

**Jackson
County**

REPORT TO THE CITIZENS

2023-2024

EDITION

LETTER FROM THE COUNTY MANAGER

The following document is the fifth annual Report to the Citizens of Jackson County, North Carolina. The remaining pages provide detailed information regarding the various departments that comprise Jackson County's government. Fiscal Year 2023-24 Departmental goals have been included in this report, as well.

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

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

Respectfully Submitted,

Don Adams, Jackson County Manager



American Flag Overlooking the Jackson County Library. Courtesy of JCTDA.

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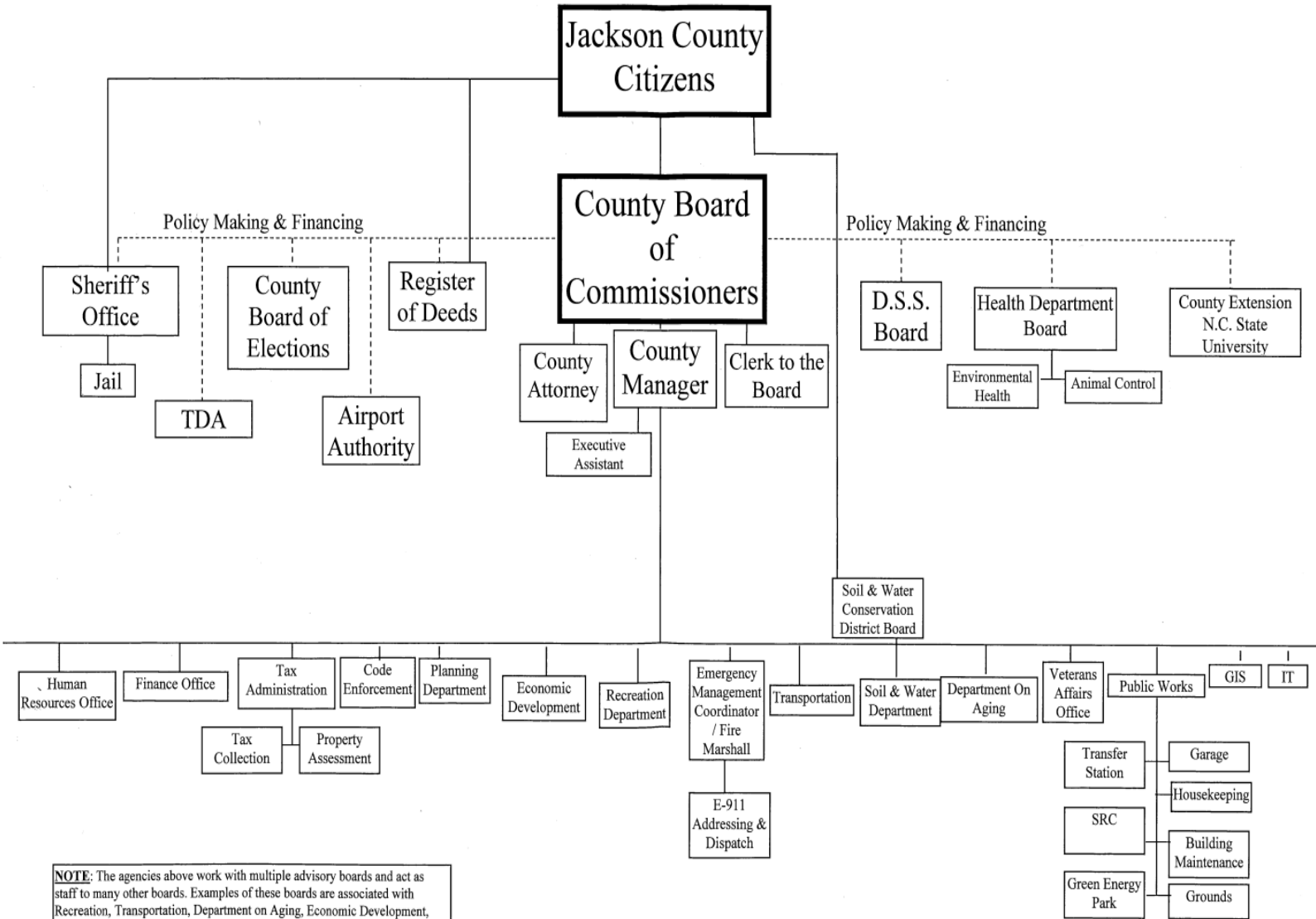
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Jackson County Organizational Flow Chart



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

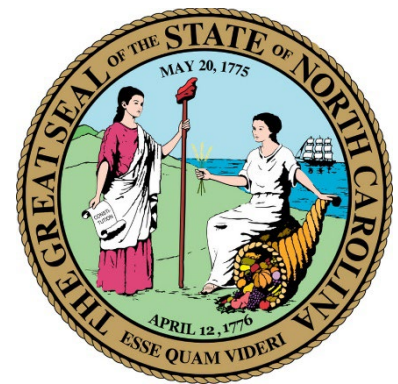
Jackson County

Board of Commissioners

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

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

- Chairman** Mark Letson
- District 1** Todd Bryson
- District 2** John Smith
- District 3** Tom Stribling
- District 4** Mark Jones



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



Pictured Left to Right - John Smith, Todd Bryson, Mark Letson, Mark Jones, & Tom Stribling

Jackson County Board of Commissioners

Mission Statement

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

Beliefs

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

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

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

We have confidence in the employees of Jackson County. We will provide them with clear directions 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

Visions

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

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



Departmental Goals for FY 2023-2024

- **Maintain high standards of elections in Jackson County:** This includes 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 needs of conducting elections:** In addition to the prior legal and technical aspects, the election will need to develop plans for to implement the new norm of the current environment. Election offices will need to respond in real-time to the ever changing world for all aspects of elections.
- **Improve security at elections offices and facilities to comply with Homeland Security standards:** Elections offices have been named as critical understructure by the U.S. Department of Homeland Security. Elections are now designated as essential functions, which adds to the ever-growing complexity of elections.

Educational Classes

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

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

Making Voting Accessible

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

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

Serve as an Election Worker

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

Voter Registration

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

No-Excuse Absentee by Mail Ballot

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



Election Day Data Access

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

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

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

How to Know Your Vote Counts

North Carolina elections officials work diligently to ensure that all North Carolinians have their voices heard in the democratic process. As such, there are multiple tools voters can use to verify that their vote is recorded accurately and securely. Voters may confirm the status of their ballot by visiting the State Board of Elections' Voter Search Tool, which can be accessed at <https://vt.ncsbe.gov/RegLkup/>.

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

What is Voter History?

