



2018

WASHINGTON

COUNTY  VIRGINIA



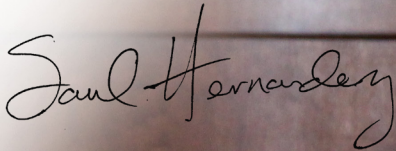
# MESSAGE FROM THE CHAIRMAN

Washington County's strong precedent for responsible fiscal stewardship contributed to cost-savings opportunities throughout 2018. I am very pleased to share that the County completed fiscal year 2017-2018 with a budget surplus of \$2.5 million. These savings will be utilized to continue to allow the County to have additional cash on hand for necessary and/or unforeseen expenditures, as well as to begin laying the important foundations for completion of capital projects; one half of this budget surplus was contributed to the County's reserve funds, with the remainder being dedicated to fund projects outlined within the County's first Capital Improvement Plan (CIP).

Topics of regionalism and economic development continue to remain important board topics of interest. The announced closure of long-time employer Bristol Compressors presented a challenge which impacted many of our citizens. In response to this closure, the County worked diligently with representatives of the Virginia workforce system to host a job fair specifically for the former employees and their families; over 50 businesses and 200 individuals attended this event. Despite this challenge, the County was pleased to announce several projects throughout 2018, including the selection of Highlands Business Park as the location for a new stave mill of Speyside Bourbon Cooperage, Inc. Continuing to explore new and innovative approaches for regional economic development, Washington County partnered with representative agents for One Alpha Place and the City of Bristol, VA to pitch the former Alpha Natural Resources Corporate Headquarters for a federal agency relocation solicitation (USDA). We are truly grateful for the Congressional representatives, state elected officials, and numerous local governments, businesses, institutions of higher education, and nonprofit entities throughout Southwest Virginia and Northeast Tennessee who rallied together to support the Expression of Interest to USDA.

Our community vitality is supported by efforts to ensure that Washington County is a safe and healthy place in which one can successfully build a life and look forward to a bright future. This year, an important milestone for public safety in Washington County included the provision of comprehensive insurance coverage for all volunteer fire and rescue agencies within our County. Continued efforts to better understand the conditions for early childhood development were also supported by a grant from the Pritzker Children's Foundation through the National Association of Counties; Washington County was 1 of 8 counties throughout the United States to receive this grant.

On behalf of the Washington County, Virginia Board of Supervisors, I am pleased to share our 2018 Annual Report. Now entering its seventh year, the Annual Report seeks to enhance citizen awareness of county operations, and provide a snapshot of the various activities and accolades which occurred throughout the year. We look forward to receiving your thoughts and feedback.



Saul Hernandez  
Chairman, Board of Supervisors  
Washington County, Virginia







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# 2018 BOARD OF SUPERVISORS



*Chairman*  
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*Vice-Chair*  
**Allison Mays**  
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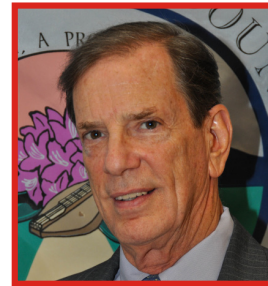
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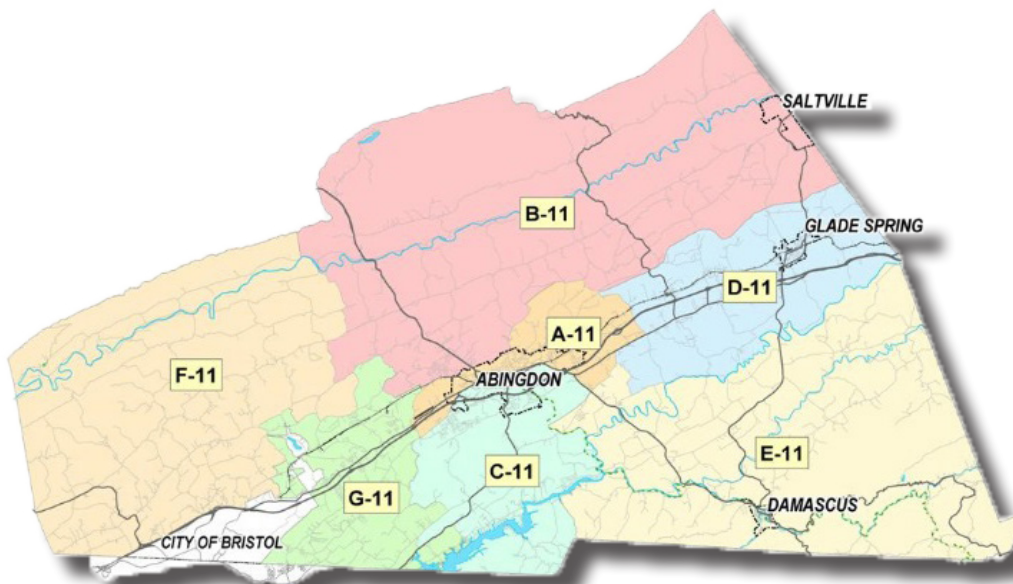
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**Mike Rush**  
Taylor District/E-11  
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**Dwayne Ball**  
Wilson District/G-11  
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THE BOARD OF SUPERVISORS serves as the local legislature, adopting local laws or “ordinances” applicable only to Washington County, but within the restrictions set forth by the state laws of Virginia. The seven members of the Board are elected from their representative electoral districts every four years. Major duties of the Board of Supervisors are to set the local tax rates for land and personal property, establish a budget for use of tax revenues to fund government activities, and to regulate land use through subdivision and zoning ordinances. The Board of Supervisors is also responsible for the appointment of the County Administrator, County Attorney, and members of the County’s various authority, boards, and committees.

## Regularly Scheduled Board Meetings

are held the  
2<sup>nd</sup> and 4<sup>th</sup> Tuesday of each month,  
at 6:30 p.m. in the  
Board of Supervisors Auditorium:  
*Washington County Government Center*  
*1 Government Center Place*  
*Abingdon, VA 24210*

**Contact the Board of Supervisors**  
through the County Administrator’s Office  
(276) 525-1300

Online at  
[www.washingtoncountyva.ig2.com](http://www.washingtoncountyva.ig2.com)

- Download meeting agendas
- Download meeting minutes
- View and download Board records



# BOARD OF SUPERVISOR COMMITTEES

These committees are composed of two members of the Board of Supervisors, various members of other County Boards, Authorities, Commissions, and County Staff. Committees are generally established/re-established at the Board’s first January organizational meeting each year. Additional information on each Board of Supervisor Committee can be found on the County website at: [www.WashCoVa.com](http://www.WashCoVa.com).

## AGRICULTURE COMMITTEE

This committee reviews, investigates, and develops recommendations and reports on matters that impact the agriculture industry in Washington County.

## COMMUNITY ADVOCACY COMMITTEE

This committee was established to assist County leadership and community leaders with resources to make a difference in the lives of rural children and families through a focus on early childhood development to help reduce childhood poverty in Washington County.

## COURTHOUSE LONG-RANGE PLANNING COMMITTEE

This committee works to maintain the Washington County Courthouse, to preserve the historical significance of the structure, while also making adjustments to allow the local judiciary to continue modernized, fully functional, comfortable, and secure operations.

## EMERGENCY SERVICES COMMITTEE

This committee reviews, oversees, investigates, and develops recommendations and reports on matters pertaining to fire and emergency medical rescue services. This committee also creates and implements policies and procedures for the replenishment of equipment and apparatus.

## FACILITIES COMMITTEE

This committee reviews, investigates, and develops recommendations and reports on matters pertaining to County office or other building facilities, including assessing the immediate and long-term needs of these facilities.

## JOINT ECONOMIC DEVELOPMENT COMMITTEE

This committee reviews, oversees, investigates, and develops recommendations and reports on matters involving coordination of County economic development activities between the Board of Supervisors and Washington County Industrial Development Authority (IDA) or Smyth-Washington Regional Industrial Facilities Authority (SWIFA).

## PERSONNEL COMMITTEE

This committee reviews, oversees, investigates, and develops recommendations and reports on matters pertaining to personnel needs, policies, and practices of the Washington County government.



# County Organizational Chart





## THE COUNTY ADMINISTRATOR

is the Chief Administrative officer for Washington County government and is appointed by the Washington County Board of Supervisors. The County Administrator has overall responsibility for financial management, preparation and administration of the County's annual budget, planning, community and economic development, and supervision of the general County projects and agencies that are under the direct control of the Board of Supervisors.

The County Administrator provides oversight, management and coordination of the Administrative Division departments and staff, develops strategic operational goals and objectives, and oversees and directs the implementation of departmental work plans with the primary focus of continuous improvement in the delivery of governmental services, with special emphasis on quality customer service and public relations. Team building, management training, employee development and sound business decisions are tools the County Administrator uses to help the County achieve its strategic service goals.

The County Administrator promotes a good relationship between the County government and citizens of the County by establishing and maintaining a positive image of the County, promotes and encourages the continued community and economic development of the County, and promotes and encourages feasible and economically desirable cooperative projects with neighboring political jurisdictions.

The Administrator is charged with the responsibility to strive to achieve greater efficiency, effectiveness, accountability and economy in governmental services and business.



# COUNTY ADMINISTRATOR

Jason N. Berry • jberry@washcova.com • 276.525.1300

## MAJOR ACCOMPLISHMENTS:

Tasked with management and oversight of the County's Administrative Division, the County Administrator works diligently to ensure efficient, effective, and accountable delivery of governmental services and business. Notable activities during 2018 include:

- Ended Fiscal Year 2017-2018 with a \$2.5 Million-dollar surplus - half was placed in Reserve Funds and the other half was used to fund the County's first formal Capital Improvement Plan (CIP). Going forward, the Board of Supervisors committed to the development of a five-year CIP to fund the County's greatest improvement needs.
- Washington County was one-of-eight counties in the country to receive the a grant provided by the Pritzker Children's Foundation through the National Association of Counties (NACO) to focus on early childhood development.
- County provided comprehensive insurance coverage for all volunteer Rescue & Fire agencies.



The County Administrator played an active role in multiple economic development-related activities, working closely across several departments and agencies. Highlights of the County Administrator's 2018 economic development activities include:

- Worked with the Board of Supervisors and the Smyth-Washington Industrial Facilities Authority on a \$9 million project for Speyside Bourbon Cooperage to establish operations through a stave mill that will create 35 new jobs in Washington County.
- Partnered with the City of Bristol, to submit an Expression of Interest and launch a marketing campaign to bring over 300 USDA jobs to Bristol.
- Began conversations with external stakeholders on the importance of Regionalism and how Washington County can support such efforts in Southwest Virginia and Northeast Tennessee.





# COUNTY ATTORNEY

Lucy Phillips ♦ lphillips@washcova.com ♦ 276.525.1370



## THE COUNTY ATTORNEY

is appointed by and serves at the direction of the Board of Supervisors. The County Attorney provides legal assistance not only to the Board of Supervisors, but also to the County Administrator, administrative departments, and on occasion, Constitutional Officers, and the Public Library system. Legal work can involve: researching and drafting County ordinances, defending or bringing lawsuits in which the County or its boards, departments, agencies, officials, or employees is a party; providing guidance on local government compliance with laws; and other matters requiring interpretation of law.

Consultation often considers the Freedom of Information Act, Conflict of Interest Act, Public Procurement Act, tax assessment and collection, economic development incentive agreements, and general corporate matters. Litigation includes prosecution of violations of County regulatory ordinances such as subdivision ordinance, zoning ordinance, building code, erosion & sediment control, and civil complaints for demolition of unsafe structures and related cost recovery.

## MAJOR ACCOMPLISHMENTS:

### LEGAL ADVICE

The County Attorney worked throughout the year to provide legal guidance and representation primarily to the Board of Supervisors, the County Administrator, and administrative departments. Notable activities during 2018 include:

- Revising County policies to satisfy the federal Equal Employment Opportunity Act, a requirement for acceptance of federal grants for County law enforcement related programs.
- Assisting with negotiations with the County's insurance provider, resulting in the insurance company reversing its decision not to provide coverage for an environmental clean-up incident caused by a release from an underground storage tank located on County property.
- Negotiations with Charter Communications and Sunset Digital for County cable television franchise agreement transactions.

### LITIGATION

The County Attorney researched and provided legal advice to the Board of Supervisors about entry into two major lawsuits. In *Washington County v. Purdue Pharma, L.P., et. al.*, the County seeks recovery of costs it has incurred related to opioid abuse. The second major lawsuit is for recovery of payments that federal law requires the U.S. government to pay the County for federally owned property located in Washington County.

### ORDINANCES

Local ordinances adopted in 2018 included zoning ordinance amendments to allow pawnshops, precious metals dealers, taxi stands, and pet grooming services. Other ordinances amended the Comprehensive Plan for Rural Addition projects, adjusted the Elderly and Disabled Tax Relief discount schedule, enabled the Board to give cash bonuses to County employees, and established a County Board of Building Code Appeals.



### PROCUREMENT, NEGOTIATION, & DRAFTING CONTRACTS

Drafted contracts and participated in the negotiations for:

- Procurement of software for several departments, scales for the Solid Waste Transfer Station, insurance for Volunteer Emergency Service Providers, and the Public Library Restroom remodel.
- Economic incentive contract with Wize Solutions, LLC to locate in the Virginia Highlands Small Business Incubator.
- Contracts for Clinchburg Community Center Purchase Agreement for boundary adjustment, continued environmental monitoring on privately owned property adjoining the County's closed landfill, lease agreement with AEP for storage space at the Public Safety Building, and an agreement with CenturyLink for installation of Last-Mile Broadband.



## THE BUDGET AND FINANCE DEPARTMENT

is responsible for the County's overall accounting system, including accounts payable, budgeting, purchasing, financial accounting, and payroll. A primary function of this department is to develop and manage the County's Annual Operating Budget. The months of July through September are spent preparing materials for the next budget cycle. Formal budget request documents are sent out in early October with the final budget adoption occurring in late June. The newly adopted Annual County Budget takes effect on July 1st of each year.

