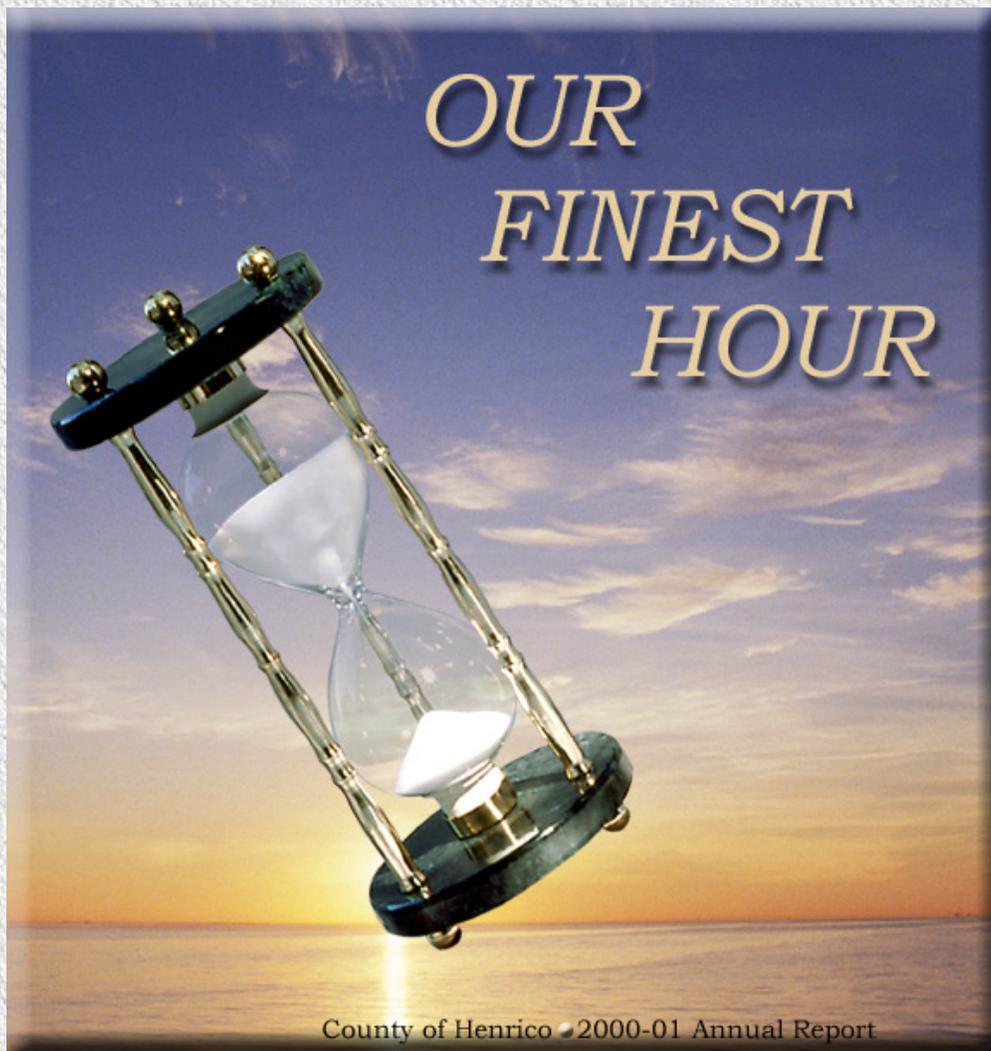


# COUNTY OF HENRICO 2000-01 ANNUAL REPORT

Published by the Public Information Office ♦ November 2001

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## Manager's Message



Each year, as I reflect upon the progress of Henrico County and the new challenges we continue to meet, I am increasingly excited about our future. The dedication and professionalism of our staff, the tireless efforts of our Board of Supervisors, and the ingenuity of our leaders form the well-oiled machine we know as our county. It is this commitment that affords us the reputation of being one of the best managed, most fiscally sound counties in the United States. It is this enthusiasm and ability to think outside of the box that brought home an impressive

18 awards from the National Association of Counties this year. As a resident, you have an absolute right to be proud. I know I am.

As you read through these pages that follow, and you learn about new programs, streamlined processes, cost-saving measures and quality performances, you will realize a common theme: it's all about you.

As a resident of Henrico County, you are the driving force behind everything we do. From our valiant public safety efforts in the divisions of Fire and Police, to our top-notch school system getting even better each year, every employee in every department is working toward the shared goal of making Henrico County the very best it can be for its residents. Some of you only hear about Henrico County government during a big announcement or a story on the six o'clock news; you read or hear about the major events that are few and far between. What most of you don't hear about are the little things—those small but significant efforts behind the scenes of your government that can make very big differences in your lives. This is what the annual report is all about; we want to share with you our accomplishments for fiscal year 2000-01, as well as our plans for the years ahead.

Having been the county manager for the past ten years, I can tell you that each year passes more quickly than the last. But with every year comes new and remarkable changes of which we had only previously dreamed. I am sure after reading this report you will agree that we are, indeed, in our finest hour.

Sincerely,  
Virgil R. Hazelett, P.E.  
County Manager.

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[Board of Supervisors](#)

Brookland, Fairfield, Three Chopt, Tuckahoe and Varina are the five magisterial districts that comprise Henrico County. One elected representative from each of these districts constitutes our Board of Supervisors. The board appoints the county manager, who is the chief administrator of the county overseeing 33 departments within the local government. In addition, the board appoints members to 39 local boards and commissions to ensure the best possible administration of the county..

