



Jackson County

# Report to the Citizens

2020 – 2021  
EDITION



# LETTER FROM THE COUNTY MANAGER

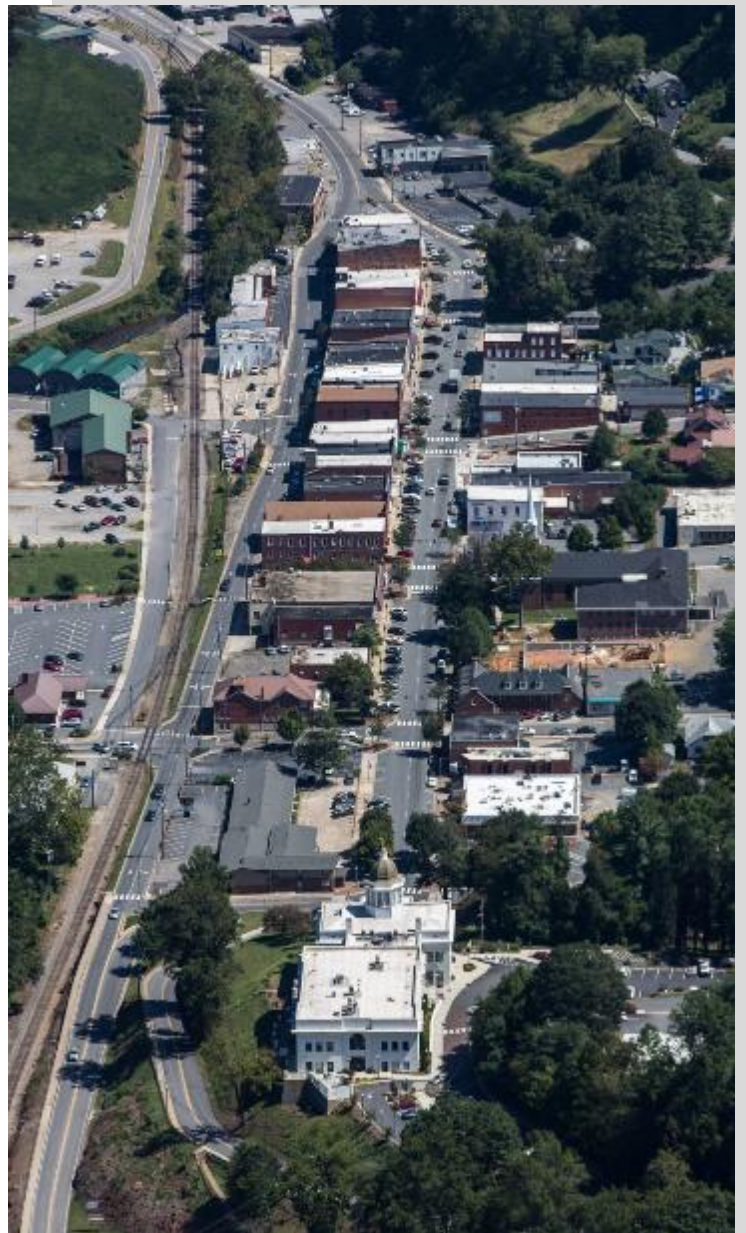
The following document is the second annual Report to the Citizens of Jackson County, NC. The remaining pages provide detailed information regarding various departments that comprise Jackson County's government. Fiscal Year 2020-2021 Departmental Goals have been included in this report.

This year, the Jackson County Manager's Office hired an intern from Appalachian State University. The student, Olivia Stewman, is working towards obtaining a Master of Public Administration degree. Ms. Stewman's directive was to research and compile information on Jackson County operations into an annual report.

The intentions 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



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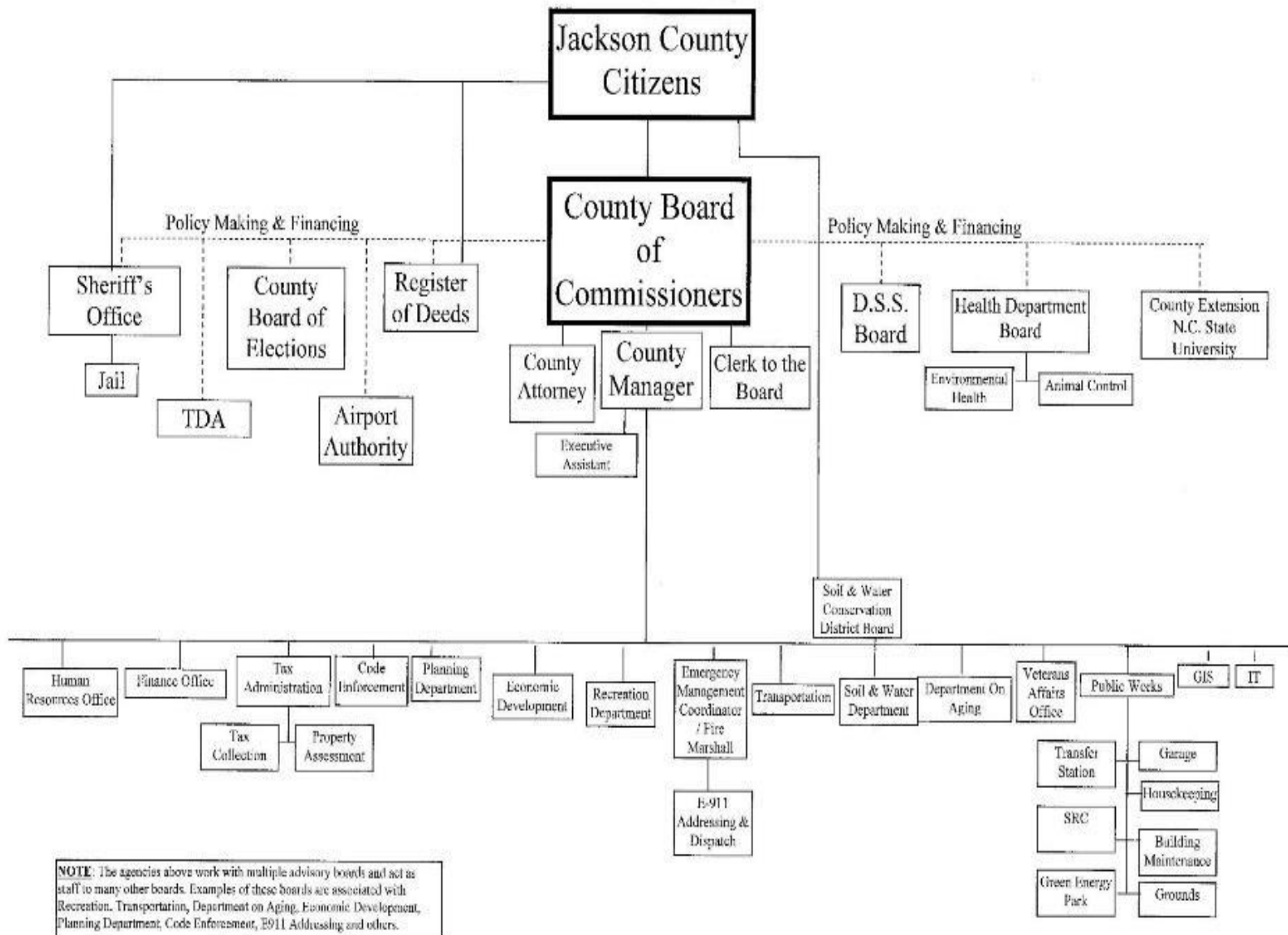
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# Jackson County Organizational Flow Chart



# Jackson County

## Board of Commissioners

Jackson County is located in the southwestern region of North Carolina. Adjacent to South Carolina and Georgia, Jackson is bordered by four North Carolina counties including Macon, Swain, Haywood, and Transylvania. The county consists of 494 square miles of 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.

<b>Chairman</b>	Brian McMahan
<b>District 1</b>	Gayle Woody
<b>District 2</b>	Boyce Deitz
<b>District 3</b>	Ron Mau
<b>District 4</b>	Mickey Luker

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



*Pictured left to right – Boyce Deitz, Gayle Woody, Brian McMahan, Mickey Luker, and Ron Mau*



# Jackson County Board of Commissioners

## Mission Statement

The mission of the Jackson County Board of Commissioners is to, “represent the best long-term interests of all citizens of Jackson County by providing effective leadership and clear direction.”

## Beliefs

- Act with honesty and responsibility as stewards of the resources of Jackson County.
- Value the thoughts of citizens and employees and commit to listening and responding appropriately to concerns and ideas.
- It is an obligation to make informed decisions by carefully studying the issues and seeking to understand relevant information.
- Have confidence in the employees of Jackson County and provide them with clear direction and accountable authority to deliver quality services.
- For the best interest of citizens, it is important to work cooperatively with local municipalities and other governing bodies.
- As representatives, it is incumbent to act as ambassadors to and for citizens, while actively building pride in Jackson County.
- Lastly, in order to serve the best long-term interest of citizens, a vision for the future of Jackson County must be clearly articulated.

## Visions

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

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

Investments in systems and policies to attract business development that is compatible with resources, environment, and visions contributes to the economic vitality and corporate commitment to the county.

An educated workforce is positioned to participate in the success and take advantage of the opportunities of the 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.



## Departmental Goals for FY 2020-2021

- **Providing a safe environment for voting.** The COVID-19 virus has presented un-perceived challenges and voting will be high on everyone's radar this year. There is no reason to believe there will any delays in the General November Election dates and the local election offices on the frontline must be prepared. In addition to increasing by mail capacities, election offices need to establish in-person practices that voters will trust.
- **Maintain high standards of elections in Jackson County,** such as voting machine maintenance, record management and audits, customer service, training, voter education, improved website presence and accessibility. This remains a goal through all changes and challenges.
- **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. There will also be a need to recruit workers from less vulnerable populations for this year. Public health policies will need to be implemented to keep everyone safe while fulfilling their civil duties.
- **Train and maintain a staff that is responsive to the needs of conducting elections.** In addition to the prior legal and technological aspects, the elections will need to develop plans to implement the new norm of the current environment. Election offices will need to respond in real-time to the ever changing world for all aspects of elections.
- **Improve security at elections offices and facilities to comply with Homeland Security standards.** Elections offices have been named as a critical understructure by Homeland Security. Elections are now designated as essential functions, which adds to the ever-growing complexity of Elections.

## 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 bought to the group's location.

## 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](mailto:Jackson.boe@ncsbe.gov) or [lisalovedahl@jacksonnc.org](mailto:lisalovedahl@jacksonnc.org). A downloadable application is available on the State website at [www.ncsbe.gov](http://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>.**

## 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 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.

## No Excuse Absentee by Mail Ballot

For the 2020 election, 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. This form can be found at <https://www.ncsbe.gov> or by calling (828) 586-7538.

