



JACKSON
COUNTY

REPORT TO THE CITIZENS

2019-2020
EDITION

LETTER FROM THE COUNTY MANAGER

This is the inaugural Report to the Citizens of Jackson County. Included in its pages are detailed and educational chapters on the various departments that comprise the government of Jackson County. Fiscal Year 2019-2020 Department Goals have been included in this report.

To compose this report, the County Manager's Office reached out to Western Carolina University's Masters of Public Affairs Program for recommendations on interns who would be able to research and compile information on multiple departments. MPA student Cody Eller was chosen to be the intern who would compose the Jackson County Report to the Citizens.

This report is intended to inform those who wish to become engaged with and understand County government. While this report is the first of its kind for Jackson County, it is the intention of this office to reissue this report on an annual base.

Respectfully Submitted,

Don Adams, Jackson County Manager

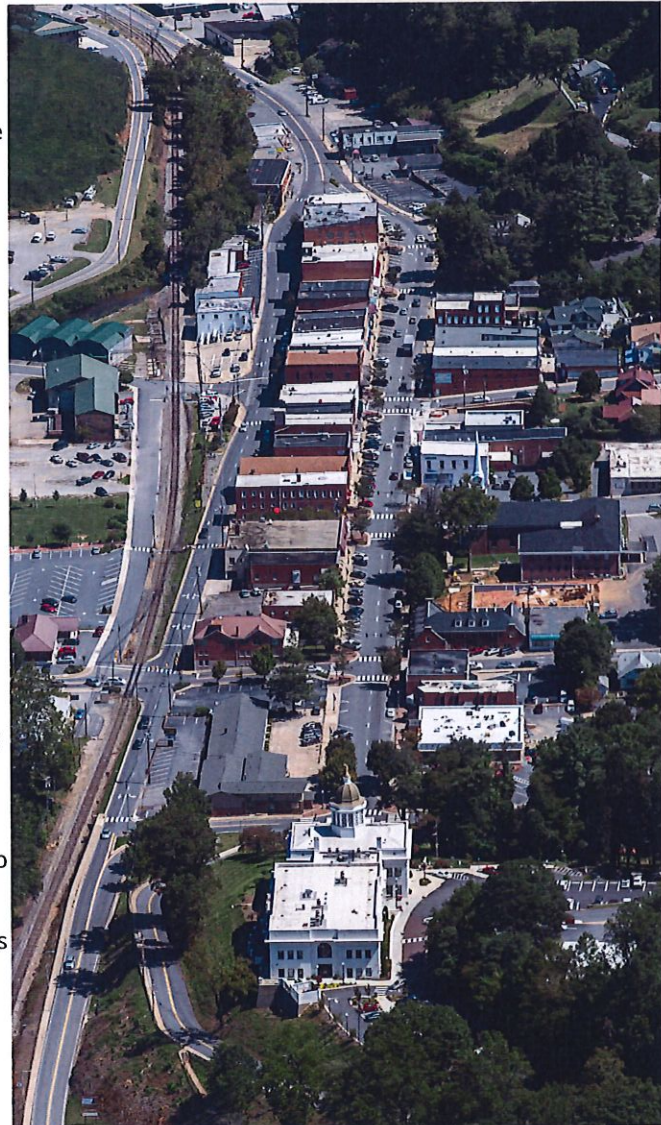


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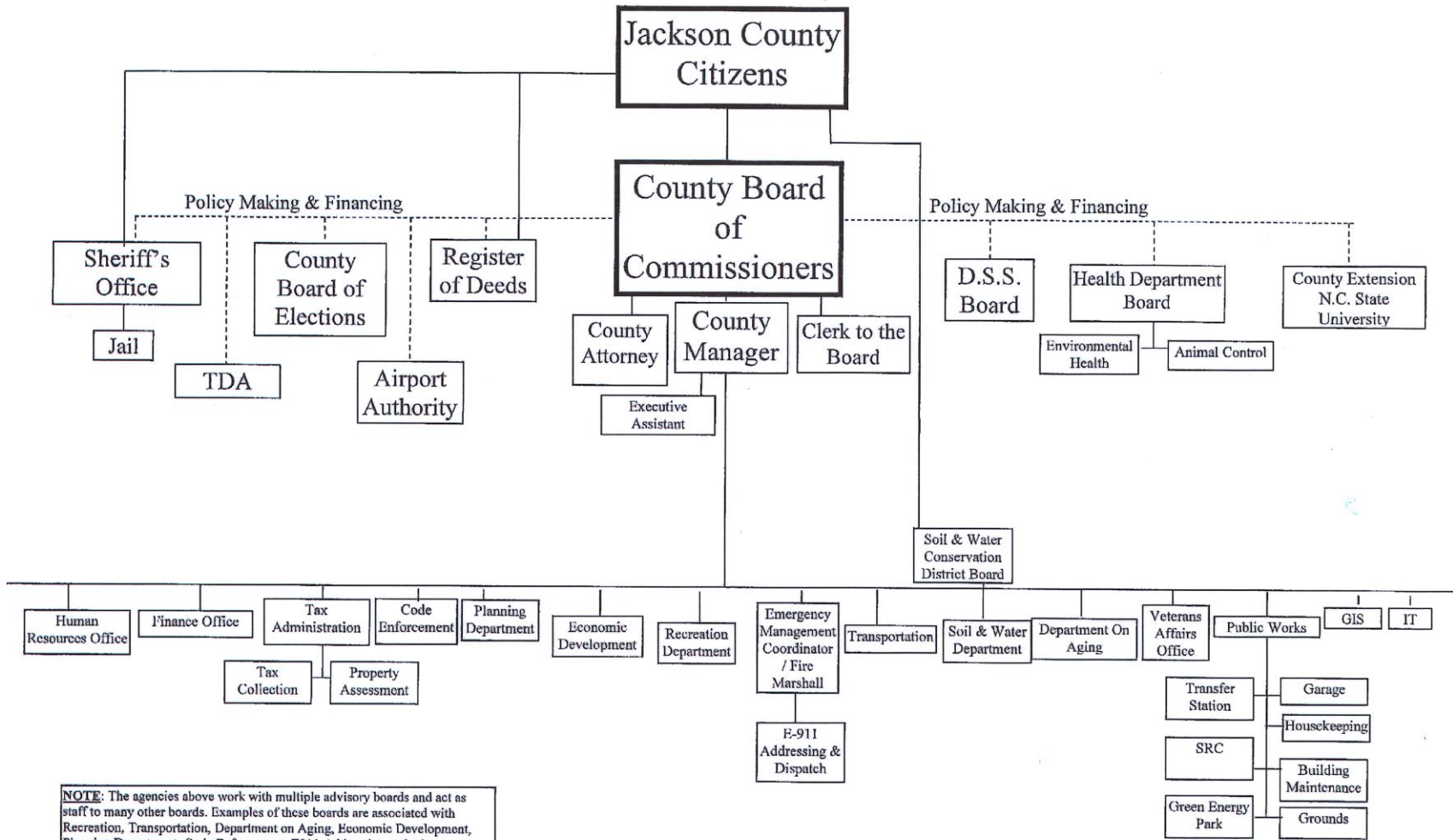
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NOTE: The agencies above work with multiple advisory boards and act as staff to many other boards. Examples of these boards are associated with Recreation, Transportation, Department on Aging, Economic Development, Planning Department, Code Enforcement,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

Jackson County

Board of Commissioners

Jackson County is located in the southwestern mountains of North Carolina. It is bordered by the states of South Carolina and Georgia, and surrounded by Macon, Swain, Haywood and Transylvania counties. The County consists of 491 square miles of beautiful mountains, fertile valleys and rolling foothills with altitudes ranging to 6,450 feet. It is situated between the Blue Ridge Parkway and the Great Smoky Mountains.

The governing board consists of five members serving four-year terms. The Chairman is elected at large, with no district residency requirement. Each part-time Commissioner must reside in a district and are elected at large.

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 – Commissioners Deitz, Woody, McMahan, Luker, and Mau

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, 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.

Vision

Fostered by a sense of community and 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. In a spirit of community, our citizens are proactive partners in building an environment rich in culture, history, and opportunity.

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

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

Jackson County Board of Elections

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

The County Board of Elections is overseen by the State Board of Elections and mainly funded by the County where the office is located. This office conducts all federal, state, county, and municipal elections in Jackson County. Administration responsibilities include oversight of voter registration, voting locations, voting equipment, election staff, and legal requirements. The County Board of Elections' daily duties involves the maintenance of voter machines, campaign reporting, and elections records.

Departmental Goals for FY 2019-2020

- Implement a new voting equipment system that will comply with current election laws. The official goal is to remain in compliance with state laws while providing the best voting equipment option for Jackson County Voters.
- Maintain high standards of elections in Jackson County, such as voting machine maintenance, record management and audits, customer service, training, voter education, improved website presence and accessibility.
- Invest more time and resources to recruit and train capable precinct workers. The office has been very successful with recruiting new workers and retaining current workers, but it must be an ongoing process. This investment is insurance for fair and accurate elections.
- Train and maintain a staff that is responsive to the legal and technological aspects of conducting elections.
- Improve security at elections offices and facilities to comply with Homeland Security standards. Elections offices have been named as a critical understructure by Homeland Security.



Educational Classes

Organizations, clubs, groups, and individuals can make an appointment for an educational class on voter registration, election process, and the use of voting equipment. To register for these classes please call our office (828-586-7538) at least seven days in advance. If you have a large group request, the voting machines may be brought to your location.



Voter Registration

Voter registration applications can be obtained at the Board of Elections office in the Skyland Service Center or by calling our office at 828-586-7538. You can also obtain an application by emailing our office at jackson.boe@ncsbe.gov or lisalovedahl@jacksonnc.org. A downloadable application is also available on the state website at www.ncsbe.gov.

You cannot fill out a voter registration application on line in North Carolina.

Making voting accessible

Election Day is not a one day process; preparation is a yearlong process. Voter Registration and updating voter records is a yearlong activity to ensure minimum interruptions to the voting process on Election Day. Far in advance of the actual Election Day, the office provides information to potential candidates on campaigning and filing for office.

To ensure there is sufficient number of trained polling place staff during the voting phase, the office is always recruiting and training workers. The result is Election office and polling place staff being able to offer proficient assistance to voters on Election Day, during the early one stop voting period, or absentee voting by mail. The Board chooses and maintains voting polling sites that meet all legal requirements, including the American with Disability Act.

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

Election Day Data Access

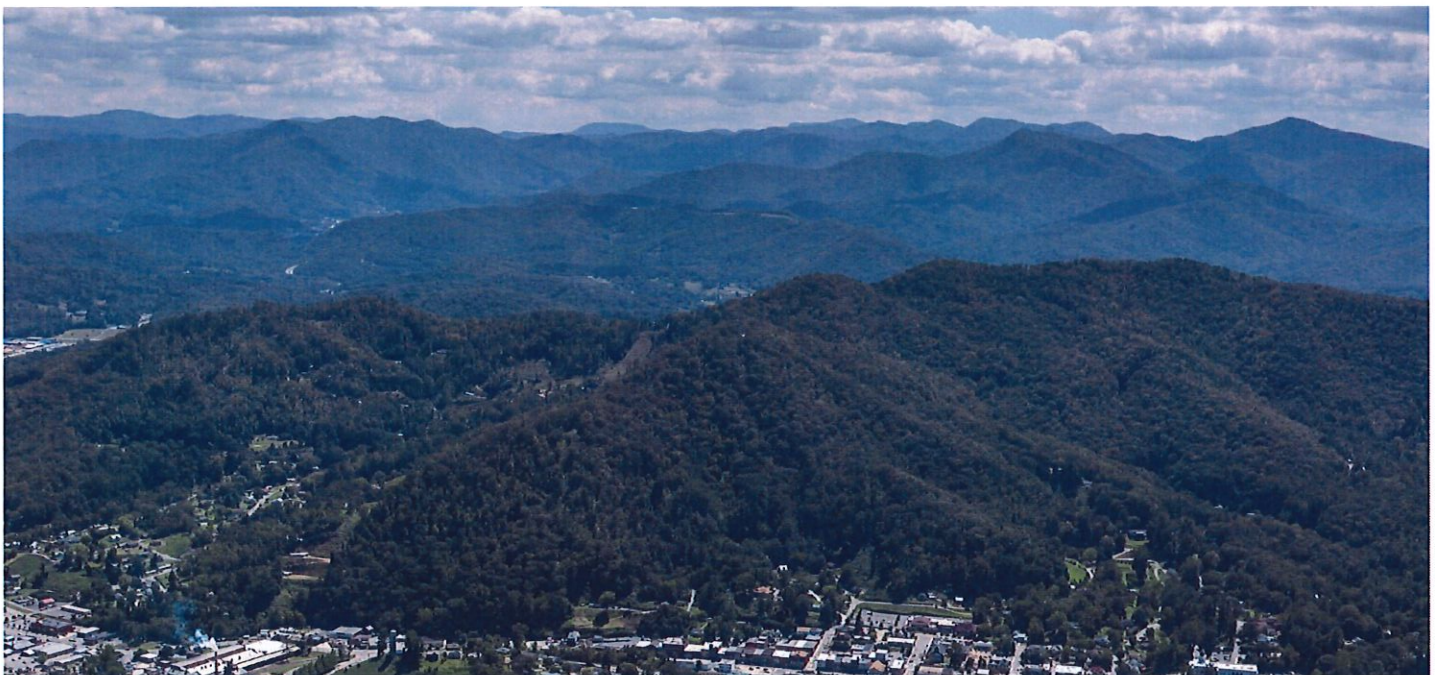
Election results, laws, voter lists, sample ballots and all other public information for Jackson County can be obtained at the Jackson County Board of Elections Office, or at the State Board's website - www.ncsbc.gov. These requests are filled as soon as possible, but the law allows up to 30 days. Please give ample notice on large orders. Requests by phone are accepted. Cost of materials varies. For more information, contact the Jackson County Board of Elections at 828-586-7538. Walk-ins are welcome.

If you need any assistance, would like to apply to work at the polls, or wish to report a complaint call the Board of elections office at 828-586-7538.

Jackson County Administration

Departmental Goals for FY 2019-2020

- Continue to perform the statutory duties as described above.
- Continue implementing departmental performance measurement system within Departmental Goals. Begin developing individual employee performance evaluations within select Departments that directly relate to Departmental Goals.
- Identify agency to provide shelter and case management services to the homeless.
- Facilitate discussions amongst Departments regarding the Health Insurance Program. Develop a new Wellness Program to be adopted the following year.
- Complete Health Department / One Stop Permitting Center construction. Move Health Department, Planning, and Code Enforcement operations into the newly renovated Community Services Facility.
- Find new location for the Dillsboro Staffed Recycling Center. Relocate the Dillsboro SRC.
- Complete schematic design and cost estimates for the Animal Rescue Center, parking area and walking path/dog park identified within the Green Energy Park Master Plan. Engage architect to develop construction documents and to formally solicit bids for project. Award contract to construct prior to the end of FY 19-20.
- Engage 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 19-20.
- Start planning processes for the Fairview Complex, Dillsboro Park, and Cullowhee Park.
- Continue discussion with TWSA on transferring Cashiers Water System to their ownership. TWSA plans on completing a financial analysis of the proposed transfer based upon potential customers. Research and identify alternative funding mechanisms if necessary. Reach a conclusion on whether or not this transfer is feasible.
- Continue the Jackson County Citizenship Academy.
- Update the Jackson County Annual Report to the Citizens
- Perform any other duties that may be required or authorized by the Board of Commissioners.



The Role of the County Manager

The Administration Department houses the County Manager, County Attorney, Clerk to the Board, and the Administrative Assistant. In accordance with NCGS 153A-82, the 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 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 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 Manager shall attend all meetings of the Board of Commissioners and recommend any measure that is considered expedient. 4. The Manager shall see that orders, ordinances, resolutions, and regulations of the Board of Commissioners are faithfully executed within the County. 5. The Manager shall prepare and submit the annual budget and capital program to the Board of Commissioners. 6. The 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 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 Manager shall perform any other duties that may be required or authorized by the Board of Commissioners.

Jackson County Citizens Academy

If you enjoy learning about your local government, you would enjoy the Jackson County Citizens Academy. The Citizens Academy is an eight week program. The participants get a behind the scenes look at various departments within Jackson County government. The Citizens Academy provides interaction with department heads and elected officials allowing the participants to learn more about their roles throughout the county. The Citizens Academy has three objectives – Promotion, Education, and Engagement.

