

2024

# Annual Report

Working together for a healthier community

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Welcome to  
Our Annual  
Report

2024



LETTER FROM THE

# DIRECTOR

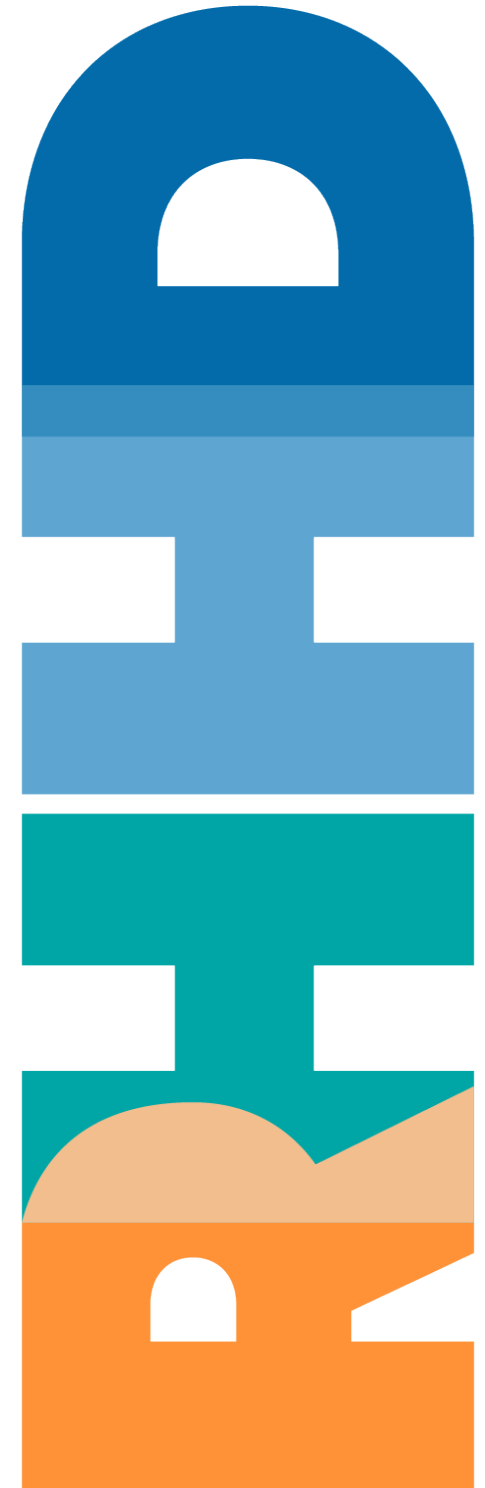
If you buckled a seat belt today—or sent a child to school or ate at a restaurant or drank water from a faucet or visited with older relatives—you participated in a life shaped by public health. 2024 reminded me of the breadth of our public health work, and that's what we share with you in this year's annual report.

2024 was a year of big picture planning, as we worked closely with our neighbors to conduct our Community Health Assessment and identify health challenges and resources in our region. At the same time, it was a year of service delivery, where every box of Narcan we distributed, every childhood vaccine we administered, and every restaurant we inspected made an impact in an individual's life. No matter the initiative, each action we took in 2024 was rooted in our mission, vision, and values, which continue shaping our work for the year ahead.

I hope reading this report teaches you something new about public health work in your community and even helps you connect to a new service or program!



Dr. Elaine Perry  
Director, Richmond and Henrico Health Districts



RICHMOND & HENRICO HEALTH DISTRICTS



# MISSION



Protect health, champion equity,  
and partner to address local needs.

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# VISION



Thriving communities  
supporting health for all.

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# VALUES

## CULTURE-SETTING VALUES

- Collaboration
- Integrity
- Equity

## OPERATIONAL VALUES

- Data-informed
- Innovative
- Strategic



2024

CLINICAL SERVICES

# Family Planning and Sexually Transmitted Infections Clinics

Clinic appointments for Family Planning and Sexually Transmitted Infections (STI) screening and care increased by 18% in 2024 across RHHD's 6 clinic sites.

