



**JACKSON
COUNTY**

REPORT TO THE CITIZENS

**2021 - 2022
EDITION**

LETTER FROM THE COUNTY MANAGER

The following document is the third annual Report to the Citizens of Jackson County, North Carolina. The remaining pages provide detailed information regarding the various departments that comprise Jackson County's government. Fiscal Year 2021-2022 Departmental Goals have been included in this report, as well.

This year, the Jackson County Manager's Office hired an intern from Western Carolina University. The student, Matthew Wilson, is working towards obtaining a Master of Public Affairs (MPA) degree. Mr. Wilson's directive was to meet with each department and research and compile information on Jackson County operations into an annual report.

The intention of publishing this report is to inform and educate citizens about Jackson County local government; thus, allowing citizens to become more engaged and creating a more transparent and accountable county government. It is the intention of this office to reissue this report on an annual basis.

Respectfully Submitted,

Don Adams, Jackson County Manager



*Lady Justice Overlooking Downtown Sylva
Courtesy of Jackson County TDA*

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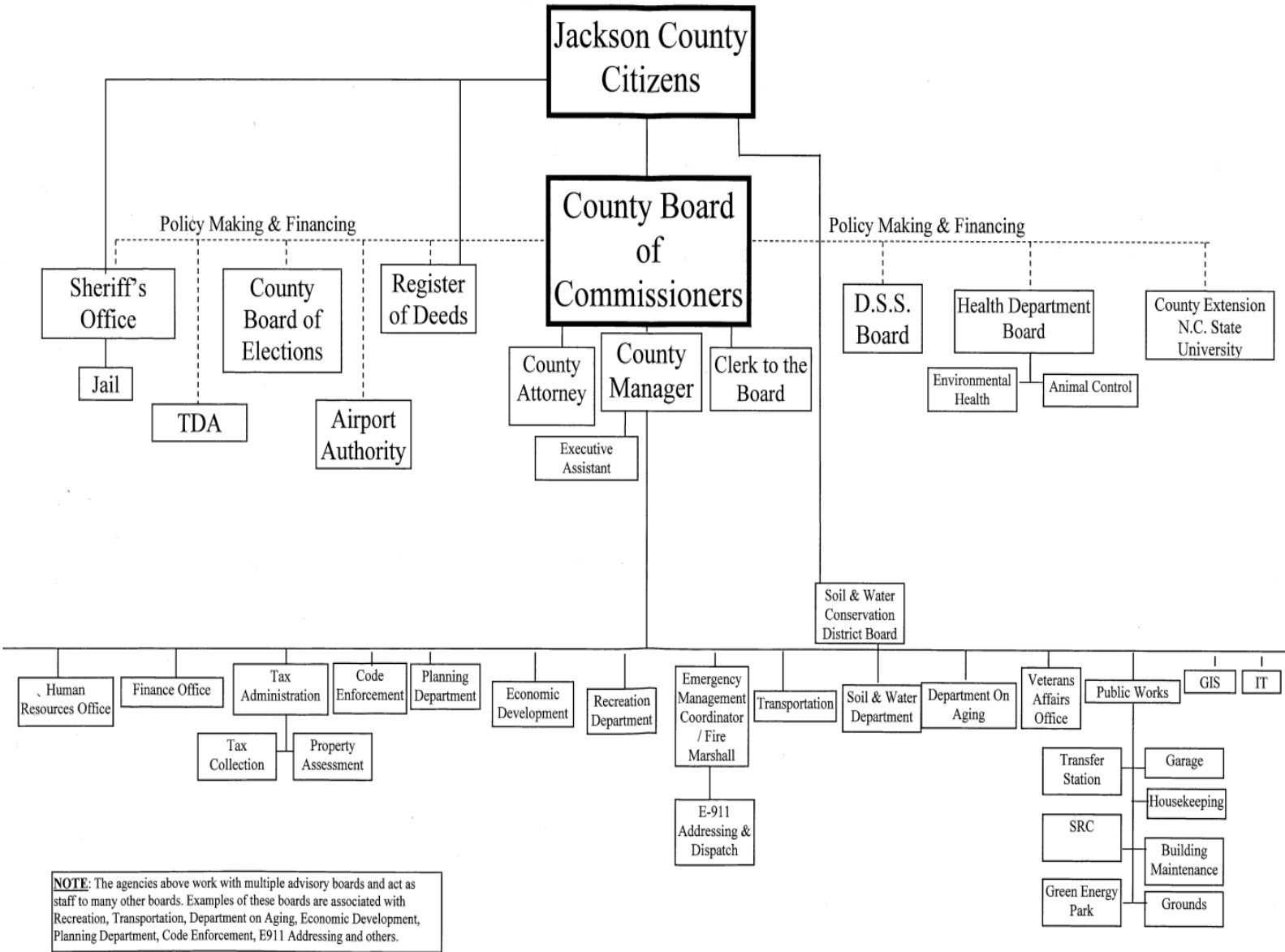
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Jackson County Organizational Flow Chart



Jackson County

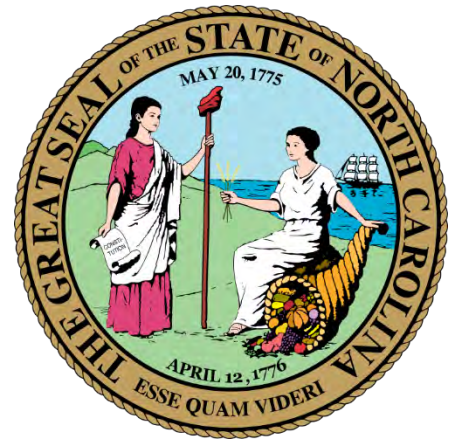
Board of Commissioners

Jackson County is located in the southwestern region of North Carolina. The County borders the states of South Carolina and Georgia, and is surrounded by Macon, Swain, Haywood, and Transylvania counties. It consists of 494 square miles of beautiful mountains, fertile valleys, and rolling foothills, with altitudes peaking at 6,410 feet. The Blue Ridge Parkway, Great Smoky Mountain National Park, and Nantahala National Forest are the most notable geographic features that the area has to offer, but located within Jackson County is much more.

Jackson County's governing body, the Board of Commissioners, consists of five members. Each of these members serve four-year terms. The Chairman is elected at-large, with no district residency requirement. The remaining Commissioners are also elected at-large but must reside within one of the four districts located in the county.

- Chairman** Brian McMahan
- District 1** Gayle Woody
- District 2** Boyce Deitz
- District 3** Tom Stribling
- District 4** Mark Jones

- District 1** Barkers Creek, Dillsboro, Greens Creek, and Qualla
- District 2** Scotts Creek I, II, III, North and South Sylva
- District 3** Cullowhee, Savannah, and Webster
- District 4** Canada, Caney Fork, Cashiers, Hamburg, Mountain, and River



Pictured left to right – Boyce Deitz, Gayle Woody, Brian McMahan, Mark Jones, & Tom Stribling

Jackson County Board of Commissioners

Mission Statement

“To represent the best long-term interests of all citizens of Jackson County by providing effective leadership and clear direction.”

Beliefs

We will act with honesty and responsibility as stewards of the resources of Jackson County.

We value the thoughts of our citizens and employees and commit to listen and respond appropriately to their concerns and ideas.

We believe it is our obligation to make informed decisions by carefully studying the issues and seeking to understand relevant information.

We have confidence in the employees of Jackson County. We will provide them with clear direction and accountable authority to deliver quality services.

We believe it is in the best interest of our citizens to work cooperatively with local municipalities and other governing bodies.

As representatives, we believe that it is incumbent upon us to act as ambassadors to and for our citizens, while actively building pride in Jackson County.

We believe, in order to serve the best long-term interest of our citizens, we must clearly articulate a vision for the future of Jackson County.

Visions

Fostered by a sense of community and a solid foundation for economic growth and prosperity, our citizens enjoy a quality of life that ranks Jackson County as a preferred community.

Our family-oriented neighborhoods reflect our commitment to the safety, health, and quality of life of our citizens. Guided by the principles of community, citizens are proactive partners in building an environment rich in culture, history, and opportunity.

Our investment in systems and policies to attract business development compatible with our resources, environment, and vision contributes to our economic vitality and the corporate commitment to our county.

Our educated workforce is positioned to participate in the success and take advantage of the opportunities of our thriving community.

Jackson County Board of Elections

The Board of Elections Office is governed by a state-appointed, five-member board with an appointed Director, whom is responsible for all offices and election functions.

The Jackson County Board of Elections is overseen by the North Carolina Board of Elections, but is primarily funded by the county. This office conducts all federal, state, county, and municipal elections in Jackson County. The administration's responsibilities include oversight of voter registration, voting locations, voting equipment, election staff, and legal requirements. The Jackson County Board of Elections' daily duties involve the maintenance of voter machines, campaign reporting, and elections records.



WCU Student Voters
Courtesy of the Board of Elections

Departmental Goals for FY 2021-2022

- **Train and understand new technology system.** A new voting equipment system was implemented in 2020. In addition to increasing by mail capacities, election offices need to establish in-person practices that voters will trust.
- **Improve the office's website presence and accessibility.**
- **Invest more time and resources to recruit and train capable precinct workers.** The office has been very successful with recruiting new workers and retaining current workers, but it must be an ongoing process. This investment is insurance for fair and accurate elections.
- **Develop and implement an enhanced absentee ballot process,** specifically with ballot preparation, receiving ballot back in office, processing, and storing. This improved process will meet the anticipated increased number of voters requesting absentee by mail ballots, since the realization of the ease of voting by mail in 2020.
- **Improve organizational capacity.** The organization of office and storage areas for maximum utilization of space, while in compliance with Department of Homeland Security requirements for critical infrastructure offices.
- **Develop Office Organization Structures and Procedures.** The office has hired two new employees. This is an excellent opportunity to revise job responsibilities, since the election offices have changed dramatically in recent elections. There is a new need for expertise in areas not required in previous years. These areas include security, IT, public relations, data management, training, recruiting, project management, mapping, and increasingly complex issues.
- **Train and maintain a staff that is responsive to the legal and technological aspects of conducting elections.** The current staff will continue working toward completing the National Election Administration Certification from the Election Center and Auburn University. The new employees will begin working toward NC Election Certification.

Educational Classes

Organizations, clubs, groups, and individuals may schedule an appointment for an educational class on voter registration, the election process, and the use of voting equipment.

To register for these classes, call the Jackson County Board of Elections office at **(828) 586-7538** at least seven days in advance. If the request involves a large group of individuals, the voting machines may be brought to the group's location.

Making Voting Accessible

Election Day is not a one-day process; preparation takes place throughout the entire year. Voter Registration and updating voter records to ensure minimum interruptions to the voting process on Election Day is a year-round activity. Furthermore, the office provides information to potential candidates on campaigning and filing for office prior to Election Day.

To ensure that there is a sufficient number of trained polling place staff during the voting phase, the office is constantly recruiting and training new workers. As a result, the Election office and polling place staff are able to offer proficient assistance to voters on Election Day, during the early one-stop voting period, and absentee voting by mail. The Board appoints and maintains polling sites that meet all legal requirements, including requirements present in the Americans with Disabilities Act (ADA).



The office also tests voting equipment to ensure accurate elections, and audits to guarantee true official election results. Lastly, the Board of Elections handles any challenges or complaints that arise during voting.

Voter Registration

Voter registration applications can be obtained at the Board of Elections office in the Skyland Service Center or by calling the Jackson County Board of Elections office at **(828) 586-7538**. Individuals may also obtain an application by emailing Jackson.boe@ncsbe.gov or lisalovedahl@jacksonnc.org. A downloadable application is available on the State website at www.ncsbe.gov.

DMV customers with a N.C. driver's license or DMV-issued ID may now register to vote or change certain parts of registration online at <https://www.ncdot.gov/dmv/offices-services/online/Pages/voter-registration-application.aspx>.

No-Excuse Absentee by Mail Ballot

Going forward, North Carolina is offering a no-excuse absentee by mail ballot. This ballot must be requested on an official North Carolina Absentee Ballot Request Form. To ensure you have the most up-to-date form, more information can be found by calling the Jackson County Board of Elections at **(828) 586-7538** or by visiting the North Carolina Board of Elections website at <https://www.ncsbe.gov>.



Election Day Data Access

Election results, laws, voter lists, sample ballots and all other public information for Jackson County can be obtained at the Jackson County Board of Elections Office, or at the North Carolina State Board's website – www.ncsbc.gov.

Requests will be processed as soon as possible, but allow extra time based on election schedule. Requests by phone are accepted. Cost of materials may vary. For more information, contact the Jackson County Board of Elections at **(828) 586-7538**. Walk-ins are welcome.

For assistance, an application to work at the polls, or to report a complaint, call the Board of Elections office at (828) 586-7538.

How to Know Your Vote Counts

North Carolina elections officials work diligently to ensure that all North Carolinians have their voices heard in the democratic process. As such, there are multiple tools voters can use to verify that their vote is recorded accurately and securely.

Voters may confirm the status of their ballot by visiting the State Board of Elections' Voter Search Tool, which can be accessed at <https://vt.ncsbe.gov/RegLkup/>.

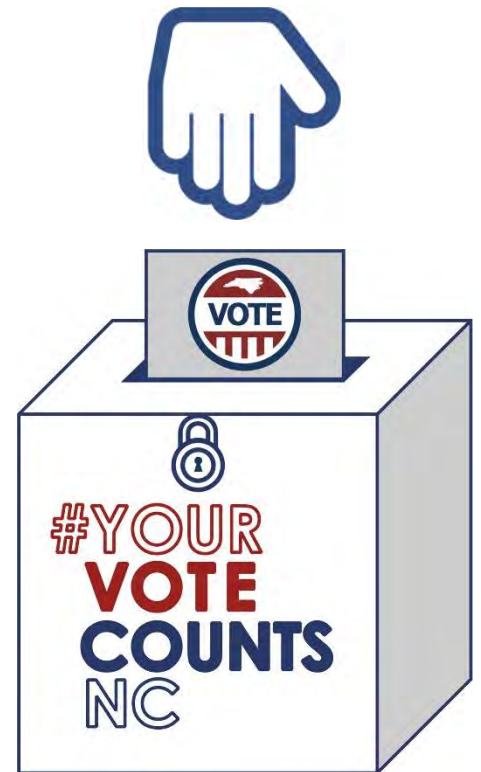
The State Board's Voter Search Tool can provide information on your voter profile, including, but not limited to, your voter details (e.g., registration date), your voting jurisdictions, your voting locations, your sample ballots, your absentee ballots (i.e., mail or early voting), and your voter history.

What is Voter History?

Voter history includes the election date, the voting method, and your county. For primary elections, it also includes the ballot style (e.g., Republican, Democratic, nonpartisan, etc.) that you voted. It will not show who you voted for. **That is always confidential.**

North Carolina elections officials urge voters to use these options to ensure their ballot was counted and to be wary about information they read online or on social media about elections.

Note: Your county board of elections must upload information about all voters who participated in the election before assigning your voter history, which may take up to a few weeks after Election Day.



Contact Information

Physical Address

876 Skyland Drive
Sylva, NC 28779

Office Hours: Mon-Fri, 8:00 a.m. – 5:00 p.m.

Mailing Address

401 Grindstaff Cove Road
Sylva, NC 28779

Phone Number

(828) 586-7538

Email

Lisa Lovedahl, Director
lisalovedahl@jacksonnc.org

Online

Website: <https://jcncelections.org/>

Twitter: @JCNCElections

Facebook: JCNCElections

NC BOE Website: <https://www.ncsbe.gov/>



*The Jackson County Board of Elections Office
Courtesy of the Board of Elections*

Jackson County Administration

Departmental Goals for FY 2021-2022

- Continue to perform the statutory duties as described in the following sections.
- Continue Animal Rescue Center/Green Energy Park construction project.
- Complete the construction of a new concession stand, bathroom, and press box facility at the Fairview Elementary School ball fields.
- Complete design and construction documents for Indoor Pool. Bid and award project. Start construction by the end of the fiscal year.
- Find a new location for the Dillsboro Staffed Recycling Center (SRC). Relocate the Dillsboro SRC.
- Locate area and build pocket park in the Whittier/Qualla area.
- Engage in architectural services to complete schematic design work and cost estimates for Justice Center.
- Work with Departments and other operations to continue the transition and recovery from the impacts to County services from the pandemic.
- Develop programming and expenditure priorities for American Recovery Plan funds.
- Update the annual Jackson County Report to the Citizens.



County Manager Don Adams

The Role of the County Manager

The Jackson County Administration Department houses a County Manager, County Attorney, Clerk to the Board of Commissioners, and the Executive Assistant. In accordance with N.C.G.S. 153A-82, the Jackson County Manager is the chief administrator of county government. The manager is responsible to the Board of Commissioners for the administration of all departments of county government under the Board's general control and has the following power and duties:

- 1) The County Manager shall appoint with approval of the Board of Commissioners and suspend or remove all county officers, employees, and agents except those who are elected by the people or whose appointment is otherwise provided by law.
- 2) The County Manager shall direct and supervise the administration of all county offices, departments, boards, commissions, and agencies under the general control of the Board of Commissioners, subject to the general direction and control of the Board.
- 3) The County Manager shall attend all meetings of the Board of Commissioners and recommend any measure that is considered expedient.
- 4) The County Manager shall see that orders, ordinances, resolutions, and regulations of the Board of Commissioners are faithfully executed within the county.
- 5) The County Manager shall prepare and submit the annual budget and capital program to the Board of Commissioners.
- 6) The County Manager shall annually submit to the Board of Commissioners, and make available to the public, a complete report on the finances and administrative activities of the county as of the end of the fiscal year.
- 7) The County Manager shall make any other reports that the Board of Commissioners may require concerning the operations of county offices, departments, boards, commissions, and agencies.
- 8) The County Manager shall perform any other duties that may be required or authorized by the Board of Commissioners.

Jackson County Attorney

The Jackson County Attorney, Heather Baker, represents the county government in legal proceedings, provides legal advice to the Board of Commissioners and county departments, as well as supervises the drafting of ordinances and legal documents. Every Board of Commissioners in North Carolina must appoint an attorney to be its legal advisor. Jackson County hired its first full-time attorney in 2015. The County Attorney is not able to represent nor give legal advice to private citizens.

Jackson County Clerk to the Board

The Jackson County Clerk to the Board, Angie Winchester, works directly for the Jackson County Board of Commissioners. One of the primary duties of the Clerk to the Board is to prepare the minutes of the Commissioners during meetings and to maintain them in a set of minute books. Other duties that are completed by the Clerk to the Board include creating and maintaining county records, providing notices of meetings, and various other tasks provided by the Board of Commissioners.

Jackson County Citizens Academy

Jackson County residents that enjoy learning about the local government may sign up for the Jackson County Citizens Academy. The Citizens Academy is an eight-week program in which participants get a behind-the-scenes look at various departments within the Jackson County government. The Citizens Academy provides interaction with department heads and elected officials, allowing participants to learn more about the role of citizens throughout the county. The Citizens Academy has three objectives – (1) promotion, (2) education, and (3) engagement.

To apply for the Jackson County Citizens Academy, submit an application to the County Manager’s office during the recruitment period, beginning in early fall. All applicants must be at least 18-years-old, a resident of Jackson County, and committed to attending all evening classes.

For any questions or to request an application, please contact Kerri Tucker at (828) 631-2207 or kerritucker@jacksonnc.org



Citizens Academy Class of 2019

Jackson County Finance Department

Mission

The mission of the Jackson County Finance Department is to provide sound fiscal policies and financial reporting information necessary to effectively manage the fiscal affairs of the county.

The Department of Finance is responsible for all financial management functions of county government. The department accounts for all receipts and disbursements, prepares the County Manager's recommended budget, administers the adopted budget, tracks inventories, and coordinates the annual audit by an independent accounting firm. The Finance Department is also responsible for county purchasing, payroll, and aids the Department of Human Resources with personnel benefit functions.

To get in contact with the Finance Department, call **(828) 631-2251** or email finance@jacksonnc.org.

Departmental Goals for FY 2021-2022

- Accurate financial information will be made easily and readily available to departments.
- Transactions will be processed quickly and accurately.
- The general ledger, primary document for financial operations of the county, will be kept current and accurate.
- Appropriate and innovative procedures will be designed to meet customer needs.
- Financial reports will be issued accurately and on schedule.
- Improve security for banking services.
- Safeguard financial assets and maximize investment earnings.
- Maintain unassigned fund balance of at least 25% of General Fund expenditures (year-end measurement).
- Provide financing for capital projects in the most economical manner.
- JC LAND USE PLAN – Work with the School System to identify alternative funding policies for technology replacement.



*Waterrock Knob in the Fall
Courtesy of Jackson County TDA*

The Budgetary Role of the Finance Department

The Finance Department plays a large role in the creation of the county budget. The department helps to facilitate the collection of budget requests from each department, disperses non-profit applications, and provides information to the Jackson County Board of Commissioners.

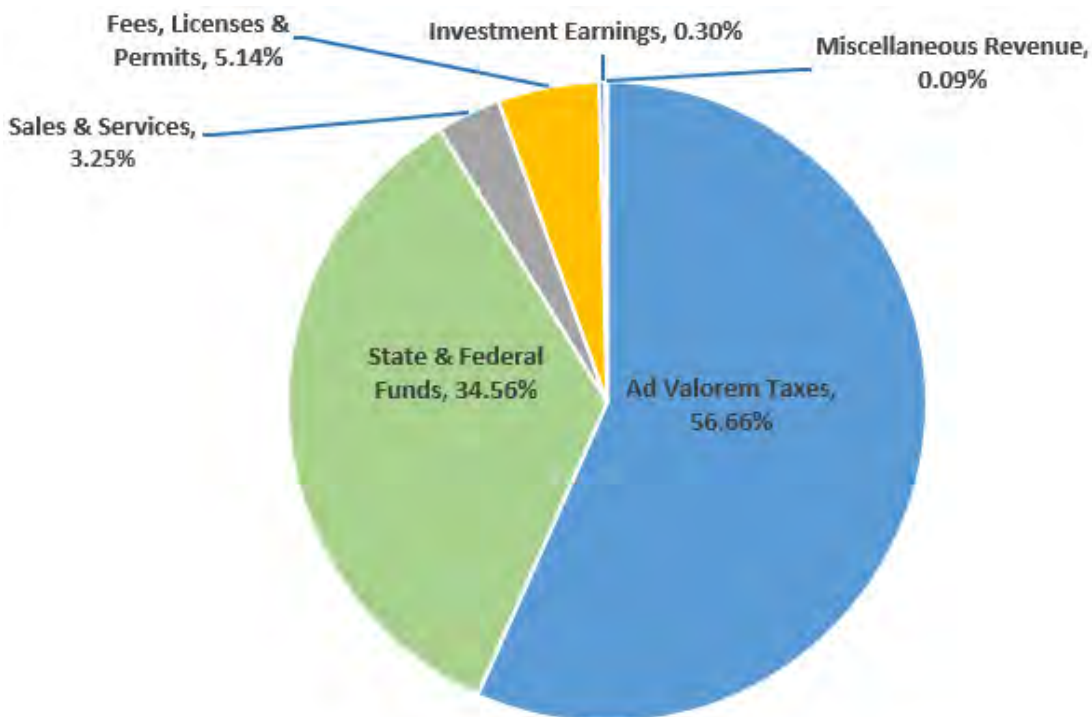
The budgeting process begins in January when individual department heads meet with the County Manager and Finance Director, both individually and as a group. During this meeting, department heads begin to form their budget requests. In February, the County Commissioners, County Manager, and Director of Finance attend a budget retreat to reflect on a strategic plan and set goals for the upcoming fiscal budget.

In March, the Finance Department sends applications to non-profit organizations. This allows non-profits to apply for government funding. In April and May, the County Commissioners, County Manager, and Finance Director attend work sessions in order to review the requests of each department. Following the final work session in May, the County Manager will present a proposed budget to the County Commissioners.

A public hearing is held in June and the proposed budget is presented for public comment. This is followed by a work session in which any issues are addressed or any final edits are made. The County Commissioners will then, in a formal board meeting, vote on whether or not to pass the proposed budget.

By the time that the proposed budget is approved, the process has typically taken six months to organize and pass. Jackson County operates on the fiscal year which begins July 1st and ends on June 30th. Below, FY 2020-2021 budget highlights are displayed.

