

**HENRICO
COUNTY**

**2014
2015**

**ANNUAL
REPORT**

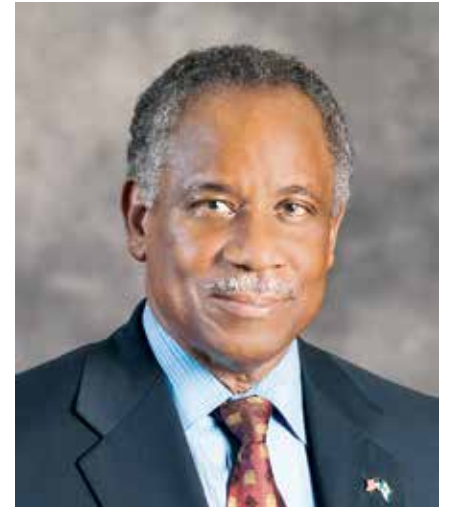


**The
Henrico
Way**

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Honorable Board of Supervisors



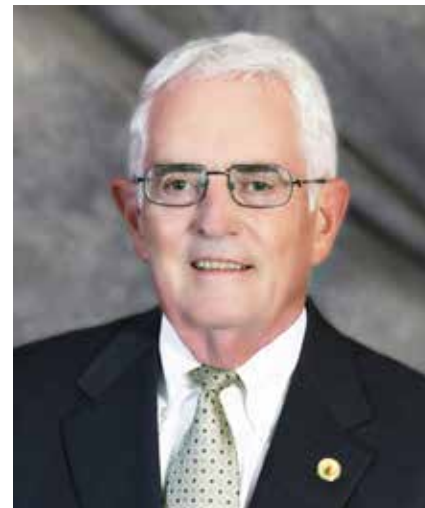
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Message from the Manager

As the sun rises in the east, acres of soy and corn are lit by the morning's orange haze. When the sun sets in the west, the sky begins to light up from the bustling nightlife and ever-growing urban environment. In just one day, residents and visitors can see all of this right here in Henrico. Park fields filled with youth soccer tournaments, preserved historic gems and busy sidewalks with young families and retired couples are scattered throughout Henrico's 244 square miles.

It didn't take just one day for our community to develop and thrive, though. Throughout the years, Henrico has put the customer first — The Henrico Way. It's a long-standing, simple concept to efficiently and effectively serve our customers. It is an approach you — the residents and business owners of this community — demand of your local government. Through the guidance of the Board of Supervisors and by learning from the past and engaging the present, Henrico can plan for the economic and physical future of our county.

Nothing exemplifies an enduring approach to customer service more than Henrico's proven commitment to fiscal responsibility. In 37 years, Henrico's real estate tax rate has not increased; in fact, it has decreased five times. This low tax rate — currently 87 cents per \$100 of assessed value — has also allowed Henrico to retain the lowest residential tax burden of the 15 largest cities and counties in Virginia. Within this same timeframe, the county has also obtained a triple A bond rating — one of only 36 counties in the nation

to attain that lofty standard.

Maintaining a business-friendly tax environment is crucial to the future of the county. In the past six years, the county has been a leader of economic development efforts in Virginia, ranking third in the number of projects and new jobs announced. Large capital investments and employment opportunities are promising, as manufacturing experiences a resurgence in the United States. Our eyes are on the future, as this year the Board of Supervisors reduced the machinery and tools tax rate by 70 percent, making it the lowest rate in central Virginia.

Physically, Henrico is changing. Development and redevelopment projects are occurring throughout the county. The desire to live, work and play all in walking distance is creating an urban setting. Townhomes, major retailers and offices are being constructed and reconstructed next to one another. With a greater need for walkability, Henrico has dedicated funding for miles of new sidewalks to be added.

Another burgeoning aspect of the county is sports tourism. The economic impact of a race weekend at Richmond International Raceway is estimated to equal that of a Super Bowl. In addition, more than 100 sports tournaments are hosted across all five magisterial districts throughout the year. Henrico continues to become a growing destination for sporting events.

As our community continues to grow and evolve, new challenges will become apparent. The larger our community grows, the more water we will need.

Thus, Henrico is currently constructing the Cobbs Creek Reservoir to serve our water needs for decades to come. Our population is aging, so a senior advocate position has been created to help residents access services. Even libraries have dynamic models. With the construction of two new libraries — Libbie Mill and Varina — there will be not only books but more meeting space and technology for public use.

The fundamental service of government is protection. An increasing population and expanding metropolitan development typically mean greater public safety concerns. The Board of Supervisors has made public safety funding a priority for years. Not only have our proactive efforts decreased our community's crime rate to the lowest on record, but The Henrico Way has led us to receive one of the most prestigious emergency medical services accolades in the nation. The Congressional Fire Services Institute awarded the Division of Fire the 2015 Excellence in Fire Service-Based EMS Award.

The benefits of having outstanding public safety agencies extend far beyond being a safe community. I am pleased to report that Henrico is the first county in the nation to have an internationally accredited fire department and to receive the highest possible rating from the Insurance Services Office. This means every residential and commercial insurance policy in the county could be positively impacted by the quick and efficient response of our firefighters and first responders.

As you can see, Henrico's approach



of aligning short- and long-term goals has us operating at peak efficiency. The Board of Supervisors provides the consistent direction to focus on the present while planning for the future. As always, we welcome your input and encourage you to remain active and engaged in the community. Per The Henrico Way, the direct phone numbers of each department's leader, the deputy county managers and my line are included in this report. Please do not hesitate to contact us with any questions or suggestions. Thanks for all you do to make Henrico such a special place.

Sincerely,

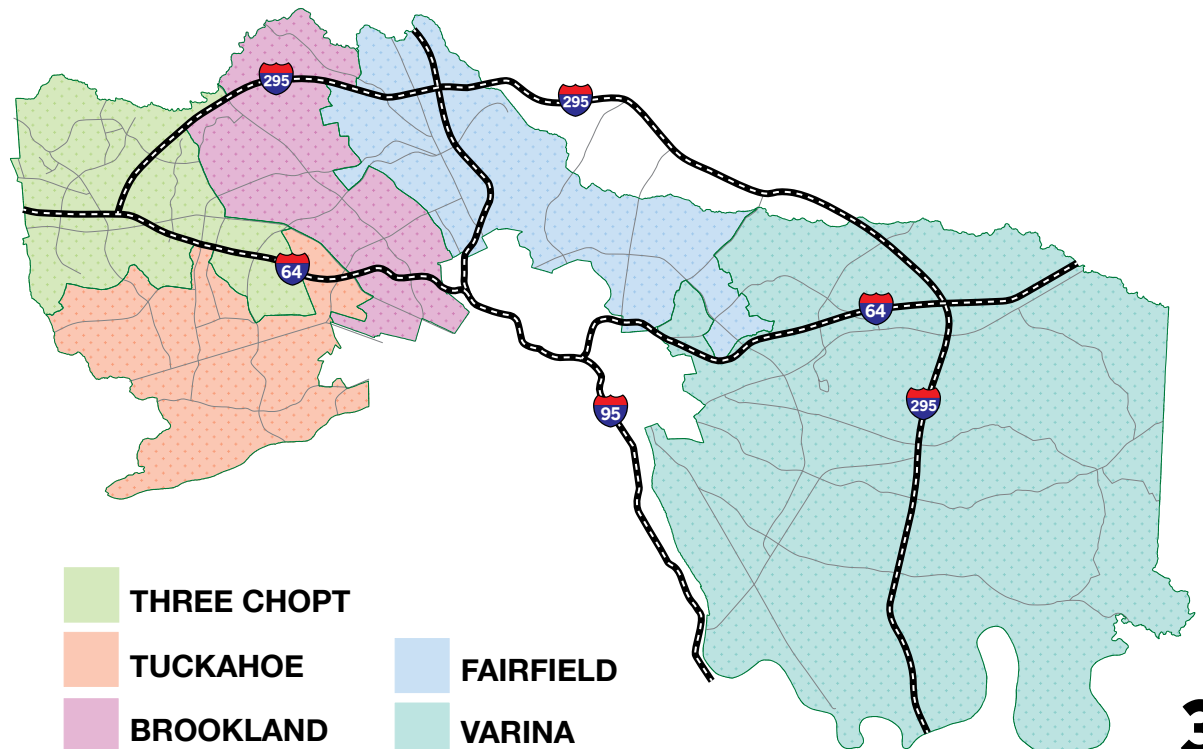
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Board of Supervisors

Henrico County is divided into five magisterial districts: Brookland, Fairfield, Three Chopt, Tuckahoe and Varina.

Voters from each district elect one representative to the Board of Supervisors for a four-year term. The board, whose members are serving terms through Dec. 31, is responsible for appointing the county manager. The county manager serves as the county's chief administrative officer.

