JACKSON COUNTY

REPORT TO THE CITIZENS

2021 – 2022 EDITION

LETTER FROM THE COUNTY MANAGER

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

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

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

Respectfully Submitted,

Don Adams, Jackson County Manager

Lady Justice Overlooking Downtown Sylva
Courtesy of Jackson County TDA

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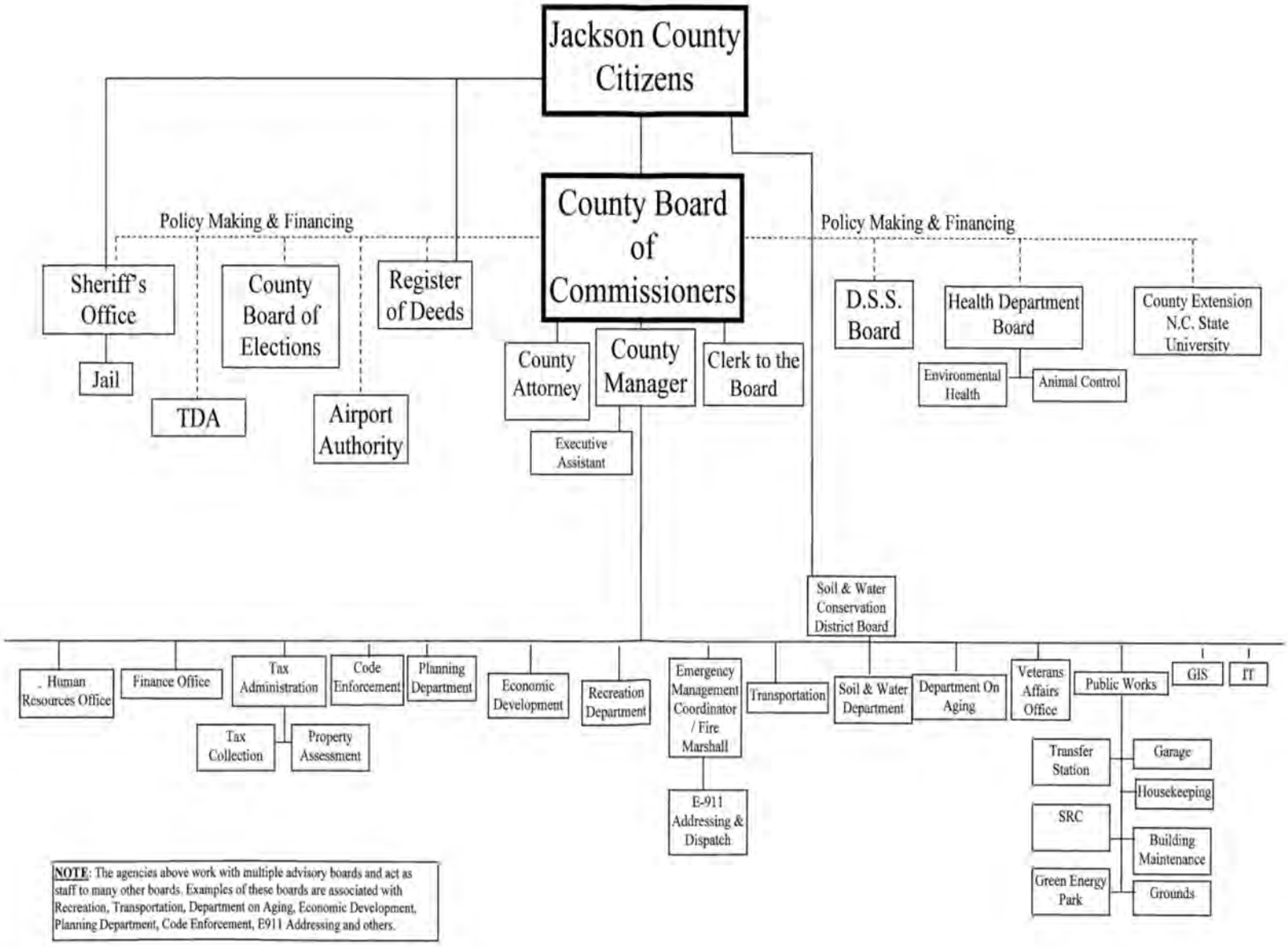
Jackson County Organizational Flow Chart



NOTE: The agencies above work with multiple advisory boards and act as staff to many other boards. Examples of these boards are associated with Recreation, Transportation, Department on Aging, Economic Development, Planning Department, Code Enforcement, E911 Addressing and others.

