

# Local Services Guide

This guide provides an overview of the local services available to the citizens of Wise County, Virginia. Please check back often as we will be constantly updating this list.

Select the **First Letter** of the word from the **List Below** to jump to the appropriate section of the Services Guide.

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

- A -

## Abuse - Child and Domestic, and Senior Citizen

### CHILD

Child Protective Services (CPS) - (See [CPS](#))

#### [Social Services](#)

(276) 328-8056

1-800-552-7096 - 24 hour hotline

Virginia Family Violence Hotline

1-800-838-8238

### DOMESTIC - Rape or Spousal Abuse

911 - Emergencies

[Sheriff](#) - Domestic Violence Unit

(276) 328-3756

Family Crisis Support Services

1-800-572-2278

Virginia Sexual Assault Hotline

1-800-838-8238

### SENIORS

(See [Adult Protective Services](#))

[Mountain Empire Older Citizens, Inc. \(MEOC\)](#)

(276) 523-4202

[SeniorNavigator.org](#)

[Resources for Nursing Home Abuse](#) – Provides the most up-to-date statistics and information relating to nursing home abuse.

[National Council for Aging Care's guide on Elder Abuse](#)

## Administrator

(See [County Administrator](#))

## Adoption Services

Adoption information or assistance in search for natural parents/adopted adults.

[Social Services](#)

(276) 328-8056

## Adult Protective Services

To prevent and/or alleviate abuse, neglect or exploitation of an adult, including senior adults 60 years or older or disabled persons over the age of 18 years.

[Social Services](#)

1-888-832-3858

**Adult Services**

To promote self-reliance, personal responsibility and independence through protection and coordination of supportive community resources and community based services.

Services: maximizing self-sufficiency; preventing inappropriate institutionalization of impaired adults; assisting with appropriate placement when necessary; incapacitated adults to reside within their home setting for as long as possible.

[Developmental Services, Inc.](#) - Frontier Health

(276) 523-0682

Junction for Independent Living

(276) 679-5988

[Social Services](#)

(276) 328-8056

**Aging/Elderly Services**

**ADVOCACY AND SUPPORT SERVICES**

To prevent unnecessary and/or inappropriate institutionalization of older persons by the development and maintenance of comprehensive user-friendly community based long term care services; recognizing that families provide the bulk of care for older people and then developing a user-friendly comprehensive infrastructure to support family caregivers; and by serving as an active and responsible advocate on issues effecting older persons.

Services: Specialized and public transportation (for all ages); Family Support (caregivers, personal care, Alzheimer's, senior volunteers); Nutrition and Wellness (Cancer support, employment services, meals on wheels, socialization and recreation); Elder Rights and Security (abuse prevention, legal and other counseling services).

[Mountain Empire Older Citizens, Inc. \(MEOC\)](#)

(276) 523-4202

**REAL ESTATE TAX RELIEF FOR ELDERLY AND DISABLED**

Qualifying individuals can receive up to \$150.00 credit toward the County real estate taxes on their home.

[Commissioner of Revenue](#)

(276) 328-3556

[SeniorNavigator.org](#) – "Your One-Stop Source for Information and Access to Community Programs and Services: Empowering Seniors and Caregivers to Navigate. SeniorNavigator helps hundreds of thousands of seniors and caregivers each year, guiding them to the vital support and information they need and equipping them with valuable tools to make educated decisions."

[Senior Living Directory](#) – "strives to be the most complete and unbiased source of lifestyle options for older citizens. We have tried to list EVERY elder lifestyle option (no kidding). We are also focusing on retirement planning, money and finance for seniors because we know that the wave of 76 million baby boomers is probably under prepared for the difficulties of retirement."

**[SOCIAL SECURITY](#)**

(276) 679-7633

[Virginia Assisted Living Directory](#) is a free and useful resource for Assisted Living, Alzheimer's, and long-term care available within the Commonwealth of Virginia.

**AIDS Awareness**

(See [HIV/AIDS](#))

## **Airport**

[Lonesome Pine Airport](#), with a 5,400-foot runway, is the primary corporate air terminal for business and industry in Southwest Virginia. [Liberty Flying Service](#), a private commercial vendor, offers: charter service; sightseeing tours; aircraft rental; flight training; and other aviation management and operational services.  
(276) 328-5300

### **COMMERCIAL SERVICE**

[Tri-Cities Regional Airport \(TRI\)](#) in Blountville, Tennessee, is a full-service commercial airport (passenger service & cargo) that serves East Tennessee, Southwest Virginia, Western North Carolina and parts of Kentucky. Non-stop Passenger Service to six major hubs is available from the following carriers:

[Delta Connection \(ASA\)](#), [United Express](#), [U.S. Airways](#), and [Northwest Airlinck](#).  
(423) 325-6000

## **Alcohol and Drug Abuse**

ABC (Alcoholic Beverage Control) Violations  
1-800-552-3200

[Alcoholics Anonymous](#)

(276) 523-4545 (local chapter)

[Drug Abuse Resistance Education \(DARE\)](#) is designed to provide accurate information about drugs and alcohol; teach students the necessary decision-making skills; show students how to resist negative peer pressure; suggest healthy alternatives to drug use; and build confidence and self-esteem.

[Sheriff](#)

(276) 328-3756

Drug Violation Hotline (VA State Police)

1-800-553-3673

[Office on Youth](#)

(276) 523-5064

Planning District One Community Services Board

(276) 523-2562

Parent to Parent Program - A parenting skills workshop with a strong drug and alcohol prevention focus.

(276) 523-0682

[Wise County Behavioral Health Services](#) - Frontier Health

(276) 523-8300 or (276) 523-8360

## **Animal Bites**

All animal bites to human beings must be reported within 24 hours. All wildlife bites or attacks to pets or wildlife acting abnormally must be reported. The Animal Control Officer works from the County Administrator's Office and the County animal shelter located in the Josephine community near Norton, Virginia.

[Animal Control](#)

(276) 328-2321

(276) 679-6750 (Animal Shelter)

## **Animal Control**

To report animal cruelty, stray pets, wildlife bites or attacks, or to inquire about impounded pets.

[Animal Control](#)

(276) 328-2321

(276) 679-6750 (Animal Shelter)

## **Animals - Dead on Public Road**

[Virginia Department of Transportation](#) - Wise Residency  
(276) 328-9331

### **Auction of Surplus County-Owned Property**

Disposal of surplus county vehicles and equipment, not including lost and found or confiscated property.

[County Administrator](#)  
(276) 328-2321

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### **Baby Care**

(See [Infant Programs](#))

### **Bidders List**

For information regarding placement on the bidders list.

[County Administrator](#)  
(276) 328-2321

### **Birth Certificates**

For applications and copy of existing records.

State Department of Health

[Office of Vital Records and Health Statistics](#)

P.O. Box. 1000

Richmond, VA 23208-1000

(804) 662-6200

### **Birth Control Services**

Services are offered with payment determined according to eligibility and income.

[Health Department](#)

134 Roberts Ave, SW

Wise, VA 24293

(276) 328-8000

### **Blood Pressure Screening**

[Health Department](#)

134 Roberts Ave, SW

Wise, VA 24293

(276) 328-8000

### **Blue Ridge Poison Center**

Provides general poison information and poison management advice to over 2.8 million residents in 63 counties of Central and Western Virginia. Staffed by trained specialists in poison information and a Medical Toxicologist, the center is open 24 hours-a-day.

[UVa Blue Ridge Poison Center](#)

1-800-222-1222

## **Board of Supervisors**

The county is governed by an eight-member [Board of Supervisors](#) elected by the county districts for four-year staggered terms. For information about Board meetings and other activities:

[County Administrator](#)

(276) 328-2321

## **Budget**

Preparation of financial and management information and guidance for the [Board of Supervisors](#).

[County Administrator](#)

(276) 328-2321

## **Building Inspection**

All structures and buildings are required to be maintained in compliance with minimum standards to ensure public health, safety and welfare.

[Building and Zoning Dept.](#)

(276) 328-7119

## **Building Permit**

Whenever constructing, altering, repairing or converting the use of a building, structure or associated equipment, a permit is required.

[Building and Zoning Dept.](#)

(276) 328-7119

## **Burning Regulations**

[Virginia Dept. of Forestry](#) - Fire Safety Tips

(276) 523-0903

## **Business Assistance**

[Economic Development](#) assists qualified existing businesses and recruits new business to the county.

Services: provides real estate and building information; facilitates development of sites and buildings for new and expanding businesses; and disseminates information to the county's corporate citizens; and some small businesses assistance.

County Administrator - ([Economic Development](#))

(276) 328-2321

[MECC Small Business Business Development Center \(SBDC\)](#) is a partnership with the U.S. Small Business Administration. The SBDC provides one-on-one counseling, business education opportunities and resources to help small business owners or managers improve their business. Contact [Tim Blankenbecler](#), SBDC Director, for more information.

(276) 523-6529

## **Business Licensing (Contractor's)**

All contractor's performing services within the unincorporated areas of Wise County, VA and gross receipts in excess of \$50,000.00 annually are required to obtain a Contractor's License. (The incorporated towns of Wise County have their own business license ordinances and they should be contacted directly for questions regarding their particular requirements.)

