



Photo Credit: pickplaystay.com

Community Health Needs Assessment

Twin County Regional Healthcare

Galax City, Carroll and Grayson Counties, Virginia

Paper copies of this document may be obtained at: Twin County Regional Healthcare,
200 Hospital Drive, Galax, VA 24333 or by phone 276.236.8181 or via the hospital website:
TwinCountyRegional.com



Duke LifePoint Healthcare

Table of Contents

Perspective / Overview	3
Project Goals	4
Community Input and Collaboration	5
Participation	7
Key Findings	9
Community Needs Health Assessment	10
Process and Methods	10
Demographics of the Community 2018–2023	11
Description of the Communities Served	12
Galax City	13
Carroll County	14
Grayson County	15
2018 Population	16
2018 Median Age and Income	17
Business Profile	18
Tapestry Segmentation	19
Community Input	22
Focus Group Interview and Results	23
Employee and Provider Surveys	26
Health Status Data	30
Health Factors or Determinants	34
Broad Themes	43
Results of the CHNA	44
Prioritization Criteria	45
Most Significant Community Health Needs	45
Community Health Summit Brainstorming	47
Impact of 2016 CHNA and Implementation Plan	51
Community Asset Inventory	54
Carroll County, VA	55
Galax City, VA	63
Grayson County, VA	70



Action Cycle Source: The Robert Wood Johnson Foundation's County Health Rankings website: countyhealthrankings.org/roadmaps/action-center

Perspective / Overview

Creating a culture of health in the community

The Action Cycle shows how to create healthy communities. The rankings later in the document assist in understanding what makes a healthy community.

The Community Health Needs Assessment (CHNA) uses systematic, comprehensive data collection and analysis to define priorities for health improvement, creates a collaborative community environment to engage stakeholders, and an open and transparent process to listen and truly understand the health needs of Galax City, Carroll County, and Grayson County, Virginia.

This document is a hospital facility-specific Community Health Needs Assessment (CHNA) for Twin County Regional Healthcare.

Twin County Regional Healthcare as the sponsors of the assessment, engaged national leaders in community health needs assessments to assist in the project. Stratasan, a healthcare analytics and facilitation company based out of Nashville, Tennessee, provided the analysis of community health data, facilitated the focus group, conducted the interviews and facilitated a community health summit to receive community input into the priorities and brainstorm goals and actions the community could take to improve health.

Starting on July 15, 2019, this report is made widely available to the community via Twin County Regional Healthcare at tcrh.org, and paper copies are available free of charge at Twin County Regional Healthcare, 200 Hospital Drive, Galax, VA 24333 or by phone at 276.236.8181.

Twin County Regional Healthcare's board of directors approved this assessment and the hospital's implementation plan on July 15.

Project Goals

1. To continue a formal and comprehensive community health assessment process which allows for the identification and prioritization of significant health needs of the community to assist with resource allocation, informed decision-making and collective action that will improve health.
2. To continue a collaborative partnership between all stakeholders in the community by seeking input from persons who represent the broad interests of the community.
3. To support the existing infrastructure and utilize resources available in the community to instigate health improvement in the community.

“We initiated the Community Health Needs Assessment with the goal to assess the health and needs of the community. This process is an affirmation of what we’ve been doing to improve health and has jumpstarted our next implementation plan,” said Dale Alward, CEO Twin County Regional Healthcare

“The information gathered both from public health data and from community stakeholders provided the insight the community needed to set priorities for significant health issues and will be used by the community to inform and support our implementation plans,” added Ashley Hultman, RN Community/ Occupational Health, Twin County Regional Healthcare.



Photo Credit: dcr.virginia.gov

Community Input and Collaboration

Data Collection and Timeline

In March 2019, Twin County Regional Healthcare began a Community Health Needs Assessment for Galax City, Carroll, and Grayson Counties. Twin County Regional Healthcare sought input from persons who represent the broad interests of the community using several methods:

- Information gathering, using secondary public health sources, occurred in March 2019.
- Twin County Regional Healthcare conducted employee and physician surveys conducted between May 1 – May 13, 2019. A combined total of 90 employees and 18 physicians completed the online surveys.
- 23 community members, not-for-profit organizations representing medically underserved, low-income, minority populations, and the elderly, health providers, education providers, and the health departments participated in a focus groups and individual interviews for their perspectives on community health needs and issues on March 28, 2019.
- A Community Health Summit was conducted on May 17, 2019 with 21 community stakeholders. The audience consisted of healthcare providers, business leaders, government representatives, schools, not-for-profit organizations, employers and other community members.

Information Gaps

While this assessment was quite comprehensive, it cannot measure all possible aspects of health in the community, nor can it adequately represent all possible populations of interest. It must be recognized that these information gaps might in some ways limit the ability to assess all the community's health needs.

Participants

Forty-four individuals from twenty-five community and healthcare organizations collaborated to implement a comprehensive CHNA process focused on identifying and defining significant health needs, issues, and concerns of Galax City, Carroll, and Grayson County. The three-month process centered on gathering and analyzing data as well as receiving input from persons who represented the broad interests of the community to provide direction for the community and hospital to create a plan to improve the health of the communities.

Participation by those Representing the Broad Interests of the Community

Participation in the focus group, interviews and at the Community Health Summit creating the Galax City, Carroll, and Grayson County Community Health Needs Assessment and Improvement Plan included:

Organization	Population Represented	Participation
Blue Ridge Crossroads Economic Development Authority		Focus group
Carillion Clinic/IM		Focus group
Carroll County Department of Social Services		Focus group
Chestnut Creek School	Youth, all	Summit
Crossroads Institute		Summit, focus group
Free Clinic of the Twin Counties		Focus group
Grayson County Administrator & Board Member		Summit, Interview
Grayson County Senior Advocacy Council		Focus group
Heritage Hall Laurel Meadows	Seniors	Summit
Hillsville Health and Rehab		Focus group
Mayor of Galax City	City of Galax	Summit, interview, focus group
Mount Rogers Community Services Board	Youth, mental health, all	Summit, focus group
Mount Rogers Health District	Twin County community	Summit, focus group
OB/GYN- Independent physician at Blue Ridge Physicians for Women	Women, all	Interview
Police Fitness	First Responders, all	Summit
Retired/PRN Surgeon & Board Member		Focus group, interview
Rooftop of VA Community Action	Community, kids, low income	Summit, focus group
Senior Home Share	Seniors and 18+	Summit, focus group
Tri-Area Community Health		Summit, focus group
Twin County Community Foundation Executive Committee	Twin County community	Focus group
Twin County Prevention Coalition President	Twin County community	Focus group, interview
Twin County Regional Healthcare	Twin County community	Summit, interview, focus group
Virginia Department of Health		Focus group
Virginia Employment Commission	Disabled Veterans	Summit
Waddell Nursing & Rehab		Focus group

In many cases, several representatives from each organization participated.

Input of the Medically Underserved, Low-Income, and Minority Populations

Input of medically underserved, low-income and minority populations was received during the focus groups, interviews and the Community Health Summit. Agencies representing these population groups were intentionally invited to the focus group, interviews and Summit. Additionally, the community survey was distributed through the health departments and other agencies serving the low-income, medically underserved and minority populations. Additionally, the community survey was representative of the whole community –

by age, income, and education.

Input of those with Expertise in Public Health

Representatives of the Mount Rogers Health District from the Virginia Department of Health, participated in the focus groups, interviews and attended the Summit.

Community Engagement and Strategy

Many members of the community participated in the focus group, individual interviews, community surveys, and the Summit. We are pleased to share the results of the Community Health Needs Assessment with the rest of the community in hopes of attracting more advocates and volunteers to improve the health of Galax City, Carroll, and Grayson County. The following pages highlight key findings of the assessment. We hope you will take the time to review the health needs of our community as the findings impact each and every citizen in one way or another; and join in the improvement efforts.

Community Selected for Assessment

Galax City, Carroll, and Grayson County were the primary focus of the CHNA due to the service area of Twin County Regional Healthcare. Used as the study area, Galax City, Carroll, and Grayson County provided 89% of inpatient discharges in 2018, Galax with 40%, Carroll County representing 30% and Grayson County at 19%. The community includes medically underserved, low-income and minority populations who live in the geographic areas from which Twin County Regional Healthcare draws their patients. All patients were used to determine the service area without regard to insurance coverage or eligibility for financial assistance under Twin County Regional Healthcare's Financial Assistance Policy.

Twin County Regional Healthcare Service Area- 2018

Source: Twin County Regional Healthcare 2018





Photo Credit: graysoncountyva.com

Key Findings

Community Needs Health Assessment

Results

Based on the primary and secondary data, interviews, focus groups and surveys the following needs were prioritized by attendees at the Community Health Summit. The remainder of the document outlines the process and data.

1. Substance misuse
2. Lifestyle/obesity
3. Mental health
4. Family issues
5. Access to care
6. (tie) Socioeconomics / Senior Issues

Process and Methods

Both primary and secondary data sources were used in the CHNA.

Primary methods included:

- Community focus groups
- Individual interviews with community members
- Survey of Twin County regional Healthcare employees and physicians via online surveys
- Community Health Summit

Secondary methods included:

- Public health data: death statistics, County Health Rankings, cancer incidence
- Demographics and socioeconomics: population, poverty, uninsured, unemployment
- Psychographics: behavior measured by spending and media preferences



Photo Credit: Grayson County baseball team; heraldcourier.com

Demographics of the Community 2018–2023

Description of the Communities Served

The table below shows the demographic summary of Galax City, Carroll, and Grayson County compared to Virginia and the U.S.

	Galax City	Carroll County	Grayson County	Virginia	USA
Population	6,922	30,127	16,000	8,566,397	330,088,686
Median Age	44.7	46.8	47.5	38.7	38.3
Median Household Income	\$33,826	\$38,180	\$36,375	\$68,682	\$58,100
Annual Pop. Growth (2018-2023)	-0.53%	-0.18%	-0.39%	0.83%	0.83%
Household Population	2,858	12,750	6,691	3,255,666	124,110,001
Dominant Tapestry	Small Town Simplicity (12C)	Rooted Rural (10B)	Rooted Rural (10B)	Enterprising Professionals (2D)	Green Acres (6A)
Businesses	535	713	358	280,657	11,539,737
Employees	8,245	7,267	2,908	3,971,556	151,173,763
Medical Care Index*	61	73	76	116	100
Average Medical Expenditures	\$1,180	\$1,418	\$1,475	\$2,254	\$1,950
Total Medical Expenditures	\$3.4 M	\$18.1 M	\$9.9 M	\$7.3 B	\$242.0 B
Racial and Ethnic Make-up					
White	83%	96%	90%	66%	70%
Black	7%	1%	6%	19%	13%
American Indian	0%	0%	0%	0%	1%
Asian/Pacific Islander	1%	0%	0%	7%	6%
Other	6%	2%	2%	4%	7%
Mixed Race	3%	1%	1%	4%	3%
Hispanic Origin	17%	3%	4%	10%	18%

Source: ESRI

*The Medical Care Index is household-based, and represents the amount spent out of pocket for medical services relative to a national index of 100. The median is the value at the midpoint of a frequency. There is an equal probability of falling above or below the median.

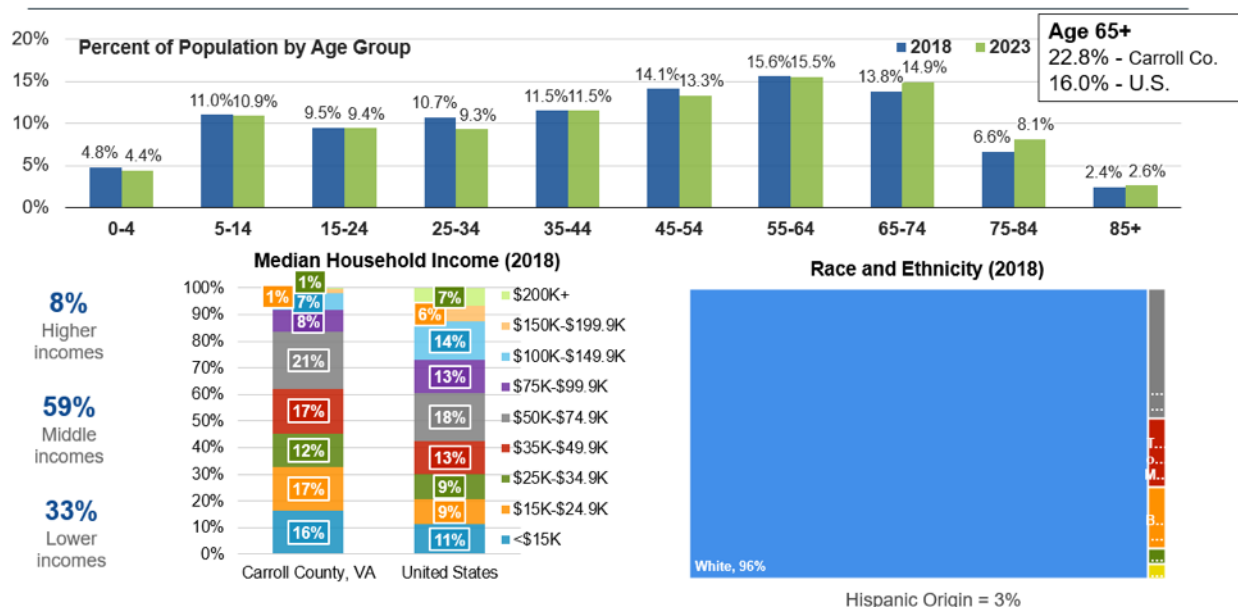
Galax City



Source: ESRI

- The population of Galax City is projected to decrease from 2018 to 2023 (by 0.53% per year). Virginia and the U.S. are projected to increase 0.83% per year.
- Galax City had a higher median age (44.7 median age) than VA (38.7) and the U.S. (38.3). Galax City percentage of the population 65 and over was 23.8%, higher than the U.S. population 65 and over at 16%.
- Galax City had a lower median household income at \$33,826 than VA (\$68,682) and the U.S. (\$58,100). The rate of poverty in Galax City was 21.5% which was higher than VA (10.7%) and the U.S. (13.4%).
- The household income distribution of Galax City was 8% higher income (over \$100,000), 54% middle income and 38% lower income (under \$24,999).
- The medical care index measures how much the populations spent out-of-pocket on medical care services. The U.S. index was 100. Galax City was 61, indicating 39% less spent out of pocket than the average U.S. household on medical care (doctor's office visits, prescriptions, hospital visits).
- The racial and ethnic make-up of Galax City was 83% White, 7% Black, 6% other, 3% two or more races, 1% Asian/Pacific, and 17% Hispanic Origin. (These percentages total to over 100% because Hispanic is an ethnicity, not a race.)

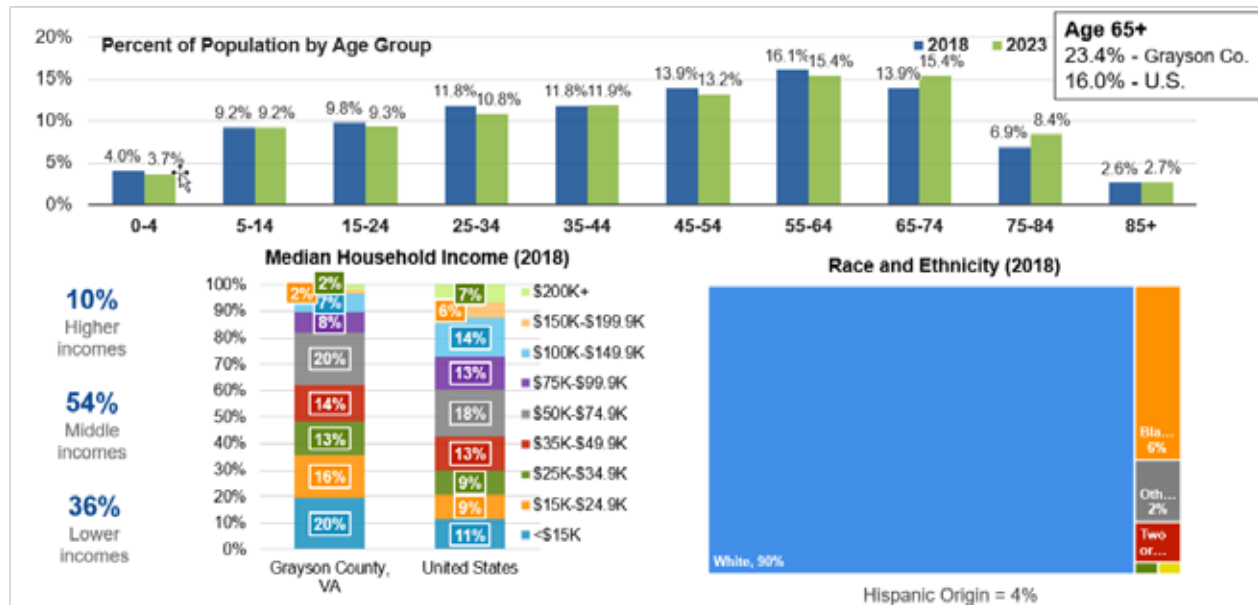
Carroll County



Source: ESRI

- The population of Carroll County is projected to decrease from 2018 to 2023 (by 0.18% per year). Virginia and the U.S. are projected to increase 0.83% per year.
- Carroll County had a higher median age (46.8 median age) than VA (38.7) and the U.S. (38.3). Carroll County percentage of the population 65 and over was 22.8%, higher than the U.S. population 65 and over at 16%.
- Carroll County had a lower median household income at \$38,180 than VA (\$68,682) and the U.S. (\$58,100). The rate of poverty in Carroll County was 16.8% which was higher than VA (10.7%) and the U.S. (13.4%).
- The household income distribution of Carroll County was 8% higher income (over \$100,000), 59% middle income and 33% lower income (under \$24,999).
- The medical care index measures how much the populations spent out-of-pocket on medical care services. The U.S. index was 100. Carroll County was 73, indicating 27% less spent out of pocket than the average U.S. household on medical care (doctor's office visits, prescriptions, hospital visits).
- The racial and ethnic make-up of Carroll County was 96% White, 2% other, 1% Black, 1% two or more races, and 3% Hispanic Origin. (These percentages total to over 100% because Hispanic is an ethnicity, not a race.)

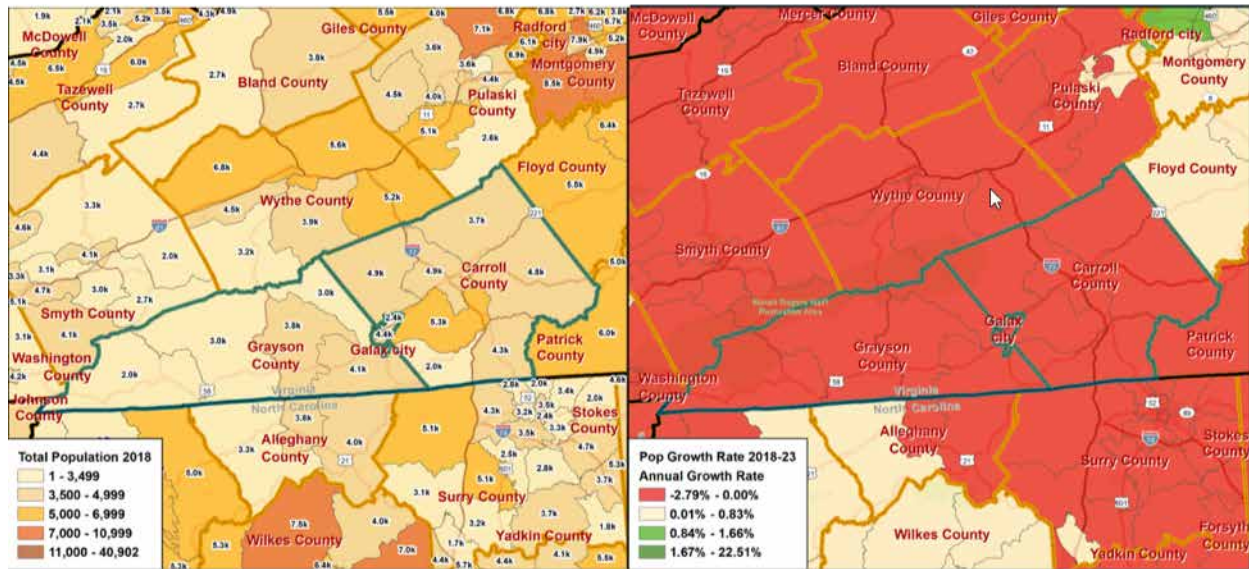
Grayson County



Source: ESRI

- The population of Grayson County is projected to decrease from 2018 to 2023 by (0.39% per year). Virginia and the U.S. are projected to increase 0.83% per year.
- Grayson County had a higher median age (47.5 median age) than VA (38.7) and the U.S. (38.3). Grayson County percentage of the population 65 and over was 23.4%, higher than the U.S. population 65 and over at 16%.
- Grayson County had lower median household income at \$36,375 than VA (\$68,682) and the U.S. (\$58,100). The rate of poverty in Grayson County was 19.1% which was higher than VA (10.7%) and the U.S. (13.4%).
- The household income distribution of Grayson County was 10% higher income (over \$100,000), 54% middle income and 36% lower income (under \$24,999).
- The medical care index measures how much the populations spent out-of-pocket on medical care services. The U.S. index was 100. Grayson County was 76, indicating 24% less spent out of pocket than the average U.S. household on medical care (doctor's office visits, prescriptions, hospital visits).
- The racial and ethnic make-up of Grayson County was 90% White, 6% Black, 2% other, 1% two or more races, 4% Hispanic Origin. (These percentages total to over 100% because Hispanic is an ethnicity, not a race.)

