



## APPLICATION FORM

All applications must include the following information. Separate applications must be submitted for each eligible program. **Deadline: June 2, 2017.** Please include this application form with electronic entry.

### PROGRAM INFORMATION

County: Washington County

Program Title: Washington County's Efforts to Rebrand and Enhance Economic Development & Community Relations

Program Category: Community & Economic Development

### CONTACT INFORMATION

Name: Whitney Bonham

Title: Deputy County Administrator/Director of Economic Development & Community Relations

Department: Economic Development & Community Relations

Complete Mailing Address: 1 Government Center Place, Suite A, Abingdon, VA 24210

Telephone: 276-525-1300 Website: www.WashCoVa.com

Email: wbonham@washcova.com www.WashingtonCountyVA.com

### SIGNATURE OF COUNTY ADMINISTRATOR OR CHIEF ADMINISTRATIVE OFFICER

Name: Jason Berry

Title: County Administrator

Signature:

## **VACO Achievement Award Submission- Washington County, Virginia**

### **Washington County's Efforts to Rebrand and Enhance**

#### **Economic Development & Community Relations**

**Background:** The Washington County Board of Supervisors prioritizes activities which increase citizen awareness of local government operations and transparency of the public budgeting process. The County was one of the first communities in Southwestern Virginia to launch a governmental website, and has made a consistent effort for over a decade to electronically post board agendas, public notices, and minutes. Citizens of Washington County have maintained a consistent ability to view and/or live-stream board meetings for at least 8 years; this is an accomplishment which requires financial support for both equipment maintenance and staff time and thereby further reflects the County's elected leadership's prioritization of open local government practices.

Beginning in FY 2010-2011, the Washington County Department of Economic Development & Community Relations added online postings of the Washington County, Virginia Annual Report to the County's electronic communication platforms ([www.WashCoVa.com](http://www.WashCoVa.com)). This transition is in addition to an ongoing practice for providing hardcopies of this report to elected officials, business leaders, and placement in public facilities throughout Washington County. Originally completed to reflect a fiscal year calendar, the Department transitioned this reporting progress to include a calendar year summary during 2015.

Annual reports are very common tools utilized by local governments to communicate operational functions, budget and financial information, and accolades/accomplishments. Public safety, public schools, budget and finance, and economic development are local government operating units which most frequently create and disseminate annual reports. In larger localities, annual reports are often produced by a dedicated Public Information Officer or office; however, in smaller localities responsibilities for annual report preparation is often tasked to a staff member within the respective reporting department or unit.

**Project Overview:** The Washington County Annual Report is a comprehensive document designed to provide elected officials, citizens, and a business community with a 'one-stop' overview of government/public service operations available in Washington County, and highlight major activities and accomplishments of each reporting entity. Whereas most locality annual reports will often focus on a single operational unit or functional category, the Washington County Annual Report covers a total of eleven departments within the County's Administrative Division, Constitutional Offices, Public Safety (Sheriff's Department), the Public School System, the Public Library System, community utilities, social services, cooperative extension, the Washington County Chamber of Commerce, the Virginia Highlands Airport Authority, and the Department of Elections. Additionally, contact information and organizational summaries are also provided for multiple authorities, commissions, and partnering entities.

The Washington County Annual Report is created and disseminated through the Washington County Department of Economic Development & Community Relations. Development and departmental responsibilities for this task arose from a business-driven request for complete and cross-organization information about Washington County's public sector. To accomplish this task and respond to this request, the department successfully utilizes in-house talent to collect information annually from each reporting unit, create the physical reporting document, coordinate all edit and review processes, and disseminate the complete report to elected officials, business leaders, and citizens through placement in public facilities and County electronic communication platforms. Hard copy printing services are procured externally, with funding to support such activity included as a line-item within the Department of Economic Development & Community Relations' annual operating budget.

**Project Benefits Beyond Communications:** The 2016 Annual Report represents an important milestone for use of the document to support organizational capacity building within the Department of Economic Development & Community Relations. While the County/Department has successfully produced the Annual Report for over a decade, this year's report utilized a new format designed to emphasis communication of major department tasks and accolades, as compared to a prior emphasis on function. Through initiating this simple reformat of report's layout template prior to the beginning of the department/unit information collecting process, the Department of Economic Development & Community Relations was not only able to obtain this information in a

more efficient manner, but also in a way which allowed Economic Development staff to gain valuable information about each unit which could then be quickly repackaged for the Department of Economic Development & Community Relation's marketing materials. Readily available information for each unit also helped to expanded the capacity of the Department to more quickly respond to requests for information and proposals, thus also helping the Department towards implementation of stated goals of the 2014 Washington County Economic Development and Marketing Plan (3-5-year planning document).

Recognizing the value of the Annual Report not only as a communication tool, but information aggregating asset, the Department of Economic Development & Community Relations hopes to further utilize the Annual Report and Annual Reporting process as a means to continue to create stock community marketing materials which can be used to further economic development-specific goals and objectives. This effort will dovetail with 2016 Department of Economic Development & Community Relations marketing plan implementation activities which included an economic development branding and logo development process, creation and launch of a new dedicated economic development website ([www.WashingtonCountyVA.com](http://www.WashingtonCountyVA.com)), and implementation of new marketing print stock materials. Possible activities pursued towards these efforts throughout 2017 will include utilization of information collected in the Annual Report in the creation of industry-sector specific target marketing materials (exp: Agriculture), quality of life profiles, and creation of videos which provide a deeper-dive on key activities and accomplishments presented in the Annual Report.

Washington County, Virginia's Annual Report, new Economic Development website, and brand logo are presented for consideration of a VACO Achievement Award as a unique example of cross-entity collaboration, organizational capacity building, and citizen outreach and education.

**Supplemental Materials:**

- Washington County's 2016 Annual Report  
(Electronically: [www.washcova.com/washington-county-2016-annual-report](http://www.washcova.com/washington-county-2016-annual-report))
- Washington County's Economic Development Brand Logo
- Washington County's Economic Development Website:  
[www.WashingtonCountyVA.com](http://www.WashingtonCountyVA.com)

## **Washington County's Efforts to Rebrand and Enhance Economic Development & Community Relations**

### **Short Overview**

Washington County's Department of Economic Development & Community Relations is responsible for the creation of the County's Annual Report. While this report had been generated for several years, the 2016 Annual Report presented an opportunity to expand and innovate the report's purpose. Originally written to communicate operational summaries and budget & financial information, the 2016 report was redesigned into a comprehensive document featuring accolades and accomplishments of all the various governmental departments and community offices. This redesign process required collaboration that strengthen cross-communication and cooperation between all involved partners.

Additionally, the redesigned format of the 2016 Annual Report created an enhanced tool to be used for economic development purposes. Departmental accomplishments and key activities are easily accessible to develop marketing materials or respond to prospect inquires. Local businesses can utilize the Annual Report as a 'one-stop' overview of government/public service operations available in Washington County.

Washington County, Virginia's Annual Report, new Economic Development website, and brand logo are presented for consideration of a VACO Achievement Award as a unique example of cross-entity collaboration, organizational capacity building, and citizen outreach and education.

## **Washington County's Efforts to Rebrand and Enhance Economic Development & Community Relations**

### **Brief Summary**

Washington County's 2016 Annual Report presented the Department of Economic Development & Community Relations with an opportunity to expand and innovate the report's purpose. Originally written to communicate operational summaries and budget & financial information, the 2016 report was redesigned into a comprehensive document representing the actions, activities, and accomplishments of the County's departments, agencies, Constitutional offices, and regional organizations who work diligently to ensure a professional delivery of services to the community. This redesign process required collaboration that strengthen cross-communication and cooperation between all involved partners.

Additionally, the redesigned format of the 2016 Annual Report, new Economic Development website, and brand logo create an enhanced tool to be used for economic development purposes. Departmental accomplishments and key activities are easily accessible to develop marketing materials or respond to prospect inquires. Local businesses can utilize the Annual Report as a 'one-stop' overview of government/public service operations available in Washington County.





**WASHINGTON**  
**COUNTY**  **VIRGINIA**  
**2016**

# MESSAGE FROM THE CHAIRMAN

Washington County's strong reputation for economic stability and sound fiscal stewardship played central roles in helping to advance cost-savings opportunities throughout 2016. An important event helping to demonstrate and strengthen this reputation includes Washington County's receipt of an upgraded rating from Fitch's Issuer Credit Ratings, moving from AA- to AA. Leading credit rating agencies Moody's and S&P also affirmed Washington County's ratings as "A1" and "AA-."

The County's request for credit rating evaluation was completed in anticipation of the issuance of the County's series 2016 Public Facilities Lease Revenue Refunding Bonds. Use of proceeds from this sale refunded the balance of outstanding series 2010 public facilities lease revenue bonds, subsequently reducing the County's debt service. In total, Washington County saved approximately \$87,000/annually, or a total of \$2.1 million over the life of the new bonds.

Electric utility matters were important infrastructure topics throughout 2016, including AEP's construction of the new substation at Highlands Business Park and planning efforts for the proposed 138kV line/South Abingdon Extension project. AEP's proposed path for the 138 kV line generated notable public interest as such path impacted business operations, and raised concerns for proximity to Virginia Highlands Airport's safety overlay zone. Specifically, the proposed path of the new transmission line jeopardized the current perimeters for the airport overlay zone thereby presenting a detrimental risk to the overall effectiveness of the County's ongoing efforts to extend the airport runway. Washington County and the Virginia Highlands Airport continued to work with AEP on potential alternatives throughout the end of 2016.

Maintenance of a stable economic environment requires Washington County to actively and aggressively pursue opportunities which seek to increase and diversify the types of business and employment opportunities available to citizens within our community. 2016 economic development highlights included the announcement of a new retail development known as Jefferson Trace. To be located near the Exit 7 commercial area on the former 'Trammel' property, the development will represent a capital investment exceeding \$40 million and create at least 400 new jobs. Additionally, 2016 also marked the opening of the new 15 Mile Creek Development at Exit 19; this development represents a +\$20 million investment and creation of almost 300 new jobs.