## 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](http://www.ncsbc.gov).

Requests should be filed as soon as possible, but the law allows up to 30 days. Large order should have ample notice. 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.**



# Jackson County Administration

## Departmental Goals for FY 2020-2021

- Continue to perform the statutory duties as described in the following sections.
- Work with departments and other operations to develop additional ways to provide services in a safe and effective manner during the COVID-19 pandemic.
- Continue implementing departmental performance measurement systems within departmental goals.
- Develop individual employee performance evaluations within select departments that directly relate to departmental goals.
- Find a new location for the Dillsboro Staffed Recycling Center (SRC). Relocate the Dillsboro SRC.
- Start Animal Rescue Center/Green Energy Park Construction in fall of 2020.
- Engage in architectural services to begin schematic design work on Justice Center.
- Identify and purchase property for the development of a Whittier “pocket park”. Start design and construction process prior to the end of FY 2020-2021.
- Start the planning processes for Dillsboro Park. Begin design work in spring of 2021.
- Update the Jackson County Annual Report to the Citizens.

## 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 NCGS 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 for 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 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 County Commissioners in North Carolina must appoint an attorney to be its legal adviser. Jackson County hired its first full-time attorney in 2015.

## Jackson County Clerk to the Board

The Jackson County Clerk to the Board 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 – promotion, education, and 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 Jan Fitzgerald at: (828) 631-2207 or [jcfitzgerald@jacksonnc.org](mailto:jcfitzgerald@jacksonnc.org)**



*Citizens Academy Class of 2019*

# Jackson County

## Department of Finance

### 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.

### Departmental Goals for FY 2020-2021

- 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.
- 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.





# 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 request from each department, disperses non-profit applications, and provides information to Jackson County Commissioners.

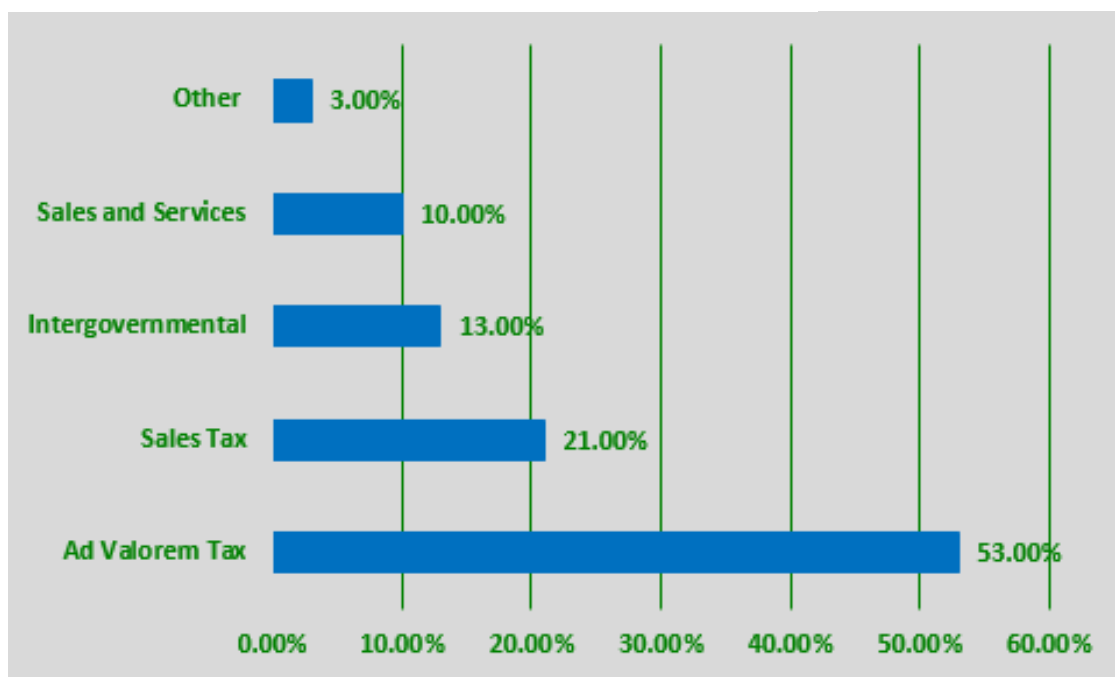
The budgeting process begins in January when individual department heads meet with the County Manager and Finance Director, both individually and as a group. During this meeting, department heads begin to form their budget requests. In February, the County Commissioners, County Manager, and Director 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 1<sup>st</sup> and ends on June 30<sup>th</sup>. Below FY 2019-2020 budget highlights are displayed.

## Jackson County Review by Type



## Top 10 General Fund Expenditures for Fiscal Year 2019-2020

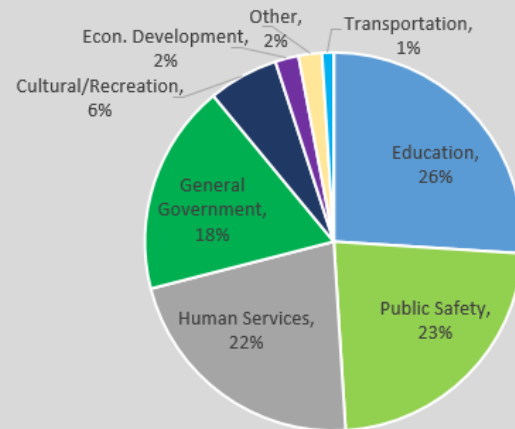
Department	Expense	Revenue	County Share	County %
Public Schools	\$ 9,240,141.00	\$ 3,489,831.00	\$ 5,750,310.00	62.23%
Sheriff/Jail	\$ 7,839,315.00	\$ 1,236,120.00	\$ 6,603,195.00	84.23%
Social Services	\$ 6,805,346.00	\$ 3,924,138.00	\$ 2,881,208.00	42.34%
Health	\$ 4,978,721.00	\$ 2,008,643.00	\$ 2,970,078.00	59.66%
Public Works	\$ 4,717,991.00	-	\$ 4,717,991.00	100.00%
Debt Services	\$ 3,859,375.00	\$ 2,681,758.00	\$ 1,177,617.00	0.00%
Ambulance/Rescue Squad	\$ 2,958,106.00	\$ 240,000.00	\$ 2,718,106.00	91.89%
Community Colleges	\$ 2,482,204.00	-	\$ 2,482,204.00	100.00%
Recreation	\$ 2,255,145.00	\$ 713,655.00	\$ 1,541,490.00	68.35%
Fire	\$ 1,555,906.00	-	\$ 1,555,906.00	100.00%

The above table displays the top 10 general fund expenditures for the fiscal year 2019-2020. 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 2019-2020, Jackson County's budget equated to \$65,010,927.00. This is an increase of about 0.78% from fiscal year 2018-2019, or an increase of \$504,868.00.

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

## Department of Tax Administration

### Departmental Goals for FY 2020-2021

- **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. Implementation of the career pathway will provide an avenue to inspire additional educational opportunities.
- **Personal Property Division Goals**
  - 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. To ensure that all manufactured homes are properly listed prior to the implementation of the 2021 reappraisal.
  - Conduct a compliance review of all watercraft. A preliminary review indicated that nearly 2,000 boats registered with North Carolina Wildlife were not being properly listed. The goal is to have an account created for all registered boats and applicable listing forms to be mailed in January 2021.
  - Continue to review and properly assess all registered motor vehicles.
- **Real Property Division Goals**
  - Continue review of all 40,000 parcels in preparation for the 2021 reappraisal.
  - Perform compliance reviews on 15% of exempted and excluded properties.
  - Have all properties with an active building permits reviewed by December 28, 2020.
  - Have a Board of County Commissioners approved Schedule of Values, Standards and Rules by December 28, 2020.
  - Send reappraisal notices by February 15, 2021.
- **Land Records Division Goals**
  - Continue to have a two-day processing turnaround for all deeds and plats.
  - Continue to create data layers to ensure that accurate property information is being applied.
  - Recorded deeds were up 11.62% over last year, up 25.60% from 2015. Recorded plats were up 8.64% over last year, up 9.95% from 2015. Reclassification of a current employee to a GIS Mapping Specialist I is essential to ensure that the increase in recorded documents does not hinder the processing goal.





## 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.
- 40,000 land parcels by the end of 2019.
- 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](mailto: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) 586-7543  
Exemptions and Exclusions – (828) 586-7544  
Land Records/Mapping – (828) 586-7539  
Motor Vehicles – (828) 586-7541  
Personal Property – (828) 586-7545  
Present-Use Value – (828) 586-7544  
Property Tax Relief Programs – (828) 586-7545  
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 page. This page covers topics ranging from property tax, vehicle tax, and payments. This page may be accessed by navigating to:

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

## Departmental Goals for FY 2020-2021

- 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.





## Important Tax Collection Dates

**Mid-August** – The current year tax bills are mailed to the “Owner of Record” as of January 1<sup>st</sup>. 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 1<sup>st</sup>** – Property taxes become due and payable.

**January 6<sup>th</sup>** – Property taxes become delinquent.

**January** – The NC Debt Setoff program list is updated.

**February 1<sup>st</sup>** – Second notices are issued.

**March 31<sup>st</sup>** – This is the last day to pay taxes before the delinquency is advertised in *The Sylva Herald*.

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

**May 1<sup>st</sup>** – Delinquent notices are issued.

## 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 1<sup>st</sup>. 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 requests 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 5<sup>th</sup> payment.

## Contact Information

### Tax Collector

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

### Deputy Tax Collector

Sheila Clayton  
sheilaclayton@jacksonnc.org

### Address

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

### Office Hours

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





# Jackson County

## Department of

### Human Resources

#### Mission

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, Human Resources Director and Employee Benefits Administrator, staff the department to serve over 500 employees and retirees combined.

#### Departmental Goals for FY 2020-2021

- The HR Department will commence implementation of NEOGOV Insight applicant tracking software to recruit and hire candidates.
- The rollout of a performance management instrument will begin.
- Explore and provide employees with a more efficient and less time consuming process to complete Open Enrollment that may include the use of technology while providing employees needed information.
- The Employee Benefits Administrator will develop a training for all new supervisory personnel to acquaint them with FMLA and Workers Compensation reporting requirements.
- Attend annual Public Employment Law Update and at least two professional development trainings or conferences.
- Human Resources will develop a plan in conjunction with the Public Works Department and the NCACC Risk Control Specialist begin a systematic review and update process of safety policies.



## Human Resources Contact Information

401 Grindstaff Cove Road, Suite A-218

Sylva, NC 28779

Phone: 828-631-2212

Fax: 828-631-2266

E-Mail: [humanresources@jacksonnc.org](mailto:humanresources@jacksonnc.org)

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

Jackson County 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.