2018 Population by Census Tract and Change (2018-2023)



Source: ESRI

Red is population decline

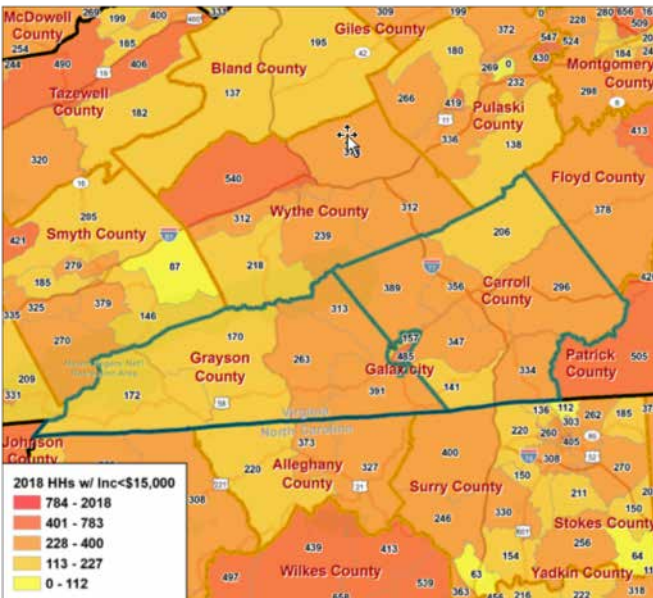
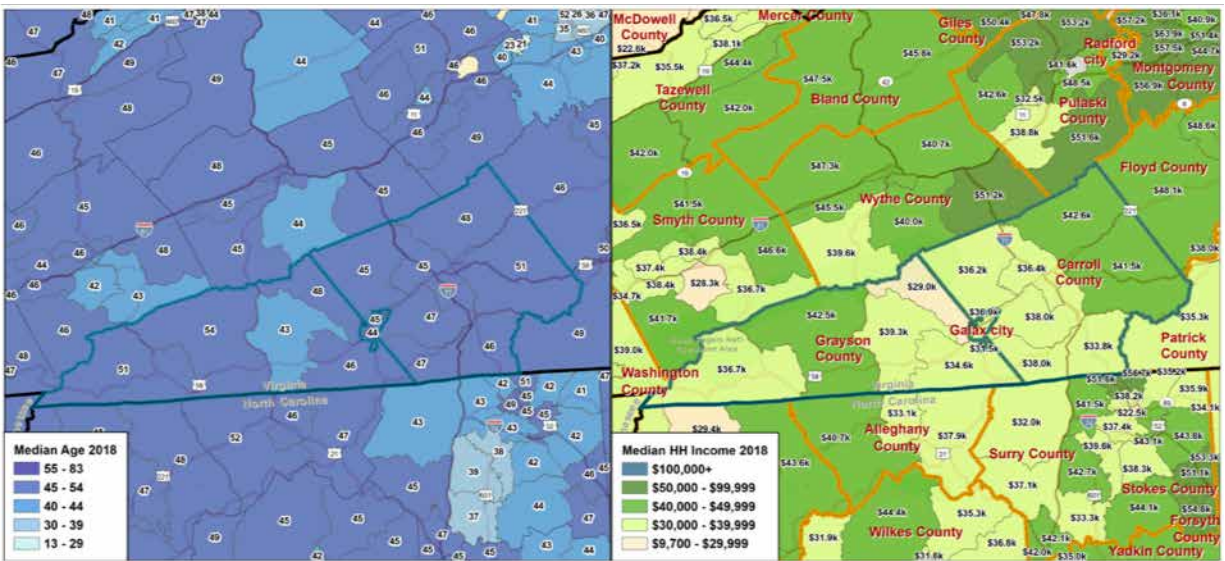
Yellow is positive up to the VA growth rate

Green is greater than the VA growth rate

Dark Green is twice the VA growth rate

Census tracts generally have a population size between 1,200 and 8,000 people, with an optimum size of 4,000 people. The largest total population census tract was 5,300 east of Galax City in Carroll County. Galax City, Carroll, and Grayson County populations were projected to decrease from 2018 to 2023, between 0.18%- 0.53% per year.

2018 Median Age and Income



Source: ESRI

These maps depict median age and median income by census tract. Looking at age and income by census tract is helpful to demonstrate all areas of a county are not the same. The health needs may be very different in the west corner of Grayson County with a median age of 51 and the central Grayson County census tract with median age of 43.

Looking at median household income by census tract also gives insight into health status. The lower income areas may require more assistance than the higher income tracts. The health needs of the census tract in the northeastern corner of Grayson County with median household income of \$29,000 will be different than the tracts in the northeastern corner of Carroll County with median household incomes of \$41,500 and \$42,600 per year.

The lower map is the number of households making less than \$15,000 per year. Again, further attempting to identify those areas within the county that may have lower health status.

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Galax City's December 2018 preliminary unemployment was 3.5%, Carroll County's was 3.7%, Grayson's was 2.8% compared to 4.2% for Virginia and 3.9% for the U.S., which is a large decline in unemployment since 2014. These figures do not include those who have ceased looking for work and dropped out of the workforce. However, indications are these people have begun to reenter the workforce.

Business Profile

77.9% of employees in Galax City were employed in:

- Manufacturing (32.4%)
- Retail trade (17.7%)
- Health care & social assistance (12.4%)
- Accommodations & food service (9.2%)
- Public administration (6.2%)

Retail, accommodation & food service jobs offers health insurance at a lower rate than healthcare, manufacturing and finance and insurance. Galax City gains 1,279 net commuters per day commuting to the county for work, with 1,691 commuting out of the county and 2,691 commuting into the county.

66.2% of employees in Carroll County were employed in:

- Health care & social assistance (17.7%)
- Retail trade (15.5%)
- Accommodations & food service (12.1%)
- Manufacturing (11%)
- Educational services (9.9%)

Carroll County loses 3,607 net commuters per day commuting outside the county for work, with 6,835 commuting out of the county and 3,228 commuting into the county.

61.8% of employees in Grayson County were employed in:

- Educational services (25.1%)
- Public administration (13.8%)
- Professional, scientific & tech services (8.9%)
- Retail trade (8%)
- Manufacturing (6%)

Grayson County loses 2,181 net commuters per day commuting outside the county for work, with 3,717 commuting out of the county and 1,536 commuting into the county. *Source: US Census Bureau, American Community Survey (2009-2013), ESRI*

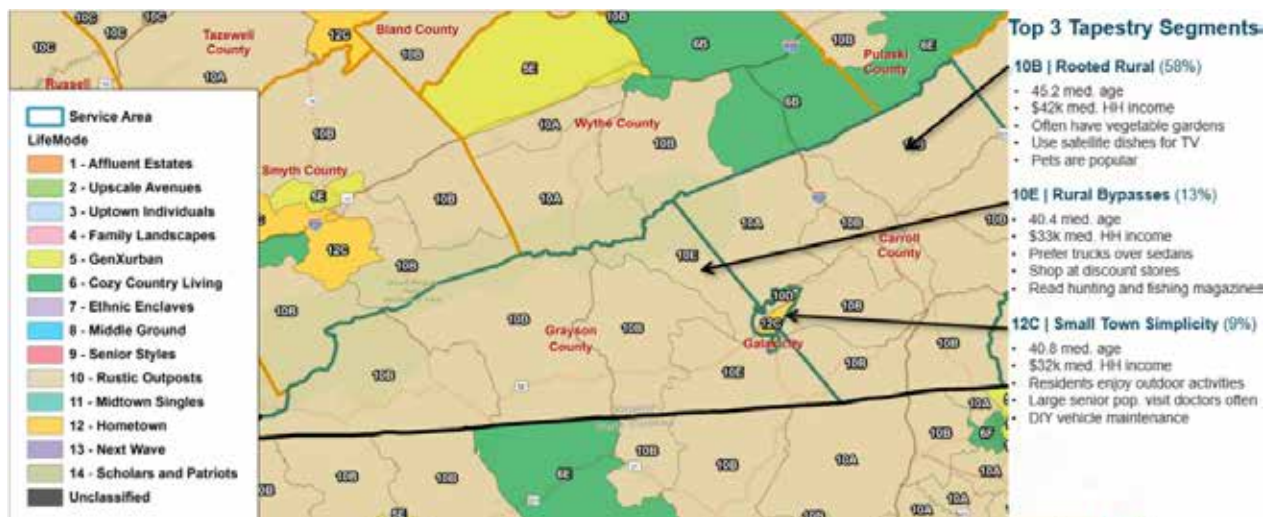
It is beneficial to contact people in groups to improve health. There are three primary places people gather during the week, work, church and school. These are three excellent places to reach people to create a culture of health.

Tapestry Segmentation

Demographics are population, age, sex, race. Psychographics are adding behavior data in the form of spending habits and survey data on top of demographics. 80% of Galax City, Carroll, and Grayson County are included in three Tapestry Segments. These are homogenous markets with only two different LifeModes represented. The map below is color coded by LifeMode, which are groupings of Tapestry Segments that behave similarly.

The dominant Tapestry Segments in the counties were Rooted Rural (58%), Rural Bypasses (13%), and Small Town Simplicity (9%). The map below demonstrates the dominant Tapestry Segment by census tract.

There is a very brief description of the segments on the right of the map and on the next two pages. There is much more information on Tapestry Segments, at <http://doc.arcgis.com/en/esri-demographics/data/tapestry-segmentation.htm>. Studying the Tapestry Segments in the study area help determine health habits and communication preferences of residents enabling more effective communication and implementation of solutions to improve health. Many spoke of meeting people where they are in the focus group and interviews. Studying their Tapestry Segment can help do that.



Source: ESRI



LifeMode Group: Rustic Outposts
Rooted Rural

10B

Households: 2,430,900
Average Household Size: 2.48
Median Age: 45.2
Median Household Income: \$42,300

WHO ARE WE?

Rooted Rural is heavily concentrated in the Appalachian mountain range as well as in Texas and Arkansas. Employment in the forestry industry is common, and *Rooted Rural* residents live in many of the heavily forested regions of the country. Nearly 9 of 10 residents are non-Hispanic whites. This group enjoys time spent outdoors, hunting, fishing, or working in their gardens. Indoors, they enjoy watching television with a spouse and spending time with their pets. When shopping, they look for American-made and generic products. These communities are heavily influenced by religious faith, traditional gender roles, and family history.

OUR NEIGHBORHOOD

- This market is dominated by married couples, few with children at home.
- 80% of homes are owner occupied: primarily single family (73%) or mobile homes (24%).
- Nearly one in five housing units are vacant, with a high proportion for seasonal use.
- Home values are very low—almost half of owned homes are valued under \$100,000.

SOCIOECONOMIC TRAITS

- Thrifty shoppers that use coupons frequently and buy generic goods.
- Far-right political values on religion and marriage.
- Do-it-yourself mentality; grow their own produce and work on their cars and ATVs.
- Pay bills in person and avoid using the Internet for financial transactions.
- Often find computers and cell phones too complicated and confusing.
- Clothes a necessity, not a fashion statement; only buy new clothes when old clothes wear out.



LifeMode Group: Rustic Outposts
Rural Bypasses

10E

Households: 1,646,400
Average Household Size: 2.55
Median Age: 40.4
Median Household Income: \$33,000

WHO ARE WE?

Open space, undeveloped land, and farmland characterize *Rural Bypasses*. These families live within small towns along country back roads and enjoy the open air in these sparsely populated neighborhoods. Their country lifestyle focuses on the outdoors, gardening, hunting, and fishing. They are more likely to own a satellite dish than a home computer. Although a majority of households do have a connection to the Internet, their use is very limited. Those who are not yet retired work in blue collar jobs in the agriculture or manufacturing industries.

OUR NEIGHBORHOOD

- An older market, with more married couples without children and single households, the average household size is slightly lower at 2.55.
- Most residents own single-family homes, or mobile homes (Index 504).
- Most housing was built from 1970 to 1989; vacancy rates are higher due to seasonal housing.
- Residents live in very rural areas, almost entirely in the South.

SOCIOECONOMIC TRAITS

- Education is not a priority in this market. Almost 25% have not finished high school; only 11% have a bachelor's degree or higher.
- Unemployment is very high at 9% (Index 161); labor force participation is low at 47% (Index 76).
- Income is primarily derived from wages; however, dependence on Social Security and Supplemental Security Income is above average.
- Religion, faith, and traditional values are central in their lives.
- Many have a pessimistic outlook of their household's financial well-being.
- They rely on television to stay informed.



Note: The index represents the ratio of the segment rate to the US rate multiplied by 100. Consumer preferences are estimated from data by ORB MEG.



LifeMode Group: Hometown

Small Town Simplicity

12C

Households: 2,305,700

Average Household Size: 2.26

Median Age: 40.8

Median Household Income: \$31,500

WHO ARE WE?

Small Town Simplicity includes young families and senior householders that are bound by community ties. The lifestyle is down-to-earth and semirural, with television for entertainment and news, and emphasis on convenience for both young parents and senior citizens. Residents embark on pursuits including online computer games, renting movies, indoor gardening, and rural activities like hunting and fishing. Since 1 in 4 households is below poverty level, residents also keep their finances simple—paying bills in person and avoiding debt.

OUR NEIGHBORHOOD

- They reside in small towns or semirural neighborhoods, mostly outside metropolitan areas.
- Homes are a mix of older single-family houses (61%), apartments, and mobile homes.
- Half of all homes are owner-occupied (Index 79).
- Median home value of \$92,300 is about half the US median.
- Average rent is \$639 (Index 62).
- This is an older market, with half of the householders aged 55 years or older, and predominantly single-person households (Index 139).

SOCIOECONOMIC TRAITS

- Education: 67% with high school diploma or some college.
- Unemployment higher at 7.7% (Index 141).
- Labor force participation lower at 52% (Index 83), which could result from lack of jobs or retirement.
- Income from wages and salaries (Index 83), Social Security (Index 133) or retirement (Index 106), increased by Supplemental Security Income (Index 183).
- Price-conscious consumers that shop accordingly, with coupons at discount centers.
- Connected, but not to the latest or greatest gadgets; keep their landlines.
- Community-orientated residents; more conservative than middle-of-the-road.
- Rely on television or newspapers to stay informed.



Note: The Index represents the ratio of the segment rate to the US rate multiplied by 100. Consumer preferences are extrapolated from data by ESRI, 2009.



Photo Credit: New River Trail State Park; www.railstotrails.org

Community Input

Focus Group, Interviews, Survey Results

Focus Group Interview and Results

Twenty-three community stakeholders representing the broad interests of the community participated in a focus group and individual interviews on March 28, 2019 for their input into the community's health. Community participation in the focus group and interviews represented a broad range of interests and backgrounds. Below is a summary of the 90-minute focus group discussion and individual interviews.

1. How do you define health?

- Overall wellbeing, wellness
- Physical, spiritual, mental, environmental, financial
- Prevention
- Ability to function and to be a productive member of the community
- Absence of disease
- Security
- Happiness

2. Generally, how would you describe the community's health?

- Not very good, not good, lacking
- Socioeconomically challenged
- Pockets of people that are mindful of health and other population who aren't healthy
- Variety of health status: all levels of the spectrum
- In Grayson County it is very bad. People must drive 50 minutes to get healthcare.

3. What behaviors have the most negative impact on health?

- Smoking
- Depression, isolation
- Poor diets, fast food
- Lack of motivation and exercise
- Increase in disabilities and mental health issues: parents not interacting with children
- Lack of dentists taking Medicaid and lack of interest in dental health
- Bad eating habits, processed/fast foods, lack of quality food, fresh produce, food desert
- Unhealthy coping behaviors

4. What are the biggest health or health care concerns today?

- Substance use disorder: opioids, meth, stigma, smoking, increase of vaping & chewing tobacco
- Mental health: lack of providers, stigma, access, suicide, dysfunctional families, stress of living day to day, car, food
- Access to healthcare: proximity to quality care, transportation, cost, lack of providers, dental care, pediatrics and specialists, preventive care
- Access to health insurance
- Healthy lifestyle: lack of access/knowledge of healthy lifestyle, obesity, generational
- Chronic diseases: diabetes, heart disease, high blood pressure, stroke, cardiovascular disease, cancer
- Unrealized potential
- Health needs to be a top priority
- Lack of counselling on health habits and eating

5. The community performed a CHNA in 2016 and identified priorities for health improvement:

- Mental health and substance abuse
- Obesity
- Healthy lifestyle
- Chronic diseases/aging
- Socioeconomic issues
- Childhood experiences

What has changed the most in the health status in the last 3 years?

Improved:

- Ability of individuals to take personal responsibility for wellness
- Community has come together to work/create a CHNA
- More information available
- Progress made on family dynamics

Worsened:

- Lack of public transportation
- Substance abuse- Methamphetamines
- Hepatitis C
- Behavior health—seen in children
- Isolated elderly population
- Teen pregnancy
- Lack of access and perception of access
- More children in foster care
- Unemployment, financial issues
- No money for prevention
- Neonatal Abstinence Syndrome

6. What environmental factors have the biggest impact on community health?

- Economy and lack of quality jobs or proper job training
- Pollen during the spring and fall
- Some people are still using well water and don't want to pay to get county water
- Clean air high in the mountains
- Sidewalks are in poor condition
- Mountain View parks, need more parking
- Need a bike trail through the city
- Recreation center and schools have walking tracks
- Lack of a built environment, need to enhance the towns, plant trees, redo storefronts
- Poverty
- Unstable living situations- moving around
- Lack of affordable rental housing

7. What were the barriers to addressing these issues?

- Lack of jobs, poor economy
- Lack of social activities, venues, restaurants, entertainment
- Lack of daycares
- Need emphasis on finishing education
- Technology- creates lack of motivation, socialization
- Difficulty getting providers to locate to the area
- Public's lack of knowledge of current providers in the area
- People work outside the area
- People not knowing/hoping for anything better
- Fundraising/money
- Transportation, geographic distance

8. What community assets support health and well-being?

- Hospital: health fairs, rotating specialists
- Wellness center and Recreation Dept.
- City recreation department
- Free clinic of the Twin Counties
- Telehealth at Tri-County Clinic
- New river trail, parks, playgrounds, ballparks
- Galax Recreation Center
- Foodbank, Rooftop soup kitchen
- Feeding Southwest, VA
- Backpack Buddies: Presbyterian Church
- Excellent school system
- Community College
- Head Start and Early Head Start
- Libraries
- Recovery programs at churches
- Appalachian substance abuse coalition
- Faith Community Initiative
- Family preservation services
- Community Service Board
- Mt. Rogers Community Services
- Medical Society
- Farmers markets
- Carroll County tomato farm
- Agriculture (biggest industry)
- Foundations
- Department of behavioral health
- VA social indicator data system
- On the Crooked Road VA music trail

9. Where do members of the community turn for basic healthcare needs?

- Local doctors
- Emergency Department as primary care: convenient
- Number of primary care physicians and dentists are dwindling
- Grayson County: leave county, urgent care but no primary care physicians
- Urgent cares are good
- Can't get an appointment with doctors when call for acute conditions
- Long waits for primary care
- Family medical centers in Independence, Galax, and Hillsville but the public isn't aware

10. What does the community need in order to manage health conditions or stay healthy?

- Economy needs to improve
- Unemployment is a deterrent to health, need employers and jobs
- Need employers who offer insurance
- Resources: dire need for centralized and prioritized resources and information
- Twin County Prevention Coalition and Health Department need to prioritize the health needs, coordinate, and collaborate
- Did not expand Medicaid initially: lost opportunities & money from healthcare system
- Need less expensive addiction services in the community because it is draining resources

11. What priority health improvement actions should we focus on?

- Wellness, fitness
- Increase primary care and general surgeons, OB/gynecologists, pediatricians, cardiologists, etc.
- Need strong core of primary care in order to attract doctors
- Economy is everything
- Transportation
- Accessibility to healthcare
- Education and motivate community on healthy eating, exercise, lifestyle
- The opioid crisis

Employee and Provider Surveys

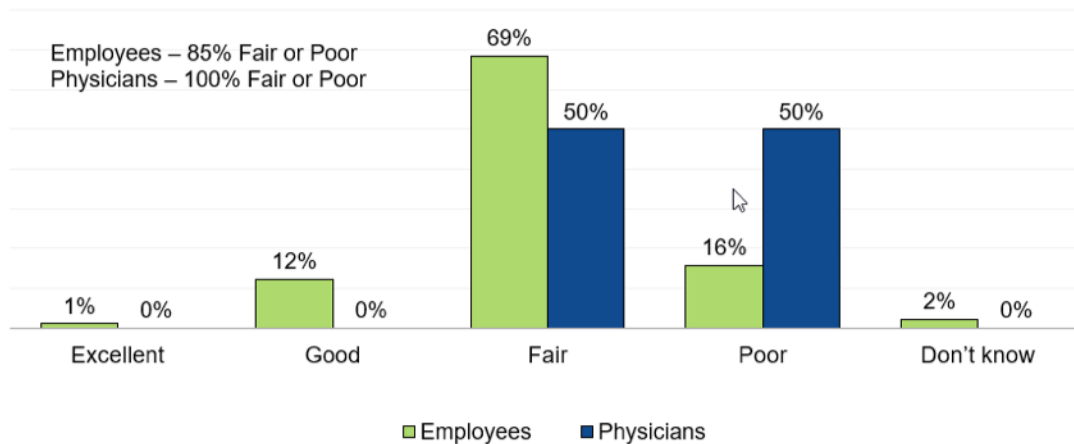
Survey Process

Twin County Regional Healthcare conducted employee and physician surveys about the health of Galax City, Carroll County, and Grayson County. A combined total of 90 employees and 18 physicians completed the online surveys. The surveys were conducted May 1, 2019 through May 13, 2019.

