

Addressing Henrico, VA



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**Henrico County
2007-08
Annual Report**



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Above (top to bottom):
 David A. Kaechele, Chairman, Three Chopt District; Patricia S. O’Bannon, Vice Chairman, Tuckahoe District; James B. Donati, Jr., Varina District; Frank J. Thornton, Fairfield District; Richard W. Glover, Brookland District.

MESSAGE FROM THE MANAGER

What's in a name? That question may have been on the minds of many Henrico residents over the past year. Certainly a name offers a sense of identity, individual as well as communal. It provides a sense of self, both personal and corporate. A sense of place, geography and history. And a sense of shared values and goals.

There's nothing new about the name Henrico, which has held a spot in the local vocabulary for nearly four centuries. We've long known it as the place we live, work and play. This year Henrico became something else as well, thanks to the help of thousands of residents: its own mailing address.

The address change initiative, which established Henrico as the primary mailing address for most county residents and businesses, will help stem the loss of millions of dollars annually in county tax revenues. Now, those tax dollars will remain in Henrico, working for our residents and businesses. Those same residents and businesses made the change possible: three of every five votes cast in a U.S. Postal Service survey favored the establishment of Henrico as a mailing address.

Henrico also reinforced its name for implementing innovative programs while reaffirming accountability to taxpayers during the 2007-08 fiscal year.

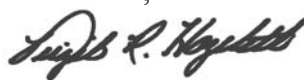
Thanks to the leadership of the Board of Supervisors, the county navigated a problematic economy and a reduction in state funding without affecting the delivery of services. The Board maintained the county's 87-cent property tax rate — lowest among the large localities in the metropolitan region — while again expanding real estate tax relief for seniors and disabled residents. In addition, residents experienced the lowest average change in reassessments of residential properties, just 2.6 percent, in more than a decade.

Staff continued to provide cutting-edge services and facilities countywide. Recreation and Parks brought a pair of grand structures — the Armour House at Meadowview Park and Henrico Theatre — back to life. National accrediting agencies reaffirmed the excellence of our Police and Fire divisions. Public Works crews worked to ease congestion on several busy roadways while our Public Utilities staff won awards for the county's superior waterworks system. Henrico's outstanding Schools division again received recognition, winning national awards for its programs, faculty and student achievement. Other agencies countywide earned honors for their staff, services and programs.

So what's in a name? Quite a lot, as it turns out. Most importantly, however, the name Henrico remains synonymous with a commitment to providing the best government possible to you, our residents.

Sincerely

V
County



Virgil R. Hazelett, P.E.
County Manager



Board of Supervisors

Henrico County comprises five magisterial districts: Brookland, Fairfield, Three Chopt, Tuckahoe and Varina. Each district elects one representative to the county's Board of Supervisors. The board appoints the county manager, who is the chief administrative officer, overseeing 36 agencies and the county's daily operations. In addition, the board appoints members to 44 local boards and commissions to ensure the best possible administration of the county.

Division of Police

Henrico's Division of Police reaffirmed its position as one of the nation's leading law enforcement agencies in fiscal year 2008, earning top marks for its standards and practices and winning honors for its programs.

The international Commission on Accreditation for Law Enforcement Agencies (CALEA) again awarded three-year accreditation to Henrico Police, the sixth time the organization has given its prestigious seal-of-approval to the Henrico force since 1987. CALEA evaluated all aspects of Police operations — ranging from training, internal affairs and the budgeting process to custody of prisoners, vehicle and facility quality, hiring practices and support services — before renewing its recognition of the division. The Henrico force also has received CALEA's elite "flagship agency" designation, meaning it serves as a model for law enforcement agencies worldwide.

State examiners also gave Police top grades last year, as the Virginia Law Enforcement Professional Standards Commission re-accredited the division as well. Henrico Police is one of just a handful of agencies to receive both state and national accreditation.

Recognition at the state and national levels came to one of Police's key efforts — Underage Alcohol Awareness. The program won first place in the Virginia Association of Chiefs of Police Law Enforcement Challenge and captured second place in the national competition. The Chiefs Challenge salutes groundbreaking programs with a focus on traffic safety, community awareness and enforcement.

Enhancing safety on the county's well-traveled roads remains one of the principal missions for Henrico Police, with efforts designed to reduce the number of fatality accidents and drunk-driving arrests, especially among young people.

4 Operation SUDS (Stop Underage Drinking and Sales) took aim at illegal drink-

ing by underage juveniles and adults from several angles: Operation Brew Through, which targets businesses selling alcohol to minors; Operation Party Crashers, aimed at residential parties and the teenage drinking associated with them; special programs focusing on high school prom season and beach week; and other efforts.

Operation SUDS netted more than 440 arrests in FY 08, but a more significant statistic emerged: no Henrico residents under the age of 21 died in an alcohol-related car accident.

Division of Fire

Prevention is the best medicine, according to the well-worn cliché, and the same holds true for emergency preparedness. The Division of Fire worked in FY 08 to ensure Henrico's emergency personnel and key decision makers are ready to respond to a catastrophic event, spearheading the training of hundreds of county staff in the National Incident Management System (NIMS) and its component, Incident Command System (ICS).

NIMS/ICS teach a clear delineation of responsibilities among the principal responding agencies — such as Fire, Police, Public Health and Public Works — at a natural or man-made crisis event. The emergency response systems provide a consistent framework for planning for and confronting a disaster, using distinct components such as operations,

logistics and communications, and can be expanded or contracted depending on the size and complexity of the event.

NIMS/ICS are now a staple in Henrico's emergency-response toolbox: more than 4,400 county personnel received the federally mandated training.

An aging Fire facility received a significant upgrade in FY 08: Fire Station 5 in Lakeside. The original station, built in 1961, could no longer accommodate the needs of the engine company and fire medic unit based there. The new Fire Station 5, constructed from the ground up, nearly doubles the size of the old station to 7,400 square feet, providing more living space for its 24 personnel and boasting a more functional and accessible apparatus bay. Henrico voters approved funding for the \$3 million facility in the 2000 bond referendum.

The new Lakeside station was among Fire's many facilities, policies and procedures reviewed by the Commission on Fire Accreditation International (CFAI) last year. CFAI evaluated all aspects of the division's daily operations, management and response capabilities during its comprehensive examination. Henrico Fire again received the prestigious five-year accreditation from the international organization.

In personnel matters, Fire implemented a staff reorganization plan last year to bolster its succession management. The division refilled the vacant

deputy chief position and reclassified three positions as district chiefs. This new supervisory level gives the division's battalion chiefs — normally heavily focused on work in the field — experience and insight into the administrative side of the division's operations, better preparing them to step into executive roles.

FY 08 brought new leadership to Fire as well, with longtime division member Edwin W. Smith taking the helm as chief. Smith, who succeeds Ronald L. Mastin in the position, had most recently served as division chief. A 34-year veteran of Henrico Fire, Smith earned a bachelor's degree from the University of Richmond and holds an associate's degree from J. Sargeant Reynolds Community College.

Planning

With development in Henrico entering a transition phase — much of the buildable area in the west end has filled while growth shifts to the east — officials face key decisions as they work to guide the county's growth in the coming decades. An essential tool in this decision-making process, the Vision 2026 Comprehensive Plan, neared completion in fiscal year 2008.

The Planning Department put the final touches on the draft Comprehensive Plan, a phonebook-sized document that contains strategies to guide development in a variety of areas, such as housing,

parks and recreation, transportation, infrastructure, public safety and education.

Public input has played an important part in the development of the Comprehensive Plan from the outset. That continued last year as Planning hosted open houses in each magisterial district for residents and developers to review the draft plan and its land-use maps. Comments helped guide revisions to the Comprehensive Plan, which next heads to the Planning Commission and Board of Supervisors for review before a round of public hearings gets under way this fall.

Planning brought another tool online in FY 08 with the addition of a Web-based automated review system for plans of development and subdivisions. Developers can log on to the system to review comments by Planning staff and begin work immediately to respond and revise their proj-



Henrico was awarded recertification as a Certified Crime Prevention Community by the Virginia Department of Criminal Justice Services in FY 08. Henrico is one of just 14 localities in the state to receive the designation.

ects. The automated system eliminates a step from the review process, enhancing efficiency and service for developers and residents.

FY 08 saw significant projects under way countywide. The department approved plans of development and construction plans for West Broad Village and The Shops at White Oak Village, among others.

West Broad Village, a 113-acre site, utilizes the urban mixed-use zoning designation to combine residential and commercial uses. When it begins opening in fall 2008, it will feature premier restaurant and retail outlets, apartments, townhouses and hotel rooms. Space is reserved for the future development of two high-rise office buildings.

A major development for eastern Henrico, The Shops at White Oak Village will feature more than 1 million square feet of retail use on a 136-acre site. Retail and restaurant tenants include Lowe's, Target, Circuit City, Ukrops and Red Lobster; the village will also boast a lifestyle center and Hyatt Place hotel.