To apply, submit an application to the County Managers office during the recruitment period. The recruitment period begins early fall. All applicants must be 18 years old, a resident of Jackson County, and committed to attend all evening classes. If you have any questions or would like to request an application, please contact Jan Fitzgerald at 631-2207 or jcfitzgerald@jacksonnc.org

Citizens Academy Class of 2018



JACKSON COUNTY DEPARTMENT OF FINANCE

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

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

Departmental Goals for FY 2019-2020

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



The Budgetary Role of the Finance Department

The finance department plays a large role in the creation of the county budget. They help to facilitate the collection of department's budget request, disperse non-profit applications, and provide information to County Commissioners.

The budgeting process begins in January with individual department head meetings. The department heads will meet with the County Manager and Finance Director individually and as a group. This is when department heads begin to form their budget requests. Then in February, the County Commissioners, along with the County Manager and Finance Director, hold a budget retreat to reflect on the strategic plan and set goals for the budget.

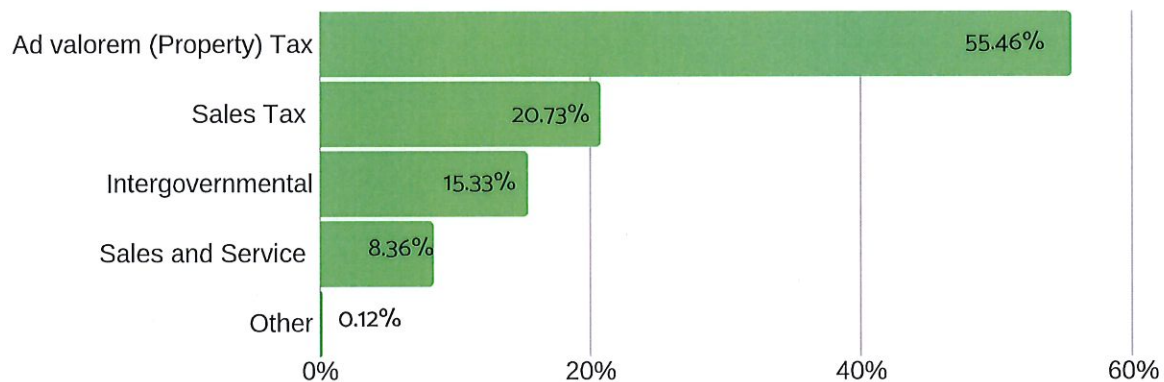
Then in March the Finance Department will send out application to non-profits. This allows non-profits to apply for government funding. In April

and May the County Commissioners, County Manager, and Finance Director meet in a work session to review department request. Following these meeting in May the County Manager will present a proposed budget to the County Commissioners.

Final in June, a public hearing will be held and the budget will be presented for public comment. After this a work session will be held to make any final edits or discuss any final issues. The County Commissioners will then, in a board meeting, vote to adopt the budget.

Once all is said and done, the budget process takes six months to form and pass. Jackson County operates on the fiscal year. For some of the 2018-2019 budget highlights keep reading below!

Jackson County Review by Type



Top 10 General Fund Expenditures for Fiscal Year 2018-2019

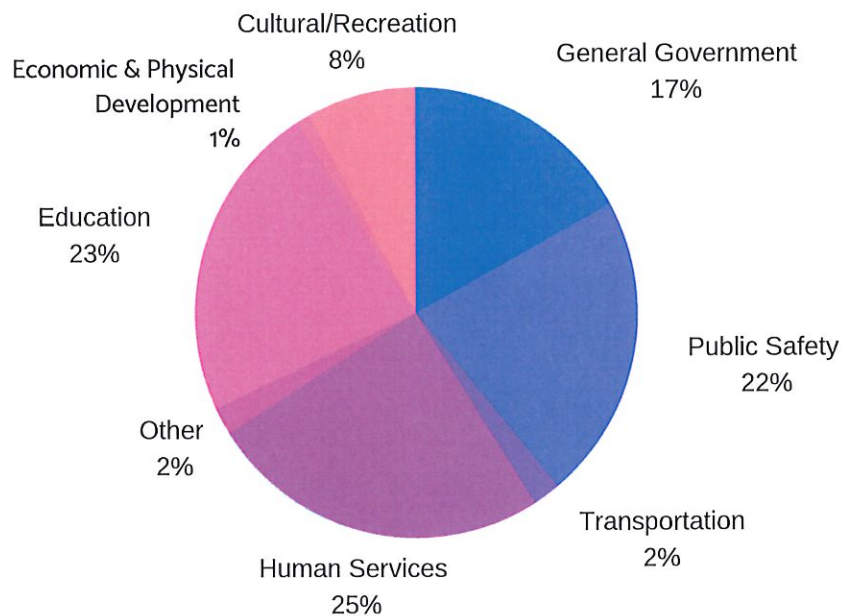
Department	Expense	Revenue	County	County %
Public Schools	\$ 9,001,846.00	\$ 1,331,200.00	\$ 7,670,646.00	85.21%
Sheriff/Jail	\$ 7,123,230.00	\$ 976,766.00	\$ 6,146,464.00	86.29%
Public Works	\$ 4,336,390.00	\$ -	\$ 4,336,390.00	100.00%
Social Services	\$ 8,522,036.00	\$ 5,513,332.00	\$ 3,008,704.00	35.30%
Health	\$ 4,826,641.00	\$ 1,988,866.00	\$ 2,837,775.00	58.79%
Ambulance/Rescue	\$ 2,903,066.00	\$ 240,000.00	\$ 2,663,066.00	91.73%
Debt Service	\$ 3,929,531.00	\$ 1,438,717.00	\$ 2,490,814.00	63.39%
Community Colleges	\$ 2,708,023.00	\$ 469,150.00	\$ 2,238,873.00	82.68%
Fire	\$ 1,526,218.00	\$ -	\$ 1,526,218.00	100.00%
Recreation	\$ 2,186,694.00	\$ 724,025.00	\$ 1,462,669.00	66.89%

For the top 10 general fund expenditures graph pictured above, the department label indicated what department is being representative. The expense column indicates the total expense of the associated department. The revenue column indicated how much revenue the associated department brings in. If a cell is left empty, that department did not bring in any revenue. The county column lists how much of the counties money was allocated to those departments. The county % column indicates what percentage of the department's budget was made up from county dollars.

Jackson County Expenditures by Type

Displayed to the left are all of Jackson Counties' expenditures broken down by type. For the fiscal year 2018-2019 Jackson Counties' budget is \$64,506,059. This is an increase of 0.2% from fiscal year 2017-2018, or an increase of \$124,744.

Jackson counties' budget is balanced in accordance with the Local Government Budget and Fiscal Control Act. This simply means that Jackson Counties' expenditures do not exceed our revenues.



Jackson County

Department of Tax Administration

Departmental Goals for FY 2019-2020

Personal Property Division

- Continuing with the previous implemented business personal property compliance program.
- Implementing a manufactured home compliance program.
- Implementing an in-house scanning system for all individual business personal property listing forms.

Land Records / Mapping Division

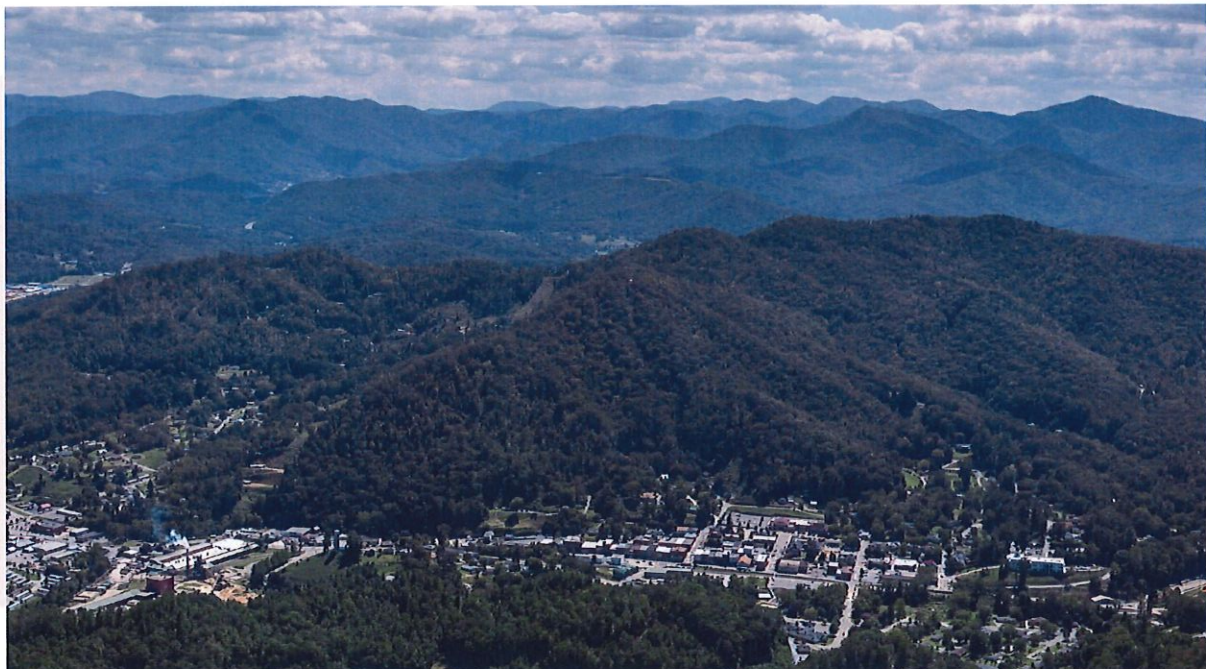
- Continue to have a two-day processing turnaround for all deeds and plats, to assist Code Enforcement and Environmental Health in then proper issuance of permits.
- Creations and finalization of data layers in Arc to assists the appraisal division.

Tax Administration Department

- To continue to strive to have a knowledgeable and highly educated staff.
- To improve public relations by creating a more informative webpage.

Real Property Division

- In preparation for the upcoming 2021 reappraisal, the real property division will be physically reviewed Hamburg Mountain, and South Cashiers Townships, in addition to physically visiting nearly 1,000 building permits.



Responsibilities of Tax Administration

The Department of Tax Administration is made up of two divisions - Tax Assessment and Mapping and Land Records. The Tax Assessment division is responsible for listing and appraising real property, personal property, and motor vehicles. The Mapping and Land Records division is responsible for inventorying real property usage deeds, surveys, and other documentation of record.

Statistics

- Approximately - 2,600 Business Personal Property Accounts
- Approximately - 2,100 Regular Personal Property Accounts
- 39,999 Motor Vehicles Registered with the DMV
- 40,000 Land parcels by the end of 2018
- Approximately - 21,000 Residential Structures
- Approximately - 350 Commercial Parcels and 1246 Commercial Structures

How to Use the Property Map Viewer

- First, navigate to <https://www.jacksonnc.org/tax-administration/home>
- Second, place your cursor over "Map Viewer" in the lower middle of the screen and click on it.
- Located to the right is the Search Tool. This tool can be used to search property owner's name, physical address, the pin number for the property, and property description.
- Located to the left of the screen are the tools to navigate the map. You can zoom in and out, print the selected map, save a link to the map, and select different layers of information to view.

Contact Information

To contact the Tax Administrators office, feel free to call:

828-586-7567

Or email us at:

taxadministration@jacksonnc.org

Additional Contact info:

Business Personal Property - Suzanne Allison - 828-586-7543

Business Personal Property - Robin Pond - 828-586-7540

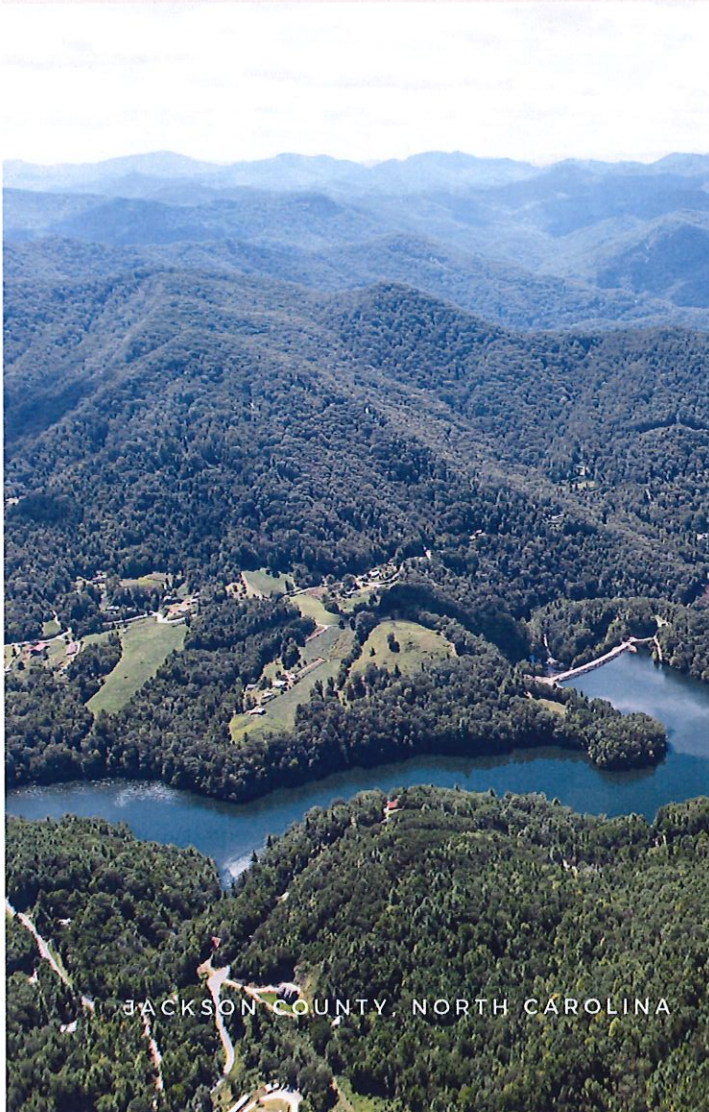
Mapping/Land Records - Kim Hooper - 828-586-7539

Motor Vehicles - Sherman Fowler - 828-586-7541

Personal Property/Tax Relief Programs - Laura Estridge - 828-586-7545

Real Property - Nicole Livesey - 828-586-7542

Real Property/PUV Programs - Wendy Smith - 828-586-7544



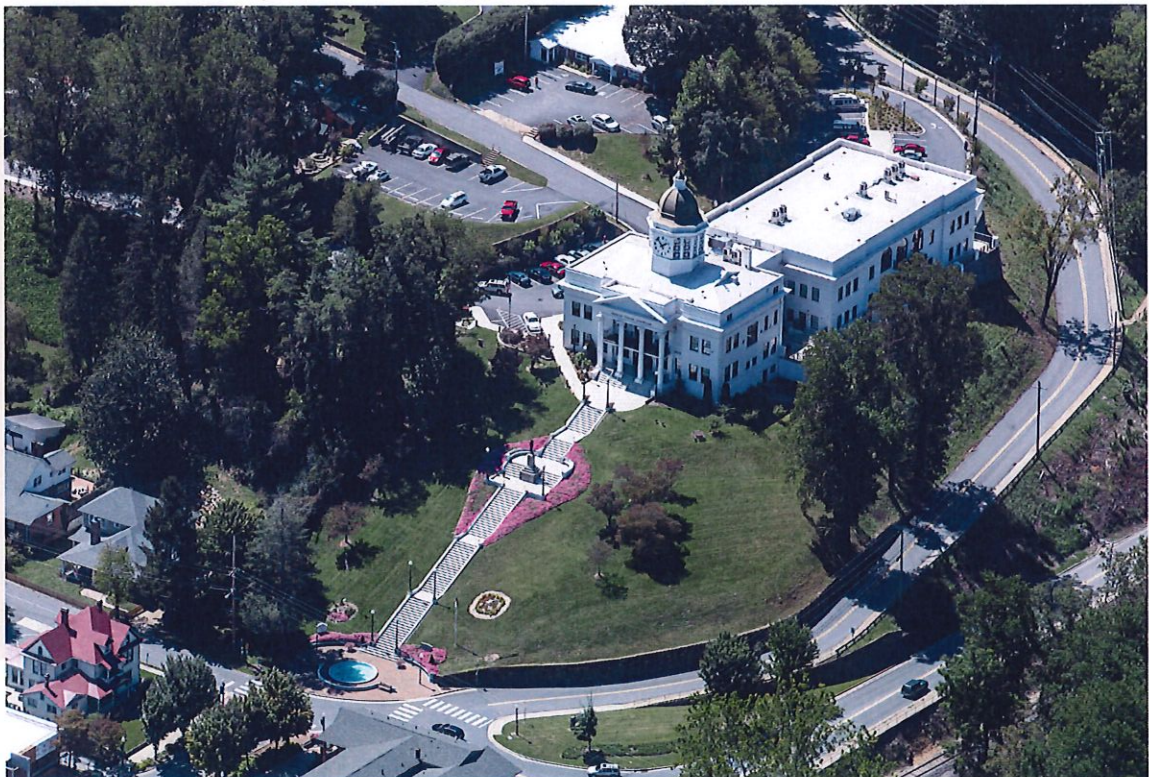
Jackson County Tax Collector's Office

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

The Jackson County Tax Collector's Office has a frequently asked questions page. This page covers topics ranging from property tax, vehicle tax, and payments. You can access this page by going to the following link: <https://jacksonnctax.com/#/faqs>

Departmental Goals for FY 2019-2020

- Increase the current and delinquent tax collection rates.
- Continue to work on collecting delinquent taxes through debt set-off, garnishments and foreclosures.
- Continue to find ways to encourage timely payments from taxpayers.