## Employee Wellness

The Wellness Committee intends on participating in a pilot project to replace the Well @ Work program for fiscal year 2020 – 2021 entitled Elevate 828. The Elevate 828 program will be in partnership with Healthy Carolinians of Jackson County's Healthy for Life Action Team (a project of the Health Department) in working with Harris Regional Hospital and Mountain Wise to plan, implement and evaluate a community-wide wellness initiative.

## Employee Benefits

Jackson County is an Equal Employment Opportunity Employer with more than 400 employees, Jackson County offers its employees an exceptional benefits package:

- 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)
  - 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



# 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](http://www.jacksonnc.org/register-of-deeds/home)

**Or call the Jackson County Register of Deeds office at:**

(828) 586-4055

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



## Departmental Goals for FY 2020-2021

- **Update Current Computers**

The Register of Deeds office has two computers that paralegals use to access tax information and one computer to access Clerk of Court information. An additional computer is used to scan and print plats/surveys. These computers need to be replaced and updated.

- **Preserve Death and Birth Books**

Last year, the Register of Deeds office used Kofile to preserve several death and birth books dating back to 1913. This turned out to be successful. The Register of Deeds will continue this preservation process for four to five more years. The office has found two marriage index books, one from 1853-1872 and the other from 1873-1901. These are the only documentation of marriages that the Register of Deeds possess from the two time periods. The documents were laminated by the Department of Cultural Resources, Division of Archives and History, in January of 1976. However, these documents are in need of being preserved.

- **Implement E-records**

The Register of Deeds is working with the Planning Department, Land Records, and Information Technology to ensure the implementation of e-recording of plats. Most of which must be approved by Planning and Land Records.

## 2019-2020 Accomplishments

- Kofile has processed and preserved three birth books (Vols. 1-3, {1913-1916}) and two death books (Vols. 1-5 {1913-1918}).
- Two shelving units have been installed in the upstairs vault for marriage books and death books. This allows more accessibility for employees and the public.
- A new typewriter was ordered.



## 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. Individuals may pay with major credit/debit cards online. An additional fee is charged when paying with a credit card.

## Internet Access

- Visit [www.jacksonnc.org](http://www.jacksonnc.org)
- Under *Online Services*, choose *Register of Deeds Search*.
- Name searches are only available from September 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. No further steps required.

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 License

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 of the Jackson County Register of Deeds' webpage.

- Both parties must be present.
- Both are to provide a photo I.D. (Drivers Licenses, U.S. Passport, or Military I.D.).
- Both need proof of a social security numbers (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 judgement/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 [jacksonnc.org](http://jacksonnc.org) – Register of Deeds Marriage Requirements.

### NEW REQUIREMENTS BEGINNING JUNE 1, 2020

- Appointments can only be between 8:30am to 4:00pm, 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)586-7560 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 don't 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 office are made 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

## Department of Planning

### Mission

The Jackson County Planning Department 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 Planning Department 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/code/s/code\\_of\\_ordinances?nodeId=CD\\_ORD\\_APXIUNDEOR](https://library.municode.com/nc/jackson_county/code/s/code_of_ordinances?nodeId=CD_ORD_APXIUNDEOR)

## Departmental Goals for FY 2020-2021

- Review all minor, family and exempt subdivision plats within 5 business days.
- Review all site plans for permitted uses within 10 business days.
- Develop a County Pedestrian Plan through NCDOT grant program (Roll over goal, T-2, Comp Plan).
- Review subdivision regulations and discuss the purpose of recommended changes to the Subdivision Ordinance regarding cluster subdivision design, wildlife corridors and pedestrian facilities (Comp Plan LU1, LU2, and LU6).
- Update Countywide Historic Property survey (Roll over goal, Comp Plan C1).
- Planning staff will work with the Cashiers Planning Council to consider amendments to Cashiers zoning regulations as recommended in the Cashiers Small Area Plan (Roll 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 (Chapter 6- Action Plan- #1 Jackson County Unified Development Ordinance Updates).





## 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 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 on both 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 Department of Planning 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 an oral history project. These talks, stories, and memories are documented for future generations. The Historic Preservation Commission also has a Facebook page that highlights the National Register properties and adaptive reuse of historic structures 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.



*Pictured above is the Grimshaw Post Office. It is located in Whiteside Cove and it is the smallest post office in the world.*

## 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 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  
[michaelposton@jacksonnc.org](mailto:michaelposton@jacksonnc.org)

### Address

401 Grindstaff Cove Rd  
Sylva, NC 28779 Suite 258

### Phone Number

(828) 631-2261

### E-Mail

[planning@jacksonnc.org](mailto:planning@jacksonnc.org)

# Jackson County

## Department of Permitting and Code Enforcement

The Permitting and Code Enforcement Department is completing the seventh year of providing a centralized location for permitting and inspection services to the construction and development community in Jackson County. During the past seven years, the department has completed the tasks of combining staffs and offices for building inspections, erosion control, flood plain 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 Jackson County is in the process of co-locating the Sylva permitting office with the Environmental Health Department and Planning Department to develop a convenient permit center, which is set to open in September.

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 Tuckasegee 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 an easier access to county staff and information, as well as instant notification of inspection results via email.

## Departmental Goals for FY 2020-2021

- 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.





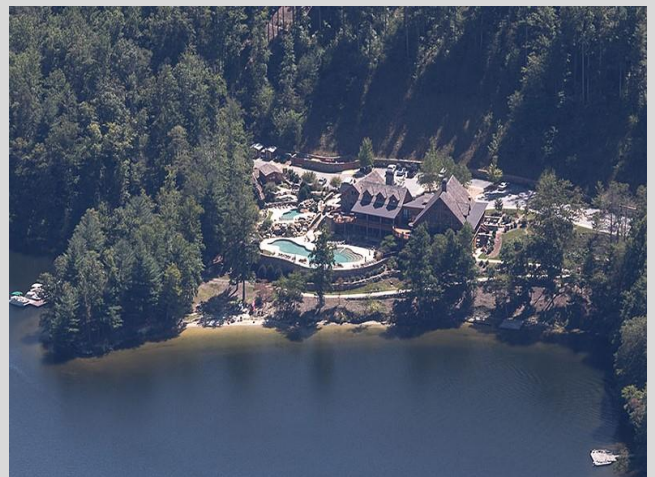
# Permitting and Code Enforcement Overview

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      Empowering Ordinance

- **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.

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



## 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.

## 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.



## Contact Information

**Permitting and Code Enforcement Director**  
Tony Elders  
[tonyelders@jacksonnc.org](mailto:tonyelders@jacksonnc.org)

**Sylva Office**  
**Address:** 401 Grindstaff Cove Road, Suite 145  
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

## Department of Economic and Physical Development

### Departmental Goals for FY 2020-2021

- **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 both the Cullowhee and Dillsboro River Park Projects.
  - Develop and execute a “Grow Your Business in Jackson County” marketing campaign, to mirror the Shop Local campaign from the previous year.
  - Continue planning for the development of an innovation/co-working/accelerator space in partnership with WCU, SCC and potentially Mountain BizWorks.
- **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. Also will explore specific housing solutions to include additional partnerships with Mountain Projects, Teacher/Faculty housing with WCU and JCPS.
- **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.





## Goals 2019-2020

## Achievements 2019-2020

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>○ Partner with 3rd party consulting firm to complete revision of the Comprehensive Economic Development Strategy (CEDS).</li> </ul>                                     | <ul style="list-style-type: none"> <li>● The CEDS project was to commence in March of 2020, but has been delayed due to the COVID-19 public health crisis. This project will resume once business operations return to normal.</li> </ul>  |
| <ul style="list-style-type: none"> <li>○ Convene and facilitate planning discussions, including a possible feasibility study, for the Dillsboro River Park project.</li> </ul>                                 | <ul style="list-style-type: none"> <li>● The department convened regional stakeholders twice to discuss the feasibility of making improvements within the confines of the river. The project would focus on improving navigability and creating use options for various segments of river enthusiasts. Currently, Jackson County is awaiting additional direction regarding both Cullowhee and Dillsboro river park projects.</li> </ul>   |
| <ul style="list-style-type: none"> <li>○ Design and execute an annual Shop Local campaign, supporting Jackson County businesses through print media, radio, and outdoor advertising messaging.</li> </ul>      | <ul style="list-style-type: none"> <li>● The Shop Local campaign was launched in late August of 2019 using various media platforms to include print, digital billboards, and digital graphic messages at WCU athletic events, radio sports and promotions, and a full social media blitz. Feedback provided has suggested that the campaign has been well received across Jackson County, and has been a successful prop tool for a constant reminder to the shopping public.</li> </ul> |
| <ul style="list-style-type: none"> <li>○ Explore all options for the development of innovation space, with specific emphasis on tech, light advanced manufacturing, and outdoor recreation sectors.</li> </ul> | <ul style="list-style-type: none"> <li>● The department continues to work with WCU and SCC, as well as Mountain BizWorks, The Corporation for Entrepreneurship and Innovation investment fund, to identify working capital and space/location for this initiative.</li> </ul>  |
| <ul style="list-style-type: none"> <li>○ Actively market Jackson County's designated Opportunity Zone for development/housing purposes.</li> </ul>   | <ul style="list-style-type: none"> <li>● Jackson County's designated opportunity zone is limited in appeal to primarily housing development opportunities. The additional challenge is that a minimal amount of that opportunity zone has access to water and sewer infrastructure. The department continues to promote the zone, but have seen little interest thus far.</li> </ul>   |
| <ul style="list-style-type: none"> <li>○ Continue working with Housing Committee to develop recommended policies regarding incentives for new housing development.</li> </ul>                                  | <ul style="list-style-type: none"> <li>● The Housing Committee was able to procure \$30K in funding from commissioners to support a Mountain Projects housing initiative on 2<sup>nd</sup> Avenue in Sylva. Working to identify potential parcels for acquisition for similar future developments is in continuation.</li> </ul>   |
| <ul style="list-style-type: none"> <li>○ Continue participating in discussions with TWSA, Duke Energy, and other utility partners to plan accordingly for future development opportunities.</li> </ul>         | <ul style="list-style-type: none"> <li>● The Director of the Economic and Physical Development Department continues to participate in various planning groups and sub-committees, including the Water and Sewer Advisory Panel (WASP) for TWSA.</li> </ul>   |
| <ul style="list-style-type: none"> <li>○ Fully explore a minimum of 30 credible lead opportunities for business development, business retention or expansion, etc.</li> </ul>                                  | <ul style="list-style-type: none"> <li>● The Economic Development Department reviewed 47 credible leads via EDPNC, SBC, SBTDC, and Direct Client Contact.</li> </ul>   |

## Goals 2019-2020

- Continue working with local and regional allies to develop feasible strategies for community-based broadband deployment.
- Continue working with local municipal and community leaders to identify and implement reasonable and sustainable strategic economic and community development policies.
- Actively participate in and provide leadership for the Mountain West NC Partnership, to leverage regional assets for new business development and expansion.