Jackson County Revenues by Type



Top 10 General Fund Expenditures for FY 2020-2021

| Department | Expense | Revenue | County Share | County % |
|------------------------|-----------------|-----------------|-----------------|----------|
| Public Schools | \$ 9,264,641.00 | \$ 1,356,200.00 | \$ 7,908,441.00 | 85.36% |
| Sheriff/Jail | \$ 8,072,428.00 | \$ 1,637,565.00 | \$ 6,434,863.00 | 79.71% |
| Public Works | \$ 4,912,551.00 | \$ 3,750.00 | \$ 4,908,801.00 | 99.92% |
| Social Services | \$ 7,179,870.00 | \$ 4,053,225.00 | \$ 3,126,645.00 | 43.55% |
| Health | \$ 5,196,484.00 | \$ 2,087,123.00 | \$ 3,109,361.00 | 59.84% |
| Ambulance/Rescue Squad | \$ 3,012,780.00 | \$ 200,000.00 | \$ 2,812,780.00 | 93.36% |
| Community Colleges | \$ 2,400,116.00 | \$ - | \$ 2,400,116.00 | 100.00% |
| Debt Service | \$ 3,472,309.00 | \$ 1,401,517.00 | \$ 2,070,792.00 | 0.00% |
| Recreation | \$ 2,439,534.00 | \$ 714,775.00 | \$ 1,724,759.00 | 70.70% |
| Fire | \$ 1,555,470.00 | \$ - | \$ 1,555,470.00 | 100.00% |

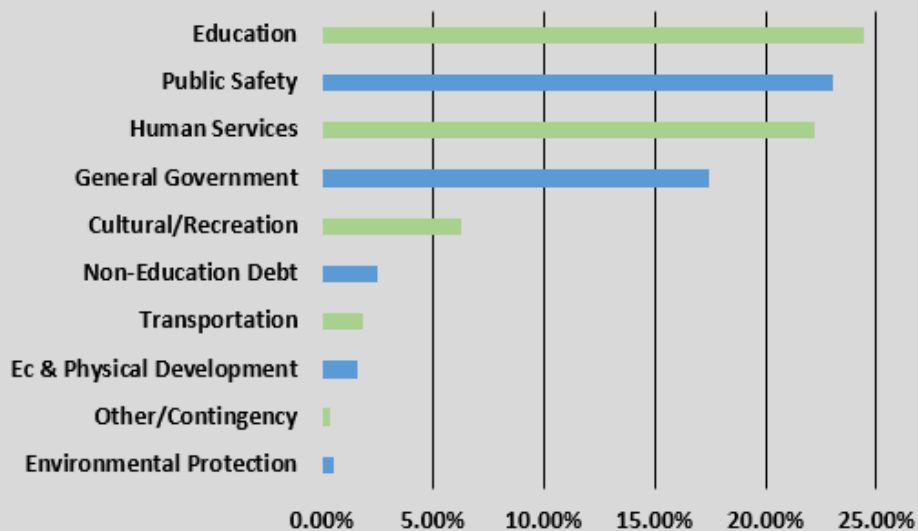
The above table displays the top 10 general fund expenditures for FY 2020-2021. The Department column indicates which department is being represented. The expense column depicts the total amount of expenses associated with said department. The revenue column indicates how much revenue the associated department obtained during the fiscal year. Empty cells represent no revenues being obtained. The County column displays how much of the county’s money was allocated to each department. Finally, the County % column shows the percentage of each department’s budget that was made up of county dollars.

Jackson County

Expenditures by Type

The display to the right depicts Jackson County’s expenditures by type. For the fiscal year 2020-2021, Jackson County’s operating budget equated to \$66,550,148. This is an increase of about 2.42% from fiscal year 2019-2020, or an increase of \$1,574,939.

The Jackson County budget is balanced and in accordance with the Local Government Budget and Fiscal Control Act. This means that Jackson County’s expenditures do not exceed Jackson County’s revenues.



Jackson County

Tax Administration Department

Departmental Goals for FY 2021-2022

- **Tax Administration Department Goals**

- Continue to function under the guidelines of the North Carolina General Statutes.
- Continue to provide fair and equitable treatment to all taxpayers.
- Continue to improve public relations.
- Continue to strive to have an extremely knowledgeable and highly-educated staff.
- Contract with a new tax appraisal and collection software company.

- **Personal Property Division Goals**

- Continue to process unlisted and substantially understated personal property accounts. Last year, 506 accounts were discovered, resulting in \$29,330,700 in value.
- Continue with the business personal property compliance program to educate taxpayers and ensure accurate listing.
- Continue with the manufactured home compliance program in conjunction with the Real Property Division.
- Continue with the watercraft compliance program.
- Continue to review and properly assess all registered motor vehicles.
- Conduct a compliance review of all vehicles with a permanently registered tag or under the International Registration Plan.

- **Real Property Division Goals**

- Perform compliance reviews on 15% of exempted and excluded properties.
- Have all properties with active building permits reviewed by December 31, 2021.
- Create building permit tracking system for internal use.

- **Land Records Division Goals**

- Continue to have a two-day processing turnaround for all deeds and plats.
- Begin a scanning project for land records documents.
- ARC Projects:
 - a. Complete present-use value layer for more accurate analysis and processing of present-use value properties.
 - b. Update DOT right-of-way layer to accurately depict new acquisitions and existing right-of-way width on state-maintained roads.
 - c. Correct the census tracts on all parcels to accurately reflect federal census data using ARC maps.
 - d. Complete the Macon County boundary line project with Macon County and the North Carolina Geodetic Surveyor.
- Recorded deeds were up 22.72% over last year and recorded plats were up 28.86% over last year. Recorded instruments up to this point continue in that upward direction. Continue with training of recently reclassified employee and new employees to maintain the workload efficiently and effectively.
- Participate in free online ARC training classes by CURISA to prepare for transition to ARC Pro.

**Jackson County has the
4th-lowest Property Tax
Rate in North Carolina:
(\$.38/100)**



Per 2020-2021 FY Data

**Median Property
Tax Rate in
North Carolina:
(\$.6749/100)**

Responsibilities of Tax Administration

The Tax Administration Department consists of land records, tax assessment, and tax collections. The Land Records Division is responsible for maintaining property information used for taxation, public inquiry, and legal research. Tax Assessment is responsible for listing, appraising, and assessing all real and personal property. Tax Collections is responsible for the collection of all real and personal property taxes within Jackson County, including collection of taxes levied by the Town of Dillsboro, Village of Forest Hills, Town of Highlands, and Town of Webster. Additional information can be found on the Jackson County Tax Administration webpage:

<https://www.jacksonnc.org/tax-administration/home>.

Statistics

- Approximately 2,600 business personal property accounts.
- About 2,100 regular personal property accounts.
- 36,500 motor vehicles registered with the DMV.
- 40,100 real property parcels.
- About 21,000 residential structures.
- Approximately 350 commercial parcels and 1,246 commercial structures.



How to Use the Property Map Viewer

- Navigate to <https://www.jacksonnc.org/tax-administration/home>.
- Click “Map Viewer”, located in the lower middle section of the screen.
- Once directed to “Map Viewer”, a link called “Search Tool” will be located on the right side of the page. The “Search Tool” link will allow users to search the name of a property owner, a physical address, a pin number for a property, and a description of a property.
- Located to the left of the “Map Viewer” screen are tools to navigate the map. Users may zoom in and out, print, save the link to a map, and select different layers of information to view.

Contact Information

Tax Administrator

Tabitha Ashe
(828) 586-7539
taxadministration@jacksonnc.org

Address

401 Grindstaff Cove Rd., Suite 132
Sylva, NC 28779

Additional Contact info:

Business Personal Property – (828) 586-7540
Business Personal Property Audits – (828) 586-7545
Exemptions and Exclusions – (828) 586-7542
Land Records/Mapping – (828) 586-7539
Motor Vehicles – (828) 586-7541
Personal Property – (828) 586-7543
Present-Use Value – (828) 586-7542
Property Tax Relief Programs – (828) 586-7542
Real Property – (828) 586-7542
Tax Collector – (828) 586-7550

Website

<https://www.jacksonnc.org/tax-administration/home>

Jackson County Tax Collector Office

The Jackson County Tax Collector's Office is responsible for the timely collection and disposition of real and personal property taxes within Jackson County. The Tax Collector's office is also responsible for the collection of taxes levied by the Towns of Dillsboro, Highlands, Webster, and the Village of Forest Hills.

The Jackson County Tax Collector's Office has a frequently asked questions (FAQ) page. This page covers topics ranging from property tax, vehicle tax, and payments. This page may be accessed by navigating to:

<https://jacksonntax.com/#/faqs>

Department Goals For FY 2021-2022

- Increase the current and delinquent tax collection rates.
- Continue to work on collecting delinquent taxes through debt setoff, garnishments, and foreclosures.
- Continue to find ways to encourage timely payments from taxpayers.
- Increase training for employees based upon department's career paths.



*Lady Justice Overlooking Downtown Sylva
Courtesy of Jackson County TDA*

Important Tax Collection Dates

Mid-August – The current year tax bills are mailed to the “Owner of Record” as of January 1st. After, a transfer letter will be sent to the new owner, stating that the new owner is responsible for the taxes due. Individuals should refer to their attorney’s closing papers to ensure that their obligation of taxes has been satisfied.

September 1st – Property taxes become due and payable.

January 6th – Property taxes become delinquent.

January – The NC Debt Setoff program list is updated.

February 1st – Second notices are issued.

April 1st – Delinquent notices are issued.

April 25th – This is the last day to pay taxes before the delinquency is advertised in *The Sylva Herald*.

May – Property tax delinquencies are advertised in *The Sylva Herald*.

Payment Arrangements

After the tax rate is set in June, the tax assessors’ office computes and mails tax bills in July or August. These are due by September 1st. The tax collector’s office will accept partial payments and will provide a payment plan to taxpayers who request to do so. In order to determine the monthly payment amount, the amount of taxes due is divided by the number of months remaining in the year. This must satisfy tax liability by the end of the calendar year.

For example, an individual receives their tax bill in August and would like to make partial payments on their account. If they call the tax office in August and request a five-month payment plan and their real property tax value is \$625.00, they must divide \$625.00 by five months.

This equates to that individual paying \$125.00 per month. If they pay \$125.00 per month from August to December, their tax liability will be satisfied by the 5th payment.

Contact Information

Tax Collector

Brandi Henson
(828) 586-7550
taxcollector@jacksonnc.org

Deputy Tax Collector

Ashley F. Gillett
ashleyfitzgerald@jacksonnc.org

Address

401 Grindstaff Cove Rd., Suite 154
Sylva, NC 28779

Online

Website: <https://jacksonctax.com/#/>

Office Hours

Monday through Friday
8:00 a.m. until 5:00 p.m.



*The Sylva Skyline
Courtesy of Jackson County TDA*

Jackson County

Human Resources

Mission

The Human Resources (HR) Department is committed to providing quality support and services to county leadership, departments, employees, and prospective employees in the areas of employee relations, recruitment and selection, position, classification and compensation, performance management, staff development and training, policy development and interpretation, compliance with state and federal employment laws, benefits administration, and workplace safety. Two full-time employees, a HR Director and Employee Benefits Administrator, staff the department to serve over 500 employees and retirees combined.

Departmental Goals for FY 2021-2022

- Departmental personnel will work with selected Classification and Compensation Vendor to update job descriptions.
- Continue to improve workflow processes and the overall efficiency of human resource operations.
- Ensure appropriate trainings are being completed in a timely manner.
- Attend Annual Public Employment Law Update and at least two professional development trainings or conferences.
- Continue systematic review of safety policies.



*The Tuckasegee in Webster
Courtesy of the Town of Webster*

Employee Wellness

The Employee Wellness Program, Well @ Work, has resumed for 2021 – 2022. The primary objective of the Jackson County Employee Wellness Program is to offer education, support, and resources in a fun and relaxed atmosphere so that employees may obtain and maintain a healthier, more productive lifestyle that benefits themselves, their families, and their community. Eligible participants in the Well @ Work program may earn points through the completion and submission of monthly challenges, quarterly physical activity logs, and wellness opportunity vouchers. The Well @ Work program rewards are conditional rewards based upon participation points earned.

Employee Benefits

- Paid comprehensive medical and dental insurance
- Paid term life insurance
- Participation in the North Carolina Local Governmental Employees' Retirement System (LGERs)
- Opportunity to participate in tax-deferred investment programs:
 - Prudential NC 401(k), 457
 - Nationwide 457 Plan
- HealthCare and Dependent Care Flexible Spending Accounts
- Supplemental insurance plans (vision, cancer, disability, hospital indemnity, life insurance)
- Paid holidays, annual, and sick leave
- Free Employee Health Clinic
- Employee Wellness Program
- Discounted Recreation Center rates
- Local Government Federal Credit Union (LGFCU) membership
- Employee Assistance Program

Contact Human Resources

Address: 401 Grindstaff Cove Road, Suite A-218
Sylva, NC 28779

Phone: 828-631-2212

Fax: 828-631-2266

E-Mail: humanresources@jacksonnc.org

Website: <https://www.jacksonnc.org/human-resources>

Jackson County is an Equal Employment Opportunity employer and is dedicated to hiring and retaining progressive, well-qualified, and motivated employees who are committed to excellence in public service for the citizens of Jackson County.



Jackson County

Register of Deeds

The Jackson County Register of Deeds manages and acts as a curator of a large number of public records. Archived records in the Register of Deeds office include real estate transactions, vital records (births and deaths), marriage licenses, and other important documents of past and present visitors or residents of Jackson County.

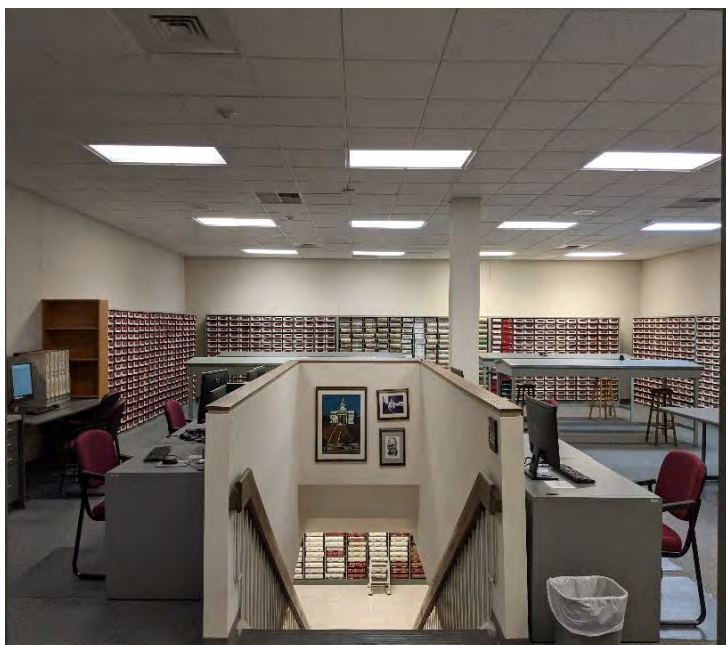
For additional information, visit Jackson County's Register of Deeds website at:

www.jacksonnc.org/register-of-deeds/home

Or call the Jackson County Register of Deeds office at:

(828) 586-7530

Individuals may visit the Register of Deeds office at the Jackson County Justice Center, Room 108, open from 8:00 a.m. until 5:00 p.m. on Monday through Friday.



*Register of Deeds Vault
Courtesy of the Register of Deeds*

Departmental Goals for FY 2021-2022

- **Adding Older Online Index Books (OIB)**
Currently, our online index name search only goes back to 1991; and, all deed books are online back to Book 100. Our proposal is to add the remaining grantor & grantee indexes dating back to the 1850's and adding the remaining deed books 1 through 99. This will complete making all indexes and books accessible online.
- **Preserving Older Vital Records Books & Registers**
As in previous years, we are continuing the preservation of our oldest birth and death books, and also the oldest marriage registers. This budget year, we are preserving 2 birth books, 6 death books, and the 1901-1918 marriage register. Kofile, a preservation company based out of Greensboro, North Carolina, has done a phenomenal job so far.
- **Adding Property Check to the ROD Website**
Property Check helps protect property owners from potential property fraud. This feature will be enabled on the ROD's website and will be free-of-charge and subscription-based. It enables owners to be automatically notified of any recorded documents that affects their property. The owner simply enrolls for the service through the web-based application on the ROD's website.

2020-2021 Accomplishments

- Kofile processed and preserved 2 birth books: Vols. 4-5 {1917-1918}, and two marriage registers: 1853 through 1872 & 1873 through 1901.
- Added additional shelving unit to have all death and marriage volumes together in the upstairs vault.
- With the increase in real estate closings, we knew we would need another plat cabinet. In 2019, we recorded 662 plats. In 2020, we recorded 827 plats. We finally received the new plat cabinet after some delay.

Online Requests

The Jackson County Register of Deeds office accepts online requests for birth, marriage, and death certificates. The website is listed below:

<https://jacksonrod.permitium.com>

Instructions for vital record requirements and payments are located on the website above. Fees for certified copies are \$10.00 each and uncertified copies are \$1.00 each. Acceptable methods of payment: cash, credit/debit cards, money order, and certified check. An additional fee is charged when paying with a credit card.

Internet Access

- Visit www.jacksonnc.org.
- Under *Online Services*, choose *Register of Deeds Search*.
- Name searches are only available from October 1, 1991 to present.
- For Book 100 to Book 784:
 - Enter book number and page number (all other boxes are empty).
 - The next page should show a yellow bar.
 - Click under *Images* on sheet of paper to pull all images in the book.
 - Once images can be seen, find the *Jump to Thumbnail* box; enter the page number being searched for.
 - Clicking *Go* should enable individuals to view the page(s) needed and give them the ability to print. Only select pages that are intended to be printed in the boxes below the thumbnails.
 - Find the *Print* button and select it, go to *Selected Pages*.
- For Book 785 to present: Enter the book number and page number in appropriate boxes and click *Search*.

IMAGE VIEWER REQUIREMENTS as of January 2016: Windows 7, Windows 8.x, and Windows 10 users need Internet Explorer 11. Users may also use Google Chrome or Mozilla Firefox.

For any questions, please contact the Register of Deeds office at **(828) 586-7530**.

Marriage Licenses

The Jackson County Register of Deeds provides marriage license services to those who meet the requirements. Individuals may also find the application for a marriage license on the Jackson County Register of Deeds' webpage.

- Both parties must be present.
- Both are to provide a photo ID (i.e., driver's licenses, state-issued ID, U.S. passport, or military ID).
- Both need proof of a social security number (Original Social Security Card, 1099, 1040, paycheck stub, or health insurance card showing the full name and number).
- A \$60.00 fee for the license. Payable by cash, debit, or credit card.
- If either party has previously been married, provide the month/year of when the previous marriage ended. If it ended within the last year, a copy of the divorce judgment/decreed is required.
- Marriage licenses are valid for 60 days and carry no waiting period. It is valid in all NC counties, but must be returned to Jackson County.
- Complete an online marriage application at <http://deeds.jacksonnc.org/marriageapplication>.

NEW REQUIREMENTS BEGINNING JUNE 1, 2020

- Appointments can only be between 8:30 a.m. to 4:00 p.m., in 30-minute increments.
- **Only** couples will be allowed in the office.
- Online applications must be completed before arriving at the Jackson County Register of Deeds office.
- Call **(828) 586-7530** upon arrival for additional information regarding the completion of the license.
- When entering the Register of Deeds office, verification of a photo I.D. and Social Security number is required, licenses shall be signed, and payments shall be collected.

Plat Requests

The Register of Deeds office records plats or surveys that are 18" by 24" or 24" by 36". This is after proper approval from both the Jackson County Planning Department (phone number – (828) 631-2261) and the Jackson County Land Records office (phone number – (828) 586-7539). After, both a Mylar copy and a paper copy are to be filed in the Register of Deeds office.

The cost of recording a plat is \$21.00 and copies of surveys can be made for \$2.00 in the Register of Deeds office. All plat recordings via out-of-office are available online. Viewing and printing these recordings outside of the office is free-of-charge.

For additional information on plats and surveys, call the Register of Deeds office at **(828) 586-7530**.

NEW FEE SCHEDULE – EFFECTIVE OCTOBER 1, 2016

***Deed of Trust recording fees are **\$64.00 for the first 35 pages** - \$4.00 for each additional page.

NEW FEE SCHEDULE – EFFECTIVE OCTOBER 1, 2011

***All documents (except for Deeds of Trust)** have recording fees of \$26.00 for the first 15 pages - \$4.00 for each additional page.

*Deed excise tax \$2.00 per \$1000.00 (based on sales price).

*Satisfactions – no charge.

*Plat recording fees are \$21.00 (***Call the Register of Deeds office for details on the recording process of all plats.***)

The Jackson County Register of Deeds has a one-day recording process.

NOTE: This office is for recording keeping only. It does not prepare documents, provide forms, or change information on documents.

All recordings must meet requirements specified above.

North Carolina Document Recording Requirements/Standards per G.S. 161-14(b)

1. Original must be presented on an 8 ½ x 11" or 8 ½ x 14" paper.
2. Have a 3-inch blank margin at the top of the first page and ½-inch blank margin on remaining sides of first page and on all sides of subsequent pages.
3. Black type on white paper with font no small than 10 points in size.
4. Only one-sided typed or printed text.
5. Type of instrument at the top of the first page below the blank margin.

Filing a non-standard document that does not meet the above requirements will be subject to a **\$25.00 non-standard fee, in addition to regular recording fees**, for any instrument presented for registration.

Effective March 7, 2011: All deeds must be presented to the Tax Collector's Office for certification of no delinquent property taxes. The Collector's office requests a Parcel Identification Number (PIN) for timely processing.

Jackson County Land Records Requirements for Deeds per G.S. 105-317.2

Deeds presented to land records for approval must contain the following:

- Name and address of the preparer (must be **individual's name** or **law firm's name** – and must be on the first page of the document).
 - Name and address of each grantor and each grantee.
 - Property description sufficient to identify parcel to be transferred.
 - Metes and bounds description OR plat cabinet and slide reference.
 - Back deed references of the grantor.
- A statement whether the property includes the primary residence of a grantor.

Jackson County Planning Department

Mission

The Jackson County Department of Planning strives to achieve excellence and consistency while fulfilling its role as an advisor to the County Manager and governing body on land use, planning, code enforcement, and other regulatory programs that guide growth and development within Jackson County.

Service Commitment

The Jackson County Department of Planning is committed to providing quality services to all citizens through innovation, continuous improvement, determination, and excellence in customer service. The department strongly believes in a community-oriented, comprehensive planning approach and welcomes any comments, concerns, or suggestions that citizens would like to offer.

The Jackson County Department of Planning enforces planning ordinances that can be found in the Jackson County Unified Development Ordinance (UDO). Jackson County's UDO can be accessed at:

https://library.municode.com/nc/jackson_county/codes/code_of_ordinances?nodeId=CD_ORD_APXIUNDEOR

Departmental Goals for FY 2021-2022

- Review all minor, family, and exempt subdivision plats within 5 business days.
- Review all site plans for permitted uses within 10 business days.
- Work with the Planning Board to consider multi-family housing development regulations.
- Planning staff will work with the Cashiers Planning Council to consider amendments to Cashiers zoning regulations as recommended in the Cashiers Small Area Plan (Role over goal, Goal 1, 2, 4 pg. 71 Action Plan and pg. 37 UDO updates).
- Develop a Food Sustainability Plan (Comp Plan PH1).
- Planning Staff will work with the Cullowhee Planning Council to consider amendments to the Cullowhee zoning regulations as recommended in the Cullowhee Small Area Plan (Roll over goal-Chapter 6-Action Plan- #1 Jackson County Unified Development Ordinance Updates).
- Planning Staff will work with the Parks and Recreation Staff to begin implementation of the Pedestrian Plan.



*The Jackson County Greenway
Courtesy of Jackson County TDA*

Functions of the Planning Department

Jackson County has a total area of 495 square miles adjacent to Haywood, Macon, Transylvania, and Swain Counties in North Carolina and Oconee County in South Carolina. Jackson County contains or borders around 45 miles of the Blue Ridge Parkway and adjoins the Cherokee Indian Reservation. There are four incorporated municipalities and three unincorporated communities within Jackson County.

In part, because of the size of Jackson County, the Planning Department focuses both on current planning and long-range planning. Current planning focuses on ordinance enforcement and maintenance, while long-range planning looks into Jackson County's future endeavors.

The Planning Department forecasts and plans for the future of Jackson County through long-range planning. This involves creating small-area plans, comprehensive transportation plans, and comprehensive planning for growth and development.

Furthermore, Jackson County's Planning Department provides support to the local planning boards and councils. It is the county planners that review plats and subdivisions, as well as conduct site plan reviews. Jackson County's Planning Department also performs cell tower and colocation reviews.

Historic Preservation Commission

The Historic Preservation Commission's mission is to safeguard the heritage of Jackson County by preserving districts and landmarks. The Historic Preservation Commission also seeks to promote the use and conservation of districts and landmarks for the education, pleasure, and enrichment of the residents.

Currently, the Historic Preservation Commission is working on the creation of a database of Jackson County's historic sites and developing design standards to apply to locally-designated historic sites. The Historic Preservation Commission also has a Facebook page (**JacksonNCHistory**) that highlights historic structures and landscapes in Jackson County.

The Historic Preservation Commission meets every third Tuesday of the month at 5:15 p.m. at the Jackson County Public Library.



