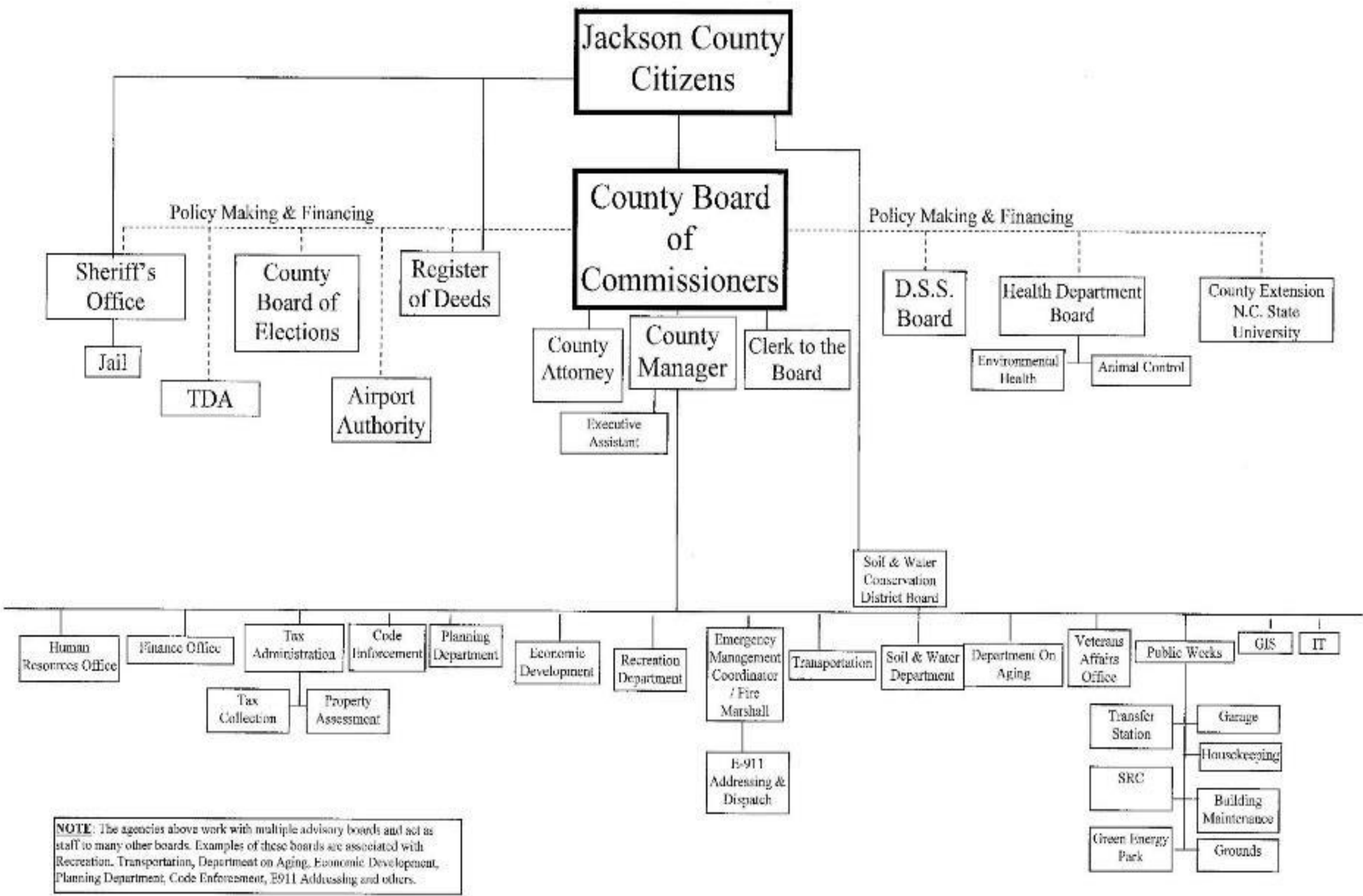


Second Annual Report to the Citizens - Presentation

Olivia Stewman – Administrative Intern



Jackson County Organizational Flow Chart



Governance

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.

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

District 1	Barkers Creek, Dillsboro, Greens Creek, Qualla
District 2	Scotts Creek I, II, III, North and South Sylva
District 3	Cullowhee, Savannah, Webster
District 4	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.