## Achievements 2019-2020

- The Department of Economic Development has continued to act as a catalyst for improved and expanded broadband access, whether by working with local ISP's to encourage deployment or assist them with grant funding requests. The department continues to work with State officials to look for creative ways to fund broadband improvement in rural areas.
- Working with local municipal and community leaders to identify and implement reasonable and sustainable strategic economic and community development policies is an ongoing and significant component to the work of the Department of Economic and Physical Development.
- The director of Jackson County's Department of Economic Development remains the Chairman of the Mountain West NC Partnership.

## Economic Development's Focus

The focus of Jackson County's Department of Economic and Physical Development is being the catalyst for job creation, business development, and support for the existing business community. Partnering with elected and appointed officials from state and local governments, agencies, educational leaders, and business leaders, this department builds a strong coalition to further develop the economy of Jackson County from both internal and external perspectives.

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

## Jackson County's Partnerships

For Jackson County, teamwork is held in the highest of regards. With industry and business partners, the Department of Economic Development has created an environment that engages the community and leverages the economic assets of Jackson County. Whether a business needs educational, technical, industrial, or entrepreneurial support, a wealth of resources are made available by the department.

Jackson County's partners include: Western Carolina University, Southwestern Community College, Jackson County's Tourism Development Authority (TDA), Southwestern Commission Council of Governments, Tuckasegee Water and Sewer Authority, all municipalities within Jackson County, Area Chambers of Commerce, entrepreneurial resources, Frontier Communications, Duke Energy, Harris Regional Hospital, Highlands-Cashiers Hospital, and Mountain West NC Partnership.

# Jackson County Economic Development Summary for the FY 2019-2020



## July – December 2019

- **Growth and Employment**

The new fiscal year began with economic growth and an incline in new businesses, while unemployment percentages declined into the upper three percent range, essentially marking a condition of full employment.

- **Employers**

Many employers across Jackson County were struggling to hire new employees, from hospitality and tourism to food and beverage, to health care, and particularly the construction and trades sector. This made the county a net importer of workforce from surrounding areas.

- **Tourism**

Tourism remained steady despite underperforming the previous fiscal year when comparing summertime occupancy tax collections. This was likely due to a single lodging facility that was closed for renovations during the FY 2018-2019.

- **Home Sales**

Homes sales during the final six months of 2019 continued to outpace the prior year totals by roughly 13%, with both the average and median selling prices showing an increase. A lack of home inventory and affordable housing became a highly pressing issue, thus a task force was established to begin identifying workable solutions for addressing this economic challenge.

- **Taxable Sales and Construction Revenues**

Taxable sales continued to make double-digit gains through the summer and into the fall of 2019, averaging 10% growth over the same period in the previous year. Construction data revealed that both new housing and new commercial starts has slightly increased, resulting in over \$143 million dollars in new capital investment between July and December 2019. It is important to note that there were large-scale construction projects ongoing in Cherokee, at Southwestern Community College and Western Carolina University, and in Cashiers that had a significant positive economic impact on the local economy.

## January – February 2020

- **Growth and Employment**

The months of January and February presented a slight increase in unemployment levels in Jackson County. The unemployment percentage rose to just over 4%, likely due to the seasonal nature of the regional economy.

- **Tourism**

Compared to the previous fiscal year, tourism/visitation continued to remain strong through the winter months.

- **Taxable Sales and Construction Revenues**

Due to higher levels of tourism, taxable sales and construction revenues continued to experience exponential growth in Jackson County.

## March – June 2020

The COVID-19 pandemic began in March, resulting in a public health and economic crisis that impacted the entire southwestern region of North Carolina, including Jackson County.

- **Unemployment**

Due to lay-offs and business closures caused by the pandemic, unemployment shifted to 11.6% and 15.0% respectively for April and May, leaving roughly 3,351 workers in Jackson County without a job.

- **Tourism**

Tourism and visitation rates declined tremendously as both federal and state emergency declarations were initiated, and stay at home orders were put into place.

- **Taxable Sales**

Aside from a small shortcoming in the month of May, taxable sales remained steady across Jackson County. This is an indicator that the underlying economic foundation of Jackson remains strong.

Jackson County is a largely small-business economy. This is why a county wide economic recovery team was established in April of 2020. The team is comprised of economic stakeholders, leaders of educational institutions, municipalities, and experts in tourism and legal counsel. It is the goal of these individuals to identify strategies and solutions for providing assistance to the Jackson County



# Jackson County Green Energy Park

The Jackson County Green Energy Park (JCGEP) 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, NC, the JCGEP captures methane gas from the old town landfill, and uses the gas as fuel for a series of artisan studios.



## 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 JCGEP Anagama Kiln is modeled on ancient Japanese designs. The 100 ft. 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.
- **Sculpture Garden** — The Sculpture Garden features work by the winners of the GEP sculpture competitions, along with other pieces by local artists. The GEP is proud to provide a place for artists to showcase their exceptional talents in sculpture creation.
- **Guided Tours** — Public tours are offered on Thursdays, Fridays and Saturdays, 10:00 a.m. through 3:00 p.m.; and at other times by appointment. 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.



## Environmental Benefit

The Jackson County 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.



## Yearly Reductions in Emissions:

- Prevents 281 tons, or 13.5 million cubic feet tons 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's 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

## Tours

Educating the public is one of the main goals of the Green Energy Park. At the JCGEP 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

Public tours of the JCGEP are offered on Tuesday, Thursdays, Fridays, and Saturdays from 10 a.m. until 3 p.m.; and may be scheduled by appointment at additional times.

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 JCGEP does appreciate small donations if individuals find a project in the JCGEP that they would like to support.

**Call: 828-631-0271 to schedule a tour!**

## Green Energy Art Classes

Over the past few years, the classes offered at the JCGEP 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 Jackson County 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 JCGEP website where examples of the artists' works are present. This can be found at: [www.jcgep.org](http://www.jcgep.org).

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

## Class Schedules

Information regarding classes offered by the Jackson County Green Energy Park can be found by following these steps:

- Navigate to [www.jcgep.org](http://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@jcgep.org](mailto:info@jcgep.org)

### Classes, Tours, & General Info

Chelsea Miller  
[programs@jcgep.org](mailto:programs@jcgep.org)

### Address

100 Green Energy Park Rd.  
Dillsboro, North Carolina

### Phone Number

(828) 631-0271

### Website

[www.jcgep.org](http://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 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 2020-2021

- **Improve Environmental Health Services by:**
  - Maintaining a 100% inspection rate of Food and Lodging (FLI) establishments since fully staffed again.
  - Maintaining the following average lead times (excluding outliers) for Onsite Waste Water:
    - Time to First Contact: 5 days.
    - Time to First Appointment: 8 days.
    - Time to Issuance of Permit: 10 days.
  - Implementing learning sessions for clients and the community on Environmental Health Services.
- **Maintain or increase participation in the following Clinical Services on an annual basis:**
  - WIC
  - Employee Health Clinic
  - Family Planning
  - Immunizations & Vaccinations
  - Prenatal/Perinatal Health



## Department Goals for FY 2020-2021 Continued

- **Promote Staff Development through:**
  - Offering an annual Staff Development Day.
  - Implementing an annual Employee Satisfaction Survey through the Quality Improvement (QI) Team.
  - Support continuing education with staff as required and as available.
- **Enhance all hazards planning and public health preparedness by:**
  - Coordinating with the Western Regional Health Preparedness and Response, American Red Cross, Jackson County Emergency Management, and other partners to attend and/or offer trainings.
  - Holding at least one Local Emergency Planning Committee (LEPC) meeting annually.
  - Completing the Multi-Year Training and Exercise Plan annually.
  - Convening the Epidemiology Team on a quarterly basis or as needed.
- **Solicit customer and community feedback on an annual basis through the Customer Satisfaction Survey**
  - Clinical Customer Satisfaction Survey:
    - Ensure that 85% of survey participants mark “Great” or “Good” when asked if they were treated with dignity by staff.
    - Ensure that 75% of survey participants indicate that they had all of their questions answered by staff.
    - Ensure that 75% of survey participants indicate that staff explained information in a way that was easy to understand.
    - Ensure that 85% of survey participants mark “Great” or “Good” when asked to describe their overall experience.
  - Environmental Customer Satisfaction Survey:
    - Ensure that 75% of survey participants mark “Above Average” when asked about office and field staff promptness and response time.
    - Ensure that 85% of survey participants mark “Above Average” when asked about office and field staff availability.
    - Ensure that 85% of survey participants mark “Above Average” when asked if office and field staff were clear and helpful in giving information.

## 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, onsite 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	2019-2020
Dogs	441
Cats	443
Wildlife	26
<b>Total</b>	<b>910</b>
<b>Total Return to Owner/Adopt/Transfer</b>	
Dogs	435
Cats	324
<b>Total</b>	<b>759</b>
<b>Spay/Neuter</b>	
Dogs	79
Cats	159
<b>Total</b>	<b>238</b>

## Onsite 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.

Environmental Health also provides inspections and permits for camps, child care centers and schools, nursing homes, and other institutions. For more information, 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.

An ANSI accredited program course, Servsafe, is offered by Jackson County environmental health. ServSafe is a Food Safety Certification 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 citizens:

- **Adult Wellness Screening** – Adult wellness screenings are available for individuals who are aged 18 or above and who are established with a physician. An adult wellness screening may include lab tests, height/weight exam, blood pressure exam, etc.
- **Cancer Screening** – The Jackson County Health Department offers cancer screenings for the following types of cancers: oral, rectal, skin, breast, pelvic, prostate, and cervical (PAP test).
- **CDL Exams** – The Department of Transportation requires those who obtain or are seeking to obtain a commercial driver's license (CDL) to have a physical examination. Jackson County Department of Public Health offers this type of examination which includes a vision test, hearing test, urinalysis, and a physical exam.
- **Women's Services** – The Jackson County Department of Public Health offers clinical services for women and all individuals planning a family. The services provided include, but are not limited to:
  - High risk and low risk prenatal clinic
  - **Breast and cervical cancer control program (BCCCP)** – Women that are 40 years of age or older that qualify for the breast screening services, and women that are 21 years of age or older are eligible for cervical screening services. All must meet financial and insurance criteria to be eligible.
  - **Well-Integrated Screening and Evaluation for Women Across the Nation (WISEWOMAN)** – WISEWOMAN includes cardiovascular and diabetes screenings. The program requires the same criteria as BCCCP to qualify.
- **Family Planning** – Family planning services may include physical exams, lab work, contraceptive services, education on birth control methods, instructions on birth control usage, and more.