Planning gained a new director in fiscal year 2008, as Ralph J. "Joe" Emerson succeeded former director Randall R. Silber, who was appointed deputy county manager. Emerson, who previously served as the department's assistant director, brings more than 23 years in local-government experience to the position. He earned a bachelor's degree from Radford University and received a certificate of public administration from Virginia Commonwealth University.

Community Revitalization
While prominent new developments took rise in Henrico's east and west ends last year, less visible — though no less important — efforts to revitalize the county's mature commercial and residential corridors continued gaining momentum in fiscal year 2008.

The Department of Community Revitalization implemented another expansion of the Henrico Enterprise Zone, a powerful tool for facilitating redevelopment in older business districts and neighborhoods. The enterprise zone added nearly 200 acres, extending to include portions of East and South Laburnum Avenue; Azalea Avenue; Richmond-Henrico Turnpike; and Hungary, Woodman, Quiocassin, Three Chopt, Eastridge and Parham roads. The enterprise zone now totals more than 3,400 acres.

Property owners and businesses along these areas have access to a variety of state and local incentives, including grants, real estate tax exemptions, training and technical assistance,

to encourage redevelopment projects. In FY 08, Community Revitalization received approval to add several locally funded grants to the Henrico Enterprise Zone incentives package, such as building façade enhancement for existing small businesses, paving, landscaping and building demolition.

To strengthen its effort to market these incentives and the enterprise zone, Community Revitalization worked to catalog suitable sites for new and expanding commercial uses. Staff scoured the streets of the enterprise zone, identifying vacant land and buildings and creating a detailed listing of each property.

The resulting Vacant Building and Land Inventory enables the department to target areas within the enterprise zone where vacancies are increasing and encourage investment in the properties. It also helps staff focus mailings and other marketing efforts to business and property owners. The extensive inventory lists nearly 900,000 square feet of vacant retail, office and warehouse space and 68 acres of available land.

The National Association of Counties recognized the effort, presenting Community Revitalization with an achievement award for the Vacant Building and Land Inventory.

Economic Development

While many Fortune 500 companies and leading corporations base their business in Henrico, the county is home to a number of public employers as well. In fiscal year 2008, the Economic Development Authority (EDA) worked with a governmental entity to bring its operation — and jobs — into the county.

The Commonwealth of Virginia



The new Fire Station 5 in Lakeside nearly doubles the size of its predecessor and features a more accessible apparatus bay.

looked to Henrico for additional work space last year, and EDA pointed it toward the former Circuit City corporate headquarters off Gaskins Road. Seven different state agencies will lease more than 170,000 square feet of office space for the next 10 years at the site, which will become home to employees from the Department of Health Professions, Rehabilitative Services, Board of Accountancy and the state parks call center, among others.

Henrico EDA also marked the approaching completion of a key structure in a major development project — the Westin Hotel at Reynolds Crossing. The seven story, full-service hotel will open in fall 2008, offering 250 rooms, two restaurants and 10,000 square feet of meeting space. A central feature of Reynolds Crossing, the high-quality facility will be located near some of Henrico's leading businesses, including Altria-Philip Morris USA and Genworth Financial.

Building Construction and Inspections

The staff of the Department of Building Construction and Inspections regularly work in empty buildings, ensuring their proper construction and safety. But staff periodically encounter structures that residents have filled with stuff — lots of stuff — and have developed a program to help those residents cope.

Joining forces with the Department of Social Services, Building Construction and Inspections implemented the "Conquer Your Clutter" support group to aid residents who chronically collect newspapers, magazines and other objects and materials in their homes. The group helps participants understand and identify clutter and recognize when it is adversely affecting their lives. Participants learn ways to overcome anxiety and maintain a clean home over the long term.

"Conquer Your Clutter" earned an achievement award from the National Association of Counties in 2008.

In addition to supporting county residents, Building Construction and Inspections staff lend their expertise to their fellow professionals. Staff serve in leadership roles in numerous national and state organizations and code development associations, including the International Code Council, the National Fire Protection Association, the Virginia Building & Code Officials Association and the National Association of Women in Construction.

Although a nationwide slump in the housing and building industries affected construction activities in Henrico, inspectors maintained a steady pace in FY 08, working to ensure builders and contractors followed the standards of the Virginia Uniform Statewide Building Code. Staff conducted 82,020 site inspections, examining plumbing, electrical and a range of aspects of new construction. In addition, the department granted 18,218 permits, valued at \$913.4 million, and issued 1,847 certificates of occupancy.

The Permit Center

The Permit Center continued its customer-oriented work in fiscal year 2008, providing Henrico's general contractors and do-it-yourself homeowners a streamlined process for the review, approval and issuance of residential-addition and accessory-structure building permits.

Operating from both of the county's Government Center locations, The Permit Center combines the func-



tions of Building Construction and Inspections, Planning, Public Works and Public Utilities, bringing together staff from the different agencies into a single site. State-of-the-art technology such as Geographic Information System and Tidemark System, as well as the consolidation of county maps, further enhances the service provided to the public. Customers can often obtain an electrical, plumbing or simple building permit in one hour.

In fiscal year 2008, the center served more than 20,000 walk-in and telephone customers and reviewed some 5,000 residential permits.

In personnel matters, The Permit Center gained new leadership last year

curate readings caused by human error. The new system will update the aging meters currently in use, 55 percent of which are 11 years or older, and will also significantly reduce the need for DPU technicians to physically access customers' property and read meters on site. Installation of the automated meter reading system is set to begin in fall 2008.

DPU's Keep Henrico Beautiful program earned honors in FY 08 for devising a novel approach for delivering its message to elementary students. In conjunction with Spotsylvania County, staff developed and produced "The Quest for a Clean Community," a board game that teaches young people about litter prevention and recycling. "Quest"



When completed, the Reynolds Crossing site will feature 71 acres of upscale office and retail development, including a Westin Hotel, Bookbinder's restaurant and facilities for Philip Morris USA and Bon Secours Health System.

when Lee J. Tyson took the reins as director. Tyson becomes the center's second director, succeeding former director Frederick F. Overmann, III. A county employee since 2003, Tyson previously served in Henrico's Planning Department. He earned bachelor's and master's degrees from Virginia Commonwealth University.

Public Utilities

Henrico residents will soon count a new gadget among their high-tech collection: their home's water meter. In fiscal year 2008, the Department of Public Utilities (DPU) began the process of converting the county's 92,000 water customers to an automated meter reading system that uses wireless technology to remotely access the water-usage data tracked by the meter.

The state-of-the-art, \$19.7 million system will further strengthen customer service provided by DPU, eliminating problems like estimated bills and inac-

curate readings caused by human error. The new system will update the aging meters currently in use, 55 percent of which are 11 years or older, and will also significantly reduce the need for DPU technicians to physically access customers' property and read meters on site. Installation of the automated meter reading system is set to begin in fall 2008.

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"The Quest for a Clean Community" received a first-place award in litter prevention from the Keep Virginia Beautiful program last year. Keep Henrico Beautiful wasn't the only DPU division to win statewide honors in FY 08. The department received two awards from the Virginia Department of Health's Office of Drinking Water for its outstanding water system and water treatment operation.

DPU was one of only 22 water systems to receive the 2007 Excellence in Waterworks Operations award. In addition, the agency earned a 2007 Bronze Virginia Excellence Award for the operation of its water treatment filtration process. The award recognized DPU's

ability to produce high-quality drinking water from its source, the James River.

Public Works

Easing the flow of traffic along the often-congested roadways of western Henrico remained a key focus for the Department of Public Works (DPW) in FY 08. The department put the finishing touches on one major enhancement project while launching another.

DPW completed work on the Nuckols Road Improvement Project, which addressed congestion on the major arterial road that serves the Innsbrook area and accommodates approximately 20,000 vehicles each day. Working between Springfield and Cox roads, Public Works widened Nuckols, upgraded its traffic signals and installed grass medians to channel traffic. The \$4.82 million project has eased traffic and congestion in the area.

While crews were finishing Nuckols Road, construction began on another much-anticipated project in the county's west end — phase one of the John Rolfe Parkway. Designed to help relieve congestion on West Broad Street in the busy Short Pump area, the John Rolfe Parkway project will cover more than two miles, connecting West Broad to a point south of the intersection of Church and Pump roads with a four-lane, divided roadway. It also will enhance portions of Church and Pump roads. The \$11.2 million effort, which could be completed by fall 2009, will provide an additional north-south arterial road for the county's west end.

Henrico is one of only two Virginia counties that maintains its own roads, but DPW's work is not limited to its extensive roadway improvements. In FY 08 the department completed a comprehensive project to modernize Henrico's food plain maps — the first such effort in more than 25 years. The critical maps alert residents and developers that their low-lying properties could be located in areas vulnerable to flooding; they also are essential for property owners to qualify for the federal flood insurance program.

DPW used modern mapping technologies to update the maps and integrated them with the county's Geographic Information System. The more accurate maps indicated a county food plain that has changed over the past 30 years, generally receding in the east and expanding in the west.