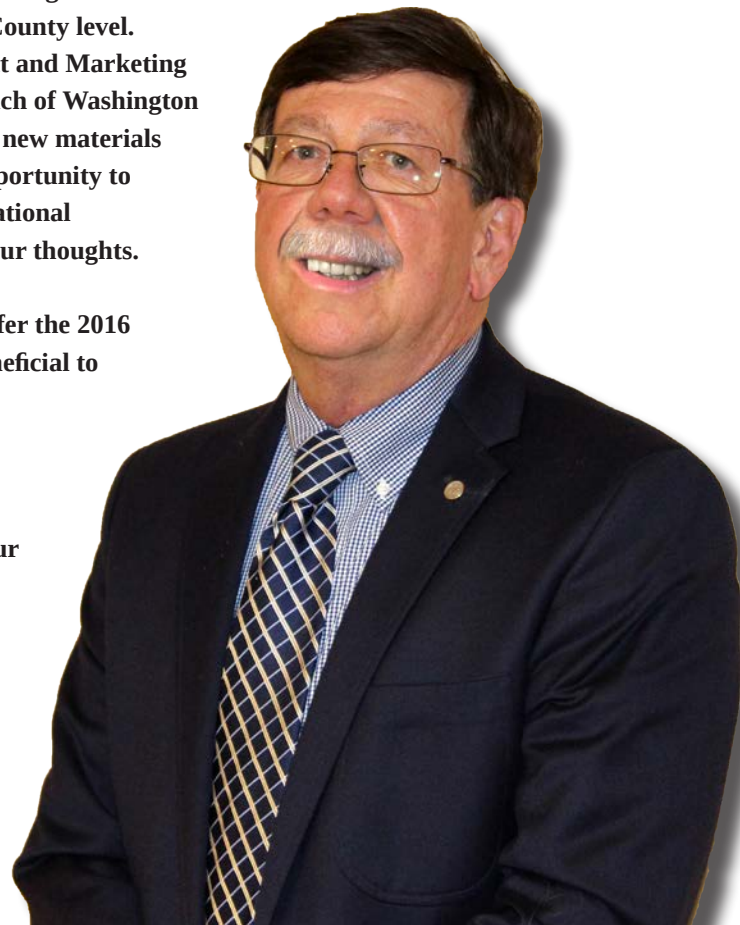
Organizational and programmatic changes impacting state and regional-level economic development efforts continue to increase the importance for maintenance of strategic and professional economic development planning and marketing activities at the County level. Building upon recommendations of the County's 2014 Economic Development and Marketing Plan, key marketing implementation activities for 2016 included creation/launch of Washington County's first economic development specific brand, logo, and website. These new materials provide consistent and professional messaging which allows the County an opportunity to convey our business-building advantages to an expanded domestic and international audience. Stop by [www.WASHINGTONCOUNTYVA.COM](http://www.WASHINGTONCOUNTYVA.COM) and let us know your thoughts.

On behalf of the Washington County Board of Supervisors, I am pleased to offer the 2016 Washington County Annual Report. We hope the information provided is beneficial to increasing local awareness of key activities occurring throughout the multiple operational levels of our local government. We look forward to hearing your thoughts and feedback.

Here's to a hopes and best wishes for a safe, happy, and productive 2017 for our community!



Randy L. Pennington  
Chairman, Board of Supervisors  
Washington County, Virginia





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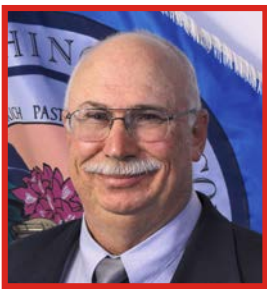
# 2016 BOARD OF SUPERVISORS



*Chairman*  
**Randy L. Pennington**  
 Jefferson District/B-11  
[rpennington@washcova.com](mailto:rpennington@washcova.com)



*Vice-Chairman*  
**Saul Hernandez**  
 Tyler District/F-11  
[shernandez@washcova.com](mailto:shernandez@washcova.com)



**Phillip B. McCall**  
 Harrison District/A-11  
[pmccall@washcova.com](mailto:pmccall@washcova.com)



**Allison Mays**  
 Madison District/C-11  
[amays@washcova.com](mailto:amays@washcova.com)



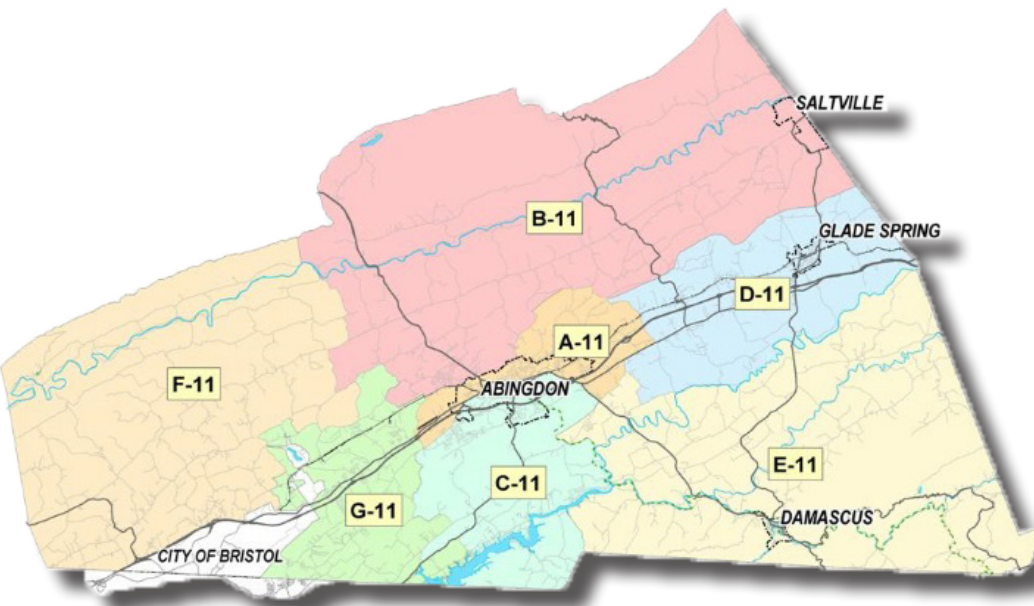
**Eddie Copenhaver**  
 Monroe District/D-11  
[ecopenhaver@washcova.com](mailto:ecopenhaver@washcova.com)



**Dr. James Baker**  
 Taylor District/E-11  
[jbaker@washcova.com](mailto:jbaker@washcova.com)



**Vernon Smith**  
 Wilson District/G-11  
[vsmith@washcova.com](mailto:vsmith@washcova.com)



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.igq2.com](http://www.washingtoncountyva.igq2.com)

- Download meeting agendas
- Download meeting minutes
- View and download Board records
- Watch videos fo past Board meetings

## 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).

### COUNTY AGRICULTURE COMMITTEE

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

### COUNTY COMPREHENSIVE PLAN ADVISORY COMMITTEE

This committee reviews information, drafts material, and develops recommendations on matters pertaining to the comprehensive plan.

### COUNTY 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.

### COUNTY 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.

### COUNTY 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 REVENUE REVIEW COMMITTEE

This committee reviews, investigates, and develops recommendations and reports on matters pertaining to county revenue sources and efforts, including assessing immediate and long-term revenue needs.

### COUNTY 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).

### COUNTY JOINT PLANNING & LAND-USE COMMITTEE

This committee reviews, oversees, investigates, and develops recommendations and reports on matters pertaining to the Washington County Comprehensive Plan and County land-use ordinances in coordination with the Washington County Planning Commission.

### COUNTY JOINT UTILITIES COMMITTEE

This committee reviews, oversees, investigates, and develops recommendations and reports on matters pertaining to the provision of public water and sanitary sewer services throughout Washington County, in coordination with the Washington County Service Authority and Washington County Industrial Development Authority.

### 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.

## County Organizational Chart



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

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

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

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



# COUNTY ADMINISTRATOR

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

## MAJOR ACCOMPLISHMENTS:

Tasked with management and oversight of the County's Administrative Division, the County Administrator works diligently to ensure efficient, effective, and accountable delivery of governmental services and business. Notable activities during 2016 include:

- County Administrator organized and held a Supervisors Orientation for newly elected board member; Mr. Saul Hernandez, Ms. Allison Mays and Mr. Eddie Copenhaver
- County Administrator hired Ms. Tammy Copenhaver as the new Director of Budget & Finance

The County Administrator played an active role in multiple economic development-related activities, working closely across several departments and agencies. Highlights of the County Administrator's 2016 economic development activities include:

- A successful economic development trip to New York City in May for new bond ratings. The ratings lead the County to a June Bond sale to refinance \$14.7 million of outstanding debt which accomplished a \$2.1 million savings to the county over the original bond term.
- Worked with the Board of Supervisors and the Industrial Development Authority on an agreement to bring a \$40 million dollar Shopping Center (Jefferson Trace) to the Exit 7 area.
- Grand Opening for the new commercial development at Exit 19, which represented a \$20,000,000 private investment and creation of 250 new jobs.



The County Administrator worked closely with several community departments and agencies to facilitate several capital improvement projects to benefit Washington County and its citizens. Capital improvement projects during 2016 include:

- Worked with the Board of Supervisors and the Virginia Department of Transportation to develop a Six-Year Secondary Road Plan for the County. The plan adds ten new roads with a financial impact of \$1,080,000 dollars.
- Continued to work with the Virginia Highlands Airport Authority and the Virginia Department of Transportation on the relocation of State Road 611, Providance Road. Construction began in May and the road was reopened in November. At a cost of \$2.7 million, this project allows the Virginia Highlands Airport to move forward on their Runway Extension Project.