Henrico has 37 departments and agencies and 41 boards and commissions responsible for administering all local functions, including the general government, public school system and court system. Residents and elected and appointed officials comprise the various boards and commissions through 251 individual appointments.

The Board of Supervisors meets usually twice per month, on the second and fourth Tuesdays. Meetings are held at 7 p.m., in the Board Room at the Henrico County Government Center, 4301 E. Parham Road.

Agendas for upcoming meetings and minutes of previous meetings are posted at henrico.us/supervisors.

Since 2009, the board has provided a live stream of audio and video of its meetings as well as recordings of previous meetings. The public can view the meetings by computer, smartphone or other mobile device at henrico.us/supervisors/video-of-meetings.

Police

Chief:

Douglas A. Middleton, 501-4840

Henrico maintained its reputation as a safe community, recording its lowest crime rate in more than two decades during 2014.

The county finished the calendar year with 26.57 crimes per 1,000 residents, a slight decrease from the previous low of 26.71 in 2013, according to county crime statistics dating to 1989.

Overall, Henrico had 8,539 incidents of violent and property crimes in 2014. They include arsons plus seven categories of crime tracked in the FBI's Uniform Crime Reporting (UCR) Program: murder, rape, robbery, aggravated assault, burglary, larceny and motor vehicle theft.

The Police Division attributes the low rate in part to a comprehensive crime-fighting and prevention initiative known as Technology-Enhanced Modern Policing Operations, or TEMPO. Introduced in March 2014, TEMPO allows Police to use technology and law enforcement best practices to respond to crime and identify trends quickly.

4 Police worked with the County Attorney's Office and the Department of General

Services on the construction of a permanent precinct for central Henrico.

The \$3.6 million, 10,000-square-foot Villa Park Station, at 7850 Villa Park Drive, opened in late July, replacing a temporary station that opened at Virginia Center Commons in December 2013.

Police also operates West Station, at the Public Safety Building near East Parham Road, and South Station, on Eastpark Court in Sandston.

Villa Park provides a base of operations for the area from Creighton Road to the east, Staples Mill Road to the west, the Hanover County line to the north and the city of Richmond line to the south.

Also in fiscal 2014-15, Police began issuing body-worn cameras to its officers, giving them another tool to gather evidence and promote transparency and accountability. The cameras are mounted on or near the head to capture the officer's point of view.

As of mid-July, 250 officers had received cameras and eight hours of training. Four hundred officers are expected to be equipped by the end of December.

The training includes two hours on the use of the cameras and six hours on the "fair and impartial policing perspective," which helps officers recognize that biases exist in all people and instructs them on how to identify and overcome their own.

Police report that the cameras have been helpful in securing guilty pleas from defendants and have led to more courteous interactions between officers and the public.

The division has collected about 19,000 videos totaling two terabytes of data from the cameras.

Police has provided input and guidance on the cameras to Virginia's Law Enforcement Technology Sub-Panel of the Secure Commonwealth Panel.

Fire

Chief:

Anthony E. McDowell, 501-4901

Henrico earned the highest-possible rating from the Insurance Services Office (ISO), a distinction that reflects favorably on the Division of Fire and may qualify homeowners and businesses to pay lower rates for property insurance.

The Class 1 rating is based on an evaluation of the county's emergency communications; fire department equipment, personnel and training; water supply; and efforts to reduce community risks through inspections, code enforcement and other efforts. Insurance companies use ISO or similar ratings to help set rates for policyholders.

Henrico is the only county in the United States to hold a Class 1 ISO rating and have a fire department



The Police Division opened the Villa Park Station at 7850 Villa Park Drive to enhance emergency response to central Henrico. The 10,000-square-foot precinct replaced a temporary station that had operated from Virginia Center Commons.

accredited by the Commission on Fire Accreditation International. The county previously held a Class 3 rating, from 2011.

Henrico recorded no deaths from structure fires during 2014 thanks in part to prevention programs.

The Community Risk Reduction Program promotes fire safety among preschool and elementary students and provides smoke alarm inspections and installations, free home-safety inspections and presentations to neighborhood groups.

Since 2013, Fire also has returned to neighborhoods or apartment complexes after a fire to conduct safety inspections and answer questions from residents.

In April, Fire received the Excellence in Fire Service-Based EMS Award from the Congressional Fire Services Institute.

The award recognizes the division's commitment to supporting emergency medical care by the Department of Defense (DOD). Fire has partnered with the Marine Corps, Army and Virginia National Guard on various training exercises and other initiatives over the years.

This spring, Fire began participating in a clinical trial with the VCU

Health System to assess the benefits of administering fresh plasma to trauma patients before they arrive at a hospital for treatment.

The DOD-funded study is expected to last three years. The partnership makes Fire one of the first ground-based ambulance services in the United States equipped to provide plasma to patients who are experiencing hemorrhagic shock as a result of heavy blood loss.

Fire earned 2015 Achievement Awards from the National Association of Counties for four programs and initiatives to enhance outreach efforts and improve training.

The Teen Summer Fire Academy offers rising high school freshmen a chance to experience life as a Henrico firefighter. Participants wear protective equipment and receive instruction in teamwork, fire suppression, the values and mission of the division, physical fitness and team-building. Ten students participated.

The Hermitage Career and Technical Emergency Medical Technician Course exposes high school students to career opportunities as an emergency medi-



The Libbie Mill Library will open this fall on a 3-acre site in the Libbie Mill-Midtown development off Staples Mill Road. To check the progress of construction, go to henricolibrary.org/libbie-mill.



The Division of Fire started the Teen Summer Fire Academy to give rising high school freshmen a fun way to learn the basics of firefighting and emergency medical services. Ten graduates of Wilder Middle School participated in the four-week program in 2015.

cal technician. The program also helps students learn about the health sciences and fire prevention and suppression.

The Amateur Radio Emergency Services (ARES) program provides additional backup support to Henrico's primary communications system. The program taps the expertise of licensed radio volunteers with the Virginia Capital District ARES, who work through a partnership with Fire's Office of Emergency Management.

The Field Training Medic Program creates a pool of skilled field medics who are capable of training and mentoring future providers of advanced life support.

The program, established through a collaboration with the Department of Human Resources, provides instruction in emergency medical services as well as conflict resolution, feedback, coaching and mentoring.

So far, 34 field medics have completed training and assisted 12 others in becoming certified in advanced life support. The program also earned a 2015 Achievement Award from the Virginia Association of Counties.

Planning

Director:

Ralph J. Emerson Jr., 501-4605

The Department of Planning created a database of proffers, or conditions, that have been accepted by the Board of Supervisors for development projects.

The Development Condition Analysis database allows Planning staff to search proffers by category and review pictures and an analysis of how they were implemented. For example, a proffer could guide the design of a shopping center or the building materials used in a neighborhood.

Implemented in March 2014, the database contains more than 4,000 entries

from rezoning cases approved during the past eight years. Staff members add to the catalog as cases are considered.

The Planning Commission and other officials use the database to determine whether the proffers have met their intended purpose. Planners also are able to quickly research proffers for consideration with new rezoning applications.

The database earned a 2015 Achievement Award from the National Association of Counties.

Planning also reviewed and approved several significant development projects. These include the Libbie Mill and Varina Area libraries, which are scheduled to open this fall and next spring, respectively.

Other projects under development include Broad Hill Centre, with 179,600 square feet of medical office space for Bon Secours Health System along West Broad Street in Short Pump; Short Pump Medical and Office Center at Town Center West, a five-story, 109,220-square-foot medical office building; and West Broad Market Place, featuring a 140,000-square-foot Wegmans grocery store and an 82,336-square-foot Cabela's outdoor outfitter store.

Several major redevelopment projects also are underway. Eastgate Town Center will replace Fairfield Commons on Nine Mile Road near Highland Springs and include a Walmart store plus three additional retail buildings.

GreenGate, an urban mixed-use community planned along West Broad in Short Pump, is developing the first phase of its master plan, with residential lots and office and retail development.

Community Revitalization

Director:

S. Mark Strickler, 501-7610

The Department of Community Revitalization developed and began to implement a

strategy for the revitalization of the Highland Springs and Richmond International Raceway areas.

Coordinated with the Department of Building Construction and Inspections, the effort provides enhanced enforcement of environmental, zoning and building codes. It also seeks to address issues with vacant properties through code enforcement, acquisition and rehabilitation.

Henrico hired an additional zoning officer to support the effort, which started in January with a pilot program focused on 10 blocks in Highland Springs.

In addition, department representatives began meeting with businesses in the Nine Mile Road and Laburnum Avenue corridors to explain the Enterprise Zone program and how small improvements to accommodate pedestrians could help attract customers.

Also in fiscal 2014-15, Community Revitalization guided an effort to expand the Enterprise Zone by 168 acres to spur development, investment and job creation.