Voter history includes the election date, the voting method, and your county. For primary elections, it also includes the ballot style (e.g., Republican, Democratic, nonpartisan, etc.) that you voted. It will not show who you voted for. **That is always confidential.** North Carolina elections officials urge voters to use these options to ensure their ballot was counted and to be wary about information they read online or on social media about elections.

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



Contact Information

Physical Address

876 Skyland Drive
Sylva, NC 28779

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

Mailing Address

401 Grindstaff Cove Road
Sylva, NC 28779

Phone Number

(828) 586-7538

Email

Lisa Lovedahl, Director
lisalovedahl@jacksonnc.org

Online

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

Twitter: @JCNElections

Facebook: JCNElections

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



Jackson County

Administration



Don Adams, Jackson County Manager

Departmental Goals for FY 2023-2024

- Continue to perform the statutory duties as described in the following sections.
- Complete Aquatics Center construction and open facility.
- Complete design and start construction on the pocket park in the Whittier/Qualla area.
- Complete the design and start construction on Cashiers' splash pad.
- Complete domestic violence shelter design and start construction within the fiscal year.
- Engage architectural services to complete schematic design work and cost estimates for the Justice Center.
- Develop additional programming and expenditure priorities for ARPA funds.
- Develop plan for the expenditure of opioid settlement funds. Partner with Sherriff's Jail MAT Program.
- Develop plan for expanding peer support and other substance abuse services within the county.
- Continue Citizen Academy program
- Update the Jackson County Annual Report to the Citizens.

The Role of the County Manager

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

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

Attorney

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

For additional information about Jackson County Administration, individuals may call **(828) 631-2295** or **Kerri Tucker at (828) 631-2207**.

Jackson County

Clerk to the Board

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

Jackson County Citizens Academy

Jackson County residents that enjoy learning about the local government may sign up for the Jackson County Citizens Academy. The Citizens Academy is an eight-week program in which participants get a behind-the-scenes look at various departments within Jackson County government. The Citizens academy provides interaction with department heads and elected officials, allowing participants to learn more about the role of citizens throughout the county. The Citizens Academy has three objectives – (1) promotion, (2) education, and (3) engagement. To apply for the Jackson County Citizens Academy, submit an application to the County Manager’s office during the recruitment period, beginning in early fall. All applicants must be at least 18 years-old, a resident of Jackson County, and committed to attending all evening classes.

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



Citizens Academy Class of 2022

Jackson County

Finance Department

Mission

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

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

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

Departmental Goals for FY 2023-2024

- Ensure that accurate financial information will be made easily and readily available to all departments.
- Continue to process transactions quickly and accurately.
- Make certain the general ledger, primary document for financial operations of the county, will be kept current and accurate.
- Uphold that appropriate and innovative procedures will be designed to meet customer needs.
- Upgrade fixed asset software.
- Maintain an unassigned fund balance of at least 25% of General Fund expenditures (year-end measurement).
- Provide financing for in the most economical manner.
- Work with the School System to identify alternative funding policies for technology replacement.



Panthertown Valley

The Budgetary Role of the Finance Department

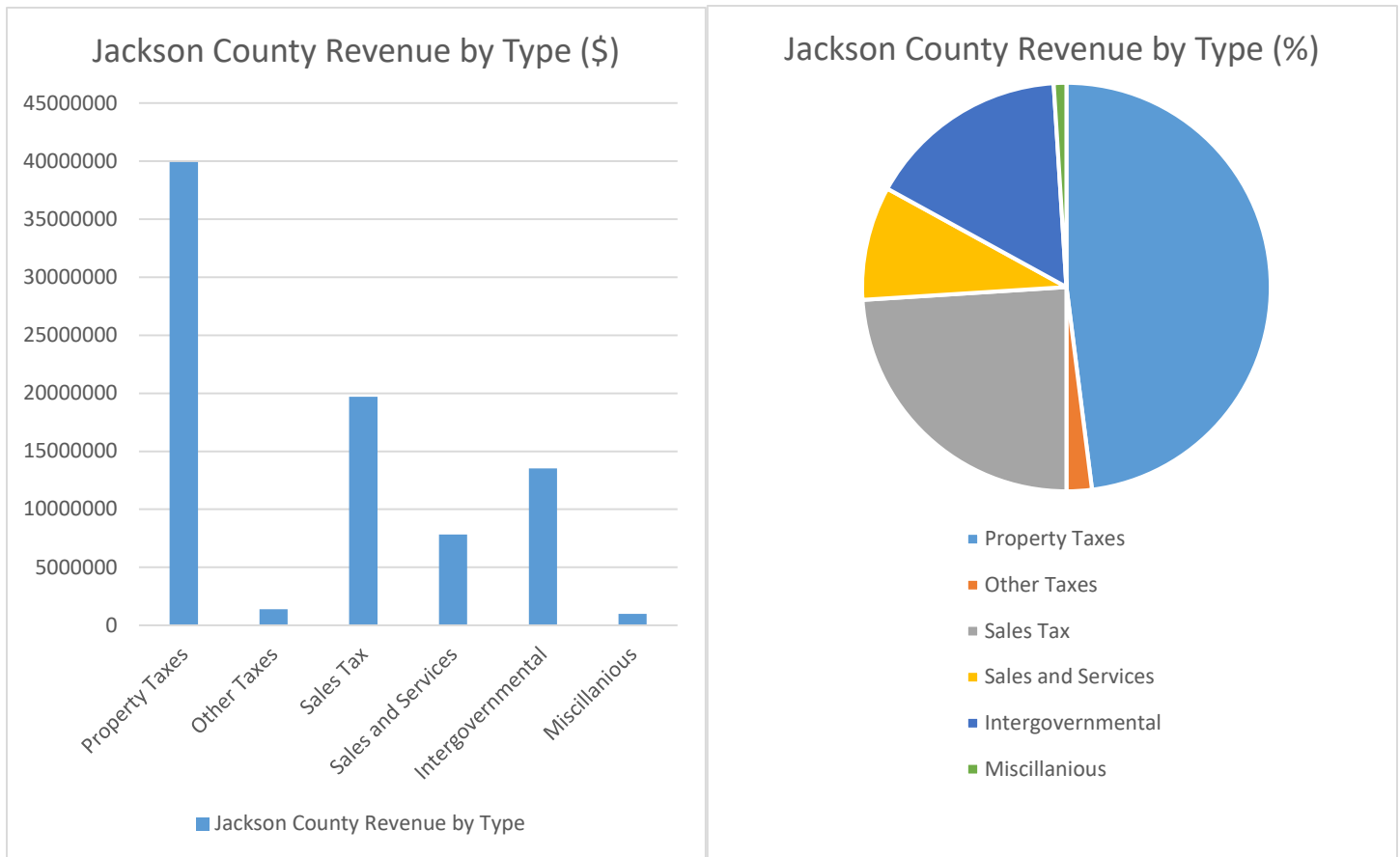
The Finance Department plays a large role in the creation of the county budget. The department helps to facilitate the collection of budget requests from each department, disperses non-profit applications, and provides information to the Jackson County board of Commissioners.