Important Tax Collection Dates

Mid-August - The current year tax bills are mailed to the "Owner of Record" as of January 1st. If the property was sold or transferred after January 1st then a transfer letter will be sent to the new owner stating they are now responsible for the taxes due. Refer to your attorney's closing papers to ensure your obligation of taxes has been satisfied.

September 1st - Property taxes become due and payable.

January 6th - Property taxes become delinquent.

March 31st - This is the last day to pay taxes before the delinquency is advertised in The Sylva Herald.

April - Property tax delinquencies are advertised in The Sylva Herald.

Payment Arrangements

Once the tax rate has been set in June, the Tax Assessor's Office will compute and mail out the tax bills in July or August, which are due September 1st. The Tax Collector's Office will accept partial payments and will work out a payment plan upon request by the taxpayer. The amount of taxes due is divided by the number of months remaining in the year to determine the monthly payment amount in order for the tax liability to be satisfied by the end of the calendar year.

For example, Andrew Smith receives his tax bill in August and would like to make partial payments on his account. He calls the tax office in August and requests a 5-month payment plan. His real property tax bill is \$625.00.

$$\$625.00 / 5 = \$125.00 \text{ per month for 5 months}$$

Mr. Smith can make 5 payments of \$125.00 from August to December to insure that the tax liability will be satisfied by the 5th payment.

Contact Information

Tax Collector:

828-586-7550

brandihenson@jacksonnc.org

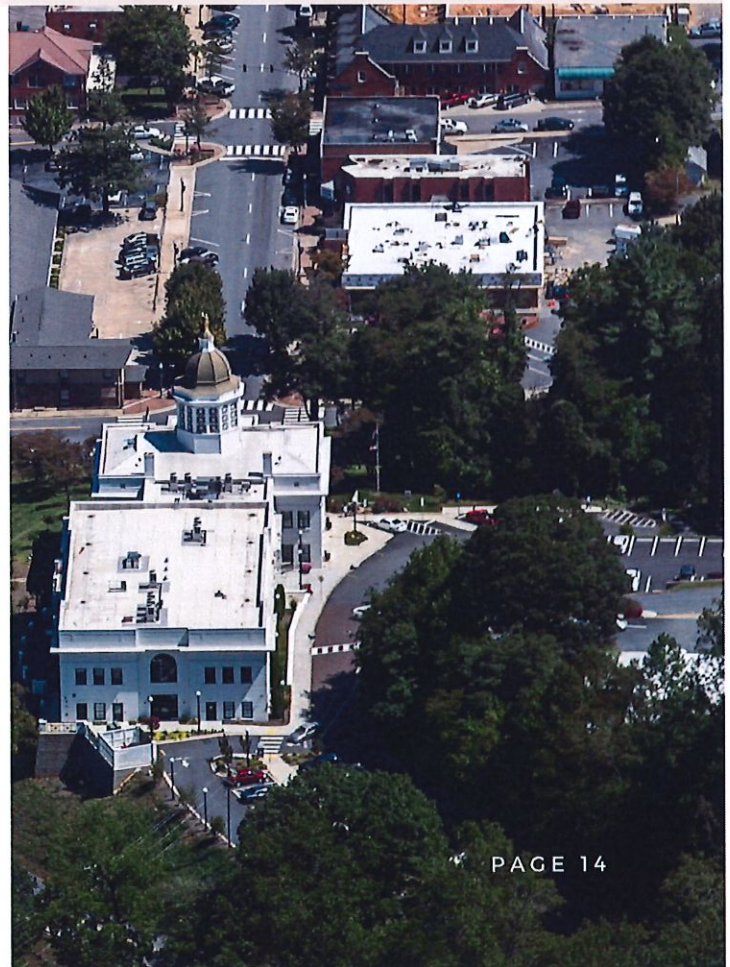
Office Hours:

Monday through Friday

8:00am until 5:00pm

Web Site:

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



Jackson County Department of Human Resources

Mission

Providing quality support and services to County leadership, departments, employees, and prospective employees in the area of employee relations, recruitment, and selection, position, classification and compensation, performance management, staff development and training, policy development and interpretation, compliance with state and federal employment laws, benefits administration and workplace safety. Two full-time employees (Human Services Director and Employee Benefits Administrator) staff the department to serve over 500 employees and retirees combined.

Departmental Goals for FY 2019-2020

- This upcoming year the Human Resources Department will evaluate various human resources technologies. The assessment will determine if either software or cloud-based subscription service applications will improve current human resources processes such as Recruitment/Applicant Tracking, Onboarding, Performance Management, and Records Retention. An analysis of such technologies and recommendations will be the measured outcome.
- Develop a performance management instrument in conjunction with the County Manager to assess employee performance and goal measurements.
- Develop a scanning schedule to ensure personnel files are moved from paper to electronic retention on a systemic basis.



Goals

- Develop and submit an Electronic Records Plan document to the NC Department of Cultural Resources to obtain approval for electronic storage and destruction of certain paper records.
- Evaluate the benefit information on the Jackson County website and coordinate with Information Technology on presentation structure.
- Attend annual Public Employment Law Update and at least two professional development trainings or conferences.
- Compile list of training requirements for all positions – type, occurrence, method of delivery and provider – to assess the most effective use of resources.
- Revise Employee Workplace Safety Handbook with Safety Committee membership and ensure review by all employees annually.

Well @ Work

Well @ Work is the Jackson County Employee Wellness Program. Well@Work is for employees, by employees. The primary objective is to offer education, support, and resources in a fun and relaxed atmosphere so that employees can obtain and maintain a healthier, more productive lifestyle that benefits themselves, their families, and their community.

To learn more about the Well @ Work Program or download your excessive, Monthly Challenges, or Wellness opportunities visit:

<https://www.jacksonnc.org/well-at-work>

Why Work for Jackson County?

Jackson County is an Equal Employment Opportunity Employer with more than 400 employees. Jackson County offers its employees an exceptional benefits package. Those benefits are paid:

- Paid comprehensive medical and dental insurance
- Paid term life insurance
- Participation in the North Carolina Local Government Employees' Retirement System
- Tax Deferred Investment Programs (401(k) and 457 plans available)
- Medical and Dependent Care Flexible Spending Accounts
- Supplemental Insurance Policies (cancer, disability, hospital indemnity, term/whole life insurance, and more)
- Paid Annual and Sick Leave
- Paid Holidays
- Free Employee Clinic
- Well @ Work - an employee wellness program
- Discounted Recreation Center rates
- Credit Union membership
- Employee Assistance Program

Contact Information

To get in touch with the Human Resources department of Jackson County, visit our website at:

www.jacksonnc.org/human-resources

or call us at:
828-631-2212

JACKSON COUNTY REGISTER OF DEEDS

Departmental Goal for FY 2019-2020

The Register of Deeds is the manager and custodian of a large number of public records. Records archived in our office include real estate transactions, vital records (Jackson County births and deaths) and marriage licenses issued in Jackson County.

The goal for the upcoming year is to start the preservation of the historical volumes for births and deaths beginning with records from 1913. The process will be completed over a four-year period.

For more information visit check us out online at:
www.jacksonnc.org/register-of-deeds/home

Or, contact us at:
828-586-4055

Or, visit our office at the Jackson County Justice Center from 8am to 5pm Monday through Friday.



Marriage License

Jackson County Register of Deeds provides a marriage license service to those who meet the requirements. You can also find the application for a marriage license on Jackson County Register of Deeds web page.

- Both parties must be present.
- Both need to provide picture I.D. (Drivers Licenses, US Passport, and Military I.D. are all valid form of photo I.D.)
- Both need proof of social security #: Original Social Security Card (not copies), or 1099, or 1040, or Paycheck Stub, or Health Insurance Card. Document MUST show full name and number.
- Fee for the license is \$60.00 (payable by cash, debit or credit card).
- If either party has been married before, you will need to know the month/year of when your last marriage ended. If your last marriage ended within the last year, you will need a copy of the divorce judgement/decree.
- Marriage licenses are valid for 60 days and carries not waiting period. It is also valid in all NC counties, as long as, you return the licenses to the county you revived it from.

Plat Requests

The Register of Deeds office records plats or surveys that are 18" by 24" or 24" by 36". This is done after proper approval from both the Jackson County Planning Department (phone number: 828-631-2261) and the Jackson County Land Records office (phone number: 828-586-7539).

After this, two copies, one Mylar and one paper, are files in the Register of Deeds office.

The cost to record a plat is \$21 and copies of surveys plats can be made for \$2 in the Register of Deeds office. All plats recorded in our office are made available online. The can be viewed and copied outside of our office free of charge.

For additional information on Plats and Surveys call the Register of Deeds office at 828-586-7530

Online Requests

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

<https://jacksonrod.permitium.com>

The instruction for vital records requirements and payment are located on the website as well. Fees for certified copies are \$10.00 each and uncertified copies are \$1.00 each. You pay by major credit/debit cards online. (Additional fee is charged if paying by credit card).

Jackson County Department of Planning

Mission

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

Service Commitment

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

The Jackson County Planning Department enforces the following planning ordinances that can be found on Jackson County's Municode:

- Land Development Ordinance
- Sign Ordinance
- Adult Establishments
- Historic Preservation
- Outdoor Lighting
- Subdivision Ordinance
- Wireless Communications Ordinance
- Industrial Development Ordinance
- Manufactured Home Parks Ordinance
- Airport Hazard Regulations

Departmental Goals for FY 2019-2020

- Review all minor, family, and exempt subdivision plats within 5 business days.
- Review all site plans for permitted uses within 10 business days.
- Develop a Small Area Plan for Cullowhee (Roll over goal, LU-3, Comp Plan).
- Develop a County Pedestrian Plan through NCDOT grant program (Roll over goal, T-2, Comp Plan).
- Identify and prioritize high hazard locations for pedestrians and bicyclists (To be addressed with goal 4 above, Roll over goal, T-3, Comp Plan).
- Coordinate with Public Health and Public Works to expand community gardens on County owned land (Roll over goal, PH-1, Comp Plan).
- Partner with RPO and WCU to create a program to educate new students about mountain road safety (Roll over goal, T-4, Comp Plan).
- Review subdivision regulations and discuss the purpose of recommended changes to the Subdivision Ordinance regarding cluster subdivision design, wildlife corridors, and pedestrian facilities (Comp Plan LU1, LU2, LU6).
- Update Countywide Historic Property survey (Comp Plan C1).
- Collaborate with NCDOT and SWRPO to identify pedestrian and bicycle projects to be included in Prioritization 6.0 process (Comp Plan T2, H4).
- Planning staff will work with the Cashiers Planning Council to consider amendments to Cashiers zoning regulations as recommended in the Cashiers Small Area Plan (Goal 1, 2, 4 pg. 71 Action Plan and pg. 37 UDO updates).



Planning Department's Functions

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

In part because of the size of Jackson County, the planning department focuses its responsibilities into current planning and long term planning. Current planning focuses on ordinance enforcement and

maintenance. Jackson County's Planning Department also provides support to the planning boards and councils. The Planning Department also grants plats and subdivision approvals, as well as, site plan reviews ; furthermore, Jackson County's Planning Department also performs cell tower and co-location reviews.

Jackson County's Planning Department also looks forward into the future with long range planning. This involves creating small area plans, comprehensive transportation plans, and comprehensive planning for future growth and development.

Historic Preservation Commission

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

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

The Historic Preservation Commission meets third Tuesday of the month at 5:30pm at the Jackson County Public Library.



Pictured above is the smallest post office in the United States. It is the Grimshaw post office in Whiteside Cove

Permit and Plan Review Process

Jackson County has created a Plan Review Process to assist Developers, Design Professionals, Contractors and Property Owners who are seeking approval of site development applications for commercial, industrial, multi-family projects or projects having to meet the criteria established in the Jackson County Subdivision Ordinance. The review process includes most proposed projects within the County and in zoned jurisdictions. For more information regarding the Plan Review Process and Applications call the Jackson County Permit Center or visit the website below

Jackson County Planning Department
828-631-2261

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

When is a Site Development Plan required?

Site Development Plans are required for the following: new construction, reconstruction, or expansion in any zoning district, except for single family detached houses or duplexes in residential districts, the development of public or semi-public buildings, and any exterior or site changes to a previously approved site development plan, and projects that are required to meet the Jackson County Subdivision Ordinance standards.

An administrative preliminary review of a project is not required; however, it is encouraged. This review process gives the applicant insight that may save them time and money on their project.

Contact Information

To contact Jackson County Department of Planning you can:

Reach us by phone at,
828-631-2261

Email us at,
planning@jacksonnc.org

Or visit our office on the second floor of the Jackson County Justice Center at,
401 Grindstaff Cove Rd, Sylva, NC 28779
Suite 258

Jackson County Department of Permitting and Code Enforcement

The Permitting and Code Enforcement Department is completing its sixth year providing a centralized location for permitting and inspection services to the construction and development community. During the past six years the department completed the tasks of combining staffs and offices for building inspections, erosion control, flood plain management, plat review, and fire inspections into centralized office in Sylva and Cashiers. We have also established procedures and infrastructure to provide a "one-stop" location for the public to apply for all development permits. The county now provides two Permit Centers in Sylva and Cashiers. The Cashiers office functions as a "one stop" and we are in the initial stage of co-locating our office with environmental health and planning to develop a "one stop" center in

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

Departmental Goals for FY 2019-2020

- Continue to improve our follow-up survey system to allow each end user of the department's services to provide anonymous feedback on the ease of use of our 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 our office. Increase response rate by 20%.



Goals

- New field staff should complete at least two 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.
- 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 and an annual budget of \$1.3 million dollars. 40% of the budget comes from permit fee revenue. The department administrates and enforces all NC State Building Codes, the Flood Damage Prevention Ordinance, Sediment Control Ordinance, and other Jackson County ordinances that regulate new development. Their department also issues permits for a multitude of types of development activities. Listed below are the major types of permits that the Department of Permitting and Code Enforcement issue and inspect 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 us 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** - We issue permits for large tent events and firework shows. We also inspect businesses, schools, apartments, and foster homes for compliance with State Fire Prevention Code.

Empowering Ordinance

On March 8th, 2007 the Jackson County Board of Commissioners adopted a Land Development Compliance Ordinance. That ordinance brings into play all other county ordinance related to development. Prior to beginning any project defined as development in Jackson County, the first step is to ensure compliance with the Land Development Ordinance. (Chapter 16 in the Jackson County Code of Ordinances.)

Sec. 16-4 - Requirement for a land development compliance permit. From and after the effective date of the ordinance from which this chapter is derived, it shall be unlawful for any person or entity to undertake development, as defined herein, without first obtaining a land development compliance officer. The land development compliance officer shall issue a land development compliance permit only upon determining that development activity complies with all ordinances and regulations of the county and all other applicable requirements.

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 met for new and existing buildings and several community events throughout the county. Examples of some of the things that we inspect for fire safety:

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

Commonly missed items found on fire inspections

- Exit issues: blocked aisles, locked doors, or blocked open fire doors.
- Broken or defective electrical fixtures
- Fire alarms, extinguishers, and sprinklers in businesses that have not been regularly inspected or tested by a qualified company
- Improper storage of combustibles; too close to heat sources or ceilings
- Improper storage/use of flammables liquids/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 not displayed or not the proper size.