We maintained quantity AND quality; Family Planning Audits for our Southwood and Henrico locations were stellar this year! Auditors remarked on the following:



*"Southwood patient care exhibited clinical expertise and patient-centered communication."*



*"We were very impressed with Henrico's program! The team is dedicated, caring, thorough, and provides excellent care."*

4,362

FAMILY PLANNING & STI CLINIC VISITS

+21%

INCREASE IN BICILLIN TREATMENTS FOR SYPHILIS

+11%

INCREASE IN FAMILY PLANNING CLIENTS SERVED (1294)



# Immunizations

RHHD's Immunization teams get creative to reach our neighbors where they are! Whether co-hosting a school vaccination event or taking vaccines on the road, this team makes sure community members are protected from communicable diseases.



**441**

COVID-19, Flu, and  
mpox vaccinations  
given at mobile events



**1,539**

students vaccinated at  
60 in-school 7th and  
12th grade vaccination  
events in partnership  
with RPS and HCPS.



More than  
**12,000**  
vaccinations  
given across  
RHHD!

*Public health Nurse  
Ilesha Williams won the  
2024 Virginia Nurses  
Association Leadership  
Excellence Award.*

# Tuberculosis (TB)

Diagnosing and treating active TB is a time-intensive process, and RHHD's TB teams work with their patients daily for 6–9 months (and sometimes longer!), building close relationships with their patients. "I have clients who still talk to me 18 or 19 years later after a case finishes," says TB Outreach Worker Mehrima Matrood.

Another highlight: RHHD Public Health Nurse Rosalie Bieda won the 2024 TB Program Biennium Award!



*RHHD Public Health  
Nurse Rosalie Bieda*

?

*What's a DOT?  
For active TB, a TB  
outreach worker visits  
you every day to make  
sure you're able to stay  
on top of your  
medication!*

**2,608**

**DIRECTLY OBSERVED  
THERAPIES (DOT)**

**19**

**OBSERVED  
TB CASES**



# Newcomer Health

RHHD's Newcomer Clinic works closely with local resettlement agencies and safety net providers to help our newest neighbors connect to primary care and meet important milestones in their resettlement journey. Clinic health screenings ensure that newcomers can start work, school, and other resettlement processes on time!



*RHHD Public Health Nurse Amy Sneider won the 2024 Refugee Program Biennium Award!*

More than  
**14**  
countries  
represented



Countries represented include Ukraine, Congo, Cuba, Rwanda, Syria, Afghanistan, Guatemala, and Myanmar.

**229**  
ADULTS SCREENED

**206**  
CHILDREN SCREENED

# Pre-Admission Screening (PAS)

Pre-Admission Screening helps clients get access to care they need at home or in specialized settings. These screenings are conducted with both children and adults and are completed in partnership with our localities' social service agencies.

**210**  
Children  
screened



**1,487**  
Total screenings



2024

COMMUNITY  
HEALTH



# Community Health Workers

RHHD Community Health Workers (CHWs) serve specific populations in Henrico, lead programming in areas like chronic disease, or staff Richmond's seven Resource Centers. All CHWs undertake resource navigation, education, outreach and advocacy work to support their clients!



## 2,012

referrals directed 1,450 clients to services like food assistance, benefits navigation, and parenting education.

## 82%

of clients who received referrals were able to connect to care!