The project affected some 10,000 properties countywide — properties that either moved into or out of the food plain. Department staff held several public hearings, discussing the maps

and their changes with thousands of residents. The Board of Supervisors approved an ordinance adopting the new food plain maps last December.

County Attorney

Verifying the identity of many of Virginia's newest residents can prove difficult, making the process of authenticating wills, deeds and other important legal documents problematic for the professionals administering them. To address these concerns, the General Assembly made significant changes to the Virginia Notary Act last year.

Recognizing a need, the County Attorney's Office developed and implemented a special training program to apprise Henrico employees who serve as notary publics of the changes to the law. Staff held six sessions in FY 08, providing training for 138 staff members in agencies countywide. Among other key topics, Henrico's notaries learned about new requirements for identity verification and the legal consequences resulting from misconduct.

The County Attorney's Office played a key role in an expansion of Henrico's waterworks system, which acquired two private water systems and more than 1,500 customers last year. County Attorney staff helped obtain approvals from the Virginia Department of Health and the State Corporation Commission, oversaw the conduct of environmental studies, negotiated contracts, verified the accuracy of titles to properties, handled the real estate closings and coordinated activities with several county agencies.

The office also spent significant time on a critical effort in FY 08, working as counsel for the Independent Commission for Land Acquisition. The commission, comprised of local real estate and legal professionals appointed by the county manager, reviewed and recommended certain changes to the county's land-buying practices.

County Attorney staff served as counsel at the commission's 22 public meetings, answering questions, advising the commission and conducting research. Staff ultimately logged hundreds of hours on the project.

General Registrar

The Voter Registration and Elections Office, home to Henrico's General Registrar, conducted two elections in fiscal year 2008 — a general election in November that featured several local offices and a historic dual presidential primary in February. The contrast between the two led the General Registrar to make adjustments for the 2008 presi-

dential election.

For both elections the office recruited and trained about 1,300 election officials to operate the county's 91 poll sites; prepared and deployed 500 touch-screen voting machines; provided up-to-date and accurate voter registration lists; provided absentee voting 28 days prior to the elections; and accounted for provisional and absentee ballots.

More than 43,300 of Henrico's 175,000 registered voters cast ballots last November, electing offices such as the Board of Supervisors, Sheriff and representatives to the General Assembly.

The February primary proved different, however. Spurred by the historic nature of the election — both major parties featured competitive presidential nominating contests, a condition without precedent in Virginia — county rolls jumped by another 3,000 registered voters in the weeks leading up to the dual primary. And the voters turned out once Election Day arrived, as more than 68,000 cast ballots, an increase of nearly 60 percent from November.

Henrico election officials managed the high volume of voters without significant problems. Voters in some precincts, however — especially Sullivans in Varina and Sadler in Three Chopt — experienced long lines.

To address this concern, the General Registrar began the work of splitting the two precincts and creating two new poll sites. The process requires approval from the U.S. Justice Department; public hearings and adoption of an ordinance by the Board of Supervisors; coordination with several county agencies, including the County Attorney, Planning and Information Technology; and notification of thousands of affected voters.

About half of Sullivans' 5,000 voters will now cast ballots in the Rolfe precinct, at Rolfe Middle School, while the new Short Pump precinct will accommodate a similar portion of Sadler's 4,700 voters. The new precincts will be operational in time for the 2008 presidential election.

General District Court
Henrico's General District Court experienced another busy year in FY 08, processing 117,462 cases.

The number of new criminal and civil cases both grew last year: criminal cases increased slightly to 10,663, or less than 2 percent, while 40,451 civil

cases were processed, a jump of nearly 8 percent. The court handled 66,348 traffic cases, down 8 percent from the prior year. As a result, General District Court distributed more than \$3.6 million in revenues — from the collection of fines and court costs — to the county in FY 08.

Also, the court experienced a change in leadership as Judge James S. Yoffy began a two-year term as chief judge. Judge Yoffy will oversee the court's daily operations, serving as its chief administrative officer. He joined the District Court bench in 2005.

General District Court handles most traffic violations; hears misdemeanor criminal cases and conducts preliminary hearings for felony criminal cases; and has exclusive authority to hear civil cases with claims of \$15,000 or less. Henrico's four District Court judges are ap-

highest honor. Judges Hammond and Hicks, who both joined the Henrico bench in 1999, have worked with Drug Court since its inception.

Another national organization recognized Drug Court in FY 08 as well. The National Association of Counties presented an achievement award to the court for its "Healthy Lifestyles Initiative." The initiative — designed to address the decline in health and family relationships that often stem from long-term substance abuse — provides Drug Court participants access to a primary care physician, assistance with dental care, on-site health screening,

parties to obtain land records electronically.

In recent years the ongoing project has created digital copies of deeds, deeds of trust, easements and wills — millions of county land records all told. Working with Henrico Information Technology and a private company, the Clerk of the Circuit Court has now made these records available to the public through a paid subscription remote access site.

Title companies, attorneys, banks and others establish an account with the Clerk; the businesses can then search the land records from their offices. County agencies such as Finance and Real Property also have access to the secure remote site. Although the site is a paid service, the public continues to have access to land records free of charge in the Clerk's office.

An elected constitutional officer, the Clerk serves as the administrative officer of the Henrico Circuit Court, is the register of deeds and acts as probate judge. The Clerk maintains and administers the files in felony cases; claims exceeding \$15,000; equity matters including adoptions, divorces and disputes regarding wills, estates and property; and misdemeanor and civil appeals from General District Court. In addition, the Clerk issues marriage licenses, notary certificates and permits for concealed handguns.

Commonwealth's Attorney
The Commonwealth's Attorney's Office successfully prosecuted a number of prominent criminal cases in fiscal year 2008, including a pair of high-profile larceny and fraud cases.

Commonwealth's Attorney Wade Kizer obtained guilty pleas for grand larceny and conspiracy to make false statements from Raymundo E. Geraban, who falsified applications to obtain mortgage loans of \$450,000. He also conducted a real estate investment scam that defrauded the victim of thousands of dollars in retirement savings. Geraban faces up to 70 years in prison for the charges.

Another fraud case earned felony convictions for a Henrico man who made false claims about a spinal injury to obtain more than \$30,000 in state care and services and to attempt to gain more from an insurance policy. Chief Deputy Commonwealth's Attorney Duncan Reid and Assistant Commonwealth's Attorney Paul Galanides presented evidence and testimony that showed Aaron Brabson worked in his yard, walked through an amusement park and hiked mountain trails at a time he purportedly was bound to a wheelchair. Brabson could face



Open houses were held in each magisterial district in FY 08 to discuss the Draft Comprehensive Plan, a key tool for guiding development in Henrico.

Circuit Court
The Henrico Circuit Court celebrated a number of honors for its programs and personnel in fiscal year 2008, several of which related to its Drug Court program.

Started in 2003, Henrico Drug Court targets nonviolent adult felons who have failed on probation due to substance abuse. Participants commit themselves to a 12 to 18 month program of intensive judicial supervision, behavioral requirements and treatment services.

The Circuit Court judges who oversee Drug Court — Catherine C. Hammond and Gary A. Hicks — were saluted for their work last year. The McShin Foundation, a local affiliate of the National Council on Alcoholism and Drug Dependence (NCADD), presented the judges the prestigious NCADD Bronze Key Award, the foundation's

monthly education sessions and other health-related services.

In addition, Henrico Drug Court was the subject of an Emmy Award-winning television program in FY 08: "Turning Point: Inside Henrico's Drug Court." Produced in coordination with Henrico's Public Relations & Media Services Department, the show provides an intimate look at Drug Court through the eyes of its participants, staff and judges.

Hicks also received recognition for a heroic action taken while off the bench last year. While out for a training run in October, the judge witnessed a violent attack on an elderly woman; he and a fellow runner chased the armed assailant, tracking him into Broad Street traffic and corralling him until law enforcement could arrive. The Richmond Police Department presented Hicks the Service to Law Enforcement Award for his action.

Clerk of the Circuit Court
The Clerk of the Circuit Court neared completion of a multi-year project in fiscal year 2008 designed to enhance access to Henrico's land records. The office met a key deadline mandated by the General Assembly to provide a secure remote site that enables interested

up to 15 years when sentenced.

In addition, Assistant Commonwealth's Attorneys Heidi Barshinger and Bill Coleman obtained a felony murder conviction against a Chesterfield County man who sold prescription methadone to a friend; the friend died from the lethal dose in Henrico shortly thereafter. The defendant was sentenced to serve 40 years, with 30 suspended.

Sheriff's Office

Recovery in a Secure Environment (RISE), the Henrico Sheriff's Office's acclaimed substance treatment program for inmates, continues to grow and inspire similar efforts in other jurisdictions. It also is opening its doors to inmates from outside Henrico.

In fiscal year 2008, the Sheriff's Office completed an agreement with the Virginia Department of Corrections that allows state inmates to participate in Henrico RISE and work release as part of the Department of Corrections' reentry program. Fifty nonviolent state prisoners came to RISE over the course of the year, learning the Henrico program's tools for recovering from substance abuse, staying sober, acquiring employment skills and reentering the community as productive citizens.