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## **Division of Police**

During FY01, the Media Relations Unit of Henrico's Division of Police expanded its public information role in the community by posting "Crime of the Week" on the division's Internet site, and producing monthly segments of Police Beat which airs on cable channel 7. Residents and members of the media now have more immediate access to crime statistics and other information, and have the opportunity to learn about programs like the Police Bike Unit, the School Resource Officers and the Motor Vehicle Assistance Program. The Media Relations Unit, in cooperation with police departments throughout the metro region, reached out to our Hispanic residents with a public service announcement (PSA) produced in Spanish. The PSA included information about the regional Crimestoppers program and reaffirmed the commitment to providing public safety services to all residents.

The Police Executive Research Forum recognized the division's Public Safety Response Team program as an innovative, successful endeavor during FY01. This program differs from the conventional reactive approach to crime by forming a unified rapid response team comprised of uniformed officers, investigative and crime prevention services, as well as agencies outside of the division. When crime trends in the community are detected through multiple calls for service, the Public Safety Response team activates, providing an immediate law enforcement response to eliminate the problem and restore public safety within the community.



During September of 1999, the division replaced its analogue radio system with a new 800 MHz, digital system opening an arena of possibilities for heightened communication. Last year, The City of

Richmond and Chesterfield County both converted to similar systems, allowing officers from each locality to more easily cooperate and exchange information during emergencies which transcend jurisdictional boundaries. For instance, if a Henrico police officer became involved in a vehicle chase, and the suspect drove across the county line into Chesterfield or Richmond, the Henrico officer could instantly communicate with Chesterfield's or Richmond's officers and dispatch services. Further, the new technology will allow public safety agencies throughout the metro region to communicate instantaneously during a crisis or natural disaster.

In the fall of 2000, the division solidified its commitment to eliminating family violence with the employment of a full-time domestic violence coordinator. The coordinator, who reports directly to the chief of police, presents educational and awareness training to new recruits, works with agencies and organizations within the community and suggests policy and protocol strategies for law enforcement in effort to combat domestic violence in Henrico County.

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## [Division of Fire](#)

Henrico's Division of Fire welcomed a new chief during the year; Ronald L. Mastin, who served as deputy fire chief in Fairfax County, came aboard with an outstanding background and 28 years in fire service. Chief Mastin now

leads the division's 358-member staff, 17 engine companies, four truck companies and five fire medic units.

Metro Richmond will not soon forget the night we lost a local landmark—and the largest full-service shoe store in Virginia—Saxon Shoes. The 21,000 square-foot building went up in flames February 17th destroying the structure and its contents, bringing the total damage to \$5 million—one of the largest losses in Henrico County history. Henrico County firefighters, with mutual aid from Richmond, battled the three-alarm fire for more than three hours before bringing it under control. During FY01, other major fires caused high dollar losses in two

apartment complexes and one restaurant in the county. Both Park West End and Tree House apartments suffered severe damage, and Kabuto's Japanese restaurant off Broad Street suffered losses in excess of \$1 million. Saxon Shoes' and Kabuto's owners pledge to rebuild.

Also during FY01, the Henrico Division of Fire competed with more than 18,000 fire service organizations nationwide for a portion of the \$3 billion in grant funds available through the Federal Emergency Management

Agency (FEMA) Fire Act Grant. Henrico's division identified firefighters' health and wellness to be an essential part of customer service delivery, and was awarded \$171,959 to help develop entry-level physical testing for all new applicants, to implement a comprehensive wellness and fitness initiative program, and to maintain and rehabilitate firefighters throughout their careers. This comprehensive program is designed to maintain the physical and mental readiness of firefighters.



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## Planning

A Comprehensive Revitalization Strategy busied staff in the Planning Office during FY01. Addressing problems such as blight, deterioration and physical obsolescence within the county's older residential and commercial communities, the Planning Office prepared the proposal and presented it to the Board of Supervisors and the Planning Commission in May. The work session resulted in the implementation of several key recommendations including a new program to assist businesses in older commercial areas, implementing a Partial Tax Exemption Ordinance as incentive for owners of aging commercial buildings and apartment complexes to rehabilitate the property, and other ordinance amendments to encourage revitalization.



As part of the county's residential improvement strategy, Planning staff prepared an ordinance amendment to enhance the quality of multi-family development in Henrico. The guidelines address issues like site design,

landscaping, buffering and building materials used when constructing new apartments, townhouses or condominiums in the county.

Planning staff was charged with the review of several major Plans of Development (POD) last fiscal year, with submissions from both the State Fair of Virginia and the Richmond International Raceway (RIR). While RIR requested and received permission to expand its seating capacity from 125,000 to 150,000, the State Fair of Virginia submitted a massive POD comparable to that of a small town or community. Planning staff considered every proposed aspect including infrastructure, roadways, multiple buildings, a midway, a steeplechase, grandstands, parking areas and more. The State Fair's POD was the largest single project ever approved in Henrico County.

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## Economic Development

The Henrico County Administration, in tandem with the Economic Development Authority, continued to encourage business expansion during FY01. White Oak Technology Park's Infineon Technologies launched a



project to make them the first semiconductor facility on the east coast to produce computer chips on 300mm wafers. Infineon Technologies President Henry Becker said they “decided to expand our operations in Virginia because of the ongoing technology and education infrastructure assistance from the state and Henrico County.”

Alfa Laval USA opened a 15,000 square-foot Shared Services Center in Innsbrook, employing 50 additional people to serve its internal business units. Alfa Laval administrators said they chose to expand in Henrico because of the lower cost structure and the labor pool skill levels. Also during FY01, First Union Securities announced plans to add 450,000 square feet of new office space to their 26-acre site in Innsbrook. The new space will house their brokerage services and will accommodate an additional 1,700 employees.

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## Building Construction and Inspections

During FY01, the Office of Building Construction and Inspections performed more than 73,000 inspections, issued more than 19,000 construction permits, and distributed 1,400 copies of their quarterly newsletters targeting architects, engineers and contractors within the metro region. With the continued increase of new construction in the county, Building Inspections' newsletter

keeps members of the building community informed about new regulations, happenings and industry news..

