

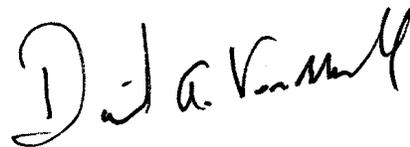


Virginia Department of Accounts

Financial Accountability. Reporting Excellence.

*Report on the Response of the **Department of Accounts** to the  
Impact of the Aging of Virginia's Population*

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



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David A. Von Moll, State Comptroller

November 15, 2007

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Submission Date

## **Executive Summary**

The Department of Accounts' client base is primarily other state agencies and state employees. The Department's publications and website are user-friendly and the Department is in the process of modifying website presentations with a large font option. DOA offers selected retirees part-time employment which is beneficial and cost-effective in retaining the employees' knowledge and experience.

## **Agency Mission**

The Department of Accounts' Mission Statement is to provide a uniform system of accounting, financial reporting, and internal control adequate to protect and account for the Commonwealth's financial resources, while supporting and enhancing the recognition of Virginia as the best-managed state in the union.

## Reporting Requirements

**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. If the agency lacks specific information about the numbers of senior citizens it serves, but has other evidence indicating that it is serving more or fewer senior citizens than it has in the past, please describe the basis for that estimation.**

The Department of Accounts' (DOA) client base is primarily other state agencies and state employees. As such, DOA does not generate data concerning ages of individuals served by the department.

**2. 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?**

Please see answer to Requirement #1, above.

**3. 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.**

DOA's client base is primarily other state agencies and state employees. The agency generally does not serve private individuals and does not have any programs designed specifically to serve seniors 65 and older.

**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.**

The Department of Accounts website is Web Accessibility Compliant (WAI Compliant). Web pages bearing this logo indicate a claim of [conformance](#) by the page author or content provider to conformance of the W3C [Web Content Accessibility Guidelines 1.0](#). The Web Content Accessibility Guidelines 1.0 explain how to make Web content accessible to people with disabilities. Conformance to these Guidelines will help make the Web more accessible to users with disabilities and will benefit all users, including seniors 65 and older.

DOA's website utilizes the **2-1-1 VIRGINIA** hotlink. 2-1-1 is an easy to remember phone number connecting Virginians with free information on available community services. When an individual dials 2-1-1, a trained professional will listen to the situation and suggest sources of help using one of the largest databases of health and human services in Virginia. During times of disaster, 2-1-1 will also act as an additional source of information for citizens. For more information about **2-1-1 VIRGINIA**, individuals can go to [www.211virginia.org](http://www.211virginia.org).

DOA provides financial management training to state employees and governmental entities through instructor-led classroom training and on-line training. Some of the on-line training has audio capabilities. Effective January, 2008, DOA will implement the Learning Management System (LMS) administered by DHRM. The LMS implementation will provide for increased training opportunities for state employees through more on-line training with audio and video capabilities and self-paced classes. Students will be able to take classes on the computer, whether at work or at home.

The Department of Accounts publishes four (4) on-line publications which are available on the DOA website.

1. The **Preliminary Annual Report** is published online and available in hardcopy format. The Preliminary Annual Report is comprised of budgetary (cash) basis financial statements that present the financial condition, results of operations, and changes in fund balance of the Commonwealth's General Fund. The notes to the financial statements are an important and integral part of the statements. This preliminary report is presented on an unaudited basis. The final Annual Report of the Comptroller (CAFR), due on December 15, will include certain accruals and other information required for conformance with generally accepted accounting principles. It will be audited and will include any material adjustments recommended by the Auditor of Public Accounts.
2. The **Comptroller's Annual Financial Report** (CAFR) is available online and in bound hardcopy.
3. The **Popular Report** (PAFR) is another DOA publication that summarizes and simplifies the presentation of the information contained in the CAFR. This publication is available online and in bound hardcopy.
4. The **Quarterly Report** is published quarterly and is a summary of measures used by DOA to monitor transactions involving public funds and report findings to the Governor, his Cabinet, and other senior State officials. The Quarterly Report uses exception reporting and summary statistics to highlight key findings and trends. The report also provides additional detailed statistics for agencies and institutions of higher education.
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, reengineering, 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.**

DOA currently has 119 employees. Of the current employees, three (2.52%) are 65 years or older. Of the 119 current employees, 13 employees (10.92%) currently are eligible for full retirement benefits (age 50 years or more, and 30 years of service or more). Assuming there are no personnel changes, DOA has another 13 employees (10.92%) who will be eligible for full retirement over the next five years.

In recent years, DOA has hired a few retired DOA employees as part-time employees. DOA considers these arrangements to be beneficial and cost-effective, because they allow for the continued benefit of the employees' knowledge and experience.

**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.**

DOA is implementing font enlargement options on its website, including reports presented on the agency's website.