[Commissioner of Revenue](#)

(276) 328-3556

## **Business and Neighborhood Watches**

Sheriff's Office - Crime Prevention Unit coordinates this program and conducts home and business security surveys on request.

[Sheriff](#)

(276) 328-3756

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## **Cancer & Cancer Awareness**

[Health Department](#)

134 Roberts Ave, SW

Wise, VA 24293

(276) 328-8000

[Mountain Laurel Cancer Support and Resource Center](#)

(276) 523-4202

(800) 252-6362

## **Channel 19 - ComCast Cable**

### **Channel 67 - InterMountain Cable**

#### **Wise-TV (PEG channel)**

Wise County Public, Educational and Government (PEG) information channel on **ComCast Cable channel 19** and **InterMountain Cable channel 67**. Tune in for Board of Supervisors meetings, School Board meetings, educational programs, change of schedule notices for schools, other public notices, etc.

(276) 338-2321

## **Childcare**

**AppCAA** offers programs intended to support the early educational development and nutrition needs of children ages 0-5 and school-aged children. We offer early literacy interventions through Dolly Parton's Imagination Library as well as after school and summer meals for children. AppCAA also sponsors Christmas Cart, which serves roughly 550 children with holiday gifts each year. 276-452-2441

#### **Boys & Girls Clubs of the Mountain Empire Wise**

276-669-8921

<https://www.facebook.com/bgcmewiseinfo/>

**Coeburn Middle School**

518 Centre Avenue, Coeburn, VA 24230  
276-395-2135 or 276-395-5453

**Coeburn Primary School**

332 Schoolhouse Hill Drive NE, Coeburn, VA 24230  
276-395-6100

**Eastside High School**

312 Schoolhouse Hill Drive NE, Coeburn, VA 24230  
276-395-3389

**Happy Hearts Child Care Center**

711 Orby Cantrell Highway, Big Stone Gap, VA 24219  
276-523-4221

**Kids Central Incorporated**

Provides head start and early head start programs for children  
5345 Esserville Road  
Norton, VA 24273  
276-679-0514  
<https://kidscentralinc.com/kci-centers/city-of-norton/>

**Kings Christian Academy**

14 E 11th Street N, Big Stone Gap, VA 24219  
276-523-0004

**Mary's Family Day Home**

103D Centre Avenue NE #1864, Coeburn, VA 24230  
276-395-2144

Accepts children aged 1 to 13 years old, hours M-F 8:00am-6:00pm, accepted subsidized care, meals served, flexible payment schedules available, potty training not required

**Olive Branch Early Learning Center**

9614 Coeburn Mountain Rd, Wise, VA 24293

**Project Link**

A substance abuse disorder program for mothers and pregnant women  
276-523-4938

**Union High School**

2 Champions Avenue, Big Stone Gap, VA 24219  
276-523-1290

**Union Middle School**

3137 2nd Avenue E, Big Stone Gap, VA 24219  
276-523-0195

**Union Primary School**

2945 2nd Avenue E, Big Stone Gap, VA 24219  
276-523-4900

**Wise County Public Schools:**

Early Childhood Special Education Programs Licensed Early Childhood Special Education teachers provide developmental observations, screenings, evaluations, and special education services to children between 2 and 5 years of age in homes, child-care programs, Head Start centers and preschool programs.

628 Lake Street NE Wise, VA 24293  
tpolly@wisek12.org

### **Women, Infants, Children (WIC) Program**

Program assisting pregnant women, new mothers, families of young children  
134 Roberts Ave SW, Wise, VA, 24293-5800  
(276)-321-6569

### **Child Safety Programs**

#### [Sheriff](#)

(276) 328-3756

#### [Office on Youth](#)

(276) 523-5064

### **Child Protective Services**

Program to promote the well-being of children under 18 and strengthen families.

Services: investigates allegation of child abuse and neglect; provides or arranges for appropriate services for children and families when abuse and neglect has occurred; information and referral; and on-going counseling.

#### [Social Services](#)

(276) 328-8056 or

1-800-552-7096 (Statewide 24-hour hotline)

### **Children's Specialty Services**

Specialized services for children with chronic and disabling conditions offered by the Health Department.

#### [Health Department](#)

134 Roberts Ave, SW

Wise, VA 24293

(276) 328-8000

### **Clothing Assistance**

#### **Big Stone Gap Salvation Army**

Soup kitchen, pantry, personal hygiene items, clothing, household supplies, substance abuse services etc. for veterans, new mothers, the disabled, or seniors

(276) 523-5643

Big Stone Gap, VA 24219

#### **Family Crisis Support Services**

701 Kentucky Ave. SW

Norton, VA 24273

276-679-5273

<https://www.family-crisis.org/>

#### **Foster Closet**

Contact: Kensleigh Browning, of the Pound Town Council

Phone: 276-202-9301

Email: kensb13@yahoo.com

She is collecting items that would be provided to foster parents to help with the care of foster children (clothing, shoes, backpacks, etc.).

#### **Goodwill**

205 Ridgeview Rd. SW

Wise, VA 24293

276-679-6150



**Wise Salvation Army**  
109 Glade St. SE  
Wise, VA 24293  
276-328-2000

### **Communicable Diseases**

Provides surveillance, investigation and education of all reportable communicable diseases.

[Health Department](#)

134 Roberts Ave, SW  
Wise, VA 24293  
(276) 328-8000

### **Community Centers**

These buildings are available to rent for reunions, receptions, parties, and other special occasions. You must reserve the center in advance by paying a deposit (refundable if the facilities remain in good condition) and a rental fee.

**(NOTE: As of January 1, 2016, the fees at all locations is \$50.00 deposit and \$40.00 for the rental).**

**Dorchester Community Center**

**Stephens Community Center**

**Tacoma School Community Center**

(276) 328-2321 - [County Administrator](#)

### **Concealed Weapon/Hand Gun Permits**

Applications for concealed weapon permits.

[Circuit Court Clerk](#)

(276) 328-6111

### **Consumer Education**

[Cooperative Extension Service](#)

(276) 328-6194

### **Consumer Safety Information**

[ConsumerSafety.org](#) presents health & safety information for children, families, patients, and seniors, as well as, consumer related news stories.

### **Convenience Centers and Can Sites**

Manned secure Convenience Centers and Can Sites are available throughout the county to receive all normal household solid waste. All commercial waste or amounts of household waste in excess of one pickup truck load will be directed to the [County Landfill](#) on Kent Junction Road in the Blackwood community near Norton. Assistance is available at these sites for those requiring help disposing of their garbage. Open during the following hours (as of Monday, Aug. 15, 2016):

**Mon. – Sat.: 8:00 a.m. – 6:00 p.m. & Sunday: 12:00 p.m. – 5:00 p.m.**

**CONVENIENCE CENTERS**

**Bull Hill** - Bull Run Rd. (US 58A) near Virginia City, St. Paul VA  
(276) 762- 5331

**East Stone Gap** - 2314-B Preston Rd., East Stone Gap VA  
(276) 523-2989

**Esserville** - 5736 Industrial Park Rd., Norton VA  
(276) 679-3600

**Fairgrounds** - 6601 Hurricane Rd., Wise VA  
(276) 328-6142

**Flatwoods** - Dungannon Rd., Coeburn VA  
(276) 395-7299

**Indian Creek** - 9800-A Orby Cantrell Hwy., Pound VA  
(276) 796-4887

**Josephine** - 6221-B Kent Junction Rd., Norton VA  
(276) 679-1740

**Toms Creek** - 12104 Toms Creek Rd., Coeburn VA  
(276) 395-3635

#### **CONVENIENCE CAN SITES**

**Appalachia** - 2449 Exeter Rd., Appalachia VA  
(276) 565-1826

**South Fork** - 6011 North Fork Rd., Pound VA  
(276) 796-4610

#### **Counseling Programs**

##### **CLINICAL SERVICES**

Provides outpatient, individual, group, family and marital counseling; community programs for chronically mentally ill adults; and community programs for seriously emotionally disturbed children.

Planning District One Community Services Board  
(276) 523-2562

[Wise County Behavioral Health Services](#) - Frontier Health  
(276) 523-8300 or (276) 523-8360

##### **PREVENTION AND RESIDENTIAL SERVICES/SERVICE COORDINATION**

Provides parenting classes; programs for divorcing families; child behavior management consults for parents; coping with attention deficit hyperactivity disorder; stress and anxiety management; substance abuse prevention; community development in low-income neighborhoods; disability awareness counseling; parenting child with disabilities; and support for siblings of persons with disabilities.

[Independence House](#) - Frontier Health  
(276) 523-4357

##### [Office on Youth](#)

(276) 523-5064  
Planning District One Community Services Board  
(276) 523-2562

#### **[County Administrator](#)**

Appointed by the [Board of Supervisors](#) to oversee the day-to-day operations of county government. Concerns, complaints or compliments regarding county services are received in this office.