# 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, and Economic Development Incentive Agreements, as well as, general corporate matters such as compliance with federal and state employment law, cable television franchises, insurance policy review and research, and contract negotiations. Litigation includes prosecution of violations of County regulatory ordinances such as subdivision ordinance, zoning ordinance, building code, erosion & sediment control, and civil complaints for demolition of unsafe structures and related cost recovery.

## MAJOR ACCOMPLISHMENTS:

### LEGAL ADVICE

The County Attorney worked throughout the year to support and provide legal assistance not only for the Board of Supervisors, but also the County Administrator, administrative departments, and on occasion Constitutional Officers and the Public Library system.

- Provided research and drafting assistance to the County Administrator and Board of Supervisors in development of Virginia Freedom of Information Act policies and procedures as required by 2016 revisions to the state law requirements.
- Gave legal guidance to administrative departments regarding procurement and contract negotiation for matters such as purchase of an Emergency Response public alert system, contracting with the service provider for administration of County employee benefits, and procurement of a new telephone system for the County courthouse.



### ORDINANCES

Participated in committee meetings by giving guidance on the requirements of law as well as to help with drafting ordinances such as the zoning ordinance to regulate campgrounds and recreational vehicle parks and drafting policies such as the personnel policies for County employees.

### LITIGATION

Represented the Board of Supervisors in a dispute pending before the State Corporation Commission involving proposed construction of high-voltage power lines in a location that threatened safe travel to and from the Virginia Highlands Airport.



**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:

### NEW DIRECTOR OF BUDGET & FINANCE

When Budget and Finance Director Mark Seamon retired in October 2015 after 33 years of service, he left the County with big shoes to fill. After an extensive search, the County was pleased to welcome Tammy Copenhaver in August 2016 as the new Director of Budget and Finance.

Ms. Copenhaver joins Washington County after 18 years of public accounting where she specialized in auditing and consulting of governmental and non-profit organizations. Ms. Copenhaver is a Certified Public Accountant licensed in the State of Virginia since 1997. In 2013, she obtained her certification as a Certified Government Financial Manager. Ms. Copenhaver holds a Bachelor of Business Administration Degree in Accounting from Radford University. Ms. Copenhaver looks forward to serving Washington County in this new role.

### UPGRADED CREDIT RATING

Washington County was pleased to announce that Fitch's Credit Ratings upgraded the County's Issuer Credit Rating from AA- to AA during a trip to New York in May 2016, which paved the way for a bond refinance that will generate more than **\$2.1 MILLION IN SAVINGS TO WASHINGTON COUNTY**. The County requested a reevaluation of its credit ratings from Fitch, Standard & Poor's, and Moody's Investors Service, three major credit rating agencies that evaluate the credit worthiness of corporations and government agencies, in anticipation of the issuance of the County's series 2016 public facilities lease revenue refunding bonds. On June 16, 2016, with the sale of the bonds finalized, proceeds exceeded \$14.7 million, saving Washington County approximately \$87,000 per year; or \$2.1 million over the life of the new bonds.

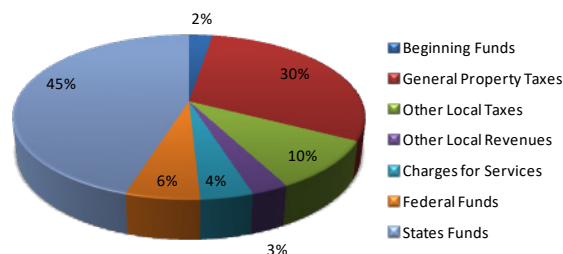
FITCH RATING SERVICE: **AA**  
 STANDARD & POOR'S: **AA**  
 MOODY'S INVESTORS SERVICE: **Aa3**



## FISCAL YEAR 2016-2017

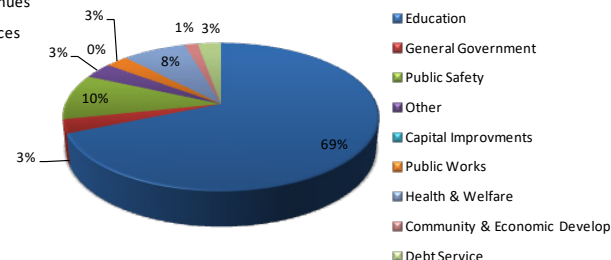
### ADOPTED REVENUE BUDGET

\$121,024,053



### ADOPTED EXPENDITURE BUDGET

\$121,024,053





# HUMAN RESOURCES

Kathy Johnson • kjohnson@washcova.com • 276.525.1313

## MAJOR ACCOMPLISHMENTS:

Having well-developed **POLICIES AND PROCEDURES** in place helps clarify employee expectations for performance and standards of behavior. Updating and implementing new policies is also an important process to help ensure professionalism, clarity, and compliance. New policies or updates implemented in 2016 include:

- New Standards of Conduct Policy - The intent of this policy is to maintain high standards of work performance and professional conduct by all employees in a manner deserving of public trust. This policy will follow a course of progressive discipline that fairly and consistently addresses employee behavior, conduct, or performance.
- New Electronic Communications and Social Media Policy - The objective of this policy is to ensure that all County employees use County provided electronic communications tools/resources in a manner that maintain the County's good reputation, safeguard confidential and sensitive information, and limits the possibility of damage to and unauthorized access/use of the County's systems and data.
- Update to Military Leave Policy - In July, the Board of Supervisors voted to continue to pay an employee's County paid life insurance for up to two years while the employee is out on active military leave. This would be a huge benefit to the family of the employee should anything happen to him/her while they are on military leave.

## EMPLOYEE SAFETY AND HEALTH

A safe and healthy employee is a productive employee. This year the Human Resource Department was able to introduce several new programs and attend training to ensure that employees remain safe, healthy, and productive.

- Through a partnership with the Sheriff's Office, **GUARD911**, a new smart-phone safety application, was made available to all employees working in the Government Center Building. In the event of an active shooter situation, this application allows an individual to activate the system through their smart-phone, which immediately notifies E-911 and sends an emergency notification to all law enforcement officers – local, state and federal – within a 25 mile radius, facilitating a quicker response from law enforcement that could save lives.
- In May, the County implemented the **COMPANY NURSE** program provided by the VACorp Insurance group. This program addresses workers' compensation challenges. Company Nurse is staffed with triage nurses 24 hours a day, 7 days a week, to respond to employee injuries. This process provides a well-defined injury report, injury assessment, and direction to the right level of care needed along with timely reporting. This program is included in the workers' compensation coverage with no additional cost to the County.
- 14 employees from various departments attended a three day OSHA training course at Virginia Highlands Community College. Attendees received a 10 Hour General Industrial Safety & Health certification card. This training continues the County's effort to train employees in the importance of workplace safety and encourages open, honest, conversations about safety successes and failures, and what still needs to change in order to maintain a safe working environment for all employees.



## 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, as well as final exit interviews, terminations, or 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.

**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. 2016 projects include:

- Converted lights over to LED inside and outside of the Government Center Building to help with electricity cost on a monthly bases.
- Painted the exterior trim, metal roof, and bell tower of the County Courthouse. Additionally, the General Services Department worked with the Long Range Courthouse Committee and Thompson and Litton on a needs/space assessment for the courthouse building and surrounding properties. This information was presented to the Board of Supervisors, enabling them to make informed decisions in the future.



- Completed renovations in the Public Safety Building by converting a large office space into 2 smaller offices for better utilized by personnel. 2 small sections of the parking lot were also repaved or patched.
- Worked with the Sheriff's Office to secure the back wall of the shooting range, and create an outdoor classroom.
- Remodeled 2 bathrooms on the lower level of the Agriculture Extension Agents Office to better accommodate employees and visitors.
- Worked with staff of the Main Branch Library to remove the concrete slab where a cabin once sat. 9 new parking spots were created during this process.



# INFORMATION SYSTEMS

Keith Loyd • kloyd@washcova.com • 276.525.1365

## MAJOR ACCOMPLISHMENTS:

In the ongoing collaborative effort to integrate the **FINANCIAL ERP SOFTWARE SYSTEM** purchased in 2013, members of the County Administration, Public School System, Public Library System, Sheriff's Office, and Department of Social Services worked extensively with the IS Department and Tyler Technologies to implement several additional features, including:

- Requisition to Check workflow and workflow rules for higher transactional departments. This also allowed for document imaging for archival purposes.
- Utilization of the automated import for payment feature for court and jury checks eliminated manually keyed entries, saving several hours of time and reducing possible errors.



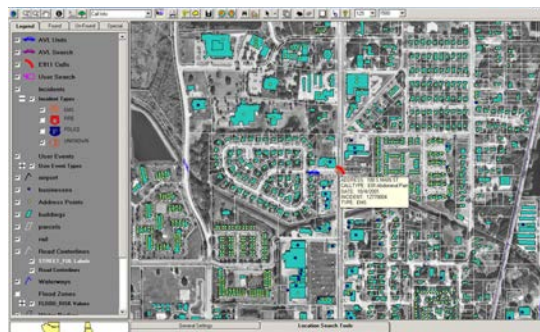
Continually working to improve response times and enhance the County's hardware and software systems, the IS Department conducted several notable updates during 2016, including:

- Infrastructure updates of older equipment to support the virtual servers and SANs, allowing for updates to certain products nearing their End of Service.
- New equipment installation and all current databases and storage transferred.



Working with the Washington County Sheriff's Office, the IS Department supported the initial implementation and deployment of new electronic citation software and hardware, eliminating the need for hand-written citations. More than just automating a paper approach, this solution provides for a more error-free process, with business rules, validation scripts, and auto-populating capabilities. Additionally, citations can be sent electronically directly to the court systems and the Records Management Systems, eliminating manual entry by the clerks. The IS Department also assisted the Sheriff's Office in the deployment of new wireless devices for all Mobile Patrol Data Terminals.

