

Report on the Response of the
Virginia Workers' Compensation Commission
To the Impact of the Aging of Virginia's Population

Submitted November 14, 2014

Executive Summary

The Virginia Workers' Compensation Commission is an Independent Agency charged with administering the Virginia Workers' Compensation Act, Title 65.2, and Compensating Victims of Crime Act, Chapter 21.1 of Title 19.2 of the Code of Virginia in a fair and unbiased manner to all customers regardless of age.

Workers' Compensation is a system of insurance that provides protections for workers and employers from losses caused by on-the-job accidents and job-related illnesses. A key objective of the Virginia Workers' Compensation Commission is to educate employers, workers, and other partners on workers' compensation best practices and requirement through the various service delivery units of the Commission.

The Compensating Victims of Crime Act provides the requirements and structure to assist crime victims with eligible expenses incurred through no fault of their own and is the payee of last resort.

The mission of the Virginia Workers' Compensation Commission is to serve injured workers, victims of crimes, employers, and related industries by providing exceptional services, resolving disputes, and faithfully executing the duties entrusted to us by the Commonwealth of Virginia.

As an Independent Agency, we are not subject to the Personnel Act, the Governor's Executive Orders, or to Code of Virginia §§ 2.2-5510 and 51.5-136. In the spirit of cooperation, we are answering the request for information concerning impact of service to the aging of Virginia's population.

Virginia Workers' Compensation Commission



ROGER L. WILLIAMS, Chairman
WESLEY G. MARSHALL, Commissioner
R. FERRELL NEWMAN, Commissioner
JAMES J. SZABLEWICZ, Chief Deputy
Commissioner

EVELYN V. MCGILL
Executive Director
MARJORIE P. PLATT, Clerk

COMMONWEALTH of VIRGINIA
Workers' Compensation Commission
1000 DMV Drive
Richmond, VA 23220

HUMAN RESOURCES OFFICE
(804) 205-3175
(804) 367-1782 FAX

November 14, 2014

Ms. Amy Marschean, JD
Senior Policy Analyst
Virginia Department for Aging and Rehabilitative Services
1610 Forest Avenue, Suite 100
Henrico, VA 23229

Dear Ms. Marschean:

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

As an Independent Agency, we are not subject to the Personnel Act, the Governor's Executive Orders, or to Code of Virginia §§ 2.2-5510 and 51.5-136. In the spirit of cooperation, we are answering the request for information concerning impact of service to the aging of Virginia's population.

If we may be of further assistance, please contact Carolyn S. Cox, Human Resources Manager, 804-367-2886 or Carolyn.cox@workcomp.virginigov.

Sincerely,

A handwritten signature in cursive script, appearing to read "Roger L. Williams".

Roger L. Williams
Chairman

Virginia Workers' Compensation Commission

Pursuant to Code of Virginia §§ 2.2-5510 and 51.5-136, please submit a response to DARS by **November 14, 2014** that includes the following information:

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.

As the Virginia Workers' Compensation Commission's services and assistance are available to all injured workers or victims of crime, we do not distinguish between persons age 60-and-older and other age groups.

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.

None

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

- Health Care/Wellness – We provide state healthcare benefits to eligible employees regardless of age.
- Education – We provide educational and training support to eligible employees, regardless of age.
- Public Safety (including Adult Abuse Prevention) – N/A
- Recreation – N/A
- Housing – N/A
- Accessibility (including Livable Communities <http://www.vadrs.org/vblc/>) – Our agency's facilities comply with ADA requirements.
- Financial Security – We provide state retirement benefits to eligible employees.
- Transportation – We provide transportation benefits for our employees in the form of GRTC bus tickets for employees, regardless of age.

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.

Virginia Workers' Compensation Commission

Yes, we are able to meet demands for eligible employees regardless of age.

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.

We currently do not track the age of external customers we serve.

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

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.

We do not anticipate significant changes due to the aging population. We have accessible buildings, hearing sites, translation services for customers, regardless of age.

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. 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.

We provide web-based access to our programs, processes, and information, regardless of age.

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.

Virginia Workers' Compensation Commission

Fifteen percent of our employees are age 60 or older. We have the longest tenured employee in the Commonwealth with over 57 years of service. Our Commissioners (judges) are the only employees who have a specified retirement age. Other employees may work as long as they choose and as long as they are able to perform their duties.