



# FY 2025 ANNUAL REPORT



*It is my great honor to represent this organization and share the incredible work of Highlands Community Services through this year's FY'25 Annual Report. Within, you will find continued growth and expansion of services consistent with our last several years of operation, along with countless examples of the ways our staff positively impact our community each and every day. By continuing to identify ongoing needs and developing means to address, HCS remains at the forefront of innovation, evidence-based training and interventions, and fostering the supports and positive outcomes that truly meet the needs of the individuals we serve.*

*As we continually assess the needs of our community, we make every effort to be responsive and flexible with our service array. This year has included an unprecedented response to a natural disaster that impacted our community, a long-awaited launch of a community-based forensic medical examination program, expansion of school-based services, and planning for additional youth services for the upcoming school year at our Children's Campus facility. We've also seen the launch of integrated health mobile services, initial planning for supported employment services, and formulation and application to launch a Behavioral Health Docket through the Washington County General District Court. Creating opportunities for individuals to easily access support when it is needed most remains a continued priority.*

*Whether planned or responsive to mandatory transitions, over the last few years, we have weathered many challenges and changes to our service delivery system. As we prepare for another fiscal year, we approach with the understanding that what it means to be a CSB continues to change, with our scope and responsibilities continuing to broaden. Having rounded out another year sustaining our solid foundation and fiscal stability, HCS and its dedicated staff strive to remain a beacon of hope, providing ongoing collaboration and support for our community partners and those we serve. Stronger together, we continue to work toward making a hopeful today become a prosperous future.*

## **“Celebrating a Year of Growth and Resilience at HCS.”**



**Rebecca Holmes, Executive Director**



## EXPENSES

Salaries/Benefits	\$27,543,700
Staff Support	427,944
Facilities/Vehicles/Equipment	2,729,974
Program Operations	917,965
Consult/Contracts	5,763,088
Other	406,758
<b>Total</b>	<b>\$37,789,429</b>

## REVENUE

State Funds	\$12,868,603
Federal Funds	3,052,562
Local Funds	634,970
Interest Income	343,146
Fees for Services	19,556,612
Other	4,321,036
<b>Total</b>	<b>\$40,776,929</b>

## ASSETS

Cash and Cash Equivalents	\$10,259,753
Accounts Receivable	3,134,308
Fixed Assets	16,486,643
<b>Total</b>	<b>\$29,880,704</b>



# A LOOK AT OUR GROWTH & IMPACT

## LIABILITIES

Current Liabilities	\$2,363,720
Long Term Liabilities	11,186,819
Accrued PTO	2,113,533
<b>Total</b>	<b>\$15,664,072</b>

## NET POSITION

<b>Total</b>	<b>\$14,216,632</b>
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# Youth Stats

Out of **13,734** CHILDREN  
in Washington Co. and Bristol, VA  
HCS served 1,913 of them in FY25

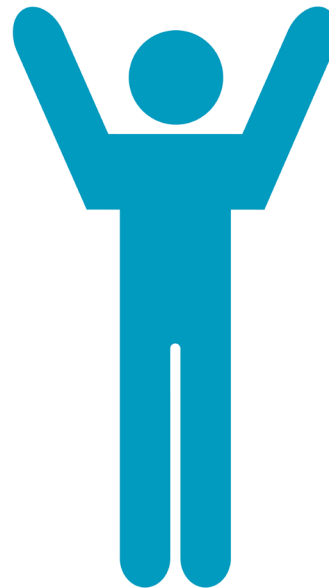


# Adult Stats

Out of **57,583** ADULTS  
in Washington Co. and Bristol, VA  
HCS served 3,605 of them in FY25



In FY25, HCS helped  
**5,518**  
individuals  
improve their lives  
and discover new possibilities





# BY THE NUMBERS

## Adult Recovery Services\*\*..... 1,856

Washington Co. Case Management,  
Bristol Case Management, Psychosocial  
Rehabilitation Services .....1,449

Peer Recovery Supports ..... 108

Substance Use Disorder Case Management,  
Jail Discharge Planning,  
Adult Hospitalization,  
Permanent Supportive Housing ..... 602