*Downtown Sylva in Spring
Courtesy of Jackson County TDA*

Permit and Plan Review Process

Jackson County has created a Plan Review Process that is designed to assist developers, design professionals, contractors, and property owners who are seeking approval of site development applications for commercial, industrial, multi-family projects, or projects having to meet the criteria established in the Jackson County Subdivision Ordinance. The review process is included for most proposed projects within the county and in zoned jurisdictions. For more information regarding the Plan Review Process and applications, call or visit the website below:

Jackson County Planning Department phone number:
(828) 631-2261

Jackson County Planning Department web address:
<https://www.planning.jacksonnc.org/permit-and-plan-review-process>

When is a Site Development Plan Required?

Site Development Plans are required for the following:

- New construction
- Reconstruction
- Expansion in any zoning district, except for single-family detached houses or duplexes in residential districts.
- The development of a public or semi-public building.
- Any exterior or site changes to a previously approved site development plan.
- Projects that are required to meet the Jackson County Subdivision Ordinance standards.

An administrative preliminary review of a project is not required, however, it is advised. The review process gives the applicant insight that may save them time and money throughout their project.

Contact Information

Planning Director

Mike Poston
(828) 631-2255

Address

538 Scotts Creek Road, Suite 217
Sylva, NC 28779

Phone Number

(828) 631-2261

E-Mail

planning@jacksonnc.org

Online

Website: <https://www.planning.jacksonnc.org/>
Facebook: JacksonCountyNCPlanningDepartment

Pinnacle Park

Courtesy of Jackson County TDA

Jackson County

Permitting and Code Enforcement Department

The Permitting and Code Enforcement Department is completing its eighth year of providing a centralized location for permitting and inspection services to the construction and development community in Jackson County. During the past eight years, the department has completed the tasks of combining staffs and offices for building inspections, erosion control, floodplain management, and fire inspections into centralized offices in Sylva and Cashiers. The department has established procedures and infrastructure to provide a "one-stop" location for the public to apply for all development permits. Jackson County provides two Permit Centers, one located in Sylva and one located Cashiers. The Cashiers office functions as a "one-stop" permitting center and the new combined Permit Center for the Sylva office opened in January 2021.

The Department of Permitting and Code enforcement has completed development of a County Plan Review Team that meets monthly with all county departments involved in new commercial projects, with representation from the Tuckasee Water and Sewer Authority (TWSA). A project was undertaken to develop a new centralized permitting system for the county as part of the consolidation. This system is complete for issuing permits and performing mobile inspections. The new operating model has provided customers with easier access to county staff and information, as well as instant notification of inspection results via email.

Departmental Goals for FY 2021-2022

- Continue to improve the follow-up survey system to allow each end user of the department's services to provide anonymous feedback on the ease of use of services. These surveys will be offered to all contractors and tradespeople and also to each individual after they have received a certificate of occupancy from the office. Increase response rate by 10%.
- New field staff should complete at least two more of their required pre-certification courses with a passing grade during the fiscal year. Provide assistance and resources to make this happen.
- Provide update seminars in the evening hours for contractors, electricians, plumbers, and HVAC installers to review updates to the new codes.
- Provide next-day inspections at a rate exceeding 95% on-time completion.
- Complete the relocation and consolidation of the Sylva office to the new Community Services Center, along with Environmental Health.
- Continue ongoing enforcement of riparian buffers, per the 2040 land use plan.
- Reinstate regular monthly meetings of Plan Review Team suspended due to pandemic.



*The Unfinished Health Sciences Building at SCC
Courtesy of Southwestern Community College*

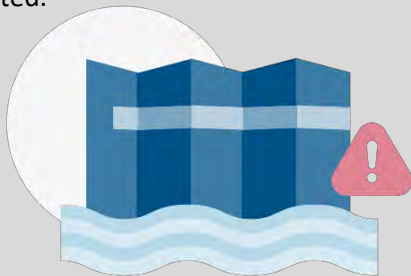
Permitting and Code Enforcement Overview

The Department of Permitting and Code Enforcement has 18 full-time employees. The annual budget is about \$1.5 million dollars, 60% of which comes from permit fee revenues. The department administers and enforces all North Carolina State Building Codes, the Flood Damage Prevention Ordinance, the Sediment Control Ordinance, and other Jackson County ordinances that regulate new development. The Department of Permitting and Code Enforcement also issues permits for a multitude of types of development activities. The following sections depict the major types of permits that the department issues and inspects on a regular basis.



Common Types of Permits

- **Erosion and Sediment Control** – Site grading and storm water planning for new construction sites. There are some exemptions for agricultural use.
- **Floodplain** – Any type of use that occurs in a mapped floodplain area requires a permit; this helps determine what special measures may need to be taken for development. In some flood areas, certain types of development may not be permitted.



- **Building Permits** – Any new structure or change to a system, i.e., framing, electrical, plumbing, mechanical, will usually require a permit. There are some exemptions for agricultural uses.
- **Fire Inspections and Permits** – Permits for large tent events and firework shows. Also, the inspection of businesses, schools, apartments, and foster homes for ensuring the compliance of the State Fire Prevention Code.

Empowering Ordinance

On March 8th, 2007, the Jackson County Board of Commissioners adopted a Land Development Compliance Ordinance, which coordinates all ordinances related to development within Jackson County.

Prior to beginning any project defined as “development” in Jackson County, compliance with the Land Development Ordinance must be confirmed. This information can be found in Article III, Section 3.7.8 of the Jackson County Unified Development Ordinance.



*Residential Construction Site
Courtesy of Permitting & Code Enforcement*

Fire Inspections and Permits

The office of Fire Inspections conducts fire inspections and issues fire prevention permits to be sure that the necessary safety requirements are being met for new and existing buildings and several community events throughout Jackson County. Examples of some of the locations that the Office inspects to ensure fire safety include:

- Large tents for local events, weddings, etc.
- Fire safety for commercial structures - schools, restaurants, retail shops, apartments, hospitals, etc.
- The NC Division of Social Services mandates inspections of foster homes.
- Emergency planning and preparedness facilities.
- Any large fireworks show in the county must be inspected for safety.

**ARE YOU READY
FOR YOUR FIRE
INSPECTION?**

Commonly Missed Items Found During Fire Inspections

- Exit issues – blocked aisles, locked doors, or blocked open first doors.
- Broken or defective electrical fixtures – Fire alarms, fire extinguishers, and sprinklers in businesses that have not been regularly inspected or tested by a qualified company.
- Improper storage of combustibles that are too close to heat sources or ceilings.
- Improper storage or use of flammables liquids or hazardous materials.
- Improper use of extension cords to substitute for permanent wiring, daisy chained surge protectors and cords in the path of travel.
- Inoperative EXIT signs and emergency lights; e.g., bad bulbs and batteries for backup in case of electrical power failure.
- Bad housekeeping without regular trash removal.
- Blocked electrical panels; minimum clearance is required in the front and sides of the panels.
- Street address numbers that are not displayed or are not the proper size.



Noble Hall at WCU

Courtesy of Western Carolina University

Contact Information

Permitting and Code Enforcement Director

Tony Elders
tonyelders@jacksonnc.org

Sylva Office

Address: 538 Scotts Creek Road, Suite 205
Sylva, NC 28779

Phone: 828-586-7560

Fax: 828-586-7563

Cashiers Office

Address: 357 Frank Allen Road
Cashiers, NC 28717

Phone: 828-745-6850

Fax: 828-745-6867

Jackson County

Economic and Physical Development

Departmental Goals for FY 2021-2022

- **Business Development**
 - Fully explore a minimum of 30 credible lead opportunities for business development, business retention or expansion, etc.
 - Partner with a 3rd-party consulting firm to complete revision of the Comprehensive Economic Development Strategy (CEDS).
 - Convene and facilitate planning discussions, including a possible feasibility study, for the Dillsboro River Park project.
 - Develop and execute an annual Shop Local campaign that will support Jackson County businesses through print media, radio, and outdoor advertising messaging.
 - Explore all options for the development of innovation space, with specific emphasis on tech, light advanced manufacturing, and outdoor recreation centers.
- **Infrastructure**
 - Continue participating in discussions with TWSA, Duke Energy, and other utility partners to plan accordingly for future development opportunities.
 - Continue working with local and regional allies to develop feasible strategies for community-based broadband deployment.
- **Workforce Development**
 - Actively market Jackson County's designated Opportunity Zone for development/housing purposes.
- **Community/Workforce Development**
 - Continue working with the Housing Committee in order to develop recommended policies regarding incentives for new housing development.
- **Community Development**
 - Continue working with local municipal and community leaders to identify and implement reasonable and sustainable strategic economic and community development policies and projects.
- **Regional Development**
 - Actively participate in and provide leadership for the Mountain West NC Partnership to leverage regional assets for new business development and expansion.



*The Sylvia Mural on Mill St.
Courtesy of Jackson County TDA*

Economic Development's Focus

The focus of the Economic Development office centers on being the catalyst for job creation, business development, and support for our existing business community. Together with elected and appointed officials from state and local governments and agencies, along with business and educational leaders from our area, we will build a strong coalition to further develop the economy of Jackson County, from both an internal and external perspective.

The Department of Economic Development will leverage their vast resources and established brands to promote Jackson County as the economic hub of Southwestern North Carolina. They will partner with our surrounding counties to stimulate a regional economy that is beneficial to all, while positioning Jackson County's "sense of place" as the ideal location to live and work.



*Downtown Dillsboro
Courtesy of Jackson County TDA*

Our Partners

For Jackson County, teamwork is held in the highest of regards. Together with our industry and business partners, the Department of Economic Development has created an environment that engages the community and leverages the economic assets of our county. Whether your business needs educational, technical, industrial, or entrepreneurial support, there is a wealth of resources available.

Our partners include, but are not limited to:



**SOUTHWESTERN COMMISSION
COUNCIL OF GOVERNMENTS**



HARRIS
REGIONAL HOSPITAL

A Duke LifePoint Hospital

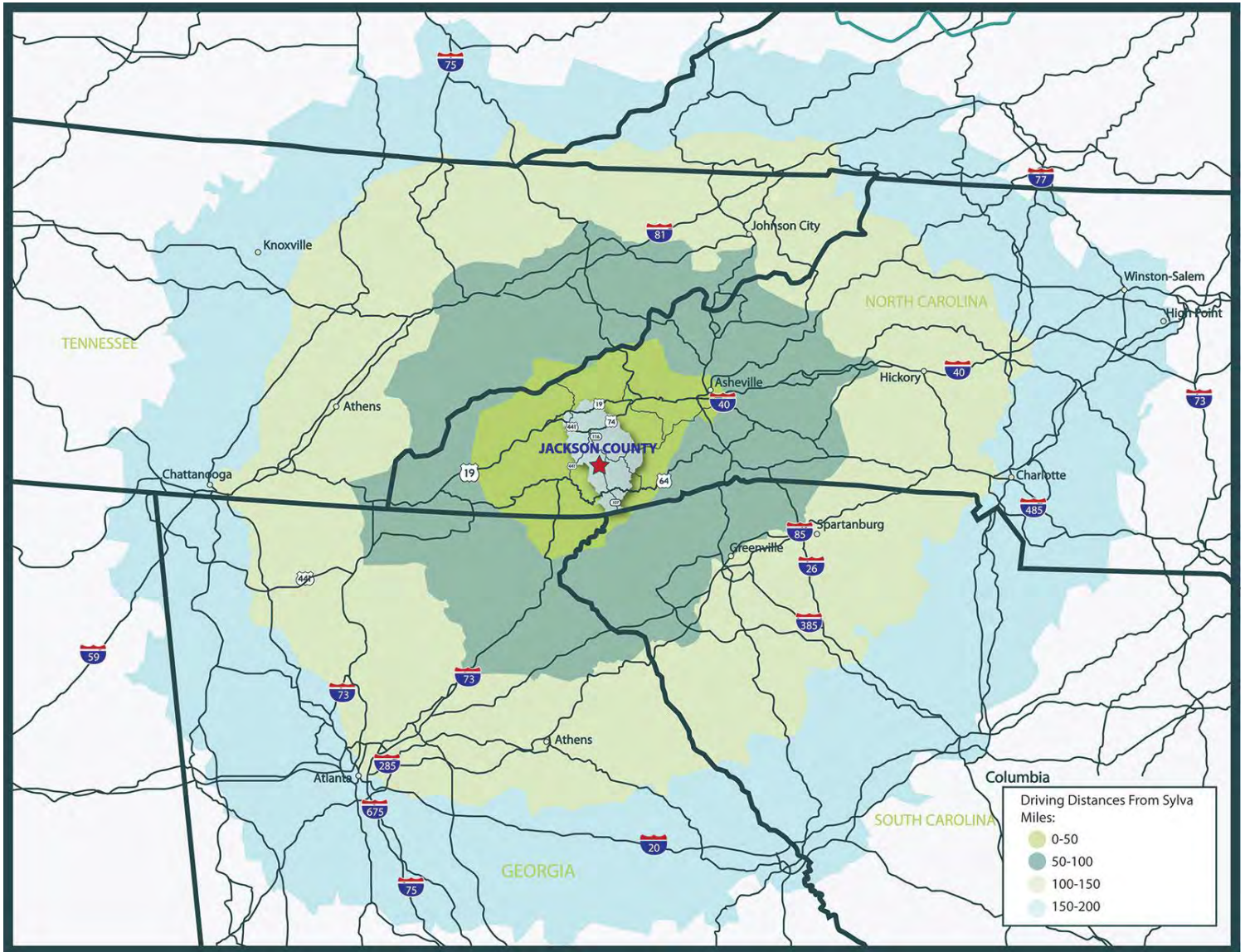


**Western
Carolina**
UNIVERSITY



TUCKASEGEE
Water & Sewer Authority
SERVING JACKSON COUNTY

Southwestern
COMMUNITY COLLEGE



Explore Jackson County, NC

We invite you to experience Jackson County, North Carolina, located in the heart of the Great Smoky and Blue Ridge Mountains. Centrally located to most major cities and transportation routes on the East Coast, Jackson County is convenient to Asheville, Greenville/Spartanburg, Charlotte, Atlanta, and Knoxville.

Jackson County offers scenic small towns, award-winning educational and cultural opportunities, exceptional natural resources and outdoor recreation, and a business-friendly community that enhances quality of life and quality of place. Allow us to support your business by putting the assets and resources of Jackson County to work for you.

"We were drawn to Jackson County to start up our business because it is a vibrant, growing, and community-focused town. It has been wonderful to contribute to the draw of downtown Sylva and feels great to make a difference in the community we live in. We couldn't dream of a better place to have started a business and being here has exceeded our hopes and expectations for what we are trying to create within this community."

- Nicole Dexter
Innovation Brewing

The People of Jackson County

Jackson County is home to over 40,000 residents, with steady population growth expected to continue well into the next decade. Our residents are diverse and engaged – the average age is typically under 40 – and well-educated, with more than 85% of the population over 18 holding at least a high school diploma. As the home of both Western Carolina University (WCU) and Southwestern Community College (SCC), Jackson County boasts numerous professional, technical, and business educators and leaders, many of whom are applying their real-world career experience as a catalyst for educating the people of this region.

The most recent census data suggests that Jackson County was the fastest-growing county in the seven-county region that comprises the Southwestern North Carolina Mountains, which demonstrates an increase of 21.5% over the 2000 population statistics.

The Culture and History of Jackson County

The culture of Jackson County begins with the Eastern Band of Cherokee Indians (EBCI), where the Oconaluftee Indian Village, the Museum of the Cherokee Indian, and the “Unto These Hills” outdoor drama bring Native American history to life. These venues, events, and more help illustrate the 11,000-year-old history of the Cherokee people, whose culture and resilience mirrors the beautiful, resolute mountains we call home.

The history of the region is also shared at curated exhibits at WCU’s Mountain Heritage Center, which is located in the Hunter Library on WCU’s campus in Cullowhee, and tracks settler and cultural heritage from the 1700’s to the present day. The Mountain Heritage Center also celebrates Mountain Heritage Day, which annually attracts over 15,000 visitors who come to see the 130+ food vendors, artisans, and entertainers celebrating the Southern Appalachian mountain culture; a true one-of-a-kind event for the whole family!

Outdoor Adventures in Jackson County

The Western North Carolina (WNC) Fly Fishing Trail and Cherokee Fly Fishing Trails both rank among the best places to fly fish in the eastern United States. The Cherokee streams are the longest, privately-owned and stocked fishing waters east of the Mississippi. Jackson County, as the official Trout Capital of North Carolina, also hosts numerous world-class trout fishing tournaments year-round in its 4,600 miles of trout streams.

The Tuckasegee River spans from the northern point of Jackson County to the southern tip. The controlled waters released by Duke Energy on the West Fork of the river transform a docile stream into a whitewater adventure for paddlers throughout the year. The river’s center section is perfect for fishing, relaxing, or canoeing, while the Dillsboro section of the river provides a perfect place for a family adventure.

Just south of Cashiers is Whitewater Falls, a spectacular 411-foot plunge, and the highest-elevation waterfall east of the Rockies! Also, one of the highest-elevation lakes east of the Rocky Mountains, Lake Glenville is the largest lake in Jackson County, and has earned a reputation as a bass fisherman’s delight. Perfect for boating and water-skiing, Lake Glenville also features a swimming area with a sand beach and trail to High Falls.



*Kayakers at High Falls
Courtesy of Jackson County TDA*

Buy Local Campaign

The Jackson County office of Economic Development is dedicated to supporting small businesses throughout Jackson County and, as part of that dedication, partners with the Jackson County and Cashiers Chambers of Commerce in the “Buy Local” campaign, which seeks to remind Jackson County residents to support their community by frequenting local businesses when they go out to shop, dine, and play through print, radio, and digital paid advertising.

Any business in Jackson County that would like to take part in this campaign may use the Spend Local signage featured to the right in printed color posters to display in their shop or restaurant windows.

To learn more about this campaign and/or how you can help support local businesses, please contact the Jackson County and Cashiers Chambers of Commerce or visit the link below:

<https://www.allinjacksonnc.com/>



*Sunset on the Tuckasegee River
Courtesy of Jackson County TDA*

Contact Information

Jackson County encourages and supports economic development options that promote the well-being and growth of the business community, diversify the tax base, and offer improved opportunities for its citizens.

We are committed to helping you and your business thrive here in Jackson County.

If you're a business owner and/or are looking to get more information on what Jackson County's office of Economic Development offers, connect with us!

Economic Development Director

Tiffany Henry
(828) 631-2240
tiffanyhenry@jacksonnc.org

Address

401 Grindstaff Cove Road, Suite A231
Sylva, NC 28779

Email:

jacksonthrive@jacksonnc.org

Online:

Website: <https://www.allinjacksonnc.com/>

Facebook: AllinJacksonNC

Jackson County

Tourism Development Authority

The Jackson County Tourism Development Authority's (TDA) mission is to promote growth of tourism opportunity that benefits the Jackson County economy. The Jackson County TDA was established in 2013 by an act of the North Carolina General Assembly.

The Jackson County TDA has 9 voting board members appointed by the Jackson County Board of Commissioners and meet monthly. The Jackson County TDA is funded by a 4% room occupancy tax collected from guests utilizing Jackson County accommodations. No property taxes are used to fund the Jackson County TDA. The Jackson County TDA has two staff members: (1) its Executive Director, Nick Breedlove, and (2) its Sales and Marketing Manager, Caleb Sullivan.



Departmental Goals for FY 2021-2022

Sales

- Join meeting planner and group tour associations to build relationships with planners.
- Utilize Jackson County's natural assets, unique meeting spaces, and accommodation inventory to bring group bookings to our area.
- Build a diversified and loyal group travel client base for Jackson County.
- Work closely with accommodation providers to jointly fill room blocks during need periods.
- Work with group planners, tour operators, and local stakeholders to create unique experiences for groups visiting Jackson County.
- Work closely with hoteliers to understand their needs and desires for group bookings.

Departmental Goals (continued)

Destination Marketing

- Develop strategies to protect what we have while attracting events and visitation to our community.
- Connect with customers through all stages of their experience from awareness to interest to booking to visiting to post-visit.
- Place greater emphasis on engaging with customers in two-way conversations, more so than one-directional communication.
- Build the destination brand around the community's goals, values, and creative energy.
- Elevate our destination brand by promoting progressive people and organizations invested in sustainability and equality.
- Increase and prioritize messaging for the high-value, mindful visitor who contributes more to our community, economically and otherwise.
- Improve and align data management and digital strategy to optimize marketing return on investment (ROI) (to compensate for loss of 3rd party cookie data).

Destination Management

- Protect and steward our natural environment and our authentic social and cultural characteristics.
- Balance the need for growth with responsible and sustainable development.
- Develop outreach programs in the local community to broaden our networks.
- Be more involved in economic development initiatives.
- Connect visitor experience with the quality of life of residents in my community.
- Support initiatives to address hospitality industry workforce shortages.
- Expand networks and collaboration with health, safety, and security organizations to improve our destination's resilience to future shocks.

Destination Organization

- Adopt operating standards and consistent measures of performance with other destination organizations.
- Develop new key performance indicators (KPIs) to better measure the economic and social impact of tourism and business events beyond visitor volume.
- Acquire competencies and skill sets to effectively compete in a disruptive economy.
- Pay close attention to safety, health, and security as a strategic consideration in our future planning.
- Acquire competencies and skill sets to effectively compete in a disruptive economy.
- Pay close attention to safety, health, and security as a strategic consideration in our future planning.

Marketing & Communications

In collaboration with the Jackson County TDA's Executive Director, the JCTDA's agency, Rawle Murdy, sets strategy, then plans and executes the integrated marketing programs for JCTDA. Based in Charleston, SC, Rawle Murdy has been leading successful marketing communications for travel and tourism clients for more than 40 years. The agency began working with the JCTDA in 2016.

Paid Media (Advertising)

Research, plan, buy, and evaluate a variety of print and digital advertising media that drives quality leads/inquiries and visits to Jackson County. Also under paid media is Search Engine Marketing - Sponsored ads that appear when a user is searching for anything Jackson County related on Google or Bing.

Creative Development

Creation of digital, print, and video advertising, promising that a trip to Jackson County is the escape from their everyday lives they've been looking for. The 'Play On' brand is featured in all advertising and further supported through authentic imagery of Jackson County.

Website

www.DiscoverJacksonNC.com is an online platform for all brand content supporting social media, paid search, email, and paid media channels. The website features information on outdoor adventures, attractions, food & lodging listings, and trip planning.

Public Relations

In 2021, the JCTDA contracted with Lou Hammond Group, based in Atlanta and Charleston, to manage its Public Relations Services. Each day, the LHG team combs through 70 newspapers and nearly 200 websites. The team also reads 100+ regional and national magazines monthly to track client/competitor coverage and identify placement opportunities.

LHG conducts the following for Jackson County:

- Strategic planning
- Aggressive media relations implementation
- Thought leadership
- Media events, missions
- Media training, as needed
- Deskside appointments
- Group and individual press trips
- Awards and accolades planning and outreach
- Synergistic partnership and promotions
- Crisis strategy and management
- Reporting



Strategic Plan & Committees

The Jackson County Tourism Development Authority finalized its Strategic Plan in 2019 that contains the guiding goals and objectives for the organization. The complete plan, along with other information about the JCTDA, can be viewed online at www.JacksonCountyTDA.com.

The JCTDA Grant Program Committee recently completed its work with an overhaul of the TDA's grant program.

In 2021, after meeting for almost a year, two committees have been combined into one: Product and Experience Development and Community and Visitor Engagement. The combined committee will focus on Capital Project program guidelines.

The Sustainability and Stewardship Committee's task is to protect our greatest natural assets in perpetuity for future generations to enjoy the same opportunities our visitors and residents have today. With a large percentage of our visitors coming to experience our region's natural beauty, keeping our destination clean will be a priority of the Sustainability and Stewardship Committee. Achieving this will be done by working with public and private sector community partners to address issues such as litter, adequate access to natural resources, proper site signage, restrooms and other facilities, and addressing de-promotion and overtourism.

All committees are comprised of JCTDA Board Members, leadership, community members, and key stakeholders.



Jackson County Green Energy Park

The Jackson County Green Energy Park utilizes clean, renewable energy resources to encourage economic development, provide environmental protection, and offer educational opportunities that will help move towards a more sustainable future for Western North Carolina. Located in Dillsboro, the Jackson County Green Energy Park captures methane gas from the old town landfill, and uses the gas as fuel for a series of artisan studios, including glasswork, blacksmithing, ceramics, and an art gallery.



*A Bronze Pour Demonstration
Courtesy of the Green Energy Park*

What does the Green Energy Park Offer?

- **Glass** - The Glass Studio is one of the only hot shops in the world utilizing landfill methane gas as a fuel. Glass Studio space is available for rent.
- **Blacksmithing / Metals** — The Metals Shop features the first blacksmith forges and art foundry ever fired on landfill gas. Metals Shop facilities and equipment are available for rent.
- **Ceramics** – The Green Energy Park Anagama Kiln is modeled on ancient Japanese designs. The 100 ft.³ kiln is fired using wood salt, baking soda, and waste vegetable oil as fuels. The kiln is available for public firings several times throughout the year.
- **Gallery** – The Art Gallery showcases the exquisite work created by artists using renewable energy.
- **Guided Tours** – **Currently, due to ongoing construction, our tours are limited to small groups by appointment only.** Tours generally include a glassblowing demonstration, a walking lecture on the GEP's renewable energy use and history, a visit to the ceramics kiln, and a blacksmithing demonstration, when available.