## Childhood Health Services

The following services are available to child and adolescent aged citizens:

- **School Health Assessments** – Any child entering North Carolina Public Schools for the first time must have a school health assessment. A school health assessment is available through the Jackson County Department of Public Health and must include:
  - Patient history
  - Complete physical
  - Vision and hearing screening
  - Immunizations
  - Lab work, if recommended
  - Referrals, if necessary.
- **Sports Physicals** – Sports physicals are available to school aged children for a minimal charge. Parental permission is required. Sports physicals include:
  - Patient history
  - Physical exam
  - Height and weight
  - Vision and hearing screening
  - Immunizations
  - Referrals, if necessary

## Jackson County Public Health Laboratory

The Jackson County Department of Public Health offers laboratory services. These services include, but are not limited to: paternal DNA testing, drug screenings, STD testing, and water testing. Due to COVID-19, the Jackson County Health Department is currently operating through appointments only.

## 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 Department of Public Health works closely with local work sites, schools, community groups, and individuals to promote healthy lifestyles. Public Health also provides Community Health Assessments (CHA), Community Health Improvement Plans (CHIP), and State of the County Health Reports (SOTCH). The following sections provide detail about some of the programs offered by the Jackson County Health Education section of the Department of Public Health.

## 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. This is done through creating collaborative partnerships, identifying critical needs in the community, guiding local planning efforts, supporting innovative health programs, and advocating for health-promoting policies. The two priority focuses for Healthy Carolinians of Jackson County are substance abuse prevention and obesity prevention through physical activity and nutrition.

## 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 pregnancy. In Jackson County, the program is delivered by implementing the Making Proud Choices curriculum and through the Senior Seminar.

**Making Proud Choices** – An eight to 14-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, STDs 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 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 Program or to ask about qualifications, call to a Lifestyle Coach today:

**Janelle Messer – Lifestyle Coach**

**Phone Number**  
(828) 587-8238

**Email**  
janellemesser@jacksonnc.org

## Child Health Education

Jackson County's Health Education Department offers multiple programs that are intended to educate and achieve quality health and livelihood of children in the community.

For general questions regarding health education, call (828) 587-8238.

## 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 weighing up to 80 pounds 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

Care Management for At-Risk Children (CMARC) provides free case management for children from birth to five years of age who may need additional support. A social worker meets with families that voluntarily discuss and identify specialized support services for themselves and their children. Once identified, the social worker provides support to the child and family through following the child's development, supporting medical care, and coordinating with community programs and resources such as child care, transportation, medical care, financial assistance, and more.

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

## Smart Start Program

Child Care Health Consultants (CCHCs) are health professionals who know about child health, child development, and health and safety in child care settings. CCHCs and the child care staff work together to promote healthy and safe environments for young children. Child Care Health Consultants have expert information, resources, and referrals to offer. Through onsite and telephone consultation, health education and technical assistance CCHCs work with individual child care facilities to help create environments that best support the healthy growth and development of young children. CCHCs partners with child care providers to assess the health and safety needs and practices in the child care facility, develop strategies for inclusion of children with special care needs, establish and review health policies and procedures, manage and prevent injuries and infectious diseases, connect families with community health resources, and provide health education for staff members, families and children. CCHCs also provide the Pack N Play education program to prevent Sudden Infant Death Syndrome (SIDS) and help provide safe sleep environments.

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



## 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.

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](http://health.jacksonnc.org/wic).



## What is WIC?

WIC is a Special Supplemental Nutrition Program for women, infants, and children. The program is covered under the USDA and provides federal grants to states for funding supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to the age of five who are found to be at nutritional risk.

The Jackson County Department of Public Health has 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. The JCDPH hopes to implement Mobile WIC at Harris Women's OBGYN, local pediatric offices, Vecinos Clinic, Little Canada, and additional locations.

To be eligible for WIC, individuals must be at least one of the following: pregnant, postpartum up to six months after delivery, breastfeeding up to one year, have an infant up to one year, or have a child up to five years old.

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

## Breastfeeding Peer Counseling Program

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.

The WIC Program gives out breast pumps for those who need them. Three types of breast pumps are available from WIC; two electric style pumps and one manual hand pump. Pumps are given based on need and availability to mothers who decide to give their baby breastmilk. The mother has to be present to sign an agreement and be certified eligible for WIC. WIC participants need to discuss the pump type and need with one of the breastfeeding promotion and support staff. Ideally, an appointment will be given for the WIC participant to obtain a pump and receive instructions on its use.

To be connected with the WIC/Nutrition Services through the Jackson County Department of Public Health, call (828) 587-8243.

## WIC Program and Breastfeeding

The WIC Program promotes breastfeeding as the primary method of feeding babies. Jackson County WIC provides breastfeeding promotion and support through the following: lactation room within the health department, breastfeeding education for participants, breastfeeding support group, Electric Breast Pump Loan Program, Breastfeeding Helpline, and the Breastfeeding Peer Counselor Program.



# Jackson County

## Transit

### Departmental Goals for FY 2020-2021

- **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. 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 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 North River Road portion of the route was eliminated in order to decrease wait time for people traveling along the route. 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.



## Jackson County Transit Services and Stops

Jackson County Transit (JCT) 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. JCT 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 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.

### 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 reservation 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.





# 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 Health offers new car seats at a reduced price. All models available range from \$10.00 to \$25.00.

## 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.

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

## Contact Information

### Transit Director

Norma Taylor  
ntaylor@jacksonnc.org

### Address

1148 Haywood Road  
Sylva, NC 28779

### Phone Number

(828) 586-0233

### Fax

(828) 631-1241

### Website

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

**For persons with hearing or speaking disabilities dial:**  
7-1-1 or 1-800-735-2962

# Jackson County

## Department of Social Services

### Departmental Goals for FY 2020-2021

- **Child Support will achieve all five federal and state mandated performance standards:**
  - 100% of cases have paternities established or acknowledged.
  - 88% of cases have a court order establishing support.
  - 70% of collection rate for ongoing ordered support.
  - 70% of collection on cases with arrears.
  - 100% annual collection goal which is \$2,298,156.33.
- **Energy programs will meet the following federal and state mandated performance standards.**
  - Process 95% of CIP applications within one business day when clients have no heating or cooling source.
  - Process 95% of CIP applications within two business days when clients have a heating or cooling source.
- **Work First will meet the following federal and state mandated performance standards.**
  - Process 95% of applications within 45 days of receipt of application.
  - Process 95% of recertification's no later than the last day of the current recertification period.
- **Food and Nutrition Services will meet the following federal and state mandated performance standards.**
  - Process 95% of expedited FNS applications within four calendar days.
  - Process 95% of regular FNS applications within 25 days of application.
  - Ensure that 95% of FNS recertification are processed on time each month.
  - Ensure that 90% of Program Integrity claims are established within 180 days.
- **Adult Services will meet the following federal and state mandated performance standards.**
  - Complete 95% of APS evaluations within 30 days of the report.
  - Complete 85% of APS exploitation evaluations within 45 days of the report.
  - Process 85% of Special Assistance for the Aged (SAA) applications within 45 days of the application date.
  - Process 85% of the Special Assistance for the Disabled (SAD) applications within 6- days of the application date.
- **Child Welfare will meet the following federal and state mandated performance standards.**
  - Initiate 95% of all screened-in reports within required time frames.
  - For all Children who were victims of maltreatment during a 12 month period, no more than 9% received a subsequent finding of maltreatment.
  - Ensure 95% of all foster youth have face-to-face visits by a Social Worker each month.
  - Will provide leadership for ensuring that 41% of children who enter foster care in a 12 month period are discharged to a permanency within 12 months of entering foster care.
  - Provide leadership for ensuring that of all children who enter foster care in a 12 month period in the county, the rate of placement moves per 100 days of foster care will not exceed 4.1.

## 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 Jackson County Department of Social Services 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 Jackson County Department of Social Services 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 Chairwoman 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

Jackson County Department of Social Services, along with all other Social Services in North Carolina, is empowered by a set of General Statutes. 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 Department of Social Services are NCGS 7B, NCGS 35A, NCGS 48.1, and NCGS 108A.

To research these General Statutes go to:

[www.ncleg.gov/Laws/GeneralStatutes](http://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 2019-2020, CPS responded to roughly 701 reports of abuse, neglect, or dependency and completed 99 additional home studies and assists to other counties.

### Family Intervention 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 2019-2020, the department assisted 25 families. This includes 43 children who were able to stay safely at home.

### Adoptions

Adoption provides children with legal permanency in safe and loving homes. Adoptions include agency adoptive placements, step-parent and relative adoptions, and independent adoptions that are arranged between birth parents and unrelated individuals. In 2019-2020, six agency adoptions were finalized, two non-agency adoptions occurred, seven agency children were cleared for adoption, and 25 families received adoption assistance for 37 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 Jackson County Department of Social Services 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.

Sixty-three (63) children were placed in the agency's custody as of July 2019 and 27 more children entered custody through June 30, 2020. A total of 17 children left the custody of Jackson County DSS in 2019-2020; three children were returned to their parents, five were placed in the guardianship or custody of others, six children were adopted, and three children aged out. By the end of FY 2019-2020, 73 children remained in the custody of the JCDSS.

## Services Programs

### **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, seven days a week. The department responded to 218 reports of abuse, neglect, and exploitation during FY 2019-2020.

### **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 2019-2020, the staff served 23 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 2019-2020, JCDSS served 29 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 the FY 2019-2020, there were 791 active cases, 36 paternities were established, 78 new support orders were established, 160 support orders were modified, 377 income withholdings were implemented and 1,777 enforcement actions were taken. These actions resulted in \$2,183,880.68 total collections. Of these collections, \$40,055.00 were incentives and county returns.

## 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 2019-2020, the department received 1,774 applications, completed 4,899 reviews, and managed an average of 6,741 cases each month.

### **Medical Transport**

The JCDSS assists in arranging and providing medical transportation to medical appointments, as well as reimbursing individuals who are eligible for this service. In 2019-2020, transportation to medical appointments was arranged for 1,617 clients, with a total of 5,268 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 federal poverty level. The number of active cases as of June 20, 2020 was 303.

### **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 1,774 applications, completed 1,376 reviews, and maintained an average of 1,923 cases each month in FY 2019-2020.

### **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 nonparent relatives caring for minor children. In 2019-2020, JCDSS received 93 applications and staff maintain an average of 123 cases each month.

# Financial Assistance Programs

## Shelter and Utility Assistance

The Crisis Intervention Program, Low-Income Energy Assistance, 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. The past fiscal year, the seven programs served 1,529 homes with a total of \$305,036.28 in payments and an average payment of \$199.50.