Since its beginning in August 2000 with 20 beds, RISE has expanded to include more than 300 slots at its Jail East and Jail West locations.

The Sheriff's Office also assisted the federal government in FY 08, developing and implementing a reporting process that helps identify inmates who may be illegal aliens.

U.S. Immigration and Customs Enforcement (ICE) asked for the Sheriff's help in determining the resident status of inmates. The office provides a daily list of inmate committals to ICE, which searches for potential illegal aliens and sends agents to the Henrico jail weekly to interview certain inmates.

The targeted searches, facilitated by the Sheriff's new OffenderTrak jail management system, turned up 340 non-resident inmates with serious offenses ranging from carjacking and assault to grand larceny and aggravated sexual battery. The inmates had immigrated illegally from points around the globe, including Russia, Ireland, Egypt and Brazil.

Also last year, the Sheriff's Office gained responsibility of the entire identification and booking operation. Previously, Henrico Police and Sheriff's deputies had shared the

job of processing arrested individuals. Now, the task of fingerprinting, photographing



Henrico's water treatment plant was recognized for its operations excellence by the Virginia Department of Health last year.

and conducting criminal record checks on new arrests has been brought into a single unit operated by the Sheriff's Office. The enhanced command structure allows for greater speed and efficiency in managing the arrest process.

Community Corrections

The probation officers, investigators and other staff of Community Corrections managed an unprecedented caseload in fiscal year 2008, as Henrico courts assigned record numbers of probation and pretrial cases, and pretrial investigations to the office.

Probation officers opened 2,000 cases last year as a growing number of adult offenders were sentenced to probation supervision to complete court-ordered requirements, such as community service and treatment programs for shoplifting, substance abuse and domestic violence. More than 700 adult offenders were required to perform community service at a government agency or nonprofit program.

In addition, courts placed a record 1,323 defendants under pretrial supervision as a condition of their bond — an 11 percent increase over the prior year. And the office conducted 2,462 pretrial investigations, more than ever before, helping judges make bond-release decisions at arraignment.

Since Community Corrections has not increased its staff, it looks to other methods to manage the ever-expanding number of cases. One way has been the implementation of evidence-based practices, now in its third year.

Henrico is one of 10 pilot sites for the program, which uses national best-practice models for probation and pretrial officers as they work with offenders. Staff use motivational interviewing and other strategies for interacting with offenders, helping them identify personal goals and recognize the behaviors that prevent them from reaching those goals.

Probation and pretrial officers can adapt the evidence-based practices to fit the needs of individual cases, giving them flexibility to focus additional attention on certain clients and better manage their volume of work.

Juvenile and Domestic Relations Court

A significant technology upgrade during fiscal year 2008 has helped Juvenile and Domestic Relations Court manage a growing caseload and boost customer service.

The installation of a wireless network in court facilities last year has enhanced the court's processing of cases. Attorneys can immediately retrieve child support payment records and other real-

time data for use in an ongoing case; access the Virginia Code and research cases without leaving the court; and check in with their offices regarding scheduling and other matters.

Fewer cases now are being continued, more cases are being heard on the trial date and dockets are avoiding backlogs. The increased speed and efficiency benefit the public as well as court staff.

Another key effort of the court in FY 08 focused greater emphasis on kids skipping school. The court worked to increase its truancy dockets as part of an enhanced effort to enforce compliance with mandatory education laws.

When a Henrico public school records a seventh unexcused absence for one of its students, it files a petition with the court which is then studied by a multi-disciplinary truancy committee. The committee makes recommendations to the court and a hearing for the truant student is scheduled within three weeks.

The speedier process allows schools to file more petitions and the court to hear more cases — now up to 300 annually. Early intervention is important for these young people, as truancy can be a gateway to other delinquency problems.

One such problem involves teen larceny. Juvenile and Domestic Relations Court teamed with Juvenile Probation in FY 08 to create a Larceny Reduction Program for juvenile offenders.

Replacing an outdated shoplifting program, the new initiative divides juveniles into two tiers — one for first-time offenders arrested for petit larceny (less than \$200) who are placed by court services, and a second for juveniles arrested for more serious offenses who are court-ordered into the program.

Juveniles must complete treatment and community service requirements,

Demographics

Population:	302,518
Land area (square miles):	244.12
Total housing units:	127,046
Assessed value of taxable land and improvements:	\$34,476,687,700
Public schools:	68
Public school enrollment:	47,958
Roads (linear miles):	1311.18
Roads (lane miles):	3319.39
Voting precincts:	91
Total registered voters:	177,971

depending on their assigned tier. Successful completion of their program can result in dismissal or reduced charges.

Juvenile Probation

In fiscal year 2008, Juvenile Probation focused additional attention on a serious issue for the local community — teenage larceny.

The crime is one of the most frequent processed by the office, with some 716 young people arrested for larceny in FY 08. Previously, these juvenile offenders had been required to complete a shoplifting intervention program as part of their sentence, but staff determined a more intensive program was needed.

Working with Juvenile and Domestic Relations Court, Juvenile Probation developed and implemented the Larceny Reduction Program. Juvenile offenders spend either eight or 24 hours in the program, learning about the effects of shoplifting and other larcenies on individuals, retailers and the community at large, as well as its potential impact on their future employment and education opportunities. The program also teaches the young people how to manage peer pressure and impulse-control problems. In addition, the program requires participants to complete eight or 16 hours of community service. Funding for the program comes from the Virginia Juvenile Community Crime Control Act.

Juvenile Probation held the fifth annual Stepping Stones award ceremony in FY 08, honoring 10 once-troubled youth for overcoming significant adversity in their lives and completing their foster care or probation supervision plans. Three honorees were awarded one-year scholarships to J. Sargeant Reynolds Community College; seven received \$400 savings bonds for their education and career-development plans.

Juvenile Probation staff marked another busy year in FY 08, as intake officers processed approximately 10,000 complaints. Staff supervised 760 juveniles on probation and another 104 on parole. Nearly 360 juveniles completed the court alternative program while 872 completed community service.

More than 3,600 parents were referred to the Parent Education Group and another 1,840 were referred to mediation. Funding from the Virginia Juvenile Community Crime Control Act provided services for more than 950 families last year.

Juvenile Detention

In FY 08 Henrico Juvenile Detention expanded a successful program it developed the previous year — quarterly job fairs.

Held in conjunction with Henrico County Public Schools, the job fairs are designed to give the 13- to 17-year old residents some insight into potential career choices, help them set attainable goals, broaden their horizons and expose them to opportunities available to them.

The job fairs featured representatives from a variety of fields, including transportation, construction and the U.S. military. The young people could ask questions and discuss their vocational interests with the employers. All of the home's 20 residents participated.

Juvenile Detention offered a special program for its residents and their parents in December. For the first time, the home integrated its one-hour Christmas visitation period for parents with a concert performed by the St.

home's operation. Auditors left no stone unturned or file unopened, examining case management; personnel records and training; physical plant condition; standards for residential care; resident medical records; and other areas. Auditors also interviewed residents and staff as part of the intensive process. The state auditors certified JRJDH operations through 2011.

When they weren't preparing for regulatory audits in FY 08, JRJDH staff worked to enhance programs for the home's residents. Focusing especially on the recreation program, staff implemented physical activities designed to be inclusive and encourage participation by all residents. New games included wiffle ball, scooter basketball, an obstacle course and the Wacky Olympics — each

coordinated with USPS to arrange the survey. The agency also provided the financial data that explained the basis for the initiative — evidence of a variety of tax revenue, primarily sales taxes, mistakenly paid to the city by businesses and residents over the course of many years.

In the months leading up to the vote, a team of Finance staff, deputy county managers and other officials conducted more than 30 meetings for civic groups, neighborhood associations and constituent organizations. Department officials held numerous interviews with local media and responded to hundreds of phone calls and other contacts from the public.

The effort proved convincing. The survey results, announced in May,



Fully renovated and opened to the public in FY 08, the Armour House at Meadowview Park offers meeting space in the midst of Victorian gardens and walking paths.

Paul's Baptist Church choir. Part of an effort to increase parental involvement in their children's lives, the combined visitation period and concert received an overwhelming response from residents and parents alike. The home is considering expanding the visitation-concert into a quarterly event next year.

Juvenile Detention ended its 28th year on another successful note, without any escapes or serious injury to its 20 juvenile residents and 29 full-time staff. The home again maintained its well-established record of operating a safe, secure facility for both staff and detainees.

James River Juvenile Detention

The James River Juvenile Detention Home (JRJDH) successfully navigated a pair of extensive state reviews in fiscal year 2008, earning high marks for its operations, programs, personnel and facilities.

JRJDH met compliance with both the Interdepartmental Standards and the Board of Juvenile Justice Standards, two exhaustive auditing processes that review a broad range of aspects of the

intended to provide exercise while not limiting participation to enthusiasts of the traditional team sports.

In addition, staff worked to highlight the talents of detainees through the home's ongoing program of talent and fashion shows, which provide an opportunity for singing, dancing, acting and other creative activity. The home also continued Café Night, giving budding poets a forum for sharing their work.