## Children and Family Services . 1,380

School-Based Services .....1,042  
Community-Based Services ..... 567

## Crisis Services \*\* .....870

Pre-screening ..... 839  
CITAC..... 512  
Marcus Alert..... 454  
23-Hr (Anchor) ..... 156  
RCSU (Harbor) ..... 268

## Developmental Services..... 626

Intellectual/Developmental ..... 275  
Early Intervention..... 352

## Outpatient Services \*\* ..... 2,046

Navigate Program .....41

## Psychiatric Services..... 1,880

Service Enrollment/  
Assessment Unit ..... 2,727

**Total Number of  
Individuals Served..... 5,518**

(\*\*) Program numbers may only reflect a subset of the total served by department.

# CAC STATS

## New Victims Served ..... 251

## CAC Services Received

Forensic Interviews (FI) ..... 207

## Facility Dog Services

Children Served:

Before/After Forensic Interview..... 97  
During Forensic Interview ..... 7  
Assisted in Therapy Services..... 129

## Types of Abuse Reported

Sexual Abuse ..... 123  
Physical Abuse..... 107  
Neglect ..... 64  
Witness to Violence ..... 12

## Relationship of Offender

Parent..... 89  
Step-Parent ..... 12  
Other Relative ..... 24  
Parent's Boyfriend/Girlfriend ..... 26  
Other Known Person ..... 58  
Unknown ..... 25



## Alleged Offenders..... 234

Number of Criminal Charges Filed ..... 158

Cases Accepted for Prosecution..... 96

Convictions:

By Plea Agreement..... 69

By Jury Trial..... 8

Acquittals ..... 4





# HCS Community Prevention



As part of statewide efforts to combat the opioid & substance abuse epidemic, HCS prevention staff spend time with folks in the communities to share valuable resources as well as provide potentially life saving training on opioid overdose reversal and free naloxone for those we train.

# January 2026

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29	30	31 <i>New Year's Eve</i>	1 <i>New Year's Day</i>	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19 <i>Martin Luther King Jr. Day</i>	20	21	22	23	24
25	26	27	28	29	30	31





# Communities in School's

Our Prevention Department was proud to attend the Communities In Schools event, helping raise awareness and provide essential resources directly supporting students and families in our community.

# February

## 2026

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2 <i>Groundhog Day</i>	3	4	5	6	7
8	9	10	11	12	13	14 <i>Valentine's Day</i>
15	16 <i>Presidents' Day</i>	17	18	19	20	21
22	23	24	25	26	27	28





# Mobile Integrative Health

## Harm Reduction Outreach Efforts

Locality: Bristol, VA – 14 Washington Co. – 63

## Naloxone Kits

Locality: Bristol, VA – 10 Washington Co. – 69

## Connected to Job/Employment

Locality: Bristol, VA – 0 Washington Co. – 1

## Connected to Education/Job Training

Locality: Bristol, VA – 0 Washington Co. – 1

## Connected to Housing

Locality: Bristol, VA – 2 Washington Co. – 5

## Connected to Professional Mental Health Care

Locality: Bristol, VA – 4 Washington Co. – 3

## Connected to Medications for Opioid Use Disorder

Locality: Bristol, VA – 4 Washington Co. – 3

Numbers reflect only six weeks  
of mobile unit operations,  
launching in May, 2025.

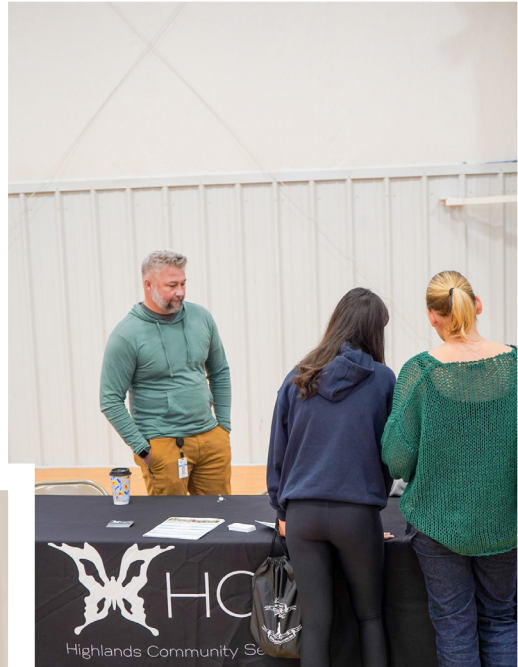
Access to care should never depend on transportation, internet access, or limited hours. The new Mobile Integrative Health Unit brings vital services into the community, meeting people where they are. We were excited to celebrate its official ribbon cutting alongside community partners who helped make this vision a reality.