Jackson County
Board of Commissioners

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

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

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

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

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

Jackson County Board of Commissioners

Mission Statement

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

Beliefs

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

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

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

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

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

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

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

Visions

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

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

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

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

Jackson County

Economic and Physical Development

Departmental Goals for FY 2021-2022

- **Business Development**
  - Fully explore a minimum of 30 credible lead opportunities for business development, business retention or expansion, etc.
  - Partner with a 3rd-party consulting firm to complete revision of the Comprehensive Economic Development Strategy (CEDS).
  - Convene and facilitate planning discussions, including a possible feasibility study, for the Dillsboro River Park project.
  - Develop and execute an annual Shop Local campaign that will support Jackson County businesses through print media, radio, and outdoor advertising messaging.
  - Explore all options for the development of innovation space, with specific emphasis on tech, light advanced manufacturing, and outdoor recreation centers.

- **Infrastructure**
  - Continue participating in discussions with TWSA, Duke Energy, and other utility partners to plan accordingly for future development opportunities.
  - Continue working with local and regional allies to develop feasible strategies for community-based broadband deployment.

- **Workforce Development**
  - Actively market Jackson County's designated Opportunity Zone for development/housing purposes.

- **Community/Workforce Development**
  - Continue working with the Housing Committee in order to develop recommended policies regarding incentives for new housing development.

- **Community Development**
  - Continue working with local municipal and community leaders to identify and implement reasonable and sustainable strategic economic and community development policies and projects.

- **Regional Development**
  - Actively participate in and provide leadership for the Mountain West NC Partnership to leverage regional assets for new business development and expansion.

The Sylva Mural on Mill St.
Courtesy of Jackson County TDA

Economic Development's Focus

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

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

Downtown Dillsboro
Courtesy of Jackson County TDA

Our Partners

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

Our partners include, but are not limited to:

SOUTHWESTERN COMMISSION COUNCIL OF GOVERNMENTS

JACKSON COUNTY PLAY ON NC

DUKE ENERGY®

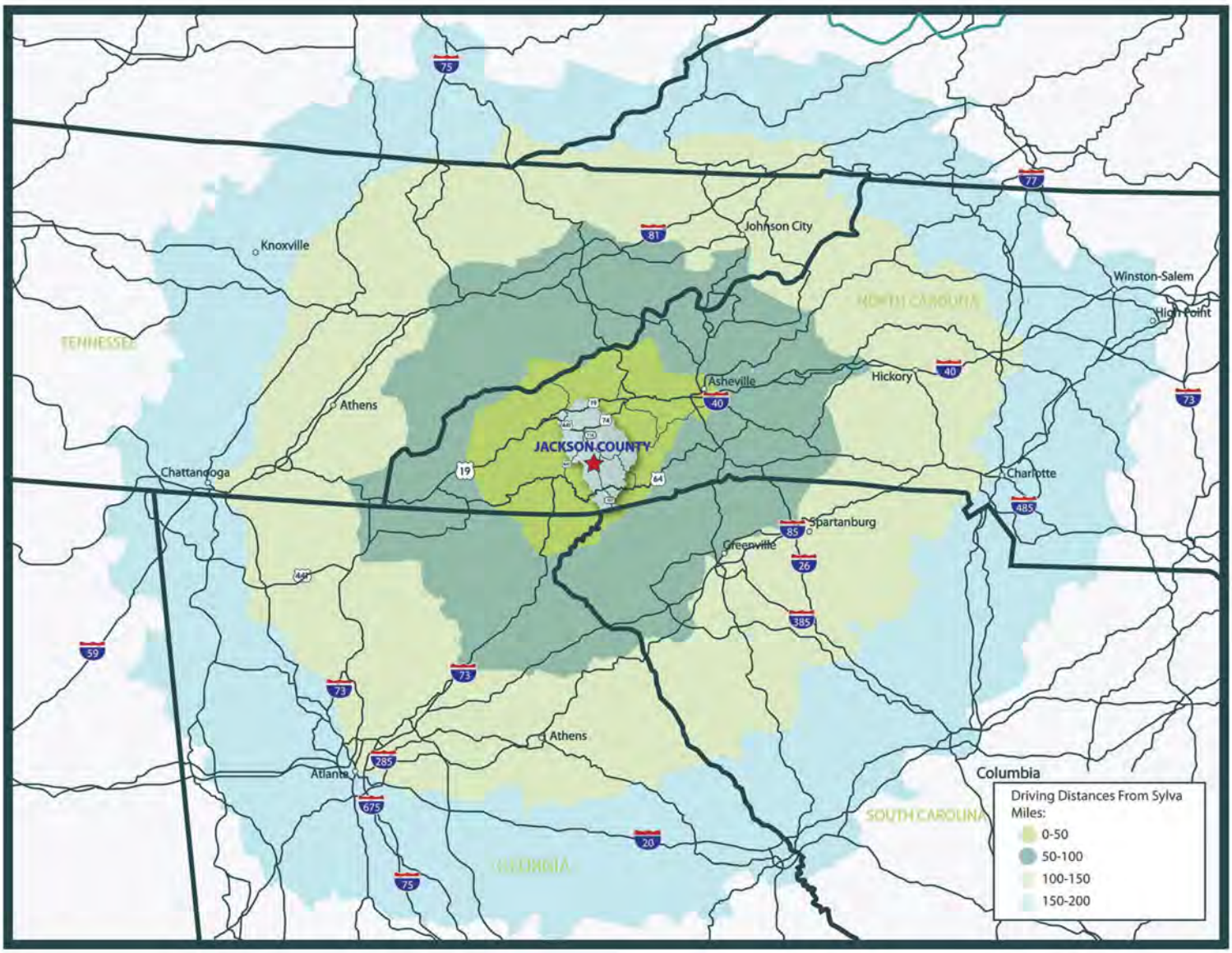
HARRIS REGIONAL HOSPITAL
A Duke LifePoint Hospital