The Board of Supervisors voted in March to add the land, which includes 149 acres of prime industrial property near Richmond International Airport. The property is north of Seven Hills Boulevard between South Laburnum Avenue and South Airport Drive.

Other properties added to the zone are at Starling Drive and Quiocassin Road, along Eastridge and Parham roads, on Oakleys Lane west of Gillie Creek and along November Avenue.

The Enterprise Zone now totals 3,811 acres and could expand to 3,840 acres under the state program.

Community Revitalization also led an effort to update Henrico's ordinance for tall grass and weeds.

The changes, approved by the Board of Supervisors in August 2014, provide greater uniformity, including protections for neighbors against nuisance properties and flexibility for property owners who want to grow meadows.

The revised code classifies weeds and grass taller than 12 inches as a nuisance and requires cutting within 150 feet of any adjoining property or public road. The requirement drops to 50 feet if the property is at least two acres and part of a state or federal conservation program.

Economic Development

Executive Director:

Gary L. McLaren, 501-7654

To spur job growth and investment, the Economic Development Authority (EDA) provided assistance to various companies planning major expansions or relocations.

The announcements of three new business locations and five expansions represent 1,452 jobs and \$61.5 million in investments in 488,274

square feet of new or existing space.

Among the major announcements, Elephant Insurance is relocating its headquarters to and expanding its operations in the Deep Run I office building, 9950 Mayland Drive. The automobile insurance company plans to spend \$2 million and hire an additional 1,173 workers.

McKesson Medical-Surgical, a provider of medical supplies and technology, will add 225 jobs and invest \$12.2 million as it expands and moves its division headquarters into the Deep Run III building.

San-J International, which produces tamari sauce, plans to add 18 jobs and invest \$38 million in an expansion of its facility at 2880 Sprouse Drive.

Anord Critical Power, a provider of power infrastructure to the global data center industry, will invest \$250,000 as it moves into a 48,802-square-foot facility in the White Oak Technology Park.

In addition, Crown Equipment, the world's fifth-largest manufacturer of industrial forklift trucks, will relocate to a 38,880-square-foot facility in Varina.

EDA also took a number of steps to reach out to businesses already in the county.

The Henrico Business First Visitation Program logged 200 visits and provided assistance to 14 companies during fiscal 2014-15. The program uses volunteers to conduct interviews with local business executives and helps EDA understand and address their needs and concerns.

EDA also sponsored the inaugural Catalyst workshop in October to help small and emerging businesses build their networks, learn from local executives and establish mentoring relationships with experienced companies.

Nearly 100 business owners, representatives and others attended the workshop. A second Catalyst workshop is planned for the fall.

In June, EDA held its first Major Employers Forum for companies with at least 500 employees in Henrico. Executives from 10 companies met with the county manager, EDA and a member of the Board of Supervisors. The forum is planned twice per year, with the next session scheduled for the fall.

Also in fiscal 2014-15, EDA developed *henricoproperties.com*, which provides a searchable database of available sites to encourage business relocations and expansions. The website provides immediate access to information in geographic-information-system platforms.

The website lists about 270 buildings and 30 sites available for industrial or office use, as well as other comprehensive demographic, community and business data. Henrico was the first locality in central Virginia to offer the site-selection tool.

Building Construction and Inspections

Building Official:

Gregory H. Revels, 501-4374

The Department of Building Construction and Inspections organized 11 meetings to explain changes to the Virginia Uniform Statewide Building Code.

A total of 344 contractors and others attended the sessions, which highlighted new regulations for electrical, mechanical, plumbing, fuel gas and residential building work.

The 2012 edition of the Virginia Uniform Statewide Building Code took effect in July 2014.

In fiscal 2014-15, the department issued 13,577 permits, reflecting a construction value estimated at nearly \$783 million. That represents a 3 percent decrease in the number of permits, but a 90 percent increase in the value of construction from fiscal 2013-14. The jump in value is due in part to the increased scale of many development projects.

The building permits included 705 for single-family attached or detached homes, a 10 percent decrease from the previous year. The department also completed 68,861 inspections, a 3 percent decrease.

The department issued 1,277 certificates of occupancy, a drop of 4 percent. It also completed 2,199 inspections of existing structures, down 15 percent; and 270 inspections of food-business controls for fats, oils and grease.

The Permit Center

Director of Community Development:
Lee J. Tyson, 501-4776

The Permit Center initiated the first comprehensive review of its physical space, which includes a customer service counter, administrative space and areas where technicians meet with customers seeking guidance on land development and construction.

The effort is designed to identify changes to the layout with the goal of improving accessibility to customers, fostering a professional atmosphere and enhancing work flow. The Permit Center, which opened in 2001, expects to begin making changes in October.

While year-end totals are not yet available, the Permit Center expected increases in customer activity in several key areas during fiscal 2014-15.

The department projected 14,693 walk-in customers, up 30 percent from the 11,329 customers in fiscal 2013-14.

It also projected 22,920 inquiries, an increase of 50 percent from the 15,278 inquiries logged during the previous year. Officials cautioned that much of the increase was attributable

to calls that were transferred to other departments for resolution. These calls previously were not

counted in the department's workload.

The Permit Center also received 5,075 permit applications, a slight drop from the 5,085 applications received in fiscal 2013-14.

Also in fiscal 2014-15, the Permit Center began accepting credit cards for the ease and convenience of customers, and it continued to pursue technology improvements that will allow customers to submit applications and plans electronically from their homes or offices.

The Permit Center also recently wrapped up a project that replaced written receipts with electronic copies that are more convenient for customers and other county departments to use.

Public Utilities

Director:

Arthur D. Petrini, 501-4280

The Department of Public Utilities (DPU) in March completed a \$10.4 million project that increased the Water Treatment Facility's capacity to 80 million gallons per day.

The upgrade, from 55 million gallons per day, will allow Henrico to meet projections for growth and development.

Started in 2012, the project included the installation of two additional pumps to receive raw water and two additional pumps to release treated water. Each has a capacity of 14.4 million gallons per day.

The work also improved power and chemical systems and provided a greater capacity to remove sediment particles from water as a first step of treatment.

DPU also continued to advance plans for the Cobbs Creek Reservoir in Cumberland County, which will serve the long-term water needs of Henrico, Powhatan and Cumberland counties.

DPU worked with the Real Property Department to complete land purchases for the reservoir, which is the largest public utility project in county history.

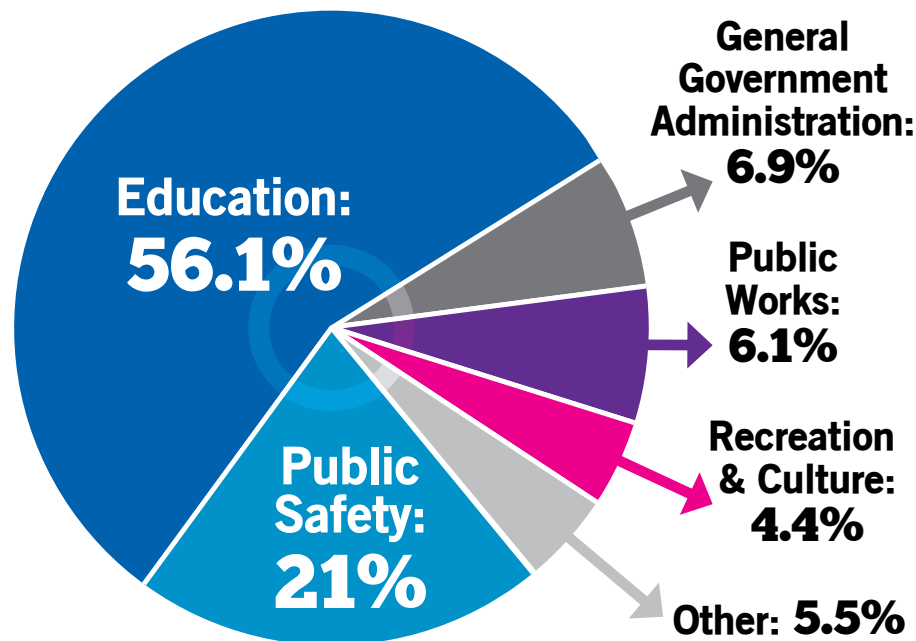
The department also accepted a bid to begin work to clear a utility corridor and install a communications tower for the reservoir, which is expected to begin operations in 2022.

In fiscal 2014-15, DPU updated its standards for the design and construction of water and sewer utility projects. The standards, previously updated in 1997, provide guidance to consultants who work on water and sewer projects as well as county staff who review them.

The document details federal, state and local requirements for design and construction as well as industry standards and materials approved for use.

In February, DPU opened the Shane Road Recycling Center, near Shane's intersection with Quioccasin Road.

