



**2019**  
**WASHINGTON**  
**COUNTY**  **VIRGINIA**

# MESSAGE FROM THE CHAIRMAN

On behalf of the Washington County, Virginia Board of Supervisors, I am pleased to share our 2019 Annual Report. Now entering its eighth 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.

Washington County's mindful fiscal management practices lead to numerous cost-savings opportunities during the past year. For the second year in a row, I am very pleased to share that the County completed the fiscal year (2018-2019) with a budget surplus of over \$2.4 million. 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 future capital expenditures.

Significant spatial, accessibility, and security challenges of the Washington County Courthouse emerged as important topics for Board discussions throughout the majority of 2019. In November, Washington County citizens participated in a referendum to decide whether or not the Washington County Courthouse should be moved to 300 Towne Center Drive, Abingdon. Following a majority 'no' vote for this referendum, Courthouse operations will remain at its current location. Officials will continue to work over the next several years to help address the long-term needs for the Washington County Courthouse.

As we look forward to 2020, important foundations are in place for new and continued activities to advance telecommunications/broadband infrastructure development, public safety, and economic development. Our Board of Supervisors, County staff, and community partners are committed to helping to advance the quality of life and well-being for all residents. We look forward to receiving your thoughts and feedback on this year's report.



**Saul Hernandez**  
2019 Chairman, Board of Supervisors  
Washington County, Virginia





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# 2019 BOARD OF SUPERVISORS



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**Allison Mays**  
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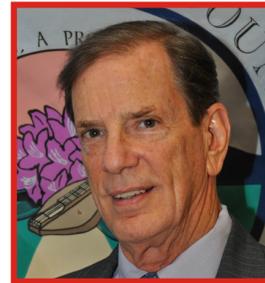
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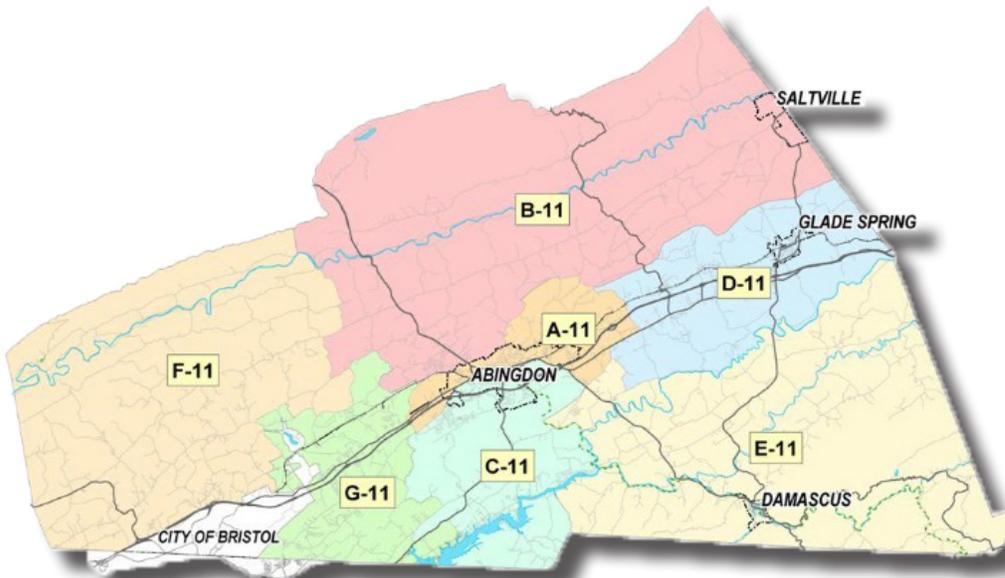
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**Mike Rush**  
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**Dwayne Ball**  
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THE BOARD OF SUPERVISORS serves as the local legislature, adopting local laws or “ordinances” applicable only 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

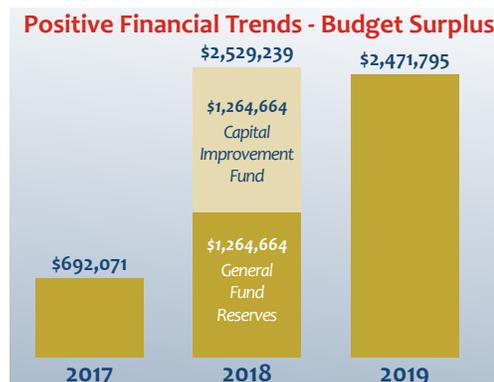
## MAJOR ACCOMPLISHMENTS:

In 2019 the Board of Supervisors chose to confront the ongoing challenges of the 150 year old Washington County Courthouse. The major challenge facing the courthouse is space, both inside and outside the building. Currently, the courthouse has 47,000 sq. ft. of available space; based on Virginia Supreme Court Standards and current caseloads, 88,000 sq. ft. is needed. Outside, parking is limited, with only 75 dedicated courthouse parking spots to serve 77 employees and an average of 343 visitors each weekday.

As a result of the courthouse being built and renovated over the course of 150+ years, the current structure is actually four separate buildings that have been cobbled together. Narrow hallways and staircases/elevators that may or may not access certain floors, makes transitioning into and through the facility extremely problematic, especially for persons in wheelchairs who must use a series of ramps and lifts to access certain areas. Infrastructure systems have been installed as needed, but with space at a premium, and with caring for different buildings with varying requirements, maintaining these systems is difficult. Space limitations have resulted in significant security deficiencies within the courthouse. Presently, the building is not suitable for security precautions and safety equipment that are considered standard and necessary. Inmates enter, exit, and are moved through the building using the same parking areas and hallways as judges and staff members.

The County had been studying the issue for years, trying to find efficient, cost-effective, long-term solutions. Three potential solutions emerged out of these previous studies; 1) construction of a new courthouse, 2) renovation of the existing facility, and 3) adaptive reuse of an existing facility – the former Kmart building in the Town of Abingdon. A potential relocation of the courts would require a special referendum vote by the citizens of Washington County.

During the month of July, a series of Town Hall meetings were held in each election district to provide citizens with information on the issues, present the possible solutions, and to answer questions. On Monday, August 5<sup>th</sup>, the Washington County Board of Supervisors voted in favor of a motion to enter into a purchase option for the former Kmart building as a potential location to host the County's court functions. A petition was filed with the Circuit Court to let voters decide whether the County may relocate all operations in its courthouse from 189 East Main Street to 300 Towne Centre Drive.



The referendum vote was held on November 5<sup>th</sup>, concurrent with the general election. A final vote of 5,271 in favor of the move and 12,075 against, resulted in a defeated referendum. Moving forward, the County will continue to work to alleviate the ongoing challenges of the historic 150 year old courthouse.

# 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.

## HIGHLIGHTS:

### ADMINISTRATIVE MATTERS

The County Attorney researched and provided legal advice to the County Administrator and Board of Supervisors regarding state and local laws that governed proposed relocation of Courthouse operations. This matter involved state law requirements for relocating courthouse operations, conducting a referendum on the proposed relocation, and resolving local zoning issues.

### PROCUREMENT, NEGOTIATION, & DRAFTING CONTRACTS

The County Attorney assisted with drafting of procurement documents and prepared contracts for purchase of the goods and services that required procurement as well as for those that did not require procurement.

- Roof replacements for Government Center Building, Courthouse, Public Library in Abingdon, and Green Cove Community Center.
- Public outreach assistance regarding Courthouse operations relocation proposal.
- Mass assessment service for 2021 General Assessment.
- Construction of Emergency Services Facility to serve Green Cove community.
- Municipal financial planning services.

Other County initiatives required County Attorney to assist with negotiations and to draft contracts and deeds:

- Donation to the County of property for Green Cove Emergency Services Facility.
- Purchase of Green Cove Solid Waste Convenience Station.
- Agreement for Purchase of Building for relocation of operations of County Courthouse contingent upon results of referendum.