(276) 328-2321

## Courts

### CIRCUIT COURT CLERK

**Civil Division:** law suits; adoptions; divorces; name changes; mechanic's liens; and garnishments.

**Criminal Division:** felony cases; misdemeanor appeals from district court; habeas corpus filings; appeals to Virginia Court of Appeals and Supreme Court; fine; and cost collections.

**Land Recording Division:** deeds; deeds of trust; certificates of satisfaction; powers of attorney; and plats.

**Probate Division:** wills; estates and qualifications; and guardianship.

**Reception Division:** marriage licenses, passport applications, notary public applications, certificates of jury service, and concealed weapon permits.

**Records Room:** judgment docketing and releases, business name registrations, financial statement filings, military service discharge recordings, and records of all court orders, land recordings, marriage licenses and fiduciary recordings.

(276) 328-6111

### **CIRCUIT COURT JUDGES**

(276) 328-8653

### COMMONWEALTH'S ATTORNEY

(276) 328-9406

### GENERAL DISTRICT COURT & CLERK

The staff of the clerk's office is available to answer general questions and to assist the public with filing motions and legal processes.

(276) 328-3426 or (276) 328-8296

### **JUVENILE COURT SERVICE UNIT, 30th District**

To reduce juvenile delinquency by providing services, programs and policies that advocate for the needs of youth and their families; assist the community in preventing juvenile delinquency; divert from the juvenile system those whose needs are more appropriately met elsewhere; promote rehabilitation of youth; and protect the people of the community from crime. Provide juvenile probation services and parole information.

(276) 328-2141 or (276) 328-2151

### JUVENILE/DOMESTIC RELATIONS DISTRICT COURT, 30th District

The Juvenile and Domestic Relations District Court has jurisdiction in matters involving: delinquents; juveniles accused of traffic violations; children in need of services or supervision; abused and neglected children; custody/visitation; child and spousal support; spousal abuse; and adult offenses against the person of a child or an intra-family offense.

(276) 328-4486

### **MAGISTRATE**

(276) 328-8947

## Courthouse

Most county government and court offices are located at:

**Wise County Courthouse**

**206 E. Main Street**

**Wise VA 24293**

## Crime Prevention

Services: Neighborhood Watch; Business Watch; Crime Stoppers; school resource officers assigned to all county middle and high schools who teach a variety of law enforcement related classes; various crime prevention classes taught by crime prevention officers including the prevention of rape, date rape and domestic violence; crimes

against the handicapped, personal safety, and the prevention of child abuse; and programs involving the cartoon characters McGruff & Scruff of the [National Crime Prevention Council](#).

[Sheriff](#)

(276) 328-3756

### **Crime Stoppers**

To report an incident, information about an ongoing investigation, or what you suspect to be a violation of the law.

[Sheriff](#)

(276) 328-3756

### **Crop Production**

[Extension Service](#)

(276) 328-6194

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- D -

### **DARE Program**

[Drug Abuse Resistance Education](#) is designed to provide accurate information about drugs and alcohol; teach students the necessary decision-making skills; show students how to resist negative peer pressure; suggest healthy alternatives to drug use; and build confidence and self-esteem.

[Sheriff](#)

(276) 328-3756

### **Deeds, Deeds of Trust**

[Circuit Court Clerk](#)

(276) 328-6111

### **Delinquency Prevention**

Services and programs that reduce the risk of delinquency and encourage positive youth development.

[Office on Youth](#)

(276) 523-8064

### **Dental Services**

**St. Mary's Health Wagon**

(276) 328-8850

<https://thehealthwagon.org/>

### **Directory**

Listing of all county government and court offices & employees, as well as, appointees to commissions, boards with contact information.

[Wise County Directory](#)

## Disabled Citizens Services

### ADA RESOURCES

[Expertise.com](#) – Comprehensive guide for people living with disabilities that aims to help make the federal grants available to seniors, veterans, and people with cognitive and physical disabilities much easier to understand and take advantage of, particularly for remodeling homes for accessibility.

### ADULT PROTECTIVE SERVICES

To prevent and/or alleviate abuse, neglect or exploitation of an adult including senior adults 60 years or older or disabled persons over the age of 18 years.

[Social Services](#)

1-888-832-3858

### ADULT SERVICES

[Developmental Services, Inc.](#) - Frontier Health

(276) 523-0682

[Independence House](#) - Frontier Health

(276) 523-4357

Junction Center for Independent Living, Inc.

(276) 679-5988

[Office on Youth](#)

(276) 523-5064

Planning District One Community Services Board

(276) 523-2562

[Wise County Behavioral Health Services](#) - Frontier Health

(276) 523-8300 or (276) 523-8360

[Social Services](#)

(276) 328-8056

### CHILDREN'S SPECIALTY SERVICES

Specialized services for children with chronic and disabling conditions.

[Health Department](#)

134 Roberts Ave, SW

Wise, VA 24293

(276) 328-8000

[Developmental Services, Inc.](#) - Frontier Health

(276) 523-0682

Planning District One Community Services Board

(276) 523-2562

### REAL ESTATE TAX RELIEF FOR ELDERLY AND DISABLED

Qualifying individuals can receive up to \$125.00 credit toward the County real estate taxes on their home.

[Commissioner of Revenue](#)

(276) 328-3556

### SPECIAL EDUCATION

## Divorce

[Circuit Court Clerk](#)

(276) 328-6111

## Dog License

**Dog tags** are due and payable by January 1st and not later than January 31st of each year. **A current rabies certificate is required.**

[Treasurer](#)

(276) 328-4077

## Dog Warden

To report animal cruelty, stray pets, wildlife bites or attacks, or to inquire about impounded pets.

[Animal Control](#)

(276) 328-2321

(276) 679-6750 (Animal Shelter)

## Domestic Violence

### Rape or Spousal Abuse

911 - Emergencies

[Sheriff](#) - Domestic Violence Unit

(276) 328-3756

Family Crisis Support Services

1-800-572-2278

Virginia Sexual Assault Hotline

1-800-838-8238

## Dorchester Community Center

This building is available for rent for reunions, receptions, parties, and other special occasions. You must reserve the center in advance by paying a deposit (refundable if the facilities remain in good condition) and a rental fee.

**(NOTE: As of January 1, 2016, the fees is \$50.00 deposit and \$40.00 for the rental).**

[County Administrator](#) - (276) 328-2321

## Drug Abuse Services

[Drug Abuse Resistance Education \(DARE\)](#) is designed to provide accurate information about drugs and alcohol; teach students the necessary decision-making skills; show students how to resist negative peer pressure; suggest healthy alternatives to drug use; and build confidence and self-esteem.

[Sheriff](#)

(276) 328-3756

Drug Violation Hotline (VA State Police)

1-800-553-3673

[Office on Youth](#)

(276) 523-5064

Planning District One Community Services Board

(276) 523-2562

Parent to Parent Program

A parenting skills workshop with a strong drug and alcohol prevention focus.

(276) 523-0682

[Wise County Behavioral Health Services](#) - Frontier Health

(276) 523-8300 or (276) 523-8360

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**Economic Development**

[Economic Development](#) assists qualified existing businesses and recruits new businesses to the county.  
County Administrator - ([Economic Development](#))  
(276) 328-2321

## **Education**

Educational opportunities within and nearby Wise County.

## **Elderly Services**

### **ADVOCACY AND SUPPORT SERVICES**

To prevent unnecessary and/or inappropriate institutionalization of older persons by the development and maintenance of comprehensive user-friendly community based long term care services; recognizing that families provide the bulk of care for older people and then developing a user-friendly comprehensive infrastructure to support family caregivers; and by serving as an active and responsible advocate on issues effecting older persons.

Services: Specialized and public transportation (for all ages); Family Support (caregivers, personal care, Alzheimer's, senior volunteers); Nutrition and Wellness (Cancer support, employment services, meals on wheels, socialization and recreation); Elder Rights and Security (abuse prevention, legal and other counseling services).

[Mountain Empire Older Citizens, Inc. \(MEOC\)](#)

(276) 523-4202

### **REAL ESTATE TAX RELIEF FOR ELDERLY AND DISABLED**

Qualifying individuals can receive up to \$150.00 credit toward the County real estate taxes on their home.

[Commissioner of Revenue](#)

(276) 328-3556

[SeniorNavigator.org](#) – "Your One-Stop Source for Information and Access to Community Programs and Services: Empowering Seniors and Caregivers to Navigate. SeniorNavigator helps hundreds of thousands of seniors and caregivers each year, guiding them to the vital support and information they need and equipping them with valuable tools to make educated decisions."

[Senior Living Directory](#) – "strives to be the most complete and unbiased source of lifestyle options for older citizens. We have tried to list EVERY elder lifestyle option (no kidding). We are also focusing on retirement planning, money and finance for seniors because we know that the wave of 76 million baby boomers is probably under prepared for the difficulties of retirement."

### **SOCIAL SECURITY**

(276) 679-7633

[Virginia Assisted Living Directory](#) is a free and useful resource for Assisted Living, Alzheimer's, and long-term care available within the Commonwealth of Virginia.

## **Elections**

County elections are held each November on the first Tuesday following the first Monday. Polls are open from 6 a.m. to 7 p.m.

Primaries and special elections are scheduled as needed.