More than

## 9,000

community members engaged at outreach events

## + 200

child car safety seats distributed



## + 100

Support Groups and Classes held



# Heat and Health

A cross-disciplinary team of RHHD staff furthered our understanding of how climate change impacts health in our communities:

- Built Environment Specialist Peter Braun worked with researchers from University of Richmond and VDH central office to publish a paper analyzing the impacts of extreme heat on public health in Richmond. This research has resonated with partners in planning, parks, transportation, who are working to provide resources and infrastructure that protect community members from extreme heat whether they are waiting at a bus stop or visiting a local park.
- Community Health Nurse Supervisor Virginia Slattum focused her final project for the Nurse Leadership Academy on health and heat. “Because of Virginia’s research, the Virginia Nurses Association now includes Climate Health as part of their core work,” Virginia’s supervisor says!
- Working with RHHD's nonprofit arm, Community Health Workers (CHWs) filled a critical gap for low-income residents in Richmond who experience the impacts of urban heat islands. CHWs identified families in need of cooling assistance who were ineligible for the state's energy assistance program and provided residential AC units. For these families with elevated heat illness risks and increased exposure to extreme heat, it was a timely and urgent intervention not possible without proactive public health advocacy, outreach, and quick administration.
- AC distribution was funded by a grant from Richmond Memorial Health Foundation. RMHF is committed to its mission of fostering an equitable and healthy Richmond region.

8

**RESEARCH TALKS  
BY PETER BRAUN**

227

**AUDIENCE MEMBERS  
REACHED AT TALKS**

48

**AC UNITS DISTRIBUTED** through the  
Richmond and Henrico Public Health Foundation and the  
Richmond Memorial Hospital Foundation partnership.



# STI/HIV Prevention

Teams working on the prevention of Sexually Transmitted Infections, including HIV, continued to educate, screen, and protect community members. Every person who tests for STIs, starts medication to treat an STI, or who begins a preventive medication like Pre-exposure Prophylaxis (PrEP) is helping to keep current and future partners safe!



*RHHD health educator and outreach teams distributed 4,167 risk reduction items.*

50

NEW PREP CLIENTS ENROLLED

311

PREP FOLLOW-UP VISITS

1,296

INVESTIGATIONS TO PREVENT THE SPREAD OF HIV AND SYPHILIS



# Maternity Navigation

The Maternity Navigation team supports expectant parents every step along the way, from pregnancy confirmation to care connection to benefits enrollment to baby material distribution post-birth. We assist pregnant individuals who are navigating the healthcare system by providing Medicaid application assistance. Early access to prenatal care supports healthy birth outcomes. The biggest accomplishments in 2024 were hiring a new maternity supervisor, collaborating with the data team to analyze birth outcomes, and using Unite Us to connect people to RHHD's car seat program.



**295**

Clients served across  
Richmond and Henrico



**140**

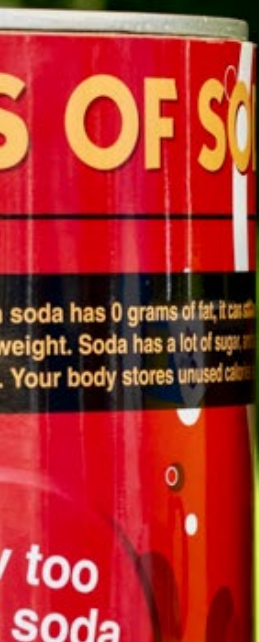
Medicaid applications  
supported

“

*So many staff and clients stick with WIC because it's such a great program and makes people happy. Families, schools, dentists, pediatricians, resettlement agencies—they all trust us and help build that supportive community.*

”

*Beth Rowe, WIC Coordinator*



**8,502**

**AVERAGE MONTHLY WIC PARTICIPANTS ACROSS RHHD'S MULTIPLE WIC LOCATIONS**

**7500+**

**FREE TICKETS HANDED OUT TO THE RICHMOND SQUIRRELS "KNOCK ONE OUT OF THE PARK FOR BREASTFEEDING" NIGHT**

## WIC

The Supplemental Nutrition Program for Women, Infants, and Children (WIC) provides nutrition education and healthy foods to improve pregnancy outcomes and enable families to make lifelong healthy eating and lifestyle choices. Goals are to improve pregnancy outcomes, prevent nutritional deficiencies and support optimal growth and development for pregnant women and their children. WIC serves pregnant women, breastfeeding and post-partum women, and children up to the age of five. RHHD's WIC teams help clients stay on top of eligibility and provide nutrition education in multiple languages. They even lead grocery trips to help families learn more about selecting good foods!