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## **The Eastern Government Center**

The Eastern Government Center (EGC) continued to provide convenient services to those residents, builders, engineers and developers living or working in the eastern portion of the county. Services include online access to county real estate transactions including property transfers, assessments, and owners' addresses, voter registration, dog licenses, business licenses, vehicle decals, social services assistance, and a drop-off center for water bill payments, personal property taxes, real estate taxes, and parking tickets. Through the countywide computer network, staff at the EGC can also access zoning and property identification maps, as well as water, sewer and subdivision maps directly from their workstations enabling them to quickly assist residents and customers with their zoning questions.

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## **The Permit Center**

Henrico's Permit Center is now open for business. After a two-year planning and implementation period, the departments of Public Works, Public Utilities, Building Inspections and Planning staff can answer questions and review, approve and issue residential building permits all from one central location. Previously, customers who needed these services would have to visit several departments throughout the government center; now, they can receive the services they need in one, user-friendly stop. What once took several days to accomplish can often be completed in a day or less. Further, with the presence of the Geographic Information System (GIS),



customers can view detailed maps and receive assistance with research.



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## [Public Utilities](#)

A new leader took the reigns of the 348-member Department of Public Utilities during FY01. Director Arthur D. Petrini joined the county from Rivanna Water and Sewer Authority and Solid Waste Authority in Charlottesville. Petrini had previously directed public utilities facilities in two Connecticut localities.

Henrico's new Water Treatment Facility is progressing. As those residents living or working in the far west end can attest, construction has been steady since Henrico County began this endeavor in 1996. During the past year, crews were busy installing the 54-inch water transmission mains which will ultimately pump water from the James River into the Henrico County water system. Currently, the county purchases its drinking water from the City of Richmond. Henrico's Water Treatment Facility, which will treat up to 55 million gallons of fresh, drinkable water per day, will open January 1, 2003.

In FY01, the Department of Public Utilities continued the expansion of the Water Reclamation Facility which will increase the permitted capacity of wastewater treated to 75 million gallons per day



(mgd) by the fall of 2003. Currently, the facility is permitted for 45 mgd. Two staff members at the Water Reclamation Facility earned kudos for themselves and Henrico County during FY01; Chief of the Laboratory Carol Isenhour was elected President of the Virginia Water Environment Federation, and Lab Technician Gary Aheimer was recognized as Lab Technician of the Year by the same organization.

The Keep Henrico Beautiful program earned further recognition for the “Litter Really Bugs Me” program. The National Association of Counties (NACo) awarded its top honor, Best in Show, for this exemplary program aimed at teaching preschool and elementary school children about beautifying the county and the environment.

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## Demographics As of January 1, 2001

|  |                  |
|--|------------------|
| Population .....   | 262,300 *        |
| Land area .....  | 244.06           |
| Total housing units .....                                | 112,570 *        |
| Assessed value of taxable<br>land and improvements ..... | \$16,778,229,150 |
| Public schools .....                                     | 63               |
| Public school enrollment (as of 9/00) .....              | 41,655           |
| Roads (linear miles) .....                               | 1,247.58         |
| Roads (lane miles) .....                                 | 3,062.94         |
| Voting precincts .....                                   | 91               |
| Registered voters .....                                  | 165,350          |

\* Based on Census 2000 data

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### Public Works

In addition to overseeing new construction and performing regular maintenance on Henrico's more than 3,000 (lane) miles of roadways, the Department of Public Works concentrated on a major Refurbishment effort of the county's concrete infrastructure. Crews replaced more than a mile of median strip along Parham Road, and more than 10,000 linear feet of curb and gutter throughout residential and commercial properties in the county.

The Environmental Control section of Public Works completed a major Stream Assessment and Watershed Management Program last year, during which eight teams of two surveyed 440 miles of streams in Henrico. Crews studied stream side buffers, obstructions, bank erosion and other assessment tools approved by the federal Environmental Protection Agency to eliminate ineffective Best Management Practice (BMP) basins, correct deficiencies from the old study and improve the overall water quality for Henrico residents.



Public Works also completed the Laurel Lakes Flood Plain Study last fiscal year, resolving previously conflicting data from older FEMA and Henrico County studies. The project concluded with the appropriate establishment of flood plain boundaries, thereby eliminating the federal requirement to purchase flood insurance for some residents in the Laurel Lakes area.

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## **County Attorney**

While many Henrico residents expressed enthusiasm for the proposed upscale shopping mall, Short Pump Town Center, others were decidedly unenthused—and law suits ensued. During FY01, the County Attorney's Office worked diligently in response to legal action challenging the county's formation of a Community Development Authority (CDA), and its subsequent proposal to issue bonds to pay for infrastructure improvements around the mall site. The

“Bond Validation” suit, and the similar suit brought about by a competing developer, kept Henrico residents waiting and the County Attorney’s staff litigating throughout most of the fiscal year.

The office also handled legalities for the acquisition of easements necessary for the water transmission main for the Henrico Water Treatment Plant.

Working with Henrico’s Real Property, staff in the County Attorney’s office successfully negotiated settlements, or condemnations where necessary, to acquire the property needed to install the more than six miles of water pipe throughout the county.

Four particular staff members earned positions of prestige last year with various appointments and elections. Chief Justice of the Supreme Court of Virginia Harry L. Carrico invited County Attorney Joseph Rapisarda to join the Virginia State Bar (VSB) Professionalism Faculty. Rapisarda will teach newly certified attorneys the protocol and professional standards involved when practicing law in Virginia. Additionally, Assistant County Attorney Karen Adams was elected President of the Henrico Bar, becoming the fourth attorney from the Henrico County Attorney’s Office to serve as president; Assistant County Attorney Rhysa South was appointed to the VSB Committee on Lawyer Discipline; and Assistant County Attorney Ellen Fulmer was elected to the Henrico Bar Board of Directors.