Administration & Finance

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



Citizens Academy Class of 2019

Records & Development

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 Tuckaseigee 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

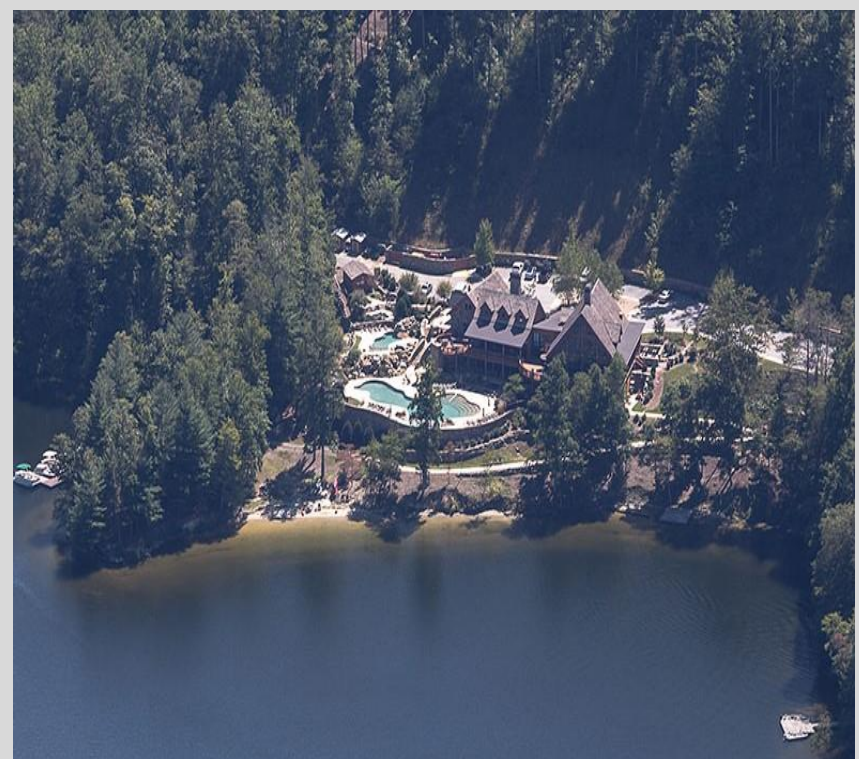
The Department of Permitting and Code Enforcement has 18 full time employees. The annual budget is about \$1.5 million dollars, 60% of which comes from permit fee revenues. The department administers and enforces all North Carolina State Building Codes, the Flood Damage Prevention Ordinance, the Sediment 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

- **Erosion and Sediment Control** – Site grading and storm-water planning for new construction sites. There are some exemptions for agricultural use.
- **Floodplain** – Any type of use that occurs in a mapped floodplain area requires a permit; this helps determine what special measures may need to be taken for development. In some flood areas, certain types of development may not be permitted.
- **Building Permits** – Any new structure or change to a system, i.e. framing, electrical, plumbing, mechanical, will usually require a permit. There are some exemptions for agricultural uses.
- **Fire Inspections and Permits** – Permits for large tent events and firework shows. Also, the inspection of businesses, schools, apartments, and foster homes for ensuring the compliance of the State Fire Prevention Code.

Empowering Ordinance

On March 8th, 2007, the Jackson County Board of Commissioners adopted a Land Development Compliance Ordinance. 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

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

Economic Development

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

- Partner with 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.
- Design and execute an annual Shop Local campaign, supporting 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 sectors.
- Actively market Jackson County’s designated Opportunity Zone for development/housing purposes.
- Continue working with Housing Committee to develop recommended policies regarding incentives for new housing development.
- Continue participating in discussions with TWSA, Duke Energy, and other utility partners to plan accordingly for future development opportunities.
- Fully explore a minimum of 30 credible lead opportunities for business development, business retention or expansion, etc.

Achievements 2019-2020

- 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.
- 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.
- 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.
- 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.
- 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.
- The Housing Committee was able to procure \$30K in funding from commissioners to support a Mountain Projects housing initiative on 2nd Avenue in Sylva. Working to identify potential parcels for acquisition for similar future developments is in continuation.
- 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.
- The Economic Development department reviewed 47 credible leads via EDPNC, SBC, SBTDC, and Direct Client Contact.

