



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



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
Total	\$37,789,429

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
Total	\$40,776,929

ASSETS

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



A LOOK
AT OUR
GROWTH
& IMPACT

LIABILITIES

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

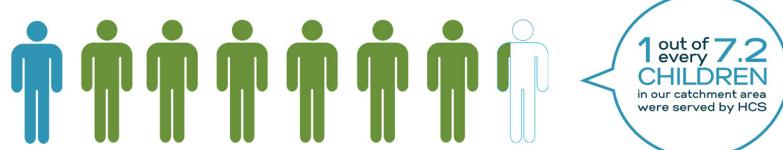
NET POSITION

Total	\$14,216,632
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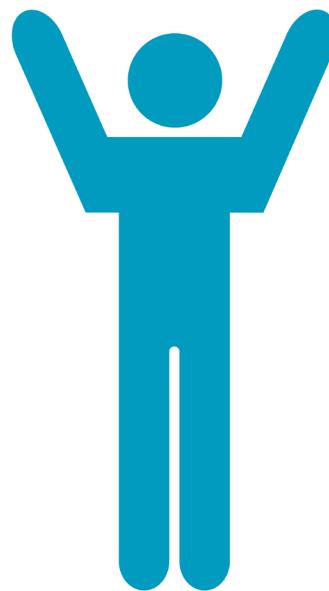


Youth Stats

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

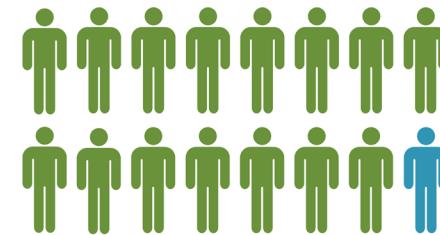


In FY25, HCS helped
5,518
individuals
improve their lives
and discover new possibilities



Adult Stats

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



.05% Increase in Consumers Served.

2.7% Increase in Children Served.

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	1	2	3
			New Year's Eve	New Year's Day		
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



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

<i>Sunday</i>	<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>	<i>Saturday</i>
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

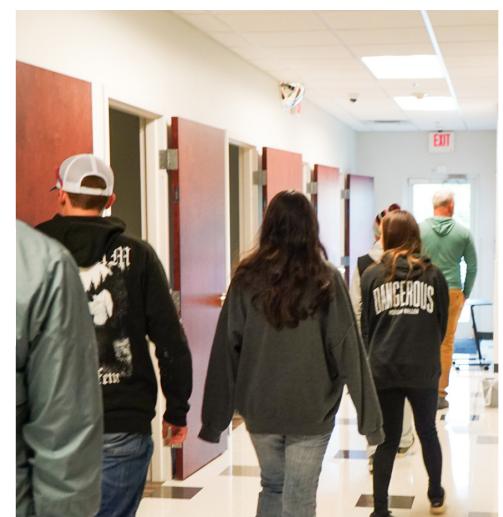
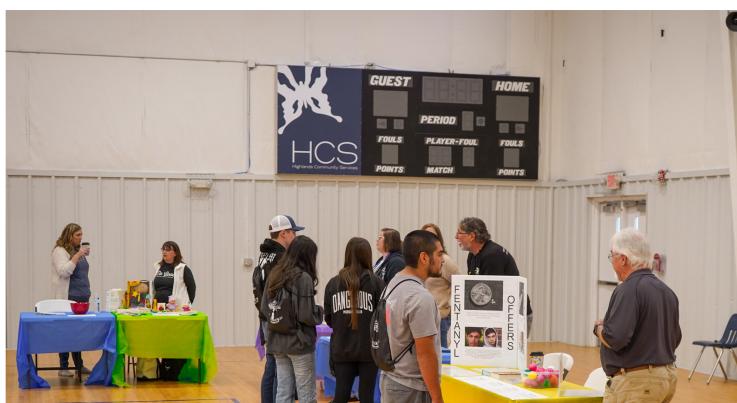
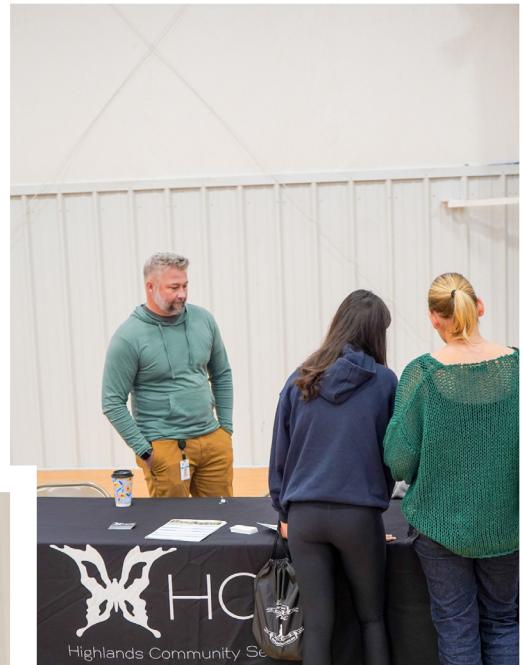
Connected to Medications for Opioid Use Disorder