The center accepts plastic bottles, aluminum cans, newspapers and other recyclables. It replaced a site that re-



More than half of Henrico's \$785.8 million general fund budget for fiscal 2015-16 is committed to Henrico County Public Schools.

ceived an average of 300 tons of recycled material annually before closing in 2012 to make room for the reconstruction of the Regency Area Firehouse 9.

Public Works

Director:

Steven J. Yob, 501-4390

The Department of Public Works (DPW) improved the county's vacuum leaf service to provide faster response to residents without increasing costs.

DPW completed service orders in four days on average during fiscal 2014-15, a decrease from 20 days the previous year.

DPW had revamped the program in fiscal 2013-14 to eliminate pickups during January and February. That allowed equipment and personnel to focus on snow removal during those months before returning to leaf service in March.

The change improved efficiency but also created a backlog of service requests in late winter. In response, DPW reviewed historical data on vacuum leaf orders and temporarily increased crews to better manage the anticipated workloads.

The total leaf vacuum program cost \$660,000 in fiscal 2014-15, slightly less than the previous year and \$71,000 less than two years earlier. For its efforts, DPW earned a 2015 Achievement Award from the National Association of Counties.

Working with other departments, DPW also guided a process that culminated in the renewal of the county's municipal separate storm sewer system, or MS4, permit.

Approved April 1 by the Virginia Department of Environmental Quality (DEQ), the MS4 permit outlines a com-

prehensive program aimed at reducing the flow of pollutants into rivers, streams and ultimately the Chesapeake Bay.

The five-year permit establishes regulations and controls in a variety of areas and conditions, including construction sites, roads and parking lots, municipal stormwater infrastructure, county staff training and stream monitoring.

DPW also advanced a series of projects that will provide 11 miles of sidewalks in the county. The projects are in various stages, including planning, design, construction and completion.

Projects totaling 11,820 linear feet of sidewalks are underway or recently completed. The projects are estimated to cost a total of \$2.5 million and



Under Henrico's new system, voters mark a paper ballot before inserting it into a scanner for counting. The Voter Registration and Elections Office bought new equipment after a statewide decision to decertify the previous WINVote touch-screen machines.

be funded partially by the state.

Sidewalks will be installed along Prince Henry Drive from East Parham to Hungary Spring roads; along Nuckols Road from Heatherford Road to Kaechele Elementary School; and along Wistar Road from Merchants Walk Shopping Center to Wistar Place. Construction of sidewalks along Beulah Road from Huntsman Road to Green Hollow Road and along Laburnum Avenue from Alma Avenue to Richmond-Henrico Turnpike have been completed.

DPW also improved 1.1 miles of West End Drive, using a road-reclamation process that takes recycled materials from the road and mixes them with concrete before repaving occurs. The \$550,000 project wrapped up in July.

County Attorney

County Attorney:

Joseph P. Rapisarda Jr., 501-4344

The County Attorney's Office worked with the Police Division and the Department of General Services to advance plans for the construction of a new police precinct for central Henrico.

The \$3.6 million, 10,000-square-foot Villa Park Station opened in late July and is the county's first facility built under the Public-Private Education Facilities and Infrastructure Act of 2002.

HPDC Partners LLC submitted an unsolicited proposal in early 2014 to design and build the station. The Board of Supervisors approved an agreement this August after a period of review and negotiation. The process provided an accelerated construction schedule and allowed the county to defer its expenses until construction was complete.

The County Attorney's Office also worked with the Voter Registration and Elections Office to expedite the purchase of new voting machines.

The emergency purchase stemmed from an April decision by the State Board of Elections to no longer allow the WINVote machines in Virginia elections because of security concerns.

Two weeks after the decision, Henrico had negotiated and signed a nearly \$1.2 million agreement for new voting machines and equipment. A state law exempts ballots and election materials from certain purchasing and procurement requirements, which can take months to satisfy.

By managing its own purchase, rather than participating in a state contract, Henrico was able to negotiate favorable terms, including trade value for the old machines, and begin absentee voting for primary elections held in June.

The County Attorney's Office also worked with the Real Property Department and Department of Public Utilities to complete land acquisitions



The Shane Road Recycling Center opened in February near Shane's intersection with Quioccasin Road. The center, operated by the Department of Public Utilities, accepts a variety of recyclable materials for the convenience of residents.

for the Cobbs Creek Reservoir project in Cumberland County.

The departments worked more than 2½ years to finalize agreements to buy 1,830 acres plus easements from 22 owners for \$9.8 million, about \$1 million less than budgeted. The last of the transactions was completed in February.

The Cobbs Creek Reservoir is expected to become operational in 2022. Construction started in June.

Voter Registration and Elections

General Registrar:

Mark J. Coakley, 501-4345

Working under a tight deadline, the Voter Registration and Elections Office replaced the county's voting machines after the State Board of Elections decertified them for use in Virginia elections.

The decision forced 30 localities to find replacement machines. Henrico had to scramble to accommodate absentee voting April 24 for primary elections held June 9.

To satisfy the new state requirements, the county purchased 105 digital optical scan machines, 105 ballot-marking devices to meet requirements of the Americans with Disabilities Act and 1,000 desktop voting booths.

Under the new system, a voter marks a paper ballot before feeding it into a scanner for counting. Voter Registration trained 600 poll workers on the equipment in May.

Voter Registration also conducted three elections during fiscal 2014-15.

The Nov. 4 general election decided a U.S. Senate seat and the 3rd and 7th district seats in the House of Representatives. Overall, the election pro-

duced a 46 percent turnout in Henrico, with 94,361 of the county's 207,080 registered voters casting ballots.

A Jan. 13 special election decided the 74th District seat in the House of Delegates. It generated a voter turnout of 12 percent, with 5,402 of 46,852 county voters casting ballots.

The June 9 primary election determined Republican candidates for the 12th District seat in the Virginia Senate, clerk of the Henrico Circuit Court and commonwealth's attorney, and the Democratic candidate for the 74th District seat in the House of Delegates. The primaries produced an 11 percent turnout in Henrico, with 22,735 of 206,702 voters casting ballots.

General District Court

Chief Judge: Mary B. Malveaux

Judge: G. Barton Chucker

Judge: L. Neil Steverson

Judge: B. Craig Dunkum

Judge: John K. Honey Jr. (effective Nov. 1)

Clerk:

Linda S. Knight, 501-4726

The General District Court welcomed Judge B. Craig Dunkum following his appointment by the General Assembly.

Dunkum, whose term began July 1, succeeded Judge John Marshall, who was elevated to the Henrico Circuit Court. Marshall had joined the General District Court in 2005.

Dunkum has more than three decades of legal experience, having served as an assistant commonwealth's attorney in Henrico, a private attorney and legal counsel for an insurance company.

John K. Honey Jr. will join the

court as its fifth judge in November.

A former assistant commonwealth's attorney in Richmond, Honey has served as a private attorney specializing in criminal defense, traffic violations, family law, civil litigation and personal injury cases.

To prepare for its fifth General District judge, Henrico is converting office space at the Courts Building into an additional courtroom. The \$1 million project is being completed at night and on weekends to avoid disrupting court operations.

Circuit Court

Chief Judge: Gary A. Hicks, 501-4750

Judge: L.A. Harris Jr.

Judge: John Marshall

Judge: Richard S. Wallerstein Jr.

Judge: James S. Yoffy

Judge Catherine C. Hammond retired in March after 16 years of service to the Henrico Circuit Court.

Hammond, appointed by Gov. Jim Gilmore in 1999, played a key role in establishing the Henrico Drug Court in 2003.

The circuit judges had been looking to address the cycle of individuals with alcohol and drug problems reappearing before the court. Drug Court participants receive treatment and supervision while being given time to recover from their addictions, seek employment and satisfy court-ordered financial obligations.

Judge John Marshall succeeded Hammond on July 1, following his appointment by the 2015 General Assembly.

Marshall had served the Henrico General District Court since 2005.

Clerk of the Circuit Court

Clerk of the Circuit Court:

Yvonne G. Smith, 501-4202

The office of the Clerk of the Circuit Court completed its conversion to a fully electronic filing system for new cases.

As of June 2014, the office was digitally scanning all case files, which makes them readily available for review by judges, court staff, attorneys and the public. The digital system also includes files for criminal show-cause cases and reinstated divorce cases.

The office had registered 176 subscribers for remote computer access to case files. Subscriptions are limited to attorneys as officers of the court, including those from the County Attorney's Office, Office of the Commonwealth's Attorney, Attorney General's Office and other state agencies.

The Clerk's office also started digitizing files for cases being appealed and began transmitting them to the Virginia Court of Appeals and the Supreme Court of Virginia.

In addition, the office installed a kiosk that simplifies the processing of marriage licenses. The kiosk, in the reception area of the Clerk's office, allows a couple to input and review their information before taking the oath and receiving their license.

The office hopes to eventually allow couples to input marriage-license information remotely by computer. The information would be retained until the couple visits the office to complete the process.