The regular events are designed to help residents avoid negative behaviors, build self-esteem, acquire self confidence, and recognize their own skills and abilities.

Finance

In fiscal year 2008, the Department of Finance played a leading role in the campaign to establish "Henrico, VA" as a mailing address and stop the loss of an estimated \$5 million annually in county tax revenues to the City of Richmond.

For Henrico to become a mailing address, a majority of residents and businesses would have to approve the change in a survey conducted by the U.S. Postal Service (USPS); Finance

showed the initiative had been approved by 61 percent of voters.

Also in FY 08, Finance worked to boost the efficiency of its two cashier offices. The department replaced a 21-year-old system with new software, significantly speeding transaction times and reducing lines. With the new system, residents and business owners can make payments with debit cards for the first time.

In addition last year, the county's triple-A bond rating — the highest possible — was reaffirmed by the nation's leading bond-rating services in two separate sales of general obligation bonds. The exemplary rating allows the county to repay the bonds at the lowest interest rate available, saving county taxpayers millions of dollars annually in debt service payments. Henrico is one of only 21 counties, out of more than 3,000 nationwide, that holds the triple-A rating.

Finance maintained another mark of excellence last year. The Government Finance Officers Association recognized the



department with awards for outstanding financial reporting and budget presentation — the 27th and 19th consecutive years, respectively, that the agency has received the awards.

In personnel matters, Finance gained new leadership in FY 08 as John A. Vithoukias was appointed director. He succeeds former director Reta R. Busher. A county staff member since 1997, Vithoukias previously served as budget analyst and budget director. He earned a bachelor's degree from Virginia Commonwealth University and a master's degree from the University of North Carolina at Charlotte.

Information Technology

Information Technology (IT) updated and enhanced a pair of communication and data systems essential to the operations of Henrico Police and emergency services in fiscal year 2008.

The county's E-911 dispatch system has evolved considerably since IT staff first developed and installed it in 1981, adding components for Fire, emergency medical services, automatic 911 transfers and mapping. IT has modernized the custom, legacy system, which now operates on three servers located at two sites, enhancing its resilience. It also features custom Windows programs and Web browsers.

Another custom system developed by IT got a makeover last year as well. The mobile data terminal (MDT) system used by Police, Fire and EMS — initially installed in 1998 — periodically required downtime to reboot. The MDT system, which features laptop computers that work from docking stations in 500 Police cars and 60 Fire response vehicles, now operates continuously.

IT further modernized the system, replacing remnant green screens with all Windows-based applications enabled by mouse, keyboard and

touch-screen functions. And MDT can obtain Henrico road and mapping data by directly accessing the county's

Geographic Information System. The revamped system remains responsive, adaptable and popular with dispatchers.

In addition in FY 08, IT developed a new tracking system to help county officials keep closer tabs on legislation in the General Assembly. The previous system, which provided e-mail updates, limited officials' ability to discuss and comment on pending bills. The new tracking system combines a blog function with e-mail, creating a running dialogue on legislation that allows users to view each other's comments and ideas. Users can also view a bill in its entirety, search for pending legislation by its name or number and access the legislative calendar.

The tracking system was well received by county officials during its trial run in the General Assembly's 2008 session.

ceremonial ribbon for the Twin Hickory Area Library in July.

The 40,000 square-foot building holds an array of cutting-edge features on its two floors: an opening day collection of more than 110,000 books, DVDs, magazines and other materials; wireless access throughout, as well as 96 public computers and a computer lab equipped with 15 laptops; a large public meeting room with multi-media capabilities; Lola's Café; and more.

Nearly 426,000 people visited Twin Hickory in FY 08, quadrupling the attendance at the Innsbrook Branch Library, which it replaced. Patrons checked out some 757,000 items from Twin Hickory last year. Henrico voters approved funding for the \$13.4 million facility in the 2000 bond referendum.

One of Twin Hickory's features — wireless Internet access — became

from a variety of locations within the facilities.

Wireless technology helped solve a problem at Fairfeld Area Library, where patrons often experienced lengthy waits for desktop computer workstations during peak hours. Library staff developed a laptop checkout system to address the computer shortage. Visitors now can use their library cards to acquire a laptop for use anywhere within the facility for a two-hour period. The checkout system has relieved pressure on the desktop workstations and enhanced services at Fairfeld Library.

Schools

A steady stream of national honors for faculty, academic achievement and programs flowed into Henrico County Public Schools (HCPS) in fiscal year 2008, highlighting another year of excellence for the system.

The Visiting International Faculty (VIF) program tapped HCPS for its School District of the Year award. VIF also honored two Henrico faculty members — principal Susan Thomas of Donahoe Elementary and Spanish instructor Elena Miranda of Henrico High School — with its Virginia Principal of the Year and Virginia Outstanding Cultural Educator awards, respectively. VIF is the nation's largest cultural exchange program.

The U.S. Department of Education also honored HCPS last year, naming Shady Grove Elementary a 2007 No Child Left Behind-Blue Ribbon School. The federal agency recognized the Henrico school as its students achieved in the top 10 percent in Virginia in statewide testing. Shady Grove was one of only 10 schools in the state and 287 in the nation to receive the award.

HCPS earned another national distinction in FY 08 when it again received the "Best 100 Communities for Music Education" designation from the NAMM Foundation. Based on a nationwide survey of teachers,

school officials, parents and community leaders, the award recognizes Henrico's support of music education throughout the system and its commitment to

Financial Resources & Requirements for Fiscal Year 2007-08 (A)

General Resources: (A)	2007-08 (B)	2006-07	Difference
Current Property Taxes	\$363,805,665	\$342,936,509	\$20,869,156
Local Sales Tax	53,742,210	54,472,822	(730,612)
Business and Professional Licenses	30,847,774	31,173,501	(325,727)
Other Local Revenue	79,688,018	82,855,796	(3,167,778)
Total Local Revenue	528,083,667	511,438,628	16,645,039
State and Federal Sources	357,886,423	337,555,646	20,330,777
Total Revenue	\$885,970,090	\$848,994,274	\$36,975,816
Net Transfer/Adjustments to Fund Bal (C)	(107,448,200)	(114,021,575)	6,573,375
Total Resources	\$778,521,890	\$734,972,699	\$43,549,191
General Requirements: (A)	2007-08 (B)	2006-07	Difference
General Government (D)	\$181,506,754	\$167,197,616	\$14,309,138
School Operating (D)	394,517,359	374,539,467	19,977,892
Public Safety	150,818,956	145,197,144	5,621,812
Debt Service (E)	51,678,821	48,038,472	3,640,349
Total Requirements	\$778,521,890	\$734,972,699	\$43,549,191

Notes:

(A) Includes both General and Debt Service Funds. FY2006-07 amounts reflect audited actuals.

(B) Figures are preclosing for FY2007-08.

(C) Includes \$35,483,849 to Capital Projects Fund in FY2007-08.

(D) Represents all other Governmental expenditures inclusive of Recreation, Libraries and Social Services. The FY2007-08 total for School Operating includes new facility cost, new elementary and middle schools and classroom additions to a high school.

(E) Amounts include both General Government and School Debt Service Requirements.

Libraries

Henrico Public Libraries added another premier facility to its impressive roster at the outset of FY 08, cutting the

available throughout the county's library system last year. Patrons at all Henrico libraries now can bring their own laptops and enjoy unplugged mobility to work

include music education as part of a quality education for students.

HCPS boasts a growing music curriculum supported by 81 music staff. Nearly half of all secondary students participate in an elective music program, while elementary students are required to take music education.

Henrico has now received the “Best 100” designation for nine consecutive years, more than any other school division in the country.

Recreation and Parks

Henrico’s Division of Recreation and Parks turned the clocks back more than 90 years in FY 08, renovating and reopening two unique facilities that herald distinct periods of architecture and design from the early 20th century.

The Armour House at Meadowview Park exemplified the turn-of-the-century Victorian style when first constructed in 1915. Located on Clarendon Road in north-central Henrico, the two-story, 3,800 square-foot home is marked by its Queen Anne characteristics and gingerbread façade, flowing fountain, arbors, gardens and carriage house set on 21 acres.

Rich in Henrico family history, The Armour House had fallen into disrepair when the county acquired it, along with the surrounding 600-acre Meadowview Park, with \$4 million approved by voters in the 2000 bond referendum.

Recreation and Parks completely refurbished the home, restoring it to its Prohibition-era grandeur and reopening it in October. The home now provides 10 rooms available for rental — accommodating up to 125 people — for weddings, showers, retreats and classes.

The agency also turned attention to another historic but aging facility: the Henrico Theatre. Located in Highland Springs, the art deco building opened as a movie palace when Henrico residents first passed through its doors in 1938 and has since been listed on the National Register of Historic Places. But as decades passed, the arrival of the mall megaplex signaled a decline for many of the old single-screen movie houses, including Henrico Theatre. The facility had slipped into disuse when the county acquired it in 1999.