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

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

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

By the time that proposed budget is approved, the process has typically taken six months to organize and pass. Jackson County operates on the fiscal year, which begins July 1st and ends on June 30th. Below, FY 2022-2023 budget highlights are displayed.



Top 10 General Fund Expenditures for FY 2022-2023

Dept Code	Department	Expense	Revenue	County Share	County %
4310	Sheriff/Jail	\$10,068,222.00	\$1,340,617.00	\$8,727,605.00	86.68%
5911	Public Schools	\$9,955,797.00	\$1,355,700.00	\$8,600,097.00	86.38%
4240	Public Works	\$6,574,512.00	\$ -	\$6,574,512.00	100%
4370	Ambulance/Rescue Squad	\$3,975,049.00	\$200,000.00	\$3,775,049.00	94.97%
5110	Health	\$6,605,047.00	\$2,962,613.00	\$3,642,434.00	55.15%
5310	Social Services	\$7,951,812.00	\$4,316,053.00	\$3,635,759.00	45.72%
4340	Fire	\$3,561,195.00	\$ -	\$3,561,195.00	100.00%
9830	Debt Services	\$4,661,572.00	\$1,474,299.00	\$3,187,273.00	0.00%
5921	Community College	\$2,932,695.00	\$ -	\$2,932,695.00	100.00%
6120	Recreation	\$2,884,307.00	\$713,075.00	\$2,171,232.00	75.78%

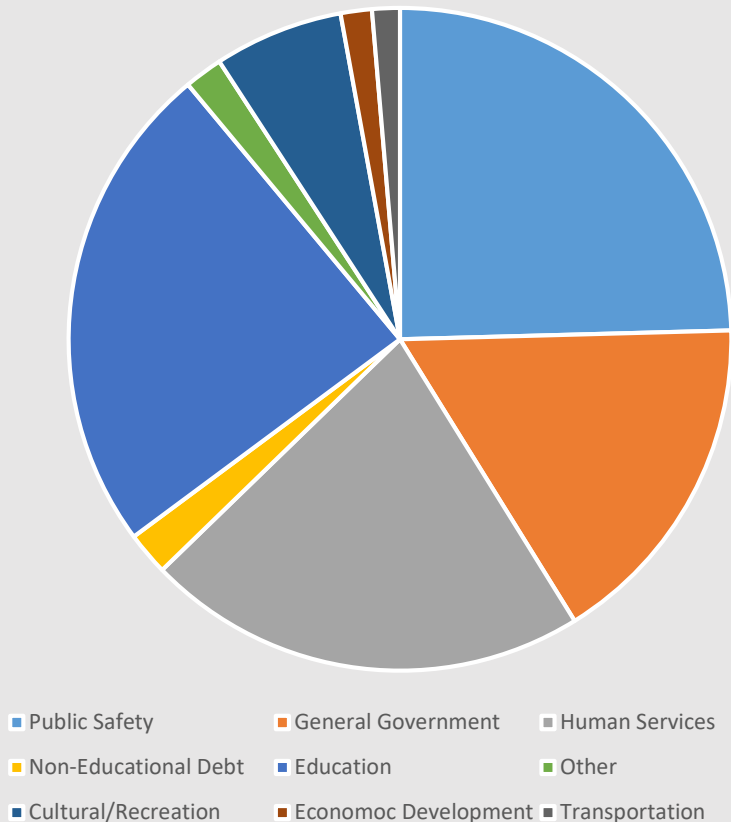
The above table displays the top 10 general fund expenditures for FY 2022-2023. The Department column indicates which department is being represented. The expense column depicts the total amount of expenses associated with said department. The revenue column indicates how much revenue the associated department obtained during the fiscal year. Empty cells represent no revenue being obtained. The County column displays how much of the county's money was allocated to each department. Finally, the County percentage column shows the percentage of each department's budget that was made up of county dollars.

Jackson County Expenditures by Type

The display to the right depicts Jackson County's expenditures by type. For the fiscal year 2022-2023, Jackson County's operating budget equated to \$82,292,740. This is an increase of about 8.39% from fiscal year 2021-2022, or an increase of \$6,372,313.

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

Expenditures by Type



Jackson County

Tax Administration

Department

Departmental Goals for FY 2023-2024

- **Tax Administration Department Goals**

- Continue to function under the guidelines of the North Carolina General Statutes.
- Continue to provide fair and equitable treatment to all taxpayers.
- Continue to improve public relations.
- Continue to strive to have an extremely knowledgeable and highly educated staff.
- Become proficient at the new tax appraisal and collection software. Use the new tax software to streamline processes and ensure more accuracy.
- Develop a new website that is easy to navigate, visually appealing, and meets the needs of the citizens.

- **Personal Property Division Goals**

- Continue to research and add new personal property accounts.
- Continue to process unlisted and substantially understated personal property accounts.
- Continue with the business personal property compliance program, to educate taxpayers and ensure accurate listing. Establish an audit cycle for all business accounts.
- Continue to review and properly assess all registered motor vehicles.
- Continue to review all accounts to ensure they are active, including ensuring all accounts have the proper township code and associated parcel number.

- **Personal Property Division Goals (Continued)**

- Continue to reduce the number of release/refunds with a thorough review of all listing forms and discoveries prior to billing.
- Develop a better rapport with park owners to ensure more accurate listings, including creating instructional documents and visiting the parks.
- Provide listing information to rental companies who maintain rental properties to ensure property owners are aware of their listing responsibilities. Establish a compliance review of rental property listings to educate taxpayers and ensure accurate listing.
- Implement gap billing of motor vehicles as required by North Carolina General Statute 105-330.3.
- Hire a Property Tax Technician to provide administrative and technical support work involving listing, assessment, and billing of real and personal property.

- **Real Property Division Goals**

- Continue to physically inspect all properties with an active building permit or recent sale. Have all properties reviewed by January 5, 2024.
- Perform compliance reviews on 25% of exempted and excluded properties.
- Receive an XML export file from the new permitting software creating a workflow item in the tax software.
- Create additional options through the online services, e.g., appeals, listing forms, applications.
- Create a field appraisal tracking system to show what areas in the county have been checked out for review.