Procurement is also a primary function of this department, with the issuance of Invitation for Bids (IFBs) and Requests for Proposals (RFPs) for goods and services purchased by the County's General Government. The Department also provides small purchasing procedures and guidance to assist general government departments to obtain the best goods and services at the lowest possible cost consistent with the quality needed. To have a good procurement program, all county employees must work as a team to promote the County's best interests in obtaining the maximum value for each dollar of expenditure.

The Department of Budget & Finance processes all general government accounts payable and pays approximately 300 County employees. The Department works directly with the Treasurer's Office to reconcile the County's financial records, and it routinely prepares financial reports for the Board of Supervisors.

# BUDGET & FINANCE

Tammy Copenhaver • tcopenhaver@washcova.com • 276.525.1310

## MAJOR ACCOMPLISHMENTS:

The Budget & Finance Department worked throughout the year providing oversight of the County's Budget and Finance function and advising the County Administrator and the Board of Supervisors on major budgeting, accounting, and procurement matters. Notable activities during 2018 include:

- In her second year as Director, Ms. Copenhaver obtained the Virginia Contracting Officer (VCO) Certification by successfully completing the Virginia Institute of Procurement's VCO certification program and passing the VCO certification exam. The VCO certification program is a seven-day classroom program that covers the intent of procurement law and the application of policies and procedures as they pertain to sealed competitive bids and competitive negotiation over \$100,000.
- For fiscal year ending June 30, 2018, the County had a surplus in the general fund of \$2,529,329. Of this surplus, the Board of Supervisor's approved the carryover of \$1,264,664 to the Capital Improvement Fund to fund County and School capital improvement needs with the remaining \$1,264,665 to be added to the undesignated General Fund Reserve. The County increased the General Fund Reserve percentage of operating budget from 12.7% to 13.5% in 2018.

## PROCUREMENT

Teamwork is essential and necessary for successful procurement. The Budget & Finance Department worked with the County Administrator, County Attorney, and County departments on several procurements during the year. Major procurements included:

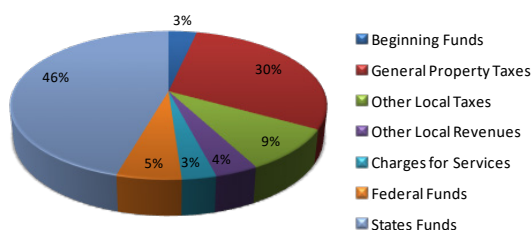
- A Request for Proposal was issued for Insurance for Fire Service and Emergency Medical Service Providers and was awarded to Chesterfield Insurers for Property and Casualty Insurance and VACORP for Workers Compensation Insurance. Through this procurement, the County met their goal of providing a standardized insurance program to Fire Service and Emergency Medical Service Providers.



## FISCAL YEAR 2018-2019

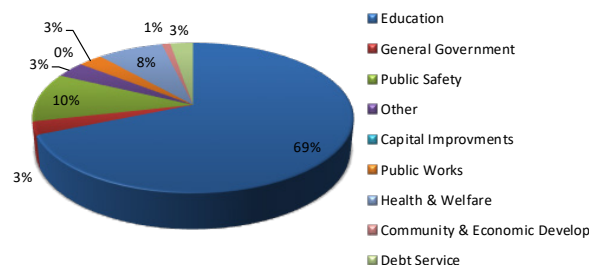
### ADOPTED REVENUE BUDGET

\$126,102,347



### ADOPTED EXPENDITURE BUDGET

\$126,102,347





# HUMAN RESOURCES

Kathy Johnson ♦ kjohnson@washcova.com ♦ 276.525.1313

## THE HUMAN RESOURCES DEPARTMENT

is responsible for all employees of the County's general government, as well as, administering benefits for approximately 300 employees.

This department plans, implements, and administers the human resources functions for the County. Staff works with the County Administrator, County Attorney, Department Directors, and Constitutional Officers, to ensure the County is in compliance with all state and federal regulations and advises department directors on personnel matters.

Job postings, maintaining job applications, interviewing, initial employee orientation, final exit interviews, terminations, and retirements are all handled by the Department of Human Resources. Staff prepares and submits all timesheets for final payroll, maintains employee records, and processes workman's compensation and unemployment claims.

The Human Resources Director serves on the Personnel Committee. This Committee reviews personnel policies, procedures, and job positions. The Committee also seeks and provides solutions to workplace issues that support the vision and operating policies of the County Administrator and Board of Supervisors. All personnel actions begin with this committee before going to the Board of Supervisors for final approval if required.

The Human Resources Department is committed to providing high quality service to all prospective, current, and past employees, and to treating such individuals with respect, good care, and individual attention from the first contact concerning services and programs, through retirement. By making this commitment, the office of Human Resources will be able to maintain a high level of mutual trust and respect, and be an example to the County's workforce as to what is expected of them in their day to day interaction with every County citizen.

## MAJOR ACCOMPLISHMENTS:

Having well-developed **POLICIES AND PROCEDURES** in place helps clarify employee expectations for performance and standards of behavior. Updating and implementing new policies is also an important process to help ensure professionalism, clarity, and compliance. New policies or updates implemented in 2018 include:

- **County Employee Travel & Related Expenses** - Updated the policy to reflect increases for the cost of meals, hotels, mileage reimbursements, etc. to be more aligned with current pricing in the marketplace. The policy also provides procedures to employees for the use of County vehicles and personal vehicles, as well as requirements for travel documentation and reimbursement.
- **Part Time Salary Guidelines** - Starting salaries for part-time positions were increased to keep in line with the private sector which will make it easier to find and retain good part-time employees. Additionally, all current part-time employee salaries were adjusted according to years of service. Going forward, schedules were set to allow for hourly increases each year, based on service with the County.
- **Sick Leave Bank & Leave Sharing Policy and Program** - Allows employees to join a sick leave bank, then, in case of sickness that lasts longer than their total leave accruals, they have an option of applying for leave from that bank in order to assist them until they get back to work. Membership and donations to the bank from employees, are all done on a volunteer basis.
- **Equal Employment Opportunity** - This policy, updated in August 2018, is to promote diversity, inclusiveness and equality in all levels of the County's workforce, to prohibit employment discrimination, to direct development of recruitment practices, and to expand employment outreach to populations with diversity. The County shall administer its employment policies in accordance with the Governor's Executive No. 1 on Equal Opportunity (January 11, 2014) and all state and federal laws.





## THE GENERAL SERVICES DEPARTMENT

is responsible for the efficient and economic management of County-owned properties in order to provide a safe and productive working environment for the County's employees, as well as citizens who visit and conduct business in County facilities. This department provides direct support to the County's various offices, departments, and agencies for facility needs and motor vehicle fleet management.

Maintaining the county's inventory of buildings, grounds, structures and unimproved real estate holdings is the primary responsibility of the General Services department. This includes providing essential maintenance and repair services, as well as renovations and modifications to County properties and structures. This department also manages contracts related to the upkeep, equipping, and operation of County vehicles, as well as acquisition, licensing, maintenance, replacement, and disposal of county vehicles. General Services coordinates and manages all leases and similar arrangements between the County and other agencies for use of County property, and ensures adequate insurance protection and compliance with all applicable federal, state, and local laws. This department also manages the County's central records and surplus property programs.

# GENERAL SERVICES

Kevin Hill ♦ khill@washcova.com ♦ 276.525.1355

## MAJOR ACCOMPLISHMENTS:

The General Services Department works hard to maintain the County's buildings and properties. Often this includes completing major building/improvement projects. 2018 projects include:

- Repair/restoration of several concrete sidewalks at the **GOVERNMENT CENTER BUILDING**.
- Worked with the Long-range Courthouse Committee to evaluate current and future uses for the Elliot Building at the **COUNTY COURTHOUSE**.
- Completed a remodel/repurpose of a mechanical closet into a cyber security laboratory at the **PUBLIC SAFETY BUILDING**.
- Procured a contractor for renovations to the public restrooms at the **MAIN BRANCH LIBRARY**.
- Replacement of a septic tank system at the **MENDOTA COMMUNITY CENTER**.
- Purchased a parcel of land adjacent to the **CLINCHBURG COMMUNITY CENTER** for future expansion of the parking lot.
- Replaced the water circulation pump on the boiler at the **HAYTERS GAP COMMUNITY CENTER**.
- Remodeled and enhanced security measures in the Department of Social Services lobby at the **COMMUNITY SERVICES BUILDING**.





**DEPARTMENT** directs the development, operation and maintenance of the County's computer-based information technology (IT) hardware and software systems. All desktop, business, and back office applications, data servers, backup and recovery processes, facility access and security controls, telephone systems, and County's website are maintained and managed by the department.

The department also supports the Washington County Sheriff's Office and Office of Emergency Management through maintaining and managing the hardware and software used in daily office operations, patrol vehicles, and the County's E-911 and dispatch center.

A range of professional and administrative services are provided through the department in the development, implementation, maintenance, management, and operation of a computerized geographic information system (GIS) spatial database for the County government. County Departments and agencies utilize the IS Department on a regular basis for GIS mapping applications and projects.

The IS Department supports other County departments and agencies by providing services such as software and hardware support, project management, training, and technical consulting. The Towns of Abingdon, Glade Spring, Damascus, and Saltville also benefit from the services of the IS Department through sharing of tax assessment data.

## MAJOR ACCOMPLISHMENTS:

In the ongoing collaborative effort to integrate the **FINANCIAL ERP SOFTWARE SYSTEM** purchased in 2013, the IS Department worked extensively to implement several additional features, including:

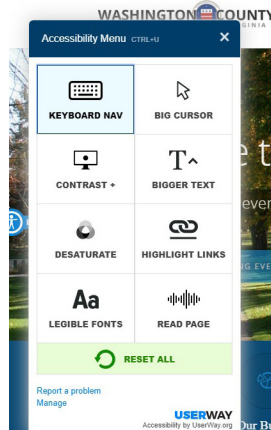
- Aiding the Human Resources Department in the setup and implementation of a sick bank for County employees. This will help fellow employees who may fall on trying or difficult times during an illness or medical setback.
- Assisting the school system with expansion of the HR software capabilities by supporting the implementation of electronic notification, distribution and acknowledgement of school employee contracts.
- Extending utilization to offices within the courthouse: Commonwealth Attorney, Circuit Court, Clerk of Court, Court Services, General District Court, and Juvenile & Domestic Relations Court. Configuration, connectivity, security, and training now provides these offices financial integration to better manage procurement processes, and budget decisions using the system's workflow rules and content management.

Continually working to provide responsive and reliable hardware/software systems, the IS Department conducted several notable updates/installs during 2018, including:

- Updating the fuel management system from an outdated software version, to a more updated and informational solution that will provide better reporting and alerting abilities when tanks are low or have issues.
- Aiding the Building & Development Services with the procurement and implementation of a new Permitting and Inspection software solution, to better support the needs of the building department, with the electronic filling and retrieval of necessary documents for each application.
- Assisting with implementation of meeting management software, allowing the Planning Commission the ability to Live Stream meetings, create electronic copies of meetings, and view minutes online. This supports continued efforts by the County to present an open and transparent government.

In an effort to make the Washington County website more user friendly and informative for citizens, several notable improvements were completed during 2018, including:

- Enhancing credit card payment processing for Personal Property and Real Estate tax bills. The new shopping cart style payment method allows citizen to select and add multiple properties to the shopping cart before checkout, along with their credit card information, eliminating the need to process each individual property paid.
- Establishing a new landing page that includes the Interactive GIS map and Addressing Information. This page helps citizens utilize the County's Interactive GIS map, providing information on the many values available within the GIS database, and answering questions concerning road signs, address issues, or how to obtain a new address.
- This year, the County began efforts to maintain a digitally accessible website which is more usable for people with disabilities. In-house processes align with WCAG 2.0 (Web Content Accessibility Guidelines 2.0) to address many disabilities pertaining to vision, color perception, cognition, manual dexterity, and more. <https://www.washcova.com/accessibility/>





## THE ZONING ADMINISTRATION

**DEPARTMENT** is responsible for the administration of Washington County's subdivision and zoning ordinances. A major duty of this department is to provide technical assistance on zoning and subdivision issues to the public, the Board of Supervisors, the County Planning Commission, and the County Board of Zoning Appeals. Zoning Administration also serves as secretary for the County Planning Commission and the Board of Zoning Appeals, and is responsible for the preparation of agenda materials.

In addition, Zoning Administration also conducts investigations on any violations of the County's zoning and subdivision ordinances. Any modification (division, boundary adjustment, consolidation) to a parcel must be approved by the Zoning and Subdivision Administration Department to ensure compliance with Zoning Ordinances.

# ZONING ADMINISTRATION

**Stephen Richardson** ♦ [srichardson@washcova.com](mailto:srichardson@washcova.com) ♦ 276.525.1391

## MAJOR ACCOMPLISHMENTS:

### 38 YEARS OF SERVICE

Cathie Freeman retired after 38 year of service to Washington County. She joined the County in 1981 as a Zoning Clerk for the Planning and Zoning Department. In 2000, Mrs. Freeman was promoted to Zoning and Subdivision Official, which she held until her retirement. During her tenure with the County, Mrs. Freeman provided assistance to multiple large scale residential and commercial developments through out the community including: The Virginian, The Olde Farm, and projects around the Exit 7 and Exit 19 interchanges.