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## [Office of the General Registrar](#)

During FY01, the Registrar’s Office conducted two elections, a June primary election and the controversial Presidential Election last November. As a result of the happenings in the Florida election process, the Registrar’s Office planned a full-blown public awareness campaign aimed at teaching and re-teaching people how to vote in Henrico County. In cooperation with the Public Information Office, the Registrar’s Office implemented a multi-faceted, widely distributed promotional effort including printed pieces, video, direct mail and media coverage.

In addition to the educational campaign, the office recruited and trained 400 additional election officials to assist with operations at the polls during November 2000. The Registrar’s Office trained a total of 1,400 election officials during the past fiscal year.

Finally, with the release of the Census 2000 findings, the Registrar’s Office became heavily involved with the redistricting process toward the end of

FY01. Staff attended and presented information at public meetings and Board of Supervisors public hearings to help residents understand the redistricting process, and the change in congressional districts and polling places that are sometimes necessary as a result.

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### **General District Court**

During FY01, the Henrico General District Court upgraded its phone system to better serve its customers, and to increase the number of calls serviced each day. With the old system, frustrated callers would sometimes be unable to get through due to busy signals or unanswered calls. Now, each call is placed in an electronic queue, and court staff answers the calls in the order they were received. Since the new system has been in effect, service has improved 80 percent.

District Court also entered a pilot program last year establishing a presence on the Supreme Court website, [www.courts.state.va.us](http://www.courts.state.va.us). People who want to know the status of either active or inactive cases may visit this website to get information. Once the pilot program is over, staff will study the data to determine whether the program should be implemented throughout the state. A second program, which began as a pilot with the Henrico General District Court, has now been implemented in courts throughout the Commonwealth. The Automated Restricted Driver's License Program allows those who have had their license suspended, but who are eligible for a restricted license, to electronically obtain the appropriate forms in the clerk's office without having to wait through lengthy court sessions. With this new automated system, what once took 30 minutes or more in the courtroom can now be done in five.

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### **[Circuit Court](#)**

The clerk of the Circuit Court, an elected constitutional officer, maintains criminal court case records, marriage licenses, probates of will, adoptions, notary certificates, land records, and more. Residents can also retrieve land

deeds and titles, judgments, and financial records through a computerized network.

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### [Commonwealth's Attorney](#)

The state awarded a Virginia Exile Grant to the Commonwealth's Attorney's Office last fiscal year providing funds to hire an experienced Assistant Commonwealth's Attorney and secretarial support position to focus strictly on violations of the Exile law. Jose Aponte has accepted this challenge, and will work to prosecute felons who possess a firearm, people who simultaneously possess a firearm and controlled substances, or any other breach of the Virginia Exile law.

The Commonwealth's Attorney's Office also tried and prosecuted Derek Jones and Lawrence Winston, the two men found guilty of the rape and abduction cases at The Shoppes at Willow Lawn and Libbie Place Shopping Center earlier in the year. Justice was served: Jones received two life terms plus 178 years in prison; Winston received two life terms plus 215 years. Both men will receive additional sentences from the City of Richmond. Congratulations go out to the Commonwealth's Attorney himself, Wade Kizer. The Board of Governors of the Virginia State Bar named him to the Criminal Law Section—a high compliment for fine prosecution results.

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### [Henrico County Sheriff](#)

For the first time in nine years, under the leadership of Sheriff Mike Wade, the Henrico County Sheriff's Office is at full complement with 100 percent staffing in supervisory positions. Wade credits the results to promoting from within, recognizing leadership and eliminating turnover. The sheriff also developed the Medals and Awards System during FY01, recognizing heroic action and other desirable behavior by bestowing honors upon the individual. Last year, a deputy who was making rounds through the facility noticed an inmate on the floor, obviously not breathing. His swift response and

resuscitation efforts saved the inmate's life; Sheriff Wade honored the deputy with a life-saving medal of honor. The Sheriff's Office also expanded education opportunities for inmates in Jail East by installing an additional 23 personal computers in the PC Program, expanding the daily student capacity to 92 inmates.

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## **Community Corrections Program**

The Community Corrections Program (CCP) saw record numbers of clients in FY01, with 1,372 court-ordered clients under CCP supervision (on probation) and leading the state with 1,141 pretrial defendants (those out on bond awaiting trial). In addition, CCP completed the mammoth task of converting all internal files to a computer-based case management system. The system should save untold hours for CCP staff, as well as staff throughout the criminal justice system, by automating mandated data reporting to the Commonwealth of Virginia.

In addition, CCP implemented the state-required Substance Abuse Screenings on eligible clients. This evaluation tool allows staff to quickly identify individuals with substance abuse problems and get them into treatment programs in a more timely manner.

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## **Juvenile and Domestic Relations Court**

The Juvenile and Domestic Relations Court gained a fourth, full-time judgeship during FY01; Judge Denis Soden now sits on the bench in Henrico County five days a week. Previously, the Virginia General Assembly required Judge Soden to share his time between Henrico and Chesterfield counties.

The Juvenile Court judges and the Clerk's Office staff attended the inaugural day-long retreat last year, focusing on court issues such as training for substitute judges, streamlining of paperwork, general court proceedings and other business. Juvenile court staff hopes to enhance communication and strengthen court operations through these annual meetings.

Staff is currently implementing an additional streamlining program—a pretrial order for custody and visitation hearings. Under this program, attorneys from opposing sides will meet in advance of the hearing, exchange information and often reach agreements deeming a hearing unnecessary. This program will save countless hours in the courtroom, and should prove advantageous for both court staff and litigants involved in the case.

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## **Juvenile Probation**

During FY01, the Department of Juvenile Justice performed an operations audit at the 14th District Court Services Unit, more commonly known as Juvenile Probation, and granted a three-year certification for 100 percent compliance. The audit examines issues such as records management, standards compliance and service delivery.