### ORDINANCES

The County Attorney is responsible to research and draft ordinances for review and adoption by the Board of Supervisors. The following ordinances were adopted in 2019:

- Ordinance to require collection of an Admissions Tax on the Johnson property in Washington County that adjoins the Pinnacle Shopping Center in Tennessee.
- Ordinance to authorize video monitoring and civil penalty to enforce law against passing stopped school buses.

### LITIGATION

The County Attorney researched and provided legal advice to the Board of Supervisors regarding its involvement in two class action lawsuits. The County was a plaintiff in each of the following class action lawsuits:

- Washington County v. Purdue Pharma, L.P. et al. – The Complaint in this lawsuit was filed on August 6, 2018, in Washington County Circuit Court to claim damages resulting from illegal conduct of the manufacturers and distributors of opioid pharmaceuticals. The lawsuit was removed to federal court and continues to proceed in that forum.
- Washington County v. United States of America – This class action lawsuit demanded that the Federal Government pay the plaintiffs, including the County, the amount of payment in lieu of taxes required by federal law as compensation for real property tax that is lost to the County due to the presence of federally owned real property in the County. The County received payment of \$984 to cover the Federal Government’s delinquency, less the expenses of litigation.

## 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 2019 include:

- Budget & Finance Department in conjunction with the Treasurer's Office worked with a third-party service provider to set up a process for accepting credit cards for the Solid Waste Department, Recreation Department, and Building & Development Services Department to provide added convenience to customers.
- For fiscal year ending June 30, 2019, the County had a surplus in the general fund of \$2,471,795. The Board of Supervisor's approved the surplus to be added to the undesignated General Fund Reserve. The County increased the General Fund Reserve percentage of operating budget from 13.4% to 14.9%.

## 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:

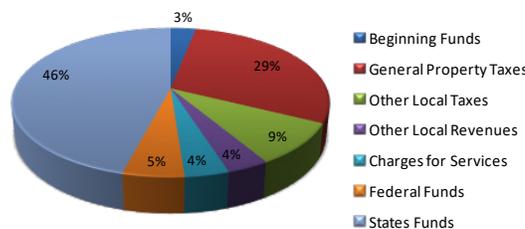
- The Board of Supervisors set aside capital improvement funds for the General Service Department for roof replacement for Washington County Government Center Building, Washington County Public Library, and Washington County Courthouse. Procurement was successfully completed for roof replacement for the three facilities.
- The Board of Supervisors set aside capital improvement funds for the Solid Waste Department for various equipment needs essential to operations. Procurements were successfully completed for a Solid Waste Trash Truck, 12 Roll-Off Containers, and 5 Compactor Receiver Containers.



## FISCAL YEAR 2019-2020

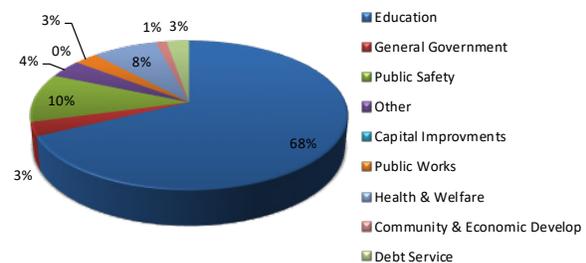
### ADOPTED REVENUE BUDGET

\$128,369,264



### ADOPTED EXPENDITURE BUDGET

\$128,369,264



# 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, administrating 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.

## NOTABLE 2019 ACHIEVEMENTS:

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 2019 include:

- **Application Process** - Updated the policy to allow for posting employment opportunities to online job search websites. The number of applications received per job posting increased approximately 80% following the inclusion of online job postings and lowered the cost of a posting 50 - 75% for a longer run time. Additionally, the open period for a vacant position was changed to 7 days. This greatly reduces the length of the application/hiring process to 3-4 weeks.



- **Workplace Violence and Active Shooter/Incident Response** - In light of the increase in violent incidents and tragic mass shootings occurring across the country, County Administration felt there was a need to take initial steps towards the development of an Emergency Action Plan to help prepare for and mitigate possible workplace violence and active shooter events in the Government Center Building. An introductory training day for employees was conducted by the Sheriff's Office on July 30<sup>th</sup>. Topics discussed included what to expect and what to do during an active shooter event in the building, as well as possible indicators of persons who may become violent. A Zero Tolerance Workplace Violence Policy was adopted and enacted by the Board of Supervisors in October. Further, a committee was formed to develop an Emergency Action/Active Shooter Plan. Initial discussions have included an assessment of the building to determine areas of weakness and possible solutions. This committee will continue to work on the plan with implementation in 2020.



## EMPLOYEE RECOGNITION

Washington County acknowledges and appreciates County employees. As a way to show gratitude to employees for all their hard work and dedication to the County, employees reaching milestones of 5, 10, 15, 20, and 25 years of service are recognized twice a year at the Board of Supervisors meeting. Each employee receives a certificate and a plaque commemorating their achievement.

### 2019 EMPLOYEE SERVICE AWARDS:

#### 5 Years of Service:

- Whitney Czelusniak - *Economic Development*

#### 10 Years of Service:

- Tommy Tester - *General Services*
- Katie Garrett - *Recreation*

#### 15 Years of Service:

- Kevin Hill - *General Services*
- Don Little - *General Services*
- Roger Blackwell - *Solid Waste*

#### 20 Years of Service:

- Lucy Phillips - *County Attorney*
- Deborah Testerman - *Solid Waste*

## 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. 2019 projects include:

- Continued work with the Long-range Courthouse Committee and the Board of Supervisors to address the critical needs of the **COUNTY COURTHOUSE**. The Board of Supervisors voted to include a special referendum on November 5<sup>th</sup> general election ballot to allow citizens to vote on the relocating of the courthouse. The referendum was defeated. Moving forward, the County will continue to work to alleviate the ongoing challenges faced at the courthouse.
- Completed extensive remodel/repurpose of a several areas in the **COUNTY COURTHOUSE** to address space needs including: conversion of a garage into office space, and renovating Circuit Court jury area into office space. Repairs were also completed in the Overflow Circuit Courtroom.



- Roof replacement on the **GOVERNMENT CENTER BUILDING, COUNTY COURTHOUSE, and MAIN BRANCH LIBRARY**.
- Renovations to the public restrooms at the **MAIN BRANCH LIBRARY** were completed.
- Purchased a parcel of land and procured a contractor for the buildout of a new EMS building in the **GREEN COVE COMMUNITY**. Construction is scheduled to be completed February 2020.
- A parking lot was completed at the **CLINCHBURG COMMUNITY CENTER**, allowing for better space needs as this is a polling center during elections.
- Renovated a printer room at the **PUBLIC SAFETY BUILDING** to be used as office space for the IS Department.

**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**, the IS Department worked with the Human Resources Department on initial setup of several additional ERP system modules for future deployment/implementation. These modules included time entry, leave request, applicant tracking, and benefit enrollment.

The IS Department conducted several essential outreach initiatives for both internal departments and external departments. These outreach activities included:

- Presented a series of educational/training workshops to all County employees covering topics on virus and malware awareness, PC/Laptop basics, email basics and cleanup, and online GIS mapping software. A modified version of these workshops were presented to the Southwest VA Treasurer/Clerks Association held at the County Government Center in October.
- Assumed management and operations responsibility of information technology and computer infrastructure within the Commonwealth Attorney's Office. The current design was evaluated for functionality and maintenance, with a plan being formulated to implement a solid and reliable solution for the current and any future Commonwealth Attorney.
- Worked with the Washington County Chamber of Commerce on the updated 2019 Washington County Road Maps. The map cover photo, submitted by Adam Barker, was the winning photo in the Chamber of Commerce's Photo Contest.

Continually working to provide responsive and reliable hardware/software systems, the IS Department conducted several notable updates/installs during 2019, including:

- Hardware technology updates within patrol vehicles have allowed for a broader coverage area for data connectivity. Increased coverage throughout the County allows officers to be better connected when an emergency arises, resulting in more efficient response times. The newer technology also allows for the incorporation of radio units, thus requiring a smaller foot print for each vehicle.
- Development and maintenance software was utilized to better manage modifications and distribution of the Employee Policy handbook and manual.