2022

**PUBLIC HEALTH  
SAFETY &  
RESPONSE**

# Environmental Health

Our communities love our restaurants and the outdoors—RHHD’s Environmental Health teams keep us safe in both these settings! EH staff are experts in food safety, septic systems, and rabies, just to name a few of their wide-ranging skills. As need for their work continues to grow, RHHD hires and trains hard-working teams ready to inspect, investigate, and inform!



1,799 

Rabies/Animal  
Bite Incidents

97 

Well  
Applications

4557 

Food service  
inspections

259 

Complaint  
Investigations

134 

On-site septic  
system applications

146 

Inspections  
on Request

5 

Marina  
inspections

2

Migrant  
Labor Camp  
inspections

156

Tourist  
Establishment  
inspections

# Field Epidemiology

The RHHH Field Epidemiology team is dedicated to investigating infectious disease and outbreak reports, providing expertise and training on infectious disease prevention and control to health-related and community partners, and monitoring and preparing for a variety of potential impacts to public health.

- Investigated 103 outbreaks/clusters in Henrico and 51 in Richmond. Most outbreaks were due to COVID-19 (55%), other respiratory viruses (14%), or viral gastroenteritis and norovirus (5%).
- Recruited Bon Secours Urgent Care locations to be participating offices in the VDH Sentinel Influenza Surveillance Program, furthering our understanding of flu circulation in the area.
- Along with other RHHH communicable disease units, investigated a lot of reportable disease conditions. See our 2024 RHHH Communicable Disease Summary Report online at [rhhhd.gov/epi24](https://rhhhd.gov/epi24).



# 108

**OUTBREAKS/CLUSTERS  
INVESTIGATED (HENRICO)**

# 51

**OUTBREAKS/CLUSTERS  
INVESTIGATED (RICHMOND)**

# Emergency Preparedness & Response

Emergency Preparedness & Response (EP&R) is essential for protecting communities during health crises. By planning for disasters, responding quickly to public health threats, and coordinating resources effectively, RHHD EP&R helps reduce harm, save lives, and ensure communities recover faster from disasters, epidemics and disease outbreaks. From food-borne illness to natural disasters, a strong EP&R system safeguards public health, promotes resilience, and fosters a sense of security for everyone

- 3,155 Medical Reserve Corps volunteers pitch in to help with vaccination events, public education, and emergency response; we couldn't do it without them!
- 2,879 hours of volunteer time, valued at almost \$100,000
- 30 clues on the "Prepardy" board that travels to outreach events and teaches our neighbors about emergency preparedness.
- Conducted two full-scale drills exercising emergency vaccine administration through a Point of Distribution (POD) and an emergency CHEMPAK deployment.
- Complete re-write of the Districts' Emergency Operations Procedures to incorporate multiple changes precipitated by the merging of Richmond and Henrico Health Districts.

**3,155**

**MEDICAL RESERVE  
CORPS VOLUNTEERS**

**\$100K**

**FINANCIAL VALUE OF  
VOLUNTEER TIME**



2024

POPULATION  
HEALTH



# Population Health

Population Health includes programming and education in Adolescent Health, Community Health Assessment, Health Equity, Substance Use Disorder, and Violence Prevention.

- 38+ member organizations comprising the Trauma Healing Response Network, convened by RHHD's Violence Prevention Team
- 300+ families attended the Trauma Healing Response Network Peace Pull ups, community events that celebrated neighborhood strength and reinforced the importance of accessible, trauma-informed support systems.
- Collectively, Trauma Healing Response Network partners completed more than 1400 wellness checks, made 140+ mental health connections, provided respite housing for 12 families, prevented 35 cases at high risk for retaliation and disbursed more than \$35,000 to families directly impacted by firearm injury or death.
- 15+ hours of community conversation transcripts analyzed by the Population Health Epidemiology team to determine local drivers of overdose, which they presented at the National Association for City and County Health Officials Conference.