Recreation and Parks now has given new life to the theater, restoring its art deco signage, façade and interior details and converting it to a venue for live music, theater, dance and film. Henrico voters approved more than half of the funding for the \$5.8 million project in the 2005 bond referendum.

One of Recreation and Parks’ newest facilities also was showcased in

FY 08 when The Glen Allen Stadium at RF&P Park hosted the Babe Ruth Baseball 14-Year-Old World Series in August. Eight teams from around the country — including the local representative from Glen Allen — competed in the series, with some players and families traveling from as far away as Arizona, Idaho and Wisconsin to vie for the Babe Ruth title. The event provided an economic impact of more than \$840,000 for the area.

Public Relations & Media Services

In fiscal year 2008, the Public Relations & Media Services Department (PR&MS) played a leading role in an unprecedented effort — the successful initiative to establish “Henrico, VA” as a mailing address.

Working closely with the County Manager’s Office and Department of Finance, staff implemented an extensive, months-long public information campaign that featured direct mailings and television and print ads developed in-house. Staff prepared news releases and bulletins for HCTV-17, promoted news coverage by local media and coordinated interviews with county officials. Staff also coordinated a speaker’s bureau for presentations to civic groups and community organizations.

And, perhaps most significantly, PR&MS served as the principal point of contact for residents regarding the address change initiative. Public Relations staff fielded nearly 1,000 phone calls, answering questions and discussing the initiative with residents and business owners from across the county.

The saturation effort mailed nearly 166,000 informational brochures to residents and aired 30 television ads over the area’s broadcast stations.

The effort paid off dramatically. More than 60 percent of voters cast a “yes” vote to establish Henrico as a mailing address.

In another project last year, PR&MS worked to make the meetings of Henrico’s Board of Supervisors more accessible to the public. Staff made complete audio recordings of the board’s regular meetings available online and provided CDs upon request to interested residents. Staff also began preparations to broadcast board meetings on HCTV-17 and stream them over the county Web site.

HCTV-17 produced 26 original, full-length programs in FY 08. Topics ranged from local archaeology and bird watching to the Henrico Police forensics unit and Edgar Allan Poe.

Two programs — “No Way Back: Coping with Alzheimer’s” and “Turning

Point: Inside Henrico’s Drug Court” — won Emmy Awards from the National Capital Chesapeake Bay Chapter of the National Academy of Television Arts and Sciences. The prestigious honors were the first Emmys for HCTV, which began airing original programming in 2003.

The Emmy-winning programs weren’t the only department efforts to receive recognition last year. PR&MS staff claimed 23 awards at state, national and international competitions.

Serving as the county’s primary point of contact for external audiences, PR&MS responded to numerous requests for assistance from the media and general public. In FY 08, staff answered more than 12,300 inquiries from the public; distributed nearly 20,000 mailings and information packets and another 2,800 DVDs; and made more than 8,800 contacts with media.

General Services

The ever-increasing cost of health care continues to impact the national economy as well as the family pocketbook. The Department of General Services coordinated an effort in FY 08 to help the county control costs and enable employees to keep a little more cash in their pockets, establishing a self-funded health insurance program.

Self-funding allows the county to keep any surplus in the health insurance program, helping control the cost and slow the rate of increase. Self-funding also helps the county identify a common type of claim among employees and develop long-term wellness programs to address the problem.

The self-funded insurance program is already showing benefits. Employees experienced no cost increase for their health insurance last year; the county estimates the program saved \$3 million.

General Services oversaw the completion of a Police facility in FY 08 — a new animal shelter. Located on Woodman Road, the \$2 million facility doubles the size of the previous shelter on Dabbs House Road. The shelter features 75 dog runs and 75 cages for cats; a power washing system to clean cages and floors; an environmental ventilation system that exchanges 100 percent of the facility’s air eight to 10 times each hour; and a separate sheltered area for large animals and livestock such as horses,

goats and pot-bellied pigs.

In addition, the department’s Energy



Henrico County Television, HCTV-17, won Emmy awards for two of its original programs last year.

Management Program (EMP) continues to make an impact on county operations and energy-use culture.

The EMP has worked to raise awareness about conservation and a host of energy and environmental issues at annual energy fairs, held for Henrico students as well as general government employees. The events, which feature a variety of environmentally oriented activities and information, received an achievement award from the National Association of Counties last year. More than 5,000 students and 2,000 employees have attended the fairs.

The Virginia Sustainable Building Network also recognized EMP in FY 08, naming the Henrico program the winner of its 2008 Green Innovation Award for Most Sustainable Community Program. The award cited especially a unique project created in conjunction with Henrico schools. The project installed a solar array and weather station at a Henrico high school and linked the station — and the data it gathers — to students in other schools.

Capital Area Training Consortium

As crises in the U.S. economy made national headlines throughout the past year, the real effects of the eco-



conomic downturn — particularly in the credit, mortgage and housing industries — rippled through Henrico and central Virginia in the form of employee layoffs and plant closures. The Capital Area Training Consortium (CATC) targeted its efforts at affected area residents in fiscal year 2008, increasing the services it provides to dislocated workers.

CATC reacts to news of a significant layoff or closure in the area as part of a rapid response team that travels to the site to help workers facing the loss of their jobs.

The rapid response team — comprised of representatives from CATC and the state employment commission — provides early intervention assistance to help dislocated workers prepare for their next employment. The team offers customized services that focus on getting employees back to work; providing information on unemployment insurance guidelines and benefits; providing information about training opportunities;

county infrastructure. The Real Property Department helped pave the way on two key projects serving eastern Henrico.

Working with the Department of Public Utilities, Real Property completed the acquisition of easements for the Elko Middle School and Eastern Force Main sewer projects. Staff worked more than six months to obtain easements from 16 property owners for the new east area middle school, which was funded by the 2005 bond referendum and opened on schedule in September.

In addition, Real Property acquired easements for 35 parcels of land to facilitate Public Utilities' work on the Eastern Force Main project, which included the middle school project.

The department also worked with Public Utilities on a project in the congested Short Pump area in western Henrico. Staff began acquiring easements for 18 properties involved in the Pouncey Tract Road Water Main project, which runs along a busy section between Three

proper controls, business and technical functions and appropriate administration. Staff also tested the system's matching features, ensuring that the goods and services requisitioned in county purchase orders corresponded to the goods and services received and billed to the county in supplier invoices. The office determined the financial management system was operating appropriately overall, recommending some measures to monitor activities and update policies.

Internal Audit also studied the way Henrico tracks its more than \$2 billion in depreciated county assets. Staff found that some assets lacked tagging and some serial numbers were not properly recorded, hindering the county's ability to account for every significant asset and its location. The office recommended improvements to properly tag and record all assets; to physically inventory the assets and handle surplus property; and to better account for ongoing construction.

Also in FY 08, Internal Audit focused on privacy protection, examining procedures employed by the Department of Finance to safeguard the personal information of residents and taxpayers. Working closely with Finance staff, Internal Audit recommended additional physical security enhancements and documenting controls to boost the level of privacy controls over financial activities. Audit staff noted that some Finance processes already exceeded the minimum requirements for information security.

Human Resources

Henrico County entrenched its position as one of the nation's top employers in fiscal year 2008, thanks in large part to the innovative programs and policies of the Department of Human Resources (HR).

Henrico's long-standing reputation as a progressive and stable employer — key to HR's attraction and retention efforts — was emphasized by a record number of employment applications. The department received and processed more than 40,000 applications last year, an increase of 6,000 — or nearly 18 percent — over the previous year. In addition, the employee turnover rate dipped to less than 7 percent, excluding retirements, remaining in single digits for the 21st consecutive year.

Human Resources also enhances the county's employment reputation with its innovative training programs. Personnel countywide receive training in customer

service, technology, succession management, leadership development and other areas.

HR further developed programs supporting employee health and well-being in FY 08, expanding its popular fitness and wellness initiatives. Employees participate free of charge in more than 20 group and individual fitness classes — led by the county's two trainers — in addition to nutrition seminars, personal-training sessions, after-work fitness parties and other activities. More than 11,000 participants have jumped, lifted and crunched their way through the classes since their inception in June 2006.

HR is helping employees exercise at home, too. The department worked with Public Relations & Media Services to develop a workout DVD, featuring county instructors and staff, and distribute it free of charge to employees.

Actively supported by county administration and departmental leadership, the initiatives are helping create a culture of fitness within the county.

The National Association of Counties (NACo) recognized the special effort, presenting HR a 2008 achievement award for the fitness and wellness initiatives. The department has now won 40 NACo achievement awards over the past 22 years — a standard unmatched by any HR department in the country.

Mental Health and Retardation Services

Henrico Area Mental Health and Retardation Services (MH/MR) attained a key benchmark in fiscal year 2008 when an international organization again recognized the quality of its services.

The Commission on Accreditation of Rehabilitation Facilities (CARF) awarded three-year accreditation — its highest measure of quality assurance — to eight MH/MR programs. To earn the accreditation, the agency underwent a rigorous peer-review process and on-site examination by a team of CARF surveyors. The Henrico agency first earned the elite CARF recognition in 2001; it has now received three consecutive three-year accreditations from the organization.