[Office of Registrar](#)

(276) 328-8331

## **Electoral Board**

[Office of Registrar](#)

(276) 328-8331

## **Emergency Communications Center**

911 - Emergencies

## **Emergency Medical Services**

911 - Emergencies

## **Emergency Needs/Crisis Assistance Services**

Social Services programs to assist individuals and families in dealing with crisis situations including loss of employment; severe health problems that impact the ability to work; extensive medical bills; or other changes in life situations that negatively impact financial status and are created by factors beyond control of the customer. Services: assist individuals and families by referral to appropriate community resources; assist with funding for partial rent or partial utilities payment; assistance with the purchase of medicines; referrals to community resources to assist with the purchase of eyeglasses; or the provision of food and clothing.

### **Appalachia Fire Department**

Address: 104 Powell Street

Appalachia, VA 24216

Contact: 911 (Emergency), Robert Anderson, Jr., Fire Chief Phone: 276-565-0732 (Non-Emergency)

Website: <http://appalachiafire.org/>

### **AppCAA**

Provides emergency, first-line interventions for families while leveraging our reputation as a reliable community partner in emergency situations to build resiliency through wrap-around services. Provides financial assistance with glasses, utilities, senior housekeeping services, plumbing repair, free cell phones, heating and cooling services. 175 Military Lane, Gate City, VA 24251; 276-452-2441

### **Adult Protective Services Hotline**

888-832-3858

### **American Red Cross - Mt. Empire Chapter**

1-540-645-6650

### **Fire Department**

363 Shawnee Avenue E, Big Stone Gap, VA 24219

911 (Emergency) or 276-523-0550 (Non-Emergency)

### **Big Stone Gap Police Department**

505 E 5th Street, Big Stone Gap, VA 24219

911 (Emergency) or 276-523-0117 (Non-Emergency)

### **Big Stone Gap Salvation Army**

Soup kitchen, pantry, personal hygiene items, clothing, household supplies, substance abuse services etc. for veterans, new mothers, the disabled, or seniors

(276) 523-5643

### **Black Lung Office**

Financial Service: The Division of Coal Mine Workers' Compensation, or Federal Black Lung Program, administers claims filed under the Black Lung Benefits Act. Provides compensation to coal miners who are totally disabled by pneumoconiosis arising out of coal mine employment, and to survivors of coal miners whose



deaths are attributable to the disease. The Act also provides eligible miners with medical coverage for the treatment of lung diseases related to pneumoconiosis.

100 15th St. NW, Norton, VA 24273 (Clinic); (276) 679-4590

**Child Protective Services Hotline**

800-552-7096

**Coeburn Fire Department**

114 Front Street E Coeburn, VA 24230

911 (Emergency) or 276-395-7330 (Non-Emergency)

**Coeburn Police Department**

114 Front Street Coeburn, VA 24230

911 (emergency) or 276-395-2111 (Non-Emergency)

**Coeburn Woman's Club**

Virginia Vance, (276) 395-2628

8491 Dr. Ralph Stanley Highway, Coeburn, VA 24230

**Family Crisis Support Services**

Offers services for victims of domestic violence, sexual assault and those inundated with homelessness. These services include advocacy, accompaniment, support groups, rapid rehousing and prevention housing services, emergency shelter, youth prevention programming, and community education.

701 Kentucky Ave SE, Norton, VA 24273 276-679-7240 (if you are homeless or fleeing domestic violence)

276-325-0147 (if you are at risk of being homeless)

24-hour hotline: 1-800-572-2278 <https://www.family-crisis.org/>

**Family Crisis Support Services Sexual Assault Hotline**

1-877-348-3416

**Family Violence & Sexual Assault**

800-838-8238

**Lifecare Ambulance Service of Coeburn**

118 Grand Avenue Northeast Coeburn, Virginia, 2423

276-395-6900

**Morning Star Church**

368 Clay ST, Castlewood, VA

Offers a counseling and substance abuse program named When Tears Fall

Thursdays at 7 PM

276-762-7812

**National Suicide Prevention Lifeline**

800-273-8255

**Norton County Animal Control/Shelter**

4213 Blackwood Rd Norton, VA

276-679-6750

**Norton Department of Social Services**

644 Park Ave. NW

Norton, VA 24273

276-679-2701

<http://www.nortonva.org/82/Social-Services>

**Pound Rescue Squad**

P.O. Box 711, Pound, VA 24279

Contact: Phil Cantrell, Sr.

Phone: 276-796-4980

**Southwest Ambulance Service of Coeburn**  
10746 Norton Coeburn Road Coeburn, Virginia, 24230  
276-807-7321

**Virginia CPS for Hearing Impaired**  
800-828-1120

**Virginia CPS from Out of State**  
(804) 786-8536

**[Wise County Department of Social Services](#)**  
276) 328-8056

**Wise County Sexual Assault Program Office**  
276-679-7240

**Wise County Sheriff's Office**  
911 (Emergency) 276-328-3566 (Non-Emergency)

**Wise County Victim Witness Program**  
276-328-4421

**Wise Salvation Army**  
109 Glade St. SE  
Wise, VA 24293  
276-328-2000

## **Emotionally Disturbed Citizens Programs**

**COMPREHENSIVE SERVICES PROGRAM**  
**[Developmental Services, Inc.](#)** - Frontier Health  
(276) 523-0682

**[Independence House](#)** - Frontier Health  
(276) 523-4357

Planning District One Community Services Board  
(276) 523-2562

**[Wise County Behavioral Health Services](#)** - Frontier Health  
(276) 523-8300 or (276) 523-8360

### **CRISIS INTERVENTION**

Community Services Board provides a wide range of services to residents, information, and referral to agency and community resources.

Planning District One Community Services Board  
(276) 523-2562

**[Wise County Behavioral Health Services](#)** - Frontier Health  
(276) 523-8300 or (276) 523-8360

## **[Employment](#)**

Full- and Part-time Employment, as well as, volunteer opportunities with Wise County and other sources for employment leads both state and nationwide.

## **Extension Service**

Offers a variety of assistance to citizens such as educational programs for Agriculture and natural resources, family and consumer sciences, and 4-H youth development.  
(276) 328-6194

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### **Fairgrounds**

The Wise County Fairgrounds is host to several events during the year including the Mountain People's Music Fair (June), the Virginia-Kentucky District Fair & Horse Show (June), and the Dock Boggs Memorial Festival (September). The Fairgrounds are located on Hurricane Road near Wise, Virginia.

[Chamber of Commerce](#)

(276) 679-0961

### **Family Planning**

Pregnancy testing and birth control services.

[Health Department](#)

(276) 328-8000

### **Fertilizer Management**

[Extension Service](#)

(276) 328-6194

### **Fires**

911 - Emergencies

### **Flu Shots**

October through December only.

[Health Department](#)

134 Roberts Avenue, SW

Wise, Virginia 24293

(276) 328-8000

### **Food Assistance**

#### **Appalachia Food Bank, Inc.**

P.O. Box 452, Appalachia, VA 24216 Contact: Lee Stidham, President

Phone: 276-220-7001

#### **Big Stone Gap Salvation Army**

Soup kitchen, pantry, personal hygiene items, clothing, household supplies, substance abuse services etc. for veterans, new mothers, the disabled, or seniors (276) 523-5643

#### **Family Crisis Support Services**

701 Kentucky Ave. SW

Norton, VA 24273

276-679-5273

Family-crisis.org

**First Baptist Church**

3103 Deacon St, ST. Paul, VA

Offers a food bank every Tuesday. USDA items only given out once a month, but all other items can be received as needed 276-767-9440

**First Baptist Church - Food Distribution Center**

701 Front St E, Coeburn, VA 24230

**Food Bank of Wise County**

5341 Esserville Rd.

Norton, VA 24273

276-679-3633

**Food Bank of Wise County**

914 Wood Ave W, Big Stone Gap, VA 24219

276-523-2110

**Food Stamps**

[Wise County Department of Social Services](#)

(276) 328-8056

**Lonesome Pine Mutual Aid**

Provides prepared community meals on the third Sunday of each month as well as grocery and hygiene items.

<https://www.samsva.org/>

**Morning Star Church**

368 Clay ST, Castlewood, VA

Food bank offered once a month on the fourth week of the month. In November and December, the food bank is offered on the third week to accommodate for holidays 276-762-7812

**Pound Food Bank**

P.O. Box 1466, Pound, VA 24279

Contact: Charlene Shortt, President, Home: 276-796-5678, Cell: 276-275-0455

Open every Thursday from 9:30 until 11:30 AM

The food bank is part of the Wise County food bank system.

**Foster Care**

Provides substitute family or group living and care for a planned period of time, treatment and community services for the entire family aimed at permanence for the child by returning home, placement with relative or adoption.

Services: teen pregnancy counseling; adoption; placement services; case management; and a comprehensive range of casework services.