In an effort to make the Washington County website more user friendly and informative for citizens, several notable improvements were completed during 2019, including:

- Washington County website redesign, bringing a new clean, fresh look, with more direct accessibility to the items citizens are looking for. A new "HOW DO I..." tab allows quicker access to the most frequently visited items on the web site. Web pages have been redesigned for easier navigation within the site.
- The interactive GIS page has been redesigned with faster response and added features allowing the public to search and identify information about any parcel within Washington County. Information such as parcel data, zoning, Fire and Rescue zones, School Districts and more are readily available using this tool. Added features are now available which allow for multiple parcel data export to a spreadsheet, ability to export to KML for Google Earthviews, a Demographics tool and much more.



## 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 ♦ 276.525.1391

## MAJOR ACCOMPLISHMENTS:

### NEW ZONING OFFICIAL

Stephen Richardson was appointed as Zoning & Subdivision Official March 1, 2019. Prior to this appointment, Mr. Richardson served as Assistant Zoning Official for 6 years. He has been employed with Washington County for over 26 years, serving in various positions including Recycling & Special Project Manager and General Services Manager. Mr. Richardson brings a wealth of knowledge and expertise to his new position.



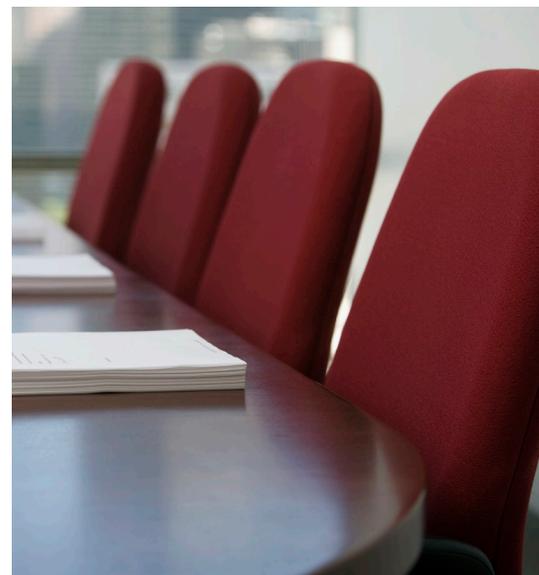
### 2019 HIGHLIGHTS:

The Zoning Administration processed:

- 3 applications to rezone property
- 17 applications for Special Exception Permits
- 151 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

Doug Cassell, Interim Building Official • dcassell@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 TEAM MEMBERS

Jason McCall joined Washington County in April and obtained his Residential Building and Electrical Inspector certifications. Prior to joining the County, Jason worked as a project manager for Watermark Restoration. Jason is also actively involved in the 4-H livestock club.



Jennifer Davidson joined Washington County in November as a Permit Technician. Prior to joining the County, Jennifer worked as an Eligibility Specialist for Cognizant Technologies after working 7 years at the Virginia Small Business Incubator where she served as Administrative Assistant before serving as Deputy Director. She is currently enrolled in the Core and Permit Technicians classes provided by Department of Housing and Community Development.



Additionally, Janet Owens received her Permit Technician Certification through the Department of Housing and Community Development.

### PROJECT HIGHLIGHTS:

The Building & Development Services Department provided plan review, permitting and inspection services for approximately 600 projects during 2019. Close to 1,108 permits were issued and over 2,381 inspections were performed. Many new Erosion & Sediment/Stormwater projects were also in progress this year.

### PROJECTS IN 2019 INCLUDE:

- 53 New Residential Homes
- Over 40 Commercial Plans
- Speyside Bourbon Stave Mill
- K-VA-T Dry Warehouse Expansion
- Tru-Shine
- Carter Machinery Wash Bay



## 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 2019, the Treasurer's Office handled over 61,000 DMV transactions.
- DMV Connect Teams - hosted on a bi-monthly basis, this service outreach program offers additional DMV transactions, including Real ID Driver's Licenses
- 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 ♦ 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 began conducting assessments this summer and will continue 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 received 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:

### 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 2019 include:

- Two Deputy Clerks 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.
- 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 served as President of the Virginia Court Clerk's Association and hosted its 109<sup>th</sup> Annual Convention in September. Clerks and their staff members from across the Commonwealth attended this educational conference, supporting Washington County tourism.



# 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 seven assistant Commonwealth's Attorneys; Marianne Woolf, Loretto Doyle, Michelle Boyd, Ginger Largen, Elizabeth Bruzzo, Michaela Pannell, and Andrew Dye. 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. Paige Surface is the assistant victim-witness coordinator.

## MAJOR ACCOMPLISHMENTS:

- Obtained a sentence of two consecutive life sentences to serve in a first degree murder case.
- Collected \$102,839.69 in unpaid fines and court costs through our Delinquent Fines and Collections Program. Of those proceeds, \$51,419.84 stays in Washington County.
- Signed on to the Holston River Regional Task Force to more aggressively combat drug trafficking.
- Became the pilot program for the Commonwealth of Virginia in implementing the JVS - Juvenile & Domestic Court Viewing System.
- Implemented a Homicide Survivor Support Group. The only such program in Southwest Virginia.



Front Row L to R: Loretto Doyle, Josh Cumbow, Marianne Woolf  
Back Row L to R: Elizabeth Bruzzo, Ginger Largen, Andrew Dye, Michelle Boyd, Michaela Pannell



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



Paige Surface and Sharon Reed

## 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.

## Supporting Law Enforcement



## 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:

### ROADWAY ENFORCEMENTS INITIATIVES AND DRUG TRAINING

The Sheriff's Office hosted the 100 Days of Summer Heat Kickoff event for the first time on May 23, 2019. This event involved state and local law enforcement agencies from Virginia, Tennessee, North Carolina, and Kentucky. Law Enforcement personnel representing these agencies are on the lookout for drunk drivers, impaired drivers, drivers who are texting, and drivers who are not wearing seatbelts.



Local media was invited to this event and encouraged to help spread awareness through the community that these laws will be strictly enforced in an effort to keep the roads safe.



Additionally, twelve deputies traveled to Louisiana to participate in an intensive drug interdiction training program during the week of July 15-18, 2019. Lieutenant Chris Green of the West Baton Rouge Louisiana Sheriff's Office covered such topics as locating hidden compartments on vehicles, communicating with potential suspects, and detecting deception through body language. Upon completion of the classroom portion deputies received hands-on training on the interstate.

"This is the first intensive training that our officers have ever received in highway drug interdiction" stated Sheriff

Newman. "With 35 miles of Interstate traversing Washington County, I felt there was a need to have trained deputies in Highway Drug Interdictions. This training will complement our ACE Program (Aggressive Criminal Enforcement) which we implemented several years ago."

### 3<sup>RD</sup> ANNUAL VIRGINIA RULES SUMMER CAMP

The Virginia Rules Camp is a free law-themed summer camp for Washington County's rising 6<sup>th</sup> graders. Sponsored by the Virginia Attorney General's Office, each two week-long session averaged 50 campers daily 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, Steel Creek Park

Nature Center, Just Jump, kayaking with Adventure Mendota, a tour of Bristol Caverns, and demonstrations by several law enforcement, fire, K-9, Tactical Team, Wings, and EMS teams. "By educating our youth about Virginia laws and how it affects them, we believe the kids will be able to develop skills to recognize the consequences of their life choices and actions," stated Sheriff Fred Newman.



### VIRGINIA SHERIFF'S INSTITUTE SCHOLARSHIP

Washington County resident, Brady Stiltner, was the recipient of a \$1,000.00 scholarship from the Virginia Sheriff's Institute, furthering his plans to attend Bluefield College and study Criminal Justice. "Brady is an exceptional young man who, in my opinion, has a bright future in law enforcement," stated Sheriff Newman. "He is very deserving of this scholarship". The VSI Program provides students across Virginia with an opportunity to pursue an educational curriculum in law enforcement or criminal justice while attending a Virginia college or university.