### 2018 HIGHLIGHTS:

The Zoning Administration processed:

- 9 applications to rezone property
- 17 applications for Special Exception Permits
- 161 Final Plats

### TECHNICAL REVIEW COMMITTEE

The Zoning Administration coordinates and participates in monthly meetings of the Technical Review Committee to review all County subdivision and development projects. These meetings allow developers and all of the local entities to meet at one time to clarify and simplify the approval process, and to review projects to determine if the developer has adequately provided infrastructure improvements and complied with subdivision platting requirements. The Technical Review Committee is composed of Virginia Department of Transportation, Washington County Health Department, Washington County Service Authority, County Subdivision & Zoning Department, Town Engineering Department, Local Land Surveyors/Engineers, and County Building Development.





# BUILDING & DEVELOPMENT SERVICES

Brian Hilderbrand, CBO • bhilderbrand@washcova.com • 276.525.1320

## THE BUILDING AND DEVELOPMENT SERVICES DEPARTMENT

is responsible for administration and enforcement of the adopted Virginia Uniform Statewide Building Code. Homeowners and developers are entitled to skillful, effective, and reliable guidance from trained personnel in the areas of construction, renovation, improvement, and demolition of property. This department is committed to administering support in a courteous and timely manner. With a focus on the safety of county residents, the Building and Development Services Department provides knowledge and services regarding local, state, and federal building codes and standards, plan reviews, issuing building permits, and conducting inspections.

In an effort to maintain the professionalism and integrity of this department, staff members participate in continuing education for the latest techniques and requirements within the construction industry, as well as customer service and technology.

Beginning in 2015, the department assumed the responsibilities as the Virginia Stormwater Management Program Authority of reviewing, permitting, and inspecting all projects in accordance with Virginia's Erosion and Sediment Control/Stormwater Laws and Regulations. From plan review to inspection to completion, the County is able to service the entire project from beginning to end.

### REVISED FEE SCHEDULE:

As of June 1, 2016, the Department of Building & Development Services implemented a revised fee schedule as adopted by the Board of Supervisors. The new fee schedule is structured more fairly and serves as a user fee to partially defray the cost of Department operations and ease the burden of the County's taxpayers.

## MAJOR ACCOMPLISHMENTS:

### NEW PERMIT TECHNICIAN

Janet Owens joined Washington County in October as a Permit Technician. Prior to joining the County, Mrs. Owens worked 10 years in the medical field for an Ear, Nose & Throat physician, JMH Ambulatory Surgery Center, and Bristol Surgical Associates. Additionally, Mrs. Owens works part-time for the Bristol YMCA. She is currently enrolled in the Core and Permit Technicians classes provided by Department of Housing and Community Development.



### 2018 PROJECT HIGHLIGHTS:

The Building & Development Services Department provided plan review, permitting, and inspection services for approximately 600 projects during 2018. Close to 1,000 permits were issued and over 2,250 inspections were performed. Many new Erosion & Sediment/Stormwater projects were also in progress this year.

### PROJECTS IN 2018 INCLUDE:

- 60 New Residential Homes
- Over 40 Commercial Plans
- Multiple projects at Johnston Memorial Hospital
- Powell Valley Bank
- Pedestrian bridge in the town of Damascus
- John S. Battle new field house
- Dollar General on Gate City Highway
- Edward Jones build out
- 7 -Trails Grill
- Ashley Furniture remodel
- Complete restoration of Wolf Lair Campground, including new bath house
- Emory & Henry College duck pond restoration and upgrades
- Virginia Highlands Airport extension, Phase 2
- New WCSA 1 million gallon water tank on Fig Tree Rd in Damascus





## THE OFFICE OF TREASURER is

responsible for the collection, investment, and disbursement of County funds originating from the tax levies and other fees authorized by the Washington County Board of Supervisors and the Commonwealth of Virginia.

The Virginia Constitution of 1869 established the Office of the Treasurer for cities and counties of the Commonwealth. Title 58.1 of the Code of Virginia holds the central core to the statutory duties and authority of the Treasurer. Additional duties are found throughout the code. The Treasurer may also agree to assume other duties at the request of the governing body or other county agencies. The Treasurer is considered to be the Chief Financial Officer of the locality. The Treasurer is elected at-large for a four year term.

Regular duties of this office include: mailing and collection of County taxes, issuance of dog tags, receipt of Virginia Income Tax payments, and other services related to DMV Select Office and US Passport Office designation.



# COUNTY TREASURER

**Fred W. Parker** ♦ fparker@washcova.com ♦ 276.676.6272

1 Government Center Place, Suite B ♦ Abingdon, VA ♦ 24210

## MAJOR ACCOMPLISHMENTS:

The Washington County Treasurer's Office consistently maintains a high tax collection rate and partners with the Virginia Department of Taxation to decrease delinquent tax payments by placing stops on DMV activities and withholding State tax returns. All Deputies are enrolled and working on the Master Deputy Certification program through the Weldon Cooper Center at the University of Virginia. Currently the Treasurer and seven deputies are fully certified.



## SERVICES AVAILABLE TO COUNTY CITIZENS

- DMV Select Office, since 2004 - as a Virginia Department of Motor Vehicle Select Office, citizens can conduct most DMV transactions, including tag renewal, in the Treasurer's Office. However, select offices **do not** issue driver's licenses or birth certificates. In 2018, the Treasurer's Office handled over 48,000 DMV transactions.
- U.S. Department of State Passport Agent Acceptance Office - citizens can access all forms and receive assistance in completing passport documents through the Washington County Treasurer's Office.
- Free Notary Services
- Optional auto-draft for monthly payment of County Real Estate and Personal Property Taxes
- Credit cards may be used to make tax payments
- Local processing of payment for Virginia Income Tax and Estimated Quarterly Taxes



# COMMISSIONER OF THE REVENUE

**David Henry** ♦ [ldhenry@washcova.com](mailto:ldhenry@washcova.com) ♦ 276.676.6270  
1 Government Center Place, Suite C ♦ Abingdon, VA ♦ 24210



**THE COMMISSIONER OF THE REVENUE** is responsible for assessing all real estate, personal property, and machinery and tools within Washington County, and for maintaining the County's real estate and personal property tax records. The staff of this office also dedicates time to assist citizens with completion of individual Virginia State Tax returns, and performs initial processing prior to delivery of the forms to the Virginia Department of Taxation. Other duties include: implementing local programs such as Tax Relief for the Elderly and Disabled Homeowner, and validation and revalidation of the Land Use Program. The Commissioner of the Revenue is elected at-large for a four year term.

Virginia State Law requires a county with the population the size of Washington County to have a general reassessment at least once every four years. Appraisal companies are selected using a regional, competitive bidding and public procurements process, administered by Mount Rogers Planning District Commission. A final recommendation and selection is made by the local Board of Supervisors. The assessment process takes about eighteen months. Current sales data, along with market analysis during the reassessment year, determine the assessed value that will stand for a four year time period. Once the assessments are complete, the appraisal company mails notification to the taxpayers concerning procedures for appealing assessment values.

## MAJOR ACCOMPLISHMENTS:

The Commissioner's Office supports fair and equitable taxation. Out-of-state businesses and property owners are taxed in the same way as local business owners and citizens. State law requires a reassessment of property taxes every four years. The next reassessment will take effect January 1, 2021. Assessors will be conducting assessments summer 2019 through fall 2020.



The Commissioner's Office administers and supports several tax relief and discount programs, including:

- The Veterans Tax Relief Program, which removes the real estate tax liability for veterans on their homes and home sites.
- Tax discounts for senior citizens, disabled residents, and low or fixed income citizens are also available. Each year, the Commissioner meets with the Board of Supervisors to propose this income and net worth based tax discount.
- The Land Use Program, which assesses real estate taxes based on a property's "use value," or productive potential of the land, instead of the property's "fair market value."



### LOOKING FOR INFORMATION ABOUT A PROPERTY?

Online assessment cards and services provide attorneys, real estate agents, and citizens access to real estate information at no charge.

[www.washcova.com/government/constitutional-offices/commissioner-of-revenue](http://www.washcova.com/government/constitutional-offices/commissioner-of-revenue)



**THE CLERK OF CIRCUIT COURT** serves as administrative support and custodian of records for the Circuit Court. Such records include: criminal and civil case files and rulings, appeals from district courts, deeds and land records, marriage licenses, wills and estate records, guardianship records, adoption records, and divorce proceedings and rulings.

In an effort to enhance customer services, the Clerk's Office includes a marriage license kiosk. Applicants can opt to expedite the licensure procedure by entering their own information into the free-standing system, then completing the license with the Clerk or Deputy Clerk.

In 2013, the Circuit Court Clerk's Office recieved a special collection of records created during the 28 years of service to the 4th District by Joseph P. Johnson, Jr. Included in this collection is information on legislation, photos, publications, letters, and memorabilia. Materials for the project were donated. The technical concept, systems, and records work were performed through internship and donated time. The format of this collection is the first of its kind in the Commonwealth and is available in its entirety for inspection upon visit to the Clerk's Office. For legislative issues, visit the Clerk's website: <http://www.washcova.com/government/constitutionaloffices/circuit-court-clerk>.



# CLERK OF CIRCUIT COURT

**Patricia Moore** ♦ [tsmoore@vacourts.gov](mailto:tsmoore@vacourts.gov) ♦ 276.676.6224

189 East Main Street ♦ Abingdon, VA ♦ 24210

## MAJOR ACCOMPLISHMENTS:

### NEW COMPUTER SOFTWARE

The Circuit Court Clerk's office installed and integrated an AlphaCard system, to produce hard card Concealed Handgun Permits for those applicants who are granted permits. Reviews on the new permit cards are positive. Applicants may now request an automatic renewal reminder via email for their Concealed Handgun Permits, if they wish to include their email address on the application. This system was purchased with subscription funding, and not county budget money.

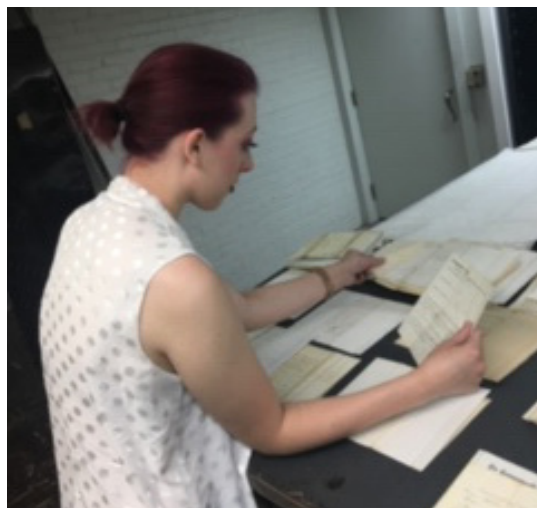
### TRAINING & EDUCATION

Taking advantage of educational opportunities ensures that the Clerk and her staff are equipped with the knowledge to perform their duties and efficiently serve the citizens of Washington County. Notable activities during 2018 include:

- Two Deputy Clerk completed and received certification from the Virginia Court Clerk's Association's career development program. This certification requires rigorous educational exercises designed to advance knowledge of office operations and hone professional skills. Two more Deputy Clerks are scheduled to enroll and complete the program during 2019.
- The Clerk is a certified Master Clerk and certified Court Manager. She continues to teach career development courses to clerks, deputy clerks, and court administration staff for the National Center for State Courts.

### HISTORIC RECORDS PRESERVATION

The Clerk of Court hosted three interns from Emory & Henry College and UVA-Wise who assisted in the preservation of pre-1913 Law records. The interns were history, education, and pre-law majors who were trained by the Virginia State Library and Archives to properly handle historic records of this nature.





# COMMONWEALTH'S ATTORNEY

Joshua S. Cumbow ♦ jcumbow@washcova.com ♦ 276.676.6291

191 East Main Street ♦ Abingdon, VA ♦ 24210



**THE COMMONWEALTH'S ATTORNEY** is responsible for the prosecution of criminal cases occurring in Washington County and to seek sentences that ensure public safety and fair treatment for victims, including restitution.

Located in the courthouse, the Commonwealth's Attorney's Office consists of five assistant Commonwealth's Attorneys; Marianne Woolf, Loretto Doyle, Michelle Robertson, Ginger Largen, and Elizabeth Bruzzo. Support staff includes Roxanne Holloway - office manager, Joey Lamie, Annette Osborne, Mary Millsap, Kay Saul, and Nathan Graybeal.

The Victim-Witness Assistance Program is also housed in the Commonwealth's Attorney's Office to assist victims and other witnesses of crimes throughout the court process. It is our goal to ensure that crime victims and witnesses receive fair and compassionate treatment in the courts of Washington County. Sharon Reed is the victim-witness coordinator. Haley Magstadt is the assistant victim-witness coordinator.

## MAJOR ACCOMPLISHMENTS:

- Prosecuted a high-profile first degree murder case in a multiple day jury trial that resulted in a conviction.
- Expanded the Washington County Drug Court program by helping to create a Drug Court Foundation Advisory Council.
- Collected \$101,559 in unpaid fines and court costs through our Delinquent Fines and Collections Program. Of those proceeds, \$50,780 stays in Washington County.
- Sponsored training to law enforcement officers regarding evidence based prosecution in domestic violence cases.
- Implemented the Hope Card Project, which allows someone with a protective order to carry a laminated card detailing the contents of the protective order. Hope cards are free upon request.



L to R: Ginger Largen, Elizabeth Bruzzo, Josh Cumbow, Marianne Woolf, Michelle Robertson, Loretto Doyle



L to R: Nathan Graybeal, Mary Millsap, Roxanne Holloway, Kay Saul, Annette Osborne, Joey Lamie



Sharon Reed and Haley Magstadt



## RESPONDING TO DOMESTIC VIOLENCE

The Commonwealth's Attorney's Office continued to provide an integral part in the County and region's response to domestic and sexual violence by maintaining a leadership role in the Washington County and City of Bristol domestic and sexual violence coordinated response team. Comprised of over 20 agencies, this group works diligently to constantly improve the system's response for victims, ensure victims receive the necessary support and services, and ensure that abusers are held accountable.