Contact Information

Sylva Office

401 Grindstaff Cove Road, Suite 145
Sylva, NC 28779

Phone: 828-586-7560

Fax: 828-586-7563

Cashiers Office

357 Frank Allen Road
Cashiers, NC 28717

Phone: 828-745-6850

Fax: 828-745-6867



JACKSON COUNTY DEPARTMENT ON ECONOMIC AND PHYSICAL DEVELOPMENT

Departmental Goals for FY 2019-2020

- **BUSINESS DEVELOPMENT:** To fully explore a minimum of 30 credible lead opportunities for business development, business retention or expansion, etc.
- **BUSINESS DEVELOPMENT:** To partner with 3rd party consulting firm to complete revision of the Comprehensive Economic Development Strategy (CEDS).
- **BUSINESS DEVELOPMENT:** To convene and facilitate planning discussions, including a possible feasibility study, for the Dillsboro River Park project.
- **BUSINESS DEVELOPMENT:** To design and execute an annual Shop Local campaign, supporting Jackson County businesses through print media, radio, and outdoor advertising messaging.
- **BUSINESS DEVELOPMENT:** To explore all options for the development of innovation space, with specific emphasis on tech, light advanced manufacturing, and outdoor recreation sectors.
- **WORKFORCE DEVELOPMENT:** To actively market Jackson County's designated Opportunity Zone for development/housing purposes.
- **COMMUNITY/WORKFORCE DEVELOPMENT:** To continue working with Housing Committee to develop recommended policies regarding incentives for new housing development.
- **INFRASTRUCTURE:** To continue participating in discussions with TWSA, Duke Energy, and other utility partners to plan accordingly for future development opportunities.
- **INFRASTRUCTURE:** To continue working with local and regional allies to develop feasible strategies for community-based broadband deployment.
- **COMMUNITY DEVELOPMENT:** To 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:** To actively participate in and provide leadership for the Mountain West NC Partnership, to leverage regional assets for new business development and expansion.



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.

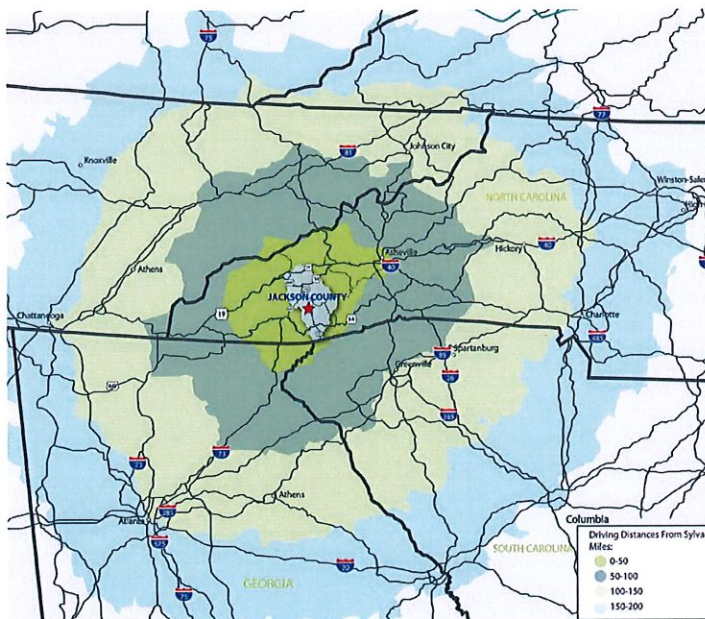
The Department of Economic Development will leverage their vast resources and established brands to promote Jackson County as the economic hub of Southwestern North Carolina. They will partner with our surrounding counties to stimulate a regional economy that is beneficial to all, while positioning Jackson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

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: Western Carolina University, Southwestern Community College, Jackson County TDA, Southwestern Commission Council of Governments, Tuckasegee Water and Sewer Authority, all municipalities within Jackson County, Area Chambers of Commerce, Entrepreneurial Resources, Frontier Communications, Duke Energy, Harris Regional Hospital, Highlands-Cashiers Hospital, and Mountain West NC Partnership.



Pictured above: Map of driving distances to Sylva, NC

Explore Jackson, 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. We are convenient to Asheville, Greenville/Spartanburg, Charlotte, Atlanta, and Knoxville, TN.

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.

The People of Jackson County

Jackson County is home to over 40,000 residents with an average age of 40 and is expecting steady population growth over the next decade. Our residents are diverse, engaged, and well educated. The most recent census data indicates that Jackson County is the fastest growing in the seven county regions that comprises the Southwestern North Carolina Mountains.

Culture and History

Cultural history begins with the Native American Culture of the Eastern Band of Cherokee Indians, where the Oconaluftee Living Indian Village, the Museum of the Cherokee Indian, and the "Unto These Hills" outdoor drama bring Native American history to life. This pioneer farmstead in the Great Smoky Mountains National Park celebrates the heritage of early settlers.

The history of the region is also shared at curated exhibits at Western Carolina University's

Mountain Heritage Center and celebrated during Mountain Heritage day. WCU Mountain Heritage Center tracks settler and cultural heritage from the 1700's to the present day. The center is located in Hunter Library on Western Carolina's campus.

Held on the last Saturday of September at Western Carolina University, Mountain Heritage day is a celebration of the culture of the Western Carolina Region. A true one-of-kind event, Mountain Heritage day attracts over 15,000 visitors who come to see the 130+ food vendors, artisans, and entertainers.

County history and genealogy is housed in the new Public Library building. Each of our towns is steeped in tradition and lore, and welcoming of those visiting for the first time, or those who call Jackson County home.

Outdoor Adventures in Jackson County

The 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. Here, numerous world-class trout fishing tournaments are hosted year round.

The Tuckaseegee 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 through the year. The river's center section is perfect for fishing, relaxing, or canoeing. The Dillsboro section of the river provides a perfect place for family adventure.

Jackson County is home to vast peaks, lush valleys, and coves of The Blue Ridge which provide an exhilarating hiking experience for the novice and expert alike.

Education in Jackson County

Jackson County offers a wide range of primary school options. Thanks a partnership with Southwestern Community College, Jackson County has access to two early colleges. Jackson County also has two traditional high schools, five traditional elementary schools, and one elementary charter school. Jackson County is also home to two award winning institutions of higher education. Western Carolina University is located in Cullowhee and enrolls over 11,000 students. WCU offers a wide array of programs and services. WCU also functions as a regional hub for economic development, entrepreneurship, and innovative research.

Jackson County is proud home to Southwestern Community College. Based in Sylva, SCC consistently receives national recognition for quality in education and offers over 100 technical and professional certifications in personal and small business training.

JACKSON COUNTY TOURISM DEVELOPMENT AUTHORITY

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

The Jackson County TDA has 9 voting board members appointed by the Jackson County Board of Commissioners and meet monthly. The Jackson County TDA is funded by a 4% room occupancy tax collected from guest utilizing Jackson County accommodations. No property taxes are used to fund the Jackson County Tourism Development Authority. The Jackson County TDA has one staff member, its Executive Director, Nick Breedlove.

Jackson County Tourism Development Authority was recognized in 2019 as the Tourism Office of the Year by Southwest Tourism Society.

DEPARTMENTAL GOALS FOR FY 2019-2020

- To bring the "Play On" brand to life through an integrated marketing strategy
- To create an awareness and desire to explore and fall in love with Jackson County.
- To foster tourism development in the area by offering grant projects and services, and to use the information to identify unrealized marketing opportunities.
- To examine the range of existing visitors attractions and services, and to use the information to identify unrealized marketing opportunities.
- To work with community organizations to achieve an effective, coordinated and comprehensive marketing program.
- To work with local government, businesses and non-profit organizations to identify and develop new facilities, attractions and services to improve tourism activities.
- To contribute to the economic development and quality of life in Jackson County.

Jackson County Tourism Impact*

\$195,440,000 - In annual expenditures by tourists (lodging, food services, transportation, retail, recreations and entertainment).

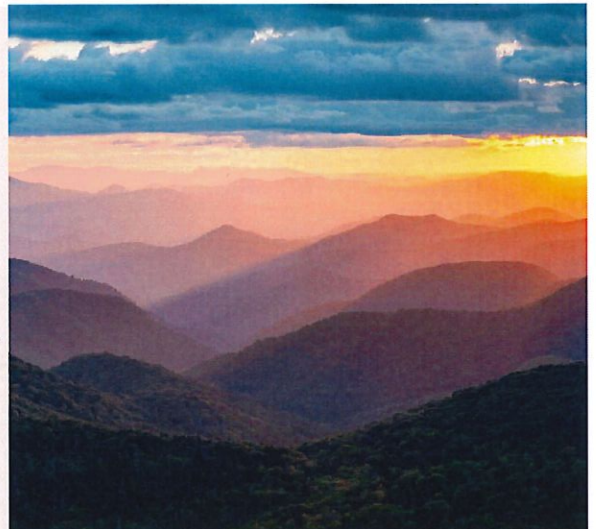
1,850 - Jobs directly supported by tourism.

\$48.52 Million - Worker paychecks annually (\$132,931 per day).

\$19.94 Million - Combined local and state taxes generated by tourism.

\$9.08 Million - Local county tax revenues generated by tourism (\$24,876 daily).

\$462.46 - Tax savings per resident as a result of tourist spending.



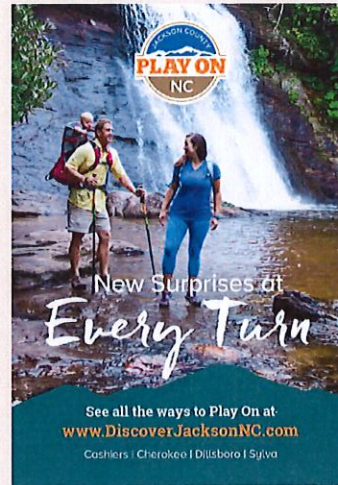
*These figures are for 2017 calendar year and are updated every August.

Source: U.S. Travel Association/VisitNC

Advertising through Paid Media

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

Jackson County TDA places strategic advertisement in various publications that are targeted to the Western NC region. Some of these publications include Blue Ridge Outdoor, South Carolina Living, Charlotte Magazine, NC Travel guide and Our State Magazine to name a few.



Creative Development

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

Public Relations

Also known as publicity, earned media coverage is one of the most trusted and credible forms of media used to generate awareness for Jackson County. It carries unbiased third-party endorsement of an independent expert -the writer, editor, blogger, or broadcast anchor- who is recommending the destination and sharing their experience.

Some examples of earned media coverage include an article in a print piece, a story online, a video or radio piece, or social media posts. These stories live long past the immediate impact that advertising provides, as they are shared across many platforms digitally. In 2018 (January - December), through their yearly campaign and efforts, Jackson County, earned \$13,998,564.88 in publicity value* and 393,382,261 impressions** and secured national media placements.



* Publicity value is calculated by pulling ad rates from the publication that the story ran in to calculate how much we would have paid for the placement then multiplied by three to account for the additional credibility and share ability of the content.

Social Media

Organic and paid (sponsored) posts are created and posed on Facebook, Instagram, Twitter, YouTube and other platforms to drive brand awareness and spark traveler interest. This year, TDA grant recipients will benefit from the JCTDA social team advertising to strategically promote their events and festivals for increased success.

Facebook
FB.com/DiscoverJacksonNC

Instagram: @DiscoverJacksonNC

Twitter: @VisitJacksonNC



Research and Planning

In 2018-19 the Jackson County TDA conducted its first Visitor Profile Research with Charlotte-based Young Strategies Inc. As part of the research project, the board also started its first strategic plan, surveying over 150 community stakeholders about destination attributes and opportunities. A public presentation of the profile and plan will be presented in 2019.

Visitor Center

The JCTDA provides funding to operate the county's three visitor centers located in Sylva, Dillsboro, and Cashiers. The Visitor Centers greets thousands of walk-in visitors and tourists, providing information about activities, directions, events, accommodations and restaurants. They answer visitor telephone calls, fulfill Visitor Guide requests and stock kiosks throughout the county and endure a good experience for tourists before, during, and after their visit. In 2019 The JCTDA will fund Capital Projects at both Visitor Centers to pave the Cashiers Area Chamber and Visitor Center parking lot which will increase safety and aesthetics. At the Jackson County Chamber of Commerce and Visitor Center in Sylva, the TDA is funding replacing of the sidewalk for ease of access and safety along with landscaping and grounds improvements.

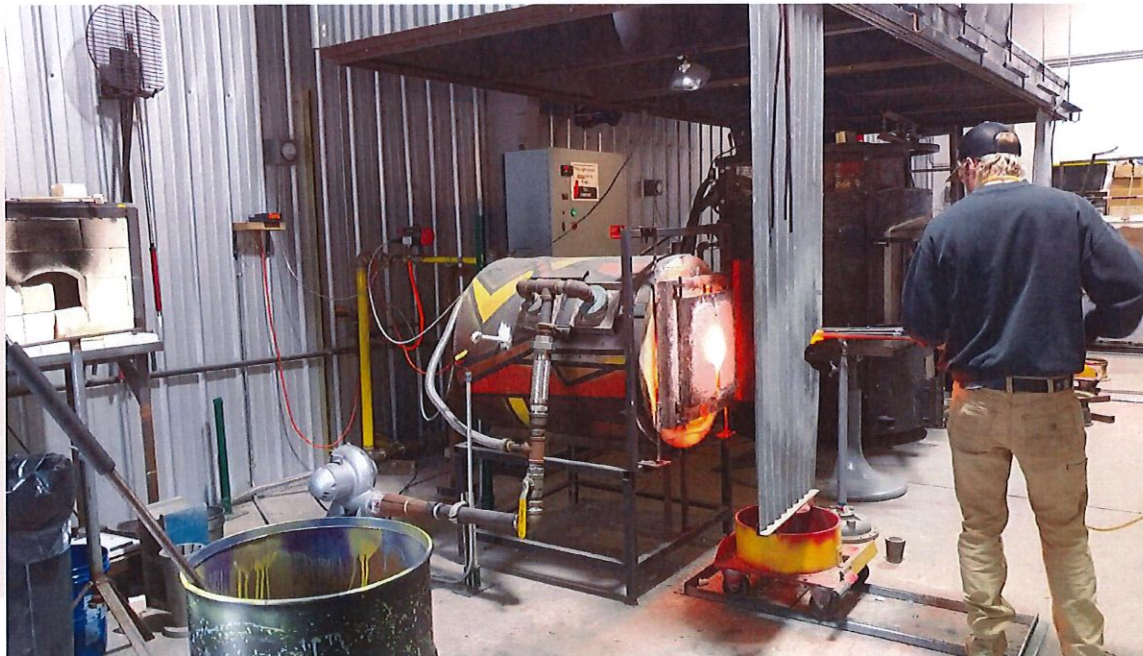


Jackson County Green Energy Park

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

What does the Green Energy Park Offer?

- Glass - The Glass Studio is one of the only hot shops in the world utilizing landfill methane gas as a fuel. Glass Studio space is available for rent.
- Blacksmithing / Metals – The Metals Shop features the first blacksmith forges and art foundry ever fired on landfill gas. Metals Shop facilities and equipment are available for rent.
- Ceramics – Our Anagama Kiln is modeled on ancient Japanese designs. The 100 ft. kiln is fired using wood and waste vegetable oil as fuels. The kiln is available for public firings several times throughout the year.
- Gallery – The Art Gallery showcases the exquisite work created by our artists using renewable energy.
- Sculpture Garden – The Sculpture Garden features work by the winners of the GEP sculpture competitions, along with other pieces by local artists. The GEP is proud to provide a place for artists to showcase their exceptional talents in sculpture creation.
- Guided Tours – Public tours are offered on Thursdays, Fridays & Saturdays, 10 am - 3 pm; and at other times by appointment. Tours include a glassblowing demonstration, a walking lecture on the GEP's renewable energy use and history, a visit to our ceramics kiln, and a blacksmithing demonstration when available.



Environmental Benefit

The Jackson County Green Energy Park uses Methane Gas as fuel for our operations. The methane gas from landfills is a very potent greenhouse gas. These gases are damaging to our environment. By burning landfill gas as fuel, our project provides direct and immediate improvements to our environment and local air quality.

Yearly reductions in emissions:

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



That's comparable to:

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

Tours

Educating the public is one of the main goals of the Green Energy Park. Whether they want to be educated on glassblowing, blacksmithing, or how their facility is powered. They are always glad to talk with folks about their project, answer questions about renewable energy and consider recommendations for future additions to the Green Energy Park.



General Tours

Public tours are offered on Tuesday, Thursdays, Fridays & Saturdays, 10 am - 3 pm; and at other times by appointment.

The Green Energy Park would love to host your group for a tour. Group tours for schools, businesses and other organizations are offered by appointment only. There is no set fee for the tours, although we do ask for a small donation if you find our project worth supporting.

Call: 828-631-0271 for your Tour today!

