



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

Submitted November 15, 2007



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Pursuant to legislation enacted by the Virginia General Assembly of Virginia, 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 "Linwood H. Rose".

President



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Executive Summary

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:

- For students 60 and over, we offer free tuition for those who qualify.
- Life Long Learning Institute
 - Targeted toward age 50 and over, continuing education and social experiences
- Institute for Innovation Health and Human Services offers several programs targeted toward the aging population
 - Community Health Interpreter Service program serves limited English proficient persons of all ages including older adults to improve their access to health care.
 - Community Caregivers Network partners with volunteers and students to provide services to frail elders and their family caregivers. Services range from running errands to in-home companion care.
 - Geriatric Assessment Pilot is a Department of Aging grant that supports interdisciplinary assessment of elders suspected of having dementia or exhibiting dementia-like symptoms.
 - 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.

More specific details about each program are included in the comprehensive report that follows.



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1. Provide to the extent such data is available, the number of person 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.

Higher Education

Students enrolled in regular classes in the of Fall 2006 through Summer 2007 in the age group of 65 – 74 was ten (10), in the age group of 75 – 84 was one (1), and 85 + was none (0). In addition to our regular classes, JMU offers a tuition-waiver program for those 60+ with taxable income of less than \$15,000 as long as they were a VA resident in the prior year. Currently, there is one (1) student taking advantage of this program. Enrollment numbers are consistent with prior years' enrollment.

Community Health Interpreter Services - Data is not maintained using age as a demographic characteristic at this time.

Community Caregivers Network – We have 56 clients in the age range of 65 – 74 and none in the other age categories.

Geriatric Assessment Pilot – In the pilot project, there were 7 individuals participating.

Adult Health and Development Program – The program targets individuals aged 50+ but we do not have data divided into specific groups.

Life Long Learning Institute – There is “membership” of about 500 people who are age 50+. Data collected from a recent survey, indicates that 39% are in the 65 – 74 group, 25% are in the 75 – 84 age group, and 2% in the 85+ group.

2. Identify the agency services that are utilized by senior citizens 65 and older in significant number.

Higher Education - We offer undergraduate and graduate degrees.

Community Health Interpreter Service serves limited English proficient persons of all ages, including older adults. The Community Health Interpreter Service program serves the LEP (Limited English Proficient) community to improve their access to health care. Health and human service providers benefit from professional interpreters that improve communication and reduce risks.



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Community Caregivers Network (CCN) is a partnership coordinated by the James Madison University Institute for Health and Human Services. CCN offers unique services for all frail elders and their family caregivers in Augusta, Rockingham, Page and Shenandoah counties and the cities within. These services include personalized in-home companion care on a regular basis, educational workshops and support services, telephone consultation to supply caregivers with support, caregivers tips and resources; partnership with community service and faith based organizations to provide a well coordinated referral system, errand running, such as picking up prescriptions, groceries or dry-cleaning to aid the caregiver; time off for the caregiver.

Geriatric Assessment Pilot is a joint RMH/JMU Geriatric Assessment Model Pilot and is nearing completion of its first stage. Over the last nine months, seven JMU health care faculty and six RMH staff members have partnered on this pilot demonstration project for a local Geriatric Assessment Center. This team researched and developed a Comprehensive Geriatric Assessment Model featuring a multidimensional, multidisciplinary process used to determine medical, functional and psychosocial strengths and concerns in an elderly patient.

The goal of model development was to develop an individualized comprehensive plan of therapy for immediate and long-term care and follow-up. Through this plan the team intends to demonstrate that comprehensive assessment and application of appropriate resources offered as an adjunct to care of the primary care provider will improve functional status for many older adults, thereby enhancing the quality of life for clients and their family members.

In late April the Geriatric Assessment Team performed evaluations on seven older adults over the course of two half-days. Each developed a discipline-specific report and then met with other team members to identify each client's strengths and weakness, as well as recommend care related to his or her discipline. This full report will be sent to the volunteer's primary care provider, as well as the volunteer. The recommendations will also be forwarded to the team's Aftercare group, as well as Valley Program for Aging Services, both working in collaboration to coordinate identified aftercare services for these volunteer clients.

The meeting of the providers was judged by those present to be a powerful opportunity to review the volunteer client's needs holistically and to apply the "it takes a village" approach to craft a plan of care. Several of the volunteer clients had already noted



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positive benefit between the first and second days of the assessment, and reported development of a Geriatric Assessment center would be a positive addition to the community and would strengthen community care for older adults.

Adult Health and Development Program - The Adult Health and Development Program (AHDP) 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 effect their health, well-being, physical fitness, and health knowledge.

Lifelong Learning Institute - The Institute offers diverse and interesting non-credit classes for anyone age 50+. The program features two five-week sessions, with a variety of classes in each session. Classes are led by various faculty and community persons who are experts in their field. There are also field trips, social events and brown bag learning lunches. There are no exams or grades in the courses, just a sharing with others in the interest of learning.

James Madison University currently has the capacity to serve all interested seniors in the above listed programs.

3. Identify current agency programs specifically designed to serve seniors 65 and older that fall into any of the following six categories.

- a. Health Care/ Wellness;
 - Community Health Interpreter Service
 - Adult Health and Development Program
 - Community Caregivers Network
 - Geriatric Assessment Pilot
- b. Education
 - James Madison University
 - Lifelong Learning Institute



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3. Identify current agency programs specifically designed to serve seniors 65 and older that fall into any of the following six categories. (Continued)

- c. Recreation
 - Lifelong Learning Institute
- d. Financial Security
 - Lifelong Learning Institute Presents a Program: “Economics of Aging”
- e. Transportation
 - None
- f. Public Safety
 - None

4. 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.

5. Describe the effect that the aging of the agency’s own work force 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 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 Human Resources department has launched a Strategic Workforce Planning process that includes succession planning for the university. Based on very preliminary numbers there are approximately 129 employees who will have reached or exceeded 30 years of adjusted state service by July 1, 2008. That number represents a little more than 5% of our total full-time workforce. Our Strategic Workforce Plan includes identifying potential threats by job group, division, and occupational category. Included in this plan is to identify possible successors for key leadership and strategic positions throughout the university. HR will work in coordination with the training department to establish specific training programs that will achieve that end.

The University created and implemented a leadership program entitled, IMPACT³. To date approximately 60 university personnel have participated in the program. IMPACT³ was developed as “a challenging, state-of-the-art executive leadership development program designed to create a common leadership culture and enhance the effectiveness of leaders.” It is a year-long program and emphasizes leadership by doing, an appreciation for and understanding of one’s personal values and behaviors related to leadership and to understand JMU leadership values and competencies.

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.

There are none known at this time.