Additionally, the office provided an attorney to act as the project and data coordinator for the Washington County Lethality Assessment Project, a program coordinated by the Attorney General's Office and established to ensure a coordinated, rapid response by law enforcement to domestic violence. This project puts into a place a research based response to incidents of domestic violence and allows those victims with the highest risk of lethality to be identified and quickly provided with services and surrounded by support.





## THE WASHINGTON COUNTY SHERIFF'S OFFICE

is responsible for the enforcement of all laws enacted by state and local governments, and for the investigation of felonies and misdemeanors committed in Washington County. Established in 1776, the Sheriff's Office has grown to its current staff of 95 full and part time employees, each assigned to various divisions with specific duties.

The Patrol Division is responsible for patrolling the County, responding to emergency calls, and traffic enforcement on interstate, primary, and secondary roads in Washington County.

The Criminal Investigation Division responds to major crime scenes, investigates serious felony cases, and assists the Patrol Division with investigations. The Narcotics Investigation Unit and Domestic Violence Detective are also assigned to this Division.

The officers of the School Resource Division are based in each of the 15 County schools to ensure the safety of the students, faculty and other school personnel. The Drug Abuse Resistance Education (D.A.R.E.) Program is assigned to the officers within this division.

The Court Security Division is responsible for the security of the Washington County Courthouse, the judges, court personnel, and individuals who visit the Courthouse.

The Civil Process Division serves all civil and criminal papers on individuals who reside in Washington County.

The Communications Section dispatches calls to all police, fire, and rescue personnel within Washington County, and the Towns of Abingdon, Damascus and Glade Spring.

The Animal Control Division oversees the enforcement of County ordinances and state laws pertaining to the control of domesticated animals, and the operation of the C. C. Porter Animal Shelter.

The Litter Control Division handles litter complaints and operates the Assign-a-Highway Program for the Probation Office. In 2014, a highway clean-up program through VDOT enabled utilization of Regional Jail Trustees for the task of cleaning the roadways of Washington County.

The Canine Unit consists of three certified canine/handler teams with highly specialized training in tracking, searches, aggression control, and narcotics detection.



# WASHINGTON COUNTY SHERIFF

**Fred P. Newman** ♦ sheriff@washso.org ♦ 276.676.6000

20281 Rustic Lane ♦ Abingdon, VA ♦ 24210

## MAJOR ACCOMPLISHMENTS:

### AWARDED 3<sup>RD</sup> REACCREDITATION CERTIFICATION

The Washington County Virginia Sheriff's Office received its third re-accreditation certification from the Virginia Law Enforcement Professional Standards Commission. According to Washington County Sheriff Fred Newman, the Sheriff's Office first received accreditation in June 2006, with subsequent reaccreditation 2010 and 2014. The Sheriff's Office works diligently to maintain the 190 standards needed for compliance for accreditation.

The goals of the Virginia Law Enforcement Professional Standards Commission are to increase the effectiveness and efficiency of law enforcement agencies in the Commonwealth through the delivery of services which: (1) promote cooperation among all components in the criminal justice system, (2) ensure the appropriate level of training for law enforcement personnel, and (3) promote public confidence in law enforcement.



"The reaccreditation of our Sheriff's Office is a significant accomplishment that is made possible by the dedicated work of the men and women who work for our agency" stated Sheriff Newman. The Sheriff's Office was recognized for their reaccreditation at the VLEPSC Commission Meeting on August 9, 2018 in Fairfax, VA.

### ADDITIONAL SCHOOL RESOURCE OFFICERS

The collaborative efforts of the Washington County Sheriff's Office, Washington County Board of Supervisors, and Washington County School Board resulted in the addition of six (6) new school resource officers (SROs). With these additions, and through current partnerships with the Abingdon Police Department and Highlands Community Services, a school resource officer will be in each public school in Washington County starting fall 2018.







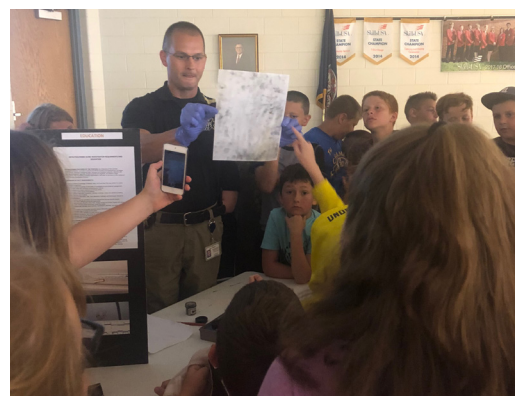
## 2018 EMPLOYEE OF THE YEAR

Chief Deputy Byron Ashbrook is the 2018 Employee of the Year for the Washington County Virginia Sheriff's Office. Major Ashbrook has been with the Sheriff's Office since 2002, he began his career with the office in the School Resource Division and was later promoted to Detective. During his time in the Criminal Investigations Division his assignments included Captain and Lieutenant over the division, General Investigations, as well as a Task Force Officer for the Federal Bureau of Alcohol and Tobacco, Firearms, and Explosives. He was promoted to Major in the spring of 2014. Major Ashbrook is a graduate of the 248th Session of the FBI National Academy and the 66th Session of the Virginia Forensic Science Academy. "As Chief Deputy for our Sheriff's Office, Major Ashbrook handles his administrative responsibilities extremely well. He has an excellent work ethic, and is an asset to our agency. He is very deserving of this recognition," stated Sheriff Newman.



## COMMUNITY OUTREACH:

- Hosted **3<sup>RD</sup> ANNUAL COUNTYWIDE NEIGHBORHOOD WATCH MEETING** at the Public Safety Building. Over 200 citizens enjoyed a nice dinner, had an opportunity to meet Sheriff Newman and Sheriff's Office Command Staff, tour the building, and learn about community policing practices. The highlights of the night included a K-9 demonstration and firearms training simulation. Several citizens were presented Crime Fighter Awards for their part in solving major crimes in the County.
- **ROCK SPRINGS PRESBYTERIAN CHURCH** donated 80 blankets made by church members, to be distributed to all local law enforcement agencies within the County, to be given to a child when needed.
- 41 members of the Sheriff's Office participated in **NO SHAVE NOVEMBER**. Along with citizens and local business donations, the Sheriff's Office was able to make a donation of \$3,066 to St. Jude's Children's Hospital - the only National Cancer Institute-designated Comprehensive Cancer Center devoted solely to children.
- Hosted **2<sup>ND</sup> ANNUAL VIRGINIA RULES CAMP**, a free law-themed summer camp for rising 6th graders. Sponsored by the Virginia Attorney General's Office, each two week-long session had an average attendance of 50 campers each day and taught kids about Virginia laws concerning bullying, responsibility, and technology as it relates to teens. Campers had the opportunity to participate in many activities including bowling, putt-putt golf, kayaking with Adventure Mendota, a tour of Bristol Caverns, and also treated to demonstrations by several law enforcement, fire, K-9, Tactical Team, Wings and EMS teams.





## THE ECONOMIC DEVELOPMENT & COMMUNITY RELATIONS

**DEPARTMENT** focuses on three strategic areas: the retention and expansion of existing businesses, new industrial attraction and recruitment, and business development and entrepreneurship. To foster a pro-business environment in Washington County, this department creates collaborative partnerships between businesses, government, and the community. This includes working closely with the Washington County Joint Economic Development Committee, the Washington County Industrial Development Authority (IDA), the Smyth-Washington Regional Industrial Facilities Authority (SWIFA), the Washington County Chamber of Commerce, and the Virginia Highlands Airport Authority.

The Washington County IDA developed and oversees Oak Park: Center for Business and Industry, a 338 acre industrial park located near Exit 13 on I-81. This Board is comprised of seven members appointed by the Washington County Board of Supervisors.

In the late 1990's, Smyth County and Washington County entered into a joint venture to develop Highlands Business Park, a 300 acre industrial park located in Glade Spring. The Smyth-Washington Regional Industrial Facilities Authority was formed along with the park, and is comprised of six members, three each appointed by the Boards of Supervisors for Smyth and Washington Counties.

To Learn More About Economic Development in Washington County, VA, please visit our website:

[www.washingtoncountyva.com](http://www.washingtoncountyva.com)

# ECONOMIC DEVELOPMENT AND COMMUNITY RELATIONS

Whitney B. Czelusniak • [wbonham@washcova.com](mailto:wbonham@washcova.com) • 276.525.1305

## MAJOR ACCOMPLISHMENTS:

### COUNTY WELCOMES NEW BUSINESSES AND CELEBRATES JOB GROWTH IN 2018

- In mid-July, Washington and Smyth Counties, and the Smyth-Washington Regional Industrial Facilities Authority welcomed a joint announcement by **SPEYSIDE BOURBON COOPERAGE, INC.** A stave mill, to be located at Highlands Business Park near Glade Spring, is projected to bring over \$9 million of new capital investment to the County, and create 35 new jobs. Speyside is an offspring of Scottish-based Speyside Cooperage Ltd. (founded in 1947) and is currently owned by the Tonnellerie Francois Freres Group based in France. During late summer, **WIZE SOLUTIONS**, an IT startup, began operations at the Virginia Highlands Small Business Incubator. Wize Solutions advertises a wide-range of services including: cloud consulting, cyber security, data management, and software QA & Testing.
- Throughout 2018, staff worked with state-partners on two Virginia Jobs Investment Program-supported projects. In February, the Governor announced **BECKER GLOBAL-AMERICA** would invest \$150,000 in new equipment and retrain 63 existing employees. **AFL**, an industry leading manufacturer of fiber optic cable, connectivity, and accessories also announced a planned investment of \$1.3 million in new machinery, and planned creation of 20 new jobs.



### BRING USDA TO BRISTOL INITIATIVE

Washington County spearheaded efforts to work with the City of Bristol and representatives of One Alpha Place LLC to provide an Expression of Interest in response to the USDA's plans to relocate two agency headquarters outside of Washington. Elected leaders, businesses, academia, nonprofit organizations, and governmental partners throughout Southwest Virginia and Northeast Tennessee provided letters of support and engagement throughout the process.



### BUSINESS APPRECIATION DINNER

During August, company leaders representing industrial employers gathered at the Middle Fork Barn for an evening of networking and camaraderie. Attendees enjoyed a steak dinner and were welcomed by members of the Board of Supervisors, the Industrial Development Authority, and staff of the Washington County Chamber of Commerce.

### ASSISTED FORMER EMPLOYEES OF BRISTOL COMPRESSORS

The announced closure of Bristol Compressors International, LLC significantly impacted many county citizens. In response, Washington County partnered with representatives of the state and regional workforce system to host a job fair specifically serving former employees and their families. This job fair, held on August 10th, featured over 50 employers and was attended by over 200 Bristol Compressors employees.





# VIRGINIA HIGHLANDS AIRPORT AUTHORITY

**Mickey Hines** ♦ mhines@vahighlandsairport.com ♦ 276.628.2909  
18521 Lee Highway ♦ Abingdon, VA ♦ 24210  
www.VaHighlandsAirport.com

## THE VIRGINIA HIGHLANDS AIRPORT AUTHORITY (VHAA)

is responsible for the operation of the Virginia Highlands Airport. The Authority is composed of a seven member Board of Directors, one member from each of the County's seven Electoral Districts appointed by the Washington County Board of Supervisors.

Virginia Highlands Airport has a long history tied to economic development and industry. In 1958, Appalachian Power Company began construction on a power plant in Russell County. An employee working on the project, with a desire to live in the Abingdon area and fly the 30 miles to the construction site, leased farm land along Highway 11 and graded out a small dirt airstrip. As industry spread throughout Southwest Virginia and Washington County, the small dirt airstrip became a 2,800 feet long and 40 feet wide paved runway by the late 1960s, 3,380 feet in length and 75 feet in width by 1986, and then extended again in 1991 to its present length of 4470 feet.

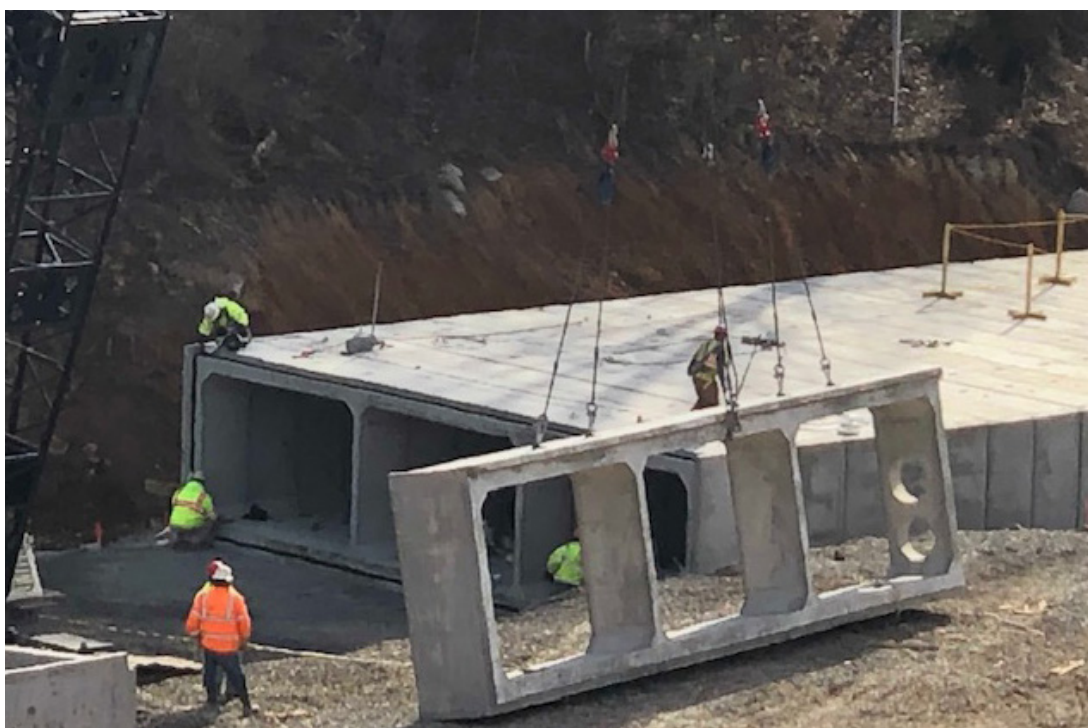
As one of the busiest general aviation airports in Virginia, it became apparent that the runway would need to be extended by an additional 1,000 feet to support the growing demand of industry and corporate air traffic, and to enhance the safety of aircraft using Virginia Highlands Airport. At present, the runway length limits the size of aircraft that can take off and land, resulting in lost business to Tri-Cities Regional Airport.