MH/MR fully implemented STEP (Skills Training for Employment Program) in FY 08. The program, which began as a pilot effort the previous year, helps clients ages 18 to 25 with significant disabilities build vocational and social skills in preparation for a more competitive work environment. Clients participate in volunteer activities to develop specific work skills, perform real work with intensive supervision and



The Glen Allen Stadium at RF&P Park hosted its first national tournament last year when the Babe Ruth Baseball 14-Year-Old World Series came to Henrico.

and apprising workers of the availability of community resources.

As part of the rapid response team in FY 08, CATC provided direct on-site support to 555 dislocated workers from a diverse range of local employers, including OSI Support Services, A & N Stores, ALSCO Metal Corporation, Bank of America, Wachovia, Procter and Gamble and Tyson Foods. Affected employees represented a variety of backgrounds, skills and positions.

Real Property

Growth and development in Henrico continued shifting eastward in fiscal year 2008, bringing the need for new

Chopt and Twin Hickory roads.

The department completed work on the significant projects at a time it marked the departure of significant amounts of experience from its staff. Three personnel representing a total of 93 years of service retired from Real Property in FY 08.

Internal Audit

The Office of Internal Audit initiated a number of efforts in fiscal year 2008 to enhance governmental accountability and ensure proper use of Henrico's tax dollars.

One key project involved the county's financial management system. Internal Audit examined the system for

receive classroom training as well.

STEP expanded to serve 24 clients in FY 08, and its clients expanded their work skills in several ways — increasing the number of volunteer hours served with local nonprofit organizations, increasing the number of hours worked and boosting their earnings as well. STEP received a 2008 achievement award from the National Association of Counties.

In addition last year, MH/MR emergency services staff responded to more than 8,000 mental health crisis incidents involving more than 25,000 calls to its emergency call center. Staff conducted assessments for each crisis incident, which included individuals who were suicidal, homicidal, depressed and unable to care for themselves.

ment honored the new graduates and their educational accomplishments during a recognition banquet at the Cultural Arts Center at Glen Allen.

Seven young people in DSS custody were adopted in FY 08. The department marked a special moment for one when it held its first adoption celebration in Henrico Circuit Court.

The final step in the adoption process is Circuit Court, where a judge reviews paperwork, terminates birth parent rights and legalizes the adoption — often a mundane procedure conducted with little fanfare. DSS staff decided to give Henrico's Circuit Court judges a new perspective and understanding of the process, implementing the adoption celebration idea for a special occasion in June: a young woman adopted just before her 18th birthday. The presiding

childcare providers and other community-based services. Presentations were designed to help these interested parties learn to recognize child abuse and neglect and gain a better understanding of CPS's primary role in the community — engaging families to strengthen them and teach adults better strategies for parenting their children.

Public Health

In fiscal year 2007, the Public Health Department tested Henrico's ability to respond to a major health crisis with Operation HEALTH. In FY 08, Health conducted another exercise testing its crisis-response and vaccine-dispensing capabilities. This test had slightly different parameters, however — it targeted a smaller, defined community; it involved significantly fewer county personnel and resources; it was limited to two weeks preparation time; and it required staff to activate rapidly and communicate with the public without the aid of local media.

Targeting areas near Dumbarton Elementary School, Health staff set out on foot to spread the word within the neighborhoods, involving property managers and community groups as well. Staff also incorporated the county's telephone language line to help communicate with residents — workers encountered nine different languages while combing the community.

The intensive effort worked. At the culmination of the two-week period, some 160 people were vaccinated in a matter of hours. Like the larger Operation HEALTH before it, the targeted exercise demonstrated Henrico can respond to an emergency public health event, regardless of its size.

Meanwhile, in a year marked by prominent food-contamination concerns across the country, the department continued its education programs for the local food-service industry. Health staff led four sessions of the ServSafe program, training 87 food-service managers on food safety and the prevention of food-borne illness.

FY 08 also was marked by another health concern in Henrico — 16 animal rabies cases, a record number for the county. Health worked collaboratively with Police's Animal Protection Unit to manage the cases. The agencies placed a special emphasis on public notification,

ensuring that affected communities were fully informed about the presence of a potentially infected animal in the area.

Virginia Cooperative Extension

Several county residents pulled out their hoes and helped the Henrico Extension Office break ground for a new program in fiscal year 2008: Gardens Growing Families.

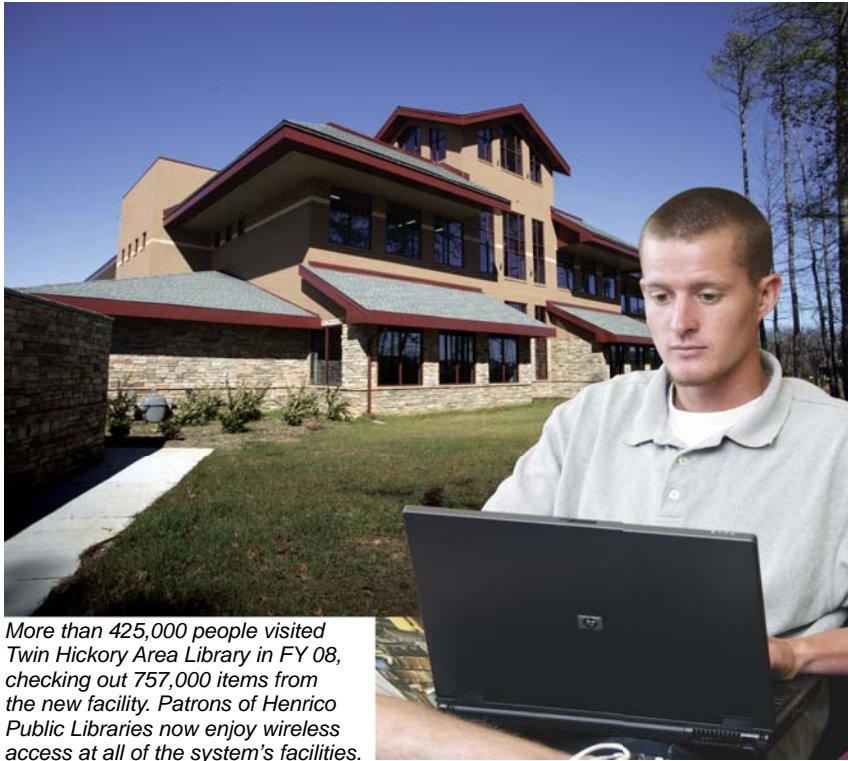
Designed to help lower-income families prepare more nutritious meals and reduce their grocery bills, the program enables residents — regardless of their level of gardening experience or resources — to grow their own fruits and vegetables. Participants obtain a plot in the Fairfeld District community garden and have access to seeds, tools and water at the site, located off of Lakeside Avenue. They also can attend a variety of free classes and workshops on gardening, food preparation and preservation, nutrition and other topics, and have access to expert advice from Henrico Master Gardeners and Extension staff.

Launched near the end of the fiscal year, Gardens Growing Families quickly obtained 10 participants, including several families. Extension hopes to expand the program to include community gardens in other areas of the county.

Extension Office staff played a key role in a rite of summer for many Henrico young people: 4-H Camp at the Jamestown 4-H Center. Nearly 180 campers ages 9 to 13 enjoyed a variety of activities ranging from a rope course, archery and shooting sports to canoeing, fishing and crafts. Extension staff planned and led the entire camp, from classes and activities to meals and chaperone responsibilities.

Another Extension program helped some Henrico high-school students get a taste of real-life roles and responsibilities. The Reality Store simulates an adult life for teenage participants, who progress through a series of stations where they acquire careers, families and disposable income before being confronted by a series of lifestyle choices and household economic decisions. Should they purchase a sports car or invest in quality housing? Entertainment or child care? Cell phone or food?

Participants learn to negotiate a household budget, get an idea of what they can expect in the workforce and gain a sense of the work involved in raising a family. Held in conjunction with a teen job symposium, the Reality Store had more than 200 participants last year.



More than 425,000 people visited Twin Hickory Area Library in FY 08, checking out 757,000 items from the new facility. Patrons of Henrico Public Libraries now enjoy wireless access at all of the system's facilities.

Social Services

The children and youth in the custody of the Department of Social Services (DSS) often face an uphill battle, but many of them completed a successful climb last year, marking a key moment in their young lives with the help of DSS.

In FY 08, 18 young people in the agency's foster care program earned a high school diploma, GED or vocational certificate; 11 of them enrolled to continue their education at a community college or four-year school. The depart-

ment honored the new graduates and their educational accomplishments during a recognition banquet at the Cultural Arts Center at Glen Allen.

Seven young people in the custody of DSS were adopted in FY 08. The department marked a special moment for one when it held its first adoption celebration in Henrico Circuit Court.