IS also supported the transition from client-based emergency services dispatching maps to a server-based solution within the PSAP and E911 Center, making Washington County the first Southwest Virginia location to undergo this process. This transition creates many benefits including: faster mapping display, maximum up-time through redundancy, ability to expand map exposure to other agencies with secured connectivity, and better prepares the county for Next Gen 911.



## THE INFORMATION SYSTEMS (IS)

### 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.

**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

**Cathie Freeman** • cfreeman@washcova.com • 276.525.1390

## MAJOR ACCOMPLISHMENTS:

A text amendment to the Zoning Ordinance is initiated when changes to sections of the Zoning Ordinance are needed to address specific issues. Ordinance amendments for 2016 included:

- A revision and update to the County's "Recreational Vehicle Park and Campground" ordinance. This work was prompted by developers and/or citizens proposing creative projects to capitalize on Washington County's unique and distinctive assets of traditional music, outdoor beauty, and recreation.
- Research and present information to amend the Zoning Ordinance to allow Rock Quarries in an Agricultural Zoning District.
- Worked closely with County Attorney's Office in preparing a Solar Ordinance.



## 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.

## FLOOD HAZARD MAPS

The Zoning Administration assisted the Federal Emergency Management Agency in updating the County's Flood Hazard Maps. These maps identify properties that are at risk for flooding. Participating in this program allows the National Flood Insurance Program to offer flood insurance to homeowners, renters, and business owners in Washington County.



# BUILDING & DEVELOPMENT SERVICES

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

## MAJOR ACCOMPLISHMENTS:

### FULLY-CERTIFIED STAFF

As of June 2016, the Department of Building & Development Services has a fully-certified staff. To become certified, the staff members must complete off-site training and testing offered through DHCD (Department of Housing & Community Development) and ICC (International Code Council). A fully-certified staff ensures that the Department of Building & Development Services can effectively and efficiently serve Washington County and its residents.

### 2016 PROJECT HIGHLIGHTS:

The Building & Development Services Department provided plan review, permitting, and inspection services for over 635 projects during 2016. A total of over 1,150 permits were issued, contributing to a 25% increase in projects over the previous year. Additionally, a significant amount of commercial and residential projects were completed during 2016. Over 2,750 inspections were performed by the Department of Building & Development Services, representing a 38.5% increase of inspections performed over the previous year. Many new Erosion & Sediment/Stormwater projects were also in progress this year.



### PROJECTS PERMITTED IN 2016 INCLUDE:

- Emory & Henry Housing Village (Includes Nine Residence Halls)
- Bojangles'
- Highlands Community Services
- Johnston Memorial Hospital Linear Accelerator Vault Addition
- Meadowview Train Depot renovation to convert to antique store
- 75 New Residential Homes
- 33 Alternative Energy Systems

### PROJECTS COMPLETED IN 2016 INCLUDE:

- Wal-Mart Supercenter (188,414 sq. ft.)
- Love's Travel Center and Country Store with McDonald's, Subway, and Tire Shop
- McGlothlin Center for the Arts to include 473 seat theatre with offices and spaces for education (47,000 sq. ft.)
- 4 Dollar General Stores
- Band Room for Emory & Henry College (6,375 sq. ft.)
- Bristol Compressor's Industrial QA/QC Laboratory
- The Olde Farm Lodge to include 16 rooms for private lodging
- Farm Credit office building (7,400 sq. ft.)



## 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.

**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 through-out 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 Parker • fparker@washcova.com • 276.676.6272

## MAJOR ACCOMPLISHMENTS:

The Washington County Treasurer's Office consistently has 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.



## SOUTHWEST VIRGINIA TECHNOLOGY COUNCIL

Winner of the Southwest Virginia Technology Council Government Award for use of scanner and remittance technology which allows for same day deposit of tax payments by check accompanied by tax record stub. This process is completely automated and replaces time-consuming manual processing.



## SERVICES AVAILABLE TO COUNTY CITIZENS

- DMV Select Office - as a Virginia Department of Motor Vehicle Select Office, citizens can conduct most DMV transactions, including tag renewal, in the Treasurer's Office. However, this select office **does not** issue 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 ♦ Idhenry@washcova.com ♦ 276.676.6270



## 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. During the past 18 months, the Commissioner's Office has worked diligently to complete a county-wide reassessment that will take effect January 1, 2017.



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 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.

**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 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 on the Clerk's website: <http://www.washcova.com/government/constitutionalloffices/circuit-court-clerk>.



# CLERK OF CIRCUIT COURT

**Patricia Moore** ♦ [tsmoore@courts.state.va.us](mailto:tsmoore@courts.state.va.us) ♦ 276.676.6224  
189 East Main Street ♦ Abingdon, VA ♦ 24210

## MAJOR ACCOMPLISHMENTS:

The Clerk and her staff are dedicated to being equipped with the knowledge and ability to perform their duties and serve the people of Washington County efficiently. In 2016, the Circuit Court Clerk's office began to focus on improving customer service and work flow processes by updating software and computer hardware, including:

- The Clerk's office began utilizing a large format scanner to load plats into the public use records management system, which resulted in an estimated savings of over \$1000 per year in scanning and transporting costs alone. The scanner was paid for from users' fees assessed by the Clerk's office, resulting in no cost to its annual County budget.
- New desktop hardware was obtained through a technology trust fund available to Circuit Clerks, resulting in no cost to its annual County budget. Citizens can benefit from the upgrades by having information available quicker and more efficiently than manual records.

The Clerk continues to apply for and receive grant funding that supports the process of mold remediation from the records housed in the office. The Clerk and staff continue their efforts of cleaning the records housing area and suppressing the spread of spores through the HVAC system.



In addition to her duties as Clerk of Court and General Receiver for Washington County, the Clerk also teaches career development through the National Center for State Courts, serves on committees within the Virginia Court Clerk's Association, and has been appointed to the WINGS initiative (Working Interdisciplinary Network of Guardianship Stakeholders) of the Commonwealth of Virginia by the Chief Justice of the Supreme Court of Virginia.





# COMMONWEALTH'S ATTORNEY

Joshua S. Cumbow ♦ jcumbow@washcova.com ♦ 276.676.6291  
191 East Main Street ♦ Abingdon, VA ♦ 24210



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

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

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

## MAJOR ACCOMPLISHMENTS:

- Implemented an open door policy with law enforcement agencies to allow members of law enforcement to meet with the Commonwealth's Attorney and/or his assistants to discuss charging decisions, use of confidential informants, and pending cases.
- Began a policy where the Commonwealth's Attorney participates in the driver's license ceremony for new drivers in Juvenile & Domestic Relations Court.
- Obtained guilty verdicts in all jury trials in Circuit Court.
- Expanded the Victim/Witness Program by hiring an assistant Victim/Witness Coordinator.



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



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

## VIRGINIA RULES

The Commonwealth's Attorney partnered with Leadership Washington County to introduce and implement the Virginia Rules curriculum in County middle schools. Virginia Rules is Virginia's state-specific law-related education program for middle and high school students. The purpose of Virginia Rules is to educate young Virginians about Virginia laws and help them develop skills needed to make sound decisions, to avoid breaking laws, and to become active citizens of their schools and communities.



Sharon Reed



**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:

### NEW PERSONNEL/EQUIPMENT:

Law enforcement personnel is a critical component in ensuring public safety. The Washington County Sheriff's Office proudly welcomed new personnel in the following positions:

- School Resource Officer
- Patrol Deputy
- Part-Time Civil Process Deputy

Additionally, a new smart-phone safety application, **SCHOOL GUARD/GUARD 911**, was made available to all educators and staff of the Washington County Public School System, as well as the employees that work in the Washington County Courthouse and Washington County Government Center. In the event of an active shooter situation, this application allows an individual to activate the system through their smart-phone, which immediately notifies E-911 and sends an emergency notification to all law enforcement officers within a 25 mile radius – local, state, and federal – facilitating a quicker response from law enforcement that could save lives.

### TRAINING PROGRAMS:

Effective, continuous training ensures that law enforcement officers are prepared for any type of situation they may face. Training highlights for 2016 include:

- Receipt of a grant for Crisis Intervention Training (CIT), which trains deputies to better manage persons with mental health issues or behavioral disorders. The training will assist law enforcement officers in determining if an individual's actions are behavioral issues, or if the individual is acting in a criminal, inappropriate, dangerous, or violent manner.
- Conducted two Project Lifesaver training classes: recertification class for the ground technicians working with the airborne technicians and the Virginia State Police Med-Flight; the second to include a class training 14 new team members from the Washington County Sheriff's Office, as well as Bristol VA Sheriff's Office and Abingdon Police Department.





*Now Available*

**COMMUNITY OUTREACH:**

- Participated in the **2<sup>ND</sup> ANNUAL BATTLE OF THE BADGES BLOOD DRIVE**, competing against Abingdon Police Department, Abingdon Fire Department, and Washington County Life Saving Crew. This effort collected 110 pints of blood, with the winning trophy for most blood donors going to Washington County Life Saving Crew.
- Conducted a county-wide **NEIGHBORHOOD WATCH MEETING** at the Public Safety Building. After a nice dinner, citizens had an opportunity to meet the Sheriff's Office Command Staff, tour the building, and learn about community policing practices. The highlights of the night included demonstration of a firearms training simulator, vehicle displays, and a K-9 demonstration.
- Participated in a state-wide **HALLOWEEN TWEET ALONG**, joining law enforcement agencies from across Virginia by providing "tweets" on Halloween Night. #TweetsOnPatrol gave the public an inside look at law enforcement activities on Halloween Night and allowed followers to interact with Washington County Sheriff's Office and other local police departments.
- Hosted a two-day training class for **"VIRGINIA RULES."** Presented by Shannon Freeman from the Virginia Attorney General's Office, this program seeks to teach teens about Virginia laws so they can make better life choices. Participants included members from the school system, law enforcement, judicial system, Commonwealth Attorney's Office, private legal community, and others who want to help kids succeed in life.