Commonwealth's Attorney

Commonwealth's Attorney:

Shannon L. Taylor, 501-4218

Commonwealth's Attorney Shannon L. Taylor in May received the Bronze Key Award from the National Council on Alcohol and Drug Dependence for contributions to those challenged by addiction.

Since 2012, the Office of the Commonwealth's Attorney has recognized substance abuse and mental health issues as medical problems that are often the source of crimes committed.

Working with support organizations and others in the recovery community, the office has looked for opportunities to resolve cases in creative ways that provide justice as well as ensure a defendant gets the treatment needed.

The Office of the Commonwealth's Attorney also has worked with the Police Division to develop a model for the investigation and prosecution of human trafficking cases.

The office has worked to strengthen state laws against individuals who oversee prostitution operations. It also has focused on prosecuting these individuals while collaborating



Each spring, Student Government Day gives Henrico's high school students a chance to work alongside members of the Board of Supervisors and other elected and appointed leaders. The event culminates with a student-run, mock board meeting.

with service providers to assist human-trafficking victims.

In addition, the Commonwealth's Attorney responded aggressively to child sexual and physical abuse by working with the Police Division and the Department of Social Services' Child Protective Services unit.

Through their coordinated efforts, the agencies increased the number of cases reviewed for possible abuse and have held more people accountable for their actions.

Sheriff's Office

Sheriff:

Michael L. Wade, 501-4571

The Sheriff's Office started the Re-Entry Academy for community members interested in volunteering at the jail and learning more about the criminal justice system.

The program provides two-hour sessions once per week. Eighteen inmates participated in the first academy, held May 7 through June 11. The program is designed to build a network of volunteers who can help inmates tap various services following their release.

The program is a joint effort of the offices of the Sheriff and Commonwealth's Attorney as well as the Community Corrections program, the Drug Court, Henrico Area Mental Health & Developmental Services and the Virginia Department of Corrections.

The Sheriff's Office also expanded its community work program, which allows nonviolent inmates to complete painting and other projects at county facilities.

Inmates are eligible to earn credit toward their sentences, usually 4½ days of credit for every 30 days of

work. The county also benefits by not having to contract for the services.

Inmates logged more than 7,335 hours during fiscal 2014-15 at various county offices and facilities. The program also expanded to provide grounds maintenance at the Henrico Government Center, Public Safety Building and Training Center.

Also in fiscal 2014-15, the Sheriff's Office started a multistep program to help inmates manage heroin addictions while preparing them to return to the community.

The ORBIT, or Opiate Recovery by Intensive Tracking, program is designed to guide inmates through a medically managed detoxification process before they are transferred to Henrico's Jail East to complete the RISE, or Recovery in a Secure Environment, program. After successfully completing the RISE program, inmates may be eligible to complete their sentences on work release.

Community Corrections

Director:

Jane E. Hardell, 501-5180

Community Corrections established offices at the Resource Workforce Center on Cedar Fork Road.

The offices opened in August 2014 and provide a base for two probation officers and one pretrial officer. The officials are able to meet with pretrial defendants and probationers who live in eastern Henrico and may benefit from services of the Workforce Center.

Community Corrections also expanded its public-seating area in the Human Services Building at the Henrico Government Center.

In June, Community Corrections and the Drug Court program began sharing a 20-seat lobby after the Division of Recreation and Parks vacated the space. Recreation and Parks had reassigned some of its staff to recreation centers to provide more direct service to customers.

Juvenile and Domestic Relations District Court

Chief Judge:

Rondelle D. Herman, 501-4688

Judge: Margaret Deglau

Judge: Randall G. Johnson Jr.

Judge: Denis F. Soden

Judge: Stuart L. Williams Jr.

Clerk's office: 501-4223

New cameras installed in four courtrooms of the Juvenile and Domestic Relations District Court allow video conferencing for hearings and remote access to more than 600 locations, including magistrate offices, jails and other courts.

The courtrooms previously shared one camera that was moved as needed. A fifth courtroom had been equipped with a permanent camera when it was constructed eight years ago as part of an addition to the Juvenile Courts Building.

The court also equipped each courtroom with an updated printer. The multifunctional machines allow orders and other documents to be printed and signed immediately after a hearing, which allows faster processing of cases.

In another time-saving move, the court installed a Live Scan fingerprinting station, which allows detainees to be photographed and processed quickly at the courts building. In the past, juvenile detainees had to be taken to a jail for processing, which often left families waiting for as long as five hours.

The court also took steps to be more accommodating to the public, attorneys and others. Officials updated or eliminated signs to provide clearer direction to visitors and placed forms in public areas to invite feedback.

In addition, the court provided customer-service training to its clerks, upgraded its wireless Internet service, redesigned its website and created a Twitter account — @HenricoJDRcT — for announcements, including weather-related closings.

14th District Court Service Unit

Director:

Kathleen E. Jones, 501-4949

The 14th District Court Service Unit (CSU), which serves the Henrico Juvenile and Domestic Relations District Court, implemented changes that have helped to reduce the number of youths on probation while still enrolling them in programs to hold them accountable.

FINANCIAL RESOURCES & REQUIREMENTS FOR FISCAL YEAR 2014-15 (A)

General Resources: (A)	2014-15 (B)	2013-14	Difference
Current Real Property Taxes	\$287,635,576	\$277,776,971	\$9,858,605
+ Current Personal Property Taxes	\$72,308,683	\$73,131,116	-\$822,433
+ Local Sales Tax	\$58,569,422	\$55,824,515	\$2,744,907
+ Business and Professional Licenses	\$32,086,403	\$29,827,991	\$2,258,412
+ Meals Tax (F)	\$26,783,953	\$1,990,470	\$24,793,483
+ Other Local Revenue	\$83,431,386	\$75,930,803	\$7,500,583
= Total Local Revenue	\$558,215,423	\$514,481,866	\$43,733,557
+ State and Federal Sources	\$365,549,794	\$366,365,853	-\$816,059
= Total Revenue	\$923,765,217	\$880,847,719	\$42,917,498
+ Net Transfer/Adjustments to Fund Balance	-\$71,663,396	-\$41,326,213	-\$30,337,183
= TOTAL RESOURCES	\$852,101,821	\$839,521,506	\$12,580,315
General Requirements: (A)			
General Government (C)	\$197,022,643	\$214,519,124	-\$17,496,481
+ School Operating (D)	\$429,015,121	\$401,519,237	\$27,495,884
+ Public Safety	\$168,705,043	\$164,736,112	\$3,968,931
+ Debt Service (E)	\$57,359,014	\$58,747,033	-\$1,388,019
= TOTAL REQUIREMENTS	\$852,101,821	\$839,521,506	\$12,580,315

NOTES:

(A) Includes general and debt service funds. FY2013-14 amounts reflect audited actuals.

(B) Figures are preclosing and unaudited for FY2014-15.

(C) Represents all other governmental expenditures

including Recreation and Libraries. Social Services was moved to the Special Revenue Fund in FY2014-15.

(D) One-time accrual entry of \$42,967,531 for Schools capital lease obligations was excluded from the

FY2013-14 actuals.

(E) Amounts include general government and school debt service requirements.

(F) Meals Tax for FY2013-14 reflects one month of collections. Revenue is dedicated to Schools.

The number of probation cases dropped from 419 in July 2013 to 316 in May.

CSU strives to assign youths to probation only if they are deemed at a higher risk for reoffending. Intake officers are assigning lower-risk youths to community-service programs, counseling or other options available through the Virginia Community Crime Control Act.

In April, CSU started a new diversion program through an agreement with the Virginia Center for Restorative Justice.

The program allows youth offenders to avoid a formal court hearing and instead meet with the victim of their crime or a surrogate. The program, which had worked with 15 youth offenders as of early July, is designed to promote empathy among offenders and give victims input in how cases are resolved.

Juvenile Detention

Superintendent:
Michael D. Bingham, 501-4329

The Henrico Juvenile Detention Home successfully completed a monitoring visit and audit by the Virginia Department of Juvenile Justice.

The monitoring visit conducted in October found no issues following a review of training and other records for employees, tours of the facility and interviews with staff and residents.

A separate review, completed in February, focused on compliance with Virginia Juvenile Community Crime Control Act programs over the past three years.

The audit included interviews with staff as well as a review of records on employees, juvenile residents and vendors.

In fiscal 2014-15, the Juvenile Detention Home began its 35th year without any escapes or serious injuries to its residents and staff. The 20-bed facility maintained its record of operating a safe, secure facility.

James River Juvenile Detention Center

Superintendent:
Michael D. Martin, 556-4081

The James River Juvenile Detention Center, jointly owned and operated by the counties of Henrico, Powhatan and Goochland, houses and supervises juveniles who are serving sentences or awaiting trial on various criminal offenses.

Located in Powhatan, the 60-bed center developed a system to conduct an annual audit by a team of its own supervisors and detention counselors.