Departmental Goals for FY 2023-2024 (Continued)

- **Real Property Division Goals (Continued)**

- Complete reappraisal review in Barkers Creek, Caney Fork, Cullowhee, Dillsboro Rural, Greens Creek, Qualla, Savannah, Scotts Creek, Sylva Rural, and Webster townships. This will carry over into fiscal year 2024-2025.
- Hire two field appraiser positions to assist with reappraisal review.

- **Land Records Division Goals**

- Continue to have a two-day processing turnaround for all deeds and one-week processing turnaround for all plats.
- Receive an XML export file from the Register of Deeds software creating a workflow item in the tax software, potentially reducing the processing turnaround for deeds and plats.
- Complete the scanning project for land records documents, including all unrecorded surveys stored in the office. Once completed, documents will be attached to the parcel in the tax software.
- Create a rating system for parcels with conservation easements. This will be used to apply the appropriate adjustment to the valuation as conservation easement restrictions vary.
- Hire a Land Record Technician position to allow the mappers and supervisor the time needed to successfully complete the workload.

- **ARC Projects:**

- a. Finalize the present-use value layer for more accurate analysis and processing of present-use value properties. Continue to add future compliance review parcels and perform quality control. Train the appraiser responsible for present-use value in Arc Pro for increased use of the GIS maps compliance process, e.g., acreage verification.
- b. Complete mapping of Powell Bill roads in Town of Sylva and Highlands. Continue to accurately map state roads in the GIS layer.
- c. Correct the census tracts on all parcels to accurately reflect federal census data.
- d. Work with Transylvania County to verify the boundary line and ensure that split property values are equalized. Confirm boundary using North Carolina Geodetic Survey official county boundary information, remap all parcels on the line, and identify discrepancies with new updated contour layers showing the top of the ridge.
- e. Create a GIS layer from the fire report file for use as shapefile on the field tablets.
- f. Continue developing the individual and business personal property layers to ensure proper taxation, including a rental property address export.
- g. Continue to map and update the Sylva Hwy 107 R5600 project acquisitions.
- h. Create a railroad and utility right of way layer to better assist with property valuations of parcels subject to these restricted use areas.
- i. Train staff in other divisions to use Arc Pro.



JACKSON COUNTY
Tax Administration

Responsibilities of Tax Administration

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

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

Statistics

- Approximately 2,600 business personal property accounts
- About 2,100 regular personal property accounts.
- 40,100 real property parcels.
- About 21,000 residential structures.
- Approximately 350 commercial parcels and 1,246 commercial structures



Aerial View of Cashiers Crossroads

How to Use the Property Map Viewer?

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

Contact Information

Tax Administrator

Tabitha Ashe
(828) 586-7572

Address

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

Additional Contact Info:

Business Personal Property: (828) 586-7540
Business Personal Property Audits: (828) 586-7545
Exemptions and Exclusions: (828) 586-7542
Land Records/Mapping: (828) 586-7539
Motor Vehicles: (828) 586-7541
Personal Property: (828) 586-7543
Present Use Value: (828) 586-7542
Property Tax Relief Programs: (828) 586-7542
Real Property: (828) 586-7549
Tax Collector: (828) 586-7550

Website:

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

Jackson County

Tax Collector Office

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

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

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

Departmental Goals for FY 2023-2024

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



President Franklin D. Roosevelt in Sylva, September 9, 1936

Important Tax Collection

Dates

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

September 1st – Property taxes become due and payable.

January 6th – Property taxes become delinquent.

January – The NC Debt Setoff program list is updated.

February 1st – Second notices are issued.

April 1st – Delinquent notices are issued.

April 26th – This is the last day to pay taxes before the delinquency is advertised in *The Sylva Herald*.

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

Payment Arrangements

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

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

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

Contact Information

Tax Collector

Brandi Henson
(828) 586-7550

Address

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

Online

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

Office Hours

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



Jackson County

Human Resources

Mission

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

Departmental Goals for FY 2023-2024

- Accomplish the complete implementation of the performance evaluation process for the county departments by November 2023.
- Initiate physical visits to departments periodically during the year to ensure visibility and availability to respond to employee and supervisor needs. We continue to strive to be efficient and effective in responding to our customer's needs and welcome suggestions for improvement.
- Provide training to supervisors on how to utilize the NEOGov Learn system to assign various types of relevant training to their staff. Ensure radiation safety compliance through the maintenance of accurate records. Provide the Employee Benefits Administrator cross-training on the NEOGov Insight applicant system to ensure optimal productivity and efficiency within the department.
- Distribute all Evergreen prepared/department head reviewed job descriptions to each department.



Aerial View of Jackson County Airport in Cullowhee

Employee Wellness

The Employee Wellness Program, Well @ Work, will continue for FY 2023-2024. The primary objective of the Jackson County Employee Wellness Program is to offer education, support, and resources in a fun and relaxed atmosphere so that employees may obtain and maintain a healthier, more productive lifestyle that benefits themselves, their families, and their community. Eligible participants in the Well @ Work program may earn points through the completion and submission of monthly challenges, quarterly physical activity logs, and wellness opportunity vouchers. The Well @ Work program rewards are conditional rewards based upon participation points earned

Contact Human Resources

Address: 401 Grindstaff Cove Road, Suite A-218

Phone: (828) 631-2212

Fax: (828) 631-2266

Email: humanresources@jacksonnc.org

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

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

Employee Benefits

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



Jackson County

Register of Deeds

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

For Additional Information, visit Jackson County's Register of Deeds website at:

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

Or call the Jackson County Register of Deeds office at:

(828) 586-7530

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

Departmental Goals for FY 2023-2024

- **Continuance of Preserving Older Vital Record Books:** As in previous years, the Register of Deeds is continuing the preservation of our oldest vital record books. This budget year we plan to preserve 29 sewn-in death books. Kofile out of Greensboro, NC will continue the process.
- **Adding Images & Indexes of Older Documents Previously Only Accessible in Office:** Several types of documents, such as unit ownership-condo plans, articles of incorporations, and DOT right of way plans, are only accessible for viewing and copying by coming into the office. We are in the process of adding all of those to our online site.

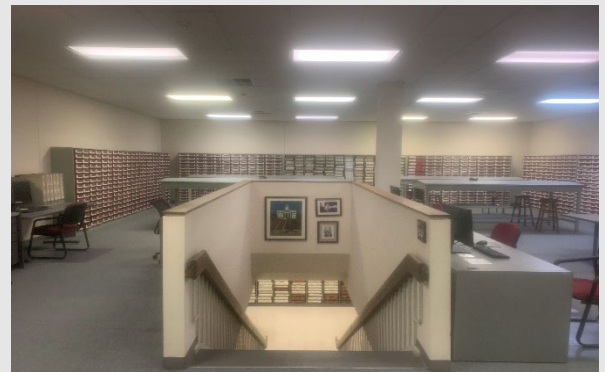
Departmental Goals for FY 2023-2024 (Continued)

- **Adding E-Recording of Plats/Surveys:** Currently, we only offer the option of in-person recording of plats. In the near future, surveyors will have the option of e-recording those plats.