*Blacksmith Brock Martin Hard at Work
Courtesy of the Green Energy Park*

Environmental Benefit

The Green Energy Park uses methane gas as fuel for artisan operations. The methane gas from landfills is a very potent greenhouse gas, which is damaging to the environment. By burning landfill gas as fuel, projects provide direct and immediate improvements to the environment and local air quality. By drawing gases out of the landfill, the Green Energy Park also helps to prevent benzene and other carcinogenic chemicals from reaching the Tuckasegee River.



A Methane Gas Extraction Well
Courtesy of the Green Energy Park

Yearly Reductions in Emissions:

- Prevents 281 tons or 13.5 million cubic feet of methane from entering the atmosphere. This is enough to cover a football field 300 feet high.
- Offsets 7,025 tons of CO₂ that would have been created by fossil fuels instead.

That is Comparable to:

- Removing 916 vehicles off the road, or
- Planting 1,305 acres of forest, or
- Preventing the use of 11,104 barrels of oil, or
- Displacing the use of 521,870 gallons of gas

“The GEP is a great asset to Jackson County.”

- Mary Gwen Kistler, NC

Tours

Educating the public is one of the main goals of the Green Energy Park. At the Green Energy Park, individuals may be educated on glassblowing, blacksmithing, or how the facility is powered. The artists are always glad to talk with folks about their projects, answer questions about renewable energy, and consider recommendations for future additions to the Green Energy Park.



General Tours

Currently, due to ongoing construction, our tours are limited to small groups by appointment only.

The Green Energy Park also welcomes group tours. Group tours for schools, businesses, and other organizations are offered by appointment only. There is no set fee for the tours, but the Green Energy Park does appreciate small donations if individuals find a project that they would like to support.

Call (828) 631-0271 to schedule a tour!

“Wish I had come here before now!”

- Robert Edwards, NC

Green Energy Art Classes

Over the past few years, the classes offered at the Green Energy Park have been a huge success, with several hundred folks coming to learn new skills, make new friends, and have an enjoyable time. It has been a positive experience for students and teachers alike.

Each artist at the Green Energy Park is extremely skilled and experienced at working with students of different proficiency levels, from first-timers to advanced students.

Additionally, each artist has a page on the Green Energy Park website where examples of the artists' works are present, which can be found at the following link: www.jcgep.org.

If an individual visiting the Green Energy Park is a Jackson County resident, they may note this at registration in order to receive a 10% discount on their class.

Class Schedules

Please note, due to ongoing construction, classes are being conducted by appointment on a limited basis. Information regarding classes offered by the Green Energy Park can be found by following these steps:

- Navigate to www.jcgep.org.
- Click on the "classes" tab, located in the upper left-hand corner of the page.
- Here, information regarding class schedules and registration can be found.
- To view examples of beginner classes, intermediate classes, advanced classes, and general information and policies, click the appropriate button located in the upper right-hand corner of the page.

Current examples of classes include an introduction to glass blowing, glass vase/ornament-making, metal-making, and more.

Beginner-Friendly Classes

No experience necessary! The beginner's classes give students an introduction on working with glass or metal, including use of basic tools, safety practices, and understanding the medium.

Beginner glass classes focus on solid shapes (paperweights) and simple vessels like bud vases. Beginner metal classes center on making hooks, butter knives, and other small projects that teach multiple skills.



Contact Information

JCGEP Director

Timm Muth
info@JCCEP.org

Classes, Tours, & General Info

Chelsea Miller
programs@jcgep.org

Address

100 Green Energy Park Rd.
Dillsboro, NC 28725

Phone Number

(828) 631-0271

Website

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



Jackson County Department of Public Health Mission

The mission of the Jackson County Department of Public Health is to enhance, promote, and protect the health of all Jackson County residents. This is done through clinical and nursing practices, environmental health, WIC/nutrition services, health education, public health preparedness, disease outbreak research and prevention, and more. The Health Department is accredited by the North Carolina Local Health Department Accreditation program.

The Health Department offers an array of services to the residents of Jackson County and surrounding areas. These services include, but are not limited to, the adult health clinic, outreach services, animal control/shelter, women's preventive health, work site wellness, emergency preparedness, prenatal, WIC services, health education, family planning, breastfeeding services, Safe Kids coalition, immunization and vaccinations, nutrition services, Healthy Carolinians of Jackson County, communicable disease, inspection services, Cullowhee Community Garden, the Employee Health Clinic, on-site waste water, wells, and testing, vital records, and laboratory services.

Departmental Goals for FY 2021-2022

- **Efficient Services**
 - Work to improve the accessibility, quality, and utilization of health data.
 - Assess the satisfaction of customers, both clinical and Environmental Health.
 - Transition to newly remodeled Community Services Building.
 - Modify current Electronic Health Records system for better use within the Health Department.
 - Implement an electronic standardized policy development, revision, and acknowledgement process.
 - Continue to work towards becoming paperless in the clinic.
 - Work towards becoming “paper-lite” in Environmental Health.



*Pinnacle Park
Courtesy of Jackson County TDA*

Department Goals for FY 2021-2022 (Continued)

- **Agency of Excellence**
 - Assess and support the nutrition needs in Jackson County, guided by the CHA and CHIP.
 - Support programs and policies that decrease the effects of tobacco use in Jackson County, guided by the CHA and CHIP.
 - Act as the lead agency for the Healthy Carolinians of Jackson County Steering Committee and Action Teams.
 - Develop and publish a Community Health Assessment (CHA).
 - Complete a Community Health Improvement Plan (CHIP) and/or Action Plans.
 - Develop and publish a State of the County Health Report (SOTCH).
 - Maintain full accreditation status.
 - Provide or assure comprehensive healthcare to the community.
- **Agency of Excellence Continued**
 - Promote the Health Department as a competitive service provider, leader in education, and source of quality health information.
 - Provide quality Environmental Health Services in a timely and efficient manner.
- **Competent Workforce**
 - Assess the satisfaction of employees.
 - Promote agency-wide communication and teamwork.
 - Maintain a Workforce Development Plan that addresses the professional development needs of each section at the Health Department.
 - Assure quality customer services through pertinent staff training.
 - Stay abreast of and adapt to the rollout of Medicaid Transformation.

Environmental Health

The Environmental Health section of the Jackson County Department of Public Health aims to promote human health, while protecting the environment through the practice of environmental health science, technology, policies and regulation, public education, and a strong dedication to the public trust. The Environmental Health staff acts as agents of the State and adhere to North Carolina rules and guidelines.

The areas that are overseen by Environmental Health are the Jackson County Animal Shelter, on-site wastewater protection, and water testing. Environmental Health is also responsible for inspecting and ensuring that sanitation is within regulation for all restaurants, lodging facilities, childcare or schooling facilities, nursing homes, pools, tattoo parlors, and more. The main goal of the Environmental Health section of Jackson County’s Department of Public Health is to focus on the environmental impacts of human health.

Jackson County Animal Shelter

Jackson County Department of Public Health believes that both pets and people deserve to live in a safe community together. The main missions of the staff at the Animal Shelter is overseeing animal control and public health protection by enforcing state rabies laws. The Shelter provides a variety of other services, including pet adoption and reunification, picking up stray and unwanted animals, confinement of biting animals, investigation of cruelty and nuisance complaints, annual rabies vaccine clinics, community patrolling for violations, and community education. To contact the Jackson County Animal Shelter, individuals may call **(828) 586-6138**.

| Animal Take-ins | 2020-2021 |
|---|------------|
| Dogs | 412 |
| Cats | 453 |
| Wildlife | 35 |
| Total | 900 |
| Total Return to Owner/Adopt/Transfer | |
| Dogs | 474 |
| Cats | 209 |
| Total | 683 |
| Spay/Neuter | |
| Dogs | 78 |
| Cats | 97 |
| Total | 175 |

On-site Wastewater Protection & Water Testing

One of the duties of the Environmental Health section of the Jackson County Department of Public Health is issuing permits for and conducting inspections of wells and septic tanks. Obtaining a well and/or septic system permit from Environmental Health before beginning construction is mandatory. When individuals complete the application process, which includes an applicable fee, an environmental health specialist will assist them with the permitting process.

Environmental Health also coordinates with the laboratory to perform both private drinking water testing and public drinking water testing. Private drinking water testing is available to the general public, while public drinking water testing is available to public water suppliers. Common tests include bacterial, nitrate/nitrite, and more. All drinking water samples are accepted on Monday through Wednesday from 8:00 a.m. until 4:00 p.m.

For any additional information about Environmental Health, individuals may call **(828) 587-8250** or **(828) 587-8253**.



Food & Lodging Inspections

Environmental Health conducts all food and lodging inspections and permits in Jackson County.

Food – Restaurants, food stands, and other places that prepare food for sale to the public must obtain a permit from Jackson County Environmental Health, per North Carolina law. Furthermore, Environmental Health inspects these facilities one to four times a year, depending on menu items and food processes to ensure measures of food safety and sanitation.

Lodging – Environmental Health inspects lodging facilities once a year to ensure that the facilities are as safe and healthy as possible for public visit. Owners or operators of lodging facilities in Jackson County should be familiar with the State rules regarding operating a lodging establishment.

Institutions – Environmental Health also provides inspections and permits for camps, child care centers and schools, nursing homes, and other institutions. For more information on Environmental Health inspections, please visit <http://health.jacksonnc.org/environmental-health>.

Environmental Health Education: ServSafe Program

According to the North Carolina Food Code of 2009, all food-related establishments must have at least one certified food protection manager. This is an employee in a supervisor or management position who has received a certificate from an American National Standards Institute (ANSI) accredited program.

ServSafe, an ANSI accredited program course, is offered by Jackson County Environmental Health. ServSafe is a Food Safety Certification program developed by the Education Foundation of the National Restaurant Association. This course is designed for food service managers and supervisory staff in restaurants, hospitals, nursing homes, child care facilities, and other food-handling establishments. Some of the key concepts presented in the course include:

- Sanitation – Learning the dangers of foodborne illness, foodborne illness prevention measures, good personal hygiene, and how to be a safe food-handler.
- The Flow of Food – Learning how to prevent cross-contamination and how to use time and temperature control effectively.
- Sanitary Facilities and Pest Management – Teaches critical aspects of cleaning, sanitation, and pest management.

There is a registration fee per person, which covers the cost of educational materials and testing supplies during the course. The registrant must attend all sessions in order to complete the course. To find out more information about the course, call **(828) 587-8250**.

Clinical Services

The Jackson County Department of Public Health offers clinical and nursing services to individuals of all ages. These services are often intended to be preventative. Some of the most common services that are offered include immunizations, blood pressure screenings, communicable disease prevention, STD screening, pregnancy health services, counseling, and more. Clinical and nursing services are available by appointment only on Monday through Friday at the Sylva location and every third Thursday of the month at the Cashiers location.

Adult Health Services

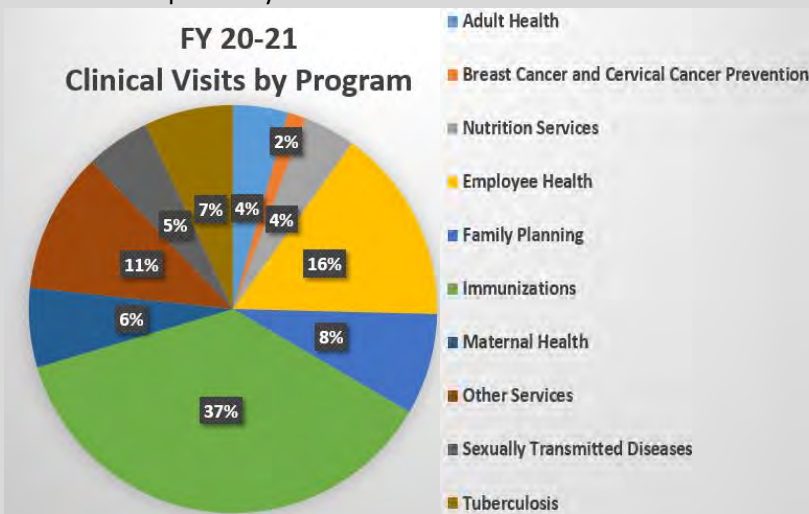
The following services are available to adult residents:

- Wellness screenings
- Physicals (limited CDL, BLET, and DOC)

Children’s Health Services

The following services are available to child- and adolescent-aged residents:

- School Health Assessments
- Sports Physicals



Women’s Health Services

The following services are available to women:

- Family Planning
- Prenatal Care (including High-Risk Perinatal care and OB Care Management)
- Breast and Cervical Cancer Control (BCCCP) and Well-Integrated Screening and Evaluation for Women Across the Nation (WISEWOMAN)

Sexual Health Services

The following sexual health services are available at the Health Department:

- Confidential testing and counseling for STD’s
- Condoms available free-of-charge

Immunizations

The following immunization services are available at the Health Department:

- Childhood immunizations
- Adult immunizations
- Adolescent immunizations
- College-entrance immunizations
- Seasonal flu vaccine
- COVID-19 vaccine

COVID-19

COVID-19 vaccines are now available to all adults across North Carolina. Since the Health Department offers the Moderna and Johnson & Johnson vaccines, we are able to vaccinate those 18 years and older.

Total vaccines administered through the Health Department (to date):

16,155

To make your appointment for a COVID-19 vaccine at the Health Department, call **(828) 587-8289** for English and **(828) 587-8227** for Spanish (Español).

Public Health Laboratory

The Jackson County Department of Public Health also offers laboratory services. These services include, but are not limited to, paternal DNA testing, drug screenings, STD testing, and water testing for the general public and public water suppliers (e.g., churches, schools, restaurants, et al.).

Due to COVID-19, the Jackson County Department of Public Health is currently operating through appointments only.

To learn more about the various laboratory services provided, visit us at <http://health.jacksonnc.org/lab>.

Health Education

The Jackson County Department of Public Health strives to provide quality education programs for Health Department patients and the community-at-large. The Health Education Section of the agency works closely with local work sites, schools, community groups, and individuals to promote healthy lifestyles.

Healthy Carolinians of Jackson County

Healthy Carolinians of Jackson County is an advocacy-based group that is comprised of volunteer agencies and community members. These agencies and individuals work to improve the quality of health for residents through improved health services, increased efficiency and use of health services, and community empowerment. The two priority focuses for Healthy Carolinians of Jackson County are substance abuse prevention and obesity prevention through physical activity and nutrition. The Health Department also facilitates the Community Health Assessments (CHA), Community Health Improvement Plans (CHIP), and State of the County Health Reports (SOTCH), which can be viewed by visiting the Jackson County Department of Public Health website at this link: <http://health.jacksonnc.org/community-health-data>.

Adolescent Pregnancy Prevention Program

The Adolescent Pregnancy Prevention Program (AP3) is through the Teen Pregnancy Prevention Initiatives that provide adolescents with the knowledge, skills, and support to prevent pregnancies and sexually transmitted infections. In Jackson County, the program is delivered by implementing the Making Proud Choices curriculum to Jackson County Public Schools, and through providing Senior Seminar.

Making Proud Choices – An eight-module curriculum that provides adolescents with the knowledge, confidence, and skills necessary to reduce the risks of sexually transmitted diseases, HIV, and pregnancy by abstaining from sex or using condoms.

Senior Seminar – Senior Seminar provides seniors in high school with a five-part exploration on healthy decision-making. Outside speakers discuss money management, personal violence, STIs and contraception, substance abuse, and legal consequences of high-risk choices.

Cullowhee Community Garden

The Cullowhee Community Garden is a donation-based food relief program. Individuals may adopt an available plot, free-of-charge, and plant produce of their choice. Synthetic pesticides and fertilizers are not utilized in the community garden. While individuals may use up to half of their produce, at least half must be donated to a food relief agency in Jackson County.

The community garden is located at 65 South Painter Road in Cullowhee.



Diabetes Prevention Program

The CDC National Diabetes Prevention Program (DPP) is an evidence-based lifestyle change program aimed towards preventing type 2 diabetes. This year-long program helps participants make lifestyle changes such as eating healthier, including physical activity into their daily lives, and improving problem-solving and coping skills. Participants meet with a trained lifestyle coach and a small group of people who are making lifestyle changes to prevent diabetes. Sessions are weekly for 6 months and then monthly for the following 6 months. This proven program can help people with prediabetes and/or people who are at risk for type 2 diabetes make achievable and realistic lifestyle changes and cut their risk of developing type 2 diabetes by 58%.



To find out more information regarding the DPP or to ask about qualifications, contact Lifestyle Coach Janelle Messer at:

(828) 587-8238 or janellemesser@jacksonnc.org

Safe Routes to School (SRTS)

The Safe Routes to School (SRTS) program serves Jackson, Haywood, Macon, and Swain Counties by promoting biking and pedestrian safety. The purpose of the program is to:

- Enable and encourage children, including those with disabilities, to walk and bicycle to/at school.
- Make bicycling and walking to school a safe and more appealing transportation alternative.
- Facilitate the planning, development, and implementation of projects and activities that will improve safety and reduce traffic, fuel consumption, and air pollution in the vicinity of schools.



Child Safety Seat Program

The Jackson County Department of Public Health has trained Child Passenger Safety Technicians on staff. The technicians are on duty Thursdays, by appointment, to assist with child safety seat checks, provide educational information on child safety seats, and to assist with the purchase and installation of a new child safety seat.

Convertible and booster seats for infants and children are available for \$25 each and no-back Booster seats are available for \$10 each.

To make an appointment to have a child's car seat checked, call **(828) 587-8289**.

Care Management for At-Risk Children

The Care Management for At-Risk Children (CMARC) Care Manager works with children from birth to five-years-of-age and their families. Children who qualify may be medically fragile, use Medicaid services, be in foster care, or experiencing toxic stress. The Care Manager works with families to coordinate specialized services and other necessary resources, and acts as a support system over the course of the child's development.

The CMARC Care Manager also coordinates a free Diapers and Wipes program for Jackson County residents. Families are able to receive a free pack of wipes and diapers once per month.

For more information on CMARC, call **(828) 587-8286**.

Smart Start Program

Child Care Health Consultants (CCHCs) assist all licensed childcare providers in Jackson, Haywood, and Swain counties to ensure high-quality standards of health and safety are met. CCHCs are trained and certified to provide comprehensive NC Health & Safety Assessments, facilitate state-mandated trainings, and provide on-going technical assistance on inclusion of children with special needs, health care plans, policies and procedures, resources and referrals, injury prevention, and disease management.

CCHCs also provide the Pack-n-Play program, which helps provide a safe sleep environment and educate caregivers on sudden infant death syndrome (SIDS).

For more information, please call **(828) 587-8280** or **(828) 587-8275**.



smart start

Nutrition Services

Proper nutrition is an important component of overall good health. The Jackson County Department of Public Health offers a variety of nutrition services to help prevent or manage medical conditions.

Programs include Medical Nutrition Therapy (MNT), Diabetes Self-Management Education and Support (DSMES), the Diabetes Prevention Program, Breastfeeding Support, and the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC).



What is WIC?

WIC is the Special Supplemental Nutrition Program for **W**omen, **I**nfants, and **C**hildren, funded by the United States Department of Agriculture (USDA). Who is WIC for?

- Children up to 5-years-of-age
- Infants
- Pregnant women
- Breastfeeding women who have had a baby in the last 12 months.
- Women who have had a baby in the last 6 months.

WIC provides nutritious foods, nutrition education, referrals for health care, and breastfeeding education and support to families. The Jackson County Department of Public Health has also begun providing additional outreach services to make WIC more accessible. This includes mobile WIC, which travels to community locations to provide education on food and nutrition, the WIC program, and more. They were awarded grant funding to purchase a WIC Van to provide more mobile WIC opportunities.

To qualify for WIC in North Carolina, individuals must meet income guidelines, have a nutritional or medically-related health risk, and live in North Carolina.

Breastfeeding Peer Counseling Program

The Jackson County WIC Program participants in the Breastfeeding Peer Counseling Program have access to a peer counselor. The peer counselor is a trained, enthusiastic individual who has their own personal breastfeeding experience. Their job is to talk with pregnant women about breastfeeding and offer support and assistance once the baby arrives. The majority of support is carried out in the WIC office or by telephone. Hospital and home visits are available on a case-by-case basis.



Medical Nutrition Therapy (MNT)

The application of medical nutrition therapy (MNT) and lifestyle counseling as a part of the Nutrition Care Process is an integral component of the medical treatment for managing specific disease states and conditions. As such, it should be the initial step in the management of these situations. Cost-effective interventions that show improvements in personal health practices are likely to lead to substantial reductions in the incidence and severity of the leading causes of disease in the U.S.

The MNT Program of Jackson County provides access to care for our participants by providing them with nutritional counseling and ongoing follow-up for various conditions at no charge currently. With a physician's order, any resident in Jackson County can receive MNT Services. We also provide services for residents of other counties who do not have access to MNT services.

Diabetes Self-Management Education and Support (DSMES)

As an ADA-Recognized site in Jackson County, we provide access to DSMES to persons with diabetes in the region. We provide these services at no-cost currently. The purpose of DSMES is to prepare those affected by diabetes to:

- Make informed decisions.
- Cope with the demands of daily living with a complex chronic disease.
- Make changes in their behavior that support their self-management efforts and improve outcomes.

DSMES is reported to reduce the onset and/or advancement of diabetes complications, to improve quality of life and lifestyle behaviors (e.g., healthful eating, physical activity), to enhance self-efficacy and empowerment, to increase healthy coping, and to decrease the presence of diabetes-related distress and depression. DSMES has been shown to be cost-effective by reducing lifetime health care costs. DSMES has also been shown to improve hemoglobin A1c by as much as 1% for those participants who complete the program.

To learn more about these programs and services, or to schedule an appointment, please contact the WIC/Nutrition Services Section by calling **(828) 587-8243** or visiting health.jacksonnc.org/wic.

Contact Information

Main Location

538 Scotts Creek Road

Sylva, NC 28779

Office Hours: Mon-Fri, 8:00 AM-5:00 PM

Clinic Hours: Mon-Fri, 8:00 AM-11:30 AM
& 1:30 PM-4:30 PM

Lab Hours: Mon-Fri, 8:00 AM-3:00 PM

Cashiers Location

217 Frank Allen Road

Cashiers, NC 28717

Office Hours: Every 3rd Thurs of the month,
9:00 AM-12:00 PM & 1:00 PM-4:00 PM

Animal Shelter

436 Airport Road

Sylva, NC 28779

Office Hours: Mon-Wed, 9:00 AM-12:00 PM
& 2:00 PM-4:00 PM

Website: <http://animal.jacksonnc.org/>

Phone Number

(828) 586-8994

Email

General: publichealthinfo@jacksonnc.org

Environmental Health: envhealth@jacksonnc.org

Online

Website: <http://health.jacksonnc.org/>

Facebook: JacksonCoDPH

Instagram: @jacksoncodph



Jackson County

Transit

Departmental Goals for FY 2021-2022

- **Maintain a strong driver training and standards program.**
Follow all NCDOT/PTD requirements for training in areas of ADA Requirements, Emergency Procedures, First Aid, Drug & Alcohol, and Defensive Driving Training for all drivers. Each driver was evaluated during the year on each area of training and driving ability. The Director, Assistant Director, and Operations Supervisor attended training for Reasonable Suspicion and requirements and updates to FTA Drug & Alcohol requirements. Train another staff member in the usage of AssetWorks in order to stay up-to-date on vehicle maintenance and adhere to the vehicle maintenance schedule set forth by NCDOT.
- **Continue to monitor services and search for ways to increase ridership and funding.**
Continue to operate the Cashiers Senior route and provide trips to the VA in Asheville and Franklin without the previous amount of 5310 funding by utilizing the 5310 Grant, Block Grant, and EDTAP funds. Utilizing contract money as match will help keep these two services operating.
- **Pursue ways to increase ridership within the aging community.**
By using the marketing and promotional funds and actively pursuing marketing strategies, such as radio and billboards, placing brochures and posters in local businesses and area agency buildings. Promoting transit services will also be accomplished by maintaining strong relationships with human service agencies to promote transportation services to their clients.
- **Maintain and continue to increase transportation to the disabled community.**
By using marketing and promotional funds and actively pursuing marketing strategies, such as radio and billboards, placing brochures and posters in local businesses and area agency buildings. Promoting transit services will also be accomplished by maintaining strong relationships with human service agencies to promote transportation services to their clients.
- **Continue marketing services to the general public.**
Marketing to the general public continues to be achieved by utilizing local radio, newspaper, billboards, brochures, local events, and by maintaining a website with current information.
- **Trolley Route**
Continuing this service Monday – Friday from 7:00 a.m. until 5:00 p.m. and operating on Saturdays from 10:00 a.m. until 2:00 p.m. is beneficial for people living along this route to travel without having to schedule a ride 24 hours in advance. The Trolley now travels back to Dillsboro by returning back toward town along 107 and through backstreet Sylva. This has enabled riders to catch the Trolley as it returns to Dillsboro. Due to COVID-19, services on Saturdays were suspended and are anticipated to resume August 7th, 2021, the first Saturday of August.