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



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

<i>Sunday</i>	<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>	<i>Saturday</i>
			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

<i>Sunday</i>	<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>	<i>Saturday</i>
					1	2
3	4	5	6	7	8	9
	<i>Cinco de Mayo</i>					
10	11	12	13	14	15	16
<i>Mother's Day</i>						
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

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

Training By The Numbers

STAFF	COMMUNITY
Cognitive Behavioral Therapy.....3	Adverse Childhood Experiences (ACEs).....167
Dialectical Behavior Therapy.....6	Crisis Intervention Team 40-Hour Core Training
EMDR Trauma Treatment2	73
Co-Response Clinician Training: Highlands Community Services ..13	Crisis Intervention Team One-Day Introductory Training
Motivational Interviewing6	95
ReVive Naloxone Training60	Teen Mental Health First Aid.....547
Supported Housing40	SafeTALK.....23
Trauma-Training 40 Hours.....47	ReVive Naloxone Training:HCS HCS Trained
Military Cultural Competency.....35	21
	HCS with ASAC
	806

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

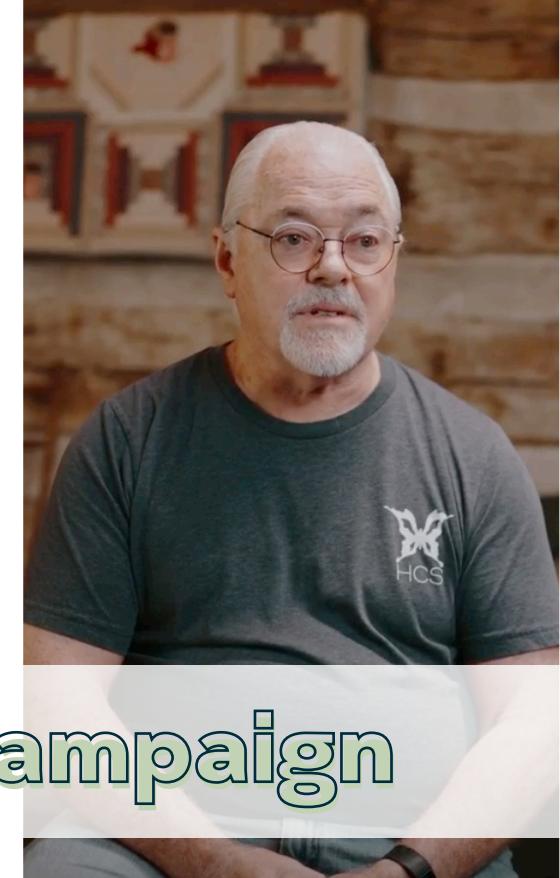
HCS takes pride in the breadth and volume of training available for our staff to ensure we remain a high quality and cutting-edge provider. We also work to help our community partners be prepared to recognize and respond to community needs.

July 2026

<i>Sunday</i>	<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>	<i>Saturday</i>
		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

