The VEC will continue giving serious consideration to the impact of aging on Virginia's population in all decision-making and planning activities. We will continue to work with employers in assisting them fill their job openings. Increasing, these job seeker referrals will include seniors as this population segment is increasing in number and remaining in the workforce longer.