Jackson County Transit Services and Stops

Jackson County Transit has proudly served the transportation needs of the citizens of Jackson County for the past 30 years. Transit is a fully coordinated, public transportation system that is operated as a branch of the Jackson County government. This department provides transportation for human services agencies, the elderly, people with disabilities, and the general public of Jackson County. Jackson County Transit also offers deviated fixed routes, para-transit service, and an on-demand response door-to-door service between 7:00 a.m. and 5:00 p.m. Monday through Friday, except on holidays.

Jackson County Transit also offers limited services to Asheville, Franklin, Waynesville, and Bryson City. Trips outside of Jackson County must be scheduled one week in advance. If an appointment is made less than one week in advance of the trip, it will be considered with availability. Requests for in-county service must be made by 2:00 p.m. on the day before the scheduled trip, except for Jackson County Trolley. The Jackson County Trolley operates Monday through Friday from 7:00 a.m. until 5:00 p.m. and, beginning August 7th, Saturday from 10:00 a.m. until 2:00 p.m. The Jackson County Trolley is a deviated fixed service that includes 18 fixed bus stops along the route pictured on the next page.

Jackson County Trolley Guidelines

Fare to ride the trolley is \$1.00 each time a passenger boards. A monthly pass costs \$20.00 and a book of 20 tickets costs \$15.00. JCT asks that passengers have exact change, as drivers cannot make change.

For the riding pleasure of patrons, it is asked that passengers refrain from eating, drinking, or using tobacco products on the buses. It is also asked that passengers do not play music without headphones, and do not use profanity or spit. Lastly, no continuous riding on the Jackson County Trolley.

If an individual has a monthly pass, it must be presented each time they board the Jackson County Trolley. Passengers may board with a maximum of two (2) shopping bags.

The Jackson County Trolley has the right to refuse any passenger, including for not wearing a mask.

Masks Are Required



On Public Transportation

Jackson County Transit Door-to-Door Service

Jackson County Transit offers a door-to-door transportation service to all people living in Jackson County. This service is a great option for a ride to and from work, medical appointments, or shopping trips.

The door-to-door service rates are one-way and reservations must be made before 2:00 p.m. the prior day. Prices for the door-to-door service are listed on the final page of the JCT section of this report.

Be advised that if an individual schedules a pick-up and fails to call and cancel the trip, they will not be able to ride again until the previous trip has been paid for.

Title VI Policy

In accordance with DOT Order 1050 A2, Jackson County Transit assures the NCDOT that no person shall, on the ground of race, color, national origin, sex, religion, age, or disability, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and related nondiscrimination authorities, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity undertaken by Jackson County Transit. To file a Title VI discrimination complaint, you may contact us at **(828) 586-0233**.

Jackson County Trolley Route

The Jackson County Trolley provides access to 18 different stops around Sylva, Webster, and Dillsboro.

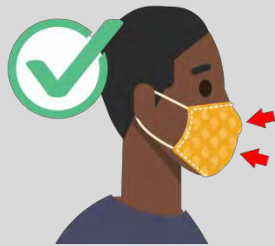


Transporting Children

Under North Carolina law, any child under the age of eight-years-old or weighing less than 80 pounds must be secured in a child safety seat that is provided by the parents or guardians. The parent or guardian is considered the caregiver and will ride at no-cost to and from the child’s medical appointment.

*If an individual needs help obtaining a car seat, please contact the Jackson County Department of Public Health at (828) 587-8227. The Department of Public Health offers new car seats at a reduced price. All models available range from \$10.00 to \$25.00.

***Due to federal guidelines, any child two-years and older must wear a mask while riding Jackson County Transit.**



Asheville Airport

Jackson County Transit is able to arrange transportation to the Asheville Regional Airport and Asheville Greyhound station.

Trips can be scheduled Monday through Friday from 9 a.m. until 3 p.m. The trip will cost \$25.00 if an individual is being picked up from downtown Sylva and \$28.00 if they are being picked up from Western Carolina University (WCU).

Passenger Personal Care Attendant

If a person is in need of assistance beyond boarding and exiting the vehicle they should plan to bring an aid. The driver is not responsible for seeing that passengers enter the building of their destination. However, personal care attendants are not required to pay for their transportation.

Door-to-Door Service Rates

| | |
|------------------------|-----------------------------|
| Sylva - \$1.00 | Qualla - \$5.00 |
| Webster - \$2.00 | Cherokee - \$5.00 |
| Dillsboro - \$2.00 | Little Canada - \$5.00 |
| Savannah - \$3.00 | Franklin - \$10.00 |
| Ochre Hill - \$3.00 | Cashiers - \$10.00 |
| Cullowhee - \$3.00 | Glenville - \$10.00 |
| Barkers Creek - \$3.00 | Bryson City - \$10.00 |
| | Waynesville - \$10.00 |
| Balsam - \$4.00 | Asheville - \$20.00 |
| Whittier - \$4.00 | Asheville Airport - \$25.00 |
| Caney Fork - \$4.00 | |
| Tuckasegee - \$4.00 | |
| East LaPorte - \$4.00 | |
| Pumpkintown - \$4.00 | |



Contact Information

Transit Director

Norma Taylor
ntaylor@jacksonnc.org

Address

1148 Haywood Road
 Sylva, NC 28779
Office Hours: Mon-Fri, 7:00 a.m-5:00 p.m.
 & Sat, 10:00 a.m.-2:00 p.m. (Trolley Service Only)

Phone Number

(828) 586-0233

Fax

(828) 631-1241

Website

<https://www.jacksoncountytransit.com/>

For persons with hearing or speaking disabilities, dial:

711 or 1-800-735-2962

Jackson County

Department of Social Services

Departmental Goals for FY 2021-2022

- **Energy programs will meet the following mandated performance standards.**
 - Process 95% of CIP applications when clients have no heat or cooling, within one business day of the application.
 - Process 95% of CIP applications when clients have a heating or cooling source with a past due notice or final notice, within two business days of application.
- **Work First will meet the following mandated performance standards.**
 - Process 95% of applications within 45 days of receipt of application.
 - Process 95% of recertifications no later than the last day of the current recertification period.
- **Food and Nutrition Services will meet the following mandated performance standards.**
 - Process 95% of expedited FNS applications within seven calendar days of application.
 - Process 95% of regular FNS applications within 30 calendar days of application.
 - Ensure that 95% of FNS recertifications are processed on time each month.
- **Child Welfare will meet the following mandated performance standards if mandated by the State.**
 - Ensure 95% of foster youth have face-to-face visits by the SW each month.
- **Adult Services will meet the following mandated performance standards.**
 - Complete 85% of APS evaluations within 30 days of the report.
 - Complete 85% of APS exploitation evaluations within 45 days of the report.
- **Special Assistance will meet the following mandated performance standards.**
 - Process 85% of SA for Aged applications within 45 days of application date.
 - Process 85% of SA for Disabled applications within 60 calendar days of the application date.
- **Child Support will achieve all five mandated performance standards.**
 - Establishment of paternity level must exceed 50% at the end of the SFY (June 30).
 - Establishment of support orders level must exceed 50% at the end of the SFY (June 30).
 - Collections performance level must exceed 40% at the end of the SFY (June 30).
 - Collection on arrears level must exceed 40% at the end of the SFY (June 30).

Mission

The mission of the Jackson County Department of Social Services (JCDSS) is to provide essential human services that protect, strengthen, and improve lives in Jackson County.

The commitment of the JCDSS is to provide the highest quality of service through teamwork, professionalism, and respect for clients and the community that supports the work of the department.

The department is responsive and sensitive to the needs of Jackson County citizens, while also mindful of ensuring the use of cost-effective methods. The staff at the JCDSS dedicate themselves to establishing a team approach to providing services in the most effective and efficient way possible.



Local History of the Department of Social Services

The JCDSS began in July of 1937. This was when the first Welfare Board met and began to fulfill their duties as given by the North Carolina government. The first board was comprised of three members - Ms. E. L. McKee from Sylva, Mr. G. C. Turpin from Gay, and Mr. A. J. Dills from Sylva.

Ms. McKee was the state-appointed Chair of the board. She was also the first woman in the North Carolina Senate. While there, she introduced the Social Security Act in the 1937 Legislature. To this day, Ms. McKee is known as the mother of the Social Security Act in North Carolina.



NC General Statutes for the Department of Social Services

JCDSS, along with all other Social Services in North Carolina, is empowered by a set of General Statutes (hereinafter G.S.). These statutes cover all services provided by the Department of Social Services, from authorization of services, to child welfare, and adult guardianship services.

The statutes that relate to the JCDSS are G.S. 7B, G.S. 35A, G.S. 48-1, and G.S. 108A.

To research these General Statutes further, go to:

<https://www.ncleg.gov/Laws/GeneralStatutes>

Services Programs

Child Protective Service (CPS) Investigations

CPS investigates reports of suspected child abuse, neglect, and dependency. CPS provides services 24 hours a day, seven days a week. Home studies are completed for alternative placement for children. In 2020-2021, CPS responded to roughly 767 reports of abuse, neglect, or dependency, and completed 135 additional home studies and assists to other counties.

In-Home Services

This program provides services to protect children in families where abuse or neglect has been substantiated. Social Workers engage family members in activities designed to reduce risk, and promote stability and permanence for children. In 2020-2021, the department assisted 41 families, which includes 85 children.

Adoptions

Adoption provides children with legal permanency in safe and loving homes. Adoptions include agency adoptive placements, step-parent and relative adoptions.

In 2020-2021, four agency adoptions were finalized, five non-agency adoptions occurred, fourteen agency children were cleared for adoption, and 28 families received adoption assistance for 46 children to help offset the cost of adopting a child with disabilities or special needs.

Permanency Planning/Foster Care Services

Children are placed in the responsibility of the JCDSS through court-ordered custody, voluntary placement agreements, or releases for adoption. Permanency planning for children provides time-limited and goal-oriented care for children to achieve permanent families as soon as possible.

Seventy-four (74) children were placed in the agency's custody as of July 1, 2020, and 19 more children entered custody through June 30, 2021. A total of 24 children left the custody of Jackson County DSS in 2020-2021; nine children were returned to their parents,



*A Forever Family
Michael, Tami, and Zane Deitz*

nine were placed in the guardianship or custody of others, four children were adopted, and two children aged out. By the end of FY 2020-2021, 69 children remained in the custody of the JCDSS.

Services Programs Continued

Adult Protective Service Evaluations

The department handles reports of suspected abuse, neglect, and exploitation towards individuals with disabilities who are over the age of 18. These services are provided 24 hours a day, 7 days a week. The department responded to 208 reports of abuse, neglect, and exploitation during FY 2020-2021.

Protective Payee Services

Social Services are appointed by the Court, Social Security, or the Veterans Administration to receive and ensure the appropriate use of benefit funds when individuals are unable to do so. In 2020-2021, the staff served 22 payee clients.

Services for the Blind

Clients through Independent Living (IL) Services who are blind or visually impaired are provided assistance through the Medical Eye Care Assistance Program. This program will assist with exams, glasses, vision related surgery, and referrals to other programs when funding is unavailable.

Guardianship Services

The Court appoints Social Services as guardian for elderly or disabled adults who are mentally incompetent and cannot make responsible decisions concerning their personal care or finances. During FY 2020-2021, JCDSS served 31 guardianship clients.

Child Support Services

The department takes pride in assuring that children receive adequate parental support by locating non-custodial parents, establishing paternity, establishing medical and financial support, and modifying and enforcing court-ordered support obligations. By the end of FY 2020-2021, there were 782 active cases, 41 paternities were established, 55 new support orders were established, 164 support orders were modified, 352 income withholdings were implemented and 2,582 enforcement actions were taken. These actions resulted in \$2,137,778.33 in total collections for families. \$49,862.00 was awarded in federal incentive funds.

Financial Assistance Programs

Medicaid and Special Assistance

Medicaid provides assistance with medical expenses for low-income families with children, disabled adults, and the elderly. **Special Assistance** provides individuals with a monthly payment to help pay the cost of facility placement or in-home care. In 2020-2021, the department received 1,756 applications, completed 5,300 reviews, and managed an average of 7,141 cases each month.

Non-Emergency Medical Transportation

The JCDSS assists in arranging and providing medical transportation to medical appointments, as well as reimbursing individuals who are Medicaid recipients of this service. In 2020-2021, transportation to medical appointments was arranged for 521 clients, with a total of 1,738 trips being provided. In order to accomplish medical transportation services, JCDSS partners with Jackson County Transit, Eastern Band of Cherokee Indians Transit, Freedom Taxi Service, and Mountain Area Transport.

Health Choices of Children North Carolina

Health Choice provides medical assistance for uninsured children when the family income is at or below 200% of the federal poverty level. The number of active cases as of June 20, 2021 was 337.

Food and Nutrition Services

This program is designed to raise the nutrition levels in low-income households by providing food assistance to supplement a household's food dollars. The JCDSS received 1,405 applications, completed 837 reviews, and maintained an average of 2,309 cases each month in FY 2020-2021.

Work First Family Assistance Program

Work First is an employment program for families with children under the age of 18 living in the home. Child-only benefits are available to eligible non-parent relatives caring for minor children. In 2020-2021, JCDSS received 79 applications and staff maintained an average of 135 cases each month.

Financial Assistance Programs

Shelter and Utility Assistance

The Crisis Intervention Program, Low-Income Energy Assistance, Low-Income Emergency Assistance Pandemic, Work First Emergency Assistance, Duke Energy, Energy Neighbor, Emergency Food and Shelter Program, and Helping Each Member Cope are programs to assist individuals in an emergency or shelter crisis. In FY 2020-2021, the eight programs served 1,453 homes with a total of \$259,171.30 in payments and an average payment of \$199.50.

Program Integrity and Fraud Investigation

Public Assistance cases are routinely investigated to ensure accuracy and to address discrepancies. Repayment of benefits is pursued in cases of fraud and over-payment. In FY 2020-2021, JCDSS investigated 34 cases, resulting in \$649.00 worth of Medicaid repayments and \$5,942.49 worth of Food and Nutrition Services repayments. This equates to \$6,591.49 in total repayments.

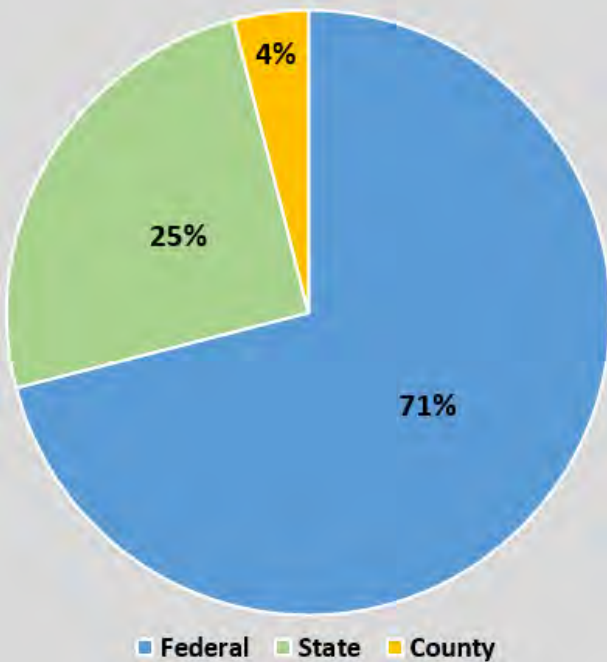
General Assistance

This program offers a one-time a year general assistance payment for families in a crisis situation. During FY 2020-2021, this program served 310 households with a total of \$12,279.50 in payments. That is an average payment of \$39.61.

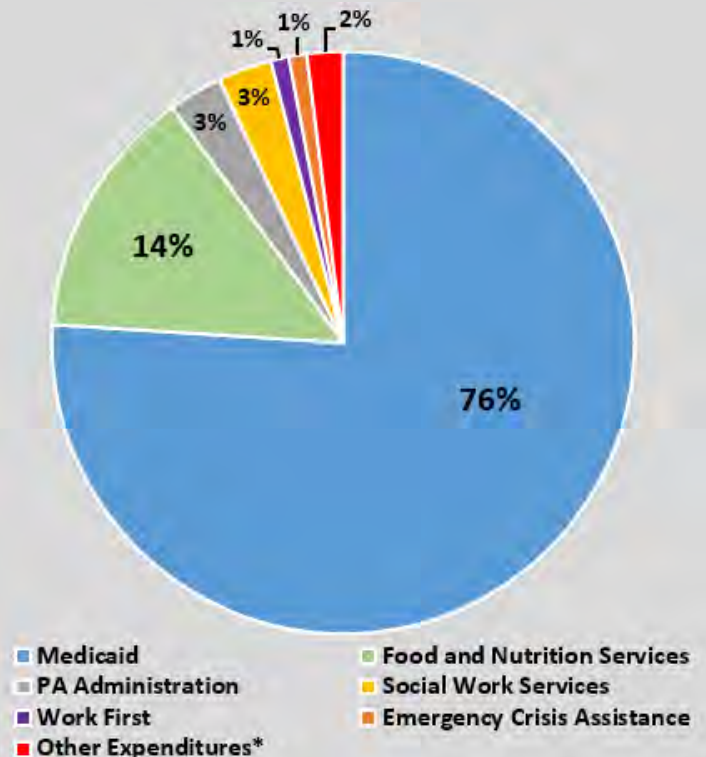
Contact Information

| | |
|--|---|
| DSS Director Cris Weatherford | Phone Number (828) 586-5546 |
| Address 15 Griffin Street Sylva, NC 28779 | After-Hours Emergency Phone Number: (828) 586-1911 |
| Hours: 8:00 a.m. – 5:00 p.m. Monday thru Friday | Website http://www.jcdss.org/ |

Revenues FY 2020-2021



Expenditures FY 2020-2021



*Other Expenditures includes Foster Care, Child Care, SA (Rest Home) Payments, In-Home, and Adult Guardianship.

Jackson County

Department on Aging

Departmental Goals for FY 2021-2022

- Secure over \$225,000 in state and local grants to the Department on Aging.
- Increase salary grades for identified staff on capital requests.
- New signage on Webster Road to help with identification of building.
- Partner with Area Agency on Aging to host an elder Abuse Awareness Walk and have over 50 in attendance.
- Bring at least 5 new workers in for the in-home list to help for homebound seniors.
- Give out a total of 125 in-home lists to date for families in need.
- Increase Meals on Wheels volunteer base to cover all routes and expand on-call volunteer base. Bring in at least 20 new volunteers.
- Host a volunteer recognition event during national volunteer week in April 2021.
- Provide lighting for gravel lot for county events that are after hours.
- Deliver over 600 Christmas Boxes to seniors in need.
- Save over \$200,000 for seniors who receive SHIP counseling by making changes to their prescription drug coverages.
- Increase participants in exercise classes by 5%.
- Deliver over 20,000 meals to homebound seniors on the Meals on Wheels program.
- Deliver at least 200 loads of firewood to the elderly in need with help from volunteers.
- Establish 5 new activity classes for participants at the senior center.
- Install at least 35 ramps for seniors who have accessibility issues.
- Have over 125 seniors participate in Senior Games events.
- Host a caregiver's appreciation event.
- Secure over \$30,000 in consumer contributions to the Department on Aging.
- Market all programs to Jackson County community through public media and presentations.
- Host Annual March for Meals on Wheels.
- Serve over 10,000 meals in the Congregate Nutrition program.
- Have over 500 individuals participate in Senior Center activity classes.
- Help at least 20 families through services at the Adult Day Program.
- All facilities fully and safely open back to the public.

Volunteers

The Department on Aging relies on volunteers to help in-service delivery of programs. During the Fiscal Year 2020-2021, 293 volunteers worked a total of 3,155 hours with the Jackson County Department of Aging. Using the Independent Sector Value of Volunteer time, the 3,155 hours volunteered is valued at \$90,044, a 460% reduction from last year, due to the pandemic.



Please note: The Department on Aging was closed to the public for 11 of the 12 months of the past FY. Services were provided by phone, virtually, by delivery, and drive-thru. Thanks to the staff for all their hard work to meet the needs during the pandemic.

Jackson County Senior Center

The Jackson County Senior Center in Sylva is located at the Jackson County Department on Aging (DOA) and offers activities, clubs, trips, classes, and health and wellness activities to individuals that are 50-years-of-age or older. The Jackson County Senior Center is a certified Senior Center of Excellence by the NC Division of Aging and Adult Services.

The Smoky Mountain Senior Games

The Jackson County Senior Center sponsors the Smoky Mountain Senior Games. This program promotes healthy lifestyles, both mentally and physically, by encouraging individuals who are at least 50-years-of-age to practice and participate in events throughout the year. There are a variety of events available to choose from. The top competitors in each category of the Smoky Mountain Senior Games are eligible to go to the North Carolina State Senior Games in Raleigh.

Caring Hands Support Services

In-Home List

The Department on Aging offers vetted lists to those seeking in-home care. In 2020-2021, staff at the Jackson County DOA trained/maintained 25 providers for the in-home list, and provided 118 lists to families, and made 180 follow-up calls.

Project Lifesaver

Tracking bracelets are provided to seniors through Project Lifesaver. These bracelets are intended to help families of individuals with dementia to locate their lost family member(s), if needed. In 2020-2021, 8 tracking bracelets were provided to families in Jackson County.

Lending Closet

In 2020-2021, the Lending Closet program provided 18 durable medical equipment loans to seniors and caregivers in Jackson County.

Options Counseling

Along with classes and activities, the Jackson County Senior Center also offers support services for seniors. The Jackson County DOA provides seniors and their families with counseling options that, in Fiscal Year 2020-2021, resulted in 118 referrals.

Cashiers Senior Center

The Cashiers Senior Center offers seniors an opportunity to eat nutritious meals and socialize. At the Cashiers Senior Center, lunch is served at noon each day. To qualify for the lunch program, participants must be at least 60-years-of-age, have a completed application, and meet all of the Home Care Community Block Grants program guidelines. If an individual wishes to sign up for the lunch program, they must do so one day in advance by 2:30 p.m. in order to be guaranteed a meal for the following days.

Cashiers Senior Center also provides seniors in the southern end of Jackson County access to social activities, health and active lifestyle equipment, field trips, the Meals on Wheels program, and much more. The on-site staff can provide more information and assistance regarding the Department on Aging programs. The Cashiers Senior Center is opened from 8:30 a.m. until 4:30 p.m. Monday through Friday. Should individuals need help accessing the Cashiers Senior Center, the Jackson County Transit may provide transportation services to those who are not able to drive or find a ride.



Congregate Nutrition

Enjoying a good, nutritious meal and socializing with others are two major components of a quality life. Jackson County's Department on Aging recognizes this and provides seniors with opportunity to do both through the Congregate Nutrition program. This program is held at both the Sylva Senior Center and the Cashiers Senior Center at 11:30 a.m. on Monday through Friday. The centers offer hot and healthy meals prepared by a registered dietitian. Along with a meal, these locations provide seniors with a chance to socialize and participate in activities such as exercise classes, arts & crafts, bingo, field trips, educational seminars, and much more. To qualify for Congregate Nutrition, applicants must be 60-years-of-age or older and complete an application. In 2020-2021, 14,968 meals were provided to 217 seniors with Congregate Nutrition. For more information, contact either the Sylva site or the Cashiers site, which are listed on the following page.

Meals on Wheels & Ani-meals

Meals on Wheels is another meal program offered by the Jackson County Department on Aging. The goal of this program is to help seniors keep their independence by providing nutritious meals directly to their doors. In 2020-2021, the DOA delivered 35,039 meals to the homes of 205 homebound seniors. The meals are delivered around noon by verified volunteers Monday through Friday with weekend options available for those in need. Meals on Wheels is available for seniors 60-years-of-age or older throughout Jackson County who are unable to prepare meals because of age, medical condition, or other disability, and who have no one available to cook for them.

The Jackson County Department on Aging also recognizes the need to provide food for the pets of seniors. In 2020-2021, the Jackson County DOA distributed 3,400 pounds of food to pets of Meals on Wheels clients.

For inquiries regarding Meals on Wheels or Ani-meals, call the Department on Aging at **(828) 586-8562** or stop by the Jackson County Senior Center/DOA.



Project Care

Project Care helps seniors maintain their independence and increase their quality of life by providing the installation of ramps and other home modifications through the work of two staff members and many volunteers. In 2020-2021, Project Care volunteers provided seniors across Jackson County with 48 ramps, five ramp/deck repairs, seven sets of stairs, three railings, 14 grab bars, and two smoke alarms.



JACKSON COUNTY, NORTH CAROLINA

Project Fire

On every first Saturday of September through March, the Jackson County Department on Aging partners with volunteers and Cullowhee Methodist Church to cut, split, and deliver firewood to seniors residing in Jackson County. One-hundred-percent of the wood cut each year is donated to the program. In 2020-2021, Project Fire provided 295 loads of firewood to seniors in need.