2022-2023

Accomplishments

- **Continuance of Preserving Older Vital Records:** Kofile processed and preserved vital record Birth volumes 8-13 and Death volumes 12-24 along with the marriage register for 1918-1954.
- **Applied for a Preservation Grant from NC Office of State Budget and Management (OSBD):** The first round was \$2000 to each county that applied. If any money was left over, then they would divide it up between the counties that previously applied to make a second round of grant money. The second round of grant money was \$2166 so total money from grant was \$4,166. Part of the agreement was that each county had to match those funds for the preservation. This has enabled us to preserve an additional 7 death books at a price of about \$8,332.
- **Added E-Backup Services from Our Computer Software Vendor:** Cott Systems Inc, our computer software/hardware company, has implemented an e-backup service for our public records



Online Requests

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

<https://jacksonrod.permitium.com>

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

Internet Access

- Visit www.jacksonnc.org
- Under *Online Services*, choose *Register of Deeds Search*.
- For Name Indexes 1851-1991:
 - Click on the red tab labeled INDEXES 1851-1991. Choose Timeframe. Choose Grantor/Grantee. Choose individual or Corporation/Firm. Type in last name or corporation name. Click Search.
- For Name Indexes 1991 to present:
 - Click on the Quick Name tab OR the Advanced Name Tab. Enter required information such as last name and first name. You have the option of choosing which Index Type or can leave it as ALL. You can choose Search Directory or Search ALL matches.
- For Book/Page Search
 - Books 1-784:
 - Click on the INDEXES 1851-1991 tab. Find the SEARCH RECORD BOOK on the right hand side of the page. Choose Book number and enter Page, then click SEARCH.
 - Books 785 forward:
 - Click on the Book/Page tab. Enter Book and page numbers in appropriate boxes and click SEARCH.

IMAGE VIEWER REQUIREMENTS as of May 2023: Windows 7 and above. Users need Microsoft Edge, Google Chrome, or Mozilla Firefox.

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

Marriage Licenses

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

- Both Parties must be present.
- Both are to provide photo ID (i.e., driver's license, state-issued ID, U.S. passport, or military ID).
- Both need proof of a social security number (Original Social Security Card, 1099, 1040, paycheck stub, or health insurance card showing the full name and number).
- A \$60.00 fee for the license. Payable by cash, debit, or credit card.
- If either party has previously been married, provide the month/year of when the previous marriage ended. If it ended within the last year, a copy of the divorce judgement/decreed is required.

- Marriage licenses are valid for 60 days and carry no waiting period. It is valid in all NC counties, but must be returned to Jackson County.
- Complete an online marriage application at <https://deeds.jacksonnc.org/marriageapplication>.

NEW REQUIREMENTS BEGINNING JUNE 1, 2020

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

Plat Requests

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

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

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

NEW FEE SCHEDULE – EFFECTIVE OCTOBER 1, 2016

***Deed of Trust recording fees are **\$64.00 for the first 35 PAGES-**

\$4.00 for each additional page.

NEW FEE SCHEDULE – EFFECTIVE OCTOBER 1, 2011

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

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

*Satisfactions – no charge.

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

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

NOTE: This office is for record keeping only. It does not prepare documents, provide forms, or change information on documents. All recordings must meet the requirements specified above.

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

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

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

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

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

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

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

Jackson County

Planning Department

Mission

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

Service Commitment

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

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

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

Departmental Goals for FY 2023-2024

- Review all minor, family, and exempt subdivision plats within 5 business days.
- Review all site plans for permitted uses within 10 business days.
- Planning staff will complete the Cashiers Recodification project incorporating the Cashiers Small Area Plan and the ULI study (Role over goal, Goal 1, 2, 4 pg. 71 Action Plan and pg. 37 UDO updates).
- Planning Staff will work with the Cullowhee Planning Council to consider amendments to the Cullowhee zoning regulations to create a new zoning district, The River District as highlighted in the Cullowhee Small Area Plan.
- Planning Staff will begin the 5-year review of the County's Land Use Plan with the Steering Committee (Roll Over Goal)
- Planning Staff will work with Parks and Recreation and other partners to advance the projects identified in the Jackson County Walks Plan.



Hiker at Whiteside Mountain. Courtesy of JCTDA.

Functions of the Planning Department

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

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

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

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



Tunnel Mountain Crafts, Courtesy of Nick Breedlove.

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 updating the county's Historic Preservation Ordinance and promoting the Local Landmarks Program. The commission is also implementing public outreach to educate the community on Jackson County's National Register of Historic Landmarks sites. The Historic Preservation Commission also has a Facebook page (**JacksonNCHistory**) that highlights historic structures and landscapes in Jackson County.

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



The Appalachian Women's Museum

Permit Plan Review Process

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

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

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

When is a Site Development Plan Required?

Site Development Plans are required for the following:

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

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

Contact Information

Planning Director

Mike Poston
(828) 631-2255

Address

538 Scotts Creek Road, Suite 217
Sylva, NC 28779

Phone Number

(828) 631-2261

Online

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



Jackson County

Permitting and Code Enforcement Department

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

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



Departmental Goals for FY 2023-2024

- Continue to improve our follow-up survey system to allow end user of the department’s services to provide anonymous feedback on the efficiency and ease of use of our services. The goal is to increase the response rate by 10% year over year and reduce negative responses by 25%.
- Provide continued support and resources for new field staff to complete required certifications as appropriate.
- Plan and provide updated seminars in the evening hours for general contractors, plumbers, electricians, HVAC installers, and grading contractors to review updates to state and county ordinances.
- Provide next day inspections at a rate exceeding 95% on time completion.
- Continue ongoing enforcement of development within riparian buffers per the 2040 land use plan.
- Fully implement the new permitting software system and provide training to all staff to utilize the software to improve record keeping, mobile inspections, and public access to information.



Permitting and Code Enforcement Overview

The Department of Code Enforcement has 18 full-time employees. The annual budget is about \$1,500,000, 60% of which comes from permit fee revenues. The department administers enforce all North Carolina State building codes, the Flood Damage Prevention Ordinance, the Sediment Control Ordinance, and other Jackson County ordinances that regulate new development. The Department of Permitting also issues permits for multiple types of development activities. The following sections depict the major types of permits that the department issues 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 mapped floodplain requires a permit; this helps determine what special measures may need to be taken for development. In some flood areas, certain types of development may not be permitted.
- **Building Permits** – Any 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 Inspection Permits** - Permits for large tent events and fireworks shows. Also, the inspection of businesses, schools, apartments, and foster homes for ensuring the compliance of the State Fire Prevention Code.