The Virginia Department of Juvenile Justice requires the self-audit in addi-

tion to visits and reviews by the state agency. The detention center assigned responsibility for the internal review to supervisors and counselors, rather than administrators, to give employees a greater voice in the decision-making process. The approach also supports Henrico's high-performance organization initiative for continuous improvement.

Officials credit the internal reviews with helping to improve employee morale and understanding of the audit process, as well as handling of work order and maintenance requests.

Finance

Director:
Eugene H. Walter,
501-4266

The Department of Finance prepared Henrico's \$1.1 billion budget for fiscal 2015-16, which took effect July 1.

The budget, adopted unanimously by the Board of Supervisors in April, includes a general fund of \$785.8 million for general government and school operations and keeps the real estate tax rate at 87 cents per \$100 of assessed value — the lowest among urbanized localities in Virginia.

The general fund represents an increase of 2.4 percent, or \$18.4 million, over the previous year.

To support business expansion in Henrico, the budget supported cutting the machinery and tools tax rate by 70 percent — from \$1 per \$100 of assessed value to 30 cents per \$100 of assessed value. Henrico now has the lowest machinery and tools tax rate in central Virginia and one of the lowest in Virginia.

Fifty-six percent, or \$441.2 million, of the general fund budget goes to Henrico County Public Schools. That represents an increase of \$10.4 million, or 2.4 percent, over the current year.

The budget also increases funding for public safety. The Police Division is receiving 10 more patrol officers as part of a five-year plan to add 50 officers to the force. Fiscal 2015-16 represents the third year of the effort.

The budget also provides 27 positions for the new Libbie Mill and Varina Area libraries.

The budget fully restores the Real Estate Advantage Program

(REAP), which provides real estate tax relief to eligible homeowners who are 65 and older or disabled.

The budget includes funding to increase the maximum amount of relief available to \$3,000 per home. Henrico had lowered the cap during the recession. REAP is expected to provide \$8.2 million in relief to more than 6,100 homeowners this year.

The budget also allocates \$109.6 million for capital projects for public utilities, schools and general government, including public safety.

Also in 2015, Finance contracted with a vendor to process electronic payments of various taxes and fees that can be made online or at select locations throughout the county.

The move improved efficiencies and enhanced customer service by offering new or expanded options for making or receiving electronic payments.

The department reduced the processing fee paid by residents or businesses for the use of credit cards and electronic checks, and it expanded the acceptance of debit cards for payments to Mental Health & Developmental Services and the Police Division.

Finance also started offering an electronic payment option to vendors that provide goods or services to the county.

The option is simplifying and accelerating payments and allowing the county to reduce significantly the number of checks it prints and mails. In June, 17 percent of the county's payments occurred electronically. The total could reach 30 percent by December, according to projections.

Additionally, Finance established a program to streamline the collection of personal property taxes paid by vehicle-leasing companies.

Businesses that enroll in the Leasing Company Electronic Billing Program receive an electronic file that itemizes each vehicle and the taxes owed on it. The companies are able to review and update the information before returning it with payment.

For Finance, the program reduces the amount of staff time needed to adjust or reconcile accounts. The National Association of Counties recognized the program with a 2015 Achievement Award.

Fifteen companies, accounting for about 2,000 vehicles, enrolled in the program.



About 1,000 Civil War reenactors participated in a free, two-day event last September to commemorate the 150th anniversary of the Battle of New Market Heights. The event, which included reenactments and living history exhibits, attracted about 6,000 people overall and generated an estimated \$628,000 in economic activity.

Information Technology

Director:

Thomas L. Owdom, 501-4450

The Department of Information Technology (IT) managed several large projects, including the county's transition to Microsoft's Office 365 for email and other cloud-based services.

About 4,300 full- and part-time employees now have access to the new email system. Office 365 replaced a county-hosted system and provides greater data capacity and automatic system updates.

The first two phases of the conversion process included email, Word, Excel and other services. A third phase, scheduled for implementation over the next 12 to 18 months, will provide the SharePoint software for project collaboration.

IT also began the installation of a modern telephone system, using VoIP, or Voice over Internet Protocol, technology.

The system will replace the county's copper-wire system, which had become increasingly expensive to maintain.

The \$1.2 million upgrade calls for installing about 4,000 VoIP telephones and transferring about 6,500 phone

10 numbers from Verizon to a new service provider, Level 3. Level 3 will provide the

numbers and telecommunications lines for the system.

The installation is scheduled for completion this fall.

IT also began a process to reorganize and redesign the county's website, *henrico.us*. The project will provide the site's most significant overhaul since Henrico established an Internet presence 20 years ago.

The new site is expected to be more user-friendly and better accommodate access from mobile devices.

IT will organize the site largely by topics, such as services, events and projects. The existing site organizes much of its information by department. The redesigned site is expected to launch by the end of 2015 but will continue to evolve over time.

Public Library

Director:

Gerald M. McKenna, 290-9050

The Henrico County Public Library (HCPL) updated the Fairfield Area and Sandston Branch libraries to make them more comfortable and accommodating to patrons.

In addition to new carpet, paint and lighting at both facilities, some shelving was removed at Fairfield, allowing an expansion of public seating and study tables.

Twin Hickory Area Library con-

verted its computer lab into a digital media lab with new equipment and software as part of a pilot project to expand public access to advanced technology. Patrons can now make reservations to use podcasting, scanners and video equipment, and submit a file for copying on a 3-D printer.

HCPL hosted the 2015 All Henrico Reads with Tayari Jones, author of "Silver Sparrow" and other novels drawing on her childhood in the urban South.

In a morning session April 1 at Glen Allen High School, Jones urged about 200 students to work hard so they would be prepared to seize opportunities whenever they arise. That evening, Jones addressed an audience of about 800 people at the school before signing books for fans. She also visited the annual meeting of the Friends of Henrico County Public Library.

Also in fiscal 2014-15, HCPL created the Henrico Community Author Showcase, which supports local writers and helps them interact with audiences.

Since the program started in May 2014, 26 authors have made 42 appearances to promote their work on a Thursday evening at one of the area libraries. The authors are able to read from their books, sell and sign copies, and discuss the writing process. For information, go to henricolibrary.org/authors.

Henrico County Public Schools

Superintendent:

Patrick C. Kinlaw, 652-3720

A meals tax approved by Henrico voters in 2013 has begun to provide tangible, positive benefits to Henrico County Public Schools (HCPS).

So far, 91 projects, including roof replacements, bathroom upgrades and lighting improvements, have been approved and are underway.

The meals tax took effect in June 2014, after voters had approved the levy with the understanding that the funds generated would be dedicated solely to the school system.

The decision supported funding of long-term capital and operating needs as requested by the School Board in early 2013.

HCPS held a contest in fiscal 2014-15 to identify and eliminate administrative practices that are no longer needed.

The Un-Initiative, announced last fall, challenged school division employees to submit ideas for changes that would streamline workloads and reduce costs without sacrificing efficiency and effectiveness.

The division's leadership team in January announced the three winning ideas. HCPS has begun to implement each suggestion.

The first-place entry suggested the elimination of interim grades for middle and high school students. Officials deemed interims obsolete and an unnecessary burden on teachers because parents may track their child's academic progress anytime on the PowerSchool portal.

The Un-Initiative is one of six HCPS programs to earn an Achievement Award from the National Association of Counties in 2015. HCPS also won an Achievement Award from the Virginia Association of Counties for a program that uses NASCAR to teach science, technology, engineering and math concepts to eighth-graders.

In June, the School Board approved an updated Code of Student Conduct for the 2015-16 school year following two years of input from school staff, parents and others in the community.

The code gives school administrators greater flexibility to address student disciplinary cases. HCPS is producing materials to explain the new elements to students and parents.

In May, HCPS accepted 11 high school seniors into its new Teacher Scholars' program, which will provide guaranteed teaching jobs following graduation from college.

HCPS is using the program to reward students and address teacher shortages in math, Spanish, exceptional

education, technology education, and family and consumer sciences.

Students in the program must earn a teaching degree or an undergraduate degree in one of the specified subject areas. In addition to a job, the Teacher Scholars will earn a \$5,000 bonus while agreeing to work for HCPS for at least three years.

Recreation and Parks

Director:

Edwin C. Luther IV, 501-5119

The Division of Recreation and Parks in July 2014 opened Twin Hickory Park on a 48.5-acre site in Short Pump.

The park is adjacent to the Twin Hickory Area Library and includes an irrigated multipurpose sports field, walking trails, playgrounds, landscaping, a 110-space parking lot and a 2,000-square-foot “sprayground” with fountains. The fenced site is designed to provide supervised water play for children 12 and younger.

Recreation and Parks also added a restroom building and an attached shelter near the fields and play areas. The \$3 million park was developed with bond proceeds approved by voters in a 2005 referendum.