Sylva

Western Carolina UNIVERSITY

TUCKASEIGEE Water & Sewer Authority
SERVING JACKSON COUNTY

Southwestern COMMUNITY COLLEGE



Explore Jackson County, NC

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

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

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

- Nicole Dexter
Innovation Brewing

The People of Jackson County

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

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

The Culture and History of Jackson County

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

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

Outdoor Adventures in Jackson County

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

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

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

Kayakers at High Falls
Courtesy of Jackson County TDA

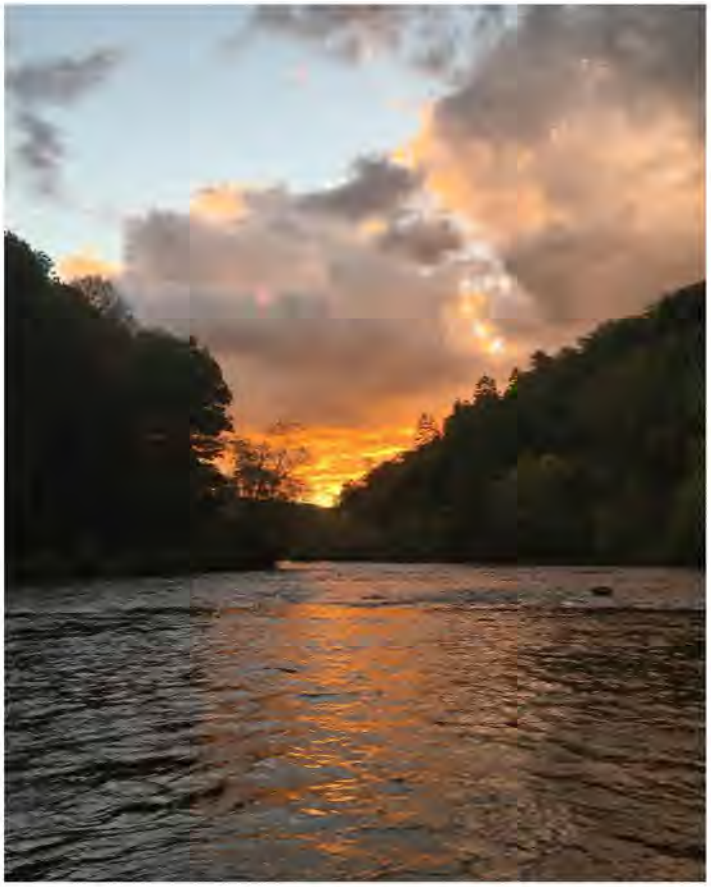
Buy Local Campaign

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

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

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

https://www.allinjacksonnc.com/



Sunset on the Tuckasegee River
Courtesy of Jackson County TDA

Contact Information

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

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

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

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

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401 Grindstaff Cove Road, Suite A231
Sylva, NC 28779

Email:
jacksonthrive@jacksonnc.org

Online:
Website: https://www.allinjacksonnc.com/
Facebook: AllinJacksonNC

Jackson County Department of Public Health

Mission

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

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

Departmental Goals for FY 2021-2022

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

Pinnacle Park
Courtesy of Jackson County TDA

Department Goals for FY 2021-2022 (Continued)

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

Environmental Health

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

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

Jackson County Animal Shelter

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

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

On-site Wastewater Protection & Water Testing

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

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

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

JACKSON COUNTY
Department of Public Health

Food & Lodging Inspections

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

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

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

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

Environmental Health Education: ServSafe Program

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

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

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

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

Clinical Services

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

Adult Health Services

The following services are available to adult residents:

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

Children's Health Services

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

- School Health Assessments
- Sports Physicals

Women's Health Services

The following services are available to women:

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

Sexual Health Services

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

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

Immunizations

The following immunization services are available at the Health Department:

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

COVID-19

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

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

16,155

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

Public Health Laboratory

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

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

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

Health Education

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

Healthy Carolinians of Jackson County

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

Adolescent Pregnancy Prevention Program

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

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

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

Cullowhee Community Garden

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

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

Diabetes Prevention Program

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

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

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

Safe Routes to School (SRTS)

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

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

Child Safety Seat Program

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

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

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

Care Management for At-Risk Children

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

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

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

Smart Start Program

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

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

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

Smart Start®

Nutrition Services

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

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

What is WIC?

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

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

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

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

Breastfeeding Peer Counseling Program

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

U.S. DEPARTMENT OF AGRICULTURE
WIC BREASTFEEDING SUPPORT
LEARN TOGETHER. GROW TOGETHER.

Medical Nutrition Therapy (MNT)

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

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

Diabetes Self-Management Education and Support (DSMES)

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

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

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

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

Contact Information

Main Location

538 Scotts Creek Road
Sylva, NC 28779
Office Hours: Mon-Fri, 8:00 AM-5:00 PM
Clinic Hours: Mon-Fri, 8:00 AM-11:30 AM & 1:30 PM-4:30 PM
Lab Hours: Mon-Fri, 8:00 AM-3:00 PM

Cashiers Location

217 Frank Allen Road
Cashiers, NC 28717
Office Hours: Every 3rd Thurs of the month, 9:00 AM-12:00 PM & 1:00 PM-4:00 PM

Animal Shelter

436 Airport Road
Sylva, NC 28779
Office Hours: Mon-Wed, 9:00 AM-12:00 PM & 2:00 PM-4:00 PM
Website: http://animal.jacksonnc.org/