Survey Results

Health Status

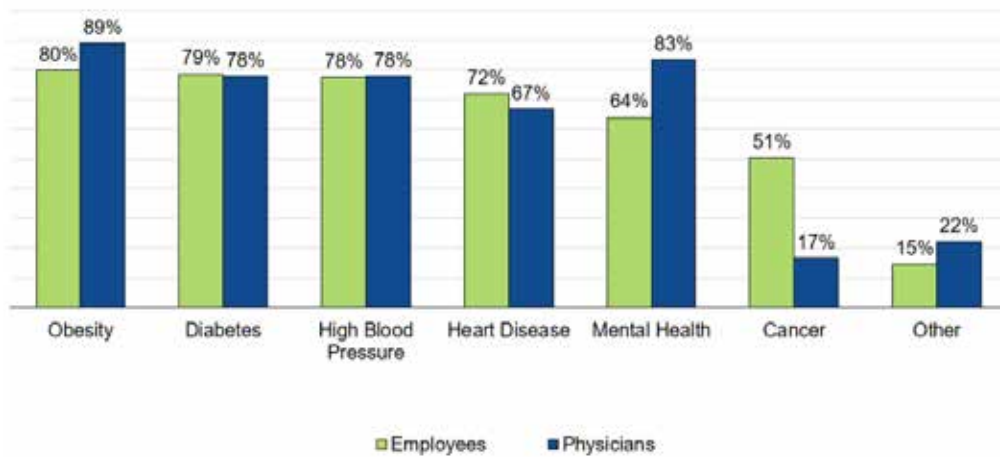
How would you describe the over health status of the citizens of Galax City, Carroll County, & Grayson County?



85% of employees and 100% of physicians believed the communities health status was fair or poor.

Chronic Diseases

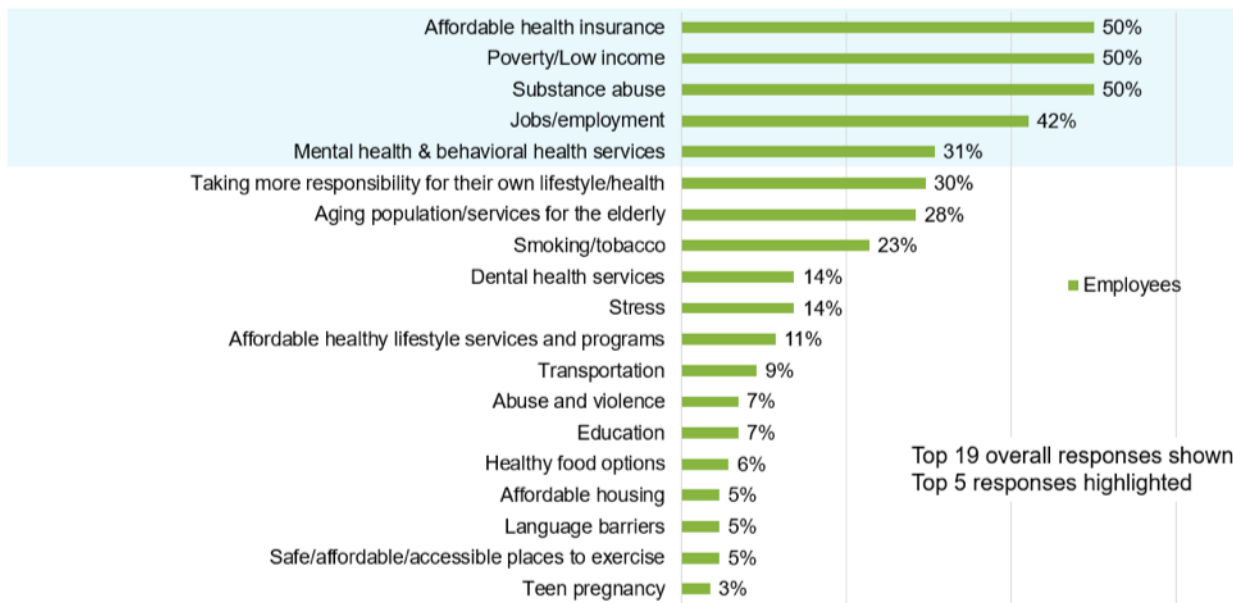
What are the most prevalent chronic diseases in your community?



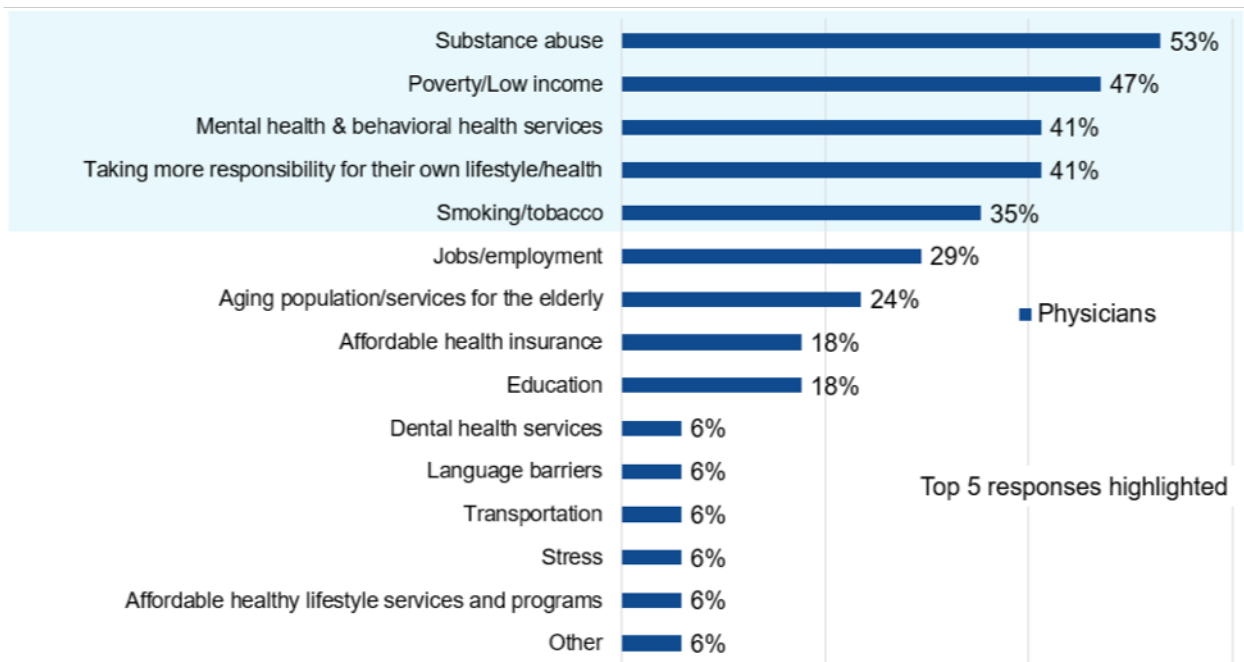
Both employees and physicians believed obesity was most prevalent chronic disease in the community.

Top Community Issues

What are the top 3 issues that need to be addressed in your community that impact people's health?



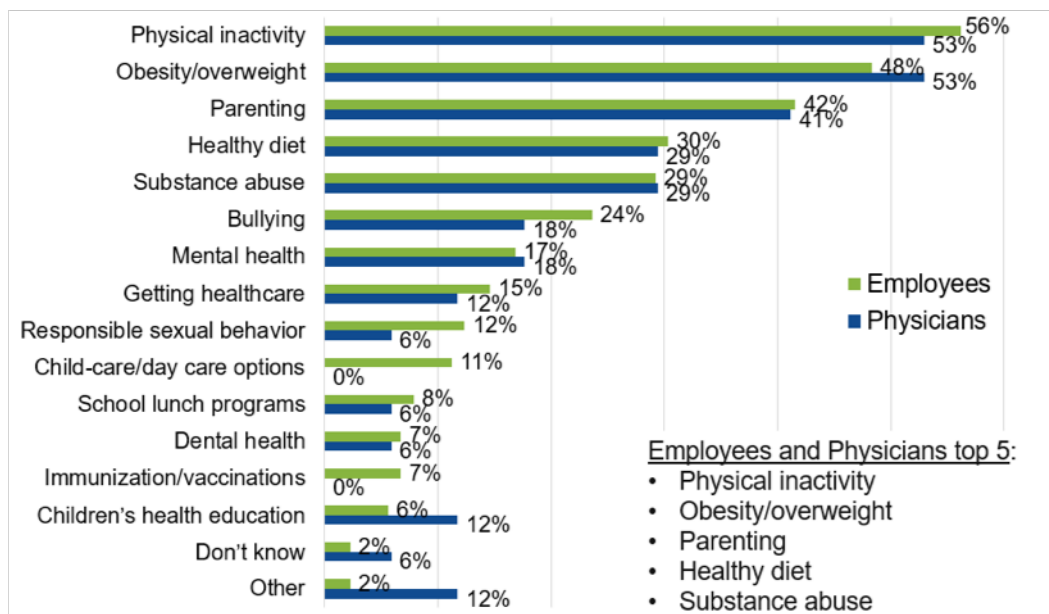
Employees believed affordable health insurance, followed by poverty/low income and substance abuse were the



top issues impacting health in the community.

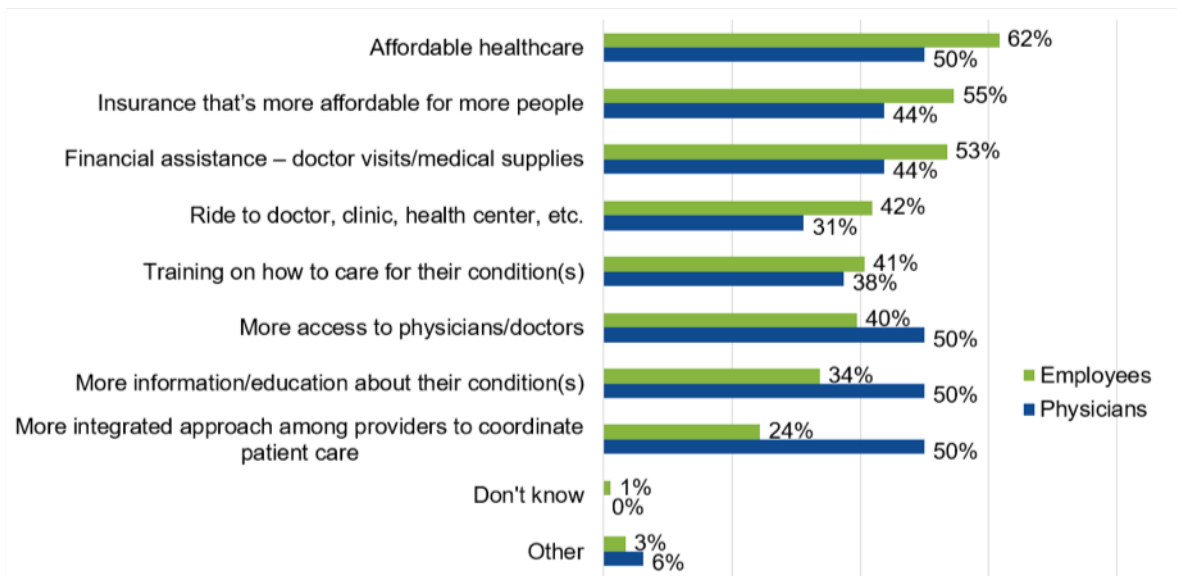
Physicians believed substance abuse, followed by poverty/low income, mental health and behavior health services, and taking more responsibility for their own lifestyle health were the top issues impacting health in the community.

Top Concerns for Children



What are the top three health concerns for children in your community?

Employees and physicians believed physical inactivity, obesity/overweight, parenting, healthy diet, and substance abuse were the top concerns for children.

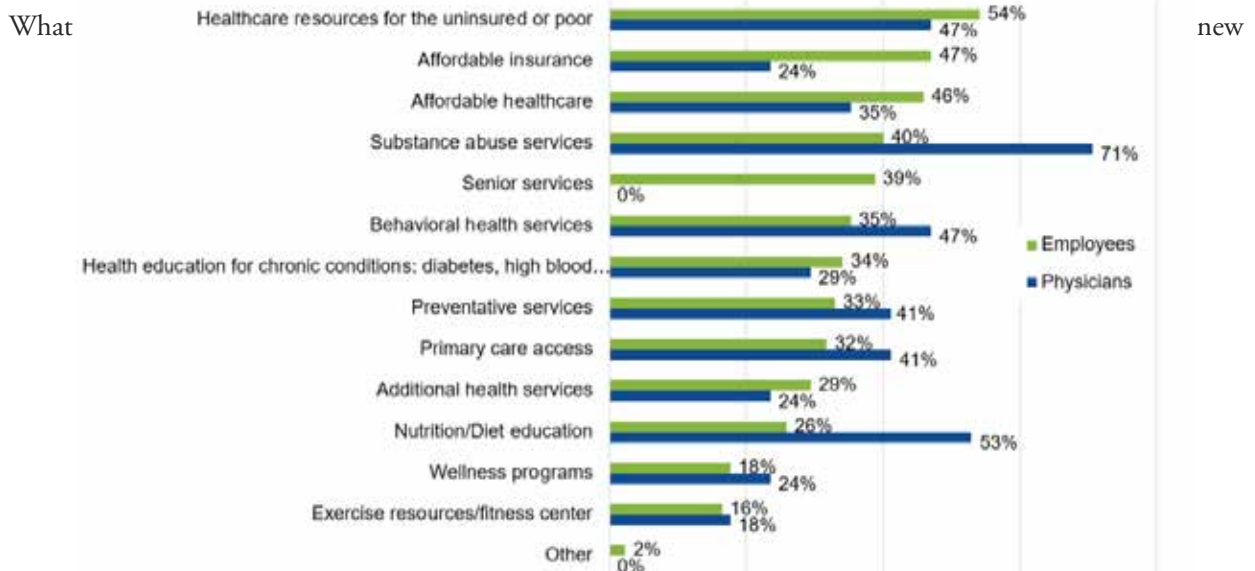


Healthcare Management

What, if anything, do you think the people in the community need in order to manage their health more effectively?

Employees believed the community needs affordable healthcare, followed by insurance that's more affordable for people, and financial assistance. Physicians believed the community needs affordable healthcare, more access to physicians/doctors, more information/education about their condition(s), and a more integrated approach among providers to coordinate patient care.

Improvements



healthcare, health education, or public health services/programs would be most beneficial to your community for the hospital to provide/offer?

Employees believed healthcare resources for the uninsured or poor, followed by affordable insurance and healthcare would be most beneficial to the community. Physicians believed substance abuse services, followed by nutrition/diet education, and behavioral health services would be most beneficial.

Health Status Data

Based on the 2018 County Health Rankings study performed by the Robert Wood Johnson Foundation and the University of Virginia,¹ Galax City ranked 117th healthiest County in Virginia out of the 133 counties ranked (1= the healthiest; 133 = unhealthiest), 131st for health outcomes and 103rd for health factors. Carroll County ranked 71st healthiest county in Virginia, 67th for health outcomes and 75th for health factors. Grayson County ranked 86th healthiest county in Virginia, 85th for health outcomes and 87th for health factors.

County Health Rankings suggest the areas to explore for improvement in Galax City were: higher adult smoking, higher percentage of uninsured, lower percentage of adults with some college, higher percentage of unemployment, higher number of teen births, and higher percentage of children in poverty. The areas of strength were identified as lower adult obesity percentage, lower percentage of physical inactivity, lower percentage of excessive drinking, lower percentage of alcohol-impaired driving deaths, higher percentage of access to exercise opportunities, higher percentage of flu vaccinations, and lower ratios of mental health providers and dentists per population.

County Health Rankings suggest the areas to explore for improvement in Carroll County were: higher adult smoking, higher adult obesity percentage, higher percentage of uninsured, lower percentage of adults with some college, higher percentage of children in poverty, and higher percentage of unemployment. The areas of strength were identified as lower percentage of physical inactivity, higher food environment index, higher percentage of flu vaccinations, lower ratio of primary care physicians per population.

County Health Rankings suggest the areas to explore for improvement in Grayson County were: higher adult smoking, higher adult obesity percentage, higher physical inactivity percentage, higher percentage of uninsured, lower percentage of adults with some college, higher percentage of children in poverty, lower flu vaccination percentage, and larger ratio of primary care physicians per population. The areas of strength were identified as lower percentage of excessive drinking, lower number of sexually transmitted infections, and higher high school graduation percentage.

When analyzing the health status data, local results were compared to Virginia, the U.S. (where available), and the top 10% of counties in the U.S. (the 90th percentile). Where Galax City, Carroll, and Grayson Counties' results were worse than VA and U.S., groups and individuals have an opportunity to act and improve these community measures. To become the healthiest community in Virginia and eventually the Nation, Galax City, Carroll and Grayson Counties must close several lifestyle gaps. For additional perspective, Virginia was ranked the 20th healthiest state out of the 50 states. (*Source: 2018 America's Health Rankings*) Virginia strengths were low violent crime rate, high immunization coverage among children, and low prevalence of excessive drinking. Virginia challenges were lower rate of mental health providers, high percentage of uninsured population, and

low per capita public health funding.

¹The Rankings are based on a model of population health that emphasizes the many factors that, if improved, can help make communities healthier places to live, learn, work and play. Building on the work of America's Health Rankings, the University of Wisconsin Population Health Institute has used this model to rank the health of Virginia's counties every year since 2003.

Comparisons of Health Status

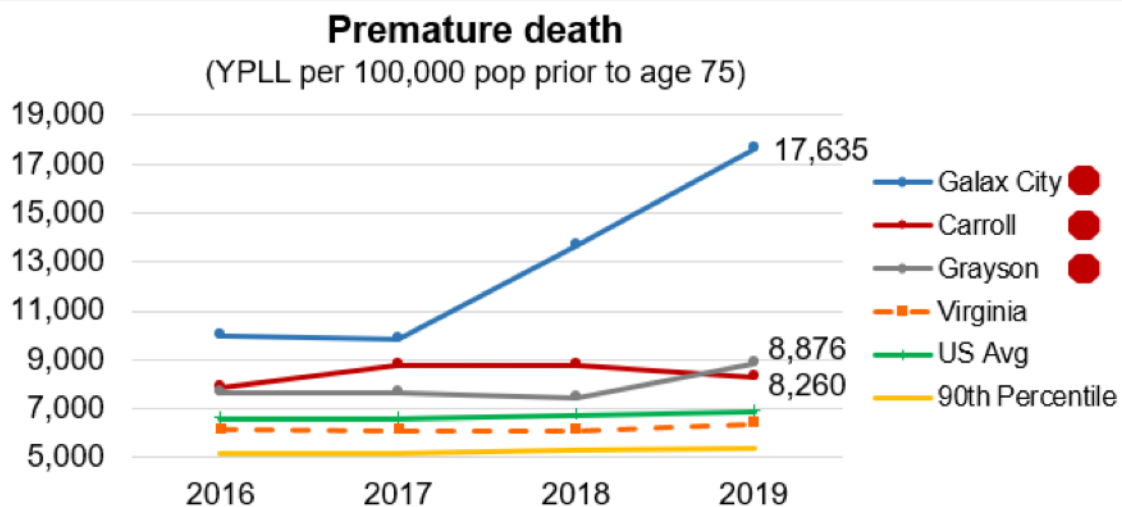
Information from County Health Rankings and America's Health Rankings was analyzed in the CHA in addition to the previously reviewed information and other public health data. Other data analyzed is referenced in the bullets below, such as: causes of death, demographics, socioeconomics, consumer health spending, focus groups, and surveys. Data for Virginia, the U.S. or the top 10% of counties (90th percentile) were used as comparisons when available. If a measure was better than Virginia, it was identified as a strength, and where an indicator was worse than Virginia, it was indicated an opportunity for improvement. To prevent strengths from becoming opportunities for improvement, it's important to continually focus on them. Opportunities were denoted with red symbols, and strengths were denoted with green stars for easy interpretation. The years displayed on the County Health Rankings graphs show the year the data was released. The actual years of the data are contained in the source notes below the graphs.

Health Outcomes

Health Outcomes are a combination of length of life and quality of life measures. Galax City ranked 131st, Carroll County ranked 67th, and Grayson County ranked 85th in Health Outcomes out of 133 Virginia counties.