Working with the Federal Aviation Administration (FAA) and Virginia Department of Aviation, the VHAA has completed numerous improvement projects, including installing a perimeter fence around airport property and a stormwater drainage system, updated security system, and constructed ten new public T-hangars.

## MAJOR ACCOMPLISHMENTS:

### RUNWAY EXPANSION PROJECT

The Virginia Highlands Airport Authority is in the middle of construction for phase two of a multi-year project to extend Runway 6-24. The second phase of the project includes relocating an existing stream through a 1,500 foot long triple box culvert. The culvert consists of three 12'x8' boxes. In order to construct the box culvert, approximately 40,000 cubic yards of material has been blasted from the hillside.





## THE WASHINGTON COUNTY CHAMBER OF COMMERCE,

founded in 1927, is a volunteer association of business members working together to strengthen the business climate and to advance the economic, industrial, professional, cultural, and civic welfare of Washington County. Financed by approximately 560 member investments, the Chamber is independent of all other organizations or groups, and serves as the leading spokesperson for private enterprise in Washington County.

The Chamber of Commerce provides secretarial and administrative services for the Washington County Industrial Development Authority. In this capacity, the Chamber serves as custodian of records and files for the IDA, handles monthly meeting agendas and minutes, and coordinates IDA activities with the IDA Board and the County Economic Development Department.

The Leadership Washington County (LWC) program was started in 1992 as a non-advocacy, non-partisan group to challenge individuals to become actively involved in community affairs and to provide the necessary background to enhance their leadership abilities. Many of Washington County's elected and appointed local government officials, as well as corporate executives from banking, healthcare, education, and private non-profit organizations are graduates of Leadership Washington County.

A monthly Chamber Breakfast series was started in 2009, as a great opportunity for the community to be informed about important topics in Washington County. March through November, the breakfasts are held on the third Thursday of each month at the Southwest Virginia Higher Education Center. Contact the Chamber of Commerce, or visit [www.WashingtonVaChamber.org](http://www.WashingtonVaChamber.org), for Breakfast Series dates and locations.

# CHAMBER OF COMMERCE

**Neta Farmer** ♦ [neta@bvu.net](mailto:neta@bvu.net) ♦ 276.628.8141 ♦ [www.WashingtonVaChamber.org](http://www.WashingtonVaChamber.org)

1 Government Center Place, Suite D ♦ Abingdon, VA ♦ 24210

## MAJOR ACCOMPLISHMENTS:

### A LEGACY OF SERVICE, A NEW CHAPTER BEGINS

Suzanne G. Lay retired after 37 years of service with the Chamber of Commerce. Mrs. Lay began her career in September 1981 as Administrative Assistant. In 1988, she was named Executive Vice President, becoming the first woman to hold this position. While in her role as Executive Vice President, Mrs. Lay served as Secretary of the Washington County Industrial Development Authority. Several programs and projects were implemented under her leadership.

Neta Farmer began as a part-time receptionist with the Chamber in 1984, before moving to full-time Administrative Assistant in 1988. In this role, Mrs. Farmer worked with Chamber Committees to host the annual Chamber Expos and the Leadership Washington County program. She was named Executive Vice President in April.

Samantha Tetter joined the Chamber in March as Administrative Assistant. Previously, Samantha worked for the Southwest Virginia Paramedic Program as Assistant Clinical Coordinator while attending Virginia Highlands Community College, and later worked as an Accounting Associate before joining the Chamber.

The **LEADERSHIP WASHINGTON COUNTY** program graduated 15 participants for the 2017 – 2018 class. This program challenges individuals to become actively involved in the community through participation, education, and service. A highlight of the program includes a 3-day trip to Richmond, where participants attend a session of the General Assembly and committee meetings, meet with elected officials, and tour the Capitol buildings. Additionally, participants complete small group community service projects, which this year included:

- Agriculture Awareness
- Domestic Abuse
- Public Transportation



As agriculture is the largest industry in Washington County, contributing over 76 million dollars in farm sales and millions more from related industries, the Chamber of Commerce strives to promote the importance of agriculture in the community by hosting an **ANNUAL AGRICULTURE AWARENESS TOUR** for community leaders, highlighting local farms, farmers, and agriculture related industries. A steak dinner was provided by Phil Blevins. This year's tour included:

- **Highlands Dairy Farm**, Dave Johnson and Rena Cook
- **C H Cattle Company**, Craig Hammond
- **Beech Grove Farms**, Adam Wilson







## 5<sup>TH</sup> ANNUAL BUSINESS CHALLENGE CONTEST

The Business Challenge Contest program is an ambitious, annual business plan competition designed to attract entrepreneurs to locate start-up businesses, or to expand existing small businesses within Washington County or the Towns of Abingdon, Glade Spring, Damascus, or Meadowview. The program is organized and presented by the Washington County Chamber of Commerce, Virginia Highlands Small Business Incubator, and Virginia Community Capital. Participants complete six weeks of professional development workshops led by local entrepreneurs and professionals, as well as regional, state, and federal support organizations before presenting their business plan at "Pitch Night" to a panel of judges for scoring.

2018 marked the 5<sup>th</sup> year milestone for the Washington County Business Challenge Contest. Winners were announced at the Chamber of Commerce Breakfast held at the SWVHEC on March 15<sup>th</sup>. This year the program awarded over \$24,000 in cash and services to the start-up and existing business category winners. Fourteen applicants, representing a diverse group of new and existing business owners, participated in the Business Challenge Contest.

### 2018 WINNERS:

#### Start-Up Category

- **1<sup>st</sup> Place:** Ralph Wilson - *Damascus Diner*
- **2<sup>nd</sup> Place:** David Adams - *The Hobo Hostel*

#### Existing Business Category

- **1<sup>st</sup> Place:** Kathleen McMahon - *Mt. Laurel Inn*
- **2<sup>nd</sup> Place:** Fred Leonard - *Damascus Old Mill*

#### Walmart Pitch Award

- Kathleen McMahon - *Mt. Laurel Inn*

#### Paying it Forward Award (Sponsored by JJ's Restaurant)

- Alen Necessary - *Sarge's Pay Lake & Campground*

## GROUNDBREAKING AND RIBBON CUTTING CEREMONIES

The Chamber of Commerce hosted a groundbreaking ceremony for Powell Valley National Bank, to be constructed near the Exit 19 Walmart. Additionally, 18 ribbon cutting ceremonies were held in 2018, including:

- Edward Jones - Financial Advisor: Ricky Bray
- Walmart Pick up Service
- Papa Tom's Cantina
- SwiftServe Tax & Accounting
- Haynes Greenhouse
- Royal Oak Pediatrics
- Fairfield Inn & Suites
- Secure Trust Insurance Services
- Edward Jones - Financial Advisor: Mark Tipton
- Lee Highway Farms
- Salt of the Earth
- Phase 2 of the Beaver Dam Creek Trail
- Occupational Enterprises
- Abingdon Emporium & Collectibles
- Peak Physical Therapy
- Dragonfly Spa & Boutique
- Grounded LLC
- 343 Designs



## 2018 OFFICERS

April Hamby-Crabtree, President  
Sally Stringer-Scott, President-elect  
Danny Ruble, Treasurer  
Neta Farmer, Secretary

## 2018 BOARD MEMBERS

Mary Begley	Cathy Lowe
Steve Bralley	Allison Mays
John Brickey	Tim McVey
Stacey Ely	Bryan Mullins
Samir Patel	Jack Phelps, Jr.
John Griffith	Grey Preston
Kristie Helms	Sandy Ratliff
Matthew Lane	Susan Seymore
Melinda Leland	Kay Stout

## 2018 COMMITTEES

### INTERNAL AFFAIRS DIVISION

John Brickey, Vice President

### BUDGET & FINANCE COMMITTEE

Danny Ruble, Chair

### MEMBERSHIP COMMITTEE

Kristie Helms & Jim Swartz, Co-Chairs

### PUBLIC RELATIONS COMMITTEE

Tonya Triplett, Chair

### FUND RAISING COMMITTEE

Chamber Staff

### PUBLIC AFFAIRS DIVISION

Stacey Ely, Vice President

### LEGISLATIVE COMMITTEE

Mary Begley, Chair

### TRANSPORTATION COMMITTEE

Pete Montague, Chair

### INFORMATION TECHNOLOGY COMMITTEE

Nancy Firebaugh, Chair

### HEALTHCARE COMMITTEE

Bryan Mullins, Chair

### ECONOMIC DEVELOPMENT DIVISION

Melinda Leland, Vice President

### AGRICULTURAL COMMITTEE

Phil Blevins, Chair

### TOURISM COMMITTEE

Eva Beaulé, Chair

### INDUSTRIAL DEVELOPMENT COMMITTEE

Joe Hutton, Chair

### COMMUNITY AFFAIRS DIVISION

Cathy Lowe, Vice President

### SMALL BUSINESS COMMITTEE

Sandy Ratliff, Chair

### EDUCATION COMMITTEE

David Matlock, Chair

### PROFESSIONAL COMMITTEE

Jack Phelps, Co-Chairs

### LONG RANGE PLANNING COMMITTEE

John Brickey, Chair

### LEADERSHIP WASHINGTON COUNTY

Barry Firebaugh, Coordinator

## CHAMBER STAFF

Neta Farmer, Executive Vice President  
Samantha Tetter, Administrative Assistant  
Nancy Firebaugh, Staff Support



**THE WASHINGTON COUNTY PUBLIC SCHOOL SYSTEM** is an award winning school system which provides quality education for more than 7,300 students. The students are taught by a highly devoted team in 17 schools across the County. The system consists of 7 elementary schools, 4 middle schools, 4 high schools, and a Career & Technical Education Center.

The Washington County School Board oversees the operations of the County's public school system and is comprised of seven elected school board members, one from each of the seven election districts. High expectations, strong relationships, and continuous academic rigor are the foundational tenets to accomplish its mission and vision, and to remain focused on building student learners and leaders.

The Washington County School Board and Board of Supervisors are committed to providing the best learning environment possible for all students. Schools in Washington County are fully accredited by the Commonwealth of Virginia. Washington County Public Schools maintain a state graduation rate above 95% (including all diploma and completion types recognized by the Virginia Board of Education).

The Washington County School Division is determined to build on its accomplishments by improving every day.

# PUBLIC SCHOOL SYSTEM

**Dr. Brian Ratliff**, Superintendent • [bratliff@wcs.k12.va.us](mailto:bratliff@wcs.k12.va.us) • 276.739.3000  
812 Thompson Drive • Abingdon, VA • 24210

## MAJOR ACCOMPLISHMENTS:

### SPOTLIGHT ON STUDENT LEADERSHIP

Washington County Schools inspire students to reach beyond their grasp; to learn with the best; to lead with courage, innovation, civility and respect; and increase the likelihood of considerable success as a result of school life experiences. Students are presented with numerous opportunities to serve as leaders within their schools. A week long leadership summer camp was hosted for middle school students to hone and develop leadership skills through critical thinking, collaboration, and hands on activities. Student leaders in Washington County:

- Provide support to our youngest students as reading pals
- Develop leadership through student-led conferences and student data tracking
- Participate in service learning throughout their schools and communities
- Deliver news and current events through live telecasts each day
- Develop leadership capacity by serving on Principal Advisory Groups and as Student Ambassadors



### CTE SUMMER CAMP - CREATE, TRANSFORM, AND EXPLORE WITH US!

A week long CTE camp was provided in the summer for rising 5<sup>th</sup>, 6<sup>th</sup>, and 7<sup>th</sup> grade students. Hosted by the Washington County Career and Technical Education Center, students participated in Auto Body, Carpentry, Cosmetology, Criminal Justice, Ad Design, Culinary, Drafting, Robotics, and Health Careers rotations to explore the many possibilities available at the Career and Technical Education Center.







## 2017-2018 DISTINGUISHED SCHOOL AWARDS

- Greendale and High Point Elementary Schools designated as Title I Distinguished Schools by the Department of Education.
- High Point and Watauga Elementary Schools received the 2018 Board of Education Excellence Award.
- Washington County Schools received the 2018 Distinguished Achievement Award, meeting all state and federal benchmarks. Only 15 school divisions recieved this award.



## 2018-2019 GOALS

Washington County Public Schools will continue to provide students with opportunities for problem solving and critical thinking. Assessment opportunities for students will be expanded through the use of project-based learning and standards-based rubrics. All schools will build student leadership capacity by providing numerous leadership opportunities for students.





## THE WASHINGTON COUNTY PUBLIC LIBRARY SYSTEM

provides the community with current resources for lifelong learning, social exchange, pleasure, and entertainment. All libraries provide educational, cultural, and recreational programs for children and adults, in addition to classes and tutoring on the use of computers and electronic devices. Public computers, wireless Internet, copiers, printers, and free notary service are available in all locations. The WCPL maintains over 180,000 items in its collection. In addition to traditional book format, the library also lends DVDs, music CDs, books on CDs, digital magazines and downloadable audio and e-books. Over 1 million items are accessible through the library consortium.