**1,361**

**Students attended  
RPS/RHHD hosted Youth  
Health Fairs**

**315**

**Teens participated in RHHD's  
"Dangers of Fentanyl"  
workshops.**

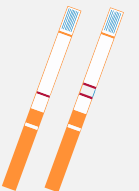
**991**

**Narcan kits distributed  
to community members  
(10/1/23 - 9/30/24)**



**868**

**Fentanyl test kits  
distributed  
(10/1/23 - 9/30/24)**





**1,126**

**RICHMOND AND HENRICO RESIDENTS  
COMPLETED THE 2024 COMMUNITY  
HEALTH ASSESSMENT SURVEY**

## **Community Health Assessment (CHA)**

A Community Health Assessment (CHA) is an important public health tool that brings local health districts into conversation with community members, healthcare professionals, community organizations, and subject matter experts. Throughout the summer of 2024, RHHD worked together with our neighbors to learn what health-related issues are most pressing so that we can take informed action.



# CHA (continued)

Residents could pick up to 3 health challenges that they saw as most concerning in their communities. You chose the following most often:

- **Violence:** 418 responses, or 34.8% of respondents
- **Chronic health conditions:** 389 responses, or 32.4% of respondents
- **Mental health issues:** 384 responses, or 31.9% of respondents
- **Access to healthcare services and providers:** 298 responses, or 24.8% of respondents
- **Spreadable diseases:** 259 responses, or 21.5% of respondents



35%

saw violence as the most concerning health issue in their communities



32%

saw chronic health as the most concerning health issue in their communities

32%

saw mental health issues as the most concerning health issue in their communities