# March

## 2026

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
Daylight Saving Time						
15	16	17	18	19	20	21
		St. Patrick's Day				
22	23	24	25	26	27	28
29	30	31				
Palm Sunday						





# Student Engagement

Students from Washington County Schools visited Highlands Community Services for a guided tour of our facilities. During their visit, they had the opportunity to meet with several departments and learn about the services we provide. This is part of HCS's efforts at early workforce development.

# April 2026

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1  <i>April Fools' Day</i>	2	3  <i>Good Friday</i>	4
5  <i>Easter</i>	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		



## **Forensic Medical Program: Expanding After-Hours Support for Child Victims of Sexual Assault**

*This year, the Highlands Community Services Children's Advocacy Center (CAC) launched a vital new initiative designed to strengthen the regional response for children who have experienced sexual assault or abuse. The Forensic Medical Program now provides after-hours forensic medical support, ensuring children can receive timely, trauma-informed care at any hour of the day or night.*

*For many families, accessing immediate medical attention after an assault has historically meant relying on emergency rooms, which can be overwhelming environments for children already in crisis. The Forensic Medical Program changes that. Through a coordinated partnership with trained forensic medical professionals – including collaboration with specialists at UVA Hospital – the CAC now offers a safe, child-centered space where victims can receive:*

- Forensic medical exams
- Evidence collection, including sexual assault kits
- Documentation of injuries
- Comfort-driven, trauma-informed support

*The need for this program is profound. In FY25 alone, the Highlands CAC served 123 cases of child sexual abuse and 107 cases of physical abuse across Washington, Smyth, Bland counties, and the City of Bristol. These numbers reflect a persistent and heartbreaking reality – one that demands comprehensive, immediate, and compassionate services.*

## **CAC Forensic Nurse Examiner**





Developed under a broad collaboration umbrella, the CAC of HCS launched its forensic medical examination program this year. This allows underage victims of abuse to receive necessary care, 24/7, in a friendly environment with skilled medical staff.

# May 2026

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4 <i>Cinco de Mayo</i>	5	6	7	8	9
10 <i>Mother's Day</i>	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	<i>Memorial Day</i>					



# Problem Gambling Prevention



As a growing focus within HCS, problem gambling prevention efforts continue to expand in both scope and reach. This spring, HCS was a participating partner of the 2nd Annual Problem Gambling Prevention Conference here in Abingdon.

# June 2026

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
Flag Day						
21	22	23	24	25	26	27
Father's Day						
28	29	30				

# Training

## By The Numbers

### STAFF

Cognitive Behavioral Therapy.....	3
Dialectical Behavior Therapy.....	6
EMDR Trauma Treatment .....	2
Co-Response Clinician Training: Highlands Community Services ...	13
Motivational Interviewing .....	6
ReVive Naloxone Training .....	60
Supported Housing .....	40
Trauma-Training 40 Hours.....	47
Military Cultural Competency.....	35

### COMMUNITY

Adverse Childhood Experiences (ACEs).....	167
Crisis Intervention Team 40-Hour Core Training .....	73
Crisis Intervention Team One-Day Introductory Training .....	95
Teen Mental Health First Aid.....	547
SafeTALK .....	23
ReVive Naloxone Training:HCS HCS Trained .....	21
HCS with ASAC .....	806

### EMPLOYMENT

411 Total Positions	362 Full-Time Positions
19 Part-Time Positions	30 PRN Positions
26.89% Worked 10+ Years	46.48% Worked 5+ Years

### CISM

Smyth Co. Sheriff's Office .....	31
Damascus Police .....	31
Russell Co. Sheriff's Office .....	7
Glade Spring Police Dept. ....	13
Paramedic Instructors Program .....	5
Russell Co. Sheriff's Office (2nd Incident) ...	13
Bristol VA Police Department.....	5
E.O .....	35



HCS takes pride in the breadth and volume of training available for our staff to ensure we remain a high quality and cutting-edge provider. We also work to help our community partners be prepared to recognize and respond to community needs.