### THE END OF AN ERA - SHERIFF NEWMAN RETIRES AFTER 20 YEARS OF SERVICE

Sheriff Fred Newman retired from the Washington County Sheriff's Office at the end of 2019. With 20 years of service, Sheriff Newman is Washington County's longest-serving sheriff, having held office since January 2000. A local boy, Newman grew up in Chilhowie, helping with the family farm. In 1975 he graduated from East Tennessee State University where he studied Criminal Justice. That same year he began his career in law enforcement after being hired at Chilhowie Police Department. In 1977, Newman became a State Trooper with the Virginia State Police and was stationed in Bath County. In 1981, Newman was able to transfer back to Southwest Virginia, where he served as a State Trooper until the early 1990s. Newman returned to law enforcement in 1995, when he ran against and lost in the primary election to Kenneth Hayter. Later, he served as a patrol captain for Sheriff Hayter. Newman ran again for Sheriff of Washington County in 1999 and won, officially becoming Sheriff in January 2000.

Under Sheriff Newman's leadership, the Washington County Sheriff's Office saw many changes and experienced tremendous growth. When Newman took office in 2000, the County's Animal Control Department and Animal Shelter fell under the jurisdiction of the County Administrator. In 2004, the Sheriff's Office took over management and operations of Animal Control and the Animal Shelter. Additionally, the Sheriff's Office managed its own county jail, overseeing the care and housing of inmates. In 2005, the Sheriff's Office, with support from County leadership, transferred all jail operations and functions over to the Southwest Virginia Regional Jail Authority.



A milestone for the Washington County Sheriff's Office and Sheriff Newman came in 2006 when the department received its first Accredited Agency Certification through the Virginia Law Enforcement Professional Standards Commission. This accreditation is reviewed/renewed every four years to ensure performance standards are met. The Washington County Sheriff's Office has remained an Accredited Agency since 2006.

In recent years, with more emphasis on school safety, Newman launched his "Once a Day, Every Day" program in

2012, requiring all County Deputies to make an unannounced visit to a school once a day, every day that school is in session. To further enhance school safety measures, Sheriff Newman worked in conjunction with the Board of Supervisors to allow for a School Resource Officer in each of the County's public schools.

While Sheriff Newman may be retired, his mark on Washington County will continue to be felt for years to come. For the past 20 year, Sheriff Newman has dedicated himself to the safety and wellbeing of all County citizens. It is with sincere gratitude and appreciation, that Washington County bids Sheriff Fred Newman all the best in his retirement.



## 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:

### NEW BUSINESS GROUNDBREAKING

2019 brought several changes at Highlands Business Park. During April, the County organized a groundbreaking ceremony to kick-off construction activities for the new **SPEYSIDE BOURBON STAVE MILL** of Glade Spring. This new facility will produce White Oak staves to be used in the production of bourbon barrels, and is anticipated to be completed during Spring 2020. Speyside's location to Highlands Business Park (a park jointly owned by Washington and Smyth Counties) is a great example of regionalism in action, as the stave mill will play an important role for supporting a new Speyside Bourbon Cooperage located in neighboring Smyth County. The combined stave mill and cooperage projects are expected to generate over \$35 million in new capital investment, and create 160 jobs. The stave mill also commits to procure a majority of the white oak logs used for stave production from Virginia growers.



### INCREASING AWARENESS OF INDUSTRIAL EMPLOYERS

On October 21<sup>st</sup>, the Washington County Department of Economic Development & Community Relations, the Washington County Chamber of Commerce, and the Washington County Industrial Development Authority joined together to host an event to help promote awareness and appreciation of the County's existing manufacturing, distribution, and industrial businesses. Activities included the County's first annual **INDUSTRIAL APPRECIATION & AWARENESS TOUR** event, which is similar to the County's annual agricultural tour day, and seeks to provide county and community leaders with a deeper understanding for the impact of these industry sectors on the local and regional economy. Wolf Hills Fabricators, Appalachian Plastics, and Utility Trailer were gracious hosts for this activity. Later in the evening, a **BUSINESS APPRECIATION DINNER** was held at the Middle Fork Barn for company leaders of manufacturing, distribution, and industrial businesses located throughout the county. This annual event provides an opportunity for attendees to network and build camaraderie in a social setting.



# VIRGINIA HIGHLANDS AIRPORT AUTHORITY

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

## MAJOR ACCOMPLISHMENTS:

### RUNWAY EXPANSION PROJECT

The Virginia Highlands Airport Authority completed Phase 2 of a multi-year project to extend Runway 6. This second phase of the project included relocating an existing stream through a 1,500 foot long box culvert. The culvert consists of sections, each with three 12' x 8' boxes. Approximately 40,000 cubic yards of material was blasted from the nearby hillside in order to construct the box culvert. Phase 3 of the project will include major earthwork to fill approximately 1 million cubic yards of embankment in preparation for the groundwork to extend the runway.



## 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.

## 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 briefing 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 briefing dates and upcoming Chamber and Member events.

# 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

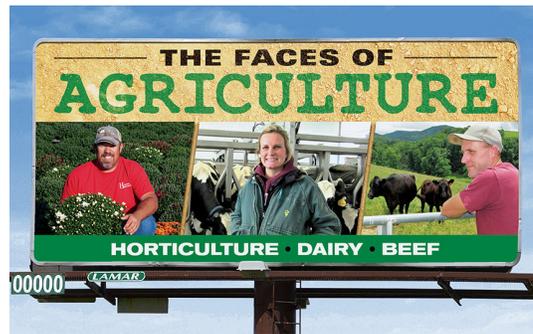
## MAJOR ACCOMPLISHMENTS:

The **LEADERSHIP WASHINGTON COUNTY** had 15 participants that graduated in the 26<sup>th</sup> session. 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 building. Additionally, participants complete group community service projects, which this year included Washington County Drug Coalition, Meals on Wheels Fundraiser, and Washington County Organizations Initiative. Program sponsors were Appalachian Power, HBC CPAs, and Southwest Virginia Higher Education Center.



As agriculture is the largest industry in Washington County, 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 with Rena Johnson, Big M Farm Services, Inc. with Kathy Easterly, Indoor Farms with Becky Kelly, and Copenhaver Bros Farm, Inc. with Will Copenhaver.



The free **NOON KNOWLEDGE PROFESSIONAL DEVELOPMENT SERIES** held bi-monthly on

Wednesdays at the Virginia Highlands Small Business Incubator continues to offer business-related topics to local entrepreneurs and professionals interested in building their skills. Upcoming topics and more information can be found on the Chamber's website - [www.washingtonvachamber.org](http://www.washingtonvachamber.org). Each session can be viewed through livestream on Facebook Live - [www.facebook.com/vhsbi](http://www.facebook.com/vhsbi), and past sessions can be accessed through the Noon Knowledge YouTube channel - [www.youtube.com/noonknowledge](http://www.youtube.com/noonknowledge).

The Washington County Chamber of Commerce hosted two **BUSINESS AFTER HOURS** in 2019. Ladies Night Out/Business After Hours was held on July 18<sup>th</sup> at Meade Tractor, located at 19209 Lee Highway in Abingdon. Another Business After Hours was co-hosted with the Bristol Chamber of Commerce on September 5<sup>th</sup> and was held at Blue Ridge Chrysler Dodge Jeep Ram, located at 19711 Old Jonesboro Rd. in Abingdon. Business After Hours are a great opportunity for Chamber members to network with other Chamber members outside of normal business hours.





## 6TH ANNUAL BUSINESS CHALLENGE

The Business Challenge Competition 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 and 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.

Winners were announced at the Chamber of Commerce Breakfast held at the SWVHEC on March 21st. 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.