Phone Number
(828) 586-8994

Email
General: publichealthinfo@jacksonnc.org
Environmental Health: envhealth@jacksonnc.org

Online
Website: http://health.jacksonnc.org/
Facebook: JacksonCoDPH
Instagram: @jacksoncodph

JACKSON COUNTY
Department of Public Health

Jackson County
Sheriff's Office

Mission

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

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

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

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

Departmental Goals for FY 2021-2022

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

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

Administration

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

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

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

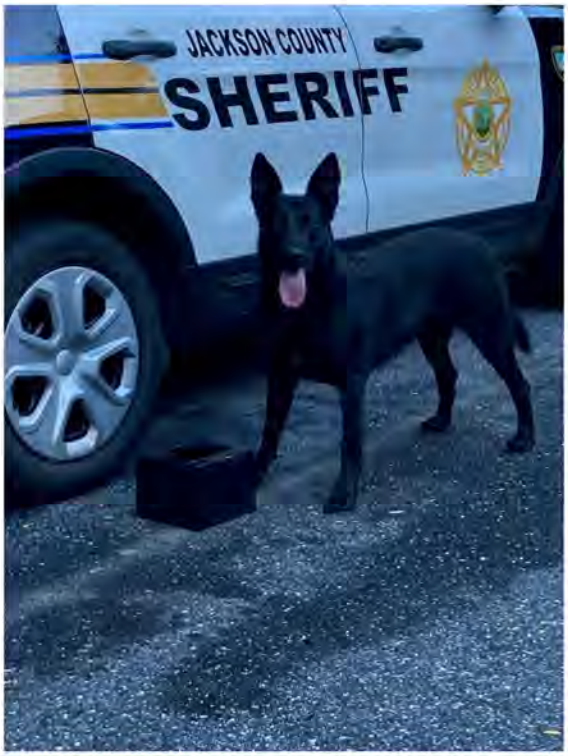
Chief Deputy Matt Wike
Courtesy of the Sheriff's Office

Patrol

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

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

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



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

Investigations

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

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

Civil Process

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

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

Civil Process Fees:
In-State Service: $30.00
Out-of-State Service: $100.00

Detention

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

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

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

Male and Female Inmate Visitation Schedule is as Follows:

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

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

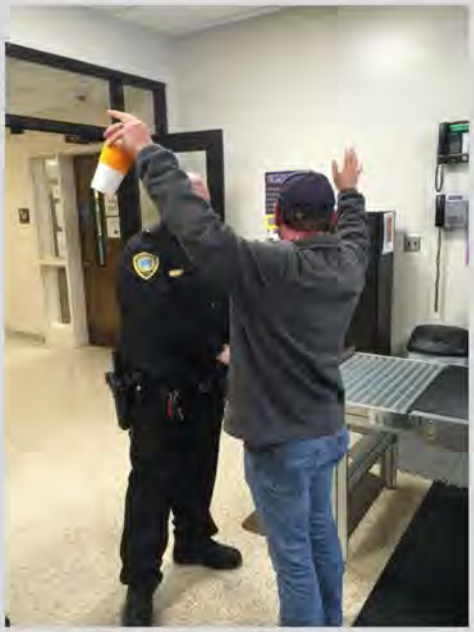
Detention Center Telephone Number: **(828) 586-2458**

Courts/Justice Center Security

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

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

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



School Resource Officers (SROs)

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

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

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

D.A.R.E.®
TEACHING STUDENTS DECISION MAKING FOR SAFE & HEALTHY LIVING

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

Shop with a Cop

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

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

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

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

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

Crime Prevention and Awareness

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

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

PROJECT LIFESAVER®
Bringing Loved Ones Home
The Original 501(c)(3) Non-Profit Organization

Contact Information

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

Administration
(828) 586-4355

Detention
(828) 586-2458

Dispatch
(828) 586-1911

Investigations
(828) 586-4480

Patrol
(828) 586-8901

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

SHERIFF
JACKSON COUNTY
EST. 1851
NC

Jackson County Parks and Recreation Department

Mission

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

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

Departmental Goals for FY 2021-2022

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

Jackson County
Recreation Centers

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

Pictured above is the Cullowhee Recreation Center.