Classes

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

Each of our artists are extremely skilled and are experienced at working with students of different proficiency levels, from first-timers to advanced students.

Each artist has a page on this site where you will find examples of their work. Are you a Jackson County resident?

If so, tell us at registration and receive a 10% discount on your class.

Class Scheduled

Bladesmithing Basics with Brock Martin

Date(s): Jun 01, 2019

When: 9:00 am - 5:00 pm

Where: Blacksmith Studio at The Green Energy Park

Viking Round Shield Class with Brock Martin

Date(s): Jun 15, 2019 - Jun 16, 2019

When: 9 am - 4 pm each day

Where: Blacksmith Studio at The Green Energy Park

Making a Viking Spear with Brock Martin

Date(s): Jun 29, 2019 - Jun 30, 2019

When: 9:00 am - 4:00 pm, each day

Where: Blacksmith Studio at The Green Energy Park

Armor Construction: Making a Gothic Gauntlet with Brock Martin

Date(s): Jul 20, 2019 - Jul 21, 2019

When: 9:00 am - 4:00 pm, each day

Where: Blacksmith Studio at the Green Energy Park

Beginner Friendly Classes

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

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

Contact Information

Visit us at:

100 Green Energy Park Rd.
Dillsboro, North Carolina

Timm Muth, Director
info@JCGEP.org

Chelsea Miller, Programs
Classes, Tours, General Info
programs@jcgep.org

Call us at:

828-631-0271

Visit our web site:

www.jcgep.org



Jackson County

Department of Public Health

Mission

The mission of the Jackson County Department of Public Health is to enhance, promote, and protect the health of all Jackson County residents.

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 2019-2020

Maintain / Improve Environmental Health Services by:

- Maintaining a 100% inspection rate of Food, Lodging, and institutions (FLI) establishments since fully staffed again.
- Maintaining the following average lead times (excluding outliers) for Onsite Waste Water by: time to First Contact: 5 days; time to First Appointment: 8 days; and time to Issuance of Permit: 10 days.
- Implementing learning sessions for clients and the community on Environmental Health Services

Maintain or increase participation in the following Clinical Services on an annual basis:

- WIC
- Employee Health Clinic
- Family Planning
- Immunizations & Vaccinations
- Laboratory Services
- Prenatal/Perinatal Health



Goals

Promote Staff Development through:

- Offering an annual Staff Development Day
- Implementing an annual Employee Satisfaction Survey through the Quality Improvement (QI) Team
- Support continuing education with staff as required and as available

Solicit customer and community feedback on an annual basis through the Customer Satisfaction Survey

Clinical Customer Satisfaction Survey:

- Ensure that 85% of survey participants mark “Great” or “Good” when asked if they were treated with dignity by Staff
- Ensure that 75% of survey participants indicate that they had all of their questions answered by Staff
- Ensure that 75% of survey participants indicate that Staff explained things in a way that was easy to understand
- Ensure that 85% of survey participants mark “Great” or “Good” when asked to describe their overall service

Environmental Customer Satisfaction Survey:

- Ensure that 75% of survey participants mark “Above Average” when asked about office and field staff promptness and response time
- Ensure that 85% of survey participants mark “Above Average” when asked about office and field staff availability
- Ensure that 85% of survey participants mark “Above Average” when asked if office and field staff were clear and helpful in giving information

Enhance all hazards planning and public health preparedness by:

- Coordinating with the Western Regional Public Health Preparedness and Response, American Red Cross, Jackson County Emergency Management, and other partners to attend and/or offer training
- Holding at least one Local Emergency Planning Committee (LEPC) meeting annually
- Completing the Multi-Year Training and Exercise Plan annually
- Convening the Epidemiology Team on a quarterly basis or as needed

Jackson County Animal Shelter

The Jackson County Animal Shelter believes that both pets and people deserve to live in a safe community together. The main mission of the staff at the Animal Shelter is animal control and public health protection by enforcing state rabies laws. The Shelter provides a variety of other services including pet adoption and re-unification, 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.

Animal Take-Ins	2017-18
Dogs	489
Cats	445
Wildlife	48
Livestock	0
Total	982
Total RTO*/Adopt/Transfer	
Dogs	451
Cats	343
Total	795
Spay/Neuter	
Dogs	101
Cats	209
Total	310

*RTO - Return to Owner

Environmental Health Education: Servsafe program

ServSafe is a Food Safety Certification course 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: Learn the dangers of foodborne illness, how to prevent it, good personal hygiene, and how to be a safe food handler.
- The Flow of Food: Learn how to prevent cross-contamination and how to use time and temperature control effectively.
- Sanitary Facilities and Pest Management: Learn 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 828-587-825.

Health Education Programs

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 works closely with local work sites, schools, community groups, and individuals to promote healthy lifestyles.

Diabetes Prevention Program

The National Diabetes Prevention Program (DPP) is an evidence-based lifestyle change program for preventing type 2 diabetes. This year-long program helps participants make real 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 6 months. This proven program can help people with prediabetes and/or at risk for type 2 diabetes make achievable and realistic lifestyle changes and cut their risk of developing type 2 diabetes by 58%.

Smart Start Program

Child Care Health Consultants (CCHCs) are health professionals who know about child health, child development, and health and safety in child care settings. CCHCs and the child care staff work together to promote healthy and safe environments for young children. Child Care Health Consultants have expert information, resources, and referrals to offer. Through onsite and telephone consultation, health education and technical assistance CCHCs work with individual child care facilities to help create environments that best support the healthy growth and development of young children. CCHCs partner with child care providers to:

- Assess the health and safety needs and practices in the child care facility.
- Develop strategies for inclusion of children with special care needs.
- Establish and review health policies and procedures.
- Manage and prevent injuries and infectious diseases.
- Connect families with community health resources.
- Provide health education for staff members, families and children.

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



Questions about the DPP

Interested in the program? Come see if you qualify. Call to make an appointment with a Lifestyle Coach today.

Janelle Messer

Phone: 828-587-8238

Email: janellemesser@jacksonnc.org



Child Safety Seat Program

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

Convertible and booster seats for infants and children weighing up to 80 pounds are available for \$25 each and no-back Booster seats are available for \$10 each.

To make an appointment to have your child's car seat checked, call 828-587-8289.

WIC and 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 you prevent or manage your medical conditions.

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



What is WIC and Do I Apply?

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

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

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

WIC Program and Breastfeeding

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

Breastfeeding Peer Counseling Program

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

The WIC Program gives out breast pumps for those who need them. Three types of breast pumps are available from WIC, two electric style pumps and one



manual hand pump. Pumps are given based on need and availability to mothers who decide to give their baby breastmilk. The mother has to be present to sign an agreement and be certified eligible for WIC. WIC participants need to discuss the pump type and need with one of the breastfeeding promotion and support staff. Ideally, an appointment will be given for the WIC participant to obtain a pump and receive instructions on its use.

To be connected with the WIC/Nutrition Services Section of the Department of Public Health call 828-587-8243

JACKSON COUNTY TRANSIT

Departmental Goals for FY 2019-2020

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



Jackson County Transit

Services and Stops

Jackson County Transit has proudly served the transportation needs of the citizens of Jackson County for the past 30 years. We are a fully coordinated, public transportation system and operated as a branch of Jackson County Government. It provides transportation for human services agencies, the elderly, people with disabilities, and the general public of Jackson County. JCT also offers deviated fixed routes, para-transit service, and an on-demand response door-to-door service between 7am and 5pm Monday through Friday, except on the holidays.

Jackson County Transit also offers limited services to Asheville, Franklin, Waynesville and Bryson City. Trips outside of Jackson County must be scheduled one week in advance of the trip. If your appointments are made less than one week in advance of the trip then they will be considered with availability. Request for in county service must be made by 2pm on the day before your scheduled trip, except for Jackson County Trolley. The Jackson County Trolley operates Monday through Friday from 7am to 5pm and Saturday from 10am to 2pm. The Jackson County Trolley is a deviated fixed service that includes 13 fixed bus stops along the route pictured on the following page.

Jackson County Trolley

Guidelines

Fare to ride the trolley is \$1.00 each time you board. A monthly pass costs \$20 and a book of 20 tickets costs \$15.

Please have exact change, our drivers cannot make change.

For our patrons riding pleasure, please no eating, drinking, or use of tobacco products on our buses. No playing music without headphones and no profanity or spitting. Also, no continuous riding on the Jackson County Trolley.

If you have a monthly pass, it must be presented each time you board the Jackson County Trolley. Passengers may board with 2 shopping bags.

Jackson County Transit also has the right to refuse any passenger.

Jackson County Transit

Door to Door Service

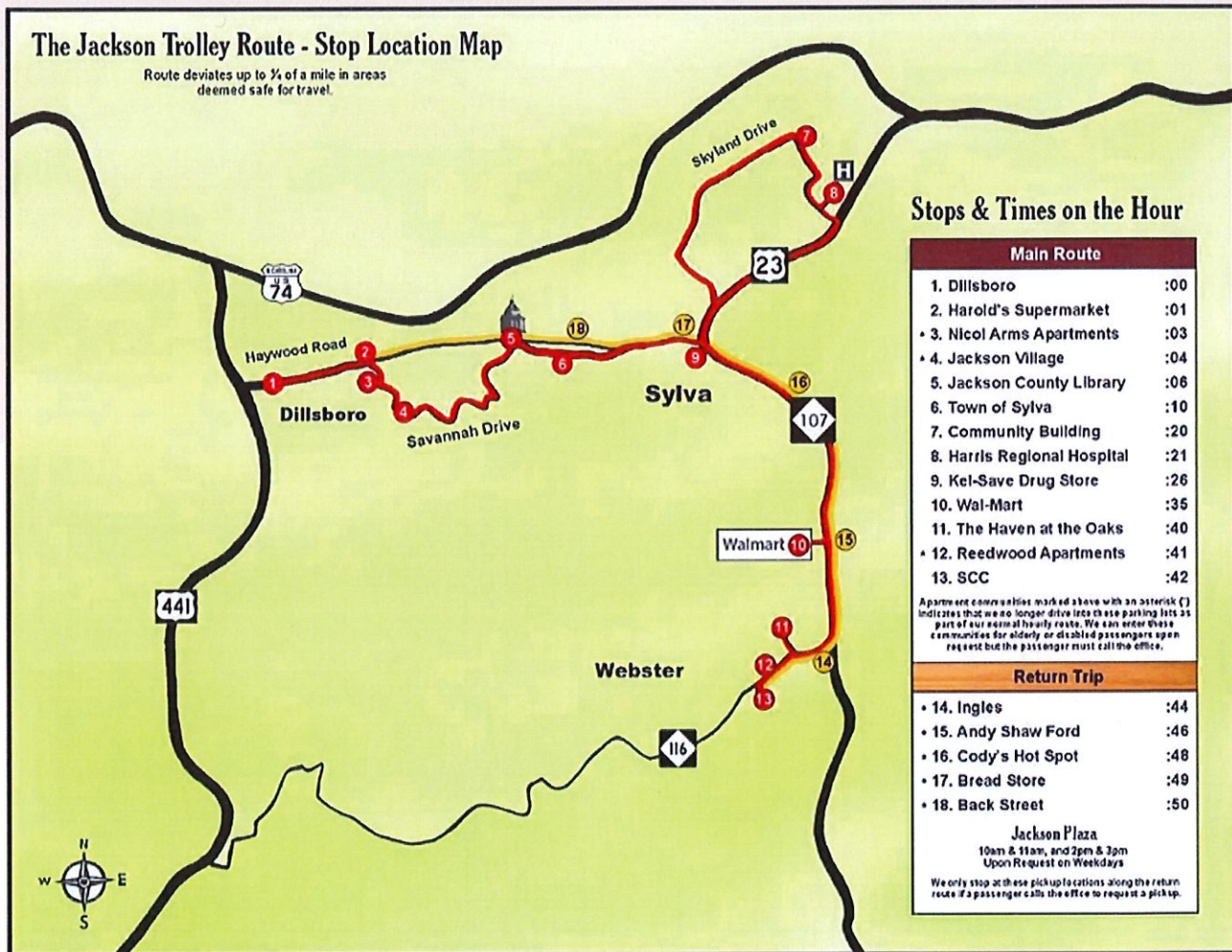
Jackson County Transit offers a door to door transportation service to all people living in Jackson County. Our service is a great option for a ride to and from work, medical appointments, or shopping trips.

Our door to door service rates are one way and reservation must be made before 2pm the prior day. Prices for the door to door service are listed on the next page.

Be advised that if you schedule a pick up and fail to call and cancel the trip, you will not be able to ride again until the previous trip has been paid for.

JACKSON COUNTY TROLLEY ROUTE

Access 18 different stops around Sylva, Webster, and Dillsboro with the Jackson County Trolley.



Passenger Escort

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

Transporting Children

Any child under the age of 8 and weighs less than 80 pounds must be secured in a child seat that is provided by the parents or guardians. The parent or guardian is considered the caregiver and will ride at no cost to and from the child's medical appointment.

If you need help getting a car seat, please contact Jackson County Department on Health at 828-587-8227. They offer new car seats at reduced prices. All models available range for \$10 to \$25.

Asheville Airport

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

Trips can be scheduled Monday through Friday from 9am to 3pm. The trip will cost \$25 if you are being picked up from downtown Sylva and \$28 if you are being picked up from Western Carolina University.

Door to Door Service Rates

Sylva - \$1.00	Little Canada - \$4.00
Dillsboro - \$2.00	Qualla - \$5.00
Webster - \$2.00	Cherokee - \$5.00
Cullowhee - \$3.00	Glennville - \$10.00
Savannah - \$3.00	Cashiers - \$10.00
Barkers Creek - \$3.00	Bryson City - \$10.00
Tuckasegee - \$3.00	Franklin - \$10.00
Caney Fork - \$3.00	Waynesville - \$10.00
Pumpkintown - \$3.00	
Balsam - \$3.00	Asheville - \$20.00

Contact Information

If you have any questions or wish to schedule a ride, please call us at:

828-586-0233

Or visit our website:

JacksonCountyTransit.com

For persons with hearing or speaking disabilities dial:

711 or 1-800-735-2962

Text Telephone (TTY) Customers

JACKSON COUNTY DEPARTMENT OF SOCIAL SERVICES

Mission

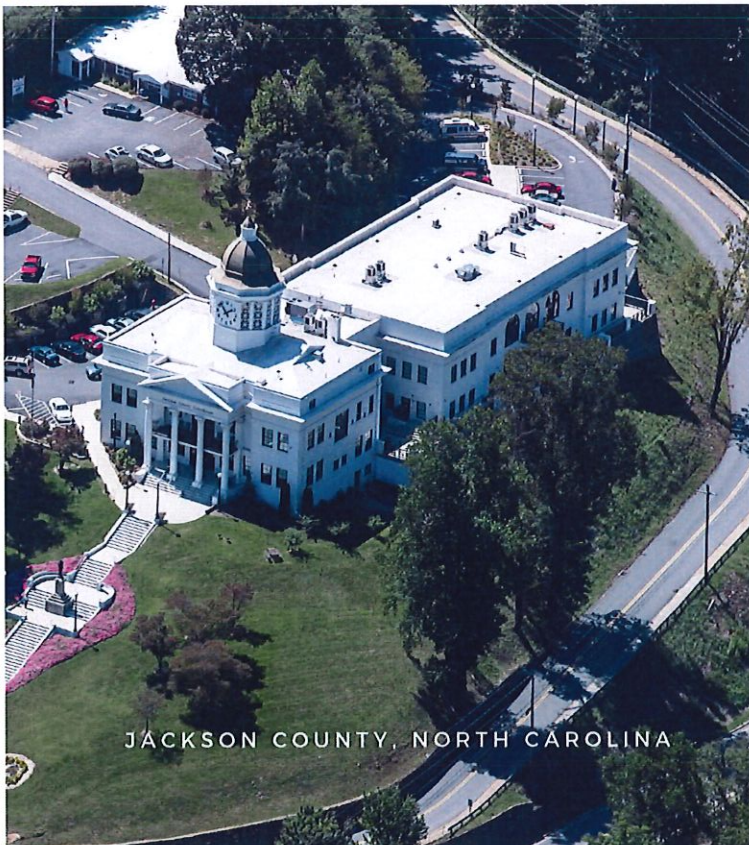
The mission of the Jackson County Department of Social Services is to provide essential human services that protect, strengthen and improve lives in Jackson County.