Juvenile Probation implemented a program specifically targeted to young women with substance abuse or other mental health issues. A State Substance Abuse Reduction Effort Grant made it possible for Juvenile Probation to start this program, targeting a previously under-serviced group: female juvenile offenders. By attending same-sex group sessions, these young women are more able to focus, give honest responses, and discover underlying insecurities than when preoccupied by members of the opposite sex in co-ed groups.

In cooperation with the new James River Juvenile Detention Center, Juvenile Probation engaged in a Post-Dispositional Program for youth offenders last April. Under this program, the individuals who are sentenced to James River Juvenile Detention Center for up to six months are rewarded based on behavior. Each offender begins at the same starting point; as they begin demonstrating positive behavior and compliance with rules, they gain privileges such as permission to leave the facility for job searches, interviews or involvement in community programs. Not only does this teach the offenders to be accountable for their own behavior, it gives them the opportunity to re-integrate themselves into society once released from the facility.

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## **Juvenile Detention**

The Juvenile Detention Home provided a safe, secure environment for staff and detainees without serious injury or escape during the past fiscal year, although the year did involve major change. With the opening of James River Juvenile Detention Center, the Henrico County Juvenile Detention Home shifted its operation to processing new admissions and final releases, as well as rendering short-term detention services. Juvenile offenders who are detained for more than 30 days are now sent to the new facility, alleviating overcrowded conditions at Henrico's Juvenile Detention.

Juvenile Detention also implemented a new technology making it easier to enter new detainees into the computerized system, track movements between detention facilities and process releases once the sentence is over. This electronic file sharing allows detention staff throughout the Commonwealth of Virginia to easily exchange information.

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## **James River Juvenile Detention Center**

During the past fiscal year, the administration at the James River Juvenile Detention Center geared up for opening by hiring and training a 64-member staff, including counselors, nurses, a psychologist, teachers, maintenance and shift employees. During this time, senior staff also worked with the Probation staff to develop the behavior management-based Post-Dispositional Program. As mentioned before, this program holds detainees accountable for their actions by rewarding them based on good behavior. Once this program was in place, and a Policy and Procedures manual was finalized, the 48,000 square-foot, 60-bed facility opened on April 17th with the arrival of 24 youth.

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## **Finance**

Last year, due to its sound fiscal management and stable economic position,

Henrico County maintained a triple-A bond rating from Fitch, Moody's Investors Service, and Standard and Poor's Corporation. This distinguishes Henrico as one of few jurisdictions in our nation to enjoy a "triple" triple-A rating. For the 20th consecutive year, Henrico earned the Certificate of Achievement in Financial Reporting, and the Distinguished Budget Award for the 12th consecutive year. The National Government Finance Officers Association (GFOA) sponsors both honors.

The GFOA also honored the Department of Finance with its prestigious 2001 Award for Excellence in Government Finance for the "Local Government Bond School." The award recognizes Henrico's contributions to outstanding financial management, stressing practical, documented work that offers leadership and innovation, and improved public finance.

The Department of Finance won additional national acclaim with a NACo award recognizing the "Business Personal Property Assessment Reforms." More than 15,000 businesses file annually on personal property, reporting assets in excess of \$2 billion. Finance staff performed an extensive study of depreciation schedules used to assess personal property, looking at possible reforms to attract cutting edge firms and encourage economic growth.

Implementation of the accelerated depreciation schedules led to considerably lower personal property taxes for our business community.

And finally, by expanding eligibility requirements and raising the maximum net assets and income limits, Finance staff was able to expand the Real Estate Advantage Program (REAP) providing tax relief for a greater number of Henrico's elderly and disabled residents.

## Financial Resources & Requirements for Fiscal Year 2000-01 (A)

| General Resources: (A)             | 2000-01 (B)          | 1999-00              | Difference          |
|------------------------------------|----------------------|----------------------|---------------------|
| Current Property Taxes             | \$220,702,936        | \$211,261,491        | \$9,441,445         |
| Local Sales Tax                    | 45,093,449           | 43,601,914           | 1,491,535           |
| Business and Professional Licenses | 23,092,647           | 22,253,067           | 839,580             |
| Other Local Revenue                | 71,996,344           | 60,685,211           | 11,311,133          |
| <b>Total Local Revenue</b>         | <b>\$360,885,376</b> | <b>\$337,801,683</b> | <b>\$23,083,693</b> |
| State and Federal Sources          | 214,742,407          | 187,816,588          | 26,925,819          |
| <b>Total Revenue</b>               | <b>\$575,627,783</b> | <b>\$525,618,271</b> | <b>\$50,009,512</b> |
| Net Transfers (C)                  | (66,661,398)         | (46,334,310)         | (20,327,088)        |
| <b>Total Resources</b>             | <b>\$508,966,385</b> | <b>\$479,283,961</b> | <b>\$29,682,424</b> |
| <b>General Requirements: (A)</b>   | <b>2000-01 (B)</b>   | <b>1999-00</b>       | <b>Difference</b>   |
| General Government                 | \$127,518,165        | \$116,693,137        | \$10,825,028        |
| School Operating                   | 253,175,796          | 238,913,758          | 14,262,038          |
| Public Safety                      | 97,403,397           | 93,548,744           | 3,854,653           |
| Debt Service (D)                   | 30,869,027           | 30,128,322           | 740,705             |
| <b>Total Requirements</b>          | <b>\$508,966,385</b> | <b>\$479,283,961</b> | <b>\$29,682,424</b> |

### Notes:

(A) Includes both General and Debt Service Funds.

(B) Figures are unaudited for FY 2000-01.

(C) Includes \$19,673,545 to Capital Projects Fund in FY 2000-01.