The final step in the adoption process is Circuit Court, where a judge reviews paperwork, terminates birth parent rights and legalizes the adoption — often a mundane procedure conducted with little fanfare. DSS staff decided to give Henrico's Circuit Court judges a new perspective and understanding of the process, implementing the adoption celebration idea for a special occasion in June: a young woman adopted just before her 18th birthday. The presiding

DIRECTORY As of August 7, 2008

ADMINISTRATION

County Manager

Virgil R. Hazelett, P.E.

Deputy County Manager for Administration

Leon T. Johnson

Deputy County Manager for Community Development

Randall R. Silber

Deputy County Manager for Community Operations

Robert K. Pinkerton, P.E.

Deputy County Manager for Community Services

George T. Drumwright, Jr.

Deputy County Manager for Special Services

Angela N. Harper

Assistant to the County Manager for Board Affairs/Clerk to the Board of Supervisors

Barry R. Lawrence

Building Official

Gregory H. Revels

Chief, Division of Fire

Edwin W. Smith

Chief, Division of Police

Henry W. Stanley, Jr.

County Agent

Karen F. Carter

County Attorney

Joseph P. Rapisarda, Jr.

Director, Capital Area Training Consortium

Rosalyn D. Key-Tiller

Director, Community Corrections Program

Bruce N. Crusier

Director, Community Development

Lee J. Tyson

Director, Community Revitalization

S. Mark Strickler

Director, Finance

John A. Vithoukaskas

Director, General Services

Paul N. Proto

Director, Human Resources

George H. Cauble, Jr.

Director, Information Technology

Steven M. Lewis

Director, Internal Audit

Gary L. Martin

Director, Libraries

Gerald M. McKenna

Director, MH/MR Services

Michael D. O'Connor

Director, Planning

Ralph J. Emerson, Jr.

Director, Public Health

Mark J. Levine, M.D.

Director, Public Relations & Media Services

Tamra R. McKinney

Director, Public Utilities

Arthur D. Petrini

Director, Public Works/County Engineer

Edward L. Priestas, P.E.

Director, Real Property

Vacant

Director, Recreation and Parks

Karen K. Mier

Director, Social Services

Jane D. Crawley

Executive Director, Economic Development

Frederick T. Agostino

General Registrar

Mark J. Coakley

Probation Director

Kay D. Frye

Superintendent, Juvenile Detention Facility

Michael D. Bingham

Superintendent, James River Juvenile Detention

Patricia F. Carrington

Superintendent, Schools

Frederick S. Morton, IV

ELECTED CONSTITUTIONAL OFFICERS

Clerk of the Circuit Court

Yvonne G. Smith

Commonwealth's Attorney

Wade A. Kizer

Sheriff

Michael L. Wade

JUDGES

Circuit Court

Daniel T. Balfour
Catherine C. Hammond
L.A. Harris, Jr.
Gary A. Hicks
Burnett Miller, III

General District Court

John Marshall
L. Neil Stevenson
Archer L. Yeatts, III
James S. Yoffy
Lawrence G. Sprader, Clerk

Juvenile and Domestic Relations Court

Margaret Deglau
Denis F. Soden
Richard Wallerstein
Sharon B. Will
Stuart L. Williams, Jr.
Rebecca L. Cone, Clerk

Magistrates

William J. Conner, Sr., Chief Magistrate
Ashley N. Chambliss
Andrew B. Inge

Karen A. Luzier
Sara Munoz
Jennifer Heishman
Edward Carrington Smith, Jr.
Nicholas Zachary

BOARDS AND COMMISSIONS

Association of Volunteer Rescue Squads

Frank J. Thornton

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Joseph M. Kelleher, Jr.
Bernard C. Mills, Jr.
Robert F. Nelson
R. Sydnor Reames, P.E.
Robert T. Royster
Donald L. Strange-Boston

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Sheila C. Epps
Jeffrie L. Hedrick
John G. Myers, Jr.
John J. Schwartz

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Ruth M. Langdon
Andrew M. Mosley, Jr., D.Min.
Judith M. Roberts
Lynne M. Yurchak

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Helen E. Harris
James W. Nunnally
Robert H. Witte, Jr.
Russell A. Wright

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Herbert L. Dunford, Jr.
Paul N. Proto (Ex Officio)
Samuel B. Straus

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James B. Donati, Jr.
David A. Kaechele
Thomas E. Pruitt

Capital Region Arts and Cultural Funding Consortium Board of Directors

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Walter H. Ryland

Central Virginia Solid Waste Management Plan Citizen Advisory Committee

Open

Central Virginia Waste Management Authority Board of Directors

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Arthur D. Petrini (Alternate)
Robert C. Whiteman
Steven J. Yob (Alternate)

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John A. Ficklin
William M. Gibson
Frederick D. Goodwin, III
Gary A. Hicks



First built in 1938, the Henrico Theatre — listed on the National Register of Historic Places — reopened to the public last year. Voters approved funding for its restoration in the 2005 bond referendum.

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Deborah G. LaVecchia
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Laura S. Totty
William J. Viverette
Michael L. Wade
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T. David Myers
John A. Vithoulkas

Greater Richmond Partnership Board of Directors

David A. Kaechele

Grievance Panel – Persons Eligible to Serve

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Rowland W. Dwyer, Jr.
Clyde L. Hughes, Jr.
John E. McDonald, Jr.
Grant L. Moffett
Robert T. Royster
Alexander L. Taylor, Jr.
John B. Wake, Jr.

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Beverly H. Davis
Vee J. Davis
Beverly L. Hale-Cocke
Courtney S. Hunt
John E. McDonald, Jr.
Karen K. Mier (Ex Officio)
Richard C. McNeil
Charlotte W. Melton
Henry L. Nelson, Jr., Ph.D.
G. Norwood Nuckols, Jr.

J. Sargeant Reynolds Community College Board

James Cuthbertson
Beverly G. Donati
J. Douglas Freeman
Gerald E. Kilgore
George D. Long

James River Development Corporation

James H. Atkinson, Jr.
Leonard C. Cake
Gregory M. Clay
James B. Donati, Jr.
William E. Lowe
Oliver L. Way

James River Development Corporation Board of Directors

James B. Donati, Jr.
William E. Lowe

James River Juvenile Detention Commission

George T. Drumwright, Jr.
Virgil R. Hazelett
Wade A. Kizer

John Tyler Alcohol Safety Action Program Board of Directors

Archer L. Yeatts, III

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Megan Brown (Ex Officio)
Elaine L. Burton
Cynthia T. Funk
Christina M. Harris
Marian J. Martin
Virginia M. Martin
Brian S. Montgomery
Linda B. Turner
Lynne M. Yurchak

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Gregory M. Clay
Harmohinder P. Singh-Sandhu, Ph.D.
Anne D. Sterling
Gloria L. Wilkerson

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Humberto I. Cardounel, Jr.
David B. Coldren
Joshua M. Dickerson
Dave H. Fore
C. Lester Jones, Jr.
Brian E. Iverson
Brian McBride
Tamra R. McKinney
Anna M. McRay
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Gregory R. Baka
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Elaine Eberly
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John W. Montgomery, Jr. (Ex Officio)
Faye A. Ould
Carroll W. Robb, Ph.D.
Charles E. Sowers
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Tracy L. Whitley

Planning Commission

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Richard W. Glover
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Bonnie-Leigh Jones
Ernest B. Vanarsdall

Policy and Management Team for Youth and Families

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Patricia I. Harris
Leon T. Johnson
Mark J. Levine, M.D.
T. David Myers
Michael D. O'Connor
Ruth M. Langdon

Reynolds Crossing Community Development Authority Board

Eugene M. Desvernine, Jr.
Lee P. Dudley, Jr.
Richard A. Friedman
C. Walton Makepeace
David H. Murphy



Henrico County Public Schools and the county's Energy Management Program joined forces on a project last year that provides weather and solar information to students through the Schools' intranet.

Richmond Area Metropolitan Planning Organization

Ralph J. Emerson
E. Todd Eure
Patricia S. O'Bannon
Edward L. Priestas, P.E. (Alternate)
Frank J. Thornton

Richmond Area Metropolitan Planning Organization Citizens Transportation Advisory Committee

Virginia H. Axtell
Donald N. Blake

Richmond Metropolitan Authority Board of Directors

David A. Brat, Ph.D.
James L. Jenkins

Richmond Metropolitan Authority Stadium Operating Committee

David A. Kaechele

Richmond Metropolitan Convention & Visitors Bureau Board of Directors

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Christopher D. Lloyd
Barbara R. Steverson

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Richard W. Glover
Jerilynn T. Grigsby

E. Ray Jernigan
David A. Kaechele
Patricia S. O'Bannon
Randall R. Silber (Alternate)
Frank J. Thornton

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Thomas W. Lockard
Felicia M. Perry

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Beatriz G. McDougle
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Nancy L. McMahon
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Carrie Pettitt
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Kirk E. Spitzer
Jonathan S. Tunner
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Randall G. Welch

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Marvin R. Tart, Sr.
James M. Tyler, III
Marvin L. Ulmer

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David A. Kaechele
Edward L. Priestas, P.E. (Alternate)