**ON-SITE DRUG DROP OFF BOX**

The Washington County Sheriff's Office now has an on-site drug drop off box for unused medications available Monday through Friday from 8:30am – 5:00pm. This station is located inside the main door of the Sheriff's Office.

Citizens are invited to place all unused prescription medication and legally held controlled substances, including narcotics (Schedule II-V) into the MedSafe Collection Receptacle using the top medicine-drop door.



*"We are excited to be able to provide this service to our citizens. It will help to get often abused medications out of the wrong hands, as well as relieve people of the fear that someone will break into their homes to steal their unused medications."  
- Sheriff Newman*



**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 and is the primary organization responsible for industrial development within the County.

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, and is responsible for the development and marketing of Highlands Business Park.

# ECONOMIC DEVELOPMENT & COMMUNITY RELATIONS

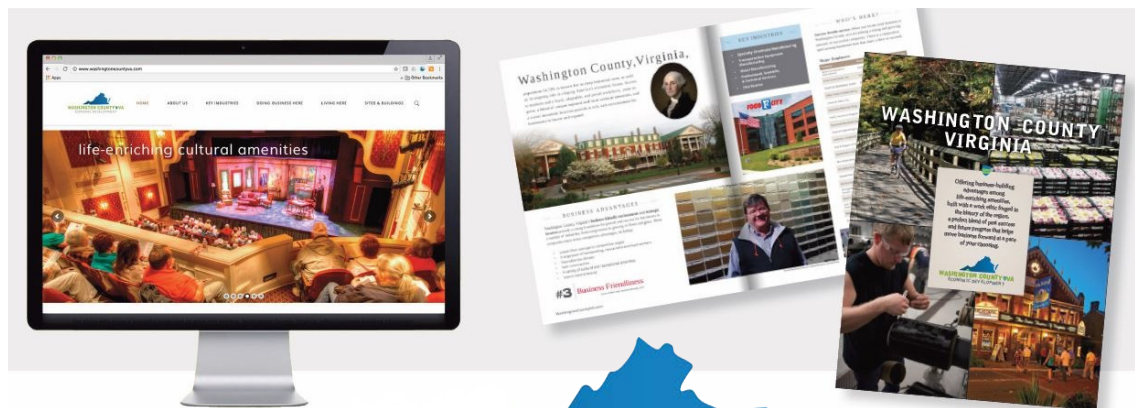
**Whitney Bonham** • wbonham@washcova.com • 276.525.1305

## MAJOR ACCOMPLISHMENTS:

### ECONOMIC DEVELOPMENT AND MARKETING PLAN MOVE FORWARD

During 2014, Washington County retained the services of a national consulting firm, Ady Advantage, to complete an Economic Development & Marketing Plan to guide the County's economic development efforts for the next 3-5 years. Through this planning process, the consultants identified multiple strategies to bolster the efficiency and effectiveness of the County's economic development efforts. For 2016, priority projects included implementation of recommended marketing strategies for development of a dedicated economic development website, creation of high-quality print materials, and development of a new brand/visual identity which aligns to the County's overall economic development goals and objectives.

To assist local efforts, Washington County leveraged public and private-sector grant resources to support professional services provided by Ady Advantage. Prior to these efforts, Washington County had never implemented a formal economic development marketing effort or launched a dedicated website for County economic development purposes. Project activities initiated during March 2016, with elements of the visual brand identity process finalized by early summer. Website creation and marketing material development continued until early fall. The new website and marketing materials were presented to the Board of Supervisors in October.



**WASHINGTON COUNTY VA**  
ECONOMIC DEVELOPMENT

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

2016 marked a period for substantial restructuring of Virginia's statewide economic development marketing efforts through the Virginia Economic Development Partnership (VEDP). Newly announced initiatives, such as Go Virginia, are expected to generate new economic development approaches at the state, regional, and local levels. As 2017 kicks off, Washington County is hopeful that recent efforts for marketing preparedness will position our community with a competitive advantage in these efforts.



**VIRGINIA INITIATIVE FOR GROWTH & OPPORTUNITY**  
IN EACH REGION

# VIRGINIA HIGHLANDS AIRPORT AUTHORITY

Mickey Hines • vji46@embarmail.com • 276.628.2909  
18521 Lee Highway • Abingdon, VA • 24212  
www.VaHighlandsAirport.org

## MAJOR ACCOMPLISHMENTS:

The Virginia Highlands Airport Authority completed the first phase of a multi-year project to extend the runway with the relocation of State Route 611, Providence Road. The relocated portion of SR 611 was designed and constructed to current VDOT standards resulting in a wider road than the original and will provide a safer route around the Airport.

- Construction start date: May 9, 2016
- Providence Road reopening: November 13, 2016
- Total Earthwork: 285,000 cubic yards
- 3/4<sup>th</sup> miles of road constructed



## 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-hangers.

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

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

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

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

# CHAMBER OF COMMERCE

Suzanne Lay • [chamber@bvu.net](mailto:chamber@bvu.net) • 276.628.8141 • [www.WashingtonVaChamber.org](http://www.WashingtonVaChamber.org)

## MAJOR ACCOMPLISHMENTS:

Continuing a precedent for 89 years of strong service to the Washington County business community, 2016 Chamber highlights include:

- Sponsorship of the 16<sup>th</sup> annual *Livability Magazine*, a full-color magazine and digital marketing program that highlights the great quality of life in Washington County to newcomers, visitors, and relocating businesses.
- Hosted the annual Industrial Appreciation Luncheon & Golf Outing at the Glenrochie Country Club by partnering with the Washington County Industrial Development Authority. Representatives from industries, local businesses, and community leaders participated in this event.
- The Challenge and mentor team continued with the Noon Knowledge Professional Development Series held at the Virginia Highlands Small Business Incubator. The free weekly workshops held on Wednesdays offers business-related topics to local entrepreneurs and professionals interested in building their skills. There have been 69 sessions since the weekly series was started in August 2015. Approximately 848 have attended the workshop, while 425 viewed on Livestream, 1574 views on Facebook Live and 1,634 viewed on the Noon Knowledge YouTube channel at [www.youtube.com/noonknowledge](http://www.youtube.com/noonknowledge). The Facebook Live link is [www.facebook.com/vhsbi](http://www.facebook.com/vhsbi) and additional information about upcoming topics can be found on the Chamber's website [www.washingtonvachamber.org](http://www.washingtonvachamber.org).



The **BUSINESS CHALLENGE CONTEST** program is an ambitious 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, and Damascus. In addition to the Washington County Chamber of Commerce, other local, regional, and state agencies, as well as private sector organizations partner to support this program. This program is one of the most successful small business and community support programs of the Chamber of Commerce, with 15 new start-ups and 13 expansions since the start of the program. The 2016 winners:



- **Me and Little Tree Studio and Boutique**, with owner Katie Lamb, was the first place winner in the Start-Up Business category
- **Adventure Mendota**, with owner Eva Beaulé, was the first place winner in the Expanding, Existing Business category
- **Lavelle Denim Manufacturing**, with owner Stephen Curd, was the first place winner in the Glade Spring Business category
- **Mojo's Trailside Cafe and Coffee House**, with owner Susan Seymore, was the first place winner in the Damascus Business category
- Each category won \$5,000 towards implementing their winning business strategy



The **LEADERSHIP WASHINGTON COUNTY** program challenges individuals to become actively involved in the community through participation, education, and service. Running from September through April, 18 sessions introduce the dynamics of social, economic, and political institutions and resources in Washington County. A highlight of the program includes a 3-day trip to Richmond, where participants attend a session of the General Assembly and committee meetings, meet with elected officials, and tour the Capitol buildings. Additionally, Leadership Washington County participants complete small group community service projects, which this year included:

- Tour of the Harvest Table farm to learn about the impact for local and area economy, and share a meal at the Harvest Table Resturant.
- Presentation by the County and Town law enforcement officers regarding an “Active Shooter Incident” with a filmed video.
- Presentation to the Washington County School Board to ask for implementation of the Virginia Rules program in the County schools. The team has continued follow up with this project and the Virginia Rules will begin in Washington County Schools in Spring 2017.



## 2016 OFFICERS

Danny Ruble, President  
John Brickey, President-elect  
Jim Swartz, Treasurer  
Neta Farmer, Secretary

## 2016 BOARD MEMBERS

Mary Begley	Cathy Lowe
Jason Berry	Allison Mays
Jamea Blevins	Tim McVey
Mike Duckett	Bryan Mullins
Stacey Ely	Andrew Neese
Mark Goodman	Jack Phelps
April Hamby-Crabtree	Grey Preston
Sharon Kyser	Kay Stout
Melinda Leland	Janet Woolwine

## 2016 COMMITTEES

### INTERNAL AFFAIRS DIVISION

April Hamby-Crabtree, Vice President

#### BUDGET & FINANCE COMMITTEE

Jim Swartz, Chair

#### MEMBERSHIP COMMITTEE

Kristie Helms, Chair

#### PUBLIC RELATIONS COMMITTEE

Sharon Kyser, Chair

#### FUND RAISING COMMITTEE

Chamber Staff

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#### LEGISLATIVE COMMITTEE

Mary Begley, Chair

#### TRANSPORTATION COMMITTEE

Pete Montague, Chair

#### INFORMATION TECHNOLOGY COMMITTEE

Nancy Firebaugh, Chair

### ECONOMIC DEVELOPMENT DIVISION

Mike Duckett, Vice President

#### AGRICULTURAL COMMITTEE

Phil Blevins, Chair

#### TOURISM COMMITTEE

Andrew Neese, Chair

#### INDUSTRIAL DEVELOPMENT COMMITTEE

Joe Hutton, Chair

### COMMUNITY AFFAIRS DIVISION

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#### SMALL BUSINESS COMMITTEE

Sandy Ratliff, Chair

#### EDUCATION COMMITTEE

David Matlock, Chair

#### PROFESSIONAL COMMITTEE

Jack Phelps, Chair

### LONG RANGE PLANNING COMMITTEE

Jamea Blevins, Chair

### LEADERSHIP WASHINGTON COUNTY

Barry Firebaugh, Coordinator

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

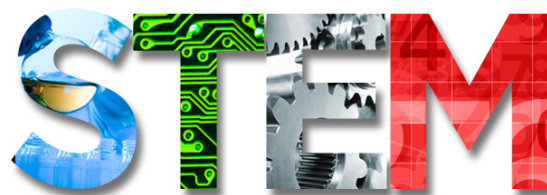
**Dr. Brian Ratliff**, Superintendent ♦ bratliff@wcs.k12.va.us ♦ 276.739.3000  
812 Thompson Drive ♦ Abingdon, VA ♦ 24210

## MAJOR ACCOMPLISHMENTS:

### A YEAR OF HIGH ACHIEVEMENT

All schools made significant improvements in student achievement, as indicated by the Department of Education Standards of Learning (SOL) assessments. In the area of mathematics, students reached every achievement benchmark established by the Department of Education. Completion of an extensive analysis of SOL data was provided to administrators and teachers to help guide the development of school improvement plans and teacher goal setting in the future.