Length of Life

Length of life was measured by years of potential life lost per 100,000 population prior to age 75, lower is better. For example, if a 25-year-old is killed in an accident, that is 50 years of potential life lost prior to age



75. Galax City ranked 131st, Carroll County ranked 66th, and Grayson County ranked 85th in length of

life in VA. Galax City lost 17,635 years of potential life per 100,000 population, Carroll County lost 8,260, and Grayson County lost 8,876, which were higher than VA and the U.S.

Cause of Death	Galax City	Carroll County	Grayson County	Virginia	US
Heart Disease	245.1	153.3	121.1	154.5	165.0
Cancer	331.9	152.7	168.6	152.6	152.5
Accidents	56.7	46.7	48.8	44.0	49.4
Lower Respiratory Disease	135.5	56.0	69.1	34.9	40.9
Stroke	44.6	34.2	26.4	37.5	37.6
Alzheimer's Disease	44.7	25.4	57.4	27.6	31.0
Diabetes	45.2	22.1	28.2	20.1	21.5
Influenza and Pneumonia	45.9	18.9	28.7	19.7	15.5

Source: County Health Rankings; National Center for Health Statistics – Mortality File 2015-2017

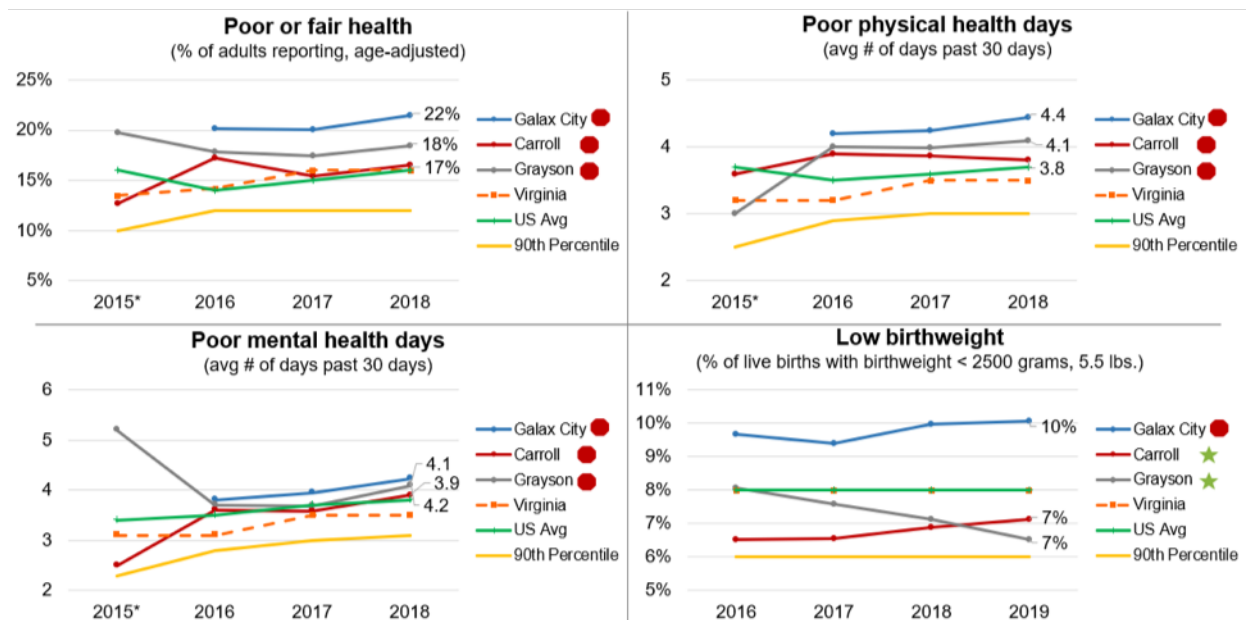
Leading Causes of Death:

Age-Adjusted Death Rates per 100,000

Source(s): Age-adjusted rates per 100,000 population Virginia and US data from 2017. Galax City data from 2013-2017. Carroll County and Grayson County data from 2015-2017. Rates that appear in red for a county denote a higher value compared to state data. Age Adjustment Uses 2000 Standard Population

Red areas had death rates higher than VA. The leading causes of death in Galax City and Grayson County were cancer followed by heart disease. The leading cause of death in Carroll County was heart disease followed by cancer, like VA and the U.S. Lagging as causes of death were accidents, respiratory diseases, and Alzheimer's Disease, diabetes, and influenza and pneumonia.

In most of the following graphs, Galax City will be blue, Carroll County will be red, Grayson will be grey, Virginia (VA) will be orange, U.S. green and the 90th percentile of counties in the U.S. gold. * indicates a change in the BRFSS Survey calculations of results. 2016 forward cannot be compared to prior year results.



Quality of Life

Quality of life was measured by: % reporting fair or poor health, the average number of poor physical health

days and poor mental health days in the past 30 days, and % of live births with birthweight less than 2500 grams, or 5.5 lbs. Galax City ranked 123rd, Carroll County ranked 67th, and Grayson County ranked 82nd, in Virginia for quality of life.

Source: County Health Rankings; Behavioral Risk Factor Surveillance System (BRFSS) 2016

Source: County Health Rankings; National Center for Health Statistics – Natality files (2011-2017)

Quality of Life: Strengths

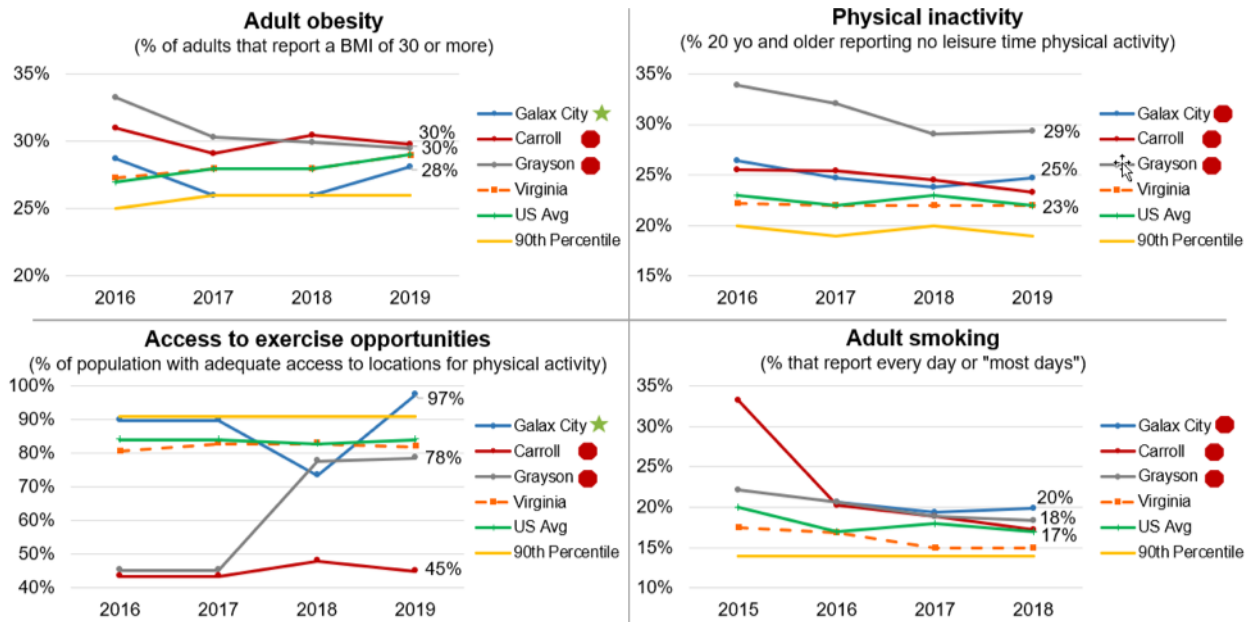
- Carroll and Grayson Counties had a lower percentage of low birthweight babies at 7% than VA and the U.S. at 8%.
- Carroll and Grayson had lower death rates for heart disease, and stroke than VA and the U.S. Carroll County also had lower death rates for Alzheimer’s Disease and Influenza and Pneumonia than VA.

Quality of Life: Opportunities

- Galax City (22%), Carroll County (17%), and Grayson County (18%) had a higher percentage of adults reporting poor or fair health than VA and the U.S. at 16%.
- Galax City (4.2), Carroll County (3.9), and Grayson County (4.1) had more poor mental health days than VA (3.5) and the U.S. (3.8).
- Galax City (4.4), Carroll County (3.8), and Grayson County (4.1) had more poor physical health days than VA (3.5) and the U.S. (3.7).
- Galax City had a higher percentage of low birthweight babies at 10% than VA and the U.S.
- Galax City, Carroll and Grayson Counties had higher years of potential life lost prior to age 75 than VA and the U.S.
- Galax City had higher death rates than VA for heart disease, cancer, respiratory diseases, accidents, stroke, Alzheimer’s Disease, diabetes, and influenza and pneumonia.
- Carroll County had higher death rates than VA for cancer, accidents, respiratory diseases, and diabetes.
- Grayson County had higher death rates than VA for cancer, respiratory diseases, accidents, Alzheimer’s Disease, diabetes, and influenza and pneumonia.

Health Factors or Determinants

Health factors or determinants rankings are comprised of measures related to health behaviors (30%), clinical care (20%), social & economic factors (40%), and physical environment (10%). Galax City ranked 103rd,

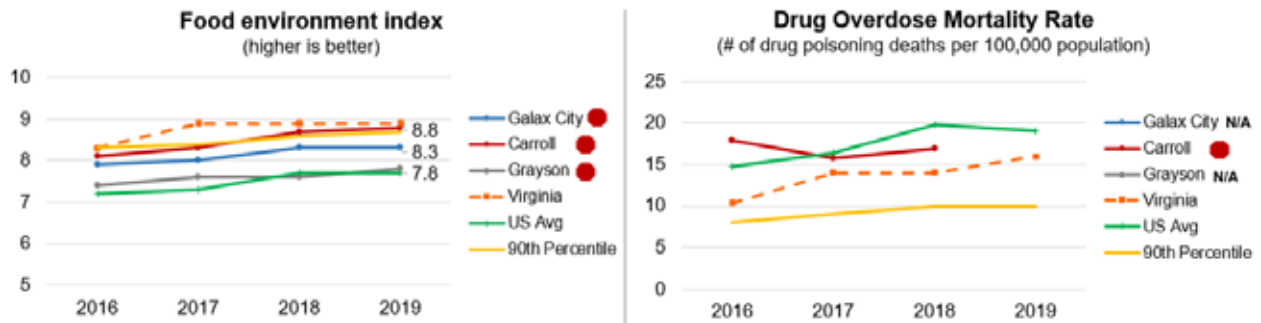


Carroll County ranked 75th, and Grayson County 87th, out of 133 Virginia counties.

Health Behaviors

Health behaviors are made up of nine measures and account for 30% of the county rankings. Galax City ranked 81st, Carroll County ranked 59th, and Grayson County 86th, out of 133 Virginia counties.

Source: Obesity, physical inactivity - County Health Rankings; CDC Diabetes Interactive Atlas based on responses to BRFSS and Census Bureau's population estimates program, 2015 Source: Access to exercise opportunities - County Health Rankings; ArcGIS Business Analyst, Delorme map data, Esri and U.S. Census Tigerline Files, 2010 and 2018. Measures the percentage of individuals in a County who live reasonably close to a location for physical activity, defined as parks or recreational facilities (local, state national parks, gyms, community centers, YMCAs, dance studios and pools based on SIC codes) Source: Smoking - County Health Rankings; Behavioral Risk Factor Surveillance System (BRFSS), 2016



Reason for Smoking Ranking

Each year approximately 480,000 premature deaths can be attributed to smoking.² Cigarette smoking is identified as a cause of various cancers, cardiovascular disease, and respiratory conditions, as well as low birthweight and other adverse health outcomes. Measuring the prevalence of tobacco use in the population can alert communities to potential adverse health outcomes and can be valuable for assessing the need for cessation programs or the effectiveness of existing programs.

Source: Excessive drinking - County Health Rankings; Behavioral Risk Factor Surveillance System (BRFSS), 2016 Source: Alcohol-impaired driving deaths - County Health Rankings; Fatality Analysis Reporting System, 2013-2017 Source: STIs - County Health Rankings; National Center for HIV/AIDS, Viral Hepatitis, STD, and TB Prevention, 2016 Source: Teen birth rate – County Health Rankings; National Center for Health Statistics – Natality files, 2011-2017
 Source: County Health Rankings; USDA Food Environment Atlas, Map the Meal Gap from Feeding America, 2015 & 2016; CDC WONDER mortality data, 2015-2017

The food environment index is comprised of % of the population with limited access to healthy foods and % of the population with food insecurity. Limited access to foods estimates the % of the population who are low income and do not live close to a grocery store. Food insecurity is the % of the population who did not have access to a reliable source of food during the past year.

The Impact of E-Cigarettes on the Lungs

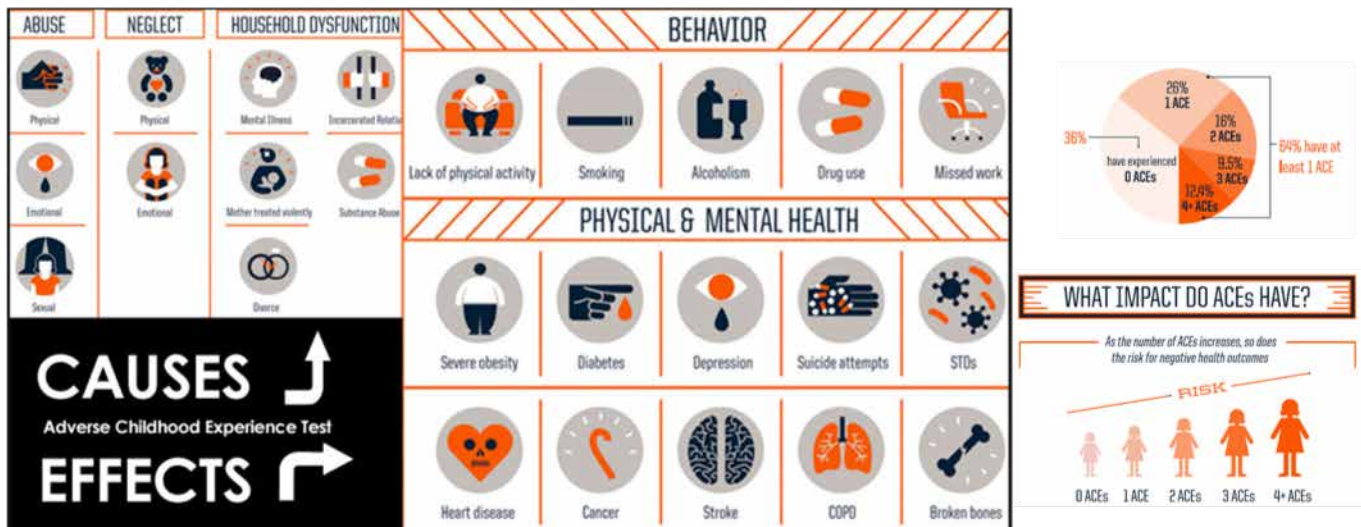
Following excerpt is taken from American Lung Association website, www.lung.org, “The Impact of E-Cigarettes on the Lung.”

In January 2018, the National Academies of Science, Engineering and Medicine³ released a consensus study report that reviewed over 800 different studies. That report made clear: using e-cigarettes causes health risks. It concluded that e-cigarettes both contain and emit a number of potentially toxic substances. The Academies’ report also states there is moderate evidence that youth who use e-cigarettes are at increased risk for cough and wheezing and an increase in asthma exacerbations. A study from the University of North Carolina found that the two primary ingredients found in e-cigarettes—propylene glycol and vegetable glycerin—are toxic to cells and that the more ingredients in an e-liquid, the greater the toxicity.⁴ E-cigarettes produce a number of dangerous chemicals including acetaldehyde, acrolein, and formaldehyde. These aldehydes can cause lung disease, as well as cardiovascular (heart) disease.⁵ E-cigarettes also contain acrolein, a herbicide primarily used to kill weeds. It can

cause acute lung injury and COPD and may cause asthma and lung cancer.⁶

³NAM Report - nap.edu/resource/24952/012318ecigaretteConclusionsbyEvidence.pdf

⁴Sassano MF, Davis ES, Keating JE, Zorn BT, Kochar TK, Wolfgang MC, et al. (2018) Evaluation of e-liquid toxicity using an open-source high-throughput screening assay. PLoS Biol 16(3): e2003904. <https://doi.org/10.1371/journal.pbio.2003904>



⁵Ogunwale, Mumiye A et al. (2017) Aldehyde Detection in Electronic Cigarette Aerosols. ACS omega 2(3): 1207-1214. doi: 10.1021/acsomega.6b00489].

⁶Bein K, Leikauf GD. (2011) Acrolein - a pulmonary hazard. Mol Nutr Food Res 55(9):1342-60. doi: 10.1002/mnfr.201100279.

Adverse Childhood Experiences (ACEs)

Abuse, neglect and household dysfunction have the effect of poor health behaviors as well as poor physical and mental health. The more ACEs a child has the higher risk they are for poor outcomes.

Health Behaviors: Strengths

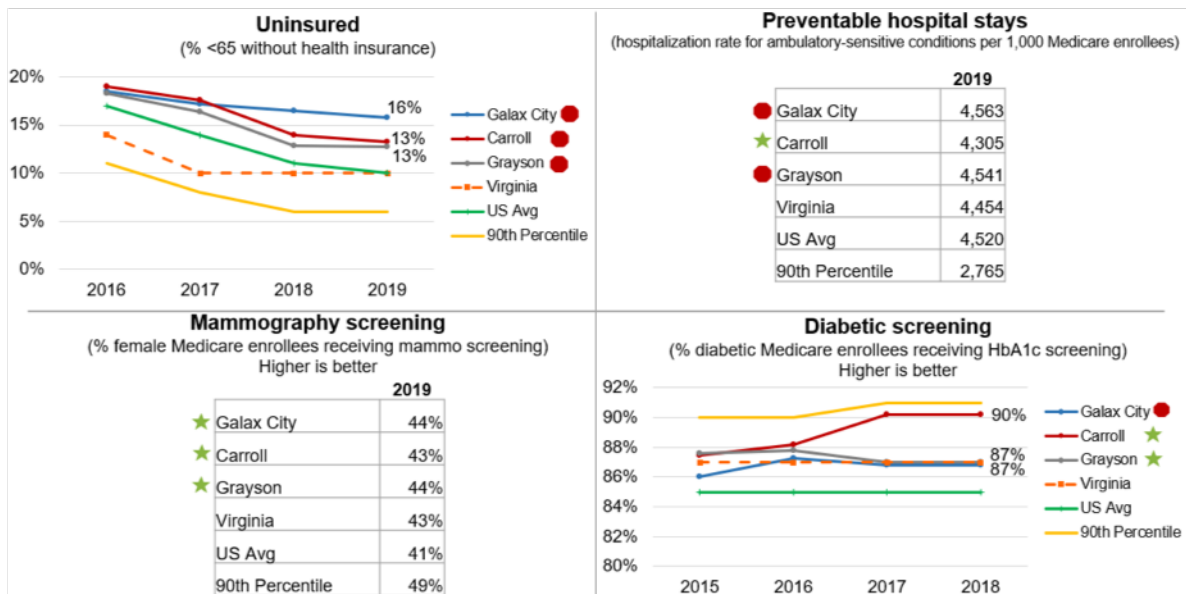
- Adult obesity in Galax City was lower than VA and the U.S. at 28%.
- Access to exercise opportunities at 97% was higher in Galax City than VA (82%) and the 90th percentile of all U.S. counties (91%).
- Sexually transmitted infections measured by chlamydia rate per 100,000 population were lower in Galax City (391) and Carroll County (175) and Grayson County (131) than VA (473) and the U.S. (497).
- Alcohol impaired driving deaths were lower in Galax City (0%) and Carroll County (28%) than in VA (31%) and the U.S. (29%).
- Excessive drinking was lower in Galax City (14%), Carroll County (16%), and Grayson County (14%) than VA (17%) and the U.S. (18%).