The division also completed field improvements at Tuckahoe Park, which serves as the home of Tuckahoe Little League.

The \$120,000 project renovated the irrigation system for six fields and increased pumping capacity for future expansion. The system can be controlled by computer or smartphone and has weather sensors that allow for efficient water use.

Recreation and Parks organized an event with reenactments and living history exhibits to commemo-

rate the 150th anniversary of the Battle of New Market Heights.

The free event, held Sept. 27-28 on the Runnymede property in Varina, attracted 6,000 spectators and participants, and had an economic impact estimated at \$628,000.

About 1,000 reenactors from around the country re-created three battles fought in Henrico during the Civil War — New Market Heights, Fort Harrison and the Second Battle of Deep Bottom.

New Market Heights was particularly significant because 14 African-American soldiers received the Medal of Honor for heroism in combat. During the Civil War, a total of 18 Medals of Honor were earned by black infantry soldiers.

The festivities included a ceremony to honor the Medal of Honor recipients. The descendants of three honorees — Sgt. Alfred Hilton, Sgt. Edward Ratcliff and Lt. Nathan Edgerton — participated in the ceremony.

Public Relations & Media Services

Director:

Tamra R. McKinney, 501-4976

The Department of Public Relations & Media Services (PR&MS) produced award-winning work across a variety of platforms.

The department collected 13 awards from the National Association of County Information Officers for news and news release writing, print and video graphics, and video programming.

For the second consecutive year, HCTV was named the third best overall government television station in the country by the National Association of Telecommunications Officers and Advisors, trailing only San Diego and Seattle — stations serving major metropolitan areas. The judges consider

the variety of programming, technical elements including video quality, audio, lighting and graphics, as well as the overall impression of the station.

Several programs produced for HCTV also collected honors in 2014.

Two programs earned awards from NATOA while another won an Emmy from the National Capital Chesapeake Bay Chapter of the National Academy of Television Arts and Sciences.

The Emmy-winning program, “The Decision: Aging Out of the Foster Care System,” was one of three programs produced for HCTV that earned Emmy nominations.

HCTV is available at *henrico.us* and to Comcast and Verizon cable subscribers on channels 17 and 39, respectively.

In addition, PR&MS led the county’s efforts to provide timely information to the public during several winter storms. The department used news releases and updates to social media, HCTV and *henrico.us* to provide information on facility closings, service disruptions and meeting cancellations.

PR&MS’ work for the year included 26 original programs for HCTV; 1,069 distributed photos; 34 publications, including brochures, signs and posters prepared for other departments; 17 awards; 7,053 contacts with news media; 5,005 responses to requests for assistance; 12,399 mailings; and 1,627 mailings of HCTV program DVDs.

General Services

Director:

John H. Neal Jr., 501-5271

The Department of General Services continued to take steps in fiscal 2014-15 to reduce the county’s energy consumption and costs.

In December, General Services installed a generator to provide emergency and backup power to one of the buildings in the Henrico Government Center. Used during periods of peak demand, the \$1.1 million generator has reduced the county’s utility payments by an estimated \$72,000 in the first year, with nearly \$100,000 in annual savings projected in the future.

General Services expanded recycling efforts at Henrico’s main government facilities by adding aluminum cans, plastics and cardboard to the list of accepted materials. In October, the department sponsored a three-day energy symposium that featured a dozen vendors and attracted 300 county employees.

General Services also established an energy management fund to help finance projects that promote emergency efficiency.

The county contributes to the fund by setting aside any operational savings associated with an energy improvement project — for example, money saved

on electricity after the installation of energy-efficient lighting. Henrico has set aside about \$23,000 since late 2014.

Also in fiscal 2014-15, General Services partnered with the Career and Technical Education Program of Henrico County Public Schools to develop a program to train students to maintain and repair heavy equipment, including buses and dump trucks.

The Heavy Equipment Repair Technician Training Program will start in the 2015-16 school year and is expected to attract 20 to 30 students per year. Over time, the program could lead to internship and job opportunities with the county’s Central Automotive Maintenance division.

General Services dedicated the Henrico East Health Clinic in October. The 13,252-square-foot clinic on North Laburnum Avenue began seeing patients one month earlier.

Capital Region Workforce Partnership

Director:

Brian K. Davis, 226-1941, ext. 228

The Capital Region Workforce Partnership (CRWP) hosted a fair in April at the Cedar Fork Workforce Center to promote employment and other opportunities for teenagers and young adults.

The InspireYouth@Work fair attracted 430 people ages 14 to 21, plus 23 employers and vendors. That day, 126 attendees received offers for paid or unpaid summer work. The event also included workshops on employment and education.

CRWP in June hosted the region’s launch of the Veterans Economic Communities Initiative (VECI), which aims to increase education and employment opportunities for military veterans and their families.

The region was one of the first 25 communities across the nation selected to participate in VECI. Representatives of government agencies, the military, businesses, nonprofit organizations and educational institutions attended the launch event and will be working in groups to develop plans to help veterans.

CRWP hired the Office of Economic Development at Virginia Tech to conduct an analysis of the region’s labor market. The October 2014 study examined four industry sectors identified by the Resource Workforce Investment Board, which collaborates with CRWP to operate three workforce centers in the region.

The study detailed the types of workers each industry employs as well as the skills, education and credentials they need. CRWP plans to use the information to guide training for local jobseekers.



Twin Hickory Park, which opened in July 2014, includes a “sprayground” with fountains. The site is designed to provide supervised water play for children 12 and younger.

HENRICO COUNTY BY THE NUMBERS

POPULATION:
325,283 | **LAND AREA**
(square miles):
244.12

***ROADS** (linear miles): **1,357.4** | **Total housing units:** **133,020**

***ROADS** (lane miles): **3,461.9** | **Assessed value of taxable land and improvements:** **\$33,103,076,400**

***County maintained** | **VOTING PRECINCTS:** **92** | **Public schools and program centers:** **72**

Registered voters: **206,710** | **Public school enrollment:** **49,273**

Real Property

Director:

Jon B. Tracy, 501-5537

The Real Property Department finalized the county's purchase of 1,830 acres for the Cobbs Creek Reservoir project in Cumberland County.

Real Property, with assistance from the County Attorney's Office and the Department of Public Utilities, worked more than 2½ years to buy the land plus utility and reservoir-buffer easements, several houses and farm structures from 22 owners. The last of the transactions was completed in February.

Real Property also completed the acquisition of an additional 107 acres for Greenwood Park, a multifield sports complex planned off Greenwood Road, near Bent Pine Road.

The additional land includes 18 acres purchased from and 89 acres donated by RG Investment Partners LLC. Counting land previously acquired, Henrico has 197 acres available for the park.

Real Property also oversaw the purchase of easements for two major sewer rehabilitation projects in Lakeside.

The department acquired 17,710 linear feet of easements from 13 owners for the Hermitage Court and Bryan Park Heights area sewer rehabilitation project, south of Hilliard Road and west of Belmont Golf Course.

It also purchased easements from 10 property owners for the replacement or rehabilitation of 3,550 linear feet of sanitary sewer in the Trumpet Branch area.

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Internal Audit

Director:

Vaughan G. Crawley, 501-4292

The Office of Internal Audit assisted external auditors in completing the county's year-end financial and compliance audit for fiscal 2013-14. The office also concluded several audits and projects to improve governmental accountability and ensure proper use of tax dollars.

The office reviewed expenditures and receipts processed by The Permit Center, which administers building and trade permits and zoning reviews. Internal Audit made recommendations to reinforce reconciliation and monitoring controls in issuing receipts and enhance controls for processing payments.

Other recommendations focused on strengthening the security of receipts, enhancing system controls, ensuring deposits are timely and documented, and revising the policies and procedures manual.

Internal Audit also reviewed the Division of Recreation and Parks' ActiveNet registration system, which manages enrollment in activities and the reservation of shelters, gazebos and other resources. The system is acquired from a vendor that holds the data and completes transactions on its servers.

The audit produced recommendations to enhance the hiring practices for employees responsible for handling monetary transactions and the monitoring of credit card swipe devices. Suggestions also focused on system access, the implementation of system updates

and issues of vendor accountability and compliance.

Internal Audit also completed follow-up reviews of several audits. The office determined that agency managers had implemented more than 60 plans to address issues identified in previous audits.

Human Resources

Director:

Paula G. Reid, 501-7202

The first employees enrolled in a new Department of Human Resources (HR) program that promotes leadership, critical thinking and customer service.

Started in July 2014 to support the county manager's vision for a high-performing organization, the Emerging Leaders Certification Program is designed to expand the skills of nonsupervisors as they attend training sessions and complete projects.

Twenty employees earned a Level 1 Award in fiscal 2014-15. The program, which offers four levels of achievement, accepted 64 participants from 166 applicants in its first year.