Adult Day Program

The Adult Day program provides professional service to older adults or impaired individuals who are unable to live independently without aid from their family or community. The program also provides respite to families that house the Adult Day program participant in their home or in a community setting. The program provides a social-based setting for supporting older adult’s personal independence, physical wellness, emotional wellbeing, and social and personal living skills. The program works to identify the needs and interests of members, providing a personalized experience and meeting the unique requirements of each individual involved.

The Adult Day Program offers a wide range of activities to members, including, but not limited to, individual and group supervised programs, organized social activities, and community outings. Members are also offered a range of motion activities along with physical exercise. The Adult Day Program provides members with snacks and hot, nutritious lunches. Program members are able to engage in arts, crafts, educational classes, and informational opportunities. Lastly, counseling and referrals to other community services are available through the Adult Day Program.

For more information about the Adult Day Program, please call **828-586-5441**.



The Adult Day Program Area

Department on Aging
Jackson County, NC

Additional Services & Programs

Fan Program

The Jackson County DOA partners with Duke Energy to fund and distribute fans to Jackson County seniors in need. In 2020-2021, Jackson County DOA distributed 46 fans to seniors.

Christmas Box Project

This project ensures that Jackson County seniors in need receive boxes filled with necessary items during the month of December. In 2020-2021, Jackson County DOA delivered 807 boxes of essential items.

Medicare SHIIP

The Jackson County Senior Center also offers the Seniors Health Insurance Information Program (SHIIP). This program offers free and unbiased counseling to seniors in regard to health insurance. In the fiscal year 2020-2021, SHIIP served 462 Medicare beneficiaries, saving seniors \$439,148 on prescription drugs.

Special Events/Services– Special events and services include the Elder Abuse Awareness Walk, providing 925 outreach meals Community Centers and several drive-thru events during the pandemic, a Blanket Drive for the Elderly, providing 110 USDA Perishable food boxes to seniors, virtual Medicare 101 events, providing Shelf Stable Meals, holding a drive-thru Volunteer Recognition Event, and partnering with County Agencies for the Vaccination Clinic.

Contact Information

Sylva Location

100 County Services Park
Sylva, NC 28779

Cashiers Location

217 Frank Allen Road
Cashiers, NC 28717

Phone Numbers

Sylva – (828) 586-5494
Cashiers – (828) 745-6856

Fax

(828) 631-8049

Email

aging@jacksonnc.org

Online

Website: <https://www.aging.jacksonnc.org/>

Facebook: JacksonCountyDOA

Office Hours

Monday – Friday
8:00 a.m. to 5:00 p.m.



Jackson County Veterans Office

What does the Veterans Office do?

The Veterans Office administers the law of the U.S. Department of Veterans Affairs to include compensation for disability or death, pension for non-service-connected disability, death and indemnity compensation (DIC), vocational rehabilitation, education and training, guaranty or insurance of home loans, hospitalization, domiciliary care, nursing home care, outpatient and dental care, prosthetic application, special housing and automobile adaption, government life insurance, and fiduciary/guardian protection programs. The Veterans Office also oversees that burial benefits include flags, grave markers, and payment assistance for plot and burial expenses. Lastly, the Jackson County Veterans Office administers the State of North Carolina benefits for veterans and their families residing in the county.

Departmental Goals for FY 2021-2022

- Resume Veterans Events for the upcoming year, including the annual Veterans Appreciation Dinner and the annual Veterans Day Parade for on November 9th and November 11th, respectively.
- Partner with other resources and organizations like HERE in Jackson County, Inc., and American Legion Post 104 in Sylva to help minimize the number of homeless Veterans in Jackson County.
- Promote the utilization of VA Emergency Community Care, which can be used outside of the VA free-of-charge to Veterans.
- Promote the Blue Water Navy (BWN) Vietnam Veterans Act of 2019, which extended the presumption of herbicide exposure to Veterans who served in the offshore waters of Vietnam between Jan. 9, 1962, and May 7, 1975.
- Promote the VA Dental Insurance Program (DIP), which provides discounted dental care to Veterans that are not 100% disabled.



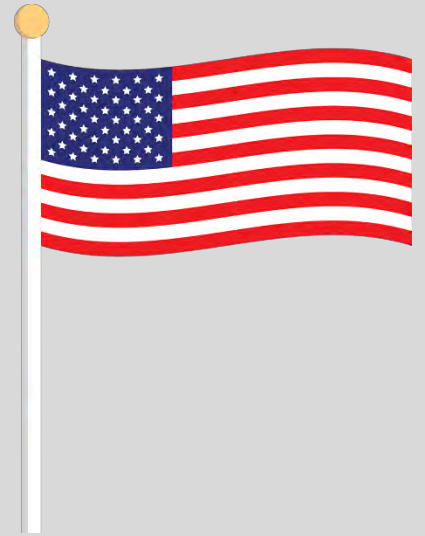
*The Jackson County Veterans Office
Courtesy of the Veterans Office*

Services Provided by the Veterans Office

The Jackson County Veterans Office serves a diverse cast of veterans who have left or retired from military service.

For those no longer in the military, the Veterans Office offers a wide array of services in the Jackson County area. These services include personal aid and assistance, healthcare aid, vocational rehabilitation, education and job training, home loans, life insurance, help for dependents and survivors, burial aid, automobile adaptation, Home Improvement and Structural Alterations (HISA) grants, and resources for the Wish for our Heroes Foundation and Agent Orange exposure, among others!

For more information on services provided, please contact the Veterans Office of Jackson County. Contact information can be found on the following page.



Veterans Appreciation Dinner

The Jackson County Veterans Office holds an annual Veterans Recognition Dinner the same week as Veterans Day every November. To attend the dinner, a reservation is required.

Reservations can be made by contacting the Veterans Office at **(828) 631-2231**. There is no charge for the dinner.

The Jackson County Veterans Office, along with the Jackson County Senior Center, would like to thank all of the Veterans of Jackson County and surrounding counties for their dedication, honor, and sacrifice to the United States of America.

The goal of the Veterans Appreciation Dinner is to let Jackson County veterans know that this is a special time of year for them, to thank them, and welcome them home!



Annual Veterans Day Parade

In honor of local veterans, the Jackson County Veterans Office hosts an annual Veterans Day Parade. The parade route begins at Mark Watson Park and extends throughout the downtown Sylva area. The American Legion Post 104 provides facilities and refreshments to veterans participating in the parade. The goal of the annual Veterans Day Parade is to show gratitude and thanks to veterans, both past and present, for their services.



*The 1st Annual Veteran's Day Parade (2015)
Courtesy of American Legion Post 104 in Sylva*

Quilt of Valor

The Jackson County Veterans Office presents local veterans with custom, handmade quilts. Participating in this nationwide tradition is one way that Jackson County attempts to thank veterans for their sacrifices that they have made. These quilts are made and provided by members of the Smoky Mountain Quilters Guild of Western North Carolina.



*A Presentation of the Quilt of Valor
Courtesy of the Veterans Office*



Contact Information

Veteran Services Officer and Director

Sheila Setzer
(828) 631-2231
sheilasetzer@jacksonnc.org

Fax
(828) 631-8034

Address
100 County Services Park
Sylva, NC 28779

Office Hours
Monday through Friday
8:00 a.m. until 5:00 p.m.

Jackson County Department of Public Works

In accordance with sound practices, accountability, and compassion, the Jackson County Department of Public Works strives to plan, construct, operate, maintain, and implement infrastructure and program needs for the citizens of Jackson County. This is done while in compliance with adopted policies and procedures, as well as job maintenance and health safety for all employees.

Jackson County Public Works consists of five sub-departments:

- **The Garage**
- **Grounds**
- **Housekeeping**
- **Maintenance**
- **Solid Waste**



*Mark Watson Park Landscaping
Courtesy of Public Works*

Departmental Goals for FY 2021-2022

- **Safety**
 - Keep Workers Compensation claims below five (4) incidents for the fiscal year.
- **Housekeeping**
 - Create the best working environment possible among all county employees by keeping complaints about cleaning below ten (7) per year.
 - Hire the best-qualified persons for new job openings.
 - Keep all buildings cleaned and sanitized.
 - Keep all equipment maintained and up-to-date according to cleaning needs.
 - Keep all equipment, chemicals, and work places safe.
- **Building Maintenance**
 - Continue use of Maintenance Edge and Capital Forecasting with all departments.
 - Complete 87% of work orders within five working days received.
 - Implement Maintenance Mechanics access to Facility Dude.
- **Grounds Maintenance**
 - Maintain the highest degree of safety for employees and residents using county facilities.
 - Keep quality and maintained equipment.
 - Keep a high level of employee morale.
 - Professionalism in the quality of work.
 - Enhance and develop landscaping plans for county properties.
 - Incorporate all Grounds activities into Maintenance Edge Software.
- **Garage Maintenance**
 - Complete 87% of work orders within five working days received.
 - Efficient and thorough in maintaining the vehicle fleet.
 - Maintain up-to-date technology concerning vehicle fleet.
 - Continue using the Maintenance Edge work order system for Garage activities.
- **Solid Waste and Recycling**
 - Yearly average 20.0 tons per garbage trailer hauled to the landfill.
 - Continue the CAP program at closed Dillsboro landfill.
 - Increase overall recycling amount by 3%.
 - Have HHW collection event, Litter clean-up event, Document Shredding event, and educate students at Jackson County Public Schools about recycling and litter issues.

Garage

The Garage is responsible for repairing and maintaining approximately 257 vehicles, 46 trailers, and 102 pieces of equipment. The garage will process 775 work orders annually. Work orders may include, but are not limited to, welding and fabricating when needed, air condition certified maintenance, tire changes, brake repairs, minor body repairs, and state inspections. The Garage has three full-time employees.



Maintenance

Maintenance is in charge of the repair and maintenance of all county facilities and equipment located within all buildings. Maintenance cares for 47 buildings and processes 1,120 work orders annually. Responsibilities of the Maintenance crewmembers include HVAC upkeep, plumbing and electrical, painting, carpentry, masonry, roofing, and concrete work. Maintenance is also in charge of the upkeep of state road signs and Cashiers Water Works. They assist contractors in back flow inspections, elevator inspections, and sprinkler inspections. Much like Grounds, Maintenance assists Emergency Management during disasters. The 10 full-time employees have constructed the Mark Watson Monument, lifejacket holders, a wash bay, community garden water towers, and more.



Grounds

Grounds is responsible for mowing and maintaining around 730 acres. This includes recreation parks, athletic fields, all county buildings and facilities, and public school campuses. Grounds are also in charge of landscaping and beautification of all county facilities. Snow and ice removal is also a duty of this department. In disaster events, the Grounds team will assist Emergency Management with the removal of road obstructions. The Grounds Department leads and assists in maintenance projects, such as carpentry, masonry, roofing, and concrete. There are 18 full-time and two part-time employees in the Grounds Department.



Housekeeping

Housekeeping is responsible for the cleaning practices that provide a clean, safe, and pleasing environment for both the public and county staff members. They also provide cleaning and sanitation of county facilities - excluding the recreations parks. In total, there are 21 county facilities that Housekeeping cares for. They have a staff of 22 individuals, including 19 full-time staff members and three part-time staff members.

Solid Waste

The Solid Waste Department is tasked with storage, collection, transportation or transfer, processing, and disposal of solid waste and recyclable materials in a way that best addresses the range of public health, conservation, economics, aesthetic, engineering and other environmental considerations. The Solid Waste Department has eight Staffed Recycling Centers (SRCs), one transfer station, and one landfill that is closed. Seven full-time employees and two part-time employees keep environmental enforcement in mind while fulfilling their duties. Solid Waste brings in revenue through Solid Waste Availability Fees, White Goods Tax, Scrap Tire Tax, Electronics Tax, NC Solid Waste Disposal Tax, and on the sale of recyclables.



*The Jackson County Transfer Station
Courtesy of Public Works*



Recycling Information

Plastics

Bottles, jars, jugs, and other rigid plastic containers are all recyclable. These containers should be rinsed out before recycling them.

Glass

Glass bottles, jars, glass food containers, and glass beverage containers are recyclable. Like plastics, these containers should be rinsed before they are recycled.

Metals

Individuals may recycle aluminum cans, metal cans, loose metal jar lids, steel bottle caps, and foil. These items are to be rinsed before they are recycled.

Fiber/Paper

Newspapers, office paper, mixed paper, corrugated cardboard, and boxboard are able to be recycled.

The following items **cannot** be recycled:

Plastic bags, hazardous waste, diapers, **non-recyclable plastics**, syringes, needles, liquids, **non-recyclable glass**, ceramics, and lid-attached bottles and jars.

What Items Are Non-Recyclable?

- **Non-recyclable fiber/paper**

Jackson County residents can recycle paper-based products such as newspaper, mixer paper, and corrugated cardboard. However, paper towels, cups or plates, tissues, blueprints, pet food bags, carbon paper, waxed paper, or wallpaper **cannot** be recycled.

- **Non-recyclable glass**

Bring glass to containers recycling at all Staffed Recycling Centers (SRCs). Please do not include window glass, storm doors, Pyrex dishes, or crystal due to different melting temperatures.

- **Non-recyclable plastic**

Jackson County is very fortunate to be able to recycle five types of plastics. Some neighboring counties do not have the same options for recycling plastics. Discussed below are the different types of plastic recycling symbol numbers that Jackson County accepts with examples provided.

- Recycling symbol number 1 (e.g., water bottles, peanut butter jars, et al.)
- Recycling symbol number 2 (e.g., shampoo bottles, milk jugs, et al.)
- Recycling symbol number 4 (e.g., tote bags, lids, et al.)
- Recycling symbol number 5 (e.g., bottle caps, pancake syrup bottles, et al.)
- Recycling symbol number 7 (e.g., five-gallon water containers, sunglasses, et al.)

Jackson County also contracts with Curbside Management in Asheville, NC, for recycling plastics. To find out more about the company and what they can and cannot accept for recycling, visit their website at www.curbie.com or call (828) 252-2532.



Contact Information

To find out all items the Jackson County Staffed Recycling Centers (SRCs) and the Transfer Station can accept for recycling, please call (828) 586-7577 or (828) 586-7509. If in the Cashiers area, call (828) 743-0341.

The Solid Waste Department can also be found on the Jackson County website under the following link:

<https://www.jacksonnc.org/solid-waste-and-recycling>

Public Works Director

Chad Parker
(828) 586-2437 ext. 2
chadparker@jacksonnc.org

Administrative Assistant

Julie Welch
(828) 586-2437 ext. 1
juliewelch@jacksonnc.org

Fax

(828) 586-7509

Emergency After Hours

(828) 508-5480

Jackson County

Transfer Station

(828) 586-7577 /
(828) 586-7509
1172 Mineral Springs Drive
Sylva, NC 28779

Cashiers

Staffed Recycling Center

(SRC)

(828) 743-0341
4560 Highway 107 South
Cashiers, NC 28717

Jackson County Emergency Management Operations

Emergency Management Office

The Jackson County Emergency Management Office assists the citizens of Jackson County before, during, and after any type of major emergency or disaster event. Jackson County Emergency Management Operations consists of Emergency Management Administration, the Fire Marshal, 9-1-1 Communications, and the 9-1-1 Addressing Office. These offices play an important role in the safety and welfare of the citizens of Jackson County. During any type of emergency, man-made or natural, the lives of one, many, or all Jackson County citizens may be impacted. This is why Jackson County Emergency Management Operations strives for efficiency and excellence.



*National Guard at Jackson County's Drive-Thru COVID Clinic
Courtesy of Emergency Management*

Departmental Goals for FY 2021-2022

- **Emergency Management Operations**
 - To be compliant with the Emergency Management Performance Grant requirements. This includes 16 different requirements that must be met to ensure Federal and State funding for the county.
 - Continue with COVID-19 planning, mitigation, and response. Emergency Management will support the Jackson County Health Department, along with all Emergency Services to fill resource requests from stockpile inventories within the county.
 - Continue informing the public through educational instruction and public awareness programs.
 - Expand the Fire & Life Safety program in all schools and Child Care Facilities in the county, utilizing the Fire & Life Safety Trailer.
 - Hire an Emergency Management Planner.
- **9-1-1 Communications**
 - Ensure equitable measurements of each employee's contributions to the accomplishment of work.
 - Make all employees aware of the importance of the plan and the reasons behind it.
 - Explain how the goals are to be achieved.
 - Make each individual employee aware of how their work performance will be measured.
 - Discuss the importance of communication with co-workers and supervisors to address potential problems or concerns before they escalate.
 - Promote good physical, mental, and emotional health for all employees in the 9-1-1 call center.
 - Discuss with all employees the dangers of a sedentary lifestyle, which includes the hours spent on the job at a desk, and ideas on how to increase movement each day.
 - Discuss with all employees how stress in the workplace affects both their mental and physical health. Explain and discuss hypertension.
 - Discuss and promote avenues of stress relief.

Fire Marshal

Michael Forbis, the Jackson County Fire Marshal, is responsible for planning, coordinating, and administering the countywide fire prevention and Fire and Life Safety education programs.

The Fire Marshal works with the local fire departments in lowering their fire insurance ratings as needed throughout the county. Also, the Fire Marshal's office maintains the contracts between the County and volunteer fire departments.

The Fire Marshal is responsible for the investigation of fires in cooperation with local and state law enforcement agencies. The Fire Department Chief may also request the Fire Marshal's assistance in trying to determine the cause and origin of fires.

The Fire Marshal assists the Jackson County Emergency Management Office before, during, and after any type of major emergency or disaster event, when requested. The Fire Marshal also serves as the Assistant Emergency Management Director.

The Jackson County Fire Marshal's Office can be reached by phone at **(828) 586-7507**, by fax at **(828) 631-2140**, or through email at **michaelforbis@jacksonnc.org**.

To learn more about how you can protect yourself, your family, and others from fire and related hazards, visit <https://www.nfpa.org/Public-Education>.



*Fire Marshal Michael Forbis Teaching CPR to Students
Courtesy of Emergency Management*

Fire & Life Safety

Jackson County Fire & Life Safety is a collaborative effort between County Emergency Services and a 501(c)(3) non-profit. Our mission is to “Educate our public, thus making a difference in our communities through training, prevention, and life safety education.”

Since 2015, during the month of October, we visit all the Elementary schools (K-5), spreading the Fire Prevention message. We log over 1,900 volunteer hours in two weeks to reach over 2,000 students annually.

With help from the American Red Cross, Safe Kids Jackson County, and other local partners, we have an established Smoke Alarm Program that provides education and installation of alarms in residences. In the past 6 years, we have visited over 700 homes and installed over 600 fire alarms in the county.

With help from the Great Smokies Health Foundation (GSHF), we implemented a First Aid & CPR program throughout the middle schools in the county, reaching over 500 students annually. Upon graduating 8th grade, our youth are certified in Basic First Aid, Adult CPR, and have an extensive knowledge in Fire & Life Safety Skills. In 2016, after completing our program, two siblings successfully administered CPR to resuscitate their mother.



*A Demonstration at Smokey Mountain Elementary
Courtesy of Emergency Management*

Emergency Preparedness

Jackson County Emergency Management Operations acknowledges that an emergency can happen in an instant. That being said, it is important to know how to plan ahead. The Jackson County Hazard Mitigation Plan recommends possessing a few basic items in case of an emergency. Those items include:

- A three-day supply of water, or one gallon per person per day, and food that will not spoil.
- A First Aid kit that includes any necessary prescription medications.
- Emergency tools, including a battery-powered radio, flashlight, and plenty of extra batteries.
- Cash and coins on hand for a three (3) day period to purchase necessary items.
- Sanitation supplies.
- Special items for infants, elderly, or disabled family members.
- Important documents concealed in a fire/water-proof container.
- Any essential items, such as food and water, if a pet is present.

For additional information on how you can plan, prepare, and stay informed for emergency situations, visit <https://www.readync.org>.



Additionally, Jackson County residents should listen to radio, television, and weather radios for emergency information.

CodeRED

The CodeRED system gives the Offices of Emergency Management the ability to deliver a prerecorded telephone notification or informational message to targeted areas or to the entire county if a man-made or natural emergency were to occur.

Citizens do not receive this class or messages unless their information is included in the CodeRED system. Individuals who have listed and unlisted telephone numbers should register. If a personal or business phone or physical address has changed, those changes will need to be made to the CodeRED page. To do this, an individual may log-in and make the appropriate changes to the CodeRED database.

To create an account in the CodeRED system, follow the link below and complete the available form. Individuals will need to provide a physical street address, city, state, zip code, and primary telephone number. Lastly, if an individual lives in a manufactured or mobile home, it is asked that they check the box indicating so.

The CodeRED application can be found by visiting www.jacksonnc.org/emergency-management/codered.



Contact Information

Emergency Management Director

Todd Dillard
(828) 586-7508

Address

1620 US-441, Sylva, NC, 28779

Email

jcemergencymgt@jacksonnc.org

Online

Website: <https://www.jacksonnc.org/emergency-management/home>

Facebook: JacksonNCEM



Jackson County Sheriff's Office

Mission

The mission of the Jackson County Sheriff's Office is to provide a community-driven law enforcement service concerned with meeting the needs of the public and taking proactive measures to prevent crime.

The Sheriff is the chief law enforcement officer in the county, created and mandated under the North Carolina Constitution.

The Sheriff's Office has a wide and expanding list of daily duties and job responsibilities, being responsible for over 25,000 community contacts and over 20,000 secondary road patrols annually.

There are 8 primary divisions within the Sheriff's Office: (1) Administration, (2) Support, (3) Patrol, (4) Investigations, (5) Courts/Justice Center Security, (6) School Resource, (7) Civil Process, and (8) Detention.



Departmental Goals for FY 2021-2022

- The continued primary goal of this Office for the 2021-2022 FY is employee recruitment and retention by sufficiently paying those who are currently employed and becoming a more marketable employer with pay equal or better to those agencies in our surrounding area. Several notable solutions for pay are noted within the Sheriff's budget request for FY 2021-2022.
- A continued goal of this Office is to enhance detention officer safety and provide inmates with closer supervision with the replacement of a detention officer lost to court security a number of years ago. This continued goal will also balance the additional responsibilities placed on the detention staff for video court appearances.
- A continued goal is to successfully balance our needs and accomplish our goals in efforts to provide a community-driven approach to law enforcement, especially with the enhancements to our investigations division with the addition of more investigators.
- A goal for this Office is to also provide efficient use of assets available by continuing to purchase needed equipment that enhances deputy and detention officer safety, while ensuring public trust and safe and secure housing of inmates.



*Chip Hall, Jackson County Sheriff
Courtesy of the NC Sheriffs' Association*

Administration

The Administration Division of the Jackson County Sheriff's Office is responsible for the everyday operations of the Sheriff's Office. They assist the citizens of Jackson County with a variety of services such as gun permits, concealed weapon permits, obtaining reports, and many other daily tasks.

As second-in-command, Chief Deputy Matt Wike assists the Sheriff in planning, administering, and coordinating the activities of the office. In the absence of the Sheriff, Chief Deputy Wike assumes command of the office. Along with implementing the financial transactions for the Sheriff's Office, the Chief Deputy establishes operational goals and policies for the office.

As third-in-command, Major Shannon Queen assists the Sheriff and the Chief Deputy in planning, administering, and coordinating the activities of the office, and oversees the daily operations of the Sheriff's Office. Major Queen supervises and evaluates all staff (excluding the Chief Deputy) in matters including patrol operations, investigative operations, civil process, detention, and administrative divisions of the Sheriff's Office. Along with the Chief Deputy, the Major is responsible for ensuring that the citizens of Jackson County are provided with the most efficient law enforcement services possible.



*Chief Deputy Matt Wike
Courtesy of the Sheriff's Office*

Patrol

The Patrol Division of the Jackson County Sheriff's Office is responsible for a variety of different tasks. Those tasks include responding to all incidents requested by citizens, filing of official reports, service of warrants, service of domestic violence papers, responding to 911 calls, assisting other law enforcement and emergency services, and many other tasks.

Also within the Patrol Division is the Community Crimes Unit, which is responsible for working traffic in Jackson County, with an emphasis on secondary roads and special events. Furthermore, the Community Crimes Unit will attend any traffic safety-related events that your school or business may wish to host.

The Patrol Division is typically the deputies that you see on a daily basis that patrol our county in marked patrol vehicles, ready to respond to any call. The Patrol Division has four shift sergeants and four deputies per shift to cover all of Jackson County. The Patrol Division is supervised by Patrol Lieutenants Jon Fox and Rollie James. The shifts begin and end at 6 a. m. and 6 p.m. The shifts are named Adam, Baker, Charlie, and David. The Patrol Division currently has three active canines; two for drugs and one for explosives.



*Lando, Explosive Detection Canine
Courtesy of the Sheriff's Office*

Investigations

The Investigations Division of the Jackson County Sheriff's Office, otherwise known as the Detective Division, is responsible for the investigation of all criminal offenses committed in Jackson County. The Investigations Division is staffed by 9 investigators, supervised by one Lieutenant, that perform a variety of law enforcement duties, including property crimes, personal crimes (e.g., assaults), drug crimes, juvenile crimes, and white collar crimes.