### ABINGDON MAIN LIBRARY

205 Oak Hill Street  
Abingdon, Virginia 24210  
276-676-6222

### DAMASCUS LIBRARY

310 Water Street  
Damascus, Virginia 24236  
276-475-3820

### GLADE SPRING LIBRARY

305 North Glade Street  
Glade Spring, Virginia 24340  
276-429-5626

### HAYTERS GAP LIBRARY

7720 Hayters Gap Road  
Abingdon, Virginia 24210  
276-944-4442

### MENDOTA LIBRARY

2562 Mendota Road  
Mendota, Virginia 24270  
276-645-2374

Library Website: [www.wcpl.net](http://www.wcpl.net)  
It's like a branch library that is open 24/7

- Locate and make requests for library materials
- Download electronic and audio books
- Read magazines in electronic format
- Use databases for specialized searches

Keep in Touch on:



# PUBLIC LIBRARY SYSTEM

**Charlotte Parsons**, Library Director • [charlotte@wcpl.net](mailto:charlotte@wcpl.net) • 276.676.6222

205 Oak Hill Street • Abingdon, VA • 24210

## MAJOR ACCOMPLISHMENTS:

### COMMUNITY OUTREACH:

- Following the announcement of Bristol Compressors plant closure, **LIBRARY STAFF** attended local jobs fairs, distributing packets of information to employees. Partnering with the Virginia Employment Commission, library staff provided training on employment resources and offered assistance completing résumés and job applications. Additionally, the library offered free employment-related printing, copying and faxing to employees.
- **LIBRARY OUTREACH SERVICES** delivered more than 40,000 items to homebound or limited mobility facilities, including nursing homes, assisted living facilities, Head Start centers, after-school programs, and day care centers. Activities are provided that stimulate memory and social interaction for adults, and reading readiness skills for children.
- WCPL provides computers with fast and reliable Internet connections and wireless networks for public access to local, state and federal **E-GOVERNMENT SERVICES**, including filing for benefits, accessing personal documents, and applying for government grants. The library is a designated IRS tax form outlet partner and coordinates with local navigators in helping to apply for health care through the Affordable Care Act. Copying, printing, faxing and scanning services are available, as well as free notary services.



### YOUTH SERVICES:



### 2018 SUMMER READING PROGRAM HIGHLIGHTS:

- 1,159 children and 296 teens participated by reading at least five books.
- 4,691 teens and children attended 110 offered programs.
- Summer Food Service programs were offered at all branch libraries serving more than 600 snacks and meals to children during the summer.

- Learning about Science, Technology, Engineering, Art, and Math, **STEM/STEAM**, is a standard part of programs provided for school-aged children in all library locations. Children participate in hands-on activities that teach the relationship between fields of study and reading as the core of success. Dominion Energy provides funds for these projects.
- As part of the **SUMMER READING PROGRAM**, the library partnered with 4-H to provide hot meals to children attending programs in Mendota. Additionally, the library distributed 500 snack boxes to children in Damascus, Glade Spring, Hayters Gap, and Mendota with assistance from community leader Lisa Rush and her partnership with Highlands Fellowship. The Library Foundation provided the funds for both of these Summer Food Service programs.
- The Damascus branch hosts an **AFTER-SCHOOL PROGRAM** in collaboration with the Washington County Department of Recreation. Students, ages 5 to 11, come to the library each day where they participate in activities, receive help with their homework, and enjoy having access to library resources.





## FRIENDS OF THE LIBRARY

The Friends of the Library is a fee based member organization that sponsors the literary series **SUNDAY WITH FRIENDS**, holds book sales, and provides funds for staff education and the Summer Reading Program.

Join online at [www.wcpl.net](http://www.wcpl.net) or at any branch library.

Notable activities of the Friends of the Library during 2018 include:



Created a new birdhouse book display for book sales at the Abingdon Main Library.

## SPECIAL COLLECTIONS, SPECIAL SERVICES:

- The **LAW LIBRARY** provides access to a selection of electronic resources including LexisNexis and Gale Legal Forms. The print collection includes self-help books to assist non-attorneys in resolving minor legal problems. In addition, the library offers regular classes to familiarize users with the library's legal collection. The Law Library is guided by a committee of representatives from the legal community in Washington County.
- The library's partnership with the **FOUNDATION FUNDING INFORMATION NETWORK** helps individuals and non-profit organizations match their needs with grant-making organizations. Databases for conducting research to identify funding sources and print materials to help organize and write proposals are available at the Abingdon library. Staff have obtained top level certification as instructors who can help others use these special resources. The library's website, [www.wcpl.net](http://www.wcpl.net), provides links to other related resources.
- It is a goal of the library to help users develop confidence in their **COMPUTER SKILLS** and grow more comfortable in today's **DIGITAL/ELECTRONIC** world. Library staff are trained to assist users with i-Pads, phones and Kindles. Users can download books, audiobooks, and magazines, such as *The Atlantic*, *The New Yorker*, *People*, etc. Additionally, classes and individual instruction are offered for beginners to intermediate users.
- In an effort to increase **LIFELONG LEARNING OPPORTUNITIES** for the community, staff developed a series of classes at the College for Older Adults. The series, American Literary Legends, is an in-depth study of authors and works considered classics in American literature. Students carefully analyze the historical, biographical and literary contexts of various titles and take part in spirited discussions. Plans are in the works to expand classes to include other genres and film studies.



Rick McVey, an actor at Barter Theatre, has recorded over 100 children's short stories that are available by phone or online. Call 276-676-6234 or visit [www.wcpl.net](http://www.wcpl.net).



**Dial-A-Story**



Best-selling author, Adriana Trigiani joined in a fundraising event benefiting the Friends of the Library. Trigiani authored the beloved *Big Stone Gap* series inspired by her hometown and childhood in Big Stone Gap, Virginia.



Beth Macy spoke on the opioid epidemic impacting the region.

## LIBRARY FOUNDATION

The WCPL Foundation fosters opportunities to improve public library service to all residents of Washington County by soliciting and investing private funds that are used for capital and other special projects that support the library's mission.

To donate or for information, email [wcpldev@wcpl.net](mailto:wcpldev@wcpl.net) or call 276-676-6390.



EXTENSION is an educational outreach program of Virginia's land-grant universities, Virginia Tech and Virginia State University. Cooperative Extension seeks to put the universities' scientific knowledge and research to work in the community to improve lives. Programmatic focuses include Agriculture, Youth Development (4-H), Family and Consumer Service (FCS), and Nutritional Education. Cooperative Extension receives guidance from a group of local citizens from across the County (known as the Washington County Extension Leadership Council) to ensure that programs focus on the most pressing needs of the County's citizens.

Agriculture is the largest industry in Washington County. Cooperative Extension provides educational programs guided by a proactive focus aimed at addressing the problems/needs of agricultural audiences (including the home gardener), with research based information. Activities include training through producer meetings, one-on-one visits, research plots, on-farm demonstrations, and youth training.

The mission of 4-H is to assist youth, and adults working with those youth, to realize their full potential by becoming effective, contributing citizens through participation in research-based, non-formal, hands-on educational experiences. Through 4-H, youth and adults learn the following life skills: understanding self; acquiring, analyzing, and using information; communicating and relating to others; problem solving and decision making; managing resources; and working with others.



# VIRGINIA COOPERATIVE EXTENSION

Phil Blevins • pblevins@vt.edu • 276.676.6309

234 West Valley Street • Abingdon, VA • 24210

## MAJOR ACCOMPLISHMENTS:

Agriculture Extension work is multifaceted, including everything from one-on-one farm/site visits, to producer/citizen educational meetings. Production agriculture focus areas include: livestock marketing, genetics, nutrition, health, reproduction, grazing, pest (weed, disease, insect) identification and control, and forage production. On-farm research, demonstrations, and field days are used to familiarize producers with new technology to enhance productivity, and evaluate the adaptability of new and existing types, and varieties of forages for our area.



In other focus areas, programming includes: home gardening, turf management, urban forestry, pest control (including household pests), and landscape problems. A highlight of the urban programming is the **WASHINGTON COUNTY EXTENSION MASTER GARDENER PROGRAM**. As one of Virginia's strongest groups of Master Gardeners, these volunteers provide excellent horticultural resources and education to County citizens.

A highlight of the livestock marketing programming is the **Virginia Quality Assured (VQA)** feeder calf marketing program. Since its inception in 2005, over 58,000 feeder calves from the area have been marketed through this program, receiving a \$5,274,980 premium over Virginia State Graded feeder calf sales.





## WASHINGTON COUNTY'S AGRICULTURE INDUSTRY:

Agriculture is Washington County's largest industry with market value of products exceeding

**\$76.5 MILLION IN SALES,**

and ranking

**9<sup>TH</sup> IN THE STATE OF VIRGINIA.**

### FARMS:

Farms: 1,602

3<sup>rd</sup> in the State

192,123 acres in farmland

Average farm size: 120 Acres

Median farm size: 52 Acres

### FARM LABOR:

1,056 workers

\$4.32 million in wages

### LIVESTOCK:

Egg Production:

1<sup>st</sup> in the State

Cattle & Calves: 67,259

\$43.4 million annually

3<sup>rd</sup> in the State

Dairy Cattle: 2,587

5<sup>th</sup> in the State

Goats: 2,077

2<sup>nd</sup> in the State

Sheep & Lambs: 6,071

3<sup>rd</sup> in the State

Horses: 2,014

8<sup>th</sup> in the State

### CROPS (NON-PASTURE):

Over \$4 million annually

Hay: 40,325 Acres

Corn: 3,500 Acres

Tobacco: 200 - 300 Acres

Other Crops:

Vegetables

Strawberries & Small Fruit

Greenhouse Crops

Christmas Trees

### PASTURE

is the largest crop produced as it is the foundation of the livestock industry

Source: 2012 Census of Agriculture, USDA

## 4-H HIGHLIGHTS:

- 5,900 youth, ages 5-19, are enrolled in 126 4-H clubs in Washington County.
- 268 4-H members attended the Washington County 4-H Junior Summer Camp; this was the largest group in the region.
- 4-H Summer Fun programs provide low-cost special interest classes for youth during the summer, (June - August). Program topics include: etiquette, model rocketry, dissection, crafts, history, canning, and much more.
- Over 1,600 youth completed public speaking and oral communication projects.
- 77 local 4-H members were named *District Champion* in public speaking contests.
- 147 Project Records were submitted by 4-H members on a wide array of long-term projects, including: government, music, leadership, natural resources, and career exploration.
- Washington County is home to four Virginia 4-H State Officers: Virginia 4-H President; Olivia Bostic, Virginia 4-H Secretary; Julia Street, and State 4-H Ambassadors; Laken Minnick and Elizabeth Jackson.
- 28 youth represented Washington County at Virginia Tech during 4-H Congress, 8 earned *State Champion Honors*.
- Three teens were selected from Washington County to represent Virginia at the National 4-H Congress in Atlanta, Georgia. Only Twelve of the 35 applicants earned this honor.
- Washington County 4-H provided financial stability and career development programs for 1500 local youth and teens through the Reality Store and Kid's Marketplace curriculum.
- 4-H works closely with the public school system to engage youth and support the education of our youth.





**THE WASHINGTON COUNTY DEPARTMENT OF SOCIAL SERVICES** has a staff of over sixty people who administer more than two dozen social service and benefit programs for the local, state and federal government. The Department of Social Services has an annual program expenditure of over \$83 million; over 95% of the agency's annual expenditures are spent for benefits and services to Washington County citizens.

Service availability falls into two major divisions: financial assistance benefit programs and social service programs. The staff at the Washington County Department of Social Services impact the lives of countless county citizens in a positive way - whether it be helping ensure the safety of children, providing medical insurance and food purchasing assistance for individuals/families, or exploring community-based resources for an elderly person who can no longer remain at home.

# DEPARTMENT OF SOCIAL SERVICES

**Kathy M. Johnson** ♦ [kathy.johnson1@dss.virginia.gov](mailto:kathy.johnson1@dss.virginia.gov) ♦ 276.645.5000  
15068 Lee Highway ♦ Bristol, VA ♦ 24202

## MAJOR ACCOMPLISHMENTS:

### NEW DIRECTOR FOR DEPARTMENT OF SOCIAL SERVICES

Washington County welcomed Kathy M. Johnson in February as the new Director of the Department of Social Services. Previously, Mrs. Johnson served 4 years as the Director of the City of Bristol, VA Department of Social Service, and as the Executive Director of Abuse Alternatives, Inc. from 2002 to 2014.

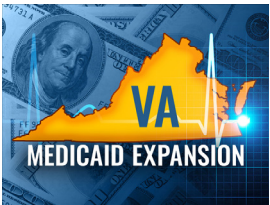
Mrs. Johnson holds a Master of Arts degree in Criminal Justice and Criminology from East Tennessee State University and a Bachelor of Arts degree in Paralegal Studies with a Minor in Business Administration from Virginia Intermont College. Mrs. Johnson served as Court Administrator for Judge J. Klyne Lauderback of the General Sessions and Juvenile Court in Bristol, Tennessee from 1990 to 2001, as well as worked in the Office of H. Greeley Wells, Jr., the District Attorney General of Sullivan County, from 2001 to 2002.



Mrs. Johnson currently serves on multiple local and regional advisory boards and community organizations, including founding member of the Washington County and Bristol, VA Coordinated Community Response Teams, and Washington County Fatality Review Team. Additionally, Mrs. Johnson is a member of a four-person team that provides specialized training to law enforcement officers, criminal justice professionals, governmental agency staff, and victim assistance programs staff to enhance their ability to address elder abuse, neglect, and exploitation in their communities.

### MEDICAID EXPANSION PROGRAM

In June, Governor Northam signed a budget which addressed Medicaid Expansion, to provided health coverage to low-income individuals throughout the state, of which over 2,500 are Washington County residents. Moving towards implementation of Medicaid Expansion, the Virginia Department of Social Services state office worked to develop system communications and train staff personnel to accomplish the overall mission and goals, and help to ensure quality customer service. State agencies began accepting applications for MAGI Adults (Medicaid Expansion) on November 1, 2018.