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 with 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 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, Tuckaseegee 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 under-performing 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 business community and local economy through the remainder of the COVID-19 pandemic.

Human Services

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 the for 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

Government Services

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 1st 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 Cashiers Recreation Center.



Pictured above is the Cullowhee 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

<u>Daily Admission</u>	
Under 8 years of age	Free
Individual	\$7.00
Family	\$10.00
Senior	\$5.00
<u>12 Visit Pass</u>	
Individual	\$50.00
Senior	\$35.00
<u>Month Pass</u>	
Individual	\$45.00
Family	\$70.00
Senior	\$25.00
<u>6 Month Pass</u>	
Individual	\$190.00
Family	\$220.00
Senior	\$95.00
<u>Year Pass</u>	
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

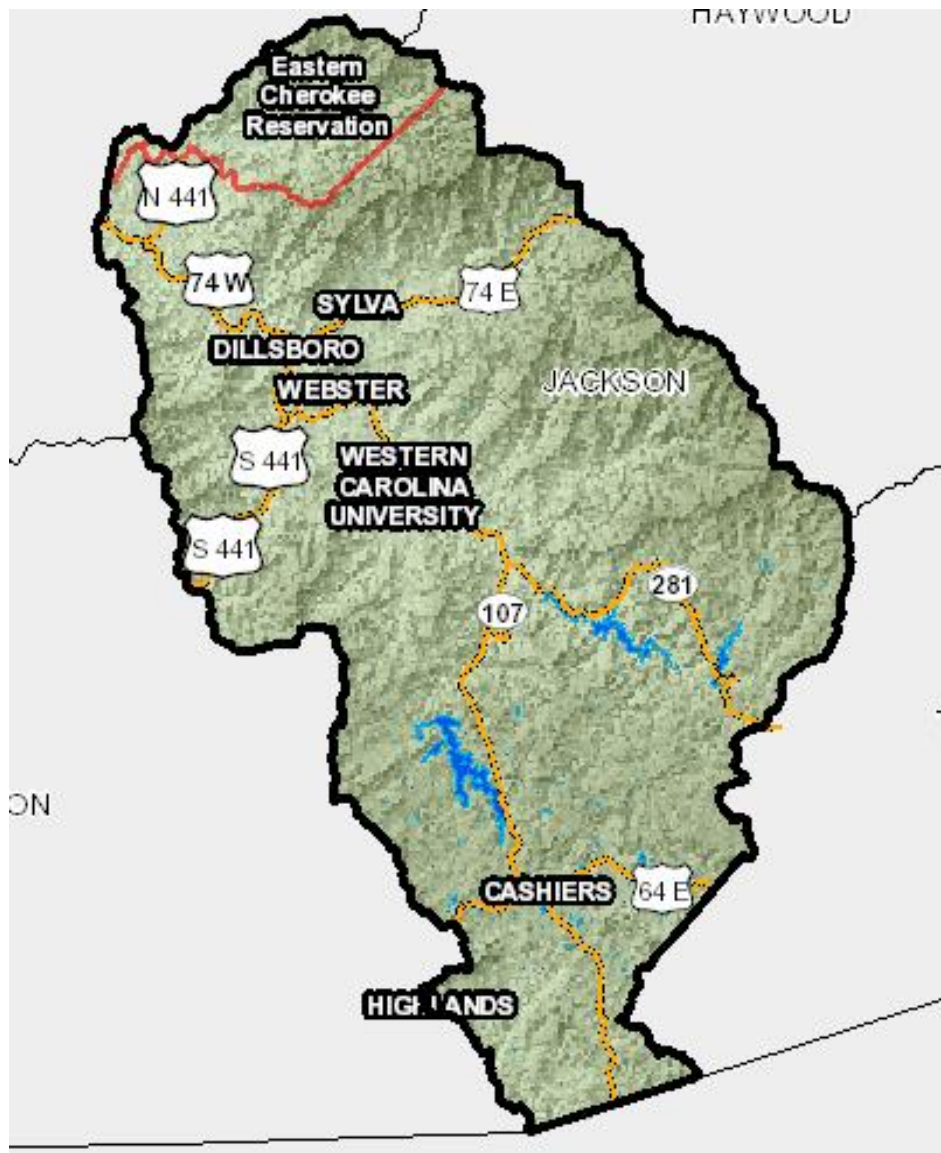


Government Support

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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Thank you!