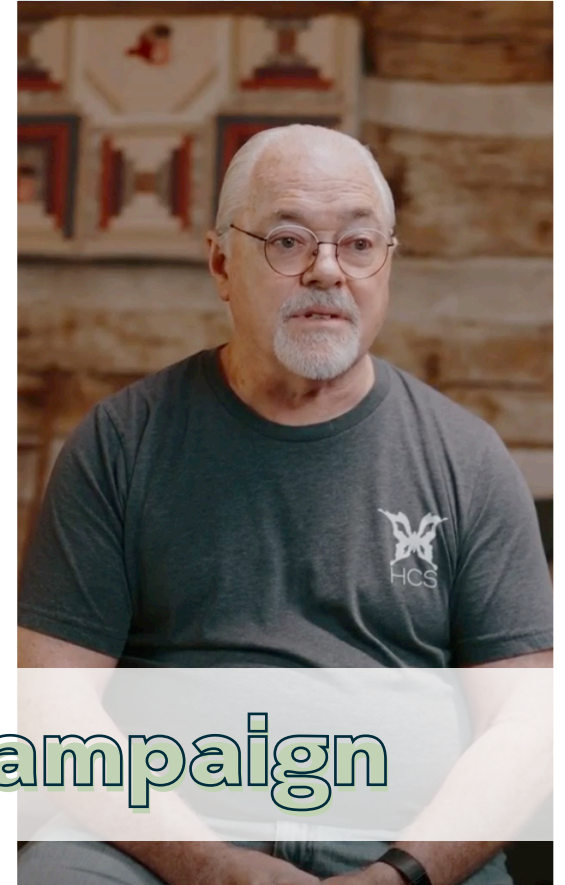
# July 2026

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	1	2	3	4 <i>Independence Day</i>
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	



Scan to view

*"Activate your Wellness"*  
Campaign Video



Activate your Wellness Campaign



Highlands Community Services was honored to participate in the “Activate Your Wellness” campaign, joining organizations across the region to promote mental health awareness and encourage healthy, proactive self-care. Through this initiative, HCS helped empower individuals and families with tools, resources, and support to build stronger wellness in our community.

# August

## 2026

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5	6	7	8
9	1	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					





# Co-Response Team Training



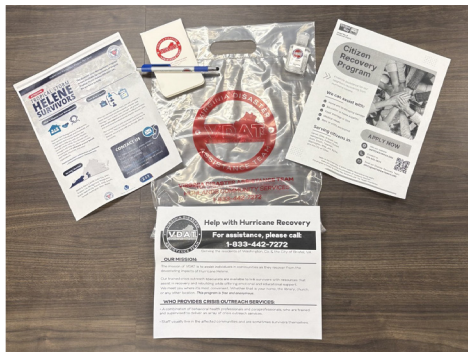
*All deputies involved with our Co-Response Unit partner with our clinical staff to conduct real-life joint response exercises. Instructor Robin Widener brought in her Virginia Highlands Community College criminal justice students to help role-play the scenarios for a successful training event.*

# September

## 2026

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
6	7 <i>Labor Day</i>	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			





# Virginia Disaster Assistance Team

Highlands Community Services



HCS was honored to have taken part in the development of the Virginia Disaster Assistance Team as a response to the impact of Hurricane Helene. HCS' model was praised by FEMA representatives for what they would consider to be the model for future programs to follow.

# October

## 2026

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
						Halloween



# Human Trafficking Training



We were excited to host the Human Trafficking Institute for an impactful training opportunity that we were able to share with multiple partners across the region.