## GROUNDBREAKING, NEW MEMBERS, & RIBBON CUTTING CEREMONIES

The Chamber of Commerce hosted a groundbreaking ceremony for Eastman Credit Union, to be constructed near the Exit 17 Food City. Additionally, the Chamber of Commerce welcomed 43 new members in 2019, of those, 24 ribbon cutting ceremonies were held, including:

- Russell County Co-Op Southern States #17995
- Play Now!
- Aprons Cleaning Service
- Turf Pros
- SWVA Cultural Center & Marketplace
- Edward Jones - Financial Advisor: Sylvia Robbins
- Urban Pathway
- Blue Mountain Therapy
- BHHS - Jones Property Group
- The Greasy Bean Cafe & Grill
- Little Bits Baking Co. & Provisions
- Blue Ridge Chrysler Dodge Jeep Ram
- The Polished Diamond
- Gather Inn
- Little Downtown Donuts
- Washington County Habitat for Humanity
- National Bank
- Wolf Hills Toastmasters
- Powell Valley National Bank
- Beef O' Brady's of Abingdon
- Luttrell Staffing Group
- Cora Physical Therapy
- Sarah Jean's Eatery
- Heritage Hallmark



## 2019 WINNERS:

### Start-Up Category

- **1st Place:** Rebecca Sarvey & Tonya Fuller - *Little Bits Baking Company & Provisions*
- **2nd Place:** Stephanie Howard - *Play Now!*

### Existing Business Category

- **1st Place:** Cassie Rowe - *Build-A-Basket*
- **2nd Place:** Elizabeth Gardner - *Abingdon Vineyards*

### Highlands Union Bank Best Pitch

- Stephanie Howard - *Play Now!*

### Papa Tom's Most Knowledgeable Business Idea

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

### Emory & Henry Innovation Award

- Mark Finney - *Tumblin Creek Cider*

## 2019 OFFICERS

Sally Stringer-Scott, President  
 Kristie Helms, President-elect  
 Mark Farris, Treasurer  
 Samantha Tetter, Secretary, *Chamber Staff*

## CHAMBER STAFF

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

## 2019 BOARD MEMBERS

Mary Begley	Allison Mays
Steve Bralley	Tim McVey
John Brickey	Bryan Mullins
April Hamby Crabtree	Samir Patel
Stacey Ely	Robert Phillips
John Griffith	Sandy Ratliff
Matthew Lane	Susan Seymore
Melinda Leland	Kay Stout
Cathy Lowe	Derek Webb

## 2019 COMMITTEES

### INTERNAL AFFAIRS DIVISION

John Brickey, Vice President

### BUDGET & FINANCE COMMITTEE

Mark Farris, Chair

### MEMBERSHIP COMMITTEE

Samantha Tetter, Chair

### PUBLIC RELATIONS COMMITTEE

Kelly Goin, Chair

### FUND RAISING COMMITTEE

Danielle Starnes Dye, Chair

### PUBLIC AFFAIRS DIVISION

Stacey Ely, Vice President

### LEGISLATIVE COMMITTEE

Mary Begley, 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

Lisa Quigley, Chair

### INDUSTRIAL DEVELOPMENT COMMITTEE

Lennie Gail Mitcham & Whitney B. Czetusniak, Co-Chairs

### COMMUNITY AFFAIRS DIVISION

Cathy Lowe, Vice President

### SMALL BUSINESS COMMITTEE

Sandy Ratliff, Chair

### EDUCATION COMMITTEE

David Matlock, Chair

### PROFESSIONAL COMMITTEE

Tina Puckett, Chair

### LONG RANGE PLANNING COMMITTEE

April Hamby Crabtree, Chair

### LEADERSHIP WASHINGTON COUNTY

Barry Firebaugh, Coordinator  
 Nancy Firebaugh, Staff Support

## THE WASHINGTON COUNTY PUBLIC SCHOOL SYSTEM

is an award winning school system which provides quality education for approximately 7,000 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

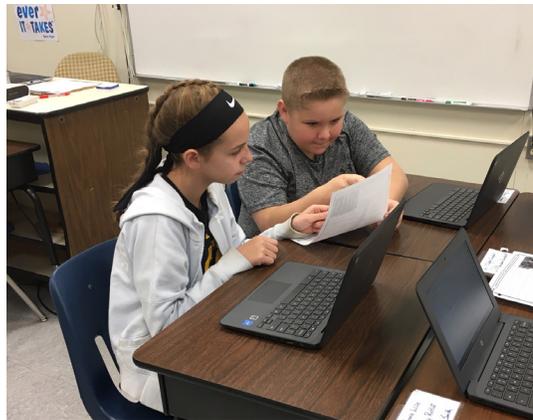
**Dr. Brian Ratliff**, Superintendent • [bratliff@wcs.k12.va.us](mailto:bratliff@wcs.k12.va.us) • 276.739.3000  
812 Thompson Drive • Abingdon, VA • 24210

## MAJOR ACCOMPLISHMENTS:

### SPOTLIGHT ON STUDENT LEADERSHIP

Washington County Schools recognizes the impact that Project-Based Learning (PBL) has on student learning. PBL blends content mastery, meaningful work, and personal connection to create powerful learning experiences, in terms of both academic achievement and students' personal growth. PBL is a district-wide initiative, with gradual implementation at all grade levels. Project-Based Learning can transform student learning in Washington County by:

- Engaging students in projects that provide real-world relevance for learning
- Leading to deeper understanding and greater retention of content knowledge
- Allowing students to gain valuable skills, such as how to take initiative, work responsibly, solve problems, collaborate in teams, and communicate ideas



### VIRGINIA IS FOR LEARNERS INNOVATION NETWORK

Washington County Schools is one of 31 school divisions that make up the first cohort of the Virginia is for Learners Innovation Network. The innovation network's goals are to promote deeper learning at all grade levels and to align instruction and assessment across the state with the expectations of the Profile of a Virginia Graduate. The profile describes the knowledge, skills, attributes and experiences identified by higher education and employers as critical for future success.





**BOARD OF EDUCATION AWARDS:**

- Greendale Elementary, High Point Elementary, Meadowview Elementary, Holston High School, and John Battle High School received the 2019 Board of Education Distinguished Achievement Award.
- Valley Institute Elementary School received the 2019 Board of Education Continuous Improvement Award.



**2019-2020 GOALS**

Washington County Schools will introduce the concept of Project-Based Learning (PBL) by providing effective professional development and facilitating the sharing of the PBL process. Assessment opportunities for students will be expanded through the use of performance-based assessments. Washington County Schools will continue to incorporate best practices in teaching writing across all content areas and grade levels.



## THE WASHINGTON COUNTY PUBLIC LIBRARY SYSTEM

is dynamic in providing resources, programs, and services relevant to the community. 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

Molly Schock, Library Director • [mschock@wcpl.net](mailto:mschock@wcpl.net) • 276.676.6383

205 Oak Hill Street • Abingdon, VA • 24210

## MAJOR ACCOMPLISHMENTS:

### COMMUNITY OUTREACH:

- Library Outreach Services continues to expand public library services beyond the four walls of the library. A new pilot service program, “**LOBBY STOPS**”, brings a mobile library of books, magazines, and more to two area assisted living facilities. This service brings a community connection, usually fostered inside a library, to library patrons at each facility. Based on the overwhelmingly positive reception, the library plans to expand this service in the upcoming year.
- **BOOK CLUB KITS** were introduced this year to support community book clubs by offering a mix of genres, topics, and interests in fiction and non-fiction. Books, audiobooks, discussion guides, and book club best practices are included in these kits. Washington County Public Library is excited to be part of supporting conversations that inspire community.



### YOUTH SERVICES:

- Expanded the number of **STEAM** programs held at branch locations. Learning about Science, Technology, Engineering, Art, and Math (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.
- Continued the **SUMMER FOOD PROGRAM**, integrating meals and snacks into summer youth programs. Over 300 snack boxes were distributed to children and teens at the Damascus, Glade Spring, Hayters Gap, and Mendota libraries. Additionally, in collaboration with Washington County Schools, the Damascus, Glade Spring, and Hayters Gap libraries were designated as summer lunch program sites, with lunches served to over 400 children and teens.



## PUBLIC LIBRARY STATISTICS:

### MATERIAL CIRCULATION:

**340,000 Items**

(Circulation is the measurement of lending both electronic and physical material.)