### 2018 PROGRAM HIGHLIGHTS:

#### SNAP (former Food Stamp Program):

Served an average of 3,123 households

#### MEDICAID:

Served 5,737 individuals annually

#### VIEW (Virginia Initiative for Employment Not Welfare):

Average Monthly Household Recipients: 60

#### TANF (Temporary Assistance to Needy Families):

Average households served monthly: 171

#### Calls to Department of Social Services:

Monthly Average: 3,515 calls

#### Clients Served at Front Desk:

Monthly Average: 1,227 individuals

#### Adoptions Cases:

Monthly Average: 74

#### Children in Foster Care:

Monthly Average: 44

#### Child Care Services:

Families Served/Monthly Average: 30

#### Child Protective Services:

- Monthly Reports & Investigations: 68
- Ongoing Cases: 45

#### Adult Protective Services:

- Monthly Reports & Investigations: 17
- Guardianship Cases: 96



# DEPARTMENT OF ELECTIONS

Derek N. Lyall • dlyall@washcova.com • 276.676.6227

**THE DEPARTMENT OF ELECTIONS** of Washington County strives to promote the highest level of service to its citizens by providing equitable opportunities to register and vote. This department maintains accurate records relating to voter registration, elections, and candidates. The Registrar and County Electoral Board are committed to providing citizens the right to vote in accordance with the Constitution of the United States, the Commonwealth of Virginia, and the Code of Virginia, thus ensuring fair and impartial elections.

The General Voter Registrar is appointed by the Washington County Electoral Board. The Electoral Board is composed of three members appointed by the Chief Judge of the Circuit Court of the 28th Judicial Circuit. The Electoral Board appointments are based on representation of the two political parties having the highest, and next highest, number of votes in the Commonwealth of Virginia election for Governor at the last preceding gubernatorial election. Two Electoral Board members shall be of the political party that cast the highest number of votes for Governor at that election.

## MAJOR ACCOMPLISHMENTS:

### NOVEMBER GENERAL ELECTION

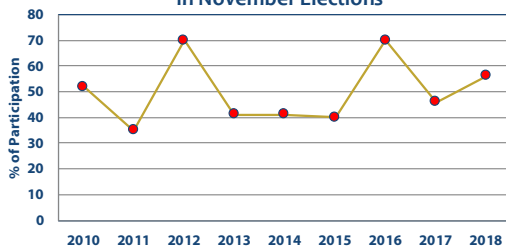
- May 1, 2018 General Election - Town of Abingdon: There were eight candidates competing for three seats on the Abingdon Town Council. The total turnout for the election was 1,498 voters casting 4,107 votes.
- June 12, 2018 Dual Primary: The Republican Party had a primary for the U.S. Senate on the same day that the Democratic Party had a primary for the U.S. House of Representatives.
- November 6, 2018 General Election: The 2018 mid-term elections saw a very high turnout all over the United States, and Washington County was no exception. The county had a total of 20,626 voters cast ballots. This election consisted of the races for U.S. Senate, U.S. House of Representatives (9th District), and two proposed constitutional amendments. The towns of Glade Spring and Damascus also had races for Mayor and three seats on each Town Council.



### 2018 VOTING HIGHLIGHTS:

- 36,713 registered voters in Washington County
- 56% of Washington County voters cast ballots in the November 6, 2018 election
- 1,817 voters requested absentee ballots in the November 6, 2018 General Election. Of these, over 1,150 ballots were cast in-person at the office

Registered Voter Participation  
in November Elections



### LOOKING FORWARD TO 2019

On November 5, 2019, Washington County voters will cast ballots for the following: State Senate, Member of the House of Delegates, Sheriff, Commonwealth's Attorney, Commissioner of Revenue, Treasurer, 4 seats on the Board of Supervisors, 4 seats on the School Board, and 3 seats on the Soil and Water Conservation Board.





## THE DEPARTMENT OF EMERGENCY MANAGEMENT

is responsible for coordinating emergency services activities within Washington County. A close relationship is maintained between the Department and the volunteer fire and rescue organizations that are assigned emergency response duties throughout the County. The Department is responsible for maintaining a County Emergency Operations Plan and a Hazardous Materials Response Plan. The Department is also the point of contact for the County's enhanced 911 PSAP system.

13 Volunteer Fire and EMS agencies provide services to Washington County and surrounding communities. Approximately 250 highly trained volunteer firefighters and EMTs, stationed throughout the County, are ready to respond to any emergency situation. Firefighters are certified as Firefighter I and II, Fire Instructor, or Fire Officer and can specialize in Technical Rescue and Hazardous Materials Operations. The Virginia Office of Emergency Medical Services is responsible for certifying individuals as an Emergency Medical Technician (EMT), or the more advanced levels of Enhanced, Intermediate, and Paramedic.

### FIRE DEPARTMENTS:

Abingdon Fire Department  
Brumley Gap Fire Department  
Clinch Mountain Fire Department  
Damascus Fire Department  
Glade Spring Fire Department  
Goodson Kinderhook Fire Department  
Green Springs Fire Department  
Meadowview Fire Department  
Mt. Rogers Fire & Rescue  
Washington County Fire & Rescue

### EMERGENCY MEDICAL SERVICES:

Damascus Resuce Squad  
Valley Rescue Squad  
Washington County Life Saving Crew

# EMERGENCY MANAGEMENT SERVICES

Theresa D. Kingsley-Varble • tkingsley@washcova.com • 276.525.1330

## MAJOR ACCOMPLISHMENTS:

### NEW COORDINATOR AND DEPUTY COORDINATOR

Theresa D. Kingsley-Varble became Emergency Management Coordinator in July, after serving as Deputy Coordinator/911 Center Manager since September 2010. Mrs. Kingsley-Varble entered the Emergency Medical Services field in 1993, serving as an EMT and Firefighter/Paramedic for Abingdon Ambulance Service and Washington County Fire & Rescue, receiving numerous certifications/training in advanced life saving/life support procedures during her 17 years of service. Mrs. Kingsley-Varble was awarded a lifetime membership with Washington County Fire & Rescue in November 2010.

Additionally, Mrs. Kingsley-Varble worked as a communications officer/dispatcher for the Washington County Sheriff's Office from 2002-2004, where she received dispatch/incident management and Virginia Criminal Information Network (VCIN) training. She served as Lead Field Coordinator/Education Coordinator for the Southwest Virginia EMS Council from 2005-2010, scheduling EMS training and testing, and providing grant writing assistance to regional agencies. In 2009, Mrs. Kingsley-Varble took her EMT/Paramedic skill up in the sky as a critical care provider for Virginia State Police Med-Flight II.



Donna Hall joined Washington County as Deputy Coordinator/911 Communications Center Manager in August. Mrs. Hall began her Emergency Medical Services career in 1991 with Saltville Rescue Squad after receiving her Emergency Medical Technician (EMT) certification. During her 16 years of service, Mrs. Hall obtained numerous certifications/training in advanced life saving/life support procedures. Additionally, she was awarded a lifetime membership with the Saltville Rescue Squad before her retirement from the EMS field in January 2008.

Along with an EMS career, Mrs. Hall has previously worked as a dispatcher for the Smyth County Sheriff's Office, the Washington County Sheriff's Office, and Abingdon Ambulance Service after becoming a Virginia Criminal Information Network (VCIN) Operator and completing Dispatcher Basics School. Beginning in 2005, Mrs. Hall served as a Corrections Officer at the Southwest Virginia Regional Jail (SWVRJ) in Abingdon, receiving numerous certifications/training in jail/law enforcement management procedures. Additionally, after completing Instructor Development School, Mrs. Hall became a VCIN Instructor, CPR Instructor, and REVIVE Instructor. Since becoming Deputy Coordinator/911 Communications Center Manager, Mrs. Hall has obtained Emergency Medical Dispatch Manager Certification.





Notable activities during 2018 include:

- Effective July 1, 2018, Washington County began providing group insurance coverage, including Worker's Comp, to our volunteer agencies, some that were unable to acquire the coverage on their own.
- The 911 center processed 57, 881 documented calls for service and approximately 39, 640 calls for some type of assistance, including Emergency Medical Dispatch and pre-arrival instructions to medical calls.
- The E-911 Sign Replacement Project was completed, replacing street signs at more than 1,600 intersections throughout the County. The new street signs are larger and easier to read.



14 Volunteer Fire and EMS agencies provide services to Washington County and surrounding communities. Approximately 250 highly trained volunteer firefighters and EMTs, stationed throughout the County, are ready to respond to any emergency situation.

- Richardson Ambulance Service won the bid for EMS service in the Glade Spring Response Area and began service on October 1, 2018. With an ambulance stationed in Glade Spring, they provide 24 hour advanced life support coverage. Their main office is in Marion.





**THE RECREATION DEPARTMENT** works year-round to host a variety of youth and adult recreational programs. These activities include adult and youth leagues, road races, summer day camps, after school child care, and wellness programs for adults and youth.

This department is also responsible for the maintenance and scheduling of events for the two county owned multipurpose parks. Leo “Muscle” Sholes Park is located on Stagecoach Road in Glade Spring. Sholes Park includes three picnic shelters, a dedicated youth softball field, a junior league baseball / softball field, two playgrounds, and many acres of open space for additional expansion.

Beaverdam Creek Park is located on South Shady Avenue in Damascus. Beaverdam Creek Park consists of a lighted youth baseball field, lighted youth softball field, a T-ball field, a multipurpose football/soccer field, restrooms, and parking for spectators.

The Department of Recreation distributes a brochure quarterly through all schools in the County to publicize youth programs and events. Press releases are published in local newspapers and on local cable television to announce program offerings. Information is also listed on the County’s website and on Facebook.



# RECREATION DEPARTMENT

**Keith Owens** ♦ [kowens@washcova.com](mailto:kowens@washcova.com) ♦ 276.525.1385

## MAJOR ACCOMPLISHMENTS:

### EXPANDED THE AFTER-SCHOOL CHILDCARE PROGRAM, AGAIN!

The After-School Program expanded for the second year in a row. Two new sites at Valley Institute Elementary and Meadowview Elementary, were added to previous sites at Abingdon Elementary, Rhea Valley Elementary, and Damascus Library. The After-School Program can now accommodate over 100 children daily, providing a valuable service to Washington County Families.



### SUMMER PLAY DAYS DAY CAMP

Each summer, the Recreation Department sponsors a series of Day Camps at local schools in Washington County for children ages pre-k through 7<sup>th</sup> grade, Monday through Friday, 7:30 am – 5:30 pm. Activities include daily arts and crafts, games and sports, swimming, and field trips. The cost for the program is only \$50.00 per week.

- Largest Summer Camp in over 10 year with an average daily attendance of 125 kids.
- Field trips: Bright’s Zoo, Flip-Side Retro Arcade, Robb’s Belmont Lanes, Clinch River Adventures, Kingsport Aquatic Center.
- Program Highlights and Guest Speakers: Hands On Museum, Jude Colt with Hog Hollow Farm, Tail Waggin’ Tutors and their therapy/service dogs, Darin Handy (certified wildlife rehabilitator), Randy Smith and Donna Marie Emmert with the Washington County Library Seed Savers Program.





# WASHINGTON COUNTY PARK AUTHORITY

Alan King, Park Superintendent ♦ 276.608.1244  
14017 County Park Road ♦ Abingdon, VA ♦ 24210



**WASHINGTON COUNTY PARK AUTHORITY** owns, operates, and maintains the Washington County Park. The Authority is composed of a seven member Board of Directors appointed district-based by the Washington County Board of Supervisors.

The Washington County Park on South Holston Lake is located only 10 miles from Abingdon and provides visitors with a variety of amenities, including a 140 site campground complete with bathhouses and playground, a paved and lighted boat ramp and parking lot, seven picnic shelters, nature trails, fishing, and shoreline swimming.



## WASHINGTON COUNTY PARK IS OPEN APRIL 1<sup>ST</sup> - SEPTEMBER 30<sup>TH</sup>

### PARK FEES:

#### Park Admission Fees

- \$1.50 / Vehicle
- \$2.00 / Vehicle with boats or trailers

#### Campsite Rentals:

- \$22.44 / night for RVs (up to 40 feet long)
- \$18.36 / night for Tent Camping

#### Picnic Shelter Rentals:

- \$35 - \$50, depending on specific shelter





**THE SOLID WASTE DEPARTMENT** oversees the operation of the County's solid waste disposal operations, facilities and equipment. Presently, the Department collects solid waste through a series of fourteen (14) Manned Solid Waste Convenience Stations (MCS) located strategically throughout the County. This department collects and transports the solid waste to one Solid Waste Transfer Station which is located in the Bristol-Washington County Industrial Park. Solid waste from Washington County is then exported to an out-of-state landfill in Sullivan County, TN. The Department itself offers no curbside collection services; however, these services may be contracted for through private waste collection and transportation companies, which have solid waste hauling franchises in the County.

# SOLID WASTE

**Allen Morris** ♦ amorris@washcova.com ♦ 276.623.1044

## MAJOR ACCOMPLISHMENTS:

### 2018 IMPROVEMENT PROJECTS

The Solid Waste Department completed several improvement projects during 2018, including:

- Replacement of scales at transfer stations, allowing more accurate weighting of the incoming and outgoing waste, as well as less maintenance issues and downtime for repairs.
- Repavement of both entrances to the Valley Institute convenience center, allowing for a smoother transition when entering and exiting.
- Repair of the concrete pad under the packer box and installation of steel plates for the packer box to set on during loading operations at the Benhams station.
- Replacement of approximately 300 ft of water pipe at the landfill.