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## [Information Technology](#)

In FY01, the Information Technology Department (IT) rolled out phase one of Data Warehouse for the Division of Police. IT designed the database to make access to information more accessible to management. All emergency-911 calls and incident arrest reports are on the database, allowing police staff to more quickly retrieve, compare and analyze statistics in order to plan for and respond to future needs of Henrico residents.

IT also implemented phases one and two of Filenet, a document management system designed to replace the traditional file cabinet with electronic files. Both the Division of Police and the County Manager's Office have fully implemented the system, allowing staff to scan documents including board papers and police accident reports, and to later retrieve them at the touch of a

computer key. IT also posts these documents on a server for members of the media to retrieve when preparing news reports for the public.

The Office of Building Construction and Inspections is the first to benefit from the new Tidemark Advantage product, aimed at eliminating the mainframe system. The product allows staff in Building Inspections to issue permits faster, with easier maneuverability and control. IT is in the process of implementing this same system in The Permit Center, allowing for full information sharing between the agencies.

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## **Public Libraries**

Replacement of the North Park Branch Library became a reality in FY01 with construction of the 15,000 square-foot facility. This newest branch will offer a public computer lab, meeting and study rooms, a drive-through book return, and more than 42,000 items for public education and entertainment. A far cry from its predecessor, the “temporary” North Park Branch Library, this new branch promises to be one of the county’s finest.

Library staff also implemented the “e-book program” last year, allowing patrons to download entire volumes, complete with tables of contents, from their home or office computer. Once a library patron registers for this free service at any county branch, he or she can do research or read for pleasure from any personal computer. Volumes available include fiction, non-fiction, entire issues of magazines and resource materials. Thanks to the voters’ overwhelming approval of the Henrico County Bond Referendum in November 2000, the Tuckahoe Area Library—one of the county’s oldest—will be replaced, and an additional library will be built in the Short Pump area. The referendum included \$28.4 million earmarked for these library projects.

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## Schools

Henrico County's nationally recognized public school system continued on the path of excellence in FY01 as one of the top achievers in Virginia on the Standards of Learning (SOL) tests for the fourth year in a row. The SOL tests, mandated by the Virginia Department of Education, measure student performance in math, science, social studies and language arts. Recent score results show that 78 percent of Henrico County schools, 46 in all, received full accreditation.

During the 2000-01 school year, schools administration announced the Teaching and Learning Initiative—an unprecedented program that will forever change the course of education in Henrico County. Schools will provide 23,000 secondary students with Apple iBooks— small, powerful



laptop computers—to use at home and at school to aid their learning experience. This initiative promises to enhance relationships between teachers and students as they work closely together discovering,

learning and problem solving. The initial distribution of laptops to high school students and staff is the first phase in a program that will ultimately provide computers for every teacher and student in Henrico County. Last November, voters in Henrico County cemented their commitment to education when they supported a \$237 million bond referendum, which included \$170.5 million specifically for Henrico public schools. The funds provided through the referendum will enable the county to construct a new high school, three elementary schools and two middle schools to accommodate the rapidly growing school-aged population. Further, Highland Springs and Freeman high schools will undergo extensive renovation. Seven more elementary schools and one middle school will also undergo renovation and construction of additions as a result of the successful referendum.

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## [Recreation and Parks](#)

During FY01, the Division of Recreation and Parks hosted two major high school girls' fast-pitch softball tournaments. Participants played in the Colonial and Capital District Tournament on the fields at Dumbarton athletic

area during May; and in June, young athletes participated in the Girls' Virginia High School League State Tournament at RF&P Park. Tournaments at this level had never before been played at Recreation and Parks' facilities. The fact that tournament organizers chose Henrico to host these major athletic events speaks volumes about the quality of our parks and facilities.



*Richmond Magazine's* 14th Annual Best and Worst of Metro Richmond issue bestowed high praise on several Henrico parks and facilities. Residents voted Meadow Farm Museum the Best Place for Kids to Learn about History; Deep Run Park as Best Park; Walkerton Tavern as Best Restored Old House; and Osborne Boat Landing as Best Place to Put a Boat in the Water. In the 4th annual reader poll of family favorites, *Style Magazine* published that Deep Run Park was the Best Place to Bike or Skate, Best Place to Walk Your Dog, Best Playground, and second-best overall Park for Families. Last year, the division played a key role in the public awareness efforts to educate Henrico residents about

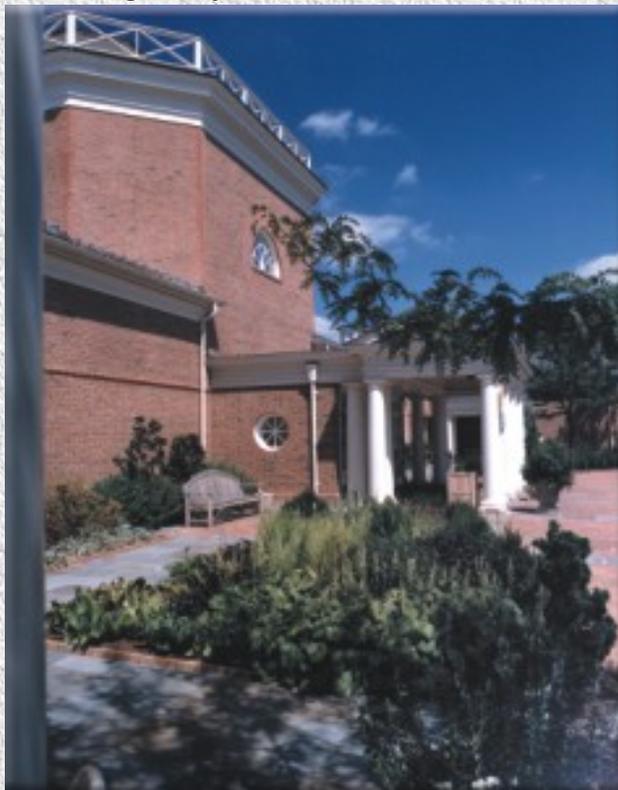
November's Bond Referendum. The Referendum was a success, allowing division staff to allocate \$16 million to develop Meadowview Park, improve historic Walkerton Tavern, construct the Deep Run Recreation Center, acquire land for the Tuckahoe Village Park, and develop Henrico's first riverfront park near Osborne Boat Landing.

