

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.

VISION



Thriving communities
supporting health for all.

VALUES

CULTURE-SETTING VALUES

- Collaboration
- Integrity
- Equity

OPERATIONAL VALUES

- Data-informed
- Innovative
- Strategic



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 (right)

?

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 Snearer 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



2021

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!



In 2024, RHHD's first Resource Center at Fairfield Court turned 15 years old!



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 from RHHD
Built Environment Specialist Peter Braun on extreme heat in Richmond

227

**AUDIENCE MEMBERS
REACHED AT TALKS**

48

AC UNITS DISTRIBUTED
Funded by a grant from Richmond Memorial Health Foundation



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!





2021

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 RHHD 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 RHHD communicable disease units, investigated a lot of reportable disease conditions. See our 2024 RHHD Communicable Disease Summary Report online at rhhd.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.**

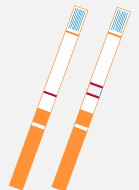
991

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



868

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



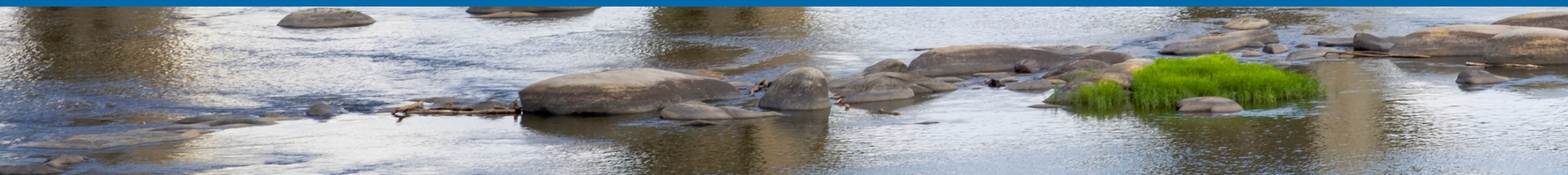


1,126

**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





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 Velu 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 Velu*



Storytelling is public health, too! RHHD Communications appeared across social media, local outlets, and our standing blog at rhhd.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 (rhhd.gov/mmr-vax).

- Babies between 12–15 months should receive their first dose, and then they should receive their second dose at 4–5 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-Stop (rhhd.gov/adopt-a-stop) bus stop!"

Love,
RHHD Built Environment Policy Analyst, Peter Braun

**[rhhd.gov/
2024-CHA](https://rhhd.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
RHHD STAFF
WORK IN 2024

70



STAFF INTERVIEWS
FOR NEWSLETTER
ARTICLES AND
SOCIAL MEDIA
REELS.

A photograph of two women in an office. The woman in the foreground, a Black woman with braided hair, is wearing a yellow sweater and is seated at a wooden desk, looking at a laptop. The woman in the background, a white woman with long brown hair, is wearing a tan jacket and is standing behind the desk, looking towards the camera. The office has wooden shelves in the background.

2024

**FINANCIAL
DATA**

RHHD Funding

Henrico

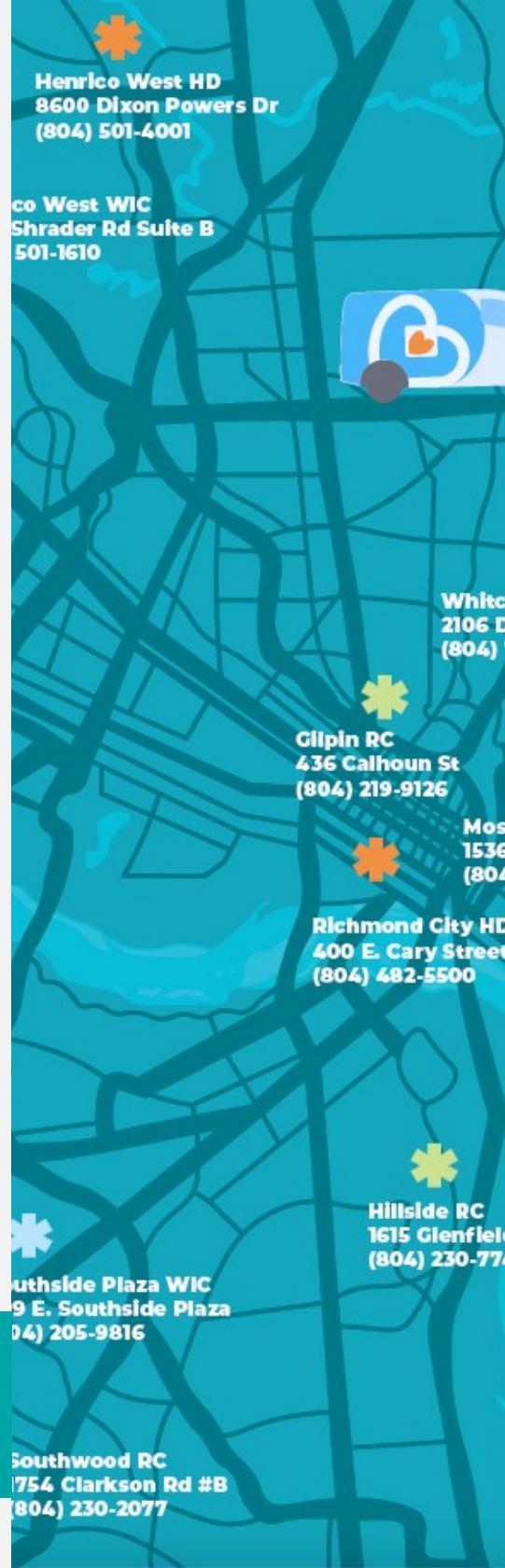
Henrico Local Match 45%	\$2,699,650
Henrico 100% Local Funds	\$396,423
State General Fund (55%)	\$3,265,053
Federal Grants	\$3,693,994
Estimated Revenue	\$890,229
Total	\$10,701,762

Richmond

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
Total	\$15,670,782

FY24

JULY 2023- JUNE 2024





2025

**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!



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

RHHD.GOV

2024

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