Under HR's management, the county's internship program continued to provide work experiences for high school and college students.

A total of 127 interns have participated since the program's launch in 2013, receiving either pay or educational credits. In addition, Henrico has hired four interns to full- or part-time permanent positions.

The National Association of Counties recognized the internship program with a 2015 Achievement Award and a Best in Category honor for personnel management, employee training and employee benefits. It also earned a Best Achievement award from the Virginia Association of Counties.

HR also worked with county departments on reorganization plans to improve efficiency and customer service.

The effort included 10 major reorganizations, which allowed departments and agencies to respond to changes in regulations, implement new projects and initiatives, strengthen succession planning, review pay grades and update job classifications.

Henrico Area Mental Health & Developmental Services

Director:

Laura S. Totty, 727-8585

Henrico Area Mental Health & Developmental Services (MH/DS) partnered with The Daily Planet to secure grant funding to place a family care nurse practitioner two days per week at the East Center, on South Laburnum Avenue.

MH/DS sought the funding to improve care for people with serious and

persistent mental illness. Studies suggest people with mental illness die an average of 20 years earlier than the general population as a result of poor access to care.

The family care nurse practitioner, who is authorized to prescribe medication, works closely with other staff, including psychiatrists and a primary care nurse practitioner.

Since starting in September, the nurse practitioner has seen 121 patients during 289 visits.

MH/DS in February started the Young Adult Services Program to help individuals experiencing their first psychotic episode. Research suggests early intervention is critical in helping someone recover from a serious mental illness.

The program was treating 14 individuals as of July and can serve as many as 40 individuals at a time. The program targets individuals between 16 and 25 years old who have had limited prior treatment for mental illness.

In cooperation with the Sheriff's Office, MH/DS has had success with two programs designed to strengthen mental health services for jail inmates. Each earned a 2015 Achievement Award from the National Association of Counties.

The Coping Skills Program provides weekly group sessions covering a variety of topics, including communication, anger management and resources in the community.

Participants also are able to meet with a peer counselor to discuss their struggles. Sixty-five inmates have taken part in the program since May 2014 and others are on a waiting list.

The Jail Diversion Program supports inmates who have been diagnosed with mental illness and in some cases a substance abuse disorder as well. Because these individuals have high rates of re-incarceration, the program helps them prepare to access behavioral health, employment and housing services following their release.

Twenty-two individuals have participated since the program's start in 2013. Of them, two have been re-arrested. The initial re-incarceration rate of 9 percent is substantially lower than the 60 percent rate that could be expected based on national studies.

In September, Laura S. Totty became director of MH/DS following the retirement of Michael D. O'Connor as director.

Social Services

Director:

Cynthia J. Steinhauser, 501-4982

The Department of Social Services, which provides financial and social services to more than 34,000 qualifying residents of Henrico, supported an effort to understand and meet the needs of baby boomers as they reach their retirement and senior years.



Since 2013, high school and college students have been able to gain valuable experience working as interns for Henrico. A group of interns, photographed with the Board of Supervisors and county manager, was recognized at a board meeting this summer.



The Extension Office is using Master Gardener volunteers to bolster its free plant health diagnostic services.

The Adult Protective Services (APS) unit participated in the Greater Richmond Regional Plan for Age Wave Readiness. The plan projects the number of Henrico residents age 65 and older will double and those 85 and older will triple by 2030. APS currently serves 640 adults who are at least age 60 or are incapacitated.

Recognizing the growing need for senior services, the county created a position to serve as a liaison between seniors and county agencies.

The senior advocate position, advertised in July, will report to the Department of Human Resources and will help seniors access services across all departments.

Also in fiscal 2014-15, Social Services helped 25 families, which included 50 children, to receive vehicles through Vehicles for Change, a nonprofit orga-

nization that provides donated cars to qualifying low-income individuals.

The recipients had enrolled in the Virginia Initiative for Employment not Welfare (VIEW) program, which is the work component of the Temporary Assistance to Needy Families (TANF) program. They also needed to have a job offering at least 30 hours of work per week, be able to afford the costs of car ownership and be referred by a VIEW worker.

The vehicle-donation program is designed to promote self-sufficiency and expand employment opportunities.

The Child Protective Services (CPS) unit worked as part of a multidisciplinary team focused on investigating cases of child abuse and neglect. CPS is responsible for ensuring the well-being of Henrico children through investigations and family assessments.

Established in 2013, the team includes representatives of the Police Division, the Commonwealth's Attorney, County Attorney's Office, Henrico Area Mental Health & Developmental Services, Bon Secours St. Mary's Hospital and VCU Medical Center. The team earned an Award for Excellence from the Child Advocacy Centers of Virginia.

Social Services' Benefit Programs division implemented new technology that simplifies the filing and promotes streamlined processing of Medicaid cases for families and children.

Residents now may file applications and reviews online or through Cover Virginia, a hub connecting Virginians with various assistance programs. The new system allows eligibility to be verified faster and often without additional requests for information from the applicant.

Social Services also continued to work with the Department of Information Technology to enhance its use of the

FileNet document imaging system.

Now with more than 60,000 case documents, the FileNet system has improved the department's ability to view cases online and reduced its costs for paper files and related supplies.

Social Services' Fatherhood Program continued to be a resource for fathers by offering 12 weeks of facilitated meetings that promote stronger families and parenting skills. Sixty fathers participated during the past year and many others returned after completing the program.

Social Services is using a national model to serve more fathers and to start a similar group for mothers.

Health Department

Director:

Dr. Susan Fischer Davis, 501-4656

The Health Department continued to promote public health through a variety of clinical services, programs and events.

In October, the county and the Virginia Department of Health dedicated the Henrico East Health Clinic, 1400 N. Laburnum Ave. The facility provides a range of clinical services and programs, including immunizations, family planning and maternity services and the Women, Infants and Children program (WIC). In addition to office and support spaces for staff, the facility includes eight examination rooms, a nurses station and a lab.

In addition, the Henrico West Clinic, 8600 Dixon Powers Drive, provides clinical services and programs, including refugee health, tuberculosis and immunizations.

Also in October, the Health Department provided 985 free flu vaccinations to residents over two days at sites in eastern and western Henrico. The Police and Fire divisions and the Sheriff's Office assisted the effort.

In fiscal 2014-15, the department's Epidemiology program conducted 33 disease outbreak investigations in day care facilities, nursing homes, hospitals, workplaces, schools and other locations. The investigations involved food-borne illnesses, respiratory viruses, scabies, flu, multidrug-resistant organisms and other issues.

The Epidemiology program assisted in the statewide monitoring of travelers from Guinea, Sierra Leone and Liberia, the three countries most affected by an outbreak of Ebola in West Africa.

Health officials communicated with travelers each day for 21 consecutive days — the incubation period for Ebola — about their temperature and any signs or symptoms of illness consistent with the disease. No Ebola cases have been reported in Virginia.

The Environmental Health program issued 233 permits for new sewage systems and wells and repairs to exist-

ing sewage systems. It also inspected and issued permits to 1,045 restaurants and other food service facilities.

The WIC program served an average of 4,966 clients per month from October through May, with an average of 241 new clients each month.

The program served 2,351 children ages 2 to 5 as of March. Of the total, 8 percent met health criteria for obesity — down from 10 percent in the previous year. The Health Department attributes the decline in part to programs promoting nutrition education and physical activity.

Extension Office

Unit Coordinator:

Karen F. Carter, 501-5160

The Henrico office of the Virginia Cooperative Extension invigorated its plant health diagnostic services with the help of Master Gardener volunteers.

The free diagnostic services help residents identify and manage the diseases, insects and weeds that threaten their plants.

Extension has been working closely with about two dozen Master Gardeners to expand their diagnostic experience and knowledge. The office analyzes about 275 samples per year and tracks them in a database.

Extension also expanded its Beginning of Life 4-H project, which gives elementary students a hands-on opportunity to learn about the development of a chicken.

The enrichment program started in spring 2014 with two incubators at Skipwith Elementary School. By popular demand, it expanded last spring to a total of six incubators at Skipwith and Rivers Edge Elementary. Nearly 180 students watched as 162 eggs produced about 80 chicks.

The 21-day project is designed to give students a better understanding of life and embryonic development and expose them to scientific concepts and the importance of hand-washing after handling an animal.

Veterinary science students at Hermitage Technical Center also had a chance to study the chicks before they were adopted by families in the 4-H program.

For the third consecutive year, Extension organized a four-day foods camp during the week of Spring Break. This year's camp had an international flavor and attracted 14 participants ages 9 to 13, plus an older teenager who served as an assistant counselor.

Each day, the campers learned about a different continent and sampled some of its fare — for example, breads and cheeses from Europe, spring rolls and fried plantains from Africa, and empanadas and churros from South America.

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As of September 2015

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Deputy County Manager for Community Development

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Deputy County Manager for Community Operations

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