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

As a department we are responsive and sensitive to the needs of the less fortunate and most vulnerable citizens of our community. The staff at Jackson County Department of Social Services have dedicated themselves to establishing a team approach to providing services in the most effective and efficient way possible

Departmental Goals for FY 2019-2020

- Child Support will achieve all five mandated performance standards, 80% of cases have paternities established or acknowledged, 80% of cases have a court order establishing support, 80% of current child support paid, 80% of support cases received a payment towards arrears. Meet annual collection goal of \$2,298,156.33
- Energy programs will meet the following mandated performance standards. Process 95% of CIP applications within one business day when clients have no heat or cooling source. Process 95% of CIP applications within two business days when clients have a heating or cooling source
- Work First will meet the following mandated performance standards. Process 95% of applications within 45 days of receipt of application. Process 95% of recertifications no later than the last day of the current recertification period.
- Food and Nutrition Services will meet the following mandated performance standards. Process 95% of expedited FNS applications within 4 calendar days. Process 95% of regular FNS applications within 25 days of application. Ensure that 95% of FNS recertifications are processed on time, each month. Ensure that 90% of Program Integrity claims are established within 180 days.
- The Department will work toward achieving all other growth goals set out in the MOU in the areas of Child Welfare, Work First, Adult Services, and Special Assistance.
- Successfully transition Child Welfare Intake and CPS Assessment Programs into the NCFAST automated case management system.



Local History of the Department of Social Services

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

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



NC General Statutes for the Department Social Services

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

The statutes that relate to the Department of Social Services are NCGS 7B, NCGS 35A, NCGS 48.1, and NCGS 108A.

To research these General Statutes go to, www.ncleg.gov/Laws/GeneralStatutes

Service Programs

Child Protective Service

CPS investigates reports of suspected child abuse, neglect, and dependency. CPS provides services 24 hours a day, seven days a week. Home studies are completed for alternate placement for children. CPS responded to 870 reports of abuse, neglect, or dependency and completed 109 additional home studies and assists to other counties.

Introversion Services

This program provides services to protect children in families where abuse or neglect has been substantiated. Social Workers engage family members in activities designed to reduce risk, promote stability and bring about permanence for children. The department assisted 48 families, which included 83 children and 74 of these children were able to stay safely at home.

Adoptions

Adoption provides children with legal permanency in safe loving homes. Adoptions include agency adoptive placements, stepparent and relative adoptions, and independent adoptions arranged between birth parents and unrelated individuals. Six agency adoptions were finalized, 6 non-agency adoptions occurred, 4 agency children were cleared for adoption, and 19 families received adoption assistance for 30 children to help offset the cost of adopting a child with disabilities or special needs.

Permanency Planning/Foster Care Services

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

Fifty-five children were placed in the department's custody, 27 children left custody, 11 children were returned to parents, 8 were placed in the guardianship or custody of others, 6 children were adopted, and 2 were transferred to another county. At the end of the fiscal year, 56 children remained in the department's custody.

Service Programs

Adult Protective Service Evaluations

The department handles reports of suspected abuse, neglect and exploitation towards adults with disabilities who are over 18. These services are provided 24 hours a day, seven days a week. The department responded to 207 reports of abuse, neglect, and exploitation.

Protective Payee Services

Social Services are appointed by the Court, Social Security, or the Veterans Administration to receive and ensure the appropriate use of benefit funds when individuals are unable to do so. The staff served 20 payee clients.

Services for the Blind

The Court appoints Social Services as guardian for elderly or disabled adults who are mentally incompetent and cannot make responsible decisions concerning their personal care or their finances. Guardianship Services were provided to 23 clients.

program will assist with exams, glasses, vision related surgery, and referrals to other programs when funding is available. In 2017-18 fiscal year JCDSS helped 18 clients receive IL Instructions and 6 new clients received IL Instruction. Also, JCDSS served 12 Medical Eye Care Clients and referred 18 clients to other resources for assistants.

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

Financial Assistance Programs

Medicaid and Special Assistance

Medicaid provides assistance with medical expenses for low-income families with children, disabled adults, and the elderly. The Special Assistance program provides a monthly payment to help pay the cost of facility placement or in-home care. The department received 1,943 applications, completed 5,421 reviews, and managed an average of 6,822 cases each month.

Medical Transport

The department assists in arranging medical transportation to medical appointments for individuals who are eligible for this service. Transportation was arranged for 696 clients to medical appointments, with a total of 6,896 trips being provided. None of the medical transportation services would be available if it were not for the partnership with Jackson County Transit, Eastern Band of Cherokee Indians Transit, and various local gas stations.

Health Choices of Children

North Carolina Health Choice provides medical assistance for uninsured children when the family income is at or below 200% of federal poverty level. Active cases total 248.

Food and Nutrition Services

This program is designed to raise the nutrition levels in low-income households by providing food assistance to supplement a household's food dollars. The department received 1,883 applications, completed 2,393 reviews, and maintained an average of 2,224 cases each month.

Work First Family Assistance Program

Work First is an employment program for families with children under the age of 18 living in the home. Child-only benefits are available to eligible non-parent relatives caring for minor children. The department received 100 applications and staff reviewed an average of 44 cases each month.

Financial Assistance Programs

Shelter and Utility Assistance

The Crisis Intervention Program, Low-Income Energy Assistance, Work First Emergency Assistance, Duke Energy, Energy Neighbor, Emergency Food and Shelter Program, and Helping Each Member Cope are programs to assist individuals in an emergency or shelter crisis. These seven programs served 1,389 homes with a total of \$326,841.34 in payments with an average payment of \$235.31.

General Assistance

This program offers a one-time general assistance payment for families in a crisis situation. Through this program, 799 households were served with a total of \$35,814.48 in payments.

Program Integrity and Fraud Investigation

Public Assistance cases are routinely investigated to ensure accuracy and to address discrepancies. Repayment of benefits is pursued in cases of fraud and over payment. The department investigated 126 cases, resulting in \$310 worth of Medicaid repayments and \$24,345.75 worth of Food and Nutrition Services repayments.

Child Support Services

The department takes pride in assuring that children receive adequate parental support by locating non-custodial parents, establishing paternity, establishing medical and financial support, modifying and enforcing court ordered support obligations. There are 901 active cases, 47 paternities established, 93 new support orders established, 411 income withholding were implemented and 1,594 enforcement actions were taken. These actions resulted in \$2,298,156.00 total collections.

Accomplishments

The department has experienced staff. One employee, Tammy Bradley, has over 30 years of service. The department also has a total of four employees, Jennifer Abshire, Pam Hooper, Christi Hooper, and Kim Cabe with over 25 years of service and seven employees with over 20 years of service, Sheryl Williamson, Becky Green, Jill Picklesimer, Dianne Cauley, Pam Austin, Rhonda Monteith and Margaret Dupstadt.

Staff presented at the Citizens Academy, two Opioid Community Forums and the Dementia Friendly Community Forum.

Staff at the department are not only experienced and dedicated, they are also involved in the community in a positive way. Staff collected items that filled 30 Christmas boxes and 12 gift bags for the elderly.

They donated a total of \$1,093 to AWAKE Child Advocacy Center, Breast Cancer Awareness, and St. Jude's Children's Hospital. With the help of churches and community members, the department raised \$8,479 for their 18th annual Back-to-School Project, where 128 children were provided backpacks, shoes, and school supplies to start the 2017 school year.



Contact Information

Visit our office at:

**15 Griffin Street
Sylva, NC 28779**

Contact our office at:

828-586-5546

Visit our website at:

www.jcdss.org

JACKSON COUNTY DEPARTMENT ON AGING

Departmental Goals for FY 2019-2020

- 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.
- Hold quarterly meetings with Dementia Friendly Community Action Team and host at least two additional Dementia Education Trainings.
- Host 4th Annual March for Meals on Wheels.
- Serve over 10,000 meals in our Congregate Nutrition Program.
- Have over 500 individuals participate in Senior Center activity classes.
- Expand Cashiers Senior Center parking for easier access to building.
- Establish a new Consumer Directed Services for Seniors through HCCBG funding
- Secure over \$215,000 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 with homebound seniors.
- Give out a total of 250 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 2020.
- Deliver over 600 Christmas Boxes to seniors in need.
- Save over \$125,000 for seniors who receive SHIP counseling by making changes to their prescription drug coverage.
- Increase participants in exercise classes by 10%.
- Deliver over 20,000 meals to homebound seniors on the Meals on Wheels program.
- Open new Fitlab with camera system to ensure safety of participants.
- Deliver at least 200 loads of firewood to the elderly in need with help from volunteers.

Volunteers

The Department on Aging depends on volunteers to help in service delivery of their programs. During Fiscal Year 17-18 a total of 611 volunteers served a total of 20,941 hours. Using the Independent Sector, this volunteer time is valued at \$517,033.

Contact Information

We are open
Monday - Friday 8am to 5pm

Contact us by phone
Sylva Office: (828) 586-5494
Cashiers Office: 828-745-6856

Visit us in person
100 County Services Park, Sylva, NC 28779
or
217 Frank Allen Road Cashiers NC 28717



Cashiers Senior Center

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



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. Their onsite staff can provide more information and assistance for Department on Aging programs. Their hours of operation are from 8:30am to 4:30pm Monday through Friday. Should you need help accessing the Cashiers Senior Center, Jackson County Transit provides transportation for those who are not able to drive.

JACKSON COUNTY SENIOR CENTER

The Jackson County Senior Center is located at the Jackson County Department on Aging and offers those over 50 years old activities, clubs, trips, classes, and health and wellness activities. Our Senior Center is certified Senior Center of Excellence by the NC Division of Aging & Adult Services.

Our senior center has a total of 736 participants attending classes and events put on by the center and 718 participants for the health and wellness events. These events are aided in part by 55 volunteers working a total of 3,252 hours.

Along with classes and activities, the Jackson County Senior Center also offers support services for seniors. We provide seniors and their families with counseling options that, in Fiscal Year 2017-2018 resulted in 148 referrals.

Along with counseling services, the Department on Aging offers vetted lists for those seeking in-home care. As well as, tracking bracelets through Project Lifesaver. These bracelets are used for families dealing with dementia to locate lost family members.

Jackson County Senior Center also offers the Seniors' Health Insurance Information Program (SHIIP). This program offers free and unbiased counseling to seniors in regards to health insurance. In FY 2017-2018 SHIIP has served 807 Medicare beneficiaries saving seniors a collective total of \$541,042. This program is staffed by 2 volunteers serving 123 hours.



Congregate Nutrition

Everyone needs to eat a good meal and to enjoy the company of other. This is the attitude that Jackson County's Department on Aging bring to its congregate nutrition program. Held at the Sylva and Cashiers Senior Centers at 11:30am Monday through Friday, we offer hot and healthy meals created by a register dietitian. These meal sites provide areas for socialization as well as opportunities to participate in activities with the Senior Center such as exercise classes, arts & crafts, bingo, field trips, education seminars, and much more. To qualify for the program, applicants must be 60 years of age or older and complete an application. For more information contact our Sylva or Cashiers site. Their numbers are listed on the following page.



Meals on Wheels

The goal of Meals on Wheels is to help seniors keep their independence by providing nutritious meals directly to their door. 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 and older throughout Jackson County who are unable to prepare meals because of age, medical condition, or other disability, and who have no one able to cook for them.

If you or someone you know is in need of Meals on Wheels call the Department on Aging or stop by the facility.
Our Phone number is 828-586-8562

Project Care

Project Care is a dedicated group of 120 volunteers who worked a total of 2,030 hours to install ramps and other home modifications to help maintain senior's independence in their own home. In the 2018-2019 Fiscal Year, Project Care built 58 ramps, 10 sets of stairs, 7 railings, 111 grab bars, and installed 14 smoke alarms and 7 carbon monoxide detectors.



Project Fire

On the first Saturday of each month, October through March, 220 volunteers gather at Cullowhee Methodist Church and work a total of 1,575 hours cutting, splitting and delivering firewood to 340 seniors in need. The wood being cut is 100% donated to Department on Aging.

Adult Day Program

The Adult Day Program is a professional service to older adults who are unable to live independently without service from their family or community. The Adult Day program also provides respite to the family as they continue to house the participant in their home or in the community setting. The Adult Day Program provides a community-like setting for supporting the older adult's personal independence, physical wellness, emotional well-being, and social and personal living skills. Our program also works to identify the individual needs and interests of its members.

The Adult Day Program offers a wide range of activities to its members. Individual and group supervised programs, organized social activities, and community outings. Members are also offered exercise and range of motion activities



along with physical exercise. The Adult Day Program also offers hot nutritious lunches and snacks. Our members are also able to engage in arts, crafts, educational, and informational opportunities. Counseling and referral to other community services is also available.

Since the Adult Day Program creates personalized plans for its members, the program can meet the unique needs of each member of the program. The program accepts members who are older and desire daytime companionship and organized activities, as well as, impairments that require the need for daytime assistance. This program is also for caregivers in need of daytime respite care. For more information about the Adult Day Program, please call 828-586-5441.

Caring Hands Support Services

Caring Hands Support Services is a collection of services designed to help seniors remain independent in the community. Trained staff in this program work directly with seniors and caregivers to help them access the programs at the Department on Aging and link seniors to other services in the community. The Caring Hands Support Services includes information and Assistance, Lending Closet, In-Home List, Options Counseling, Project Lifesaver, and more.

During Fiscal Year 2017-18, the Information and Assistance Program resulted in 2,922 contacts and the Options Counseling Services provided 148 referrals. The In-Home Lists provided assistance to 138 families with vetted lists for those seeking in-home care. In addition, 12 tracking bracelets were provided through Project Lifesaver. These bracelets are used for families dealing with dementia to locate lost family members.



Jackson County Veterans Office

What do we do?

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

Departmental Goals for FY 2019-2020

- As we enjoy and promote the events we conduct and plan for the Veterans of Jackson County, our primary goal is to provide and assist veterans and their family members with the benefits to which they are entitled.
- Our second goal is to reach at least 80 new veterans this year that do not utilize our office for assistance or benefits they may be eligible to receive.
- Since the VA has recognized some new disabilities and presumptions for healthcare, education, and survivor's benefits eligibility, we have a goal to advertise and market for at least 100 new veterans to be placed on the healthcare registries. This would be for Agent Orange, Blue Water Navy Veterans who served in and around Vietnam, Gulf War Veterans with undiagnosed illnesses, The Burn Pit Registry for the OEF/OIF Veterans, and The Camp Lejeune Water



Veterans Recognition Dinner

Jackson County Veterans Office holds an annual Veterans Recognition Dinner in June. This dinner was established through Woodman Life Chapter 560 of Sylva. Woodman Life has a patriotic duty once a year, as part of their bylaws, to host an event for local veterans. To attend the dinner you must have a reservation. To make a reservation, contact the Veterans Office at 828-631-2231. There is no charge for the dinner. At the dinner, the veterans will be presented with a Quilt of Valor that is made by the Smoky Mountain Quilters Guild.

The Jackson County Veterans Office, along with the Jackson County Senior Center, would like to thank all of our Veterans of Jackson County and surrounding counties and their families for their dedication, honor, and sacrifice to our country and to let them know that this is a special time of year and to say thank you and welcome home!



Services We Provide

We service veterans who have left the service and veterans who have retired from the service.

To this end we offer a wide array of services to veterans in the Jackson County area. We offer personal aid and assistance, healthcare aid, vocational rehabilitation, education and job training, home loans, life insurance, help for dependents and survivors, and burial aid.

For more information on services that we provide, please contact the Veterans Office of Jackson County.

Contact Information

Veteran Service Officer, Director

Office: 828-631-2231

Fax: 828-631-8034

sheilasetzner@jacksonnc.org

Office Hours

Monday through Friday - 8:00am - 5:00pm

Physical Address

100 County Services Park
Sylva, NC 28779

Jackson County Department of Public Works

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

Jackson County Public Works consist of five sub-departments. Those are:

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

Departmental Goals for FY 2019-2020

Public Works

- Keep Workers Compensation claims below five (5) incidents for the fiscal year.

Housekeeping

- Create the best working environment possible among all county employees by keeping complaints about cleaning below ten (10) per year.
- Hire the best-qualified persons for new job openings.
- Keep all buildings cleaned and sanitized.
- Keep all equipment maintained and up to date according to cleaning needs.
- Keep all equipment, chemicals and work places safe.

Building Maintenance

- Continue use of Maintenance Edge and Capital Forecasting with all departments.
- Complete 85% of work orders within five working days of receipt.
- Implement Maintenance Mechanics access to Facility Dude.