## Program Integrity and Fraud Investigation

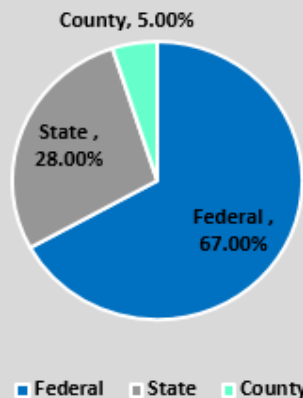
Public Assistance cases are routinely investigated to ensure accuracy and to address discrepancies. Repayment of benefits is pursued in cases of fraud and over-payment. In FY 2019-2020, Jackson County investigated 67 cases, resulting in \$939.00 worth of Medicaid repayments, \$24,947.01 worth of Food and Nutrition Services repayments, and \$200.00 in Work First Repayments. This equates to \$26,086.01 in total repayments.

## General Assistance

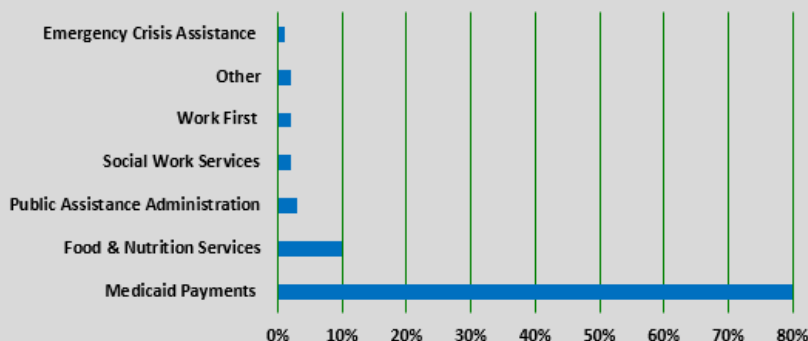
This program offers a one-time a year general assistance payment for families in a crisis situation. During FY 2019-2020, this program served 576 households with a total of \$25,201.59 in payments. That is an average payment of \$43.75.

PROVIDING  
ESSENTIAL HUMAN  
SERVICES THAT  
PROTECT,  
STRENGTHEN, AND  
IMPROVE LIVES  
IN JACKSON  
COUNTY.

## Revenues FY 2019-2020



## Expenditures FY 2019-2020



## Contact Information

### DSS Director

Jennifer L. Abshire

### Address

15 Griffin Street  
Sylva, NC 28779

### Phone Number

(828) 586-5546

### Website

[www.jcdss.org](http://www.jcdss.org)





# Jackson County

## Department on Aging

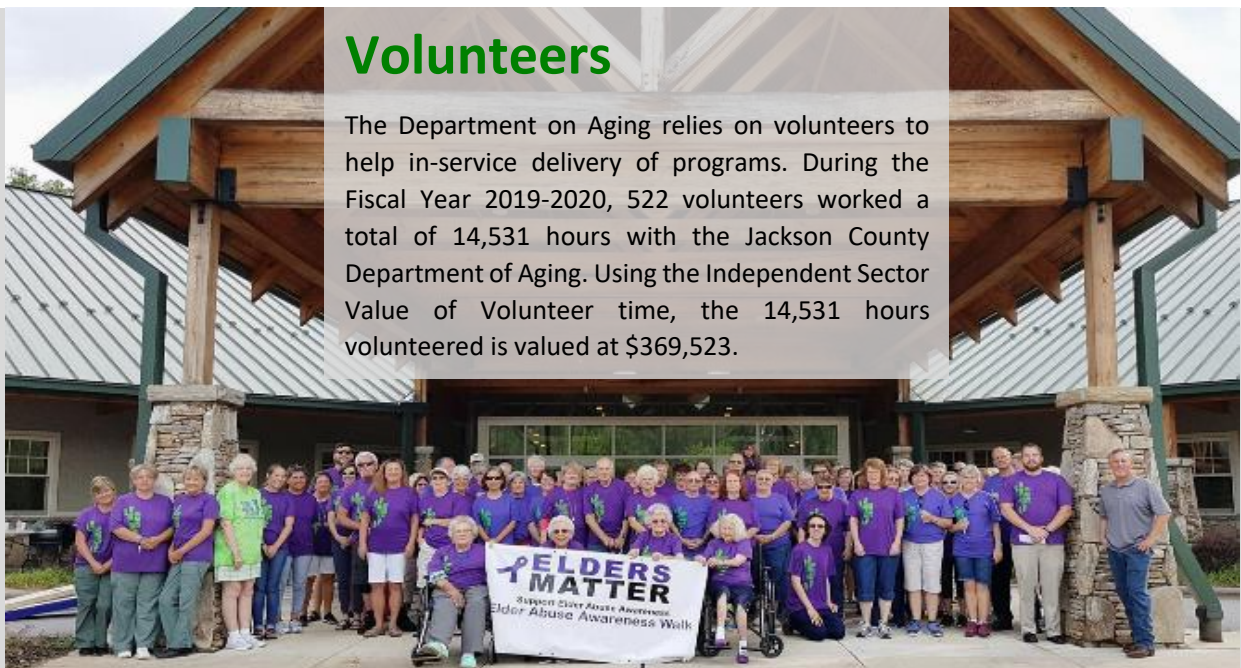
### Departmental Goals for FY 2020-2021

The following Departmental Goals were established before the COVID-19 pandemic. These may be subject to change.

- 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 75 in attendance.
- Bring at least 5 new workers in for the in-home list to help for homebound seniors.
- Give out a total of 325 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.
- Secure funding for paving of gravel lot.
- 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.

## Volunteers

The Department on Aging relies on volunteers to help in-service delivery of programs. During the Fiscal Year 2019-2020, 522 volunteers worked a total of 14,531 hours with the Jackson County Department of Aging. Using the Independent Sector Value of Volunteer time, the 14,531 hours volunteered is valued at \$369,523.



# 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 certified Senior Center of Excellence by the NC Division of Aging and Adult Services.

In 2019-2020, this senior center had a total of 1,768 participants attending classes and events put on by the Jackson County DOA and 854 participants for the health and wellness events.

### 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 2019-2020, staff at the Jackson County DOA trained and maintained 21 providers for the in-home list, provided 162 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 2019-2020, 12 tracking bracelets were provided to families in Jackson County.

### Lending Closet

In 2019-2020, the Lending Closet program provide 22 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 2019-2020 resulted in 107 referrals.

## Cashiers Senior Center

While the main Jackson County Senior Center is located in Sylva, there is an additional location in Cashiers. 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 onsite 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. The 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 register 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. For more information, contact either the Sylva site or the Cashiers site. The numbers for each of these locations 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 2019-2020, the Jackson County DOA delivered 29,299 meals to the homes of 193 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 or age 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 2019-2020, the Jackson County DOA distributed 5,226 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 2019-2020, Project Care volunteers provided seniors across Jackson County with 42 ramps, seven ramp/deck repairs, four sets of stairs, 10 railings, 32 grab bars, 23 smoke alarms, six carbon monoxide detectors, five handheld showers, and six Hands on Jackson Projects.



## 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 Jackson County seniors or the Department on Aging. In 2019-2020, Project Fire provided 300 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. 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 is made available through the Adult Day Program.

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



## 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 2019-2020, Jackson County distributed 103 fans to seniors.

### Christmas Box Project

This project ensure that Jackson County seniors in need receive boxes filled with necessary items during the month of December. In 2019-2020, Jackson County DOA delivered 732 boxes of essential items.

### Medicare SHIP

The Jackson County Senior Center also offers the Seniors Health Insurance Information program (SHIP). This program offers free and unbiased counseling to seniors in regards to health insurance. In the fiscal year 2019-2020, SHIP served 807 Medicare beneficiaries, saving seniors a collective total of \$895,539 on prescription drugs.

**Special Events/Services** – Special events and services include caregiver trainings, Dementia Friendly Community, Medication Take Back Event, Blanket Drive, Shelf Stable Meals, Caregiver Event, Elder Abuse Awareness Walk, craft show, Medicare 101 Events, theme parties, multiple health seminars/screenings, support groups, Hands on Jackson, and more.

## Contact Information

### **Addresses**

100 County Services Park,  
Sylva, NC 28779

217 Frank Allen Road  
Cashiers, NC 28717

### **Office Hours**

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

### **Phone Numbers**

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

# 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 2020-2021

- Start a new partnership with Harris Hospice to meet the goals of respite care and in-home care beyond the VA healthcare system because of the great need of the older veteran population.
- Start a new partnership with Webster Enterprises because of the transitioning population from Active Duty to Civilian life and having difficulty obtaining jobs after they exit from the service.
- Since the prior goal of exceeding 80 new veterans for the year 2019-2020, the Veterans Office would like to reach a goal of 100 for the year 2020-2021.
- Continue setting up seminars for presentations at local hospitals, nursing homes, and hospice facilities to promote benefits for widows and Veterans who are in need of extra funding to help pay for nursing home care and/or other needs.



## Services Provided by the Veterans Office

The Jackson County Veterans Office serves any veteran who has left military services or has 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, and more.

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

## Veterans Appreciation Dinner

Jackson County Veterans Office holds an annual Veterans Recognition Dinner in June. This dinner was established through Woodman Life Chapter 560 of Sylva. Woodman Life has a patriotic duty once a year, as part of their bylaws, to host an event for local veterans. 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. At the dinner, the veterans will be presented with a Quilt of Valor that is made by the Smoky Mountain Quilters Guild.

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 them and to thank them and welcome them home!





## Annual Veterans Day Parade

In honor of local veterans, 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.

## 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.



## Contact Information



### **Veteran Services Officer and Director**

Sheila Setzer  
(828) 631-2231  
[sheilasetzter@jacksonnc.org](mailto:sheilasetzter@jacksonnc.org)

### **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 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 consist of five sub-departments:

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



## Departmental Goals for FY 2020-2021

- **Housekeeping**
  - Create the best working environment possible among all county employees by keeping complaints about cleaning below ten 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 85% 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 90% 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 21.0 tons per garbage trailer hauled to the landfill.
  - Continue the CAP program at closed Dillsboro landfill.
  - Increase overall recycling amount by 2%.
  - 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 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 15 full time and four part time employees in the Grounds Department.