[Social Services](#)

(276) 328-8056

**4-H Clubs**

[Extension Service](#)

(276) 328-6194

**Freedom of Information Act**

[Virginia Freedom of Information Act](#)

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## Garbage Disposal

(See [Convenience Centers and Can Sites](#))  
(See also [Landfill](#))

## Genealogy

[Wise County Genealogical Research Site](#) - Part of the VAGen Web Project  
[Wise County Historical Society](#)  
(276) 328-6451  
[Circuit Court Clerk](#)  
(276) 328-6111

## Geographical Information System (GIS)

Wise County, with the assistance of [Anderson & Associates](#) of Blacksburg VA, has developed a Web based Geographical Information System (GIS).  
[Wise County GIS Online](#)  
[Wise County GIS Department](#)  
(276) 328-7110

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## Hand Gun/Concealed Weapon Permits

Applications for concealed weapon permits.  
[Circuit Court Clerk](#)  
(276) 328-6111

## Hazardous Waste Disposal (Household)

Annually, usually in May, Wise County holds a Hazardous Waste Roundup for hazardous/toxic household waste products including oil-based paint; pesticides; cleaning fluids or other chemicals; old household or automobile batteries; and other potentially toxic materials.

[County Administrator](#) - Litter Control  
(276) 328-1000

## Health Department

Provides a coordinated, prevention-oriented programs that promote and protect the health of all county citizens. Services: prenatal care; pregnancy testing/birth control services; STD/HIV screenings; pediatric-child health (well child care 0-5 years old); immunizations/vital statistics; communicable disease surveillance; environmental health/dental services; Women, Infants and Children (WIC) program; and school health.

[Health Department](#)  
134 Roberts Ave, SW

Wise, VA 24293  
(276) 328-8000

## Hepatitis Vaccine

### [Health Department](#)

134 Roberts Ave, SW  
Wise, VA 24293  
(276) 328-8000

## Historical Society

### [Wise County Historical Society](#)

(276) 328-6451

## HIV/AIDS

Testing, medical case management, medication assistance, emergency financial assistance including rent, utility and mortgage assistance, medical follow-up and weekly support group for HIV-infected individuals.

### [Health Department](#)

134 Roberts Ave, SW  
Wise, VA 24293  
(276) 328-8000

## Horticulture

### [Extension Service](#)

(276) 328-6194

## [Hospitals](#) (Chamber of Commerce Listings)

There are three well-equipped, modern hospitals in the Wise County area.

[Ballad -- Norton Community Hospital](#) - Norton, Va.

(276) 679-9600

[Ballad -- Lonesome Pine Hospital](#) - Big Stone Gap, Va.

(276) 523-3111

## House Numbers

To obtain a house number for a new or existing home.

[County Administrator](#) - E-911 Mapping Technician

(276) 328-7119

## Housing (Affordable)

### ONLINE SEARCH

#### [ApartmentGuide.com](#)

Online inventory of multifamily apartments.

#### [ApartmentList.com](#)

Free resource to help find housing.

### [Zumper](#)

Free map-based search for home & apartment rentals with real-time updates.

Sort listings by price, number of bedrooms, cat friendly, dog friendly, pet friendly, and time posted.

### **REDEVELOPMENT AND HOUSING AUTHORITY**

Big Stone Gap

(276) 523-4788

Norton

(276) 679-0020

Wise

(276) 395-6104

### **RENTAL ASSISTANCE**

Wise County Rental Assistance

(276) 395-6507

### **RURAL DEVELOPMENT PROGRAM**

#### [USDA - Rural Development Housing Service](#)

(276) 889-4650 (Lebanon office)

### **Hunter Safety Classes**

#### [Game and Inland Fisheries](#)

(276) 783-4860 - Region III Office, Marion Virginia

#### [Virginia Hunter Safety Education](#)

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### **Immunization Program**

#### [Health Department](#)

134 Roberts Ave, SW

Wise, VA 24293

(276) 328-8000

### **Income Taxes**

No local income taxes are assessed by Wise County or the incorporated towns within. There are both Federal and State (Virginia) income tax assessments.

#### **ASSISTANCE (State)**

Free assistance in completing state income tax forms for county citizens.

#### [Commissioner of Revenue](#)

(276) 328-3556

#### **TAX FORMS**

Federal - [Internal Revenue Service \(IRS\)](#)

State - [Virginia Dept. of Taxation](#)

### **Infant Programs**

## **BABY CARE PROGRAM**

Nursing intervention for Medicaid clients with maternity or child health problems.

### [Health Department](#)

134 Roberts Ave, SW  
Wise, VA 24293  
(276) 328-8000

## **Influenza Vaccination**

October through December only.

### [Health Department](#)

134 Roberts Ave, SW  
Wise, VA 24293  
(276) 328-8000

## **Information**

General County Information

### [Chamber of Commerce](#)

(276) 679-0961

### [County Administrator](#)

(276) 328-2321

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## **Jail**

Housing offenders serving sentences of one year or less, and those suspected of crimes and are awaiting trial.

### **Southwest Regional Jail Authority** (Duffield)

5251 Boone Trail Rd  
Duffield, VA 24244  
(276) 431-8000

## **Jobs**

### [EMPLOYMENT](#)

## **Jury Duty / Juror Information**

### [General jury service information](#)

## **Juvenile Detention Center**

Provides secure detention care for juveniles (up to 18 years of age) charged with offenses in the State of Virginia. Serves Planning Districts 1 through 5.

### [Highlands Juvenile Detention Center](#) - 2105 Shakesville Rd., Bristol VA

(276) 466-7800



## Juvenile Probation

### Juvenile Court Service Unit, 30th District

To reduce juvenile delinquency by providing services, programs and policies that advocate for the needs of youth and their families; assist the community in preventing juvenile delinquency; divert from the juvenile system those whose needs are more appropriately met elsewhere; promote rehabilitation of youth; and protect the people of the community from crime. Provide juvenile probation services and parole information.

(276) 328-2141 or (276) 328-2151

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## Landfill

**SOLID WASTE LANDFILL** - 5401-B Kent Junction Rd., Norton VA

Located in the Blackwood area between Norton and Appalachia on Kent Junction Road. All commercial waste, building materials and large loads of household waste (in excess of one pickup truck load) must be disposed of at the county landfill. Open between the hours of 7:00 a.m. and 3:30 p.m.

[County Administrator](#) - (Public Works)

(276) 328-2321

(276) 679-0515 (Blackwood Landfill)

## Lead Screening and Education

[Health Department](#)

134 Roberts Ave, SW

Wise, VA 24293

(276) 328-8000

## Legal Services

### **B & B Court Reporting**

182 Railroad St SW, Coeburn, VA 24230

276-415-0372

### **disABILITY Law Center of Virginia (dLCV)**

Services include information and referral, legal representation, technical assistance, short-term assistance, systemic advocacy, monitoring and training. Services are provided free of charge.

1-800-552-3962

1512 Willow Lawn Dr Suite 100, Richmond, VA 23230

**Family Crisis Support Services**

Provides legal aid for victims of sexual assault and domestic violence

701 Kentucky Avenue SE

Norton, VA 24273

276-679-7240

Website: <https://www.family-crisis.com>

**Jennifer Morgan Paralegal Services**

102 Prospect Ave NW, Coeburn, VA 24230

276-395-5559

**Law Offices of Kern and Wilkins**

1719 2nd Ave E, Big Stone Gap, VA 24219

(276) 523-1281

**Law Offices of Timothy McAfee**

408 Wood Ave E, Big Stone Gap, VA 24219

(276) 523-5300

**Ratliff Law Firm**

11626 Norton-Coeburn Rd, Coeburn, VA 24230

**Southwest Virginia Legal Aid Society (SVLAS)**

Provides free, high quality civil legal services to low-income residents of 17 counties and four small cities in southwestern Virginia. 16932 West Hills Drive, PO Box 670, Castlewood, VA 24224

1-888-201-2772

<https://svlas.org/>

**Libraries****LONESOME PINE REGIONAL LIBRARY SYSTEM**

Has four (4) public branches located within Wise County.

Wise County Public Library - Wise, Virginia

(276) 328-8325

C. Bascom Slemp Memorial Library - Big Stone Gap, Virginia

(276) 523-1334

Coeburn Community Library - Coeburn, Virginia

(276) 395-6152

J. Fred Matthews Memorial Library - St. Paul, Virginia

(276) 762-9702

**JOHN COOKE WILEY LIBRARY**

Located on the campus of the University of Virginia's College at Wise - Wise, Virginia.

(276) 328-0150

**Licenses****CONTRACTOR'S (Certification) LICENSE**

Information and Regulations regarding Certification and Licensure

[VA Dept. of Professional & Occupational Regulation](#) - Board of Contractors

(804) 367-8511

**Forms & Applications:**

Contractors, Tradesmen Licensure - (Electrical, HVAC, Plumbing, Gas-Fitting)  
**DOG LICENSE**

Dog tags are due and payable by January 1st and not later than January 31st of each year. A current rabies certificate is required.