### REFERENCE TRANSACTIONS:

**10,000 Transactions**

(Reference service is provided to connect library users with resources that fulfill their informational, educational, and entertainment needs.)

### PROGRAMS:

**700 Programs with  
16,000 Attendees**

(Programming is an integral component of library service and designed to strengthen the community by informing and enriching individuals.)

### VOUNTEERS:

**7,805 Hours**

(Community and Friends of the Library volunteers donate their time and efforts to help staff provide efficient and quality services to the community. Using an estimate of \$10 per hour, the volunteer work performed would be equivalent to \$78,050.)

### MEETING ROOMS:

**361 Reservations and  
6,468 Attendees**

(A variety of meeting spaces are available in all locations free of charge for community organizations to hold meetings and events that are free and open to the public.)

### PUBLIC COMPUTERS:

**16,543 Computer Sessions**

(Public computers are available for public use at all five library locations.)

### WI-FI:

**10,198 Sessions**

(Wi-Fi is available free of charge to all library visitors. Library card not required.)

## 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.

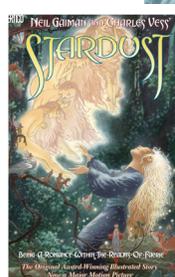
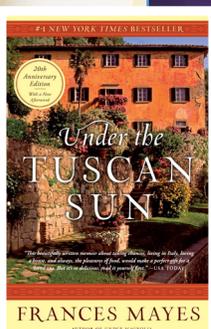
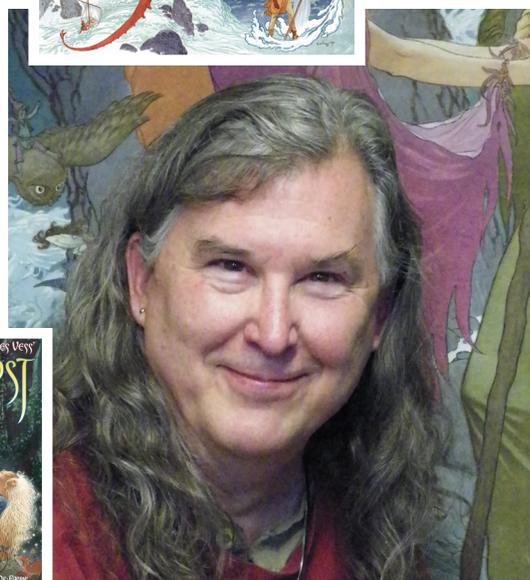
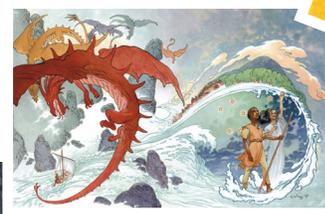
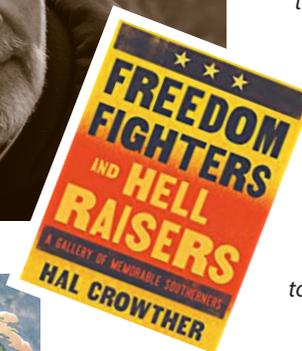
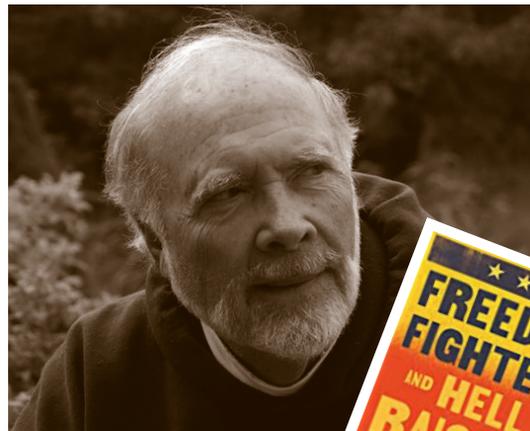


## FRIENDS OF THE LIBRARY

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 2019 included:

- Hosting international best-selling author Frances Mayes of "Under The Tuscan Sun," and several other award-winning writers, including Hal Crowther.
- Hosting award-winning illustrator Charles Vess.
- Sponsored two book sales as fundraisers to continue supporting programs and projects throughout the library system.



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 67,397 feeder calves from the area have been marketed through this program, receiving a \$6,199,362 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

**\$69 MILLION IN SALES,**  
with an  
**ECONOMIC IMPACT OF \$402.8 MILLION.**

**FARMS:**

Farms: 1,506  
3<sup>rd</sup> in the State  
176,344 acres in farmland  
Average farm size: 117 Acres

**LIVESTOCK:**

Egg Production:  
1<sup>st</sup> in the State  
Cattle & Calves: 66,037  
\$37.8 million annually  
3<sup>rd</sup> in the State  
Sheep: 4,403  
3<sup>rd</sup> in the State  
Goats: 1,522  
3<sup>rd</sup> in the State  
Dairy Cattle: 2,170  
7<sup>th</sup> in the State

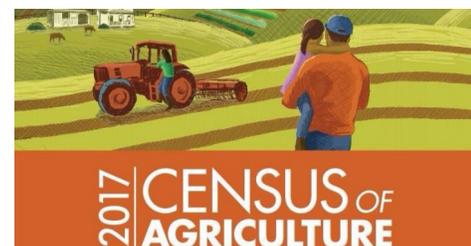
**PASTURE & FEED STOCK:**

The largest, single crop produced as it is the foundation of the livestock industry  
Over \$3.6 million annually  
Hay: 37, 202 Acres  
Corn: 3,334 Acres

**OTHER CROPS:**

Over \$4 million annually  
Fruits & Vegetables  
Grains & Dried Beans  
Greenhouse Crops  
Christmas Trees  
Tobacco

Source: 2017 Census of Agriculture, USDA



**4-H HIGHLIGHTS:**

- 5,900 youth, ages 5-19, are enrolled in 126 4-H clubs in Washington County.
- 285 4-H members attended the Washington County 4-H Junior Summer Camp, which is the largest group in the region.
- The 4-H program expanded this year to include special education classes in the elementary schools for both K-5 programs.
- 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 1,800 youth completed public speaking and oral communication projects.
- 104 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 three Virginia 4-H State Officers: Virginia 4-H Past President; Olivia Bostic, and State 4-H Ambassadors; Noah Smith and Sam Sutherland.
- This is the first year Washington County has two elected Virginia 4-H Horse Ambassadors: Mattie DeBord and Audrey Allen.
- Washington County 4-H won the Virginia 4-H Forestry Contest and represented Virginia at the National Contest in West Virginia.
- 28 youth represented Washington County at Virginia Tech during 4-H Congress, 11 earned *State Champion Honors*.
- Two teens were selected from Washington County to represent Virginia at the National 4-H Congress in Atlanta, Georgia. Only eight of the 35 applicants earned this honor.
- Two Abingdon High School 4-H members represented Virginia at the National 4-H Poultry and Egg Conference in Louisville, Kentucky in the national presentation contests.
- 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 ♦ 276.645.5000  
15068 Lee Highway ♦ Bristol, VA ♦ 24202

## MAJOR ACCOMPLISHMENTS:

### 3<sup>RD</sup> ANNUAL WASHINGTON COUNTY SENIOR DAY

Washington County Department of Social Services, District Three Senior Services, Anthem Health Keepers Plus, Food City, Appalachian Independence Center, Ballad Health, and MSA Home Health & Hospice sponsored the 3<sup>rd</sup> Annual Washington County Senior Day in August with over 250 participants. Over 350 hotdogs were served and 57 vendors were on hand to showcase community resources, along with musical entertainment and door prizes!



### COMPASS PROJECT

The Virginia COMPASS (Comprehensive Permanency Assessment and Safety System) Project seeks to modernize the department's child welfare information system through the use of innovative, integrated, and web-based tools, resulting in accelerated delivery and improved outcomes of child welfare services. A mobile solution platform was implemented this year through the issuance of iPads to all Family Service Specialist, allowing for mobile case management and electronic documentation.

### RECEPTION AREA MAKEOVER

With an emphasis on improving services and safety, the reception area was remodeled to include ballistic windows and panels at the window and front desk. Additionally, new chairs were purchased for the waiting area.