Health Behaviors: Opportunities

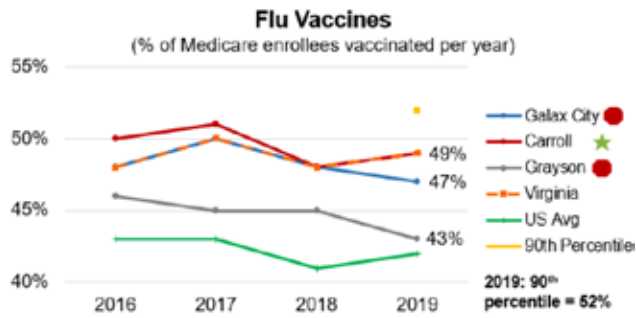
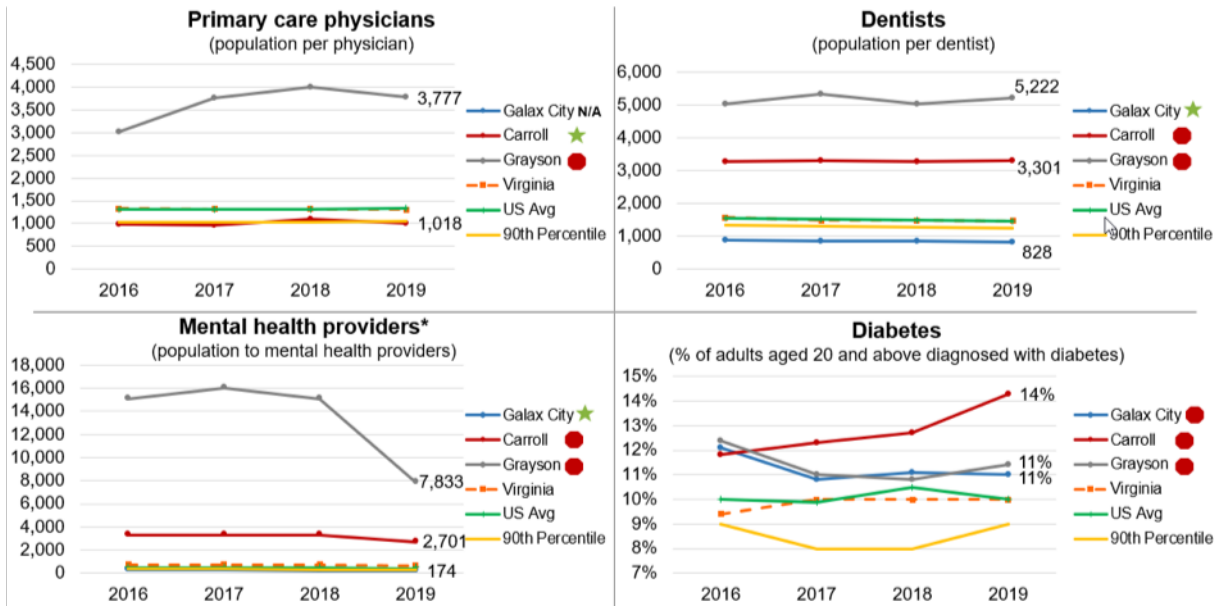
- Adult obesity in Galax City and Carroll County was 30%, both higher than VA and the U.S. at 29%. The obesity trend had been increasing in Galax City and Carroll County but appears to have leveled off. Obesity in Virginia and the U.S. continue to rise, putting people at increased risk of chronic diseases including:

diabetes, kidney disease, joint problems, hypertension and heart disease. Obesity can cause complications in surgery and with anesthesia. It has been implicated in Alzheimer’s Disease and often leads to metabolic syndrome and type 2 diabetes.

- Physical inactivity was higher in Galax City at 25%, Carroll County (23%), and Grayson County (29%) than VA and the U.S. at 22%.
- Access to exercise opportunities in Carroll County was 45%, and 78% in Grayson County, both lower than VA at 82% and the U.S. at 84%.
- 26% of Galax City and 25% of Carroll County reported binge or heavy drinking equal to VA, but much higher than the U.S. at 18%.
- Adult smoking was higher in Galax City (20%), Carroll County (17%) and Grayson County (18%) than VA (15%).
- Alcohol impaired driving deaths were higher in Grayson County at 40% than VA and the U.S.
- The teen birth rate in Galax City was 56 births per 1,000 female population ages 15-19, 32 births in Carroll County, and 33 births in Grayson County, all higher than VA at 19 births and the U.S. at 25 births.
- The 2018 drug overdose mortality rate in Carroll County was higher than VA and the U.S. at 17 drug poisoning deaths per 100,000 population.



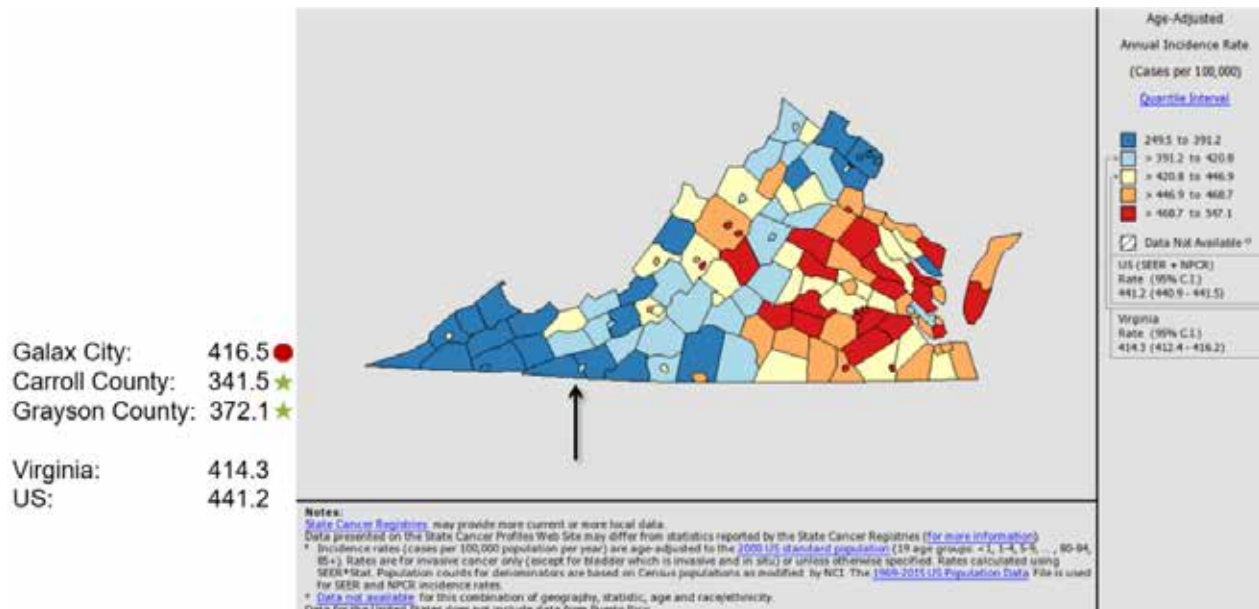
- The food environment index was lower in Galax City (8.3), Carroll County (8.8), and Grayson County (7.8) than VA (8.9), but higher than the U.S. (7.7).



Clinical Care

Clinical care ranking is made up of seven indicators, and account for 20% of the county rankings. Galax City ranked 90th, Carroll County ranked 69th, and Grayson County ranked 101st, out of 133 Virginia counties in clinical care.

Source: Uninsured - County Health Rankings; Small



Area Health Insurance Estimates, 2016

Source: Preventable hospital stays, mammography screening – County Health Rankings, CMS Mapping Medicare Disparities Tool, 2016

Source: diabetic screening - County Health Rankings; Dartmouth Atlas of Health Care, Medicare claims data, 2016

Source: Pop to PCP - County Health Rankings; Area Health Resource File/American Medical Association, 2016

Source: Pop to Dentists - County Health Rankings; Area Health Resource File/National Provider Identification file, 2017 Source: Pop to mental health provider (psychiatrists, psychologists, licensed clinical social workers, counselors, marriage and family therapists and advanced practice nurses specializing in mental health) County Health Rankings; CMS, National Provider Identification, 2018

Source: The Centers for Medicare & Medicaid Services Office of Minority Health's Mapping Medicare Disparities (MMD) Tool, 2016

Cancer Incidence Rates (VA Counties)

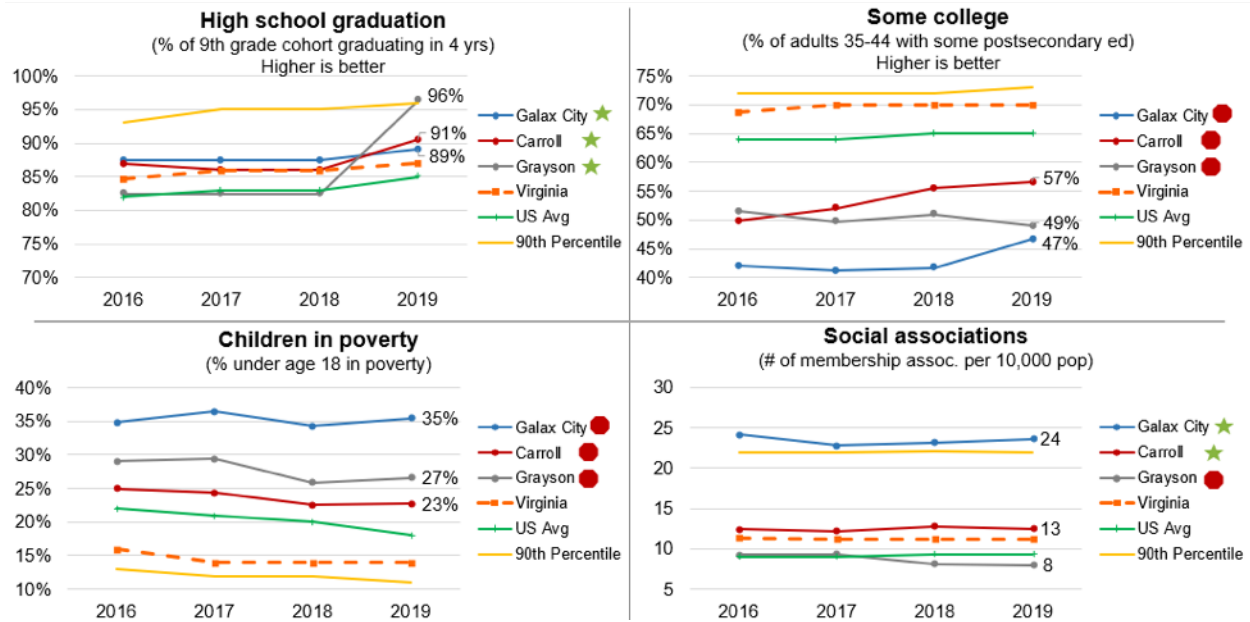
Clinical Care: Strengths

- Preventable hospital stays in Carroll County was 4,305 per 100,000 Medicare enrollees which was lower than VA (4,454) and the U.S. (4,520).
- Mammography screening was higher in Carroll County at 43% and the same in Galax City, Grayson County and VA at 44%.
- The percent of Medicare enrollees receiving diabetic screening was higher in Carroll County at 90% and the same in Galax City and Grayson County as VA 87%.
- The population per physicians was 1,018 in Carroll County, lower than VA at 1,330 and the 90th percentile of all U.S. counties at 1,050.
- The population per dentists was 828 in Galax City, lower than VA at 1,460 and the 90th percentile of all U.S. counties at 1,260.
- The population per mental health providers was 174 in Galax City, lower than VA at 630 and the 90th percentile of all U.S. counties at 310.
- The percent of Medicare enrollees with flu vaccines per year was the same in Carroll County and VA at 49% and higher than the U.S. at 42%.

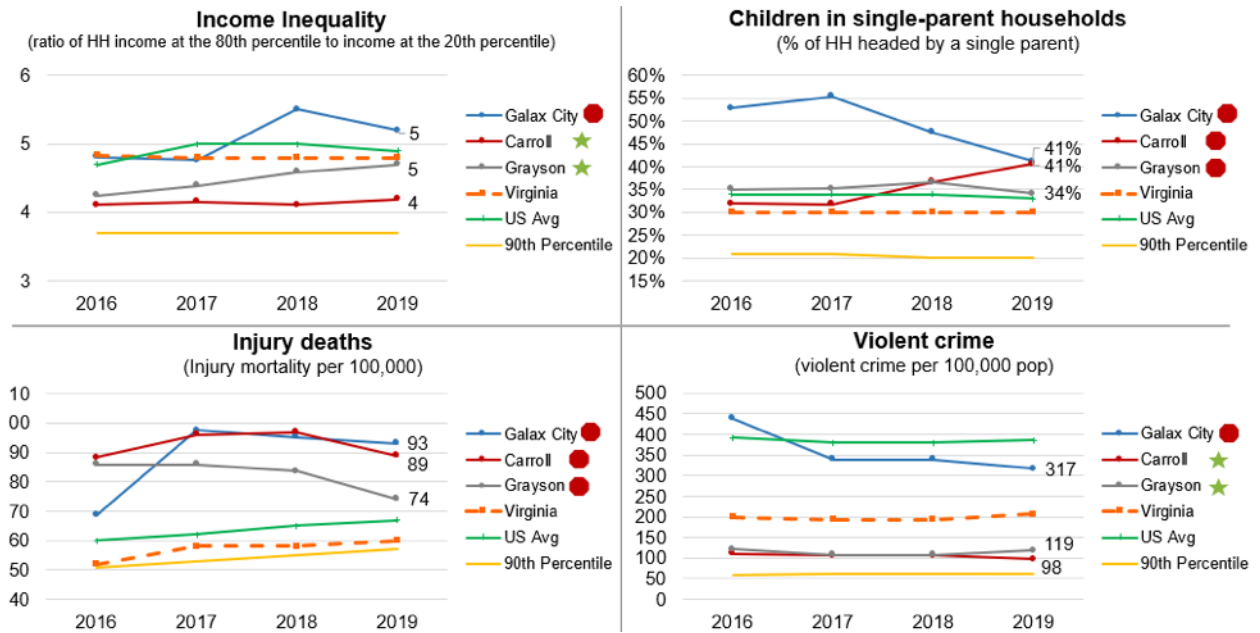
Clinical Care: Opportunities

- The percent of population under sixty-five without health insurance was 16% in Galax City, and 13% in both Carroll and Grayson Counties, which was higher than VA and the U.S. at 10%.
- Preventable hospital stays were higher in Galax City and Grayson County at 4,563 and 4,541 per 100,000 Medicare enrollees than VA (4,454) and the U.S. (4,520).
- The population per primary care physicians was higher in Grayson County at 3,777 than VA and the U.S.

- The population per dentists was higher in Carroll and Grayson Counties at 3,301 and 5,222 than VA and the U.S.
- The population per mental health providers was higher in Carroll and Grayson Counties at 2,701 and 7,833 than VA and the U.S.



- The percentage of adults with diabetes was 11% in Galax City and Grayson County, and 14% in Carroll County, which were higher than VA and the U.S. both at 10%.



- The percent of Medicare enrollees with flu vaccines per year was 47% in Galax City and 43% in Grayson

County, lower than VA (49%), but higher than the U.S. (42%).

Social and Economic Factors

Social and economic factors account for 40% of the county rankings. There are eight measures in the social and economic factors category. Galax City ranked 115th, Carroll County ranked 85th, and Grayson County ranked 82nd, out of 133 Virginia counties.

Source: High School graduation – County Health Rankings; VA Dept of Public Instruction, 2016-2017 Source: Some college - County Health Rankings; American Community Survey, 5-year estimates, 2013-2017. Source: Children in poverty - County Health Rankings; U.S. Census, Small Area Income and Poverty Estimates, 2017 Source: Social associations - County Health Rankings; County Business Patterns, 2016

Source: Income inequality and children in single-parent households - County Health Rankings; American Community Survey, 5-year estimates 2013-2017. Source: Injury deaths – County Health Rankings; CDC WONDER mortality data, 2013-2017. Source: Violent crime - County Health Rankings; Uniform Crime Reporting – FBI, 2014 & 2016

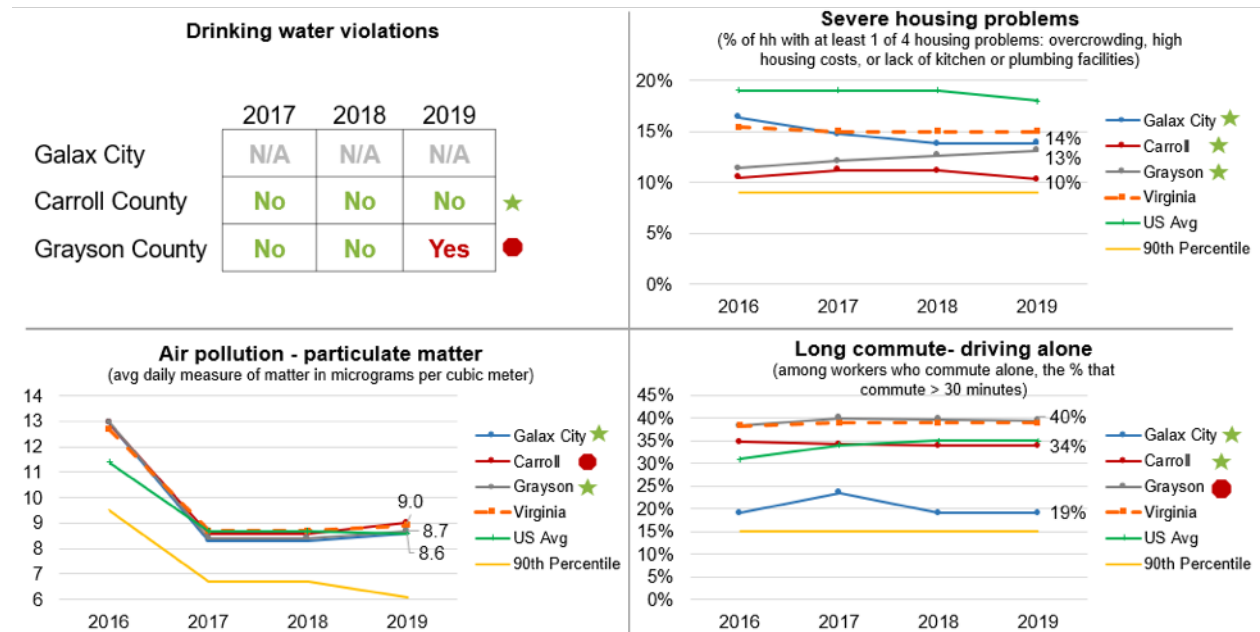
Social and Economic Factors: Strengths

- High school graduation was higher in Galax City (89%), Carroll County (91%) and Grayson County (96%) than VA at 87% and the U.S. at 85%.
- Social associations were higher in Galax City at 24 and Carroll County at 13 memberships per 10,000 population than VA at 11 and the U.S. at 9 memberships. Associations include membership organizations such as civic organizations, bowling centers, golf clubs, fitness centers, sports organizations, religious organizations, political organizations, labor organizations, business organizations, and professional organizations.
- Income inequality represents the ratio of household income at the 80th percentile compared to income at the 20th percentile. Income inequality was lower in Carroll County at 4 and the same in Grayson County, VA, and the U.S. at 5.
- The violent crime rate in Carroll and Grayson Counties was 98 and 119 violent crimes per 100,000 population which was lower than in VA at 207 and the U.S. at 386.

Social and Economic Factors: Opportunities

- 47% of Galax City, 57% of Carroll County, and 49% of Grayson County adults had some postsecondary education which was lower than VA (70%) and the U.S. (65%).
- Social associations were lower in Grayson County at 8 memberships than VA at 11 and the U.S. at 9 memberships.
- The children in poverty rate was higher for Galax City (35%), Carroll County (23%), and Grayson County (27%) than VA (14%) and the U.S. (18%).
- Income inequality was higher in Galax city at 5 than VA and the U.S.

- Injury deaths in Galax City at 93, Carroll County at 89, and Grayson County at 74 per 100,000 population, were higher than VA (60).
- The violent crime rate was 317 per 100,000 population in Galax city, which was higher than VA, but lower than the U.S. and has decreased since 2016.



- The median household income in Galax City, Carroll and Grayson Counties were lower than VA and the U.S.
- The poverty estimates for 2017 have poverty in Galax City at 21.5%, Carroll County at 16.8%, and Grayson County at 19.1%, which were higher than VA (10.7%) and the U.S. (13.4%).
- The percentages of children in single-parent households was 41% in both Galax City and Carroll County and 34% in Grayson County, higher than VA at 30% and the U.S. at 33%.

Physical Environment

Physical environment contains four measures in the category and accounts for 10% of the County rankings. Galax City ranked 37th, Carroll County ranked 33rd, and Grayson County ranked 89th out of 133 Virginia counties in physical environment.

Source: Drinking water violations – County Health Rankings; EPA, Safe Drinking Water Information System, 2017. Source: Severe housing problems – County Health Rankings; HUD Comprehensive Housing Affordability Strategy data, 2011-2015. Source: Driving alone to work and long commute – County Health Rankings; American Community Survey, 5-year estimates, 2013-2017. Source: Air pollution – County Health Rankings; CDC National Environmental Health Tracking Network, 2014

Physical Environment: Strengths

- Galax City (14%), Carroll County (10%), and Grayson County (13%) had lower percentages of severe

housing problems than VA (15%) and the U.S. (18%).

- Carroll County had no drinking water violations.
- The average daily measure of matter in micrograms per cubic meter was lower in Galax City and Grayson County at 8.8 and 8.7 than VA. The U.S. Carroll County and VA both had 9.0.
- 19% of workers in Galax City and 34% of workers in Carroll County who commute alone commute over 30 minutes which was lower than VA at 39%.

Physical Environment: Opportunities

- Grayson County had a drinking water violation.
- 40% of workers in Grayson County who commute alone commute over 30 minutes which was higher than VA at 39%.

Broad Themes

There were four broad themes that emerged in this process:

1. Galax City, Carroll and Grayson County need to create a “Culture of Health” which permeates throughout the towns, employers, churches, and community organizations to engender commitment to health improvement.
2. There is a direct relationship between health outcomes and affluence (income and education). Those with the lowest income and education generally have the poorest health outcomes.
3. While any given measure may show an overall good picture of community health, subgroups such as the lower income census tracts may experience lower health status measures.
4. It will take a partnership with a wide range of organizations and citizens pooling resources to meaningfully impact the health of the community. However, Galax City, Carroll and Grayson Counties have many assets to improve health.