Empowering Ordinance

On March 8th, 2007, the Jackson County Board of Commissioners adopted a Land Development Compliance Ordinance, which coordinates all ordinances related to development in Jackson County. Prior to beginning any project defined as “development” in Jackson County, compliance with the Land Development Ordinance must be confirmed This information can be found in Article III, Section 3.7.8 of the Jackson County Unified Development Ordinance.



Fire Inspections and Permits

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

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



Commonly Missed Items Found During Fire Inspections

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



Contact Information

Permitting and Code Enforcement Director

Tony Elders

tonyelders@jacksonnc.org

Sylva Office:

Address: 538 Scotts Creek Road, Suite 205

Sylva, NC 28779

Phone: (828) 586-7560

Fax: (828) 586-7563

Cashiers Office:

Address: 357 Frank Allen Road. Cashiers, NC, 28717

Phone: (828) 745-6850

Fax: (828) 745-6867

Jackson County

Economic and Physical Development

Departmental Goals for FY 2023-2024

- **Business Development**
 - Launch a Business Retention and Expansion program to work and address our existing business needs throughout Jackson County
 - Continue working with developers to explore options for new developable parcels throughout Jackson County as well as the development of a co-working/innovation space.
 - To actively promote the new All in Jackson Fund and continue restructuring the Revolving Loan Fund aimed at supporting Jackson County businesses.
- **Infrastructure**
 - To continue working with local and regional allies to develop feasible strategies for broadband deployment of fiber to the home, including NC GREAT, CAB, and other potential grant funding opportunities.
 - To continue participating in discussions with TWSA, Duke Energy, and other utility partners to plan accordingly for future development opportunities.
 - To continue working with cell phone providers to strengthen and increase their capabilities to better serve both our residents and visitors to Jackson County
- **Workforce Development**
 - To continue working with our childcare providers to provide support and recommend partnerships and opportunities to sustain this critical component of to our workforce economy.
 - To actively market Jackson County's designated Opportunity Zone for development/housing.
 - To prioritize site identification for potential workforce and affordable housing, and work to develop recommended policies and support for new housing developments.
- **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.
 - To work with community leaders to develop a comprehensive development strategy and marketing plan for the outdoor recreation economy in Jackson County
- **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.



Downtown Sylva. Courtesy of JCTDA.

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.



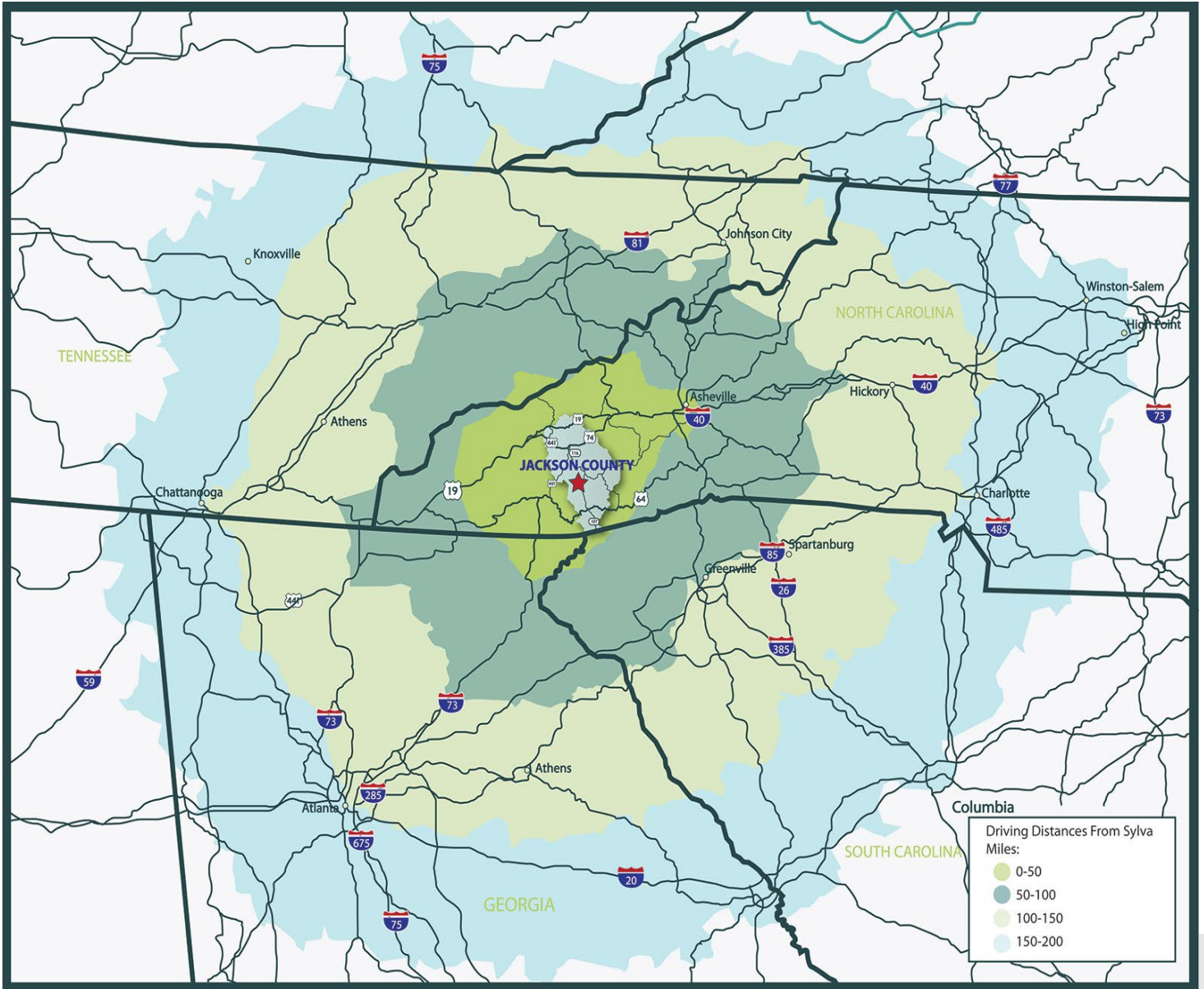
Great Smoky Mountains Railroad Locomotive in Dillsboro

Our Partners

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

Our partners include but are not limited to:





Explore Jackson County, NC

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

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

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

- **Nicole Dexter**
Innovation Brewing

The People of Jackson County

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

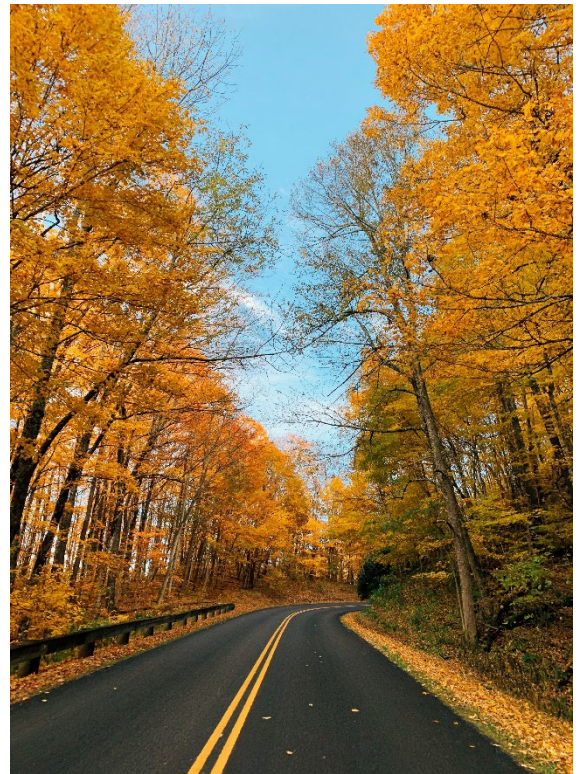
Outdoor Adventures in Jackson County

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

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

The Culture and History of Jackson County

The culture of Jackson County begins with the Eastern Band of Cherokee Indians (EBCI), where the Oconaluftee Indian Village, the Museum of the Cherokee Indian, and the “Unto These Hills” outdoor drama bring Native American history to life. These venues, events, and more help illustrate the 11,000-year-old history of the Cherokee people, whose culture and resilience mirrors the beautiful, resolute mountains we call home. The history of the region is also shared at curated exhibits at WCU's Mountain Heritage Center, which is located in the Hunter Library on WCU's campus in Cullowhee, and tracks settler and cultural heritage from the 1700's to the present day. The Mountain Heritage Center also celebrates Mountain Heritage Day, which annually attracts 15,000 visitors who come to see the 130+ food vendors, artisans, and entertainers celebrating the Southern Appalachian Mountain culture. Just south of Cashiers is Whitewater Falls, a spectacular 411-foot plunge, and the tallest waterfall east of the Rockies! Also, one of the highest-elevation lakes east of the Rocky Mountains, Lake Glenville is the largest lake in Jackson County, and has earned its reputation as a bass fisherman's delight. Perfect for boating and water-skiing, Lake Glenville also features a swimming area with a sand beach and a trail to High Falls.



Blue Ridge Parkway in the Fall. Courtesy of JCTDA.

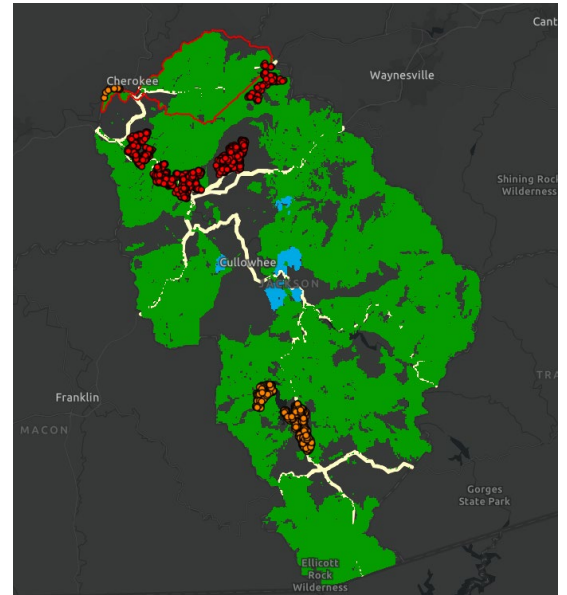
Broadband Expansion Efforts

The Jackson County office of Economic Development and Board of Commissioner's is dedicated to supporting broadband expansion efforts throughout Jackson County and, as part of that dedication, has been successful in obtaining federal and state funding to support broadband expansion.

To date, these awards include the following programs in partnership with North Carolina Department of Information and Technology (NCDIT):

Rural Digital Opportunity Fund (RDOF) to more than 11,128 addresses (shown in green). In addition, NC Growing Rural Economies with Access to Technology (NC GREAT) have been awarded to 2 different service providers shown in Orange and Red to more than 1,782 addresses.

While we continue to prioritize this infrastructure, we encourage citizens to complete a broadband survey to show the type or lack of coverage you have and to learn if your address is impacted by any of these recent awards visit the links below:



Map of Broadband Awards in Jackson County

Survey Link: <https://www.ncbroadband.gov/north-carolina-broadband-survey>

Link to Map: <https://www.nconemap.gov/pages/broadband>

Contact Information

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

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

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

Economic Development Director

Tiffany Henry
(828) 631-2240

tiffanyhenry@jacksonnc.org

Address

401 Grindstaff Cove Road, Suite A231
Sylva, NC 28779

Email

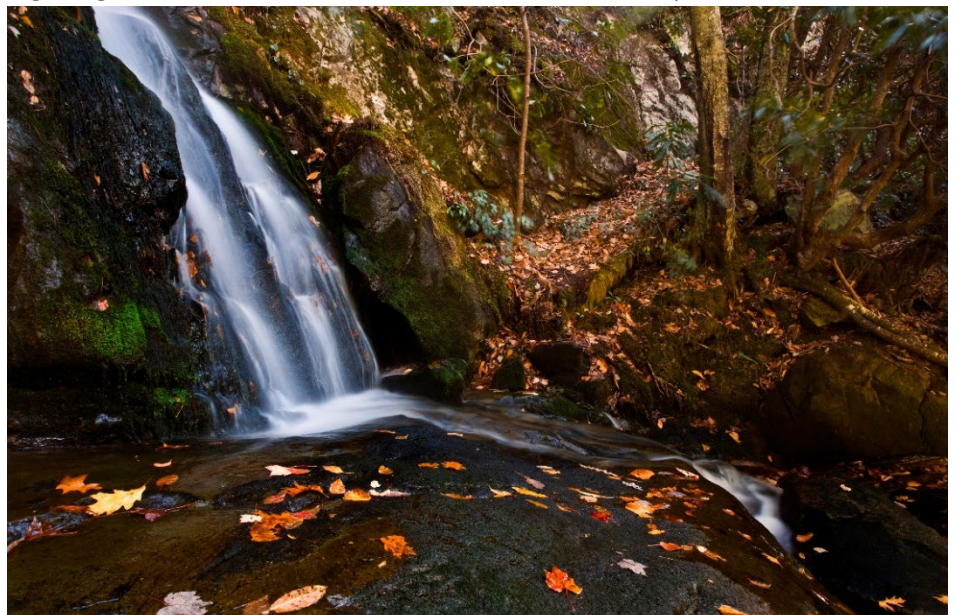
jacksonthrive@jacksonnc.org

Online

Website:

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

Facebook: AllinJacksonNC



Juney Whank Falls, GSMNP. Courtesy of JCTDA.