[Treasurer](#)  
(276) 328-4077

**MARRIAGE LICENSE**

[Circuit Court Clerk](#)  
(276) 328-6111

**Litter Awareness**

[County Administrator](#) - Litter Control  
(276) 328-1000

[Keep Wise County Beautiful](#)  
(276) 328-1000

**Low-Income Citizens Services**

**CHILD DAY CARE**

[Social Services](#)  
(276) 328-8056

**FOOD STAMPS**

[Social Services](#)  
(276) 328-8056

**HEALTH SERVICES**

[Health Department](#)  
134 Roberts Ave, SW  
Wise, VA 24293  
(276) 328-8000

**HOUSING**

**Redevelopment and Housing Authority**

Big Stone Gap  
(276) 523-4788

Norton  
(276) 679-0020

Wise  
(276) 395-6104

**Rental Assistance**

Wise County Rental Assistance  
(276) 395-6507

**MEDICAID**

[Social Services](#)  
(276) 328-8056

**SERVICES TO FAMILIES**

Helps families achieve self-support or increased self-sufficiency within potential.

Services: financial assistance; emergency needs; food stamps; fuel assistance; Medicaid; Temporary Aid to Needy Families; counseling; information and referral; employment services; day care; child protective services and foster care.

[Social Services](#)  
(276) 328-8056

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## Magistrate

(276) 328-8947

## Maps

### **GEOGRAPHICAL INFORMATION SYSTEM (GIS)**

Wise County, with the assistance of [Anderson & Associates](#) of Blacksburg VA, is developing a Web based Geographical Information System (GIS).

[Wise County GIS Online](#)

[Wise County GIS Department](#)

(276) 328-7110

### **TAX MAPS**

Tax maps and other maps also are available for purchase by the general public. Maps are computer generated and vary in price.

[Commissioner of Revenue](#)

(276) 328-3556

### **ZONING MAPS**

[Building and Zoning Dept.](#)

(276) 328-7119

## Marriage License

[Circuit Court Clerk](#)

(276) 328-6111

## Maternity Services

Clinical services and case management programs offered with payment determined by eligibility and income.

[Health Department](#)

134 Roberts Ave, SW

Wise, VA 24293

(276) 328-8000

## **Medical Facilities (Chamber of Commerce Listings)**

The County has three modern, well-equipped hospitals, as well as, a number of clinics and other health care facilities.

## Mental Health/Mental Retardation/Substance Abuse Services

### **COMPREHENSIVE SERVICES PROGRAM**

[Developmental Services, Inc.](#) - Frontier Health

(276) 523-0682

[Independence House](#) - Frontier Health

(276) 523-4357

Planning District One Community Services Board

(276) 523-2562

[Wise County Behavioral Health Services](#) - Frontier Health

(276) 523-8300 or (276) 523-8360

### **CRISIS INTERVENTION**

Community Services Board provides a wide range of services to residents, information, and referral to agency and community resources.

Planning District One Community Services Board

(276) 523-2562

[Wise County Behavioral Health Services](#) - Frontier Health

(276) 523-8300 or (276) 523-8360

## **Mosquitoes**

Mosquito bites can cause severe skin irritation through an allergic reaction, as well as, the transmission of certain serious diseases such as malaria, dengue fever and several forms of encephalitis. Not only can mosquitoes carry diseases which afflict humans, but they also can transmit several diseases and parasites that are very susceptible to dogs and horses. These include dog heart worms and eastern equine encephalitis. The [Environmental Protection Agency \(EPA\)](#) and the [Virginia Dept. of Health \(VDH\)](#) recommend taking steps to control mosquitoes around your home.

[Health Department](#)

134 Roberts Ave, SW

Wise, VA 24293

(276) 328-8000

[FAQ About Mosquitoes](#)

[\(VDH\) Controlling Mosquitoes Around the Home](#)

## **Museum**

[Southwest Virginia Museum](#)

(276) 523-1322

[Harry W. Meador Coal Museum](#)

(276) 523-9209

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## **Name Changes**

[Circuit Court Clerk](#)

(276) 328-6111

## **Neighborhood and Business Watches**

[Sheriff](#) - Crime Prevention Unit coordinates this program and conducts home and business security surveys on request.

(276) 328-3756 Deputy Teresa A. Meade

## **Notary Public**

Applications to become a notary public.

[Circuit Court Clerk](#)

(276) 328-6111

## Nursing Home

### HERITAGE HALL

Accredited health care facilities providing long-term care to the residents of Wise County and surrounding areas.

Big Stone Gap facility - Valley View Drive

(276) 523-3000

Wise facility - College Drive

(276) 328-2721

### PRE-ADMISSION SCREENING

Pre-authorization for Medicaid payment for nursing home and community based care.

#### [Health Department](#)

134 Roberts Ave, SW

Wise, VA 24293

(276) 328-8000

[Resources for Nursing Home Abuse](#) – Provides the most up-to-date statistics and information relating to nursing home abuse.

[National Council for Aging Care's guide on Elder Abuse](#)

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## Parenting Services

**CHILD ABUSE OR NEGLECT** - (See [Child Protective Services](#))

### FAMILIES FIRST PROGRAM

#### [Health Department](#)

134 Roberts Ave, SW

Wise, VA 24293

(276) 328-8000

### PARENTING SEMINAR

#### [Cooperative Extension Service](#)

(276) 328-6194

### PARENTING SKILLS PROGRAMS

Information about parenting classes and general inquiries regarding parenting resources.

#### [Office on Youth](#)

(276) 523-5064

Parent to Parent Program - A parenting skills workshop with a strong drug and alcohol prevention focus.

(276) 523-0682

### PARENTING SUPPORT GROUPS

#### [Office on Youth](#)

(276) 523-5064

## **SUBSTANCE ABUSE FOCUS PROGRAMS**

Parent to Parent Program

A parenting skills workshop with a strong drug and alcohol prevention focus.

(276) 523-0682

## **Parks and Recreation**

### **Community Centers - Building Rental**

These buildings are available to rent for reunions, receptions, parties, and other special occasions. You must reserve the center in advance by paying a deposit (refundable if the facilities remain in good condition) and a rental fee.

**(NOTE: As of January 1, 2016, the fees at all locations is \$50.00 deposit and \$40.00 for the rental).**

**Dorchester Community Center**

**Stephens Community Center**

**Tacoma School Community Center**

(276) 328-2321 - [County Administrator](#)

## **Passport Applications**

[Circuit Court Clerk](#)

(276) 328-6111

## **Pavement Repair**

[Virginia Department of Transportation](#) - Wise Residency

(276) 328-9331

## **Pediatric- "Well Child" Health**

Well child services through age two.

[Health Department](#)

134 Roberts Ave, SW

Wise, VA 24293

(276) 328-8000

## **PEG Channel (Wise-TV)**

Wise County Public, Educational and Government (PEG) information channel on **ComCast Cable channel 19** and **InterMountain Cable channel 67**. Tune in for Board of Supervisors meetings, School Board meetings, educational programs, change of schedule notices for schools, other public notices, etc.

(276) 328-2321

## **Personal Property Tax (tangible)**

### **TAX ASSESSMENT**

[Commissioner of Revenue](#)

(276) 328-3556

### **TAX PAYMENT**

[Treasurer](#)

(276) 328-4077

## Permits

### **Building Permit**

Whenever constructing, altering, repairing or converting the use of a building, structure or associated equipment, a permit is required.

[Building and Zoning Dept.](#)

(276) 328-7119

### **Concealed Weapon/Hand Gun Permits**

Applications for concealed weapon permits.

[Circuit Court Clerk](#)

(276) 328-6111

### **Zoning Permits & Enforcement**

To obtain a zoning approval permit or report businesses operating in a residential area or other possible violations of the county zoning ordinance

[Building and Zoning Dept.](#)

(276) 328-7119

## Pesticide Use and Management

[Extension Service](#)

(276) 328-6194

## Plans

### **COMPREHENSIVE PLAN**

[Building and Zoning Dept](#)

(276) 328-7119

## Poison Center

Provides general poison information and poison management advice to over 2.8 million residents in 63 counties of Central and Western Virginia. Staffed by trained specialists in poison information and a Medical Toxicologist, the center is open 24 hours-a-day.

[UVa Blue Ridge Poison Center](#)

1-800-222-1222

## Police

Emergencies

9-1-1

[Sheriff](#)

(276) 328-3566 or (276) 328-3756

## Pregnancy Testing

[Health Department](#)

134 Roberts Ave, SW

Wise, VA 24293

(276) 328-8000



## **Prenatal Program**

Provides maternity services with payment determined according to eligibility and income

[Health Department](#)

134 Roberts Ave, SW  
Wise, VA 24293  
(276) 328-8000

## **Probation**

### **ADULT**

VA Dept of Corrections:

Probation and Parole District 18

(276) 679-9201

Southwest Virginia Day Reporting Center

(276) 796-4084

### **JUVENILE**

Juvenile Court Service Unit, 30th District

To reduce juvenile delinquency by providing services, programs and policies that advocate for the needs of youth and their families; assist the community in preventing juvenile delinquency; divert from the juvenile system those whose needs are more appropriately met elsewhere; promote rehabilitation of youth; and protect the people of the community from crime. Provide juvenile probation services and parole information.

(276) 328-2141 or (276) 328-2151

## **Psychological Services**

### **COMPREHENSIVE SERVICES PROGRAM**

[Developmental Services, Inc.](#) - Frontier Health

(276) 523-0682

[Independence House](#) - Frontier Health

(276) 523-4357

Planning District One Community Services Board

(276) 523-2562

[Wise County Behavioral Health Services](#) - Frontier Health

(276) 523-8300 or (276) 523-8360

### **CRISIS INTERVENTION**

Community Services Board provides a wide range of services to residents, information, and referral to agency and community resources.