2024

SUPPORT  
SERVICES

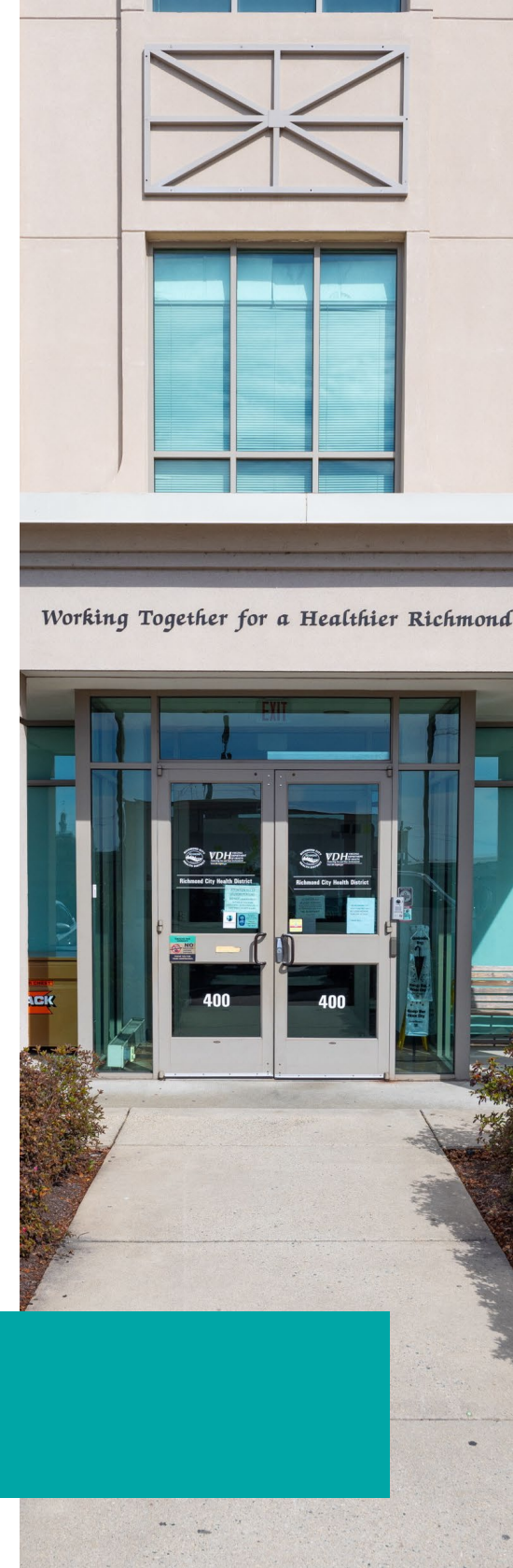
# Support Services

Administrative, Communications, Data, and IT teams all support the important work of RHHD!

- Public health administrators ensure that we can fill vacant positions, keep our records in order, run our technology effectively, and safely steward our resources. In 2024, RHHD improved billing practices, streamlined procurement, and hired needed new staff.
- Public health workers need the numbers to understand trends, effective interventions, and health disparities. RHHD's Data Team created clinical operations dashboards, updated and refined evidence-based Health Equity Fund goals for applicants, designed survey and evaluation tools, and maintained a public health data repository. Their work equips colleagues to make informed decisions across our districts.
- IT Analyst Senior Spartak Veliu won the Agency Star award, which recognized him for his fast work to protect RHHD and keep us online during the July CrowdStrike outage.



*IT Analyst Senior  
Spartak Veliu*



Storytelling is public health, too! RHHDCommunications appeared across social media, local outlets, and our standing blog at [rhd.gov/blog](http://rhd.gov/blog).

**200+**  
INSTAGRAM  
POSTS



**1,667**  
INSTAGRAM  
ENGAGEMENTS



More than  
**1369**  
community  
members reached  
each week via  
newsletters

### Parenting is hard. Protecting your kids from measles isn't.

There are lots of childhood hazards we can't eliminate with a simple vaccine—bullies, dangerous crosswalks, monsters in the closet. But we can cross measles off our list of worries with the MMR vaccine, which protects people from measles, mumps, and rubella.

Measles is highly contagious if you are not immune. Beyond the acute illness, which can include high fevers and a rash on the body, even more serious complications—like pneumonia or encephalitis—can result in permanent brain damage or death.

The best way to fend off measles is to be up to date on the MMR vaccine ([rhd.gov/mmr-vax](http://rhd.gov/mmr-vax)).

- Babies between 12–15 months should receive their first dose, and then they should receive their second dose at 4–6 years of age.
- If you are a teen or adult who is not sure if they are up to date, you can also request your vaccination records for free from the Virginia Immunization Information System (VIIS).
- If you do not have what CDC calls "evidence of immunity," you may need one or two doses of the MMR vaccine.

RHHD offers the MMR vaccine at all our immunization clinics. Call 804-205-3501 for more information or to schedule an appointment.



Dear GRTC,

"You have a Zero Fare ticket to my heart! The bus gives me a lift, brightening my day, connecting my community, and getting me where I need to go. Through it all, GRTC has gotten me and so many Richmonders to work, doctors' appointments, the grocery store, and more. This Valentine's Day, I'm showing GRTC (and fellow riders) some love by cleaning up my Adopt-A-Step ([rhd.gov/adopt-a-step](http://rhd.gov/adopt-a-step)) bus stop!"

Love,  
RHHD Built Environment Policy Analyst, Peter Braun

[rhd.gov/2024-CHA](http://rhd.gov/2024-CHA)

Fill out the Community Health Assessment (CHA) there!



### Celebrate the summer with safe swimming

The pool is a great place to beat the heat, get physically active, and connect with community members. As many of us head back into the water, it's also an important time to review how to stay safe.