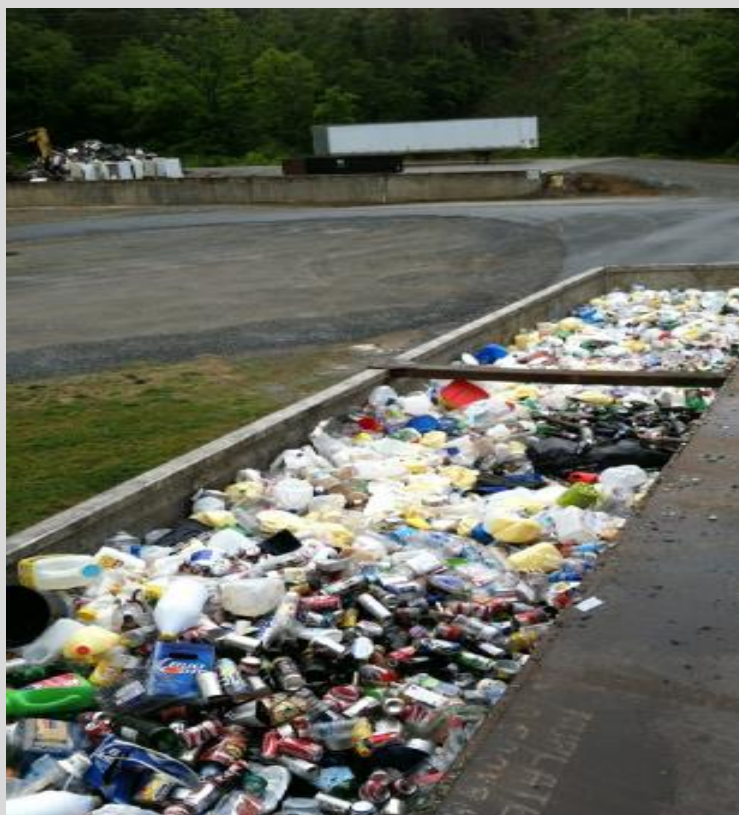
## Housekeeping

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 21 individuals, including 18 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 (SRC), one transfer station, and one landfill that is closed. The six full time employees and two part time employees keep environmental enforcement in mind while for 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.



## 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, and ceramics. Lids attached bottles and jars.



# 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.



## Departmental Goals for FY 2020-2021

- **Emergency Management Operations**
  - To be compliant with the Emergency Management Performance Grant requirements. This includes 16 differences that must be met to ensure Federal and State funding for the county.
  - Develop a County Shelter Plan for non-congregate and congregate sheltering. This plan will be in conjunction with county Social Services, Health Dept., and American Red Cross.
  - Continue with COVID-19 planning, mitigation, and response. Emergency Management will support the Jackson County Health Dept. 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.
- **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 reason 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 spend 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.

# Emergency Preparedness

Jackson County Emergency Management Operations acknowledges that an emergency can happen in an instant. That being said, 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.

## 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 manmade 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 navigating to the following link:**

**[www.jacksonnc.org/emergency-management/codered](http://www.jacksonnc.org/emergency-management/codered).**

## Contact Information

### Emergency Management Director

Todd Dillard  
(828) 586-7508

### Email

[jcemergencymgt@jacksonnc.org](mailto:jcemergencymgt@jacksonnc.org)

### Website

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



# 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 provisions 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.



## Departmental Goals for FY 2020-2021

- **Planning**

- Continue the Greenway expansion and development.
- Educate citizens about the indoor pool plan.
- Continue funding for the CPR program.
- Continue to plan for a park in the Whittier area.
- Plan a 5-10 year maintenance plan for Ralph J. Andrews Campground.
- Increase membership by 5% at both recreation centers.
- Work on 20 year park Master Plan.

- **Projects**

- Expand the trail at Cashiers/Glenville Recreation Complex.
- Build a new bathroom/concession/scorers tower at Fairview Youth Complex.
- Upgrade all ballfield lights to LED lights at Fairview and Mark Watson Park.
- Connect the nature trail at Mark Watson to 1<sup>st</sup> Avenue to Savannah Drive.
- CURVE Project
- Webster Community Park
- Bermuda/artificial grass at the Cullowhee Recreation Complex
- Archery range in Cullowhee
- 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.
- Work with the Cooperative Extension Office and Grounds Department to implement a Turf Management Program for all athletic fields.
- Open line of communication with other departments.



# 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 and personal trainers are available. Both recreation centers also have locker rooms available.



*Pictured above is the Cullowhee Recreation Center.*



*Pictured above is the Cashiers Recreation Center.*

On top of that, 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	\$7.00
Family	\$10.00
Senior	\$5.00

### 12 Visit Pass

Individual	\$50.00
Senior	\$35.00

### Month Pass

Individual	\$45.00
Family	\$70.00
Senior	\$25.00

### 6 Month Pass

Individual	\$190.00
Family	\$220.00
Senior	\$95.00

### Year Pass

Individual	\$310.00
Family	\$365.00
Senior	\$155.00



## 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 green way, and one campground.



*Pictured above is East LaPorte Park.*



*Pictured above is the Cullowhee Recreation Center Picnic Shelter.*

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 both pools also offer 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 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



# Jackson County

## Cooperative Extension

Since 1914, North Carolina Cooperative Extension has helped people put research-based knowledge to work in order to improve quality of life. Educational program areas include, but are not limited to:

- Sustainable livestock agriculture
- Commercial and residential horticulture
- Natural resource conservation
- Family and Consumer Sciences (Home Economics)
- 4-H and youth development life skills
- Community and rural economic development

## Contact Information

### Address

876 Skyland Drive  
Sylva, NC 28779

### Office Hours

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

### Phone Number

(828) 586-4009

### Website

[Jackson.ces.ncsu.edu](http://Jackson.ces.ncsu.edu)

## Departmental Goals for FY 2020-2021

- 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 one-on-one individual basis.
- Increase interest and enrollment in the 4-H program and clubs, while moving 4-H slowly back towards more agriculture and continue work in Science, Technology, Engineering, Arts and Math (STEAM) and youth leadership. Will continue to focus on building a stronger 4-H Youth Livestock Club in 2020/2021 and continue to help with the 4-H Horse Club. Further develop 4-H Volunteers to expand 4-H program, especially with a 4 H Garden in partnership with the Mountain Women's Museum in Dillsboro.
- 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), nutrition and assist with Extension and Community Association Club (ECA) work.



## Departmental Goals for FY 2020-2021 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.
- Provide assistance in community and rural development with special projects, including working with the Community Development Clubs (CDCs) across the county with extension programming.
- 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 Cooperative Extension work.

## Master Gardener Program

Individuals who have an interest in both gardening and volunteer service would make a great candidate for the Master Gardener program offered through the NC Extension Office of Jackson County. This program provides knowledgeable about a wide array of gardening subjects. The training of this class is designed to increase confidence and horticultural skills and enable individuals to assist the public with questions and problems involved with gardening.



## 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 (SNAPed) with targeted audiences. The Family and Consumer Science Agent works with county and community-based organizations to deliver programs and recruit program participants. One area of focus is health and wellness, including ski-walking instructional classes. These classes actively promote a healthy lifestyle by burning more calories than walking and providing support to those with balance issues. The N.C. Cooperative Extension of Jackson County FCS Agent also provides additional classes, workshops, trainings, and consultations in food safety and nutrition, family resource management, human development, decreasing teenage pregnancy, parenting skills, entrepreneurship, and volunteer management. The programming focus is guided by a specialized committee consisting of local citizens called the Jackson FCS Advisory Council.

**For more information, contact the FCS Agent, Emily McClure, by calling (828) 586-4009 or emailing [ekmclure@ncat.edu](mailto:ekmclure@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



## Natural Resources

One of the objectives of Cooperative Extension is to teach the public, primarily the youth, about taking care of natural resources. This is done through teaching ideals and practices that focus on the conservation of natural resources.

## Beaver Management Assistance Program

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.

## Jackson County 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.

## Clover Buds

Clover Buds is a club with around 12 members that is aimed at getting elementary school aged children interested in 4-H. Each semester, the children may choose a topic to explore based on what they are learning in school. A recent topic was Kitchen Chemistry. Kitchen Chemistry taught club members about yeast and how to make bread. Members of the Clover Buds also participate in community service projects. Two examples of community service projects that the Clover Buds participate in are volunteering at the Community Table and Cleaning up the Community projects.

## Explorers Club

The Explorers Club has a broad focus of education that generally pertains to outdoor topics that the children who comprise the club are interested in. This program is focused on middle school aged kids and typically ranges from five to 10 members. Each meeting of the Explorers Club is led by the club members. The most recent topic that the Explorers Club investigated was entrepreneurship, with a focus in local businesses.

## 4-H Sustainability Practices

The NC Cooperative Extension and the 4-H clubs pride themselves in engaging in sustainable practices by way of using reusable plates and silverware. Below is an infographic detailing the number of paper plates, plastic cups, and plastic forks that the Jackson County 4-H Club had saved in the 2016 calendar year.



## Horse Club

The Horse Club focuses on preparing club members for competing in the Horse Bowl at the North Carolina statewide tournament. The Horse Bowl is a competition that focuses on horse related knowledge. Tournaments are held at a district level and at the state level. During the last competition cycle, Jackson County's 4-H Horse Club placed 3rd in the NC State Horse Bowl. Aside from preparing for and competing at the Horse Bowl, the Jackson County Horse Club also plans and organizes a trail ride for club participants.

## Youth Leadership Club

The Youth Leadership Club is the most attended program of the 4-H club. At roughly 25 members, this club focuses on high school aged individuals and seeks to develop their leadership skills through events planning and service projects. The Youth Leadership Club also seeks to allow teens to express their voices in the community.

The latest project that the Youth Leadership Club undertook was raising funds to become a granting foundation. Through bake sales, The Youth Leadership Club raised about \$500.00 dollars and started hearing grant proposals for funding. Ultimately, the group of teens participating in the Youth Leadership Club were awarded funds to the Smoky Mountain Interact, which is a high school club version of the rotary club, and the Smoky Mountain Robotics Club.

Furthermore, the Youth Leadership Club members volunteer in the Jackson County community. The club works with Cleaning up the Mountains, gathers firewood through Project Fire, and holds a Christmas giveaway for teens in foster care.

## Livestock Club

The Live Stock Club is intended for community members of all ages. This club offers an opportunity to learn how to raise farm animals. The Livestock Club also presents members with opportunities to learn how to show farm animals in competitions. Similarly, members of the Livestock Club are given the opportunity to show animals in local fairs. Animals that the Livestock Club may teach participants to raise and/or show include rabbits, pigs, and cows.

## STEM Club

The STEM (Science, Technology, Engineering, and Math) Club began as a coding club. Members of the STEM Club would code robots to preform simple tasks. The club would also disassembled computers in order to understand the physical components that comprise them. Today, the focus of the STEM Club goes beyond coding. The club now helps youth members learn about an array of subjects and ideas in the realms of science, technology, engineering, math, and more.