Planning District One Community Services Board

(276) 523-2562

[Wise County Behavioral Health Services](#) - Frontier Health

(276) 523-8300 or (276) 523-8360

## **Public Service Authority**

Provides water and sewer services to selected areas of Wise County.

(276) 679-1263

## **Purchasing and Bidding Procedures**

For information on how to do business with the county.

[County Administrator](#)

(276) 328-2321

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### **Rabies**

Report bites or exposure

[Animal Control](#)

(276) 679-6750 - Animal Shelter

[Health Department](#)

134 Roberts Ave, SW

Wise, VA 24293

(276) 328-8000

### **Rape Prevention**

(See Self-Defense)

### **Real Estate Property**

#### **ASSESSMENT**

[Real Estate Assessments Online \(EagleWeb\)](#)

[Commissioner of Revenue](#)

(276) 328-3556

#### **TAX PAYMENT**

[Treasurer](#)

(276) 328-4077

### **Recreation**

[Wise County Youth Soccer](#)

Wise County Youth Soccer is a volunteer, non-profit organization promoting soccer for the children of Wise County.

### **Recycling**

**DROP OFF**

Mixed Paper, #1 and #2 Plastics, Cardboard, Aluminum, Metal, Electronics and Rubber Tires (passenger car and light trucks) may be dropped off at all manned County Convenience Centers and Can Sites. (See [Convenience Centers](#).)

[County Litter Control Department](#)

(276) 328-1000

**WHAT & HOW to RECYCLE?**

For details on what items can be recycled and how to organize these items for proper recycling, visit the [KeepWiseCountyBeautiful.org](#) website or contact the [County Litter Control Department](#).

(276) 328-1000

[Registrar's Office](#)

Handles voter registration and elections.

(276) 328-8331

[Restaurant Inspection/Permits](#)

[Health Department](#)

134 Roberts Ave, SW

Wise, VA 24293

(276) 328-8000

**Roads**

[Virginia Dept. of Transportation](#) - Wise Residency

(276) 328-9331

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[Schools](#)

[WISE COUNTY PUBLIC SCHOOLS](#)

(276) 328-8017

**Senior Adult Services**

**ADVOCACY AND SUPPORT SERVICES**

To prevent unnecessary and/or inappropriate institutionalization of older persons by the development and maintenance of comprehensive user-friendly community based long term care services; recognizing that families provide the bulk of care for older people and then developing a user-friendly comprehensive infrastructure to support family caregivers; and by serving as an active and responsible advocate on issues effecting older persons.

Services: Specialized and public transportation (for all ages); Family Support (caregivers, personal care, Alzheimer's, senior volunteers); Nutrition and Wellness (Cancer support, employment services, meals on wheels, socialization and recreation); Elder Rights and Security (abuse prevention, legal and other counseling services).

[Mountain Empire Older Citizens, Inc. \(MEOC\)](#)

(276) 523-4202

**REAL ESTATE TAX RELIEF FOR ELDERLY AND DISABLED**

Qualifying individuals can receive up to \$150.00 credit toward the County real estate taxes on their home.

[Commissioner of Revenue](#)

(276) 328-3556

[SeniorNavigator.org](#) – "Your One-Stop Source for Information and Access to Community Programs and Services: Empowering Seniors and Caregivers to Navigate. SeniorNavigator helps hundreds of thousands of seniors and caregivers each year, guiding them to the vital support and information they need and equipping them with valuable tools to make educated decisions."

[Senior Living Directory](#) – "strives to be the most complete and unbiased source of lifestyle options for older citizens. We have tried to list EVERY elder lifestyle option (no kidding). We are also focusing on retirement planning, money and finance for seniors because we know that the wave of 76 million baby boomers is probably under prepared for the difficulties of retirement."

[SOCIAL SECURITY](#)

(276) 679-7633

[Virginia Assisted Living Directory](#) is a free and useful resource for Assisted Living, Alzheimer's, and long-term care available within the Commonwealth of Virginia.

## Septic Tanks

Permits and inspections.

[Health Department](#)

134 Roberts Ave, SW

Wise, VA 24293

(276) 328-8000

## Sewer Services

### **C-N-W REGIONAL WASTE WATER TREATMENT AUTHORITY**

C-N-W manages and operates waste water treatment facilities in the Coeburn-Norton-Wise areas. For service questions, contact the respective town or the [City of Norton](#).

### **TOWN SEWER SERVICES**

All towns have sewer service available to their residents and to some county residents in their immediate vicinity. Contact the town in question to determine the scope of their service area.

[Appalachia](#)

(276) 565-3900

[Big Stone Gap](#)

(276) 523-4382

[Coeburn](#)

(276) 395-3323

[Pound](#)

(276) 796-5188

[St. Paul](#)

(276) 762-9683

[Wise](#)

(276) 328-6119

[City of Norton](#)

(276) 679-1160

### **[PUBLIC SERVICE AUTHORITY](#)**

Provides water and sewer services to selected areas of Wise County.

(276) 679-1263

## **UNDERGROUND UTILITIES LOCATION**

Miss Utility - Location of existing facilities, new construction, etc.  
1-800-552-7001

## **Sexually Transmitted Diseases (STDs)**

Provides surveillance, investigation and education of all reportable communicable diseases.

### [Health Department](#)

134 Roberts Ave, SW  
Wise, VA 24293  
(276) 328-8000

## [Sheriff](#)

Provides security for courts; responsible for the service of civil process, such as, warrant in debt, garnishment, show cause, etc., and the performance of all related duties including, but not limited to, evictions, levies and capias enforcement. Management & operation of county jail facility; management & operation of central dispatch & communications center.

(276) 328-3566 or (276) 328-3756

## **Small Business Assistance**

[MECC Small Business Business Development Center \(SBDC\)](#) is a partnership with the U.S. Small Business Administration. The SBDC provides one-on-one counseling, business education opportunities and resources to help small business owners or managers improve their business. Contact [Tim Blankenbecler](#), SBDC Director, for more information.

(276) 523-6529

## [Social Services](#)

### **FINANCIAL SERVICES**

Services; food stamps; Temporary Aid to Needy Families; Medicaid; and general relief.

### **HUMAN SERVICES**

Services: child protective services; foster care and adoptions; services to the elderly; and child daycare.

(276) 328-8056

## **Soil Analysis**

### [Cooperative Extension Service](#)

(276) 328-6194

## **Soil Information**

Provides general soils characteristics and information.

### [Cooperative Extension Service](#)

(276) 328-6194

## **Stephens Community Center**

This building is available for rent for reunions, receptions, parties, and other special occasions. You must reserve the center in advance by paying a deposit (refundable if the facilities remain in good condition) and a rental fee.

**(NOTE: As of January 1, 2016 the fee is \$50.00 deposit and \$40.00 for the rental).**  
[County Administrator](#) - (276) 328-2321

### **Street Names**

To change existing street name or name unnamed street.  
[County Administrator](#) - E-911 Mapping Technician  
(276) 328-7119

### **Street Signs**

To report missing or vandalized **Street Name** signs.  
[Wise County GIS Department](#) - E-911 Mapping Technician  
(276) 328-7119

To report all other missing or vandalized street signs.  
[Virginia Department of Transportation](#) - Wise Residency  
(276) 328-9331

### **Substance Abuse Services**

ABC (Alcoholic Beverage Control) Violations  
1-800-552-3200

[Alcoholics Anonymous](#)

(276) 523-4545 (local chapter)

[Drug Abuse Resistance Education \(DARE\)](#) is designed to provide accurate information about drugs and alcohol; teach students the necessary decision-making skills; show students how to resist negative peer pressure; suggest healthy alternatives to drug use; and build confidence and self-esteem.

[Sheriff](#)

(276) 328-3756

Drug Violation Hotline (VA State Police)

1-800-553-3673

[Office on Youth](#)

(276) 523-5064

Planning District One Community Services Board

(276) 523-2562

Parent to Parent Program - A parenting skills workshop with a strong drug and alcohol prevention focus.

(276) 523-0682

[Wise County Behavioral Health Services](#) - Frontier Health

(276) 523-8300 or (276) 523-8360

### **Subdivision of Land**

How to subdivide your land and information regarding residential subdivisions.

[Building and Zoning Dept.](#)

(276) 328-7119

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**Tacoma School Community Center**

This building is available for rent for reunions, receptions, parties, and other special occasions. You must reserve the center in advance by paying a deposit (refundable if the facilities remain in good condition) and a rental fee.

**(NOTE: As of January 1, 2016 the fee is \$50.00 deposit and \$40.00 for the rental).**

[County Administrator](#) - (276) 328-2321

### **Taxes (Assessment)**

For questions regarding real estate, personal property, and coal severance assessments, as well as, contractors licenses.