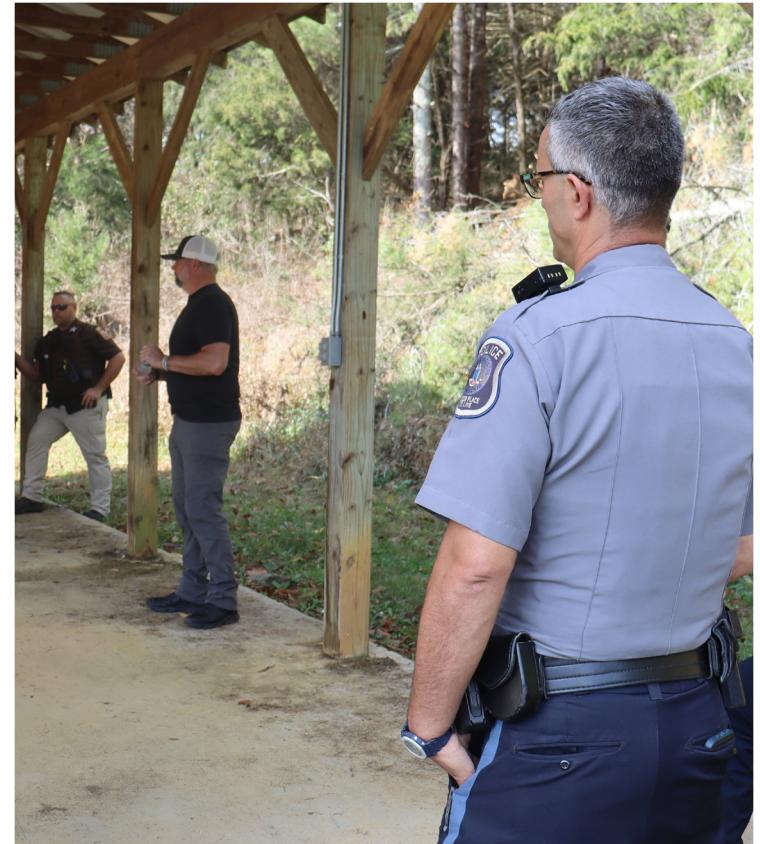
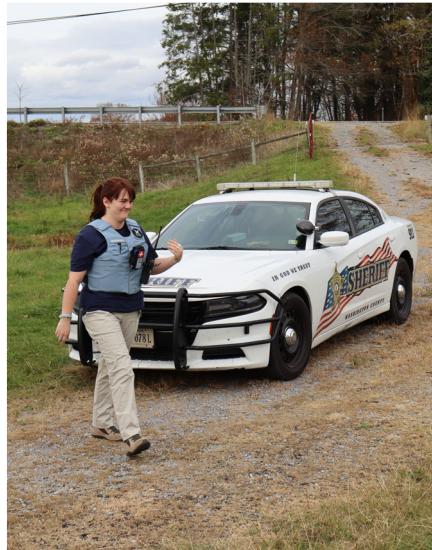
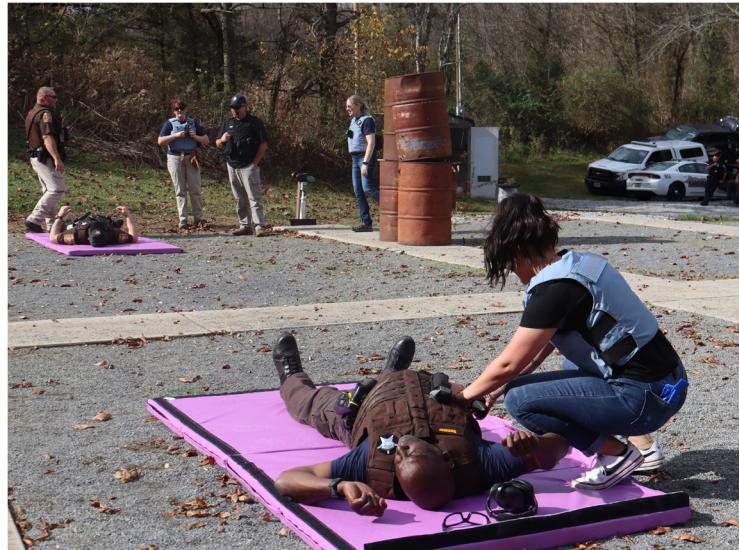


Activate your Wellness Campaign

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

<i>Sunday</i>	<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>	<i>Saturday</i>
						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					

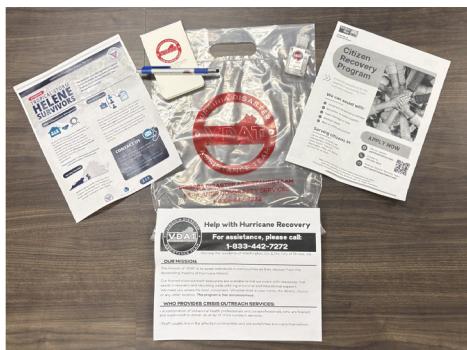


Co-Response Team Training

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

<i>Sunday</i>	<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>	<i>Saturday</i>
		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			



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

<i>Sunday</i>	<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>	<i>Saturday</i>
				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



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

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



Happy Holidays

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

- Alpha and HCS staff

December 2026

<i>Sunday</i>	<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>	<i>Saturday</i>
		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	<i>Christmas Day</i>	
				<i>New Year's Eve</i>		

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



HighlandsCSB.org

276.525.1550