The Washington County Career and Technical Educational Centers had a successful year with an increased number of students earning industry certificates and verified credits in Career and Technical Education courses.

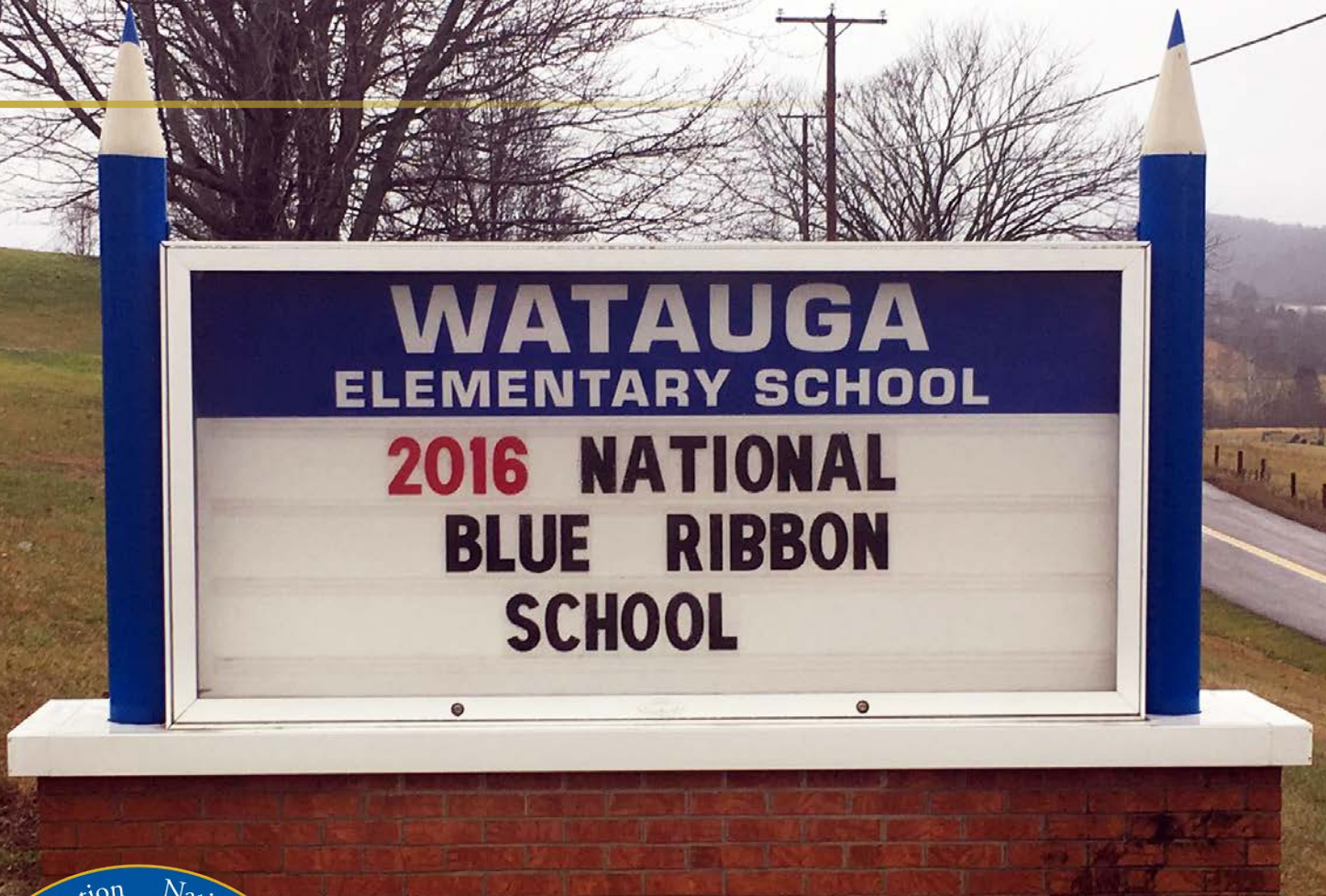


SCIENCE | TECHNOLOGY | ENGINEERING | MATHEMATICS

Elementary schools continued to incorporate STEM activities throughout the curriculum. Schools created STEM libraries that contain materials needed for experiments, as well as lesson plans to reach a variety of learners. STEM nights were incorporated into PTA/PTO meetings as a way to involve families in the excitement of hands-on explorations. Students remain excited to investigate science, technology, engineering, and math during their day.







#### 2015-2016 DISTINGUISHED SCHOOL AWARDS

- Watauga Elementary School recognized as a 2016 National Blue Ribbon School, one of 279 public schools in the nation to receive this honor.
- Greendale and High Point Elementary Schools designated as Title I Distinguished Schools by the Department of Education.
- Greendale and Watauga Elementary Schools received the 2016 Board of Education Excellence Award. Abingdon Elementary and High Point Elementary Schools received the Board of Education Distinguished Achievement Award.



## THE WASHINGTON COUNTY PUBLIC LIBRARY SYSTEM

includes five libraries, the main library in Abingdon and branches in Damascus, Glade Spring, Hayters Gap and Mendota. The library provides the community with current resources for lifelong learning, social exchange, pleasure, and entertainment.

All libraries provide educational, cultural and recreational programs for children and adults, in addition to classes and tutoring on the use of computers and electronic devices. Public computers, wireless internet, copiers, printers, and free notary service are available in all locations. The libraries are open a total of 203 hours per week.

The WCPL maintains 200,218 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.

### STATE PRESENTATION

WCPL delivered a presentation at the Virginia Library Association's annual conference about its Seed Savers Library, the only one in the state. The presentation included information about how seeds are borrowed and returned, and how the service encourages use of library resources and the overall impact it has on establishing community partnerships and attracting new users.

# PUBLIC LIBRARY SYSTEM

Charlotte Parsons • charlotte@wcpl.net • 276.676.6222

205 Oak Hill Street • Abingdon, VA • 24210

## MAJOR ACCOMPLISHMENTS:

### LAW LIBRARY

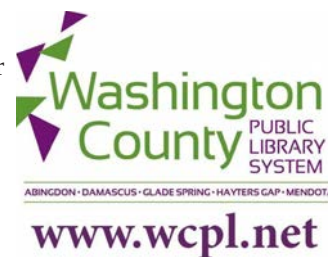


The Washington County Bar Association transferred the responsibility for the operation of the Law Library to WCPL in July 2016. The purpose of the law library is to provide the public with access to legal resources.

In addition to legal print materials, the Law Library provides free access to two legal databases – LexisNexis Express and Gale LegalForms. LexisNexis Express offers primary source material including case law, statutes and regulations, legal news and law reviews. This resource also provides company profiles and serves as a national and international news source. Gale LegalForms offers legal documents that address topics such as adoption, bill of sale, general contracts, divorce documents, landlord-tenant forms, small business forms, wills and more. Library staff at the main library are available to assist users in accessing these specialized resources and to offer classes in the use of these legal resources.

### NEW WEBSITE

A new website, [www.wcpl.net](http://www.wcpl.net), was launched in July 2016. The new website interfaces with the library's automation system making it easier for users to renew items on line, search for titles and place requests for any of the 1 million plus titles available in the online catalog shared with Emory & Henry College, King University and Tazewell Public Library.



The website is the access point for materials that can be downloaded on a personal electronic device. Our collection includes 11,000 e-books, 12,000 audio books and 68 digital magazines, including titles such as *Time*, *People*, and *The New Yorker*.

The website is also the gateway for accessing specialized resources such as Reference USA, which provides information on businesses, job searches, and market research. The Testing and Education Resource Center allows users to take and study for over 300 specialized tests such as the GED, SAT, GRE, LSAT and MCATS. Homework Help, Britannica and Tumblebook Library are examples of other online resources which support education.

SelectReads, available via our website, offers personalized selections for books and movies based on individual reading and viewing interests. A monthly electronic newsletter is sent to subscribers notifying them of new titles and recommendations in their favorite reading categories.

### EDUCATIONAL INITIATIVES

The Children's Department conducts story times across the system to teach early literacy skills essential for kindergarten readiness. Both public, private, and homeschool elementary students take part in STEAM (science, technology, engineering, art and mathematics) learning opportunities presented in various library locations and through staff-conducted afterschool programs.

An average of 1,000 searches per month occur in the educational databases available on the library's website. This increased use is attributed in part to the promotion of wi-fi service available at all locations and instruction in the use of educational databases that the library did in conjunction with the school system's Chromebook distribution.

The library offers a variety of programs and activities to foster a lifetime love of reading in teens. Tween and teen book and craft clubs, poetry and art contests, and special summer reading events represented a few of the programs this year. Students in middle and high school who volunteer at the library earn community service hours towards the Washington County Community Scholar program.