The Investigations Division of the Jackson County Sheriff's Office works continually with our state, federal, and tribal partners, and uses the latest technology in computers and equipment to help in processing their investigations.

Civil Process

The Civil Process Division of the Jackson County Sheriff's Office is responsible for the service of all civil papers that are served in Jackson County. There are two deputies assigned to the Civil Process Division. The service of civil process is a constitutional and legal requirement that all Sheriffs must perform. The use of the County Attorney and contract attorneys through Smith Rogers, LLC, is crucial in navigating issues in civil process.

Notices, writs, foreclosures, summons, subpoenas, and court orders are some of the types of papers served.

Civil Process Fees:

In-State Service: \$30.00

Out-of-State Service: \$100.00

Detention

The Jackson County Detention Center houses both male and female inmates that are under bond awaiting trial, court order contempt charges, sentenced persons, and temporary housing for the North Carolina Department of Corrections. The Detention Center is overseen by Captain Patrick McCoy. Lieutenant Tiffany Paul also provides additional daily and administrative supervision. The center runs four, twelve-hour shifts that are covered by one sergeant and three detention officers.

The Center maintains an inmate work release program, inmate work crew, and trustee program. These programs allow for a variety of different supervision techniques that best suits the needs of the prisoner and Detention Center.

The Detention Center houses up to 72 inmates, and includes solitary confinement, master door releases for emergencies, smoke evacuation fans, and a secured area for prisoner pickup and delivery.

Male and Female Inmate Visitation Schedule is as Follows:

Sundays only from 9:00 a.m. – 11:30 a.m. and from 1:00 p.m. – 4:30 p.m.

Visitors must be on the inmate visitation list and family members and friends can deposit cash into the ATM in the jail lobby for an inmate.

Detention Center Telephone Number: **(828) 586-2458**



Courts/Justice Center Security

The Courts Division of the Jackson County Sheriff's Office is responsible for protecting the integrity of court procedures and ensuring the safety of citizens entering the Justice Center by searching bags and scanning all visitors with a metal detector.

All court/security personnel are cross-trained and can evolve to other duties within the courts, dependent on the needs of the court.

These security procedures and the efforts of personnel have resulted in the seizure of stolen cell phones, multiple drug arrests, and charges brought against individuals carrying concealed weapons and one with bringing a loaded firearm into the building.



School Resource Officers (SROs)

The School Resource Officer (SRO) deputy is a deputy assigned to work a school. An SRO is responsible for working with school administrators, staff, and faculty to ensure all Jackson County Public Schools are safe places for children to learn. The first SROs were assigned to work in Jackson County in 1998.

Southwestern Community College (SCC) also funds two SROs for the Sylva campus. Coverage includes both days and evenings while students are on campus.

A sergeant is assigned to teach the Drug Abuse Resistance Education (D.A.R.E.) program across all Jackson County Public Schools. This successful program, founded in 1983 by the Los Angeles Police Department (LAPD), teaches 5th-graders throughout Jackson County Public Schools the skills they need to avoid involvement in drugs, gangs, and violence.



*Sheriff Hall and the SROs
Courtesy of the Sheriff's Office*

Shop with a Cop

The Jackson County Sheriff's Office hosts the annual Shop with a Cop event to help provide children with gifts they may not have been able to otherwise receive for themselves or their family during the Holiday months.

Each child that participates in the event is hand-picked by their teachers at Jackson County Public Schools, as well as some from Cherokee tribal schools, and is typically allotted a \$100 gift card to spend while shopping with Jackson County Sheriff's deputies.

The event begins with escorting the children to Wal-Mart to shop with their assigned deputy, where they immediately break off and head to either the toy, electronic, or clothing sections. While bringing the children much joy, the Shop with a Cop event also helps provide them with essentials like socks, winter jackets, and gloves during the cold winter months.

The Shop with a Cop event would not be possible were it not for the generosity of numerous organizations, businesses, and churches throughout the Jackson County community.

If you would like to donate to the Shop with a Cop program, please contact the Sheriff's Office at **(828) 586-4355**.



Crime Prevention and Awareness

In addition to D.A.R.E. training for children, the Jackson County Sheriff's Office also offers these programs:

- Rape Aggression Defense for Women (R.A.D.)
- Community Watch
- Church Security
- Personal Security and Situational Awareness
- Current Drug Trends
- Bullying
- Project Lifesaver
- Citizens Response to Active Shooter Trainings



Contact Information

If you would like to get in contact with the Jackson County Sheriff's Office, depending on the issue, please call the appropriate division below:

Administration
(828) 586-4355

Detention
(828) 586-2458

Dispatch
(828) 586-1911

Investigations
(828) 586-4480

Patrol
(828) 586-8901

Mailing/Physical Address
399 Grindstaff Cove Road
Sylva, North Carolina 28779



Jackson County Parks and Recreation Department

Mission

The mission of the Parks and Recreation Department of Jackson County is to promote healthy lifestyles and to improve the quality of life in Jackson County through the provision of diverse recreational programming and opportunities, parks and recreation facilities, greenways, and natural protected open space.

The Jackson County Parks and Recreation Department offers an array of programs for all ages, including youth sports leagues, family pool activities, and senior fitness classes. While overseeing recreational facilities, including athletic complexes, full-service fitness facilities, passive and active parks, trails and river accesses, the Jackson County Parks and Recreation Department strives to meet the diverse recreational needs of the citizens and visitors of Jackson County.



JACKSON COUNTY, NORTH CAROLINA

Departmental Goals for FY 2021-2022

- **Planning**
 - Continue the Greenway expansion and development.
 - Continue funding for the CPR program.
 - Plan a 5-10 year maintenance plan for Ralph J. Andrews Campground.
 - Increase membership by 5% at both recreation centers.
- **Projects**
 - Whittier Park
 - Upgrade all ballfield lights to LED lights at Fairview and Mark Watson Park.
 - Connect the nature trail at Mark Watson to 1st Avenue to Savannah Drive.
 - CURVE Project
 - Webster Community Park (Phase 1)
 - Repave Mark Watson Park.
- **Programming Staff**
 - Implement more staff development opportunities and team building events.
 - Utilize more interns to assist programmers.
 - Increase marketing for the department and programs by including more ads in newspapers and billboards, increasing visibility to the public, and increasing appearances at colleges and special events.
 - Monthly staff meeting/development with both recreation centers.
- **Maintenance**
 - Work closely with the Public Works Department to upgrade safety and quality inspections through Facility Dude.
 - Continue standards and checklists.
 - Work more closely with the Board of Education and Maintenance Department at Fairview and Webster ballfields.
 - Maintain open lines of communication with other departments, such as Planning, Department on Aging, Transit, and Public Works, among others.

Jackson County Recreation Centers

Jackson County offers two recreation centers. One is located in Cullowhee and the other is located in Cashiers. Both rec centers offer a full-sized gym, complete with a basketball court, volleyball court, table tennis, and badminton. They also have a fitness room with TRUE cardiovascular equipment, TRUE weight equipment, free weights, with personal trainers available. Both recreation centers have locker rooms available, as well.



Pictured above is the Cullowhee Recreation Center.



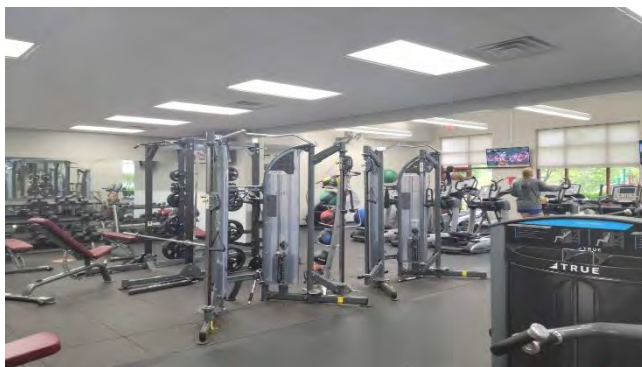
Pictured above is the Cashiers Recreation Center.

In addition, Jackson County Parks and Recreation offers fitness classes at both recreation centers. These classes include aerobics, step aerobics, Tabata, spinning, yoga, and senior fitness. Individuals who want to take fitness classes or use the fitness area must be 14-years-of-age or older.

Rules/Guidelines

Children under 13 are allowed in the facility as long as they are accompanied by an adult. The appropriate shirt and shoe are required at all times. Staff has the right to ask anyone to leave who violates any rules or guidelines. Jackson County Recreation Center is not responsible for any damage or loss of personal items.

For the fee schedule, a senior citizen is anyone 55-years or older. Family is immediate family members 21-years or younger. Couples must be married to be considered a family. Corporate rates are available.



Recreation Center Fee Schedule

Daily Admission

| | |
|----------------------|--------|
| Under 8-years-of-age | Free |
| Individual | \$5.00 |
| Family | \$8.00 |
| Senior | \$3.00 |

12 Visit Pass

| | |
|------------|---------|
| Individual | \$48.00 |
| Senior | \$32.00 |

Month Pass

| | |
|------------|---------|
| Individual | \$40.00 |
| Family | \$64.00 |
| Senior | \$21.00 |

6-Month Pass

| | |
|------------|----------|
| Individual | \$180.00 |
| Family | \$212.00 |
| Senior | \$90.00 |

Year Pass

| | |
|------------|----------|
| Individual | \$297.00 |
| Family | \$350.00 |
| Senior | \$148.00 |

Parks and Picnic Shelters

Nestled deep in the heart of the Blue Ridge Mountains, Jackson County has an abundance of natural splendor. It is this beauty that Jackson County appreciates throughout county parks, pools, and so much more.

In Jackson, people have access to fourteen parks - six of which have river access, two community pools, two recreation centers, one greenway, and one campground.



The Cullowhee Recreation Center Picnic Shelter.



Pictured above is East LaPorte Park.

A number of Jackson County parks have sheltered areas that are outfitted with benches and grills, perfect for an afternoon picnic. At the Cullowhee Recreation Center, there is both a shelter - with eight tables and one grill - and a pavilion - with ten tables and one grill. Mark Watson Park, Little Canada Park, Smokey Mountain Elementary, East LaPorte, and Ralph J. Andrews Park all have eight tables and one grill to accompany their shelters.

Jackson County Community Pools

Jackson County has two community pools that are open to the public during the summer months. These pools are located in Cashiers (pictured on the bottom right) and in Sylva (pictured on the bottom left). Both pools offer a variety of services, including but not limited to, lifeguards, locker rooms and changing rooms, concession stands, and swim lessons.

Jackson County pools offer day rates and season passes. The Sylva pool offers open swim rates at \$3.00 per person and \$1.00 for lap swim. The Sylva pool also offers season passes for \$80.00 for individuals and \$150.00 for families. The Cashiers community pool offers day passes for \$3.00 per person and has season passes for \$70.00 per person and \$135.00 per family. For more information regarding the pools, contact the Jackson County Parks and Recreation Department.



Cullowhee Rec Center
88 Cullowhee Mountain Rd
Cullowhee, NC 28732

(828) 293-3053

Sylva Pool Address
343 Municipal Drive
Sylva, NC 28779

Cashiers Rec Center
355 Frank Allen Rd
Cashiers, NC 28717

(828) 631-2020

Cashiers Pool Address
60 Community Place
Cashiers, NC 28717



Future Aquatics Center

On November 3rd, 2020, Jackson County residents approved a bond referendum that allowed the county to borrow \$20 million to construct a new aquatics center, which would call for a 30,800-square-foot addition to the existing Jackson County Recreation Center in Cullowhee.

The new aquatics center’s amenities will include a six-lane, 25-yard competition pool, climbing wall, diving board with diving well, and a leisure pool that will include a zero-depth entry splash pad, vortex therapy pool, and kiddie play features such as a dumping bucket, spray fountains, and water basketball and volleyball. A party room, shower and locker rooms, meeting room space, and a new main entrance lobby will be included, as well.

The new aquatics center will be located at the Cullowhee Recreation Complex and will be open Monday through Saturday from 6:00 a.m. to 9:00 p.m. and Sunday from 1:00 p.m. to 7:00 p.m.

Construction on the aquatics center is anticipated to begin June 2022 and will wrap up in fall 2023.



Fun 4 Kids Day Camp

This is an eight-to-nine-week program during the summer months held at both the Jackson County Recreation Center in Cullowhee, and the Cashiers/Glenville Recreation Center. This camp is available to those that have completed kindergarten through completed sixth grade. Activities include pool trips, field trips, group games, individual games, arts and crafts, and special speakers. Registration is held in March or April each year. This camp usually runs from early June to early August.



British Soccer Camp

British Soccer Camp is the most popular camp in the county. This camp will help your child develop their skills, speed, and confidence in their playing ability. The British Soccer Camp provides boys and girls with the rare opportunity to receive high-level coaching from a team of international experts right in the heart of our community. In addition to teaching new skills and improving game performance, the British Soccer Camp provides lessons in character development, cultural education, and is the most fun your child can have learning the sport they love. Register now at <https://challenger.configio.com/>.



Contact Information



Parks and Recreation Director
Rusty Ellis
(828) 293-3053 ext. 1

Email
rustyellis@jacksonnc.org

Online
Website: <https://www.rec.jacksonnc.org/>
Facebook: JacksonRecreationandParks



Jackson County Cooperative Extension Departmental Goals for FY 2021-2022

- Provide the most up-to-date, university research-based, and other high-quality information in the major areas of agriculture, food, and 4-H youth development, with work also in residential and commercial horticulture, conservation of natural resources (conservation education), wildlife, and beaver management assistance (BMAP), food safety and preservation, foods, and nutrition, family resource management, youth development, and economic development.
- Provide a wide variety of educational (formal and informal) and technical assistance on agriculture (plant and animal) and commercial/residential horticultural programs through workshops, demonstrations, and field days. Help with groups, associations, and on a one-on-one individual basis. Assist producers with Agritourism ventures.
- Increase interest and enrollment in the 4-H program and clubs, while moving 4-H towards more agriculture (Junior Master Gardener Program), and continue work in Science, Technology, Engineering, Arts, and Math (STEM) and youth leadership.
- Provide Family and Consumer Science Services, such as food preservation, food safety, SNAP-ED, family resource management, home economics, health and wellness (exercise-Nordic Walking and Walkie Talkies Weekly Lunch Walking program), nutrition and assist with Extension and Community Association Club (ECA) work.
- Continue to provide virtual programming and limited in-person programming according to the NC Governor's COVID-19 Resolutions until those are lifted and less restrictive.

Mission

Since 1914, North Carolina Cooperative Extension has helped people put research-based knowledge to work in order to improve their quality of life. Educational programs include, but are not limited to, sustaining agriculture, commercial and residential horticulture, and natural resources through conservation education, family and consumer education (home economics), 4-H and youth development life skills, economic, and community and rural development.



*Jackson County Farmers in 1935
Courtesy of the NC State University Libraries*

Contact Information

County Extension Director

Rob Hawk, II
(828) 586-4009 ext. 324
robert_hawk@ncsu.edu

Address

876 Skyland Drive, Suite 6
Sylva, NC 28779

Office Hours:

Mon-Fri, 8 AM-4:30 PM

Fax

(828) 586-5509

Online

Website:

<https://jackson.ces.ncsu.edu/>

Facebook:

JCCooperativeExtension



County Extension Director, Rob Hawk



Departmental Goals for FY 2021-2022 (Continued)

- Partner with other public and private agencies and businesses for the above mentioned programs across the county. Partner closely with Soil and Water Conservation District (SWCD); Natural Resource Conservation Service (NRCS); Farm Service Agency (FSA); Southwestern Community College – Small Business Technology Center (SCC-SBTC); Jackson County School System; local media and other agencies that work on similar focuses in agriculture, food, conservation, and youth development.
- Aid in community and rural development with special projects, including working with the Community Development Clubs (CDCs) across the county with extension educational programming, especially with 4H Kits in STEM, citizenship, and nature study.
- Seek extension specialists from NCSU and NC A&T Universities to help with programming efforts to help the public improve their quality of life economically, environmentally, and community in the major areas of our work.
- Work with an Appalachian Regional Commission (ARC) Grant called “Empowering Mountain Food Systems” (EMFS) to help local farmers and food businesses with development of their agribusiness such as technical assistance and infrastructure.
- Provide instruction with SCC’s Appalachian Farm School (AFS) on agribusiness.
- Work closely with Jackson, Macon, and Swain Cattleman’s Association (JMS) on pasture and best beef management practices such as herd health and locally raised beef. Continue to help with other livestock such as poultry and small ruminants. Assist equine owners with pasture management and animal health.
- Market Extension through community events such as “Free Trade Seedling Giveaways” for Arbor Day Celebration in April and Veterans’ Day in November.



We Grow North Carolina through Education and Research



AGRICULTURE
& FOOD



HEALTH &
NUTRITION



4-H YOUTH
DEVELOPMENT



Family and Consumer Science Program

Programs provided by the Family and Consumer Science (FCS) Agent, include informal education and training in areas of human development, resource management, and the Supplemental Nutrition Assistance Program (SNAP-ed) with targeted audiences. The FCS Agent works with county and community-based organizations to deliver programs and recruit program participants. One area of focus is health and wellness. These classes include Med instead of Meds, L.I.F.T., Eat Smart-Live Strong, Live Strong, Nordic Walking, and Teen Cuisine. The N.C. Cooperative Extension of Jackson County FCS Agent also provides additional classes, workshops, trainings, and consultations in food safety and nutrition, human development, parenting skills, entrepreneurship, and volunteer management. The programming focus is guided by a specialized committee consisting of local citizens called the Jackson County FCS Advisory Council.

For more information, contact the FCS Agent, Emily McClure, by calling (828) 586-4009 or emailing ekmcclure@ncat.edu.



Cattle Equipment User Agreement

The NC Extension office offers the people of Jackson County the opportunity to rent cattle equipment.

The time limit that someone can rent equipment varies on a job-to-job basis, but shall not exceed seven days. Furthermore, all equipment must be returned by 4:30 p.m. The only exception is the Grazing Fence Kit, which can be rented for a three-month period.

Items for rent include:

- Squeeze Chute \$40 per week
- Corral System with Trailer \$50 per week
- Calf Table \$20 per week
- Palp/AI Cage \$20 per week
- Grazing kit per 3 months \$150

4-H Clubs and Activities

4-H is a co-ed youth development organization devoted to helping youth become responsible, productive citizens through experiential learning opportunities in clubs, school-based programs, and special interest activities. In Jackson County, 4-H prioritizes leadership, self-confidence and an active, outdoor lifestyle.



Beaver Management Assistance Program (BMAP)

The Beaver Management Assistance Program (BMAP) helps landowners technically and financially eradicate the damaging effects of excessive beaver activity that may result in flooding damages to properties and agricultural lands.

Community and Economic Development

Agents work with the Community Development Clubs (CDCs) across the county by providing relevant educational programs throughout the year, which include youth development, home economics, and horticulture. Each fall, a CDC judging program awards the club that was the most successful and did the most for their community. Additionally, the County Extension Director provides customer service and hospitality training to both public and private organizations and businesses.

Natural Resources

One of the objectives of Cooperative Extension is to teach the public, primarily the youth, about taking care of our natural resources. This is done through teaching ideals and practices that focus on the conservation of natural resources, especially through the Leopold Education Project regarding Land Ethics and Arbor Day and Veteran's Day free tree seedling events, which assist landowners with forestry, farmland preservation, wildlife problems, pests, and ponds.

Clover Bud Club

This club for young children is an introduction to 4-H. Members learn what the 4-H pledge means through activities revolving around the Head, Heart, Hands, and Health. Science, manners, diversity, citizenship, art, and cooking have been activities in the past.

This club is for ages 5-8 and meets twice a month.



Explorers Club

The Explorers Club focuses on getting youth outdoors. This generally includes hiking, outdoor education, map & compass reading, "Leave No Trace" principles, and outdoor safety practices.

This club is for ages 9-16 and meets twice a month.



Jackson County Center

FAMILY and CONSUMER SCIENCE

6 participants trained in MEDS vs. MEDS better nutritional cooking program.

247 learned to use better financial management skills.

VOLUNTEERS

58 volunteers donated 285 hours that benefited 311 citizens for a value of \$7,405.

52 4-H volunteers donated 141 hours for 172 client contacts for \$3,663 of in-kind services.

OUTREACH

4,056 direct contacts

35,488 digital mass media contacts

144 Major Programs

COMMUNITY

\$6,200 in grant funds to help farmers.

4 active Community Development Clubs partnered with Jackson 4-H and FCS programs and participated in the Annual CDC Judging Contest Virtually.

WE GROW PLANT and ANIMAL AGRICULTURE

- **35** pesticide recertifications were obtained in Jackson County.
- **250** community members increased their knowledge of home vegetable and fruit production.
- **175** are now using best management practices for soil fertility, pests, and diseases.
- **48** adopted and adapted better landscape practices on the best plants to plant and how.
- **20** livestock producers increased their farm business management skills and practices in Jackson County.
- **35** increased pasture and forest management practices through classes offered by the livestock agent.
- **12** adopted and are now practicing better livestock nutrition and herd health.

WE GROW 4-H and YOUTH DEVELOPMENT

- **158** active 4-H members with **7** active 4-H clubs.
- **4** new teachers were STEM trained and certified.
- **1,393** children increased their knowledge of local agriculture and growing their own food.
- **120** students increased their STEM knowledge, and **887** youth increased their knowledge regarding life skills.
- **35** 4-H Activity Kits were given out at community centers.



Youth Leadership Council

The Youth Leadership Council is a club for teenagers, where they learn and practice leadership skills in teamwork, event planning, fundraising, civic education, and community service. Applications are accepted each fall.

This club is for ages 14-18 and meets twice a month on Sunday evenings.



Livestock Club

If you love farm animals, want to learn about livestock, how to judge livestock, or how to show livestock, then this club is for you. You do not need to own an animal to participate in this club.

This club is for ages 5-18 (9-18 for competitions) and is currently seeking a volunteer leader in order to meet.

Horse Bowl Team

Club members learn about horses (bones, breeds, diseases, equipment, etc.), practice, and compete as a team in a Quiz Bowl-type activity in the spring.

This club is for ages 9-18, with the meeting scheduled determined by the participants each year.

Beekeeping Club

Members of the Beekeeping Club explore the world of the amazing honey bee. Adult volunteers from the Jackson County Beekeepers Association help youth with the beehive and teach beekeeping skills. Learn about bee dances, how they create honey, what they eat, how to calm them down, and how important they are for growing our food.

This club is for ages 8-11 and meets twice a month.

JACKSON COUNTY, NORTH CAROLINA

Presentation and Record Book Club

This is a short-term club for those who want to participate in the 4-H Presentations or Project Record Book Competitions. We meet often as deadlines approach to prep, practice, create, chat, and work on oral presentations or record books.

This club is for ages 5-18 (9-18 for competitions), with the meeting schedule being determined by participants each semester.

Other Activities

- Special Interest Programs – One-time activities or a short series of activities.
- Summer Programs and 4-H Overnight Summer Camp
- Mountain Heritage Activities
- School Enrichment Curriculum and Activities for Teachers

Volunteers

Youth/Adult partnerships are crucial to the learning outcomes of 4-H members. All volunteers are thoroughly background checked. Adults are encouraged to assist with leading activities, serving as a 4-H club leader, assisting behind-the-scenes, serving on the 4-H Advisory Council, or assisting for annual activities.



Jackson County

Soil and Water Conservation

Objective

The Jackson County Soil and Water Conservation District exists to carry out a program for resource development and conservation of natural resources. This is accomplished by assisting land users in the proper care and use of land as it relates to the conservation of resources. The main objective is to provide a quality environment and higher quality of life while protecting natural resources.

The District is governed by a five-member board, of which three members are elected, and two members are appointed by the Soil and Water Conservation Commission. The district staff consists of the District Manager/Soil Conservation and the Education Coordinator/Administrative Assistant, with both positions being funded by Jackson County and the state of North Carolina. Furthermore, the USDA Natural Resource Conservation Service provides a District Conservationist for the district.