# 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.



## Departmental Goals for FY 2020-2021

- **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 surface water, groundwater and soil from unintentional release of pesticides or fertilizers.
  - **Livestock exclusion (250'):**  
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.
  - **Agriculture Road Stabilization (250'):**  
Repair or stabilization of existing access roads utilized for agricultural operations, including roads to existing crop fields, pastures and barns.
  - **Livestock Feeding Area (1):**  
The livestock feeding area is a sized concrete pad where feeders are located and surrounded by a heavy use area. The livestock feeding area is designed for the purpose of improving the lifespan of the heavy use area and to reduce the runoff of nutrients and fecal coliform to adjacent water bodies.
  - **Stream restoration (1,200'):**  
A Stream Restoration system means the use of bioengineering practices, native material revetments, channel stability structures and/or the restoration or management of riparian corridors in order to protect upland BMPs, restore the natural function of the stream corridor and improve water quality by reducing sedimentation to streams from streambank.
- **Farmland Preservation**
  - Enroll 50 acres in the Voluntary Agriculture District (VAD).
  - Enroll 50 acres in the Enhanced Voluntary Agriculture District (EVAD).
  - Conduct three outreach meetings.
  - The District currently holds a permanent conservation easement of 112.32 farmland acres that will be spot checked yearly.



# Departmental Goals for FY 2020-2021 Continued

- **Conservation/Environmental Education**

- Have at least 10 students participate in Camp WILD.
- Incorporate more STEM related activities into Camp WILD.
- Reach at least 250 5<sup>th</sup> grade students in Jackson County through field days.
- Offer field days to all of the schools in Jackson County.
- Offer all five contests to children residing in Jackson County in grades 3-9 (poster, essay, public speaking, computer designed poster, and PowerPoint contests).
- Offer lessons/activities focused on the contest theme to help teaches meet one or more Essential Standards.
- Submit at least one poster, essay, and PowerPoint to the Area Competition.
- Give at least one presentation outside of the school system (libraries, summer camps, working with partnering agencies, etc.).
- Hand out at least 500 publications – posters, booklets, publications, and other resource materials.
- Attend at least two workshops, programs, or meetings to improve the Jackson County District's environmental educational 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.
- A three ton Lanco bulk lime spreader.
- A 55 gallon herbicide sprayer that may be rented for \$20.00 per day.
- A fertilizer spreader that can 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, chemigation back-flow prevention, fertigation back-flow prevention, precision agrichemical application, and portable agrichemical mixing station.

## Erosion/Nutrient Management

Erosion/Nutrient 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, pasture land conversion or renovation, 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. The two entities work together to provide support to farmers, address and encourage conservation practices, and ensure quality environmental health of agricultural based lands.

An example of a programs enforced by this partnership are the Farm Bill Program. 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 <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

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 located at the Jackson County Green Energy Park greenhouse.



## Jackson County Soil and Water 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, 5<sup>th</sup> 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.



# Jackson County Soil and Water Conservation Education Opportunities

## 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 most western counties in North Carolina compete against one another for an opportunity to advance to the N.C. state competition. Cash prizes and scholarships are presented to the top teams included in the middle school and high school categories.

## Contact Information

### **District Manager**

Barry Stevens

### **Address**

876 Skyland Drive  
Sylva, NC 28779

### **Phone Number**

(828) 586-5465

### **Email**

barrystevens@jacksonnc.org



# Jackson County Information Technology

## About Information Technology

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.



## Departmental Goals for FY 2020-2021

- Replace the existing endpoint security software with a robust next-generation endpoint security. This advanced endpoint security software will provide detection to prevent malicious files from attacking the organization. Carbon Black, which is a major leading cybersecurity company, will be the choice for Jackson County. This software will be deployed at all Jackson County facilities.
- Focus on providing public Wi-Fi for several Jackson County Parks. Cullowhee Recreation Center public Wi-Fi will be completed before end of budget 2020. Remaining Parks that will be addressed in this budget year will be: East LaPorte, Barkers Creek, Locust Creek, CJ Harris, Betty's Creek and Mark Watson. Hardware required for this project will be weather proofed equipment to avoid damage. The IT Department will work with Sky-Fi for all locations if applicable. Providing Wi-Fi for these parks will allow the IT Department to be able to monitor all camera systems at each of these locations remotely, eliminating current on-site visits to each of these parks checking cameras individually for issues.
- Vulnerability Scanning Software for all county facilities is critical. This scanning engine would use plug-ins to detect new vulnerabilities. This software would be a remote security scanning tool, which scans a computer and provides an alert if it discovers any vulnerabilities that malicious hackers could use to gain access to any computer that is connected to one network. Daily plug-in feeds would provide IT with additional focus if any public vulnerability issue was detected.
- Completion of the remodeled Health Department will include all premises wiring, proximity readers, wireless access points, security cameras, TV's, overhead projectors, and programming for all devices. Moving of all technology from the Meridian building back to the Health Department will be included. The Health Department is scheduled to move in September 2020. Continued configurations and training of IT staff will continue the remainder of the year.
- Continue working on the Land Use Plan with the installation of the county Parks public Wi-Fi. Also will continue to assist the Town with their public Wi-Fi solution.



## Real Time 9-1-1 Backup

Through hard work and dedication, the Jackson County Department of Information Technology 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 Information Technology 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 down-time in case of an equipment failure.

## Public Wi-Fi at Parks

Jackson County's Information Technology Department is in the process of installing free public Wi-Fi at county owned parks. This provides internet access to citizens and visitors who may not otherwise be able to access an internet connection. Furthermore, installing Wi-Fi at Jackson County parks will increase security and safety by allowing the IT Department to access security camera monitoring systems at each location remotely, eliminating the current on-site visits to all parks in order to check each camera individually for issues.

## Three Sources of Backup for All Primary Servers

In order to ensure the safety, protection, and cybersecurity of Jackson County's internet, information, and computer systems, the Information Technology Department provides and monitors three sources of backup for all primary servers. These three sources include:

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



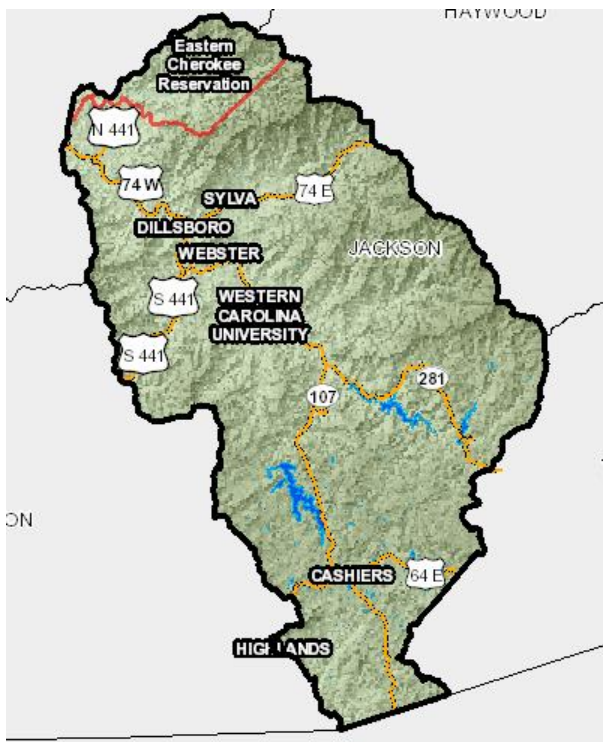


# Jackson County

## Geographic Information Systems

### 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 Property Map 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 2020-2021

- **Convert GIS feature classes to State and Federal standards and produce updated metadata.**

GIS is no longer confined to county operation. Every mapping jurisdiction in the State has its own way of naming data elements within GIS data attributes. The GIS Department wants to standardize data formats for the primary distributed datasets to meet standards set forth by the Geographic Information Coordinating Council (GICC) and NENA. This includes Land Records and E911 data. Conversion would aid in documenting data for distribution to the public.

- **Develop a GIS for Public Works.**

Coordinate with Public Works to begin development of a GIS allowing inventory of underground assets such as water, sewer and electrical lines as they are located by Public Works. Although not defined as a survey, approximate locations of these assets on a mapping system will help staff in the future more easily locate buried assets.

- **Further develop Open Data site.**

It is the goal of Jackson County GIS to 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, commissioner district, or voting precinct they are in, a historical aerial imagery viewer, a voting wait time application and other informational web maps.

# Departmental Goals for FY 2020-2021 Continued

- **Develop processes to automate updates between GIS and 911 Computer Aided Dispatch system.**  
After the NextGen911 migration is completed, in order to maximize efficiency in maintaining the address and road databases, creating processes that will automatically update the 911 CAD system using GIS data will be needed. This will not only save time for both the department and the addressing technicians in the Emergency Management Department, but it will also help ensure data integrity.
- **Migrate Environmental Health Specialists to using Collector for ArcGIS.**  
The system that Environmental Health Specialists are currently using to collect GPS data in the field will be phased out by ESRI within a few years. This necessitates migrating them to ESRI's new GPS collection application called Collector for ArcGIS. This software is more user friendly than ArcPad, which they're currently using, and is much less prone to technical issues, particularly issues that occur when software updates are installed.
- **Migrate Land Records to using ArcPro instead of ArcMap for tax parcel editing.**  
ESRI is steadily improving ArcPro and phasing out ArcMap. Therefore, it will be necessary over time to migrate to processes such as tax mapping 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.

## How to Use Jackson County's Property Map Viewer

- Navigate to <https://gis.jacksonnc.org/rpv>.
- The "Search Tool" is located on the upper left corner on the page. When clicked on, a search bar should pull up. 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

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### RPV Usage Questions

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### Land Records Phone Number

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### Website

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





Dear Jackson County,

First, I would like to thank the Board of Commissioners for their willingness to allow me to intern with Jackson County. Each day of my experience here in Jackson has been filled with educational knowledge and learned strategies that I hope to emulate in my future career as a public administrator.

Next, I would like to thank the County Manager, Mr. Don Adams. I will forever be grateful to have been chosen by him to intern in Jackson County. Not only that, but I am thankful for his managerial advice and mentorship. In my future career as a hopeful local government manager, I intend to portray the leadership behaviors and strategies that I have observed through speaking with and observing Mr. Adams.

The Executive Administrative Assistant, Jan Fitzgerald, deserves a special thank you. I appreciate her answering any question, giving useful advice, and organizing and scheduling each department meeting. I would also like to note that her work-ethic and kindness do not go unnoticed. This goes for the rest of the Administrative Department as well.

In regards to the Jackson County department heads and employees that I have worked with this summer, I would like to give my thanks and appreciation for taking the time to educate me on departmental operations and connections to the overall governance of Jackson County. The information and hands-on learning experiences received from each department will not be forgotten, and much what I observed will be replicated or used as a model in my future career path.

I will conclude by expressing my gratitude to have had the opportunity to gain such valuable hands-on experiences and expand my knowledge on the functions of county governments. I am grateful to have written the second annual *Jackson County Report to the Citizens*. My hope is that this document will continue to be updated and published for years to come with an intention of increasing transparency within the Jackson County government.

Sincerely,

Olivia Stewman