**YOUTH SERVICES DEPARTMENT** offers programs and materials for area youth ranging from babies to teens in all library locations. Programs help develop early reading skills and support the curriculum of public, private, and home school children.

**INFORMATION SERVICES DEPARTMENT** selects traditional print materials for adults in addition to specialized reference materials, local history, genealogy, and electronic resources available via the library's website or in the library. This department also provides specialized research assistance and instruction on new forms of technology.

**TECHNICAL SERVICES DEPARTMENT** is responsible for cataloging and preparing all materials for circulation, adding and withdrawing titles, managing inventory, repairing materials, and managing the materials budget for each library location. Last year 12,123 new items were added and 8,715 items were withdrawn.

**CIRCULATION SERVICES DEPARTMENT** provides excellent customer service and manages the lending of materials. Last year circulation was 371,341, that is an average of every resident in Washington County checking out 7.2 items. An average of 600 people come in our libraries every day.

**LIBRARY PROGRAMS**

More than 1,000 children and teens registered for the Summer Reading Program. In addition to reading thousands of books over the summer, participants attend six weeks of programs throughout the library system. Programs ranged from a live theatrical production of "The Wizard of Oz," to magicians, puppets, painting, cooking and Zumba.

WCPL also provides programs for teens during the Summer Reading Program. They included crafts, movies, games, and tacos and trivia. Teens at Hayters Gap brought their pillows to the library for a five-hour read-a-thon. In addition to bringing well-known writers to the library, WCPL held programs about African-American history, Native American culture, computers, employment opportunities (offered in cooperation with the Virginia Employment Commission), tax assistance (provided by People Inc.), gardening, Internet safety, car maintenance, and many more topics.

*Sunday with Friends, an annual series of author visits, hosted by the Friends of the Library, continues to attract large crowds. Pictured above is the audience who came to hear well known regional author Lee Smith. The event was moved from the library, which has a capacity for 100 people, to Sinking Spring Presbyterian Church, which easily accommodated the 250 who attended.*

**OUTREACH DEPARTMENT HIGHLIGHTS**

Our Outreach Department at WCPL serves those who are unable to access the bricks and mortar library locations because of limitation of various types, or as user groups able to benefit from library resources in an alternative setting.

We provide resources to numerous patrons who are certified as homebound by their treating physicians or homecare providers. This is done on a continuing needs basis, such as temporary disability following medical procedures, or as a permanent life altering condition.

Library deliveries are provided to 30 children's sites in the county, and 13 locations providing adult services. We offer programming at many sites, and special collections during the holidays.

The library is proud of its involvement with the Social Club, which provides an outlet for those who may face challenges in social situations.

The Outreach Department attends many local festivals and events such as Family Fun Day at Emory & Henry College, the Abingdon Farmer's Market, the Over 50 Expo and others, in order to share our resources and make information available about our services. Our coordinator also makes presentations to groups about library services that may address the needs of their members.



*Teen Read-a-Thon at Hayters Gap Branch Library*



*Jackie Lohman, outreach coordinator, helps her adult services patrons complete a craft*

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

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

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



# VIRGINIA COOPERATIVE EXTENSION

**Phil Blevins** ♦ pblevins@vt.edu ♦ 276.676.6309  
 234 West Valley Street ♦ Abingdon, VA ♦ 24210

## MAJOR ACCOMPLISHMENTS:

Agriculture Extension work is multifaceted, including everything from one-on-one farm/site visits, to producer/citizen educational meetings. Production agriculture focus areas include livestock marketing, genetics, nutrition, health, reproduction, grazing, pest (weed, disease, insect) identification and control, and forage production. On-farm research, demonstrations, and field days are used to bring to producers new technology that will enhance productivity and to 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 group 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, 44,969 feeder calves from the area have been marketed through this program receiving a \$3,935,792 premium over Virginia State Graded feeder calf sales.



**WASHINGTON COUNTY'S  
AGRICULTURE INDUSTRY:**

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

**\$76.5 MILLION IN SALES,**

and ranking

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

**FARMS:**

Farms: 1,602

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

192,123 acres in farmland

Average farm size: 120 Acres

Median farm size: 52 Acres

**FARM LABOR:**

1,056 workers

\$4.32 million in wages

**LIVESTOCK:**

Egg Production:

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

Cattle & Calves: 67,259

\$43.4 million annually

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

Dairy Cattle: 2,587

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

Goats: 2,077

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

Sheep & Lambs: 6,071

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

Horses: 2,014

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

**CROPS (NON-PASTURE):**

Over \$4 million annually

Hay: 40,325 Acres

Corn: 3,500 Acres

Tobacco: 200 - 300 Acres

Other Crops:

*Vegetables*

*Strawberries & Small Fruit*

*Greenhouse Crops*

*Christmas Trees*

**PASTURE**

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

Source: 2012 Census of Agriculture, USDA



**4-H HIGHLIGHTS:**

- 5,300 youth are enrolled in 117 4-H clubs in Washington County
- 254 Washington County 4-H members attended the regional 4-H summer camp; this was the largest camping group hosted during the summer
- 4-H Summer Fun programs provide low-cost special interest classes for youth during the summer, (June - August). Program topics include: etiquette, model rocketry, dairy science, sewing, and history
- Over 1,500 youth completed public speaking and oral communication projects
- 76 local 4-H members were named *District Champion* at the Southwest District Contest
- Washington County is home to four Virginia 4-H State Officers: President, Secretary, and two State Ambassadors
- 29 youth represented Washington County at Virginia Tech during 4-H Congress, 7 earned *State Champion* honors
- Two Washington County 4-H members were tapped into the Virginia 4-H All Starts
- Two teens were selected from Washington County to represent Virginia at the National 4-H Congress in Atlanta, Georgia



**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 \$75 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

**Randy Blevins** ♦ randall.blevins@dss.virginia.gov ♦ 276.645.5000  
 15068 Lee Highway ♦ Bristol, VA ♦ 24202

## MAJOR ACCOMPLISHMENTS:

### ADOPTION RECOGNITION CELEBRATION

Washington County DSS in cooperation with Bristol and Smyth County DSS and the 28th District Best Practice Team celebrated the first annual adoption recognition event on Saturday, November 18, 2016, at the Bristol Virginia Courthouse. Adoptive children and their families attended along with Judges, local governing body representatives, community partners, agency staff, and other guests. Every child received gifts and there were activities to celebrate the occasion. Speakers included the Honorable Sage Johnson, Circuit Court Judge, the Honorable Florence Powell, J&DR Court Judge, the Honorable Archie Hubbard, member of Bristol, VA City Council. The featured speaker was Barry Proctor, Attorney and adoptive parent. This event is planned annually and is scheduled for Washington County next year.



### ELEVATE - SNAP E&T PROGRAM

Washington County DSS in collaboration with Smyth County DSS, the Virginia Department of Social Services, and Virginia Highlands Community College is currently participating in a 3 year federally funded project to assist SNAP recipients to increase their opportunities to obtain unsubsidized employment. Eligible SNAP recipients could receive basic academic skills, digital literacy skills, professional soft skills training, occupations specific training, GED education for in-demand jobs, adult career coaching, and financial aid for tuition. Other services may include transportation, clothing and/or tools necessary for employment. Find out more by contacting Brandi Stone at 1-276-706-2035, or visit the Washington County DSS, 15068 Lee Hwy., Suite 100, Bristol, VA 24202.

## 2016 PROGRAM HIGHLIGHTS:

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

Served an average of 3,514 households per month

#### MEDICAID:

Served 11,609 individuals annually

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

- Average Monthly Household Recipients: 65
- Employed: 63% with \$8.48 average wage

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

Average number of recipients per month: 189

#### Welfare, Fraud, Referrals, & Collections:

Investigated 322 allegations annually

#### Fuel Assistance:

- Winter Heating: 2,109 Households
- Summer Cooling: 588 Households

#### Adoptions Cases: 73

#### Children in Foster Care:

Monthly Average: 42

#### Child Care Services:

Families Served/Monthly Average: 32

#### Child Protective Services:

- Reports & Investigations: 765
- Ongoing Cases: 26

#### Adult Protective Services:

- Reports & Investigations: 185
- Guardianship Cases: 87
- Referrals for personal care/nursing home/ ALF screening for Medicaid, Monthly Average: 12

# DEPARTMENT OF ELECTIONS

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

## MAJOR ACCOMPLISHMENTS:

The high level of interest that Americans demonstrated in the 2016 Election season was evident in Washington County through the three elections the Department of Elections administered during the year.

- The **PRESIDENTIAL ELECTION** was by far the most predominate event in the United States during 2016. More than 26,000 Washington County voters cast their ballots in the November election. In addition to casting votes for President on November 8, Washington County voters elected a representative to the U.S. House of Representatives, considered two proposed constitutional amendments, and filled seats on the Glade Spring and Damascus Town Councils.
- The **PRESIDENTIAL PRIMARY ELECTION**, called by both parties to help determine which candidates would appear on the November ballot, was conducted on March 1, 2016. Nearly 10,000 Washington County voters went to the polls to cast their ballots.
- More than 1,100 Abingdon residents turned out on May 2, 2016 to fill two seats on the Abingdon Town Council.



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.

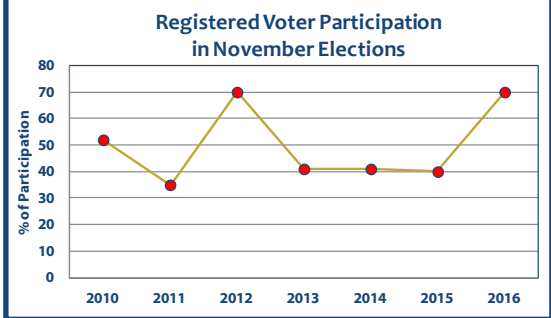
The General Voter Registrar is appointed by the Washington County Electoral Board. The Electoral Board is composed of three members appointed by a majority of the Circuit Court Judges of the 28th Judicial Circuit. The Electoral Board appointments are based on representation of the two political parties 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.