*Conservation Cover in Little Canada
Courtesy of Soil & Water Conservation*

Departmental Goals for FY 2021-2022

- **Best Management Practices**
 - **Agrichemical Containment and Mixing Facility (1)**
Agrichemical Containment and Mixing Facility means a system of components that provide containment and a barrier to the movement of agrichemicals. The purpose of the system is to provide secondary containment to prevent degradation of surfacewater, groundwater, and soil from unintentional release of pesticides or fertilizers.
 - **Livestock exclusion (300')**
A Livestock Exclusion System means a system of permanent fencing (board, barbed, high tensile or electric wire) installed to exclude livestock from streams and critical areas not intended for grazing to improve water quality.
 - **Agricultural Well (2)**
A Well means constructing a drilled, driven or dug well to supply water from an underground source as part of a stream protection system.
 - **Livestock Feeding Area (1)**
The livestock feeding area is a sized concrete pad where feeders are located and surrounded by a heavy-use area.
 - **Livestock Watering Facilities (4)**
A trough of tanks means devices installed to provide drinking water for livestock at a stabilized location.
 - **Stock Trails and Walkways (100')**
A Stock Trail and Walkway means to provide a stable area used frequently and intensively for livestock movement by surfacing with suitable material to improve water quality. Benefits may include reduced soil erosion, sedimentation, and pollution from dissolved, particulate, and sediment-attached substances.
 - **Storm Water Management System (1)**
A Storm Water Management System means a system of collection and diversion practices (e.g., guttering, collection boxes, diversions, etc.) to prevent unpolluted storm water from flowing across concentrated waste areas on animal operations.
 - **Heavy-Use Area Protection (400ft2)**
An area used frequently and intensively by animals which must be stabilized by surfacing with suitable materials to improve water quality. Benefits may include reduced soil erosion, sedimentation, and pollution from dissolved, particulate, and sediment-attached substances.

Departmental Goals for FY 2021-2022 (Continued)

- **North Carolina Community Conservation Assistance Program (CCAP)**

For the past few years, the Division of Soil & Water Conservation has been working to get more funding for the NC Community Conservation Program. This program is designed to assist urban, suburban, and rural landowners with treatment and storage of polluted storm water runoff and improve the water quality of our state's waterways.

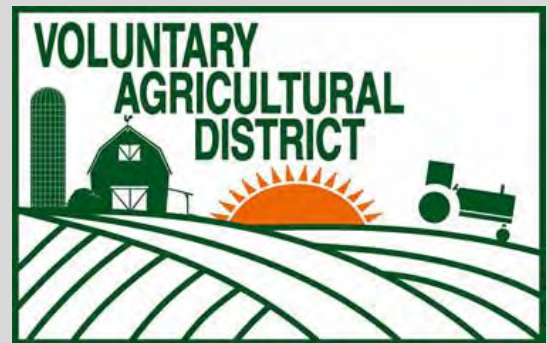


Stormwater Wetlands

Stormwater Wetlands are constructed systems that mimic the functions of natural wetlands and are designed to mitigate the impacts of urbanization on storm water quality and quantity. Stormwater wetlands provide an efficient method for removing a wide variety of pollutants such as suspended solids, nutrients (e.g., nitrogen and phosphorus), heavy metals, toxic organic pollutants, and petroleum compounds.

- **Farmland Preservation**

The purpose of the Voluntary Preservation Program is to encourage the voluntary preservation and protection of farmland from nonfarm development. This is in recognition of the importance of agriculture to the economic, health, social, and Soil benefit of the county. With some new Agriculture Advisory Board members, the Soil and Water District would like to see this program get going with a new and fresh start.



- Enroll 50 acres in the Voluntary Agriculture District (VAD).
- Get back on a quarterly meeting schedule.
- Enroll 50 acres in the Enhanced Voluntary Agriculture District (EVAD).
- The District currently holds a permanent conservation easement of 112.32 farmland acres that will be spot-checked yearly.

- **Equipment Rental**

Farmers have been very receptive to the rental equipment and are glad to have access to this equipment to make improvements to their fields and pastures. Equipment offered by the District include a bulk lime spreader, grass/grain drill, fertilizer spreader, and a sprayer. The District would like to see 400 acres of farmland enhanced with the rental equipment.

- **District Manager Goal**

Obtain engineering job approval authority from the North Carolina Soil and Water Commission. Job Approval Authority (JAA) is the quality assurance process that ensures adequate consideration by competent employees in the planning, design, and installation of ALL best management practices and technical assistance implemented through the NC Soil and Water Conservation Commission (SWCC), the Soil and Water Conservation District (SWCD), Division of Soil and Water Conservation, and other conservation partners, and that the practice will perform as intended for the planned service life.

- **Conservation/Environmental Education**

5th Grade Conservation Field Days

An outdoor field trip for students in the 5th grade to experience different careers concerning natural resources and learn about topics covered in their Science Essential Standards. The day features seven different stations manned by resource professionals dealing with forestry, wildlife, soil, aquatics, air quality, and weather forecasting.

- Reach at least 250 5th-grade students in Jackson County through field days (virtually).
- Offer field days to all of the schools in Jackson County (virtually).

Departmental Goals for FY 2021-2022 (Continued)

NC Association of Soil & Water Conservation District Contests

An annual contest with rotating themes offering contests for students to write an essay, create a poster, give a speech, make a PowerPoint, or create a computer-designed poster to reflect the current year's theme addressing a conservation concern or message.

- Offer all 5 contests to children residing in Jackson County in grades 3-9 (poster, essay, public speaking, computer-designed poster, PowerPoint contests).
- Offer lessons/activities focused on the contest theme to help teachers meet one or more Essential Standards.
- Submit at least one poster, essay, and PowerPoint to the Area Competition.

Education

All of the District's education programs are offered free-of-charge to students and community members on an entirely voluntary basis.

- Give at least 1 presentation outside of the school system (i.e., libraries, summer camps, working with partner agencies).
- Hand out at least 100 publications – posters, booklets, publications, and other resource materials.
- Attend at least two workshops, programs, or meetings to improve the District's environmental education program.

Agricultural Equipment Rentals

Jackson County Soil and Water Conservation District offers agricultural equipment rentals. These rentals include:

- A six-foot Great Plains grain/seed drill that may be rented for \$50.00 per day.
- A three-ton Lanco bulk lime spreader that may be rented for \$50.00 per day.
- A 55-gallon herbicide sprayer that may be rented for \$20.00 per day.
- A fertilizer spreader that may be rented for \$20.00 per day.

For more information regarding agricultural equipment rentals, contact Jackson County Soil and Water Conservation at **(828) 586-5465**.



Agriculture Cost Share Program

The Agriculture Cost Share Program is a voluntary program that offers financial and technical assistance for the installation of best management practices to address non-point source pollution.

The North Carolina Agriculture Cost Share Program is successful because of the grassroots based efforts of the local Soil and Water Conservation District. The district works with agricultural landowners and producers to achieve the following:

- Develop and approve individual conservation plans.
- Identify the management practices best suited for a particular operation.
- Design best management practices and help ensure longevity for these practices.
- Acquire preliminary approval of a cost share contract.

The Soil and Water Conservation Division provides administrative and technical assistance to districts. The division also gives final approval to cost share contracts and processes requests for payments to cooperators participating in the program.

Agricultural Cost Share Projects

Stream Protection

This cost share project involves a planned system for protecting streams and stream banks, which eliminates the need for livestock to be in streams by providing an alternative watering source aimed at improving water quality. This process is done through heavy-use area protection, livestock exclusion system, livestock feeding area, spring development, stock-trails and walkways, stream crossing, trough or tank, and stream protection wells.

Sediment/Nutrient Management

Sediment/Nutrient Management measures are planned systems to prevent sediment and nutrient delivery to water sources for water quality improvement. This is accomplished through abandoned well closure, agriculture pond repair, field border, filter strip, grassed waterway, nutrient management, riparian buffer, rock-lined outlet, sediment basin, stream restoration, stream-bank and shoreline protection, and water control structure.

Waste Management

Waste Management is a planned system in which all necessary components are installed for managing liquid and solid waste to prevent or minimize degradation of soil and water resources. This management is done through constructed wetland, dry stack, feeding/waste storage structure, heavy-use area protection, insect control, manure composting facilities, odor control, management systems, storm water management systems, and waste application systems.

Agrichemical Pollution Prevention

Hemispherical Pollution Prevention measures are planned systems to prevent chemical delivery to water sources for water quality improvement. This is accomplished by abandoned tree removal, agrichemical containment and mixing facilities, chemigration back-flow prevention, fertigation back-flow prevention, precision agrichemical application, and portable agrichemical mixing station.

Erosion/Nutrition Management

Erosion/Nutrition Management measures are planned systems for reducing soil erosion and nutrient runoff from cropland to improve water quality. This is accomplished through conservation cover, cover crop, cropland conversion, diversion, long-term no till, micro-irrigation, nutrient scavenger crop, rooftop runoff management, strip cropping, and terraces.



How to Apply for a Cost Share Program

Interested cooperators may apply to the Jackson County Soil and Water Conservation District for financial and technical assistance for the installation of best management practices to protect water quality. Applications are ranked based on local water quality priorities after a conservation plan is prepared.

Applicants can be reimbursed up to 75% of a pre-established average cost for each best management practice installed. The applicant is responsible for 25% of the costs. This may include the use of existing material and labor.

Cost Share incentive payments are available to encourage the use of certain practices. There are cost shares and acreage restrictions depending on the best management practices used, the type of operation involved, or policy set by the Soil and Water Conservation District or the N.C. Soil and Water Conservation Commission.

Partnership with the USDA

The Jackson County Soil and Water Conservation District is a part of a federal partnership with the United States Department of Agriculture (USDA). The two entities work together to provide support to farmers, address and encourage conservation practices, and ensure quality environmental health of agricultural-based lands.

Examples of programs enforced by this partnership can be found in the Farm Bill Programs. Programs included in the 2018 Farm Bill aim to fund agricultural practices, manage mitigation risks, conserve agricultural operations and lands, and aid farmers in recovery following a natural disaster.

More information regarding the 2018 Farm Bill can be found by visiting the following link:

<https://www.fsa.usda.gov/programs-and-services/farm-bill/index>



Farmland Preservation

The Jackson County Soil and Water Conservation District encourages the preservation and protection of farmlands. Farmland preservation is promoted through protection from non-farm related development or any other development that may be harmful to or prohibit the vitality of farmlands. By preserving and protecting farmlands, the Jackson County Soil and Water Conservation District aims to increase support for the agriculture community, strengthen the agriculture-based economy, and maintain sustainable and healthy farmlands in Jackson County.



Community Conservation Assistance Program (CCAP)

The Community Conservation Assistance Program (CCAP) is a voluntary, incentive-based program that is designed to improve water quality through the installation of various best management practices (BMPs) on land that is not directly involved with agriculture production. One example of a project that is funded by the CCAP is pet waste stations located at walking trails and other facilities. The CCAP also funds the recycled and filtered water that is used to water the plants at the Green Energy Park greenhouse.



Conservation Education Opportunities

While the District's main goal is to reduce soil erosion, great priority is given to educational activities promoting natural resource conservation. The District provides education-based programs to schools, civic groups, and other community organizations at no cost. Education presentations may be requested any time throughout the year. Topics may include water, soil, recycling, plants, or any natural resource related topic upon request. Some of the highlights of the District's education programs include:

Camp WILD

Camp WILD (wilderness, investigating, learning, and discovery) is a day camp to connect kids to nature while creating lifelong memories. Students have fun while gaining a valuable learning experience. Each day has a different theme in which topics such as soil science, alternative energy, forestry, wildlife, and aquatics are explored. Students travel around Jackson County to various sites to participate in activities and learn about the county's natural resources.



Conservation Field Days

Each year, 5th-grade students in Jackson County have the opportunity to participate in a Conservation Field Day designed to educate students about careers in the field of natural resource conservation. Typically taking place in April, groups of students travel to East LaPorte Park and rotate to seven different stations to listen to presentations and participate in demonstrations. Topics typically include forestry, wildlife, air quality, wildlife habitats, aquatics, soil science, and weather forecasting.

Conservation Education Opportunities (Continued)

Contests

Each year, the district offers contest opportunities for students in grades 3-9. The theme of the contests change each year on a rotating basis. Past themes and topics have included: The Living Soil, Wetlands are Wonderful, We all live in a Watershed, Soil & Water: Yours for Life, and Water: the Cycle of Life. A Poster Contest is offered for students in grades 3-6, an essay contest for 6th-graders, a computer-designed poster contest for 9th grade, a speech contest for 7th- and 8th-graders, and a PowerPoint contest for 6th-graders. These contests give students an opportunity to explore soil and water conservation through art, writing, technology, and public speaking. Students can compete locally through school and county competitions. First-place county winners advance to the Soil & Water Area One competition. Top winners from all eight Soil & Water areas may compete at the state level for cash prizes.



Envirothon

The Envirothon is an academic competition for middle and high school students. These students compose themselves of five-member teams and are quizzed on their knowledge of aquatics, current environmental issues, forestry, soils, and wildlife. Teams from the sixteen westernmost counties in North Carolina (NC) compete against one another for an opportunity to advance to the NC state competition. Cash prizes and scholarships are presented to the top teams included in the middle school and high school categories.

Celebrating 30 years of NC Envirothon!



JACKSON COUNTY, NORTH CAROLINA

Contact Information

District Manager

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Soil Conservationist

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Education Coordinator

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Address

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Sylva, NC 28779



Jackson County Information Technology (IT)

About IT

Computer and information systems are essential to providing quality operational needs to the Jackson County government. The Information Technology (IT) Department provides an array of services to Jackson County facilities including endpoint support, mobile, peripheral, server, network, wireless, telephony, website, fiber infrastructure, facilities infrastructure, software development, and implementation. Jackson County IT also provides facilities with security support, including camera systems, and building security door access systems.



*9-1-1 Server Room
Courtesy of Jackson County IT*

Departmental Goals for FY 2021-2022

- Complete new Animal Shelter low-voltage installation – to include – premises wiring, internet service, internal Wi-Fi, phone system, paging system, security camera system, access control system, and A/V system.
- Complete public Wi-Fi and camera installations for the remaining county parks of Betty’s Creek and CJ Harris. Sky-Fi will continue to be our internet provider at those locations. This will also complete our Land Use Plan for the County Parks for public Wi-Fi and security.
- The IT staff will develop a Zoom training tutorial for all county facilities that will be specific to the facilities’ A/V equipment currently in place. The IT staff will also develop a tutorial for single user Zoom conferencing, and provide one-on-one training by request.
- Provide secured (global) cloud-based storage for our 23 Jackson County virtual servers. Through this solution, we will be provided with a 7-day, air-gapped repository, providing enhanced protection against ransomware and malicious actions. Also included would be a 10-terabyte storage capacity. Through much research, we found **Iland Internet Solutions Corporation** as the best option for Jackson County.
- Replace our existing File Server that is seven-years-old and has reached its capacity for growth. This new server will provide us with enough storage capacity for the next five-to-seven years, dependent on future growth. This file server will provide storage for the entire Justice Center excluding the Sheriff’s Office.

Real Time 9-1-1 Backup

Through hard work and dedication, the Jackson County IT Department has achieved being the first county in Western North Carolina to implement a real-time direct data transport. This transport takes place between Jackson County and Swain County. Through mirrored platforms at both facilities, this transport provides continuous availability for missed-critical applications in case of a facility failure. This means that if a power outage or facility emergency were to occur at the Jackson County 911 Center, the Swain County 911 Center can take emergency calls that will dispatch to EMS and law enforcement. This system also gives Jackson County the capability to provide 911 services to Swain County if the Swain 911 Center were to suffer a power outage or facility emergency.

Jackson County Backup Server

Jackson County IT has installed a dedicated transport frequency from the Jackson County 911 facility to the Jackson County Justice Center. This transport provides real-time replication of primary servers and storage devices should there be a failure at either location. A goal of Jackson County IT staff members is to provide multiple backup solutions with minimal long-term downtime in case of an equipment failure.

Jackson County Hardware & Software Platforms

Jackson County's IT Department uses and maintains a multitude of hardware and software to ensure the work done by County employees is conducted both efficiently and securely. For instance, Jackson County is a **Dell Shop** for all our server equipment, as well as all end-user (i.e., county employee) equipment. We use **Veeam Backup and Replication (B&R)** for our server backup platform for all county facilities. **Cisco Meraki** is our first line of security, and all server and end-user endpoint security is through **Carbon Black**.

Jackson County Public Parks – Security/Wi-Fi

The Jackson County IT Department has installed surveillance cameras at all county-owned parks to ensure public safety for our citizens and visitors, and protect against property theft, and vandalism. As well as surveillance cameras, all county-owned parks (excluding one park that will be live within the year) have free public Wi-Fi for our citizens and visitors. Having Wi-Fi allows the IT Department and Recreation Center Director remote access to each location, if needed, for viewing.

Four Sources of Backup for All County Servers

In order to ensure the safety, protection, and cybersecurity of Jackson County's internet, information, and computer systems, the IT Department provides and monitors four backup solutions for all Jackson County servers. The four solutions include:

- Server Replication/Failover
- Cloud-based
- Air Gap Backups
- Network Attached Storage (NAS)



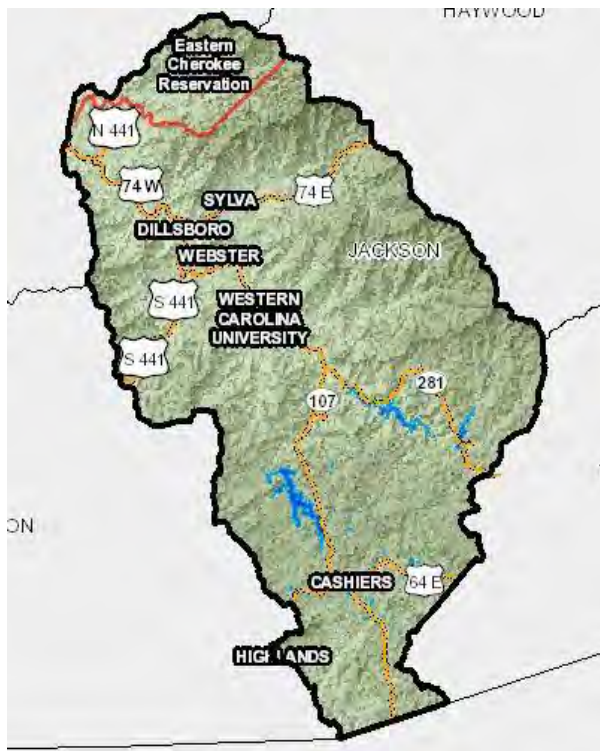
Carbon Black.

Jackson County

Geographic Information Systems (GIS)

About Jackson County GIS

Jackson County's Geographic Information Systems (GIS) Department provides mapping and database management support for a wide variety of departments, as well as the general public. A few of the services provided by this department include assistance with mapping 911 response and address data, creation and management of web maps and applications such as the Real Property Viewer and internal websites for various departments, and complex spatial analyses, such as delineation of protected ridges. Per the 2019-2020 department goals, the Jackson County GIS Department has also recently created an online "portal" where users can find public web mapping applications and GIS data for download. To access this portal, visit <https://gis.jacksonnc.org>.



Pictured above is Jackson County's Property Map Viewer.

Departmental Goals for FY 2021-2022

- **Further develop Open Data site.**
Create a robust GIS portal for the public that includes as much helpful information about the county as possible. Objectives for this include adding more GIS data for the public to download, such as information on school districts, commissioner districts, and additional environmental data. We would also like to create more web apps for public viewing, including apps that allow people to locate which school district or voting precinct they are in, a government office locator, and other informational web pages.
- **Automate updates between GIS and 911 Computer Aided Dispatch System.**
In order to maximize efficiency in maintaining the address and road databases, we will need to create processes that will automatically update the 911 CAD system using our GIS data. This will not only save time for both our department and the addressing technicians in the Emergency Management department, but it will also help ensure data integrity.
- **Migrate users to using ArcPro instead of ArcMap.**
ESRI is steadily improving ArcPro and phasing out ArcMap. Therefore, it will be necessary over time to migrate our processes, such as tax mapping and addressing, to ArcPro. Additionally, the tax mapping capabilities in ArcPro are now on an equal standing with ArcMap; therefore, after developing similar toolbars to what the mapping technicians currently use, we will transition them to using the new ArcPro software. Additionally, users in Emergency Management and Planning will also need to transition to ArcPro.

Departmental Goals (Continued)

- **Expand services to other departments.**

Currently, the main departments we provide services to as far as web apps, data, and mapping are Emergency Management, Tax, Planning, Environmental Health, and Code Enforcement. However, we would like to branch out to other departments, such as Board of Elections, Parks and Recreation, and Cooperative Extension. We already created a web application for Cooperative Extension last year, but there were numerous requests for expanding on this. We would also like to create applications for Board of Elections, such as a voting wait-time app and an app for helping residents find which commissioner district they are in. Ideas for Parks and Recreation include a trail planning application and an improved recreational sites/trails web map.

Using Jackson County's Real Property Viewer

- Navigate to <https://gis.jacksonnc.org/rpv>.
- The "Search Tool" is located on the upper left corner of the page. This can be used to search a property owner's name, address, the property PIN number, or a property description.
- Other tools for the map are located in the upper right and include a more advanced property query tool, selection, drawing, and measurement tools, along with several others. Users may also view aerial imagery from previous years.

Contact Information

GIS Analyst

Allie Griggs Mathis
 (828) 631-2112
alliemathis@jacksonnc.org

RPV Usage Questions

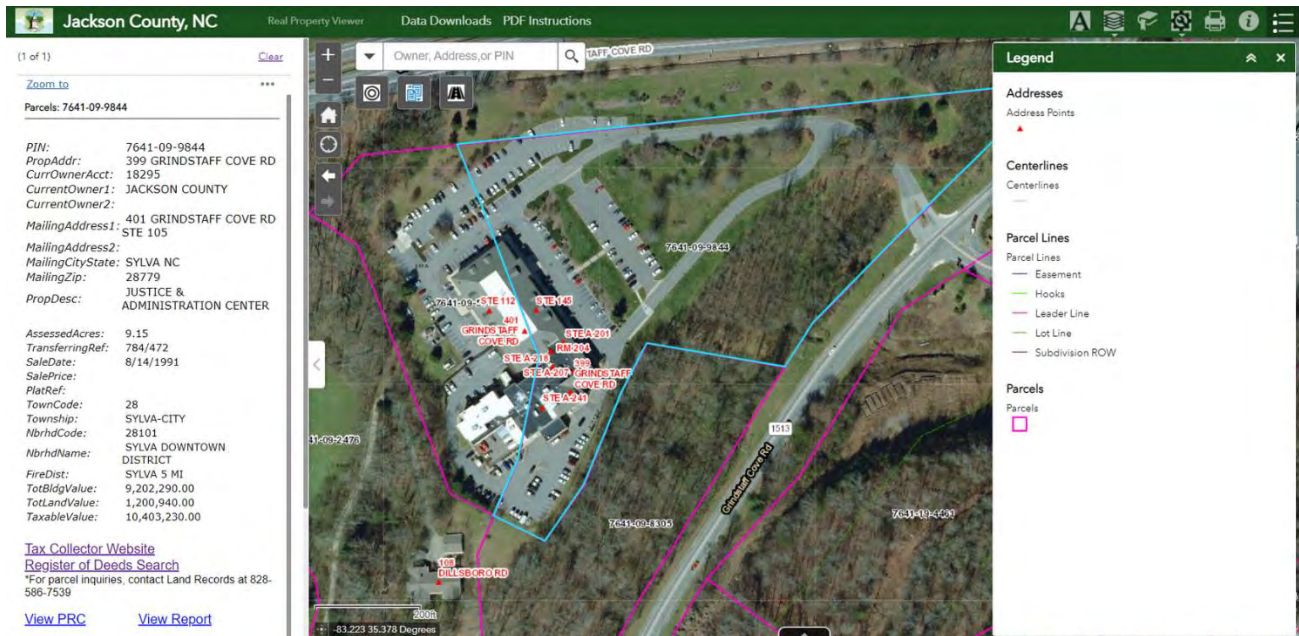
(828) 631-2112

Land Records Phone Number

(828) 586-7539

Website

<https://www.jacksonnc.org/gis-department>



The Justice Center through the eyes of the Real Property Viewer



Greenland Creek Falls
Courtesy of Jackson County TDA

Dear Jackson County,

To begin, I would like to thank the Board of Commissioners for the opportunity to intern with Jackson County and serve its people. Every day of my internship with the County has provided me with much of the knowledge and learned strategies necessary to be the diligent and effective public administrator I hope to one day become.

Next, I would like to extend my appreciation to the County Manager, Don Adams, for selecting me to intern with the County, and for serving as an example, through his managerial skill and leadership ability, to an aspiring local government manager. One day, I hope to pass along the professional advice and mentorship he has imparted upon me to another future public servant.

Kerri Tucker, the County's Executive Administrative Assistant, deserves a special thank you, as well. Her resourcefulness, her work ethic, and her unwavering kindness were fundamental to my completion of this report. The people of Jackson County are blessed to have the professionalism and dedication that she and the rest of the Administrative Department display on a daily basis.

Also, I would like to express my appreciation to the numerous County department heads and employees I have had the honor of meeting, working with, and learning from this summer. The in-depth knowledge and hands-on experiences I received from each department will be instrumental to my professional development moving forward.

I would like to conclude by expressing how thankful I am for the knowledge and hands-on experiences that have broadened my understanding of local governance, and, most importantly, what an honor it has been to serve the people of Jackson County in this small way. I am grateful to have written the third annual *Report to the Citizens*, and my hope is that this document will continue to be updated, expanded upon, and used as a tool to inform the people of Jackson County and increase transparency within the Jackson County government for many years to come.

Sincerely,

Matthew Wilson