### MEDICAID EXPANSION PROGRAM

In June 2018, Governor Northam signed a budget that included Medicaid Expansion, a policy that was to provide health coverage to a projected 400,000 low-income individuals throughout the state. At that time, it was projected that over 2,500 Washington County residents would qualify for Medicaid Expansion. Currently, over 3,000 county residents have qualified and began receiving Medicaid benefits.



## 2019 PROGRAM HIGHLIGHTS:

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

Served an average of 2,985 households

#### MEDICAID:

Served 6,109 individuals annually

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

Average Monthly Household Recipients: 58

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

Average households served monthly: 160

#### Calls to Department of Social Services:

Monthly Average: 2,827 calls

#### Clients Served at Front Desk:

Monthly Average: 1,796 individuals

#### Adoptions Cases:

Monthly Average: 71

#### Children in Foster Care:

Monthly Average: 33

#### Child Care Services:

Families Served/Monthly Average: 29

#### Child Protective Services:

- Monthly Reports & Investigations: 66
- Ongoing Cases: 24

#### Adult Protective Services:

- Monthly Reports & Investigations: 19
- Guardianship Cases: 89

# 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:

Washington County voters demonstrated a high level of interest in the 2019 Election cycle by participation in the two elections the Department of Elections administered during the year.

- On June 11, 2019, **The Republican Party** had a primary for House of Delegates in the 4<sup>th</sup> and 5<sup>th</sup> Districts.
- The **General Election**, held on November 5, 2019, saw a very high turnout in Washington County with a total of 17,700 voters casting ballots. This election consisted of the races for State Senate, House of Delegates, Sheriff, Commonwealth's Attorney, Commissioner of Revenue, Treasurer, Board of Supervisors, and School Board in four districts, and Soil and Water Conservation Directors. A special election for Glade Spring Town Council was also conducted. This election was especially important for Washington County as citizens were asked to vote on a referendum to relocate the courthouse.



On August 5, 2019, Washington County participated in a pilot **Risk Limiting Audit** of the June 11, 2019 Republican Primary in the 5<sup>th</sup> House District. This was one of the first risk limiting audits conducted in the Commonwealth of Virginia. The audit confirmed the accuracy of the results of the primary election.

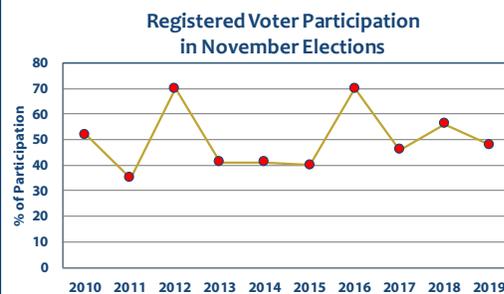
## LOOKING FORWARD TO 2020

On March 3, the Democratic Party will conduct a presidential primary election. On May 5, the Town of Abingdon will hold an election for Town Council. On June 9, there may be primary elections to select candidates for the November ballot. On November 3, Washington County residents will vote for President, US Senate, US House of Representatives, Town Council in Glade Spring, and Mayor and Town Council in Damascus.

Virginia will also implement no-excuse absentee voting for the November election. This will allow any qualified voter to cast a ballot before Election Day without a required reason. It is anticipated that this will significantly increase the number of ballots that are cast before Election Day.

## 2019 VOTING HIGHLIGHTS:

- 36,509 registered voters in Washington County
- More than 48% of Washington County voters cast ballots in the November 5, 2019 General Election



## 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.

12 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  
Washington County Fire & Rescue

### EMERGENCY MEDICAL SERVICES:

Damascus Rescue Squad  
Valley Rescue Squad  
Washington County Life Saving Crew

# EMERGENCY MANAGEMENT SERVICES

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

## MAJOR ACCOMPLISHMENTS:

### EMERGENCY MANAGEMENT DEPARTMENT

Notable activities during 2019 include:

- The 911 center processed 53,523 documented calls for service, 27,997 emergency calls, and 65,620 administrative, non-emergency calls.
- Facilitated recertification requirement for all Emergency Medical Dispatcher (EMD) personnel.
- Received a grant for early implementation of Text-to-911 services, allowing text messages to reach 911 emergency call centers from mobile phones or devices. Projected completion date is February/March 2020.
- Began work to establish a mutual aid program with surrounding localities to provide Fire/EMS response and assistance.
- With the completion of the E-911 Sign Replacement Project in 2018, Emergency Management Services will continue to maintain and replace County road signs as needed.
- Received a grant from the Virginia Office of Emergency Medical Services to support EMS recruitment and retention initiatives. These initiatives included securing air time slots for a promotional radio ad, the creation of recruitment posters and handouts, as well as the purchase of a 5' x 8' wrapped pull-behind trailer to be utilized at special events. Design work was completed in-house by County staff member Audrey Wells.
- Worked on initial set-up and build-out phase of RapidSOS program integration. This program collects life-saving data from connected devices and sends it directly to the 911 center, providing faster, more effective response to an emergency. Dispatchers can enter a caller's phone number into the RapidSOS database to obtain location data about the caller and their surroundings. This program can integrate with call-taking equipment, mapping software, and Computer Aided Dispatch program, greatly increasing the ability to locate a caller and provide first responders with better information that will help save lives. This service is offered at no additional cost to the County. Implementation of the program is anticipated for early 2020.

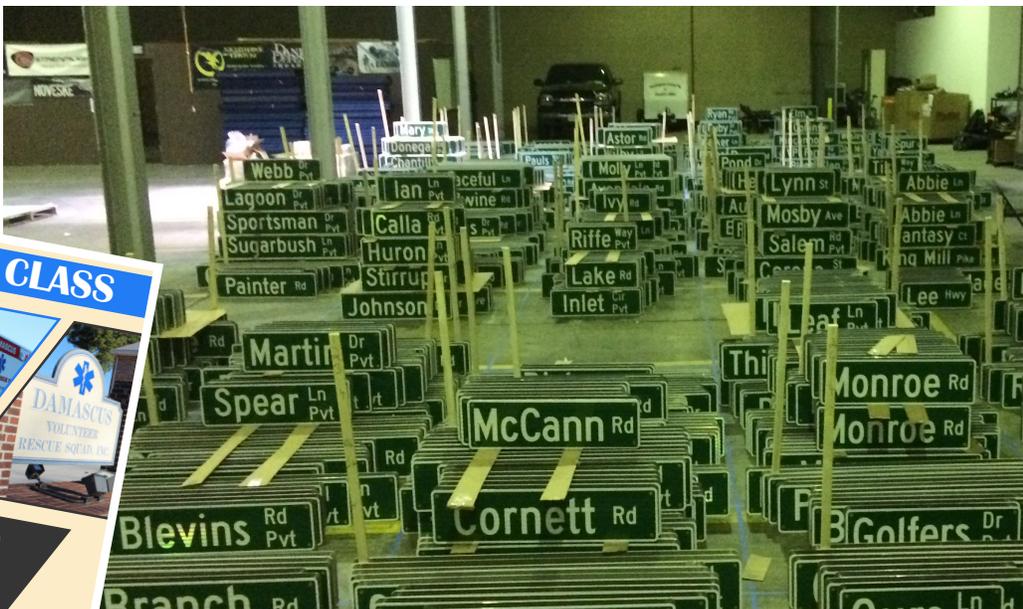




**FIRE & EMERGENCY MEDICAL SERVICES**

Notable activities during 2019 include:

- Worked on the development of a new Green Cove Emergency Services building. The land the new buildings will be constructed on was donated to the County. Site prep is currently underway with a projected date of completion in early spring 2020. Additionally, the County received a grant for the purchase of a new 4WD Advanced Life Saving ambulance to be housed at the new Green Cove Station. The new ambulance is set to be delivered late summer 2020.
- Assisted Goodson-Kinderhook Fire Department with the purchase of a new fire engine, which was delivered in December.
- Assisted Green Spring Fire Department with the purchase of a new water tanker, which set to be delivered early fall 2020.