## 2016 VOTING HIGHLIGHTS:

- 37,035 registered voters in Washington County, representing a 5% growth from 2015
- More than 70% of Washington County voters cast ballots in the November 8, 2016 election
- 2,750 voters cast absentee ballots - more than 1,800 of those were cast in-person at the office

## LOOKING FORWARD TO 2017 . . .

In 2017, a primary election will be held on June 13. On November 7, 2017, voters will elect a Governor, Lieutenant Governor, Attorney General, and members of the Virginia House of Delegates. Locally, three seats will be filled on both the Washington County Board of Supervisors and the Washington County School Board.



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

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

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

**EMERGENCY MEDICAL SERVICES:**  
Damascus Resuce Squad  
Valley Rescue Squad  
Glade Spring Life Saving Crew  
Washington County Life Saving Crew

# EMERGENCY MANAGEMENT SERVICES

Tim Estes, Sr. ♦ timestes@washcova.com ♦ 276.525.1330

## MAJOR ACCOMPLISHMENTS:

### 911 PSAP/CENTRAL DISPATCH CENTER

Activities of this department work to ensure a coordinated response across multiple agencies and partners for emergency situations and distasters.

- Number of 911 Emergency Calls: 27,435
- Number of Administrative Calls: 124,587
- Receipt of a grant to obtain and install a new mapping system for the 911 Center.
- Installation of new 911 call handling equipment.

### EMERGENCY MANAGEMENT DEPARTMENT

Notable activities during 2016 include:

- Recertified as a Storm Ready Community with the National Weather Service, ensuring that the community is better prepared to save lives from severe weather through advanced planning, education, and awareness.
- Installed a Public Notification System, Nixle 360, in July. 48 alerts have been sent.
- Participated in or evaluated three large scale exercises with multiple agencies to prepare for real life emergencies. These training exercises afforded the Emergency Management Department opportunities to implement portions of the Washington County Emergency Operations Plan, accessing plan strengths and identify areas for improvement.
- Staff attended conferences, training, and committee meetings at the local, regional, and state levels.
- Continued to work with local partners such as Department of Social Services, the American Red Cross, United Way, and the Washington County School System to ensure the safety of citizens and visitors.







### FIRE & EMERGENCY MEDICAL SERVICES

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

- Fire & EMS agencies responded to 9,998 calls for service in 2016. On average, that is 27 calls every day, one call every 53 minutes.



*Thank you  
to all our volunteer  
Fire & EMS Personnel!*





# RECREATION DEPARTMENT

Keith Owens • kowens@washcova.com • 276.525.1385

## MAJOR ACCOMPLISHMENTS:

### COUNTY PARK INFIELD UPGRADES

To increase both playability and safety, all infields at Beaverdam Creek Park and Leo Sholes Memorial Park were enhanced by the addition of Turface Pro League Natural and Turface MVP to the existing surface. The addition of these products allows the fields to recover faster during rainy periods, cutting game cancellations to a minimum.

Little League fields saw new break away bases installed to add to player safety, and the softball field at Sholes Park now has a new scoreboard thanks to the generosity of friends and family of Greg Sholes, who passed away in March of 2016.



### ADULT KICKBALL LEAGUE

During July and August, Beaverdam Creek Park in Damascus is home to the Adult Kickball League. Started in 2010 with only 4 teams, participation has continued to grow. The highlight of the season is the post-season Championship Tournament. The 2016 Tournament Champion Team was the Kickbutkowskis, one of the 4 original teams from the 2010 season.



### 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 7th 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!

- 85 kids were enrolled in the program this summer
- Field trips: The Kingsport Aquatic Center's Outdoor Water Park, ETSU Gray Fossil Museum, Mystery Hill in Blowing Rock, NC, and Fort Chiswell Animal Park



**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 an Olympic-sized public swimming pool, 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.

# WASHINGTON COUNTY PARK

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



**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.

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



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



### PARK FEES:

#### Park Admission Fees

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

#### Campsite Rentals:

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

#### Picnic Shelter Rentals:

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



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

# SOLID WASTE

**Transfer Station** ♦ 276.623.1044

## MAJOR ACCOMPLISHMENTS:

The Solid Waste Department completed several improvement projects during 2016:

- Painted the exterior of the maintenance garage located at the Abingdon Transfer Station.
- Expanded the recycling program by placing collection containers/bins throughout County buildings to collect plastic bottles and aluminum cans.
- Repairs were made to the concrete pad underneath the compactor at the Route 19 Transfer Station, improving drainage issues. A key feature of these improvements includes a better drainage system for waste water, ensuring that all liquids or contaminated rainwater would not run off-site into adjacent streams or properties.



## SOLID WASTE BY THE NUMBERS:

### CONTAINERS PROCESSED:

- Open Top Containers: 2,778
- Compactor Containers: 1,311
- Recycling Containers: 102
- Cardboard Containers: 123
- Metal Containers: 146

### WASTE PROCESSED:

- 22,483 tons of Waste
- 401 tons of Scrap Metal
- 131 tons of Plastic & Mixed Paper
- 5 tons of Aluminum



# WASHINGTON COUNTY SERVICE AUTHORITY

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



## THE WASHINGTON COUNTY SERVICE AUTHORITY (WCSA)

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

## MAJOR ACCOMPLISHMENTS:

### GOLD RANKING FOR 6<sup>TH</sup> CONSECUTIVE YEAR



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

### 2016 CONSTRUCTION PROJECTS:

Washington County Service Authority completed water service extension projects along Hidden Valley Road and Childress Hollow Road. These projects brought much needed water to 52 homes or businesses that previously relied on wells, springs, or cisterns. WCSA also completed work on 4 divisions of the Galvanized Line Replacement Project, Phase II, the second in a three phase project to replace all galvanized pipe within the system. Lines were replaced in areas of Emory, Meadowview, Glade Spring, Abingdon, and Bristol improving service to many homes and businesses.



### PROJECTS UNDER CONSTRUCTION:

Construction is underway on the Exit 13, Phase 2A Wastewater Project. This project will provide wastewater service to 43 existing homes or businesses along Lee Hwy near Exit 13. It will also make wastewater service available to new homes or businesses, promoting growth along the Lee Highway corridor.

Division 5 of the Galvanized Line Replacement Project, Phase II – This division will replace galvanized pipe in several areas throughout the county. This is the final division of Phase II of a three Phase project to replace all galvanized pipe within the system. This project will directly impact approximately 8,000 existing connections and indirectly impact hundreds more throughout the WCSA water service area.



# 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:

**RHONDA LUSK, JACK PHELPS, KAY POOLE, LINDA CRANE, DAVID CLINE, JANET COMBS, KATHRYN ROARK**

## BOARD OF ZONING APPEALS:

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

### BOARD MEMBERS:

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

## ELECTORAL BOARD:

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

### BOARD MEMBERS:

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

## PUBLIC LIBRARY BOARD OF TRUSTEES:

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

### BOARD MEMBERS:

**DAN SMITH, DEBBIE LEDBETTER, GARY CATRON, DARLENE ROWLAND, JAMES CARTWRIGHT, EVA BEAULE, CAROL SIMS**

## PLANNING COMMISSION:

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

### BOARD MEMBERS:

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

## SCHOOL BOARD:

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

### BOARD MEMBERS:

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

# REGIONAL BOARDS, AUTHORITIES & SERVICES



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

**WASHINGTON COUNTY REPRESENTATIVE: SAUL HERNANDEZ**



The **HIGHLANDS COMMUNITY SERVICES BOARD** oversees the delivery of a variety of mental health and substance abuse programs for the City of Bristol, Virginia and Washington County. The Bristol, Virginia City Council and Washington County Board of Supervisors appoint members to the Highlands Community Services Board.

[www.highlandscsb.org](http://www.highlandscsb.org)

**WASHINGTON COUNTY REPRESENTATIVE:**

**JUDY CARRIER, ANGIE CULLOP, RANDALL EADS, SAUL HERNANDEZ, ODELL OWENS, LISA SEABORN, PHILLIP SPRINKLE**



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

[www.hjdc.org](http://www.hjdc.org)

**WASHINGTON COUNTY REPRESENTATIVE: DOUG MEAD**



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 BONHAM**



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: DR. JAMES BAKER**



**VIRGINIA'S INDUSTRIAL ADVANCEMENT ALLIANCE** (formerly known as Virginia's aCorridor), consolidates marketing and presents regional demographics, and works with local governments to enhance their economic development programs. The Mount Rogers Development Partnership Inc. was created in 1989 to promote the region as a location for new and expanded business. Stretching from the City of Bristol to the City of Galax along Interstates 81 and 77, the regional alliance includes the two cities and Washington, Wythe, Smyth, Grayson, Carroll and Bland counties. [www.viaalliance.org](http://www.viaalliance.org)

**WASHINGTON COUNTY REPRESENTATIVE: JASON BERRY**



**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**





## 2016 ANNUAL REPORT CREATED BY:

**Audrey Wells**

Administrative Assistant  
Economic Development & Community Relations  
awells@washcova.com

## WITH SUPPORT FROM:

**Whitney Bonham**

Deputy County Administrator  
Director of Economic Development & Community Relations  
wbomham@washcova.com

## ON THE COVER

***Abrams Falls***

Special Thank You to **Alicia Roland**  
for this amazing photo!



# Washington County Virginia

Government Center Building  
1 Government Center Place, Suite A  
Abingdon, VA 24210  
Phone: 276.525.1300  
Fax: 276.525.1309  
[www.WashCoVa.com](http://www.WashCoVa.com)



**WASHINGTON COUNTY  VA**

**ECONOMIC DEVELOPMENT**

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