Grounds Maintenance

- Maintain the highest degree of safety for employees and residents using county facilities.
- Keep quality and maintained equipment.
- Keep a high level of employee morale.
- Maintain professionalism in the quality of work.
- Enhance and develop landscaping plans for county properties.
- Incorporate all grounds activities into Maintenance Edge software



Garage

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



Grounds

Grounds are responsible for mowing and maintaining around 730 acres. This includes recreation parks, athletic fields, all county buildings and facilities, and public school campuses. Grounds are also in charge of landscaping and beautification of all County facilities. Snow and ice removal also fall to Grounds. In disaster events, the Grounds team will assist Emergency Management with the removal of road obstructions. The Grounds team also leads and assists in maintenance projects, such as carpentry, masonry, roofing, and concrete. The Grounds team contains 15 full time and four part time employees.



Housekeeping

Housekeeping is responsible for the cleaning practices that provide a clean, safe, and pleasing environment for both the public and County staff members. They also provide cleaning and sanitation of County Facilities - excluding the recreation parks. In total, there are 21 county facilities that Housekeeping cares for. They have a staff of 21 with 18 full time staff members and 3 part time staff members.



Maintenance

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

Solid Waste

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



Recycling Information

Plastics

#1, #2, #4, #5, and #7 plastic food and beverage containers are all recyclable. These include bottles, jars, jugs, and other rigid plastic containers. Please rinse out these containers before recycling them.

Glass

Glass bottles, jars, glass food containers, and glass beverage containers are all recyclable. Please, rinse out these containers before recycling them.

Metals

Aluminum cans, metal cans, loose metal jar lids, steel bottle caps and foil are all recyclable. Please rinse out the containers before recycling.

Fiber/Paper

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

Keep Out

Plastic bags, hazardous waste, diapers, non-recyclable plastics, syringes, needles, liquids, non-recyclable glass, and ceramics. Also unscrew all the lids off bottles and jars.

Jackson County

Emergency Management Operations

Our Office

The Jackson County Emergency Management Office is part of the County Government who are to assist the citizens of Jackson County before, during and after any type of major emergency or disaster event. The office of Emergency Management Operations consists of Emergency Management, the Fire Marshal, 911 Communications, and the 911 Addressing Office. These offices play an important role in the safety and welfare of the citizens of Jackson County. Whatever the emergency, whether it is man-made or natural, it affects the person calling. This is why Jackson County Emergency Management Operations strives for excellence.

Departmental Goals for FY 2019-2020

- To be compliant with the Emergency Management Performance Grant requirements. This includes 15 different requirements that must be met to ensure Federal and State funding for the County.
- To move to the North Carolina NG911 ESInet Call Handling Management phone system. This system will add more capabilities to the 911 Center, and alleviate all phone costs from Jackson County. The State will assume all costs and payments.



Goals

- To develop and implement an Unmanned Aircraft Systems (UAS) plan for the department. This plan will include use, restrictions, and operations of the unit. To have a minimum of (3) certified Part 107 Pilots on staff.
- Continue informing the public through educational instruction and public awareness programs in regard to Fire and Life Safety within the County.
- Continue to expand and implement the Fire Safety program within the Child Care Facilities in the County as well as the CPR & First Aid program in the Middle Schools.

Emergency Preparedness

Emergencies can happen in an instant. It is important to plan ahead. Having a few basic supplies can make a difference in an emergency situation. As part of the Jackson County Hazard Mitigation Plan, we recommend a few basic items to have ready in case of an emergency. Those items are:

- A three day supply of water (one gallon per person per day) and food that will not spoil.
- A First Aid kit that includes your family's prescription medications.
- Emergency tools including battery powered radio, flashlight and plenty of extra batteries.
- Cash money and coins on hand for a three (3) day period to purchase necessary items.
- Sanitation supplies.
- Special items for infants, elderly or disabled family members.
- Keep important family documents in a fire/water-proof container.

CodeRED

The CodeRED system gives the Offices of Emergency Management the ability to deliver a pre-recorded telephone notification or information message to targeted areas or the entire county concerning a manmade or natural emergency.

Do not automatically assume that your number is included in the CodeRED system. Individuals who have listed and unlisted telephone numbers should register. If you or your business phone or physical address has changed, those changes will need to be made to the CodeRED page. To do this, please log-in and make the appropriate changes in order to keep the CodeRED database current.

If you have not joined the CodeRed system, follow the link below, please take the time to complete the form. You will need to provide your physical street address, city, state, zip code and primary telephone number. Please, check the box indicating if you live in a manufactured or mobile home.

You can find the CodeRED application on the Emergency Management page on www.jacksonnc.org under the CODERED tab at the bottom of the page.

Contact Information

If you have any questions or need to reach out concerning emergency preparedness you can contact us at:

Email:
jcemergencymgt@jacksonnc.org

Phone:
828-586-7508



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.

Jackson County Parks and Recreation department offers an array of programs for all ages, including youth sports leagues, family pool activity, and senior fitness classes. With recreational facilities including athletic complexes, full service fitness facilities, passive and active parks, trails and river accesses, we strive to meet the diverse recreational needs of the citizens and visitors of Jackson County.

Departmental Goals for FY 2019-2020

- **Planning:** Continue greenway expansion and development, advocate for centrally located indoor pool, continued funding for the CPR funding, set-up Friends of Parks & Recreation account for donations and projects, Greenway and Trails Masterplan Update, plan for park in Whittier Area, relocation of dog park, plan 5-10 year maintenance plan for Ralph J. Andrews Campground, advocate for new Utility Worker/Park Attendant.
- **Projects:** Expand the trail at Cashiers/Glenville Recreation Complex, build new bathroom/concession/scorers tower at Fairview Youth Complex, add picnic/fitness area/kids bike trail on greenway, update all ballfield lights to LED lights, tie nature trail at Mark Watson to 1st Avenue to Savannah Drive, acquire property that could be multipurpose use, such as football and soccer, to help relieve the over crowdedness at Fairview and Cullowhee, construct a new dump station at the Campground, CURVE Project, Webster Community Park (Phase 1 playground), turf/artificial grass at Cullowhee Recreation Complex, Archery Range in Cullowhee, renovate lower bathrooms at Campground.
- **Programming Staff:** More Staff Development opportunities (conferences and certifications), utilize more interns to assist programmers, marketing for our department and programs (more ads in newspapers and billboards). Making ourselves even more visible to the public. Appearances at colleges and special events, monthly staff meeting/development with both centers.
- **Maintenance:** Work closely with Public Works Department on upgrading safety and quality inspections (Facility Dude), continue standards and checklists, work more closely with Board of Education Maintenance Department at Fairview and Webster fields, work with Cooperative Extension Office and Grounds Department to work on Turf Management program for all athletic fields, add additional utility worker in order to maintain the attention that each facility needs, communicate well with other Departments as they are doing very important work for our department



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 cardiovascular equipment, Nautilus weight equipment, free weights and personal trainers available. Our rec center also features men's and women's locker rooms.



Cashiers Rec Center (Pictured Below)

Cullowhee Rec Center (Pictured Below)



On top of that, Jackson County Parks and Rec offers fitness classes at both rec centers. These classes include aerobics, step aerobics, kickboxing, 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.

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.



Cullowhee Rec Center

Recreation Center Fee Schedule

Daily Admission:	Under 8 years of age	Free
	Individual	\$5
	Family	\$8
	Senior	\$3
12 Visit Pass:	Individual	\$48
	Senior	\$32
Month:	Individual	\$40
	Family	\$64
	Senior	\$21
6-Month:	Individual	\$180
	Family	\$212
	Senior	\$90
Year:	Individual	\$297
	Family	\$350
	Senior	\$148

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 our parks, pools, and so much more.

Here 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.



East LaPorte Park: Pictured above

Cullowhee Rec Center Park (Pictured Below)



A number of our parks have sheltered areas that are outfitted with benches and grills, ready 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 Mtn Elementary, East LaPorte and Ralph J Andrews Park all have eight tables and one grill with 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 below) and in Sylva (pictured to the right). 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.

Both pools offer day rates and season passes. The Sylva pool offers open swim rates at \$3 per person and \$1 for lap swim. The Sylva pool offers season passes for \$80 for individuals and \$150 for family. Cashiers Community pool offers day passes for \$3 per person and has season passes for \$70 per person and \$135 dollars per family. For more information, feel free to contact us.



Cullowhee Rec Center

88 Cullowhee Mountain Road
Cullowhee, NC 28723

828-293-3053

Sylva Pool Address

23 Municipal Drive
Sylva, NC 28779

Cashiers Rec Center

355 Frank Allen Road
Cashiers, NC 28717

828-631-2020

Cashiers Pool Address

42 Community Place
Cashiers, NC 28717

Jackson County Cooperative Extension

Since 1914 North Carolina Cooperative Extension has helped people put research-based knowledge to work to improve their quality of life. Educational program areas including sustaining agriculture, commercial and residential horticulture and natural resources through conservation education, family consumer education (home economics), 4-H and youth development life skills, economic, community and rural development.

Contact Information

For questions about any services listed, please contact us at:

(828) 586-4009

Or visit our office at:

876 Skyland Drive, Sylva 28779

Departmental Goals for FY 2019-2020

- Provide the most up-to-date, university research-based and other high quality information in the major areas of AGRICULTURE, FOOD AND 4-H YOUTH DEVELOPMENT with work also in residential and commercial horticulture, conservation of natural resources (conservation education), wildlife and beaver management assistance (BMAP), food safety and preservation, foods and nutrition, family resource management, youth development and economic development.
- Provide a wide variety of educational (formal and informal) and technical assistance on agriculture (plant and animal) and commercial/residential horticultural programs through workshops, demonstrations, and field days. Help with groups, associations and on one-on-one individual basis.
- Increase interest and enrollment in the 4-H program and clubs, while moving 4-H slowly back towards more agriculture and continue work in Science, Technology, Engineering, Arts and Math (STEAM) and youth leadership. Will continue to focus on building a stronger 4-H Youth Livestock Club in 2019/2020 and continue to help with the 4-H Horse Club. Further develop 4-H Volunteers to expand 4-H program.
- Provide Family and Consumer Science Services, such as food preservation, food safety, SNAP-ED, family resource management, home economics, health and wellness (exercise-Nordic Walking), nutrition and assist with Extension and Community Association Club (ECA) work.



Goals Continued

- Partner with other public and private agencies and businesses for the above mentioned programs across the county. Partner closely with Soil and Water Conservation District (SWCD); Natural Resource Conservation Service (NRCS); Farm Service Agency (FSA); Southwestern Community College – Small Business Technology Center (SCC-SBTC); Jackson County School System; local media and other agencies that work on similar focuses in agriculture, food, conservation and youth development.
- Provide assistance in community and rural development with special projects, including working with the Community Development Clubs (CDCs) across the county with extension programming.
- Seek extension specialists from NCSU and NC A&T Universities to help with programming efforts to help the public improve their quality of life, economically, environmentally and community in the major areas of our work.

Master Gardener Program

If you are someone who has an interest in both gardening and volunteer service you would make a great candidate for the Master Gardener Program offered through the NC Extension Office of Jackson County.

Through this program you will become knowledgeable about a wide array of gardening subjects. The training of this class is designed to increase your confidence and horticultural skills and enable you to assist the public with questions and problems involved with gardening.



Family and Consumer Science program

Programs that new Family and Consumer Science Agent Emily McClure will provide include non-formal education and training in human development, resource management, and supplemental nutrition assistance program (SNAP-ed) with targeted audiences. Emily will work with county and community-based organizations to deliver programs and recruit program participants. The N.C. Cooperative Extension of Jackson County FCS Agent will provide classes, workshops, training, and consultations in food safety and nutrition, health and wellness, family resource management, human development, decreasing teenage pregnancy, parenting skills, entrepreneurship, and volunteer management. The programming focus will be guided by a specialized committee consisting of local citizens called the Jackson FCS Advisory Council. Please contact FCS Agent Emily McClure at 828-586-4009 or email at ekmclure@ncat.edu.

Cattle Equipment User Agreement

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

The time limit that someone can rent the equipment is based on the job, but is not to exceed 7 days and the equipment must be returned by 4:30pm. The only exception is the Grazing Fence Kit which can be rented for a three month period.

Items for rent are-

- Squeeze Chute at \$40 per week
- Corral System with Trailer at \$50 per week
- Calf Table at \$20 per week
- Palp/ AI Cage at \$20 per week
- Amazing Grazing Kit at \$150 per three month period

Jackson County 4H Clubs and Activities

4-H is a co-ed youth development organization devoted to helping youth become responsible, productive citizens through experiential learning opportunities in clubs, school based programs and special interest activities. In Jackson County 4-H Priorities: Leadership, Self-Confidence, and an outdoor lifestyle.

Clover Buds

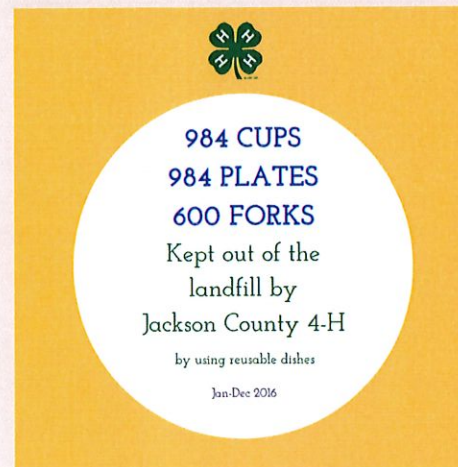
Clover Buds is around a 12 member club aimed at getting young kids in elementary school excited about 4H. Each semester the kids choose a topic to explore based on what they are learning in school. A recent topic was Kitchen Chemistry. The club members learned how yeast worked and how to make bread. There is also a community service element to the Clover Buds. Community service projects include working at the Community Table and Cleaning up the community projects.

Explorers Club

The Explorers Club has a broader focus that generally pertains to what outdoor topic the kids who comprise it are interested in. This program is focused on middle school aged kids and ranges from 5 to 10 members. Each meeting of the Explorers Club is led by the kids in the club. The most recent topic the club explored was entrepreneurship, with a focus in local businesses.

4H Sustainability Practices

The NC Cooperative Extension and the 4H clubs pride themselves on engaging in sustainable practices by way of using reusable plates and silverware. Below is a infographic detailing how many paper plates, plastic cups, and plastic forks they have saved in the 2016 calendar year.



Horse Club

Horse Club is a club with the goal of competing in the North Carolina State wide tournament: Horse Bowl. Horse Bowl is a horse knowledge competition that has tournaments at the district level and the State level. This last competition cycle, Jackson Counties' 4H Horse Club placed 3rd in the State. The Club also plans on organizing a trail ride for their participants.

Youth Leadership Club

The Youth Leadership Club is the most attended of the 4H club. At 25 members, this club focuses on high school aged individuals and seeks to develop their leadership skills through events planning and service projects. The Youth Leadership Club also seeks to give teens a voice in their community through this club. The latest project that the Youth Leadership Club undertook was to raise funds to become a granting foundation.

Through bake sales, The Youth Leadership Club raised \$500 dollars and started hearing grant proposals for funding. The proposals had to be from a Jackson County group of teens. In the end, The Youth Leadership Club awarded funds to the Smokey Mountain Interact (a high school club version of the rotary club) and the Smokey Mountain Robotics Club.

The Youth Leadership Club also volunteers in the community. The Club worked with Cleaning Up the Mountains, gathering firewood through Project Fire, and hold a Christmas giveaway to teens in foster care.

Live Stock Club

The Live Stock Club is open to all. It offers an opportunity to learn how to raise animals. This club also offer its members opportunities to learn how to show animals and the club shows animals in local fairs. The club will cover a range of animals from rabbits to pigs to cows.

STEM Club

The STEM (Science, Technology, Engineering, and Math) Club began as a coding club. The members code robots to perform simple tasks. The Club also disassembled computers in order to understand the physical components that comprise them.