Photo Credit: Stratasan

Results of the CHNA

*Community Health Summit Prioritized
Health Needs, Goals and Actions*

Prioritization Criteria

At the Community Health Summit, the attendees reviewed the community health information and used the criteria below to prioritize the health needs in the community.

Magnitude/Scale of the Problem

How big is the problem? How many people does the problem affect, either actually or potentially? In terms of human impact, how does it compare to other health issues?

Seriousness of Consequences

What degree of disability or premature death occurs because of this problem? What would happen if the issue were not made a priority? What is the level of burden on the community (economic, social or other)?

Feasibility

Is the problem preventable? How much change can be made? What is the community's capacity to address it? Are there available resources to address it sustainably? What's already being done, and is it working? What are the community's intrinsic barriers and how big are they to overcome?

Most Significant Community Health Needs

The following needs were prioritized by attendees at the Community Health Summit. Using a nominal group technique, each attendee received three sticky notes and selected their top three health needs and posted their ideas on paper at the front of the room. The results of the activity are below with higher numbers indicating the number of "votes" or priority by topic. The bullets below the health need are many of the comments received on the sticky notes.

1. Substance misuse
2. Lifestyle/ Obesity
3. Mental health
4. Family issues
5. Access to care
6. (tie) Socioeconomics / Senior Issues

1. Substance Misuse (17 sticky notes)

- Drug abuse
- Neonatal Abstinence Syndrome
- Substance use disorder
- Substance abuse
- Drug use
- Substance use (legal and illegal)
- Smoking
- Smoking/tobacco use

2. Lifestyle/ Obesity (9 sticky notes)

- Obesity
- Healthy lifestyle
- Personal accountability/responsibility for actions
- Obesity physical inactivity (diabetes)
- Unhealthy lifestyle

3. Mental health (8 sticky notes)

- Mental health
- Loneliness, stress
- Depression

4. Family issues (7 sticky notes)

- Family dynamics
- Trauma/lack of coping skills
- Foster care
- Number of children in foster care
- Adverse Childhood Experiences (ACEs) (3)

5. Access to care (5 sticky notes)

- Transportation
- Cancer
- Access to healthcare
- Need more PCPs
- Lack of participation in preventive care

6. (tie) Socioeconomics (2 sticky notes)

- Socioeconomics (jobs, budgeting)
- Socioeconomic issues

7. (tie) Senior issues (2 sticky notes)

- Aging population
- Poor nutrition in seniors



Photo credit: Stratasan

Community Health Summit Brainstorming

Community Health Goals and Actions

The most significant health needs coalesced into seven categories. Table groups then brainstormed goals and actions for each goal along with resources and collaborators needed. The brainstorm results are below.

Significant Health Need 1: Substance abuse/family issues

Goal 1: Reduce the amount of kids in foster care

Action 1

Implement parenting education, classes and support

Action 2

Increase funding for prevention of kids entering foster care

Resources/Collaborators Needed

DSS, community service providers, Virginia foundation grant writers

Goal 2: Reduce the number of substance related deaths

Action 1

Increase access to addiction services

Action 2

Initiate peer support recovery

Resources/Collaborators Needed

Providers, church recovery groups, drug courts, law enforcement

Goal 3: Reduce substance use as coping skill (including smoking)

Action 1

Implement a mentoring program

Action 2

Prevention, support groups, intervene before the first use, address trauma, build protective factors targeting middle schoolers

Resources/Collaborators Needed

Coaches, schools, school resource officers, churches, providers

Significant Health Need 2: Lifestyle/Obesity

Goal 1: Have a family night out twice during the summer to promote lifestyle and education

Action 1

Reach out to potential partners to develop a committee

Action 2

Establish a plan

Resources/Collaborators needed

Law enforcement, sponsorships, volunteers, location, local government, schools, farmer's markets, churches

Goal 2: Promote "Cooking Matters" to adults monthly at various locations (pop-up)

Action 1

Train the trainers so more people can provide the education

Action 2

Obtain locations for popups

Resources/Collaborators needed

Walmart, local grocery stores, sponsorships, farmer's market, locations for popups

Goal 3: Conduct a focus group to gain insight into changing culture and behaviors

Action 1

Reach out to potential committee members (pilot group)

Action 2

Start meeting to develop a plan

Resources/Collaborators needed

DSS, soup kitchen, local news outlets, schools, mental health professionals, youth workers, churches, senior groups, exercise, fitness groups.

Significant Health Need 3: Mental Health

Goal 1: Increase mental health providers/access to providers/CSB/Others

Action 1

Recruit healthcare providers

Action 2

Decrease the stigma and increase identification and referral to resources

Resources/Collaborators Needed

Available resources in the community to increase communication skills with providers

Goal 2: Engagement to communicate service projects/social activities

Action 1

Identify community resources and educate providers

Action 2

Make intergenerational classes/activities a priority

Action 3

Community service projects – prescriptive referrals to services, tickets to classes, goals to get social programs started

Resources/Collaborators Needed

Nutritionist, schools, churches, local supermarkets

Goal 3: Early age recognition of ACES/trauma as preventive measure

Action 1

Engage educational system to teach coping skills and resiliency

Action 2

Educate the community on impact of ACEs and healthcare providers to recognize and refer accordingly- assess both the child and the parent

Resources/Collaborators needed

Use constructive measures to overcome adverse reactions, day treatment in schools, educational grants

Significant Health Need 4: Access to care

Goal 1: Increase access to health care services and facilities

Action 1

Provide additional healthcare services

Action 2

Seek any possible grants

Resources/Collaborators Needed

Twin County, area health care providers

Goal 2: Improve transportation

Action 1

Work with District III to make transportation more convenient for more people

Action 2

Utilize the Grayson and Galax County bus. Work with the bus to take patients to their healthcare providers.

Resources/Collaborators Needed

District III, Carroll and Grayson County, City of Galax, grant funding, transportation department

Goal 3: Increase resources and affordability

Action 1

Develop and implement an affordable fee schedule for the working poor that don't have insurance and don't qualify for Medicaid

Action 2

Form a committee to develop a centralized information repository of area resources. Provide this information to healthcare providers and patient care managers, anyone who could help refer patients to resources.

Resources/Collaborators needed

Need a leader and members of a committee and provide info to healthcare providers and services



Photo Credit: Galax, VA Safe Routes School Program receiving national recognition; hsrc.unc.edu

Impact of 2016 CHNA and Implementation Plan

Impact

In 2016, Galax City, Carroll and Grayson Counties, Virginia communities prioritized the following health needs:

1. Mental Health and Substance Abuse
2. Obesity
3. Healthy Lifestyle
4. Chronic diseases/aging
5. Socioeconomic issues
6. Adverse childhood experiences/trauma
7. Water and air issues

Below is the Impact of the 2016 Implementation Plan.

Action Item	Progress Notes	Project Owner	Is this area addressed elsewhere in your plan? (Yes or No)	Measurable Results
<p>Chronic Disease/Aging</p>	<ul style="list-style-type: none"> • Implemented an Asthma Support Group for adolescents at Twin County Pediatrics. • Continued to conduct a quarterly support group in the Cardiac Rehab Department for any patient interested in cardiac health. • Established a monthly community Diabetes Education Class to include; Certified Diabetic Educator, Dietitian & Pharmacist. Also, conduct monthly Diabetic Education through one-on-one appointments at our Twin County Family Care Centers (Galax, Hillsville & Independence). • Continue to provide transitional care management services. • Plan for implementation of Chronic Disease management at Twin County Family Care Centers for 2019. • As in 2017, continue community outreach for EHAC education and education to the community about Twin County's Chest Pain Accreditation through community and employer health events and our partnerships with area EMS groups. • Provide educational resources to the community about Dementia Support groups throughout the area. • Continue to provide presentations to the local Parkinson's Support Group, senior groups and faith based organizations. 	<p>CNO/ TCPP Clinical Coordinator</p> <p>WorkPoint Wellness Community Occ. Health Community Outreach Coordinator</p> <p>Director of Business Dev.</p>	<p>Yes</p>	<ul style="list-style-type: none"> • In 2017, 20,679 people were provided EHAC education

Action Item	Progress Notes	Project Owner	Is this area addressed elsewhere in your plan? (Yes or No)	Measurable Results
<p>Healthy Lifestyle/Obesity continued</p>	<ul style="list-style-type: none"> In 2018, Mt. Rogers Health District/VA Department of Health received a Cooking Matters grant to include a partnership with Twin County Regional Healthcare to deliver Cooking Matters programming to reach low-income children ages 0-5 in the counties of Carroll, Grayson and the city of Galax. In 2019, we will continue this partnership engaging the VA Cooperative Extension, Faith Based Community and the Southwest Virginia Medical Reserve Corp to conduct hands on cooking classes, grocery store tours in the community and nutrition education classes to be held at Twin County Pediatrics. 	<p>CNO/ TCPP Clinical Coordinator</p> <p>WorkPoint Wellness Community Occ. Health Community Outreach Coordinator</p> <p>Director of Business Dev.</p>	<p>YES</p>	<ul style="list-style-type: none"> Projected number of participants that will be reached through Cooking Matters programming in the program year (defined as July 1, 2018—June 30, 2019) is 1,000 participants. With 50% of participants being part of the priority audience defined in the grant (ages 0—5).
<p>Healthy Lifestyle/Obesity continued</p>	<ul style="list-style-type: none"> In 2018, Mt. Rogers Health District/VA Department of Health received a Cooking Matters grant to include a partnership with Twin County Regional Healthcare to deliver Cooking Matters programming to reach low-income children ages 0-5 in the counties of Carroll, Grayson and the city of Galax. In 2019, we will continue this partnership engaging the VA Cooperative Extension, Faith Based Community and the Southwest Virginia Medical Reserve Corp to conduct hands on cooking classes, grocery store tours in the community and nutrition education classes to be held at Twin County Pediatrics. 	<p>CNO/ TCPP Clinical Coordinator</p> <p>WorkPoint Wellness Community Occ. Health Community Outreach Coordinator</p> <p>Director of Business Dev.</p>	<p>YES</p>	<ul style="list-style-type: none"> Projected number of participants that will be reached through Cooking Matters programming in the program year (defined as July 1, 2018—June 30, 2019) is 1,000 participants. With 50% of participants being part of the priority audience defined in the grant (ages 0—5).
<p>Socioeconomic Issues</p>	<ul style="list-style-type: none"> Continue to be an active member of the Twin County Prevention Coalition group. Continue to support the efforts of the Free Clinic of the Twin Counties. Continue to partner with the VA Department of Health in the Medication Assistance Program. Continue to provide patients with the GoodRx prescription savings card. Offer free diabetes education classes to the public at Twin County Regional Hospital. Offer free stroke support group meetings. “Cooking Matters” grant with the Virginia Department of Health to provide health education to families regarding healthy meals and reading nutrition labels. 	<p>CNO/ TCPP Care Coordinator</p>	<p>Yes</p>	<ul style="list-style-type: none"> Diabetes Class: 50+ participants



Photo Credit: Felts Park; yelp.com

Community Asset Inventory

Carroll County, VA

Geography

Town

Hillsville

Census-designated places

- Cana
- Fancy Gap
- Woodlawn

Other unincorporated communities

- Dugspur
- Lambsburg
- Laurel Fork
- Sylvatus
- Pipers Gap

Transportation

Airport

Twin County Airport

504 Airport Rd.,
Hillsville, VA 24343

Major highways

- I-74 (future)
- I-77
- US 52
- US 58
- US 221
- SR 94
- SR 100
- SR 148

Media

Radio

- WHHV 1400 AM
- WFOG 95.9 FM
- WWSO 99.7 FM
- WEBI 100.5 FM
- WXEZ 101.1 FM

Newspaper

The Carroll News

Government

Carroll County

Government Offices

Animal Control
(276) 730-3011

Building Inspector
(276) 730-3018

Building Official
(276) 730-3019

Carroll Fire & Rescue
(276) 730-3197

Commissioner - Revenue
(276) 730-3081

Commonwealth Attorney
(276) 730-3090

County Administration
(276) 730-3010

General District Court
(276) 730-3043

GIS
(276) 730-3291

Human Resources
(276) 730-3002

Juvenile & Domestic Court
(276) 730-3045

Magistrate
(276) 730-3088

Public Schools
(276) 728-3191

Recreation
(276) 730-3190

Sheriff Office
(276) 730-3020

Social Services
(276) 730-3130

Victim Witness
(276) 730-3098

Voter Registration
(276) 730-3036

Human Resources
(276) 730-3014

School Board
(276) 236-8145

Carroll County

Constitutional Officers

Clerk of the Circuit Court

Gerald Ray Goad
(276) 730-3070

Commissioner of the Revenue

Fran McPherson
(276) 730-3080

Commonwealth's Attorney

Nathan H. Lyons
(276) 730-3090

Sheriff

John B. Gardner
(276) 730-3020

Treasurer

Bonita M. Williams
(276) 730-3060

Carroll County Board of Supervisors

Supervisor at Large

Robbie McCraw

Sulphur Springs District

Rex Hill

Fancy Gap District

Phillip R. McCraw

Laurel Fork District

Joshua Neil Webb

Pine Creek District

R.J. "Bob" Martin, Jr.

Pipers Gap District

Thomas W. Littrell

Hillsville Town Officials

Mayor

Greg Crowder
704-604-2500

Councilman:

Pipers Gap District

David Young
276-733-8824

Councilman:

Laurel Fork District

Greg Yonce
276-728-4062

Councilman:

Sulphur Springs District

Barry Jessup
276-728-2128

Councilman:

Pine Creek District

Ed Terry
276-728-0686

Clerk of Council

Vickie Yonce
276-728-2128 ext. 304

Town Attorney

Cassell & Crewe
276-228-5566

Town Manager

Retta N. Jackson
276-728-2128

Adm. Asst./Treasurer

LeAnna Surratt
276-728-2128 ext. 308

Building Code

Official/Engineer

Steven Bowman
276-728-2128 ext. 307

Public Works

Assistant Director

James Hall
276-728-4458

Water/Wastewater Director

Darrick Mayes
276-728-5533

Police Chief

Shannon Goad
276-728-2251 ext. 222

Captain

Shannon Goad
276-728-2251 ext. 229

Planning Commission

Ann Largin
276-728-9624

Board of Zoning Appeals

Mabel Tate
276-728-5266

Major Employers

townofhillsville.com/
business-economy

Parkdale Magnolia

Carroll County

Mohawk Industries

Ameripumps

Barker Microfarads

Mt. Rogers Industrial

Classic Creations

Carter Machinery & Tools
(Caterpillar)

Trinity Mission

Va. Produce Company

Turman Sawmill

Public Safety

Police

Hillsville Police Department
130 Main St.
Hillsville, VA 24343
(276) 728-2251

Virginia State Police Area Office
57 Glendale Rd
Galax, VA 24333
(276) 236-5461

Fire

Carroll County Fire & Rescue
499 Floyd Pike
Hillsville, VA 24343

Cana Volunteer Fire Dept.
391 Firehouse Rd.
Cana, VA 24317

Hillsville Volunteer Fire Dept.
115 Fulcher St.
Hillsville, VA 24343

Laurel Fork Volunteer
Fire Dept.

13139 Danville Pike
Laurel Fork VA, 24352

EMS

Carroll County Emergency Services

605-1 Pine St.
Hillsville, VA 24343

Cana Volunteer Rescue Squad
15607 Fancy Gap Hwy
Cana, VA 24317

Dugspur Volunteer
Rescue Squad
118 Double Cabin Rd.
Dugspur, VA

Laurel Fork Volunteer
Rescue Squad
8547 Danville Pike
Laurel Fork, VA 24352

Pipers Gap Volunteer
Rescue Squad
5567 Elk Horn Rd.
Woodlawn, VA 24381

Health Care

Hospitals

Twin County
Regional Healthcare
(Located in Galax City)
225 Hospital Dr.
Galax, VA 24333
(276) 236-6906

Health Department

Carroll County
Health Department
605-15 Pine St.
Hillsville, VA 24343
(276)730-3180

Virginia Department
of Public Health
vdh.virginia.gov/dentists

Canal Dental Center
16257 Fancy Gap Hwy
Cana, VA 24317

West Stuart Dental Arts Center
1192 W Stuart Dr.
Hillsville, VA 24343

Marlon A. Goad, DDS
1202 N Main St.
Hillsville, VA 24343

J.E Kilbourne Jr., DDS
305 Oak St.
Hillsville, VA 24343

Clinics (family practices and primary care)

Carilion Clinic
Family Medicine
416 S Main St.
Hillsville, VA 24343

Twin County Family
Care Center
702 Pine St.
Hillsville, VA 24343

Hillsville Family Medicine
523 N Main St.
Hillsville, VA 24343

Family Medical Care Inc.
1953 Carrollton Pike
Hillsville, VA 24343

Worrell Dan C., MD
22 Training Center Rd.
Woodlawn, VA 24381

Wynne-Roberts C.R., MD
2477 Huff Hill Rd.
Hillsville, VA 24343

Long Term Care and Assisted Living

Hillsville Rehabilitation and
Healthcare Center
222 Fulcher
Hillsville, VA 24343

Heritage Hall Laurel Meadows
16600 Danville Pike
Laurel Fork, VA 24352

Commonwealth Senior
Living at Hillsville
100 Kyle Dr.
Hillsville, VA 24343

Home Health and Hospice
Liberty Home Care Services
15397 Fancy Gap Hwy # 2
Cana, VA 24317

Mountain Valley Hospice &
Palliative Care
1477 Carrollton Pike
Hillsville, VA 24343

Behavioral Health and Addiction Services

Carroll House Group Home
56 Carroll House Ln.
Hillsville, VA 24343

Family Preservation Services
523 N Main St.
Hillsville, VA 24343

Center for Behavioral Health
500 Glendale Rd.
Galax, VA 24333

Durable Medical Equipment

Closest located in Galax City

Other Healthcare Services

PT Solutions Physical Therapy
54 Floyd Pike
Hillsville, VA 24343

Heartland Rehabilitation
Services of VA- Hillsville
1113 Carrollton Pike
Hillsville, VA 24343

Eye Care on the Ridge
843 W Stuart Dr.
Hillsville, VA 24343

Wellness Pursuits
130 Volunteer Rd.
Hillsville, VA 24343

Crisis Hotlines

703-527-4077

Crisis Line of Central Virginia
434-947-4357

National Suicide Prevention
Lifeline
800-273-TALK
or 800-237-8255

National Runaway Switchboard
800-786-2929

National Runaway Switchboard
800-533-4148

National Centers for
Disease Control
800-232-4636

Gay, Lesbian, Bisexual and
Transgender National Hotline

888-843-4564

HIPS Hotline

800-676-HIPS

National Sexually Transmitted

Disease Hotline

800-227-8922

TTY/TDD: 800-243-7889

Women Alive

800-554-4876

AIDS Info

800-HIV-0440

Project Inform

800-822-7422

Community, Civic, Non-Profit Organizations

Basic Needs Assistance (includes food, housing, utilities assistance)

4-H Clubs & Affiliated 4-H
Organizations

605 Pine St Ste 6

Hillsville, VA 24343

Carroll County Genealogy
Club

724 Lovell Ros

Hillsville, VA 24343

International Association of
Lions Clubs

245 Laurel Dr

Fancy Gap, VA 24328

International Association of
Lions Clubs

PO Box 122

Hillsville, VA 24343

Rotary Club of Hillsville
Virginia Scholarship

Foundation

PO Box 517

Hillsville, VA 24343

Rotary International
Hillsville Rotary Club
Local

Hillsville, VA 24343

Webb Southern Carroll
Community Club Inc.