**BECOME A HERO!**  
 Become a Washington County, Virginia EMS HERO!

Join a team that makes a difference between life and death. Every day heroes are made by serving others in need in our community.

**BENEFITS:**  
 Fire Training  
 BLS & ALS Transport  
 Vehicle Rescue  
 Water Rescue & Recovery  
 Rope Rescue  
 Diving  
 Worker's Compensation Insurance, Prorated Employment Opportunities at some Agencies

EMS Agencies:  
 BLUEMOUNTAIN COUNTY  
 West Rescue  
 Damascus Fire  
 Washington County Life Saving Crew  
 Green Spring Fire Department  
 Washington County Fire & Rescue  
 Goodson-Kinderhook Fire Department

For more information, email:  
**EMSHero@WASHCOVA.COM**  
 or call:  
**276.525.1330**

**EMT CLASS**

**DAMASCUS VOLUNTEER RESCUE SQUAD**

**October 22, 2019**  
**5:30 PM**  
 Damascus Rescue Squad  
 For more information: call 276.525.1330

**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 ♦ 276.525.1385

## MAJOR ACCOMPLISHMENTS:

### PLAY BALL

Beaverdam Creek Park hosted over 150 Little League sanctioned baseball/softball games and practices for the children of Damascus and surrounding communities during 2019. This park is primarily utilized by the Damascus Little League Organization as their home facility for games and tournaments.

Leo Sholes Park is home to the Glade Spring Little League Girls Softball Program with practices and games held daily from March – May. With a regulation sized baseball field, Leo Sholes Park also serves as the primary practice site for Patrick Henry High School during March – May. Throughout the summer and early fall, the Leo Sholes Park ball field provides a place for players of all ages to practice.

### AFTER-SCHOOL CHILDCARE PROGRAM KEEPS EXPANDING

The Cavalier Care moved location from the Damascus Branch Library to Rhea Valley Elementary School, allowing for additional capacity of 15 children. Currently there are 140 children enrolled in the after-school programs between four sites: Abingdon Elementary, Rhea Valley Elementary, Valley Institute Elementary, and Meadowview Elementary. These programs provide 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.

- 2019 was our largest Summer Camp to-date: average attendance of 135 kids each day.
- The department launched a new program called Elevate for middle school campers, and is geared towards their level of interests and activities. This group went on their own field trips, and had their own programming.
- Field trips included: Quantum Leap, Fort Chiswell Animal Park, Soho Excursions, Appalachian Caverns, Bristol Motor Speedway, Barter Theatre, Hungry Mother Park
- Program Highlights and Guest Speakers during 2019: Abingdon Police and Fire Departments, Hands On Museum, Bre Beber - Head Athletic Trainer with Washington County Schools, Gaming Gone Mobile, Moana (Princess Parties by Malinda), and Field Day.





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.

## MAJOR ACCOMPLISHMENTS:

Washington County and the surrounding region experience unusually heavy rainfall during late February/early March. This excess water raised South Holston Lake approximately 10 feet above normal maintenance level, causing extensive flooding in surrounding areas. Washington County Park sustained significant damage during this historic event, including the total loss of 15 campers housed at the park.

In the aftermath of the flooding, cleanup and improvements continued throughout the year. Mud and debris had to be shoveled out of bathhouses and structures. Additionally, the Washington County Park Authority completed major upgrades to the sewer system throughout the park, as well as upgrading electrical hookups at RV/camper pads from 30 amp service to 50 amp service. To improve security, dusk to dawn street lighting was installed.

Park rules and regulations were reevaluated by the Washington County Park Authority, and it was decided that beginning April 1, 2020, vacated permanent camping sites will revert to temporary 14-day max stay sites at a fee of \$45.00 per night. This will allow more campers and visitors to access the park and the many amenities the area has to offer.



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



## 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:

### 2019 IMPROVEMENT PROJECTS

The Solid Waste Department completed several improvement projects during 2019, including:

- Repaved both entrances to the Benham's Area Convenience center, allowing for a smoother transition when entering and exiting the facility.
- Installed steel plates on top of the existing concrete pad at the Damascus station to prevent any further damage to the pad while picking up or setting packer boxes.
- Purchased a new 2019 Mack roll-off truck.
- Purchased five new 40 yard compactor boxes to replace several old boxes that had been in service for over 20 years.



## SOLID WASTE BY THE NUMBERS:

### CONTAINERS PROCESSED:

- Open Top Containers: 3,553
- Compactor Containers: 1,285
- Recycling Containers: 41
- Cardboard Containers: 205
- Metal Containers: 148

### WASTE PROCESSED:

- 33,097 tons of Waste
- 307 tons of Scrap Metal
- 17 tons of Plastic & Mixed Paper
- 12 tons of Scrap Aluminum & Wire
- 141 tons of Cardboard





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:

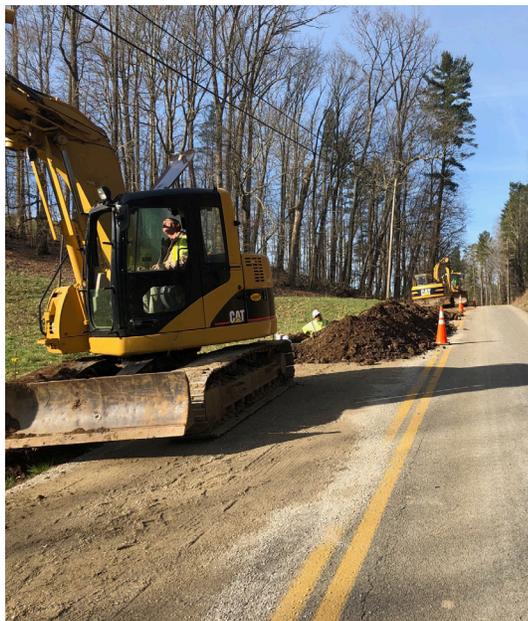
### GOLD RANKING FOR 9<sup>TH</sup> CONSECUTIVE YEAR



For the ninth 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.

### 2019 COMPLETED CONSTRUCTION PROJECTS:

Washington County Service Authority completed several major water service extension projects along Rattle Creek Road and Rich Valley Road. These projects brought much needed water to 60 homes that previously relied on wells, springs, or cisterns. WCSA also assisted several new businesses and industries within the County with water and wastewater services.



### PROJECTS PREPARING FOR CONSTRUCTION:

WCSA completed engineering design work on future water line extension projects for Sugar Cove Road and Hidden Valley Road, Phase II. The bid process for construction on these projects will be conducted in early 2020. Each of these projects will provide water to existing homes that currently have unreliable water sources.

Phase 3 of the Galvanized Line Replacement Project is being prepared for the construction bid process as well. The aim of this project is to replace and upgrade all aged galvanized line in the WCSA water system, resulting in improved water pressure and reliability throughout the County.

In conjunction with the Galvanized Line Replacement Project, WCSA will begin efforts to replace aging meters within its system and the Abingdon Water Tanks.

Additionally, funding was awarded to WCSA for a sewer project planned along the Lee Highway corridor from Oak Park Industrial Park to the City of Bristol. This project is currently in the preliminary design stage.

# 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:

**EDDIE RAMIREZ, WILLIAM DUFFY CARMACK, JR., KENNETH SHUMAN, CHRISTINA REHFUSS, 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:

**MARY ANN COMPTON (CHAIR), JOHN LAMIE (VICE-CHAIR), CONSTANCE BUNDY (SECRETARY)**

## 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, JOAN WORLEY, 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, RON EDINS, CHRISTINA REHFUSS, RANDY SMITH**

## 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, and electricity services to the City of Bristol Virginia and portions of Washington County.

[www.bvua.com](http://www.bvua.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: EMILY LEE, SHERRY ALLISON, JUDY CARRIER, LISA SEABORN, SHERIFF FRED NEWMAN, RANDY PENNINGTON**



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: JASON BERRY**



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

***Foxtail Fern* at Indoor Farms**



# Washington County Virginia

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