JACKSON COUNTY SOIL AND WATER CONSERVATION

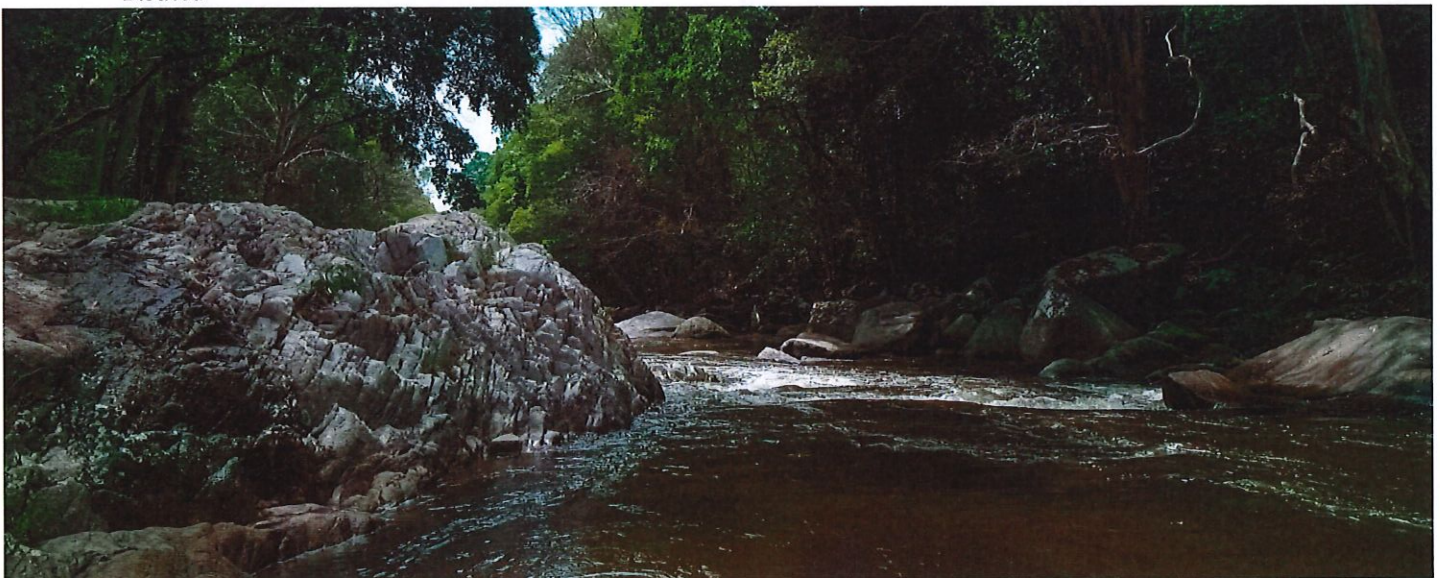
Objective

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

The District is governed by a five-member board of which three members are elected and two members are appointed by the Soil and Water Conservation Commission. The District staff consists of the District Manager/Soil Conservation and the Education Coordinator/Administrative Assistant which are funded by the county and state. The USDA Natural Resource Conservation Service provides a District Conservationist for the District.

Departmental Goals for FY 2019-2020

- **Agrichemical Containment and Mixing Facility:** Agrichemical Containment and Mixing Facility means a system of components that provide containment and a barrier to the movement of agrichemicals. The purpose of the system is to provide secondary containment to prevent degradation of surface water, groundwater, and soil from unintentional release of pesticides or fertilizers.
- **Livestock exclusion (1,000’):** A Livestock Exclusion System means a system of permanent fencing (board, barbed, high tensile or electric wire) installed to exclude livestock from streams and critical areas not intended for grazing to improve water quality.
- **Agriculture Road Stabilization (250’):** Repair or stabilization of existing access roads utilized for agricultural operations, including roads to existing crop fields, pastures, and barns.
- **Livestock watering facilities (3):** A trough or tank means devices installed to provide drinking water for livestock at a stabilized location.
- **Stream restoration (1,200’):** A Stream Restoration system means the use of bioengineering practices, native material revetments, channel stability structures, and/or the restoration or management of riparian corridors in order to protect upland BMPs, restore the natural function of the stream corridor and improve water quality by reducing sedimentation to streams from streambank.



Jackson County Soil and Water Conservation Education Opportunities

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

Camp WILD- Camp WILD (wilderness, investigating, learning, and discovery) is a day camp to connect kids to nature while creating lifelong memories. Students have fun but also learn in the process. Each day has a different theme and explores soil science, alternative energy, forestry, wildlife, and aquatics. Students travel around Jackson County to various sites to participate in activities and learn about our beautiful county's natural resources.

Conservation Field Days- Each year 5th grade students in Jackson County get to participate in a Conservation Field Day to educate students about careers in the field of natural resources conservation. On this day, usually in April, students rotate around East LaPorte Park in groups to seven different stations to hear presentations and participate in demonstrations. Topics typically include forestry, wildlife, air quality, wildlife habitats, aquatics, soil science, and weather forecasting.



Envirothon- The Envirothon is an academic competition for middle and high school students where five member teams are quizzed on their knowledge of aquatics, current environmental issues, forestry, soils, and wildlife. Teams from the sixteen western counties compete against each other for a chance to advance to the State competition. Cash prizes and scholarships are presented to the top teams in the middle school and high school category.

Contests- Each year the District offers contest opportunities for students in grades 3-9. The theme of the contests change each year on a rotating basis on topics that include: The Living Soil, Wetlands are Wonderful, We all live in a Watershed, Soil & Water...Yours for Life, and Water . . . the Cycle of Life. A Poster Contest is offered for students in grades 3-6, Essay contest for 6th grade, Computer Designed Poster Contest for 9th grade, Speech Contest for 7th and 8th grade, and a PowerPoint Contest for 6th grade. These contests give students an opportunity to explore soil and water conservation through art, writing and public speaking. Students can compete locally through the school and county competitions. First place county winners will advance to the Soil & Water Area 1 competition. Top winners from all eight Soil & Water areas compete at the state level for cash prizes.



Agricultural Equipment Rentals

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

- They have a 6 foot Great Plains grain/seed drill. Their grain/seed drill for both large and small seed boxes, and can be rented for \$50 per day.
- They have a 3 ton Lanco bulk lime spreader. The lime spreader has a three ton capacity and can be rented for \$50 per day.
- They have a 55 gallon herbicide sprayer for rent at \$20 per day.
- They have a fertilizer spreader for rent for \$20 per day.

For more information, contact Jackson County Soil and Water Conservation at:
(828) 586-5465



Agriculture Cost Share Program

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

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

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

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

Agriculture Cost Share Projects

Agrichemical Pollution Prevention

Hemispherical Pollution Prevention measures are planned systems to prevent chemical delivery to water sources for water quality improvement.

This is accomplished by abandoned tree removal, agrichemical containment and mixing facilities, chemigation back-flow prevention, fertigation back-flow prevention, precision agrichemical application, and portable agrichemical mixing station.



Erosion/Nutrient Management

Erosion/Nutrient Management measures are planned systems for reducing soil erosion and nutrient runoff from cropland to improve water quality.

This is accomplished through conservation cover, cover crop, cropland conversion, diversion, long-term no till, micro-irrigation, nutrient scavenger crop, pasture land conversion or renovation, rooftop runoff management, strip cropping, and terraces.

Agriculture Cost Share Projects

Sediment/Nutrient Management

Sediment/Nutrient Management measures are planned systems to prevent sediment and nutrient delivery to water source for water quality improvement.

This is done by abandoned well closure, agriculture pond repair, field border, filter strip, grassed waterway, nutrient management, riparian buffer, rock-lined outlet, sediment basin, stream restoration, stream-bank and shoreline protection, and water control structure.

Stream Protection

A planned system for protecting streams and stream banks which eliminate the need for livestock to be in streams by providing an alternative watering source to improve water quality.

This is done through heavy use area, livestock exclusion system, livestock feeding area, spring development, stock-trails and walkways, stream crossing, trough or tank, and stream protection wells.

Waste Management

A planned system where all necessary components are installed for managing liquid and solid waste to prevent or minimize degradation of soil and water resources.

This is done through constructed wetland, dry stack, feeding/waste storage structure, heavy use area protection, insect control, manure composting facility, odor control, management system, storm water management system, and waste application systems.

How to Apply for the Agriculture Cost Share Program

Interested cooperators may apply to the Jackson County Soil and Water Conservation District for financial and technical assistance for the installation of best management practices to protect water quality. Applications are ranked based on local water quality priorities after a conservation plan is prepared. Applicants can be reimbursed up to 75% of a pre-established average cost for each best management practice installed. The applicant is responsible for 25% of the costs. This may include the use of existing material and labor.

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

Contact Information

Call us at:

828-586-5465

Email us at:

barrystevens@jacksonnc.org

Or stop by and visit at:

**876 Skyland Drive,
Sylva, NC 28779**

Jackson County Information Technology

Computer and information systems are an essential part of providing business needs for Jackson County Local Government. This department provides an array of services for Jackson County facilities. Those are: end point support, mobile, peripheral, server, network, wireless, telephone, website, fiber infrastructure, facilities infrastructure, software development and implementation, facilities security support, including camera management systems, and building security door access system.

Departmental Goals for FY 2019-2020

- Provide a second security appliance firewall/routing device for the Justice Center facility. This device will provide the Justice Center with fail-over capabilities that will eliminate end-user downtime due to equipment failure.
- Replace end of life wireless access points for all facilities. Replacing these devices will allow the IT staff the capability to support and manage these devices to provide a secured network primarily for public use. The locations include: Cullowhee Recreation Center, Cashiers Recreation Center, Public Works, Department on Aging-Cashiers, Sheriff's Office, and Emergency Management. Currently, we are unable to control these devices. Replacing these devices will allow us to view network activity.



Goals

- The Sheriff's Office primary server that houses their File Management System and Jail Management System will be out of warranty May 2019. We are going to extend this warranty for one year to allow us time to replace this server, requiring on-site support from Southern Software for the migration.
- The Cullowhee Recreation Center phone system needs to be replaced in this budget term. This system is 15 years old and replacement parts are not available. I would like to upgrade their current service package to a PRI to allow for independent staff 7-digit dialing. Currently, this facility shares 3 lines for the entire staff. We will go with the Frontier Mitel system for this facility.
- Network monitoring software for the Justice Center that will allow us to monitor network flow, as well as provide capabilities to monitor performance. We'll be able to detect bottlenecks and employee misuse of county network usage.
- Keystone virtualization will take effect on August 12, 2019. Once this migration is completed, we will be able to provide true fail-safe replication with the secondary virtualized server that will be housed at 911 - network operations center, running through our wireless transport through Kings Mountain to the Justice Center NOC.

Real Time 911 Back Up

Thanks to the hard work of the Department of Information Technology, Jackson County is the first county in Western North Carolina to implement a real time direct data transport from Jackson County to Swain County, NC. Through mirrored platforms at both facilities, this transport provides continuous availability for missed-critical applications in case of facility failure. What this means is that should a power outage or facility emergency occur at the Jackson County 911 Center, the Swain 911 Center can take emergency calls that will dispatch to County EMS and Law Enforcement. This system also works in reverse - should Swain County suffer a power outage or facility emergency, Jackson County will have the capability to provide all 911 services for Swain.

Jackson County Back Up Server

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

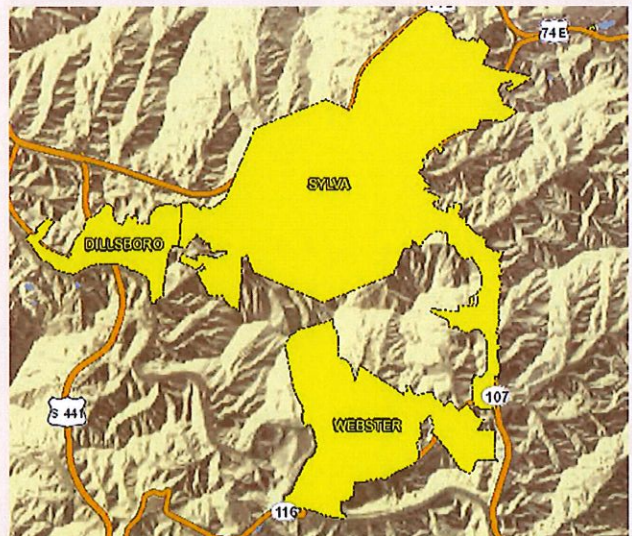
Jackson County Department of Geographic Information System

Awards

- G. Herbert Stout Award for visionary use of GIS by local government in North Carolina.
- Local Government Federal Credit Union Award for Excellence in Innovation in General Government.

Departmental Goals for FY 2019-2020

- Develop a GIS/Mapping Department public web portal in house. With development of internal web mapping exceeding expectations with the hiring of a new Analyst, the GIS Department expects to make available within this fiscal cycle a public web mapping portal. This mapping portal would break out our mapping into subjects for ease of use by our citizens. For example, one map would be solely devoted to zoning so that the citizen can easily identify whether or not their property falls in a zoned jurisdiction. The best example of this concept can be found with Map Forsyth's gallery located at <http://mapforsyth.org/projects.aspx>.
- Convert GIS feature classes to State and Federal standards and produce updated metadata. GIS is no longer confined to our 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 our 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 us in documenting our data for distribution to the public.



Goals Continued

- Continue to migrate E911 road inventory to a GIS centric system Follow through with the goal from FY 2019: "In cooperation with Emergency Management's Computer Aided Dispatch and addressing management vendor, Southern Software, GIS will integrate the Master Street Address Guide (MSAG) into an enterprise GIS database. This will eliminate the need to input street information into two different places. Once a road centerline is mapped or edited in the GIS, a tool within ArcGIS Desktop will push the street name; address ranges, etc. into the Southern Software addressing system. GIS will take the lead in the quality control of the existing centerlines and bring them into compliance with the Southern Software system. GIS will also take the lead in the database development involved in the project." The process to perform this migration is ongoing. The road centerlines are being quality controlled and having additional data added to them to better route traffic. The attribute table attached to the road is also being moved to a format compatible with State and Federal standards to more easily distribute the data. Once these tasks are complete, this goal will be on the road to success.
- Develop 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.

Contact Information

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GIS Analyst

828-631-2112

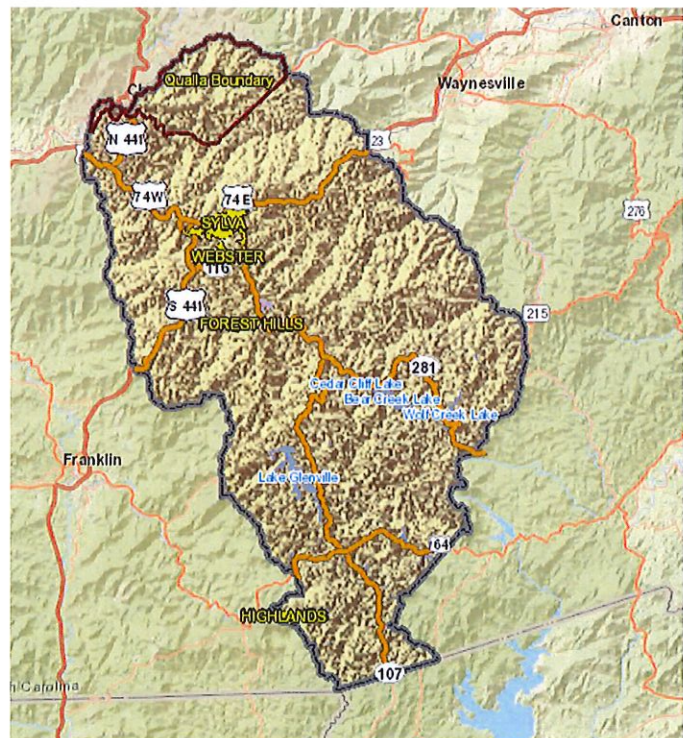
GoMaps Usage Questions: 828-586-

7539

How to Use Jackson County's Property Map Viewer

- First, navigate to www.jacksonnc.org/
- Second, place your cursor over the "online services / county links" tab located on the upper section of the screen.
- Third, navigate down and select "property map viewer". Following this, you will be redirected to a separate web page. You are now at the Property Map Viewer!
- Located to the right is the Search Tool. This tool can be used to search property owner's name, physical address, the pin number for the property, and property description.
- Located to the left of the screen is the tools to navigate the map. You can zoom in and out, print the selected map, save a link to the map, and select different layers of information to view.

Jackson County's Property Map Viewer





Dear Jackson County Commissioners and Jackson County Manager,

I want to start by thanking you all for allowing me to have a truly valuable internship with Jackson County. During this internship, I was able to expand my knowledge of County-level functions outside of the classroom. I am also thankful that I was about to work on the first Jackson County Report to the Citizens. It is my hope that that this document will help those who live in Jackson County connect with their government.

I also want to thank all of those who allowed me to visit their office or department and spent time with me in an educational capacity. Being able to engage in hands-on learning from skilled and knowledgeable County employees was a great opportunity.

I would also like to thank Jan Fitzgerald for taking the time to help me. Thank you for guiding me in the right direction to find answers for questions, helping to review this document, and being a hardworking and dedicated employee of Jackson County.

In conclusion, I am very thankful for your willingness to let me explore all of the departments within Jackson County. I was able to sit in on board meetings, observe part of the budgeting process, collaborate with department heads and officials to compose the Report to the Citizens, and more. You really allowed me to see how government works at the County level. I have gained skills that will prove to be valuable for any future Manager.

Sincerely,

Cody Eller