16238 Fancy Gap Hwy
Cana, VA 24317

Children and Youth Organizations

Mountain View Youth and
Family Services

100 Cava Ln.

Hillsville, VA 24343

Carroll County Genealogy
Club

724 Lovell Ros

Hillsville, VA 24343

International Association of
Lions Clubs

245 Laurel Dr

Fancy Gap, VA 24328

International Association of
Lions Clubs

PO Box 122

Hillsville, VA 24343

Rotary Club of Hillsville
Virginia Scholarship

Foundation

PO Box 517

Hillsville, VA 24343

Rotary International Hillsville
Rotary Club

Local

Hillsville, VA 24343

Webb Southern Carroll
Community Club Inc

16238 Fancy Gap Hwy
Cana, VA 24317

Community Service Organizations

4-H Clubs & Affiliated 4-H
Organizations

605 Pine St Ste 6

Hillsville, VA 24343

Carroll County
Genealogy Club

724 Lovell Ros

Hillsville, VA 24343

International Association
of Lions Clubs

245 Laurel Dr

Fancy Gap, VA 24328

International Association
of Lions Clubs

PO Box 122

Hillsville, VA 24343

Rotary Club of Hillsville
Virginia Scholarship

Foundation

PO Box 517

Hillsville, VA 24343

Rotary International Hillsville
Rotary Club

Local

Hillsville, VA 24343

Webb Southern Carroll
Community Club Inc

16238 Fancy Gap Hwy

Cana, VA 24317

Sylvatus Ruritan Club

6915 Sylvatus Highway

Sylvatus, Virginia

Hillsville Lions Club

P.O. Box 122

Hillsville, VA 24343

Rotary Club of Hillsville
2042 Carrollton Pike

Hillsville, Virginia 24343

Twin County/Galax
Parent to Parent
397 Wildcat Rd.
Hillsville, VA 24343

Economic Development Organizations

Virginia's Industrial
Advancement Alliance
605-1 Pine St.
Hillsville, VA 24343

Carroll County Chamber of
Commerce
515 N. Main St.
P.O. Box 1184
Hillsville, VA 24343

Foundations

Carroll Scholarship
Foundation Inc
PO Box 517
Hillsville, VA 24343

Devil S Den Nature Preserve
Foundation
PO Box 517
Hillsville, VA 24343

Hale Wilkinson Carter Home
Foundation Inc
PO Box 217
Hillsville, VA 24343

Stephen F Austin Memorial
Foundation
PO Box 626
Austinville, VA 24312

Life Skills/Job Training

Southwestern VA
Training Center Ep
160 Training Center Rd.
Hillsville, VA 24343

Virginia Cooperative Extension
205 Oak St., Ste. 102
Hillsville, VA 24343

Mountain Laurel Chapter
American Business Women's
Association

Non-Emergency Transport Services

Mountain Lynx Public Transit
(276) 783-3236

Outreach Ministries

The Battleground Outreach
759 Turner School Road
Fancy Gap, VA 24328

Parks and Outdoor Activities

Carroll County Recreation
Department
129 Ballpark Dr.
Hillsville, VA 24343

Beaver Dam Creek Walking
Trail
Beaver Dam Rd.
Hillsville, VA 24343

Blue Ridge Parkway
134 Ranger Rd.
Fancy Gap, VA 24328

Crooked Creek Fish
Management Area
Woodlawn, VA 24381

Olde Mill Golf Resort
2258 Stone Mountain Rd.
Laurel Fork, VA 24352

Lake Ridge RV Resort
8736 Double Cabin Rd.
Hillsville, VA 24343

Senior Services

Carroll County Senior Citizen
449 Training Center Rd.
Hillsville, VA 24343

Other Groups

Carroll County
Genealogy Club

Carroll County
Historical Society
Jubal Early Camp #1619
Plant and Pluck Garden Club
Twin County Humane Society
Order of the Eastern Star
Chapter #71

Attractions, Festivals, and Events

Summer Nights Concert
& Classic Car Cruise-In
Memorial Day Flea Market
Fourth of July Celebration
Labor Day Flea Market
and Gun Show
Historic Hillsville
Chili Shootout
Safe Halloween
Christmas Stocking Stuffing,
Tree Lighting and Parade
Hillsville Downtown
Historic District
Sidna Allen House

Education Resources

Libraries

Carroll County Public Library
101 Beaver Dam Rd.
P.O. Box 1629
Hillsville, VA 24343

Public Schools

Hillsville Elementary School
90 Patriot Ln.,
Hillsville, VA 24343
(276) 728-7312
Fancy Gap Elementary School
63 Winding Ridge Rd.
Fancy Gap, VA 24328
(276)728-7504

Carroll County Middle School
1036 N Main St.
Hillsville, VA 24343
(276) 728-2382

Carroll County High School
100 Cavs Ln.
Hillsville, VA 24343
(276) 728-2125

St. Paul Elementary School
63 Winding Ridge Rd.
Fancy Gap, VA 24328
(276) 728-7504

Gladesboro Elementary School
63 Winding Ridge Rd.
Fancy Gap, VA 24328
(276) 728-7504

Southwestern Virginia training
Center (SWVTC)
160 Training Center Rd.
Hillsville, VA 24343
(276) 728-3121

Carroll-Galax Regional
Alternative Education Program/
RAE Center
605-9 Pine St.
Hillsville, VA 24343
(276) 728-9055

Private Schools

New Life Christian Academy
PO Box 1268
Hillsville, VA 24343
Child Care Centers
Noah's Ark Daycare Center
585 Deer Ridge Rd.
Hillsville, VA 24343
(276) 766-3502

Liddle Adventures Learning
Academy
564 Industrial Park Dr.
Hillsville, VA 24343
(276) 728-5793

Little Treasures Learning Center
2875 Wards Gap Rd.
Cana, VA 24317
(276) 755-0145

Cherished Children Childcare
203 N Main St.
Hillsville, VA 24343
(276) 728-0039

Gracie's Daycare
161 Partridge Rd.
Woodlawn, VA 24381
(276) 236-6393

First United Methodist Church
225 Fulcher St.
Hillsville VA 24343
(276) 728-2434

Hillsville Head Start Center
205 Oak St.
Hillsville VA 24343
(276) 728-4284

Post-Secondary Education

*No resource found in
Carroll County.*

Museums

Carroll County Historical
Society and Museum
515 N Main St.
Hillsville, VA 24343

Harmon's Museum
5122 Carrollton Pike
Woodlawn, VA 24381

Walk in the Wild Natural
Museum
5212 Glendale Dr.
Woodlawn, VA 24381

Churches

Cana Baptist Church
Cana
Epworth Church
Cana

Flat Ridge Church
Cana

Flowers Gap Church
Cana

Mount Bethel Church
Cana

Mount View Church
Cana

Oak Ridge Church
Cana

Paul's Creek Church
Cana

Rocky Ford Church
Cana

Saint Paul Church of the
Brethren
Cana

Sandy Ridge Church
Cana

Bethesda Church
Dugspur

Buffalo Mountain Church
Dugspur

Calvary Church
Dugspur

Green Hill Church
Dugspur

Liberty Bible Church
Dugspur

Meadow View Church
Dugspur

Mitchell Chapel
Dugspur

Mount Hebron Church
Dugspur

Pine Grove Church
Dugspur

Pine View Church
Dugspur

Silverleaf Church Dugspur	Leonard Church Galax	Chestnut Grove Church Lambsburg
Crooked Oak Church Fancy Gap	Midway Church Galax	Coleman Church Lambsburg
Elk Spur Church Fancy Gap	Mount Olivet Church Galax	Fairlawn Church Lambsburg
Fancy Gap Church Fancy Gap	Mount Sinai Church Galax	Fellowship Tabernacle Lambsburg
Mountain Plains Church Fancy Gap	Quaker Church Galax	Holly Grove Church Lambsburg
Oak Grove Church Fancy Gap	Allison Chapel Hillsville	Mount Carroll Church Lambsburg
Old Fellowship Church Fancy Gap	Bethel Church Hillsville	Crooked Oak Church Laurel Fork
Pleasant Grove Baptist Church Fancy Gap	Dinwiddie Church Hillsville	Gladesboro Church Laurel Fork
Round Knob Church Fancy Gap	Fairview Church Hillsville	Gospel Chapel Laurel Fork
Sky View Church Fancy Gap	Freemont Church Hillsville	Laurel Fork Church Laurel Fork
Sunnyside Church Fancy Gap	Gilmer Chapel Hillsville	Martin Church Laurel Fork
Bishops Chapel Galax	Goad Church Hillsville	New Fellowship Church Laurel Fork
Cliffview Church Galax	Harmony Grove Church Hillsville	Stone Mountain Church Laurel Fork
Coal Creek Church Galax	Island Creek Church Hillsville	Willow Hill Church Laurel Fork
Fries Church Galax	Liberty Hill Church Hillsville	Worrell Church Laurel Fork
Gladeville Church Galax	New Hope Church Hillsville	Corinth Church Sylvatus
Glenwood Church Galax	Panther Creek Church Hillsville	Coulson Church Sylvatus
Grace Church Galax	Westside Church Hillsville	Dalton Hill Church Sylvatus
Hebron Church of Christ Galax	Blue Ridge Chapel Lambsburg	Little Vine Church Sylvatus

Pine Grove Church
Sylvatus

Pleasant View Church
Sylvatus

Round Knob Church
Sylvatus

Shiloh Church
Sylvatus

Shorts Creek Church of God
Sylvatus

Bethany Church
Woodlawn

Center Valley Church
Woodlawn

Cranberry Church
Woodlawn

Crooked Creek Church
Woodlawn

Elkhorn Church
Woodlawn

Forest Oak Church
Woodlawn

Good Hope Church
Woodlawn

Harmony Church
Woodlawn

Liberty Church
Woodlawn

Mount Lebanon Church
Woodlawn

Mount Olivet Church
Woodlawn

New Hope Church
Woodlawn

Oak Grove Church
Woodlawn

Oakland Church
Woodlawn

Woodlawn Methodist Church
Woodlawn

Sources

googlemaps.com

Wikipedia
en.wikipedia.org/wiki/
Carroll_County,_Virginia

Carroll County website
carrollcountyva.gov

Hillsville, VA website
townofhillsville.com

Local radio stations
radio-locator.com

Local employers
wildwoodva.com/wp-content/
uploads/2015/02/Major-
Employers-Chart.pdf

Local police
usacops.com/va/p24343/
index.html

Local fire/ems
virginiafirefighters.com/
carroll.htm

Local tourism
pickplaystay.com

Galax City, VA

Geography

Cities

Galax

Transportation

Airport

Twin County Airport

Major Highways

VA Route 58

Media

WCGX 1360 AM

WOKG 90.3 FM

W243EH 96.5 FM
(WCGX-AM)

WBRF 98.1 FM

WXMM (LPFM) 100.1 FM

Television

WSET

WDBJ

WWCW

WFXR

ION

WSLS

WBRA

Newspaper

The Galax Gazette

Government

Department Phone Numbers:

Building Official
(276) 236-7297

Chief of Police
(276) 236-8101

City Manager
(276) 236-5773

City Engineer
(276) 236-2422

Commissioner of Revenue
(276) 236-2528

Galax Parks & Recreation Dept.
(276) 236-3218

Voter Registrar
(276) 236-7509

Dept. of Social Services
(276) 236-8111

Director of Finance
(276) 236-2131

Environmental Prog. Mgr.
(276) 236-7380

Galax Combined Court
(276) 236-8731

GIS / Zoning
(276) 601-3600

Grants Administrator
(276) 236-9944

Public Works
(276) 236-3691

City Officials

City Manager
Keith Barker
(276) 236-5773

Director of Public Works
Charlie Joyce
(276) 236-2131

Building Official
Terry Atwell
(276) 236- 7297

City Engineer
Terry Atwell
(276) 236-2422

Zoning Administrator
Daniel Riegel
(276) 601-3600

County Clerk
Amanda Sawyers Stoneman
AStoneman@vacourts.gov
Phone: (276) 236-8731
Fax: (276) 236-2754

Human Resource Director
Judy Bolt
jbolt@galaxva.com
Director of Finance
Judy Taylor-Gallimore
(276) 236-2131

Government Offices

Galax City Courthouse
353 N Main St.,
Galax, VA 24333
(276) 236-8731

Galax City Council
111 E Grayson St.,
Galax, VA 24333

City Manager
111 E Grayson St.,
Galax, VA 24333
Phone: (276) 236-5773
Fax: (276) 236-288

County Clerk Office
353 N Main St., Suite 204
Galax, VA 24333-2911
Phone: (276) 236-8731
Fax: (276) 236-2754

Human Resources
111 E Grayson St.,
Galax VA 24333

Major Employers

Vaughan Bassett Furniture
Twin County Regional Hospital
Walmart
City of Galax
Consolidated Glass and Mirror

Galax City Schools
Albany Industries LLC
Turnam Hardwood Flooring
The Life Center
Autumn Corporation
Results Customer Solution
Webb Furniture Enterprises
DLP Twin County Physician
Practice LLC

Public Safety

Law Enforcement
353 N Main St.,
Galax, VA 24333
(276) 236-8102
Fire Departments
Galax Fire and Rescue
300 W Grayson St.,
Galax, VA 24333
(276) 235-9580

Health Care

Hospitals

Twin County Regional
Healthcare
225 Hospital Dr.,
Galax, VA 24333
(276) 236-6906

Dentist

Galax Dental
1001 E Stuart Dr.,
Galax, VA 24333
(276) 236-0562
Hanna Gary DDS
1129 S Main St.,
Galax, VA 24333
(276) 236-6109
Clemons Mark DDS
301 W Grayson St.,
Galax, VA 24333
(276) 236-6321

Creed Joy K.
961 E Stuart Dr.,
Galax, VA 24333
(276) 236-9953
Family Dental Care
1022 E Stuart Dr., #E
Galax, VA 24333
(276) 236-4925
Carter & O'Connor DDS
206 W Washington St.,
Galax, VA 24333
(276) 236-7408

Hollyfield Neil DDS
209 Painter St.,
Galax, VA 24333
(276) 236-2978

Olsen Dana L.
6999 Carrollton Pike # 1
Galax, VA 24333
(276) 728-9184

Clinics

Dr. James E. Crozier, MD
812 W Stuart Dr.,
Galax, VA 24333
(276) 238-3318
Carilion Clinic
199 Hospital Dr.,
Galax, VA 24333
(540) 510-6200

Free Clinic of the
Twin Counties
140 Larkspur Ln.
Galax, VA 24333
(276) 236-0421

TCRH Urgent Care
961 E Stuart Dr.,
Galax, VA 24333
(276) 238-0439

Life Center of Galax
112 Painter St.,
Galax, VA 24333
(276) 522-0406

Western Virginia
Treatment Centers
140 Larkspur Ln.,
Galax, VA 24333
(276) 601-7642

Thompson Michael MD
200 Hospital Dr.,
Galax, VA 24333
(276) 236-8181

Pediatric Family Care
106 Doctor's Pl.,
Galax, VA 24333
(276) 236-8166

Home Health Services

Southwest Virginia
Home Health
2752 Glendale Rd.,
Galax, VA 24333
(276) 236-1222

Twin County Regional
Home Health
818 Glendale Rd. #1
Galax, VA 24333
(276) 236-7935

Virginia Kare's Home
Care Services, LLC
1139 S Main St.,
Galax, VA 24333
(276) 601-2846

Access Home Health
Care and Rehabilitation
1123 E Stuart Dr.,
Galax, VA 24333
(276) 266-3149

Senior Home Share, LLC
1002 E Stuart Dr., Ste. 3
Galax, VA 24333
(276) 238-1448

Caring Companions
120 W Grayson St.,
Galax, VA 24333
(276) 601-2175

Blue Ridge Home Health Care
28 Shadetree Ln.,
Galax, VA 24333
(276) 236-1974

Pro-Careers
8078 Carrollton Pike
Galax, VA 24333
(276) 238-8812

Interim Health Care
530 E Stuart Dr.,
Galax, VA 24333
(276) 236-6066

Hospice Care
Twin County Hospice
818 Glendale Rd., Ste. 2
Galax, VA 24333
(276) 236-0973

Other Healthcare Services

PT Solutions Physical Therapy
106 W Stuart Dr.,
Galax, VA 24333
(276) 238-8900

Family Vision Care
1022 E Stuart Dr.,
Galax, VA 24333
(276) 236-4122

Durable Medical Equipment
Lincare
1047 E Stuart Dr.,
Galax, VA 24333
(276) 238-8880

Health Department

Virginia Department of
Public Health
vdh.virginia.gov/

Galax City Health Department
502 S Main St.,
Galax, VA 24333
(276) 236-6127

Crisis Hotlines

703-527-4077

Crisis Line of Central Virginia
434-947-4357

National Suicide Prevention
Lifeline
800-273-TALK or 800-237-
8255

National Runaway Switchboard
800-786-2929

National Runaway Switchboard
800-533-4148

National Centers
for Disease Control
800-232-4636

Gay, Lesbian, Bisexual and
Transgender National Hotline
888-843-4564

HIPS Hotline
800-676-HIPS

National Sexually Transmitted
Disease Hotline
800-227-8922
TTY/TDD: 800-243-7889

Women Alive
800-554-4876

AIDS Info
800-HIV-0440

Project Inform
800-822-7422

Community, Civic, Non- Profit Organizations

Basic Needs Assistance

Willing Partners Inc.
544 E Stuart Dr., Ste. D
Galax, VA 24333
(276) 236-2072

Services: Short-term financial
assistance to needy families

Good Shephard Food Pantry
and Ministries
4786 Pipers Gap Rd.,
Galax, VA 24333

Housing

Galax Hope House Ministries Inc.

Po Box 1331
Galax, VA 24333
(276) 236-7573

Services: To provide basic needs
for homeless persons and families
through job training / searches,
financial counseling, educational
tutoring, and affordable housing
referrals without regard to gender,
race, religion, national origin
or physical ability. Many men
were assisted in the transition to
be self-supporting from societal
financial dependency. A new
women's shelter has opened in
late November to start serving the
women in the community with
services to become independent
from the welfare systems.

Economic Development Organizations

Galax-Carroll-Grayson

Chamber of Commerce Inc.
405 N Main St.,

Galax, VA 24333

(276) 236-2184

Services: To promote economic development in the area.

Provided information on the region in response to inquiries

from both businesses and visitors via our web-site and

by mailing/distributing over 30,000 pieces of information.

Hosted various business teams evaluating the area. working

with local governments and local businesses, we sponsored,

coordinated and/or hosted several events that attracted

thousands of visitors to the area.

Southwest Regional

Enterprise Center Inc.

1117 E Stuart Dr.,

Galax, VA 24333

Services: To help with the establishment and growth

of small to medium-sized businesses by providing

workshops, assistance with business plan development,

marketing and professional networking opportunities with

other local business and state organizations, in a modern

facility with affordable office spaces dedicated to providing

a safe environment where businesses can grow.

Church Outreach Ministries

Oldtown Masonic Lodge

212 W Washington St.,

Galax, VA 24333

(276) 238-0550

Services: Oldtown Masonic Lodge

is a fraternal organization veiled in allegory and illustrated by symbols.

Oldtown lodge 68 operates under the Grand lodge of Virginia of

which Most Worshipful Louis K. Campbell presides.

Community Service Organizations

Rooftop of Virginia

206 N Main St.,

Galax, VA 24333

(276) 236-7131

Services: Rooftop of Virginia

CAP is a private, non-profit agency supported by federal,

state and local funds. Rooftop has been providing vital

services to residents of the Twin Counties for over 45 years.

Rooftop currently houses over twelve different programs. We

are here to help with emergency services, education, rental

assistance, energy efficiency and home improvement programs.

Moose Lodge

1114 E Stuart Dr.,

Galax, VA 24333

(276) 236-8541

Services: You may have heard the saying, “A burden heavy to one is borne lightly by many.”

This is at the core of the Moose organization and what makes

us unique in our Lodges, local communities and charitable

“cities” that we support.

Twin County

Community Foundation

PO Box 1131

Galax, VA 24333

(276) 601-8011

Services: Twin County

Community Foundation (TCCF), formerly known as “Twin County

Regional Healthcare Foundation” (TCRHF), was originally formed

as “Twin County Community Hospital Foundation” in July 1995

to support the charitable needs of Twin County Regional Hospital.

Life Skills/Job Training

Crossroads Rural

Entrepreneurial Institute Inc.

1117 E Stuart Dr.,

Galax, VA 24333

(276) 236-0391

Services: Improve the lives of

people in southwest Virginia by providing an innovative state of the

art economic development engine coupling education with economic

potential of the community.

Children and Youth Organizations

Galax Wrestling Boosters

110 Stanley Dr.,

Galax, VA 24333 USA

Galax Foundation for

Excellence in Education

Po Box 487

Galax, VA 24333

(276) 236-4301

Services: Educational Assistance.

Youth Advocate

104-106 Rex Ln.,

Galax, VA 24333

Services: Supports

youth and families

Behavioral and Addiction Services

Carroll Wellness Center Inc.
PO Box 1266
Galax, VA 24333
Services: Mental health,
Crisis intervention

Life Center of Galax
112 Painter St.,
Galax, VA 24333
Services: Addiction treatment

Senior Services

Galax Department of
Parks & Recreation Senior
Walking Program
601 S Main St.,
Galax, VA 24333
(276) 236-3218

District Three Senior Services
300 Oldtown St.,
Galax, VA 24333
(276) 236-5228

Women's Services

Twin County Regional
Hospital Women's Health
& Birthing Services
200 Hospital Dr.,
Galax, VA 24333
(276) 236-1704

Galax City Health
Department WIC
502 S Main St.,
Galax, VA 24333
(276) 236-6127

Other Groups

Sons of Union Veterans
of The Civil War

The Jack M. Matthews
Foundation

Vietnam Veterans
of America Inc
Wayne Henderson
Music Festival Inc.
Paul C. Richards & Gladys
Richards Charitable Foundation

Non-Emergency Transportation Services

Galax Transit
111 W Center St.,
Galax, VA 24333
(276) 236-3055

Mountain Lynx Transit
(276) 236-3055
or (866) 238-4293

Parks and Outdoor Recreation

Galax Parks & Recreation Dept.
601 S Main St.,
Galax, VA 24333
(276) 236-3218

Parks

Galax Recreation Center
Felts Park
Mountain View
Recreational Park
Skate Park
Knob Hill Playground
Galax Municipal Golf Course

Education Resources

Libraries

Galax Public Library
610 W Stuart Dr.,
Galax, VA 24333
(276) 236-2351

Public Schools

Galax City Elementary School
225 Academy Dr.,
Galax, VA 24333
(276) 236-6159

Galax City Middle School
202 Maroon Tide Dr.,
Galax, VA 24333
(276) 236-6124

Galax City High School
200 Maroon Tide Dr.,
Galax, VA 24333
(276) 236-2991

Fairview Elementary School
2323 Fairview Rd.,
Galax, VA 24333
(276) 236-2365

Private Schools

Landmark Baptist Academy
101 N Depot Ave.,
Galax, VA 24333
(276) 238-3007

Post-secondary Education

*No resource found in
Galax City.*

Child Care Services

Liddle Tykes Child
Development Center
59 Melrose L.,
Galax, VA 24333
(276) 236-3421

First Baptist Church
of Galax Daycare
1024 E Stuart Dr.,
Galax, VA 24333
(276) 236-9195

Galax Head Start Center
125 Rosenwald Felts Dr.,
Galax, VA 24333
(276) 238-8633

Fairview Baptist
Church Daycare
3543 Skyline Highway
Fairview Church
Galax, VA 24333
(276) 236-5541

Museums, Attractions, Festivals, and Events

Annual Fireman's Carnival

601 South Main St.,
Galax, VA 24333
(276) 236-3218

Fourth of July Parade

100 N Main St.,
Galax, VA, 24333
(276) 235-9580
Fourth of July Parade
Independence Day event Come
and join for July 4th parade,
picnic in the park and enjoy
firework.