**63**



MEDIA ARTICLES  
AND INTERVIEWS  
HIGHLIGHTED  
RHHDCOMMUNICATIONS  
WORK IN 2024

**70**



STAFF INTERVIEWS  
FOR NEWSLETTER  
ARTICLES AND  
SOCIAL MEDIA  
REELS.



2024

FINANCIAL  
DATA

# RHHD Funding

## Henrico

Source	Amount
Henrico Local Match 45%	\$2,699,650
Henrico 100% Local Funds	\$396,423
State General Fund (55%)	\$3,265,053
Federal Grants	\$3,693,994
Estimated Revenue	\$890,229
<b>Total</b>	<b>\$10,701,762</b>

## Richmond

Source	Amount
Richmond Local Match 34%	\$2,862,030
Richmond 100% Local Funds	\$1,771,460
State General Fund (66%)	\$5,656,931
Federal and other Grants	\$4,629,713
Revenue	\$750,648
<b>Total</b>	<b>\$15,670,782</b>



# FY24

JULY 2023- JUNE 2024

A young boy with dark hair, wearing a blue and white striped t-shirt and blue shorts, is seen from behind. He is standing on a grassy area, reaching out towards a stack of colorful stacking toys (yellow, green, and blue). To his right is a red plastic fence with circular cutouts. In the background, other people are visible, including a woman in a white shirt and pink hat. The scene is brightly lit, suggesting an outdoor event.

2024

**Richmond and  
Henrico Public  
Health Foundation**

# Richmond and Henrico Public Health Foundation (RHPHF)

A non-profit designed to support RHHD's mission, the Foundation stood up the Health Equity Fund (HEF) in 2021. The HEF invests in community-based organizations and initiatives working to eliminate health disparities in the City of Richmond. More recently, RHPHF has worked with Henrico County leadership to expand funding opportunities for doula programs and other organizations supporting maternal and child health.



## \$1.7M

17 Health Equity Fund projects funded at approximately \$1.7 million in 2024.



## 4,500

individuals and another 3,867 families received HEF-funded services between October 2023 and October 2024.

2024

FIND US!

**Henrico West HD**  
8600 Dixon Powers Dr  
(804) 501-4001

**Henrico West WIC**  
7760 S... Rd Suite B

**Henrico East HD**  
1400 N. Laburnum Ave  
(804) 652-3190

**Whitcomb RC**  
2106 DeForrest St  
(804) 786-0555

**Fairfield RC**  
2311 North 25th St  
(804) 786-4099

**Gilpin RC**  
436 Calhoun St  
(804) 219-9126

**Mosby RC**  
1536 Coalter St  
(804) 786-6294

**Creighton RC**  
2150 Creighton Rd  
(804) 371-0433

**Richmond Community  
Hospital WIC**  
1800 St 25th St

**Richmond City HD**  
100 S. Cary Street

# LET'S CONNECT!

(804) 205-3501



## Locations

**Richmond City Health Department**  
400 E. Cary St, Richmond, Virginia

**Henrico Health Department, West Clinic**  
8600 Dixon Powers Dr, Henrico, VA

**Henrico Health Department, East Clinic**  
1400 N. Laburnum Ave, Richmond, VA

### Richmond Resource Centers:

- Creighton Resource Center, 2150 Creighton Rd
- Gilpin Resource Center, Under Renovation until 2026!
- Fairfield Resource Center, 2311 N. 25th St
- Hillside Resource Center, 1615 Glenfield Ave
- Mosby Resource Center, 1536 Coalter St
- Southwood Resource Center, 1754 Clarkson Rd, #B
- Whitcomb Resource Center, 2106 Deforrest Ave

### WIC Offices:

- East Henrico WIC Office, 1400 N. Laburnum Ave.
- Richmond Community Hospital WIC, 1510 North 28th Street, Suite 201, Richmond
- Southside Plaza WIC, 509 E. Southside Plaza, Richmond
- Shrader Road WIC, 7740 Shrader Rd, Henrico

2024

[RHHD.GOV](https://www.rhhd.gov)