## SOLID WASTE BY THE NUMBERS:

### CONTAINERS PROCESSED:

- Open Top Containers: 2,250
- Compactor Containers: 1,127
- Recycling Containers: 105
- Cardboard Containers: 232
- Metal Containers: 168

### WASTE PROCESSED:

- 26,294 tons of Waste
- 362 tons of Scrap Metal
- 156 tons of Plastic & Mixed Paper
- 28 tons of Scrap Aluminum & Wire
- 156 tons of Cardboard





# WASHINGTON COUNTY SERVICE AUTHORITY

Robbie Cornett ♦ inquiry@wcsawater.com ♦ 276.628.7151  
25122 Regal Drive ♦ Abingdon, VA ♦ 24211



## THE WASHINGTON COUNTY SERVICE AUTHORITY (WCSA)

provides safe and dependable supply of drinking water throughout Washington County, as well as an environmentally sound wastewater collection and treatment service in portions of the County. WCSA serves approximately 90 percent of Washington County's population with drinking water through 900 miles of pipeline over a 300-square mile area. WCSA provides wastewater service to more than 2,300 customers in various locations in the County. As an independent Authority, WCSA is composed of a seven-member Board of Commissioners appointed by the Washington County Board of Supervisors.

## MAJOR ACCOMPLISHMENTS:

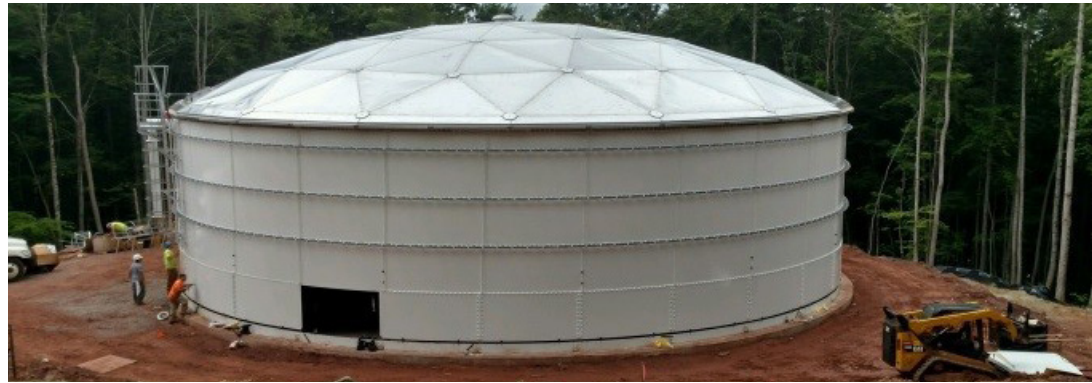
### GOLD RANKING FOR 8<sup>TH</sup> CONSECUTIVE YEAR



For the eighth consecutive year, WCSA received the Virginia Department of Health's highest possible ranking (Gold) in operations and performance excellence for water utilities. The Middle Fork Drinking Water Plant, along with 21 others statewide, earned a performance score of 20 in the judging criteria, with 20 being the highest possible score. The number one ranking means the water produced is three times cleaner than the required standards. WCSA also received the Water Fluoridation Award from Virginia Department of Health for maintaining consistent fluoride residual.

### 2018 COMPLETED CONSTRUCTION PROJECTS:

Washington County Service Authority completed water service extension projects along along Ritchie Road and Chip Ridge Road. These projects brought much needed water to homes that previously relied on wells, springs, or cisterns. WCSA also completed work on the Exit 13, Phase 3 Wastewater Project. This project provided wastewater service to 46 existing homes in the Foxfire Subdivision and nearby McCray Dr. Construction was also completed on the Route 58 Water System Improvements Project. This project corrected deficiencies within the water system, improving hydraulics and regulating pressures, which enhanced reliability of service for our own customers and that of other entities WCSA will serve in the future. As part of this project, a new one million gallon water tank was also installed.



### PROJECTS PREPARING FOR CONSTRUCTION:

WCSA secured a \$9.1 million grant, and \$9.3 million loan from the United States Department of Agriculture, Rural Development, to expand sewer service and conveyance in the western portion of Washington County between the Town of Abingdon and City of Bristol, along Lee Highway and Jonesboro Road. Once completed, this project will provide improved service to hundreds of residents. Preliminary engineering is currently underway with design, property acquisition and construction to follow.

Engineering design work is ongoing for the following water line extension projects, which are expected to begin construction in 2019: Rattle Creek Road, Sugar Cove Road, Rich Valley Road, and Hidden Valley Road, Phase II. Each of these projects will provide water to existing homes within Washington County presently possessing unreliable water sources. Also Phase 3 of the Galvanized Line Replacement Project is being prepared for construction bids. This project will replace all of the aging galvanized line in the WCSA water system, improving pressure and reliability throughout Washington County. Along with this project, the aging Abingdon Water Storage Tanks will be replaced.



# WASHINGTON COUNTY BOARDS & COMMISSIONS

## BOARD OF SOCIAL SERVICES:

The Board of Social Services is the controlling body of the Washington County Department of Social Services. Members of the Board of Social Services have a limit of two full consecutive terms. The Washington County Board of Supervisors appoints the Board of Social Services, to include one Board member appointed from each of the County's seven Election Districts.

### **BOARD MEMBERS:**

**DAVID WINSHIP, DANIEL RUBLE, KAY POOLE, DORIS WELLS, DEBBIE ANDERSON, JANET COMBS, KATHRYN ROARK**

## BOARD OF ZONING APPEALS:

The Washington County Board of Zoning Appeals (BZA) is responsible for hearing and deciding requests for variances from the terms of the County Zoning Ordinance, and for hearing and deciding appeals from determinations made by the Washington County Department of Zoning Administration in the administration of the County Zoning Ordinance. The BZA is composed of five residents of Washington County appointed by the Washington County Circuit Court.

### **BOARD MEMBERS:**

**JANICE REEVES, WILLIAM DUFFY CARMACK, JR., DONNA BAILEY, CHARLIE HARGIS, JOHN LENTZ**

## ELECTORAL BOARD:

The Electoral Board shall ascertain from the returns the total votes in the County for each candidate, and for and against each ballot question, and complete the abstract of votes cast at elections. The Washington County Electoral Board is composed of three members appointed by a majority of the circuit judges of the 28th Judicial Circuit. Appointments are based on representation of the two political parties having the highest and next highest number of votes in the Commonwealth of Virginia for Governor at the last preceding gubernatorial election.

### **BOARD MEMBERS:**

**JAMES BEBOUT(CHAIRMAN), JOHN LAMIE (VICE CHAIR), CONSTANCE BUNDY**

## PUBLIC LIBRARY BOARD OF TRUSTEES:

The Washington County Library Board of Trustees is responsible for the management and control of the County's free public library system consisting of four branch library facilities in the Town of Damascus, Town of Glade Spring, Mendota and Hayter's Gap Communities, and the main library located in the Town of Abingdon. The Board of Trustees is composed of seven Trustees appointed by the Washington County Board of Supervisors.

### **BOARD MEMBERS:**

**GARY "BO" CATRON, DAN SMITH, DEBBIE LEDBETTER, DR. MARK MATNEY, EVA BEAULE, DARLENE ROWLAND, CAROL SIMS**

## PLANNING COMMISSION:

The Washington County Planning Commission is charged with advising the Washington County Board of Supervisors on matters pertaining to the County's zoning and subdivision codes and the County's Comprehensive Plan. The Planning Commission is composed of seven Commissioners appointed by the Board of Supervisors, one Commissioner from each of the County's seven Election Districts.

### **BOARD MEMBERS:**

**JOE HUTTON, PAUL WIDENER, MICKEY TYLER, BRUCE DANDO, TERRY GROSECLOSE, CHRISTINA REHFUSS, MARY ANN COMPTON**

## SCHOOL BOARD:

The Washington County School Board oversees the operations of the County's Public School system. The Washington County School Board is made up of seven elected school board members, one from each of the seven Election Districts.

### **BOARD MEMBERS:**

**TOM MUSICK (CHAIRMAN), ELIZABETH LOWE (VICE CHAIR), DR. DOUGLAS ARNOLD, JAMES HENDERSON III, DAYTON OWENS, BILLY BROOKS, TERRY FLEENOR**



# REGIONAL BOARDS, AUTHORITIES & SERVICES



The **BRISTOL VIRGINIA UTILITIES AUTHORITY** (BVUA) is the executive body of Bristol Virginia Utilities, providing public water, sewer, electricity and telecommunications services to the City of Bristol Virginia and portions of Washington County. [www.bvu-optinet.com](http://www.bvu-optinet.com)

**WASHINGTON COUNTY REPRESENTATIVE: SAUL HERNANDEZ**



The **HIGHLANDS COMMUNITY SERVICES BOARD** oversees the delivery of a variety of mental health and substance abuse programs for the City of Bristol, Virginia and Washington County. The Bristol, Virginia City Council and Washington County Board of Supervisors appoint members to the Highlands Community Services Board. [www.highlandscsb.org](http://www.highlandscsb.org)

**WASHINGTON COUNTY REPRESENTATIVE:**  
**JUDY CARRIER, ANGIE CULLOP, LISA SEABORN, PHILLIP SPRINKLE**



The **APPALACHIAN JUVENILE COMMISSION** formulates and interprets the policy and procedures for all operations. They are considered a political sub-division as defined in the Code of Virginia. The Commission reviews and approves the annual budget and audit. The Commission approves any new programs or expansion. Formerly known as the Highlands Juvenile Detention Center Commission, the Commission expanded and was renamed in 2003. [www.hjdc.org](http://www.hjdc.org)

**WASHINGTON COUNTY REPRESENTATIVE: SALLY ANN JOHNSON**



The **SOUTHWEST VIRGINIA REGIONAL JAIL AUTHORITY** (SWVRJA), a political subdivision of the Commonwealth of Virginia, was formed in May 2001 by the counties of Buchanan, Dickenson, Lee, Russell, Scott, Smyth, Washington, Wise and the City of Norton. Tazewell County joined the SWVRJA in 2005. The SWVRJA is comprised of four correctional facilities which are located in Abingdon, Duffield, Haysi and Tazewell, Virginia. The jails have an average population of 1,700 inmates which consists of both males and females. SWVRJA offers a variety of educational and rehabilitative services to the inmates in their custody.

**Washington County Representatives:**  
**Phillip McCall, Jason Berry, Fred Parker, Sheriff Fred Newman**



The **VIRGINIA HIGHLANDS SMALL BUSINESS INCUBATOR** Board of Directors serves as the official decision makers for the Incubator. They provide council to the Executive Director, approve all tenants for the Incubator, provide council and advice to tenants as requested, and vote on other business matters at their monthly meetings. [www.vhsbi.com](http://www.vhsbi.com)



Officially established in July of 1969, the **MOUNT ROGERS PLANNING DISTRICT COMMISSION** (MRPDC) is authorized under the Virginia Regional Cooperation Act to serve as one of the twenty-one planning district commissions in the State. The Commission was established for the purpose of promoting orderly and efficient development of economic, physical, and social elements of the region. MRPDC serves the Counties of Bland, Carroll, Grayson, Smyth, Washington, and Wythe and the independent Cities of Bristol and Galax. [www.mrpdc.org](http://www.mrpdc.org)

**WASHINGTON COUNTY REPRESENTATIVES:**  
**RANDY PENNINGTON, BILL CANTER, JR.**



# REGIONAL BOARDS, AUTHORITIES & SERVICES



**PEOPLE INCORPORATED OF VIRGINIA** is one of the Commonwealth of Virginia's largest and most successful Community Action Agencies. Now serving Buchanan, Dickenson, Russell, and Washington Counties and the City of Bristol, People Incorporated offers over 32 programs designed to, "give people a hand up, not a hand out." Throughout its long history and to this day, the agency has worked to achieve the same mission: To provide opportunities for low-income people to improve their lives, their families, and their communities. [www.peopleinc.net](http://www.peopleinc.net)

**WASHINGTON COUNTY REPRESENTATIVE: PHILLIP MCCALL**



**NINTH DISTRICT DEVELOPMENT FINANCING, INC.** meets its objectives to create and retain jobs, promote the region's historical significance and cultural preservation, and attract tourists while supporting and expanding the tourism economy of the Ninth District by providing funding for a diverse set of thriving tourist related businesses including arts, cultural, historical, outdoor adventure, and entertainment venues. [www.nddf.org](http://www.nddf.org)

**WASHINGTON COUNTY REPRESENTATIVE: WHITNEY B. CZELUSNIAK**

The **NEW RIVER/MOUNT ROGERS WORKFORCE INVESTMENT BOARD** (NRV/MR WIB), supported by federal and state funds and local service agencies, shows its commitment to the region's quality of life by helping people find jobs and train for better careers. Qualified adults and youths can visit the One-Stop Centers for training, job and career counseling, and other job-related information. The WIB programs and activities carry out the Workforce Investment Act, which was written to address human needs associated with employment in each region. The Board is made up of local leaders and citizens so that all people and their interests are represented. [www.nrmrwib.org](http://www.nrmrwib.org)

**WASHINGTON COUNTY REPRESENTATIVE: DWAYNE BALL**

**DISTRICT THREE GOVERNMENTAL COOPERATIVE** is an agency owned and operated by its member local governments for the benefit of the citizens of Bland, Carroll, Grayson, Smyth, Washington and Wythe counties, and the cities of Bristol and Galax, Virginia. District Three Governmental Cooperative is dedicated to improving the quality of life for our citizens, especially those who are elderly and those who need assistance with transportation. While some of our services are available to all citizens, we focus on serving those people who need us most. Our services are designed to help our citizens to live independently and productively as long as possible. We promote self-sufficiency and family care-giving. [www.district-three.org](http://www.district-three.org)

**WASHINGTON COUNTY REPRESENTATIVE: PHILLIP MCCALL**

**DISTRICT THREE  
GOVERNMENTAL COOPERATIVE**





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## ON THE COVER

***Forest of Whitetop Mountain***

Special Thank you to **Carl Wells** for this amazing photo!





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