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## Public Information

During FY01, Public Information staff produced and implemented several full-scale public awareness campaigns, providing important information to our residents: last November's Bond Referendum, the West Nile Virus campaign throughout the spring and summer, Magisterial Redistricting as a result of Census 2000, and a Voter Education campaign for the county's Office of the General Registrar. While every public information campaign must be tailored to meet specific objectives, each shares a common goal: to distribute timely, accurate, reliable information to our residents through a variety of media outlets. By combining printed publications, direct mail, utility bill inserts, video, and print and broadcast media coverage, staff in the Public Information Office was able to provide our residents with the facts and knowledge they needed to make informed decisions.



For the second time in five years, staff in the Public Information Office won the prestigious Gold Quill Award from the International Association of Business Communicators. Public Information staff competed with entries from 16 different countries around the world, and with high profile companies such as Hallmark, Fed-Ex, VISA International, Victoria's Secret, John Deere and Hewlett-Packard. The fact that Henrico County is placed in the same company as these successful, international businesses is testament to the quality and standards we strive to

achieve. As well as the Gold Quill Award, the Public Information Office won seven more state and national awards from five different professional public relations organizations for excellence in writing, communications programs, design, video production, and creative art direction. In addition to these marked achievements, the Public Information Office provided public relations consultation, media relations services and communications support to the Board of Supervisors, the County Manager's Office and each of the 33 agencies within the general government administration.

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## [General Services](#)

Staff at the Department of General Services worked diligently in FY01 to network the Division of Police's new 800 MHz radio system with those in Chesterfield County and the City of Richmond. Once all three jurisdictions implemented the 800 MHz radio system, General Services staff oversaw the implementation of the software configuration which allows each locality to communicate with one another without being constricted by jurisdictional boundaries. Henrico County's Communications Center houses the new networking module, affording enhanced public safety communications for residents throughout the metro region.

Thanks to the committed effort of the General Services staff, the James River Juvenile Detention Center opened on April



17th. Staff coordinated the massive capital project from conceptualization, through negotiating outside contracts and supervising construction. The end result is a 48,000 square-foot, 60-bed facility located on 13 acres in Powhatan County. Staff in General Services also took advantage of available technology last year and established an e-procurement initiative on the department's website. Individuals and contractors who wish to submit bid proposals to the county may now go to the website, download solicitations and specs, print the necessary forms and mail or hand-deliver their proposals to General Services.

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## [Capital Area Training Consortium \(CATC\)](#)

Staff at CATC successfully established four Workforce Development Centers that operate as member locations of the Virginia Workforce Network. These centers are conveniently located at 5410 Williamsburg Road, 7321 Whitepine

Road, 5211 W. Broad Street, and 3751 Nine Mile Road. Whether a result of lay-offs, downsizing, unemployment or underemployment, residents needing services may visit any of the four centers for information about job openings, or to receive training, skill assessments or career counseling.

CATC staff also appointed a Youth Council to provide guidance and services to at-risk youth who are still in school, and for those who are not in school but are at least 18 years old. Area youth who are not in school and have limited or no job experience can visit one of the centers to receive training and employment assistance, including mentoring and job opening information. School counselors will recruit those youth still in school to ensure they complete their education and successfully enter the workforce.

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## [Real Property](#)

In cooperation with the County Attorney's Office, Real Property negotiated with landowners and acquired easements necessary to install more than six miles of water transmission mains throughout Henrico. The county's Water Treatment Plant is slated to begin producing drinking water for residents in January 2003. Real Property staff acquired rights for more than 90 parcels of land for the installation of the water main, some requiring lengthy negotiations.



As a result of the successful Bond Referendum, Real Property staff moved forward to acquire properties for two new school campuses. A Three Chopt District elementary school will open in September 2003, and a Brookland

District middle school will open in the fall of 2004.

In addition, the department acquired easements and rights-of-way for the departments of Public Works and Public Utilities to construct two major road

improvement projects, three drainage projects and several rehabilitation efforts to replace aging water and sewer lines.

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### [Internal Audit](#)

Keeping an ever-watchful eye on our residents' tax dollars, Internal Audit continued reviewing county agencies' policies, expenditures and operational procedures to increase the county's accountability. Last fiscal year, the department conducted a thorough audit of the overtime system, identifying areas of improvement to control overtime expenditures. Agencies within general government responded to Internal Audits' suggestions, significantly reducing overtime expenditures during FY01. Internal Auditors also recommended added security measures to safeguard the county's computer systems, providing more security and protection of our taxpayer's sensitive information. In addition, auditors reviewed agencies' surplus property operations, resulting in several more controlled practices at county auctions and surplus sales. For example, implementing a "wholesale warehouse" approach, the county spot-checks customer sales receipts with the actual items in hand, eliminating any inventory confusion.

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### [Human Resources](#)

The Department of Human Resources enjoyed another award-winning year, earning NACo awards for two of its innovative programs: "Retention of Generation X Employees" and the "Excellence in Public Service Award Program" were winners in the 2001 NACo awards competition. The addition of these awards brings the department's total to an impressive 29 NACo awards in the past 15 years.

During FY01, Henrico County maintained an annual turnover rate of below 10 percent for the 14th consecutive year. The consistently low turnover is one of the many positive indicators of strong stability and employee commitment. The Human Resources staff continued providing excellent training

opportunities for our general government employees, with nearly 3,000 staff members attending 223 courses. These training courses offer a range of subject matter including leadership, supervision, communications, customer service, career enrichment and computer training.