# November

## 2026

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
Daylight Saving Time Ends						
8	9	10	11	12	13	14
			Veterans Day			
15	16	17	18	19	20	21
22	23	24	25	26	27	28
				Thanksgiving Day	Day After Thanksgiving	
29	30					





Happy Holidays





*Wishing you and your families  
a safe and happy holidays!*

*- Alpha and HCS staff*

# December

## 2026

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
				Christmas Eve	Christmas Day	
27	28	29	30	31		
				New Year's Eve		

# WHO WE ARE

Highlands Community Services (HCS) was founded as a Virginia Community Services Board (CSB) in 1972. We provide behavioral health care to all individuals seeking mental health, substance use and developmental services in Washington County, Virginia and the City of Bristol.

## Our Mission

HCS is committed to “improving lives and discovering possibilities” by providing the highest quality continuum of behavioral health care, creating a center of excellence for all individuals seeking mental health, substance use or developmental services.

## Our Vision

We are dedicated to discovering, implementing and sustaining valuable services that improve lives. We will continue to operate with efficiency, financial viability and innovation.

## Our Values

Our core values are integrity, respect, teamwork, empowerment and transparency. These values guide all that we do.

## Our Board

### WASHINGTON CO.

Fred Newman  
Randy Pennington  
Michael Whiteaker  
Derek Whisman

### BRISTOL, VA

Heather Tedder, Chair  
Jacob Holmes, Vice Chair  
Christina Harrison, Secretary  
LaRue Carter Miles  
Amy Duncan  
William “Bill” Hartley

### JOINING FY’26

Anne Wampler



# SERVICES

## Adult Recovery Services

- Hospital Liaison Services
- Mental Health Case Management
- Permanent Supportive Housing
- Psychosocial Rehabilitation
- Restoration to Competency Services
- Supported Employment ([Under Development](#))

## Children's Advocacy Center

- Court Preparation
- Federal Missing Child Unit Task Force
- Forensic Interviews
- Licensed Facility Dog
- Multi-disciplinary Team Coordination
- Specialized Treatment & Counseling

## Children's Community-Based Services

- Case Management
- Foster Care Program
- Independent Assessment Certification Coordination Team
- Intensive Case Management
- Intensive In-Home
- Juvenile Competency Restoration
- Youth Mental Health Intensive Outpatient Program ([Under Development](#))
- Interchange School & Summer Programs
- Transition Coordination
- Case Support Services ([Under Development](#))

## Children's School-Based Services

- Assessments
- Case Management
- Therapy
- Student Assistance Program
- Therapeutic Day Treatment

## Crisis Services

- Community Stabilization for Children & Adults
- Mobile Crisis Response (Emergency Services, Mobile Crisis, Co-Response)
- Regional Marcus Alert Coordination
- Adult Residential Crisis Stabilization Unit
- 23-Hour Observation for Adults
- 24/7 CIT Assessment Center
- Critical Incident Stress Management (CISM) Debriefing

## Developmental Services

- Horizons Day Support
- In-Home Residential Supports
- Sponsor Home Program
- I/DD Support Coordination Services
- Infant & Toddler Connection/Early Intervention

## Outpatient Services

- Comprehensive Diagnostic Assessments
- Consultation Services
- Department of Juvenile Justice Treatment Services
- Individual, Group & Family Therapy

## Outpatient Services (Continued)

- Medication Assisted Treatment (MAT)
- NAVIGATE First Episode Psychosis Services
- Project Jane Domestic Violence Services
- Specialized Trauma Treatment Services
- Substance Use Intensive Outpatient Program
- Project Link

## Prevention & Education

- Child Abuse Prevention
- Community Coalitions & Engagement
- Parenting Programs
- Problem Gambling Prevention
- Rapid REVIVE! Training

## Psychiatric Services

- Lab/Phlebotomy
- Medication Management
- Primary Care Screening & Services ([Expanding](#))
- Psychiatric Assessment

## Specialty Services

- Recovery Court
- Behavioral Health Docket ([Under Development](#))
- Forensic Discharge Planning
- Peer Support Services
- Substance Use Disorder Case Management
- Veterans Recovery Coordination



Highlands Community Services

**HighlandsCSB.org**

**276.525.1550**