[Real Estate Assessments Online \(EagleWeb\)](#)

[Commissioner of Revenue](#)

(276) 328-3556

### **Taxes (Payments)**

(Also see Utilities Tax)

Real estate and personal property tax payments are accepted at the [Treasurer's Office](#) in the Wise County Courthouse. Payments can also be made using Direct Payment, Credit/Debit Card Payment online, or at selected area banking institutions.

[Treasurer's Office](#)

(276) 328-4077

### **Tax Return Assistance (State)**

[Commissioner of Revenue](#) offers free assistance in completing the state income tax form for county citizens.

(276) 328-3556

### **TAX FORMS**

Federal - [Internal Revenue Service \(IRS\)](#)

State - [Virginia Dept. of Taxation](#)

### **Trash Disposal**

(See [Convenience Centers and Can Sites](#))

(See also [Landfill](#))

### **TOURISM**

General Information for Visitors to the Wise County area.

Wise County Tourism – <http://www.visitwisecounty.com>

(276) 328-2321

[Chamber of Commerce](#)

(276) 679-0961

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**Underground Utility Location Services**

Miss Utility  
1-800-552-7001

## Utilities (Communications, Electricity, Water & Sewer)

### COMMUNICATIONS

#### Cable Television

##### [ComCast Cable](#)

(800) COM-CAST

##### [InterMountain Cable](#) - Serves portion of Pound, VA area

(606) 478-9406

#### Local Telephone Service

##### [Verizon Communications](#)

954-6222 (Residential)

(800) 826-2355 (Business)

#### Internet Telephone Service (VoIP)

##### [Vonage](#)

(888) 595-1703

##### [ComCast Xfinity](#)

(800) COM-CAST

#### Local Internet Access (Dial-up & Broadband)

##### [ComCast Xfinity](#)

(800) COM-CAST

##### [InterMountain Cable](#) - Serves portion of Pound, VA area

(606) 478-9406

##### [InternetProviders](#) - broadband services

##### [Verizon Online](#)

(800) 638-2026

#### Satellite Internet Access

##### [DIRECTV Internet bundles](#) (DIRECTVdeals.com)

(855) 463-7359

##### [dishNET](#)

(855) 548-5528

##### [Exede](#)

(855) 627-2553

##### [HughesNet](#)

(866) 293-8945

#### Wireless (Cellular telephone)

##### [AT&T Wireless](#)

(276) 679-2014 (693 Commonwealth Dr, Norton, VA 24273)

(866) 559-4693

##### [Appalachian Wireless](#) (Ky. Cellular)

(800) 452-2355

##### [Verizon Wireless](#)

### ELECTRICITY

##### [American Electric Power](#) - Serves northernmost Wise County only

(800) 956-4237

##### [Old Dominion Power](#) (Ky. Utilities Co.) - Serves the remainder of Wise County.

(800) 981-0600

##### [SunPower](#), the leading U.S. provider of solar panels

### WATER & SEWER

#### [Public Service Authority](#)

Provides water and sewer services to selected areas of Wise County.

(276) 679-1263

#### Town Services



All towns have water & sewer service available to their residents and to some county residents in their immediate vicinity. Contact the town in question to determine the scope of their service area.

[Appalachia](#)

(276) 565-3900

[Big Stone Gap](#)

(276) 523-4382

[Coeburn](#)

(276) 395-3323

[Pound](#)

(276) 796-5188

[St. Paul](#)

(276) 762-9683

[Wise](#)

(276) 328-6119

## Utilities Tax

For information about the tax charged on telephone, cell phone and electricity bills.

[Commissioner of Revenue](#)

(276) 328-3556

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## Vehicle Licensing

**[STATE LICENSING - Online Registration Renewal](#)**

**[Virginia Dept. of Motor Vehicles](#) - Norton VA Office**

**(NOTICE:** Beginning July 1, 2008, a \$5 service fee will be added when renewing vehicle registrations at any DMV customer service center)

1-866-368-5463 (Customer Contact Line - Toll Free)

## Veterans Services

**[Virginia Dept. of Veterans Services](#)**

**[Big Stone Gap, VA Field Office](#)**

Service Area - The counties of Dickenson, Lee, Scott, Wise; the city of Norton

Suite D-1, Clover Leaf Square

Big Stone Gap, VA 24219

(276) 523-1411

(276) 523-5256 FAX

### Veterans Exemption (Disabled) – County Taxes

[Personal Property Taxes](#)

[Real Estate Taxes](#)

For more information, contact the [Commissioner of the Revenue](#)

(276) 328-3556

### VA Loan Assistance

[VA Home Loan Centers](#) – help veterans, active duty and family members with VA Home loans.

1-888-573-4496

[Veterans United Home Loans](#)

1-800-884-5560

## **Victim/Witness Assistance**

To assist victims and witnesses of crime.  
(276) 328-4421

## **Visitors**

General Information for Visitors to the Wise County area.

Wise County Tourism – <http://www.visitwisecounty.com>  
(276) 328-2321

[Chamber of Commerce](#)  
(276) 679-0961

## **Vital Records & Health Statistics**

For applications and copy of existing records (birth certificates, etc).  
State Department of Health  
[Office of Vital Records and Health Statistics](#)  
P.O. Box. 1000  
Richmond, VA 23208-1000  
(804) 662-6200

## **Vocational Education**

[Wise County Career Technical Center](#) offers a wide variety of course programs for public school students, which include design and technology, drafting, graphic communications, and electronic technology. Regularly scheduled programs include many other trade skills programs common to the business and industrial community. Various adult evening classes are offered based on interest and enrollment.  
(276) 328-6113

## **Volunteer Opportunities**

[Mountain Empire Older Citizens, Inc. \(MEOC\)](#) offers information on volunteer opportunities both for senior citizens and provides assistance to the elderly.  
(276) 523-4202  
[Office on Youth](#) offers information on volunteer opportunities for youth and adults who wish to work with youth.  
(276) 523-5064

## **Voter Registration**

Registration closes 29 days prior to an election.  
[REGISTRAR](#)  
(276) 328-8331

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## **Waste Disposal**

(See [Convenience Centers and Can Sites](#))

(See also [Landfill](#))

## **Water Services**

### **PUBLIC SERVICE AUTHORITY**

Provides water and sewer services to selected areas of Wise County.

(276) 679-1263

### **TOWN WATER SERVICES**

All towns have water service available to their residents and to some county residents in their immediate vicinity. Contact the town in question to determine the scope of their service area.

#### Appalachia

(276) 565-3900

#### Big Stone Gap

(276) 523-4382

#### Coeburn

(276) 395-3323

#### Pound

(276) 796-5188

#### St. Paul

(276) 762-9683

#### Wise

(276) 328-6119

### **UNDERGROUND UTILITIES LOCATION**

Miss Utility - Location of existing facilities, new construction, etc.

1-800-552-7001

## **Website (Wise County)**

<http://www.wisecounty.org>

## **Wells**

Permits and inspections for new or replacement wells.

#### Health Department

134 Roberts Ave, SW

Wise, VA 24293

(276) 328-8000

## **Wills (Probate)**

#### Circuit Court Clerk

(276) 328-6111

## **Wise-TV (PEG channel)**

Wise County Public, Educational and Government (PEG) information channel on ComCast Cable channel 19 and InterMountain Cable channel 67. Tune in for Board of Supervisors meetings, School Board meetings, educational

programs, change of schedule notices for schools, other public notices, etc.  
(276) 328-2321

### **Women, Infants and Children (WIC) Program**

Supplemental food and education program for women who are pregnant, post-partum or breast feeding; infants up to one year of age; and children up to five years.

[Health Department](#)  
134 Roberts Ave, SW  
Wise, VA 24293  
(276) 328-8000

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### **Youth Athletics**

[Wise County Youth Soccer](#)

Wise County Youth Soccer is a volunteer, non-profit organization promoting soccer for the children of Wise County.

### **Youth Development**

#### **4-H Programs**

[Cooperative Extension service](#)

(276) 328-6194

[Office on Youth](#)

Advocates and promotes positive youth development. Facilitates access to services enhancing the quality of life through prevention of delinquency and substance abuse.

(276) 523-5064

### **Youth and Family Programs**

Information and referral to resources that address youth and family matters.

[Office on Youth](#)

(276) 523-5064

### **Youth Awards Programs**

Youth Services accepts nominations all year for youths making positive contributions to the community, and to adults who assist youth.

[Office on Youth](#)

(276) 523-5064

## Youth Issues

Statistics on issues; youth awards to recognize positive contributions to the community; and addressing current youth issues.

[Office on Youth](#)

(276) 523-5064

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## Zoning

### **INDUSTRY ZONING and REZONING**

[Economic Development](#) works with the development community, as well as, the [Building and Zoning Dept.](#), to assess needs for current and future sites for industrial zoning.

(276) 328-7119

### **ZONING PERMITS & ENFORCEMENT**

To obtain a zoning approval permit or report businesses operating in a residential area or other possible violations of the county zoning ordinance

[Building and Zoning Dept.](#)

(276) 328-7119

### **PROPOSED ZONING CHANGES**

Advertised in [The Coalfield Progress](#) and [The Post](#); adjacent property owners are notified; signs posted on property; public hearings held.

[Building and Zoning Dept.](#)

(276) 328-7119

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