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## **Mental Health/Mental Retardation**

Last year, the Rehabilitation Accreditation Commission (CARF) awarded Henrico County's Mental Health and Retardation Services (MH/MR) the maximum three-year national accreditation. Staff and members of the Community Services Board began preparing for accreditation more than two years ago. In June, a team of surveyors conducted a three-day site visit to assess all MH/MR facilities and visit local businesses that employ MH/MR clients. Due to the wide scope of services MH/MR offers, CARF required compliance with two complete sets of standards including Behavioral Health (mental health and substance abuse) and Employment and Community Services (mental retardation). Ten separate MH/MR services received accreditation after meeting 300 criteria.

The Parent/Infant Program realized a 42 percent increase in service since last fiscal year, and a 120 percent increase since 1997. This is welcome news among the MH/MR staff, since early detection is vital to the success of therapy treatment programs. The program, which serves children from birth to age three, performs screenings and evaluations to detect developmental delays or handicapped conditions, and develops a treatment program based on the findings. When these conditions are detected early, and treatment immediately follows, staff is able to help some children achieve an age-appropriate level of development, and can help minimize the effects of mental retardation for others.

The Federal Housing and Urban Development (HUD) Program earmarked funding for the Welfare to Work participants last year, expanding its Section 8 Housing program to include assistance for individuals transitioning from welfare to paying jobs. By ensuring that each Welfare to Work participant will not spend more than 30 percent of his or her monthly income on housing costs, the federal program is helping to achieve a higher rate of success for those in transition.

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## Social Services

Families are the foundation of American society, and even those in trouble have strengths that can help overcome their problems. Social Services staff recognized this, and implemented a centralized intake and family focused service model last year, helping families through difficulties by bringing them together as a team to focus on the well being of their children. These families are given a single contact person with whom to communicate; this social worker helps them draw upon their own strengths to tackle their issues.

The number of foster children entering the system due to abuse or neglect also reached an all-time high, with 132 children entering foster care by the end of the fiscal year. As family problems intensify (substance abuse, drug-exposed infants, domestic violence, and young children with mental and emotional disabilities) child welfare workers must often determine what constitutes the best interests of the child. This decision-making process is a delicate undertaking that operates within the core belief that all children are entitled to a safe, permanent and stable environment.

Henrico County's elderly population is growing at a rate of more than 1,000 residents per year. As the number of Henrico residents over age 60 continues to grow, so does the need for Adult Protective Services. These numbers directly translate into a need for more staff to perform nursing home screenings, adult home evaluations, guardianship evaluations and Adult Protective Service intervention. The number of cases investigated for abuse and neglect of the elderly has increased steadily over the past four years. FY01 saw the highest number yet, with 363 cases reported to Adult Protective Services. In addition, adult service staff completed 848 nursing home screenings and processed 10,962 requests for emergency assistance.

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## Health Department

A Salmonella outbreak at a west end area restaurant, Linh's Bakery, kicked the county's Health Department into high gear Last April. Once the source of the food borne illness was identified, Health Department officials nullified the restaurant's food permit until the exact cause could be identified and

corrected. After a major investigation, and 130 confirmed Salmonella cases, Health Department staff identified a mayonnaise-like spread as the culprit. Once the restaurant implemented new safety measures, Health officials reinstated the food license in late May.

Medical staff at the county's east and west clinics initiated a public-private partnership with OB-GYN physicians at Bon Secours St. Mary's Hospital to ensure the timely delivery of pre-natal care to uninsured, expectant mothers. Under this new program, if clinic staff is unable to schedule an appointment for a patient within two weeks of the initial phone call, the patient is referred to the "Well Baby" program at St. Mary's. Hospital physicians will then administer pre-natal care, and will remain on the case through delivery regardless of the patient's ability to pay. Henrico's west clinic is sporting a bright new look thanks to talented art students from Hermitage High School. These student volunteers painted a multi-cultural mural in the clinic's waiting area, depicting patients from Mexico, Vietnam, Bosnia and Russia. The concept was the brainchild of public health nurse Debbie Kammeter, who thought the mural an appropriate way to depict the growing number of refugees who visit the clinic for medical care.

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## [Agriculture and Home Extension](#)

This agency is a cooperative effort between county, state, and federal governments. Current program areas include environmental horticulture, commodity agriculture, family and consumer sciences, and 4-H youth programs.

Last fiscal year, the department continued its highly successful environmental horticulture programs with the help of Master Gardener volunteers. During FY01, 84 Master Gardeners donated more than 6,000 hours providing Henrico residents with lawn and landscape information designed to protect water quality. Under Extension agent supervision, they staffed the horticulture help line at the Extension Office daily, conducted plant clinics at local garden centers, and presented programs to various community groups on topics ranging from lawn care to pruning. Consumers who want to consult a Master Gardener can call 501-5160 to get help with everything from lawn fertilization tips to the identification of insects found in the home or landscape. Information is also available on two websites, [www.co.henrico.va.us/agent](http://www.co.henrico.va.us/agent) and, [www.ext.vt.edu](http://www.ext.vt.edu).

More than 174 county residents enrolled in the LawnKnowers Water Quality

Protection Program. For a \$20 fee, the homeowner receives a soil test of the lawn, an accurate measurement of lawn square footage, and a consultation with a Master Gardener to discuss a customized lawn care plan.

Extension's family and consumer science programs focused on human development and building support within families with programs designed to help people save money and reduce their debt loads.

Cooperative Extension's tradition of youth development continued

with 4-H youth programming. Under the leadership of volunteers and the Henrico 4-H Leaders Association, 1,200 youth participated in the program which includes 4-H clubs, school enrichment groups, contests, and camps.



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