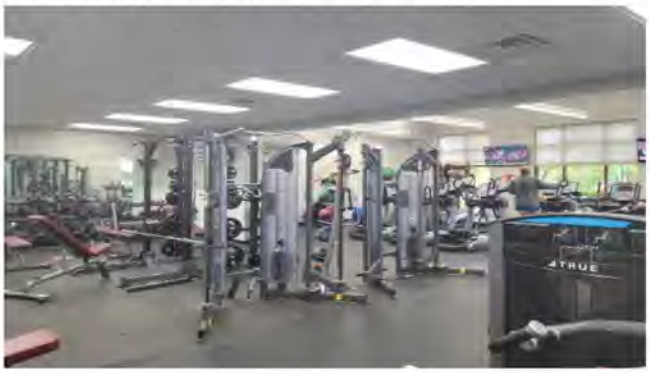
Pictured above is the Cashiers Recreation Center.

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

Rules/Guidelines

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

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



Recreation Center Fee Schedule

Daily Admission	
Under 8-years-of-age	Free
Individual	$5.00
Family	$8.00
Senior	$3.00
12 Visit Pass	
Individual	$48.00
Senior	$32.00
Month Pass	
Individual	$40.00
Family	$64.00
Senior	$21.00
6-Month Pass	
Individual	$180.00
Family	$212.00
Senior	$90.00
Year Pass	
Individual	$297.00
Family	$350.00
Senior	$148.00

Parks and Picnic Shelters

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

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

The Cullowhee Recreation Center Picnic Shelter.

Pictured above is East LaPorte Park.

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

Jackson County Community Pools

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

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

Cullowhee Rec Center
88 Cullowhee Mountain Rd
Cullowhee, NC 28732

(828) 293-3053

Sylva Pool Address
343 Municipal Drive
Sylva, NC 28779

Cashiers Rec Center
355 Frank Allen Rd
Cashiers, NC 28717

(828) 631-2020

Cashiers Pool Address
60 Community Place
Cashiers, NC 28717

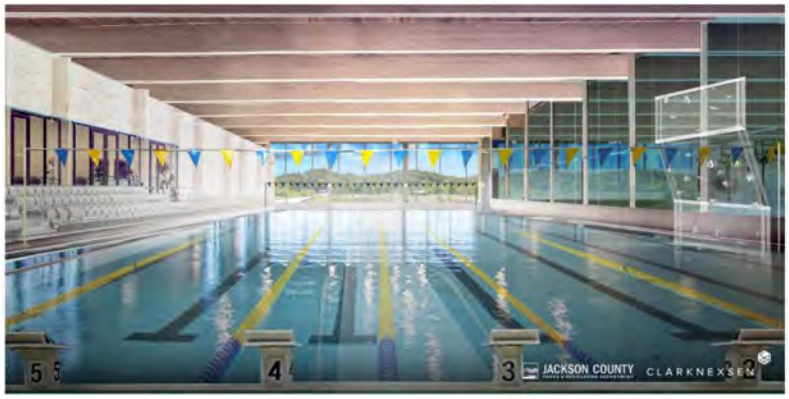
Future Aquatics Center

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

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

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

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



Fun 4 Kids Day Camp

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

British Soccer Camp

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

Contact Information

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

Email
rustyellis@jacksonnc.org

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

JACKSON COUNTY
PARKS & RECREATION DEPARTMENT

Greenland Creek Falls
Courtesy of Jackson County TDA

Dear Jackson County,

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

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

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

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

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

Sincerely,

Matthew Wilson