Lord's Acre Sale

Main St.,
Galax, VA, 24333
This community event is held
the last Saturday in September
at Felt's Park. Local churches
sell locally raised and produced
items from canned goods to
crafts, from apples to cider.

Chestnut Creek School of the Arts

100 N Main St.,
Galax, VA, 24333
(276) 236-3500
Chestnut Creek School
of Arts (CCSA) preserves
and promotes the cultural
heritage of southwest Virginia
by fostering artistic and
individual growth with classes
and events for all ages and

skill levels in traditional
music, heritage crafts and
contemporary arts.

Jeff Matthews Memorial Museum

606 W Stuart Dr.,
Galax, VA 24333
(276) 236-7874

A visit to the Jeff Matthews
Memorial Museum is a
rewarding experience for
adults, families and children
of all ages. Among the
treasures are the historic
cabins dating back to 1834,
Victorian fashions, over
10,000 Native American
artifacts, a fascinating
collection of African items,
one of the largest Kodiak bears
on display anywhere in the
world, an extensive collection
of hunting trophies and guns,
one of the first pianos to arrive
in Galax, a real covered wagon
and thousands of pictures
and historic items from every
aspect of Galax's colorful and
amazing history.

Matthews Living History Farm Museum

476 White Pine Rd.,
Galax, VA 24333
(276) 773-3080
Matthews Living History Farm
Museum is a 21-acre working
farm, circa 1900. We sponsor
three seasonal events each year:
Spring, Summer and Fall.

Blue Ridge Music Center

Blue Ridge Parkway
Galax, VA 24333
(276) 236-5309
The Blue Ridge Music
Center celebrates the music
and musicians of the Blue
Ridge. Established by the
U.S. Congress in 1985, the
site includes an outdoor
amphitheater and indoor
interpretive center used to
highlight an important strand
of American musical culture,
which is still alive and thriving
in the region.

Houston Fest Felts Park,

Galax, VA 24333
(276) 236-9908
Houston Fest was created in
memory of Houston Caldwell,
who passed away on April 30,
2010. He was only 18 years old,
but his musical legacy, passion
for the continued growth of our
musical heritage, and his spirit of
community service will live on as
we continue to fulfill his vision.

Churches

Blue Ridge
Christian Fellowship
Camp Zion Church
Church of The
Good Shepherd
Cornerstone Community
Church
Fairview Baptist Church
First Christian Church
Galax First

Assembly of God
Haven of Rest
Bible Church
Hillcrest Baptist Church
Landmark Baptist Church
Midway Baptist Church
Mount Olivet United
Methodist Church
Mount Vale United Methodist
Church
Hearts United Community
Church - HUCC
Living Waters Christian Center
Mount Sinai Missionary
Baptist Church
Mount Zion Holiness Church
Mountain Harvest Church
Oldtown Baptist Church
McMillian Ministries
First Baptist Church of Galax
Oakland Blue Ridge United
Methodist Church

Snow Hill Baptist Church
Beech Grove Baptist Church
Chapel of the Good Shepherd
Door of Heaven
Galax SDA Church
Hebron Church of Christ
Joshua's Army Short
Term Missions
Leonard Memorial United
Methodist Church
Southern Baptist Convention
River Hill Christian Church
West Galax United
Methodist Church
Blue Ridge Chapel
Baptist Church
East Galax Baptist Church
Fairlawn Church of Christ
Gideons International

Sources

city-data.com
Internet research
Wikipedia
[en.wikipedia.org/wiki/
Galax_Virginia](https://en.wikipedia.org/wiki/Galax_Virginia)
Galax City Website
galaxva.com/
RadioReference
[radioreference.com/apps/
db/?ctid=2931](https://radioreference.com/apps/db/?ctid=2931)
[visitgalax.com/get-to-know-
galax-blue-ridge-mountains/](https://visitgalax.com/get-to-know-galax-blue-ridge-mountains/)
District Three Governmental
Cooperative Website
district-three.org/
Blue Ridge Crossroads
Economic Development
Authority Website
brceda.org/
Google Maps

Grayson County, VA

Geography

Cities

- Independence
- Fries
- Troutdale
- Whitetop

Transportation

Mountain Lynx Transit
(276) 236-3055

Major Highways

- US 21
- US 58
- US 221
- SR 16
- SR 89
- SR 93
- SR 94
- SR 274

Media

- WCGX 1360 AM
- WCGX 96.5 FM

Newspaper

The Independence Declaration
Galax Gazette

Government

Department Phone Numbers

Administrators Office
(276) 773-2471
or (276) 236-8149

Planning &
Community Development
(276) 773-2000
or (276) 236-8140 ext. 110

Real Estate Office
(276) 773-2022

County Treasurer
(276) 773-2371

Commissioner of Revenue
(276) 773-2381

Day Report Center
(276) 773-3274

Building Department
(276) 773-2322
or (276) 236-8149 Ext. 148

Animal Control
(276) 773-3241

Commonwealth's Attorney
(276) 773-2421

Clerk of Circuit Court
(276) 773-2231

Clerk of District Court
(276) 773-2011

Victim Witness Program
(276) 773-2553

Department of Social Services
(276) 773-2452
or (276) 236-9541

Extension Service
(276) 773-2491

Public Works
(276) 773-3181

Twin County E 911
Commission
(276) 236-5122

Health Department
(276) 773-2961

Grant Computer Center
(276) 221-1716

Sheriff's Office
(276) 773-3241
or (276) 236-9988

Board of Supervisors
Supervisor Kenneth R. Belton
Old Town District

Supervisor Michael S. Hash
Providence District

Supervisor Thomas R. Revels
Wilson District

Supervisor Brenda R.
Sutherland
Elk Creek District

Supervisor John S. Fant
Supervisor at Large

City Officials

County Administrator

William Shepley

Deputy County Administrator

Mitchell L. Smith

Director of Finance

Leesa Gayheart

Treasurer's Office

R. Kelly Haga, Treasurer

Karen Dickson,

Deputy Treasurer

Becky Kirk, Deputy Treasurer

Angie Blevins, Deputy Treasurer

Tamara McPherson, Deputy

Treasurer/Bookkeeper

Sheriff

Richard Vaughan

Commissioner of Revenue

Larry Bolt

Grayson County

Electoral Board

Sarah C. Osborne, Chairperson

Charles T. Sturgill, Vice Chair

Gloria J. Price, Secretary

of Electoral Board

Commonwealth's Attorney

Douglas S. Vaught

Administrative Assistant

Sara Hall

Clerk of Court

Susan Herrington,
Clerk of Court
Debbie Hensley, Deputy Clerk
Evelyn Osborne, Deputy Clerk

Clerk of Combined**District Court**

Autumn Hawks

Deputy Clerk of Combined**District Court**

Tiffany Houk

Director of Judicial Services

Antonina Marino

Director of Grayson County**Department of Social Services**

Kristin Shumate

Agriculture and Natural**Resources Agent and****Unit Coordinator**

Kevin Spurlin

Government Offices

Administrators Office
129 Davis St., Ste. 204
PO Box 217
Independence, VA 24348

Board of Supervisors
129 Davis St., Room 206
PO Box 217
Independence, VA 24348

Grayson County Courthouse
129 Davis St.,
PO BOX 217
Independence, VA 24348

Real Estate Office
129 Davis St., Ste. 203
PO Box 126
Independence, VA 24348

County Treasurer
129 Davis St., Ste. 205
PO Box 127
Independence, VA 24348

Commissioner of Revenue
129 Davis St., Room 203
PO Box 126
Independence, VA 24348

Grayson County Public Schools
412 East Main St.
Independence, VA 24348

Commonwealth's Attorney
129 Davis St.
PO Box 445
Independence, VA 24348

Clerk of Circuit Court
129 Davis St.,
PO Box 130
Independence, VA 24348

Clerk of District Court
129 Davis St., Ste. 305
PO Box 280
Independence, VA 24348

Grayson County Victim
Witness Program
PO Box 732
Grayson County Courthouse,
Third Floor
Independence, VA 24348

Department of Social Services
129 Davis St., First Floor
PO Box 434
Independence, VA 24348

Major Employers**40 Largest Employers**

1. Select Air Services LLC
2. Grayson County
Correctional Center
3. Grayson County
School Board

4. Grayson County
5. Independence
Lumber Company
6. Core Health and Fitness
7. Grayson Nursing and
Rehab Center
8. The Grayson National Bank
9. Oak Hill Academy
10. McAllister Mills
11. Oak Hall Industries
12. Hansen Turbine Assemblies
13. Darco
14. Food City
15. Virginia Department
of Conservation
16. Independence Volunteer
Rescue Squad Inc.
17. C & B Lumber
18. Grayson City
Public Welfare
19. Town of Independence
20. Postal Service
21. Wythe Grayson
Regional Library
22. Meriwether Godsey
23. Healthcare Services Group
24. Pizza Plus
25. Aunt Bea's
Family Restaurant
26. Carolina Fraser
Fir Company
27. Stewart Furniture
Design Inc.
28. 21 Grocery and
Valley Diner LLC
29. Dolgencorp LLC
30. Fox Creek Leather Co.

31. Grayson-Carroll-Wythe Mutual Insurance Co.
32. Meadow Creek Dairy LLC
33. Mike Shupe's Heating, Air Conditioning, and Refrigeration
34. Crest haven Farms Inc.
35. Creeper Trail Bike Rental and Shuttle
36. Rio Grande Mexican Grill
37. Subway
38. Woody's Pharmacy
39. Double AA Mart LLC
40. Town of Fries

Public Safety

Law Enforcement

Grayson County Sheriff's Office
304 Davis St.
PO Box 160
Independence, VA 24348
(276) 773-3241

EMS Services

Galax-Grayson EMS
305 W Oldtown St.
Galax, VA 24333
(276) 236-3441

Fire Departments

Galax Fire and Rescue
300 W Grayson St.
Galax, VA 24333
(276) 235-9580

Independence Fire Department
329 State Rte T 1101
Independence, VA 24348
(276) 773-2151

Fries Fire Department
832 E Main St.,
Fries, VA 24330
(276) 744-2141

Health Care

Hospitals

Twin County
Regional Healthcare
(Located in Galax City)
225 Hospital Dr.
Galax, VA 24333
(276) 236-6906

Dentists

Miniclier J. Gordon, DDS
150 W Main St.
Independence, VA 24348

Niemi C. Douglas, DDS
47 High County Ln.
Troutdale, VA 24378

Bobby N. Cox, DDS
1039 N Independence Ave.
Independence, VA 24348

Clinics

Troutdale Medical Center
67 High Country Ln.
Troutdale, VA 24378

Mount Rogers Clinic Inc.
799 Ripshin Rd.
Troutdale, VA 24378

Grayson Highlands
Family Medicine
127 W Main St.
Independence, VA 24348

Independence Family
Care Center
217 S Independence Ave.
Independence, VA 24348

Dr. Mary- Emma H.
Beres, MD
127 E Main St.
Independence, VA 24348

Home Health Services

New River Home
Health Services
578 E Main St. B
Independence, VA 24348

Hospice Care

Closest is Twin County Hospice in Galax City

Other Healthcare Services

Mountain Valley Physical
Therapy- Independence
574 E Main St.,
Independence, VA 24348

Behavioral Health and Addiction Services

Twin County
Prevention Coalition
Po Box 217
Independence, VA 24348

Durable Medical Equipment

Closest located in Galax City

Health Department

Grayson County
Health Department
186 W Main St.,
Independence, VA 24348
(276) 773-2961

Virginia Department
of Public Health
vdh.virginia.gov

Crisis Hotlines

703-527-4077

Crisis Line of Central Virginia
434-947-4357

National Suicide
Prevention Lifeline
800-273-TALK
or 800-237-8255

National Runaway Switchboard

800-786-2929

National Runaway Switchboard
800-533-4148

National Centers for
Disease Control
800-232-4636

Gay, Lesbian, Bisexual and
Transgender National Hotline
888-843-4564

HIPS Hotline
800-676-HIPS

National Sexually Transmitted
Disease Hotline
800-227-8922
TTY/TDD: 800-243-7889

Women Alive
800-554-4876

AIDS Info
800-HIV-0440

Project Inform
800-822-7422

Community, Civic, Non-Profit Organizations

Basic Needs Assistance

Grayson County Department
of Social Services
129 Davis St.
Independence, VA 24348

Grayson County Office of
Virginia Cooperative Extension
122 Davis St., Ste. 1
Independence, VA 24348

Twin County United Way
P.O. Box 95
Independence, VA 24348

Housing

Grayson Manor
224 Nichols Dr.
Independence, VA 24348

Economic Development Organizations

Economic Development
Authority
129 Davis St.
Independence, VA 24348

Galax-Carroll-Grayson
Chamber of Commerce Inc.
405 N Main St.
Galax, VA 24333

Church Outreach Ministries

Abundance Life
Ministerial Church
PO Box 682
Fries, VA 24330

Fries Ministerial Association
PO Box 573
Fries, VA 24330

Koinonia Ministries Inc.
7007 Flatridge Rd.
Troutdale, VA 24378

Community Service Organizations

Bits and Spurs
Riding Center Inc.
PO Box 174
Fries, VA 24330

Blue Ridge Plateau Initiative
8784 Spring Valley Rd.
Fries, VA 24330

International Association
of Lions Clubs
374 Tabernacle Rd.
Fries, VA 24330

Danford L. Sawyer & Ruth A.
Sawyer Remain Unitrust
PO Box 6
Elk Creek, VA 24326
Fries Community Center
213 W Main St.

Independence, VA 24348

Grayson Land Care
PO Box 373
Independence, VA 24348

Children and Youth Organizations

Junior Appalachian
Musicians, Inc.
State Rte. T 1137
Independence, VA 24348

Independence Head Start
Independence Elementary
School
110 Blue Devil Dr.
Independence, VA 24348

Home Base Group

Independence High School
915 East Main St.
Independence, VA 24348
Grayson Highlands School
6459 Troutdale Highway
Troutdale, VA 24378

National Society of The
Children of The American
Revolution
916 Powder Mill Rd.
Elk Creek, VA 24326

Foundations

Charles Emory Bryant
Education Foundation Inc.
PO Box 828
Elk Creek, VA 24326

1908 Courthouse
Foundation Inc.
PO Box 336
Independence, VA 24348

Charles Emory Bryant
Education Foundation Inc.
PO Box 828
Independence, VA 24348

Grayson County Virginia
Heritage Foundation
578 E Main St.
Independence, VA 24348

Matthews Living
History Farm Foundation
PO Box 356
Independence, VA 24348

Senior Services

Grayson Nursing and
Rehab Center
400 S Independence Ave.
Independence, VA 24348

Violence Assistance

Helping Hearts: Christian
Based Psychotherapy-
Domestic Violence
Troutdale, VA 24378
(512) 900-3483

Other Groups

Fries Civic League Inc.
Grayson County Historical
Society Inc.
Comers Rock Community
Club

Life Skills/Job Training

*No resources found in
Grayson County.*

Non-Emergency

Transportation Services

Mountain Lynx Transit
(276) 236-3055
Parks and Outdoor Recreation
Grayson Parks & Recreation
Grayson County Parks
& Recreation
85 County Park Ln.
P.O. Box 742
Independence, VA 24348

(276) 773-3841
graysonrecpark.com
director@graysonrecpark.com

Parks and Campgrounds

Grayson Highlands State Park
Grayson County
Recreation Park
Double Shoals Campground
Old Cranks RV Park
& Campground
River Views Campground
New River Trail State
Park Access
Fries River Park

Museums, Attractions, Festivals, and Events

Attractions

Mount Rogers
The Blue Ridge Music Center
Whitetop Mountain
Blue Ridge Parkway
V-G Berry Farm
Owls Nest Farms
Osborne's Farm & Nursery

Events & Festivals

Grayson County Youth
Livestock Show
Grayson Highlands Festival
Independence Fourth of July
Celebration
Fries Fiddlers' Convention

Museums

Matthews Living
History Farm Museum
Grayson Crossroads Museum

Education Resources

Libraries

Grayson County Public Library
147 S Independence Ave.,
Independence, VA 24348
(276) 773-2761

Fries Public Library
105 W Main St
Fries, VA 24330
(276) 744-3160

Whitetop Public Library
16309 Highlands Pkwy
Whitetop, VA 24292
(276) 388-2873

Public Schools

Grayson County High
110 Blue Devil Dr.,
Independence, VA 24348
(276) 773-2131

Grayson Highlands
6459 Troutdale HWY.,
Troutdale, VA 24378
(276) 579-2235

Independence Elementary
915 E Main St.,
Independence, VA 24348
(276) 773-9566

Independence Middle
100 Blue Devil Dr.,
Independence, VA 24348
(276) 773-0479

Fries School
114 E Main St.,
Fries, VA 24330
(276) 774-7201

Private Schools

Oak Hill Academy
2635 Oak Hill Rd.,
Mouth of Wilson, VA 24363
(276) 579-2619

Post-secondary Education

No resource found in Grayson

County.

Child Care Services

Fries Head Start Center
76 Gilley Ln.,
Fries VA 24330

Independence Early Head Start
110 Blue Devil Dr.,
Independence, VA 24348

Rock'n Robins Day Care
48 Magnolia Ln.,
Independence, VA 24348

Churches

Atkins Church
Brierpatch Mountain

Bald Rock Church
Middle Fox Creek

Bethany Church
Sparta West

Bethel Church
Middle Fox Creek

Big Spring Church
Cumberland Knob

Brush Creek Church
Sparta West

Burton Chapel
Middle Fox Creek

Center View Church
Brierpatch Mountain

Central Church
Middle Fox Creek

Chestnut Hill Church
Elk Creek

Chestnut Ridge Church
Middle Fox Creek

Cold Springs Church
Cripple Creek

Comers Creek Church
Trout Dale

Corinth Church

Grassy Creek

Cox Chapel
Sparta West

Cross Road Church
Elk Creek

Ebenezer Church
Brierpatch Mountain

Faith Church
Cripple Creek

Fellowship Church
Elk Creek

Flat Rock Church
Brierpatch Mountain

Forest Church
Elk Creek

Fox Union Baptist Church
Mouth of Wilson

Friendship Church
Trout Dale

Friendly Church
Park

Glenwood Church
Middle Fox Creek

Gold Hill Church
Mouth of Wilson

Grubbs Chapel
Middle Fox Creek

Helton Valley Church
Park

Hines Branch Church
Brierpatch Mountain

Honey Grove Church
Middle Fox Creek

Ivy Grove Church
Park

Jerusalem Church
Brierpatch Mountain

Laurel Hill Church
Grassy Creek

Liberty Church
Brierpatch Mountain

Liberty Hill Church
Trout Dale

Little Wilson Church
Trout Dale

Longview Church
Brierpatch Mountain

Meadow Creek Church
Cumberland Knob

Messiah Church
Park

Mount Carmel Church
Brierpatch Mountain

Mount Olive Church
Brierpatch Mountain

Mount Zion Church
Elk Creek

Mount Zion Church
Sparta West

Mountain View Church
Sparta West

Mountvale Church
Cumberland Knob

New Hope Church
Middle Fox Creek

Oak Grove Church
Sparta West

Pilgrims Rest Church
Brierpatch Mountain

Pine Branch Church
Middle Fox Creek

Pine Mountain Church
Brierpatch Mountain

Pleasant Branch Church
Grassy Creek

Pleasant Grove Church
Sparta East

Pleasant Hill Church

Brierpatch Mountain
Potato Creek Church
Mouth of Wilson
Providence Church
Brierpatch Mountain
Razor Ridge Church
Trout Dale
Redman Church
Brierpatch Mountain
River Hill Church
Brierpatch Mountain
Rock Creek Church
Brierpatch Mountain
Rockbridge Church
Middle Fox Creek
Saddle Creek Church
Sparta West
Saint John's Church
Grassy Creek
Salem Church
Elk Creek
Snow Hill Church
Cumberland Knob
Springfield Church
Brierpatch Mountain
Stones Chapel
Elk Creek
Summerfield Church
Brierpatch Mountain
Tolliver Chapel
Cumberland Knob
Union Church
Middle Fox Creek

Union Church
Elk Creek
Upper Helton Church
Park
Volney Church
Grassy Creek
Whitetop Church
Park
Wolf Knob Church
Grassy Creek
Youngs Chapel
Mouth of Wilson

Sources

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