Jackson County Tourism Development Authority

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

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



Departmental Goals for FY 2023-2024

2023-2024 Executive Director Goals

- Oversee the first round of applications and funding for the Tourism Capital Project Fund.
- Digital marketing: Strengthen our digital marketing efforts by leveraging social media, search engine optimization, and other digital channels to increase visibility and promote our destination to a wider audience.
- Sustainable tourism: Encourage responsible tourism practices that prioritize sustainability, minimize environmental impact, and support local communities and businesses.
- Accessibility and inclusivity: Ensure that our destination caters to diverse groups of travelers, including those with disabilities, by promoting accessible facilities, services, and experiences.
- Visitor experience: Continuously enhance the quality of visitor experiences by seeking feedback and working with local stakeholders to improve attractions, accommodations, and amenities.

Departmental Goals (continued)

- Market diversification: Attract a diverse mix of visitors by targeting new and emerging markets, as well as focusing on specific segments such as families, solo travelers, or adventure enthusiasts.
- Data-driven decision-making: Utilize data and analytics to make informed decisions, measure the effectiveness of marketing campaigns, and identify opportunities for growth.
- Workforce development: Participate in discussions with partners to ensure Jackson County has a skilled and motivated workforce capable of delivering exceptional visitor experiences.
- Strengthening partnerships: Collaborate with local and regional stakeholders, including businesses, government agencies, and tourism associations, to foster a strong tourism ecosystem and effectively promote our destination.

2023-24 Social Media Marketing Goals

- Develop a comprehensive social media strategy: Create a well-defined plan that outlines the goals, target audience, platforms, and content types to be used in the upcoming years. Keep up-to-date with social media trends and innovations to stay relevant and effective.
- Increase brand awareness and engagement: Use a mix of organic and paid strategies to reach a wider audience and foster a strong brand presence on social media platforms.
- Improve visitor service and support: Use social media as a platform for addressing visitor concerns, feedback, and queries in real-time.
- Strengthen community management: Foster a positive and engaged community around our brand by sharing valuable content, events, tips for visiting, and actively responding to comments and messages.
- Boost conversion rates and drive sales: Design campaigns that encourage followers to take desired actions, such as signing up for our e-newsletter or downloading our visitor guide. Track and analyze key performance indicators (KPIs) to optimize results.
- Enhance content quality and consistency: Focus on creating high-quality, engaging, and visually appealing content tailored to our audience's preferences. Maintain a consistent posting schedule to keep our followers engaged.
- Monitor and measure performance: Regularly analyze and report on the effectiveness of our social media campaigns, using tools like Sprout Social. Adapt strategies based on data-driven insights.

Marketing & Communications

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

Paid Media (Advertising)

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

Creative Development

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

Website

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

Public Relations

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

LHG conducts the following for Jackson County:

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

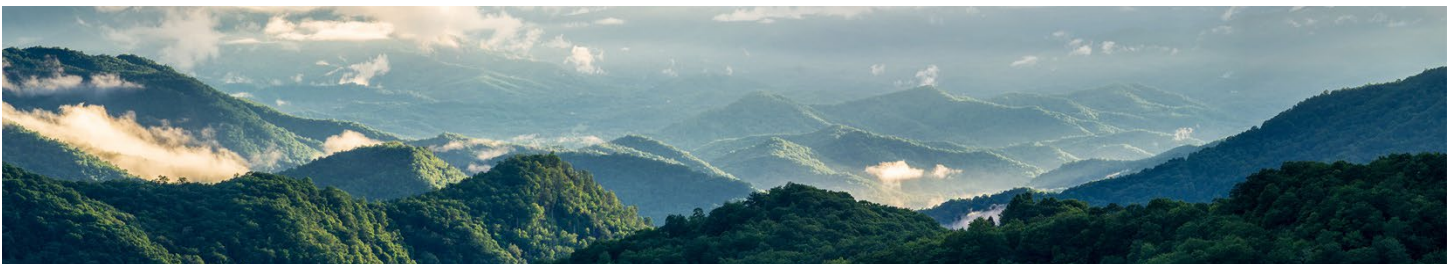


Strategic Plan & Committees

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

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

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



Tourism Development Authority Key Metrics 2022-2023

Visitor Spending in County - **\$437.4 million**
 Worker Paychecks Generated - **\$110.4 million**
 Jobs Supported – **2,343 jobs**
 Local & State Taxes paid by Visitors - **\$31.2 million**
 Tax savings per resident - **\$723.41**

The above statistics are for 2021, which is the most recent data set. Tourism Economics prepared this study for Visit North Carolina. 2022 Data is available in Aug., 2023.

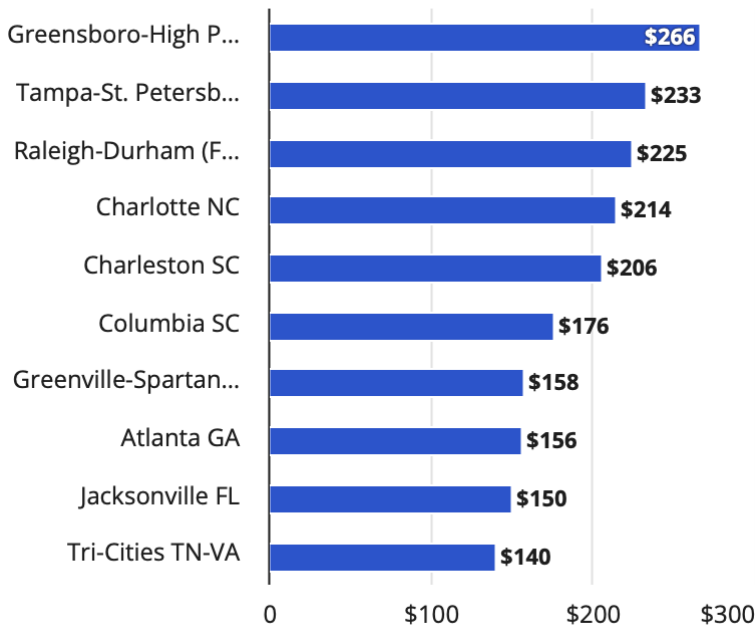
2022 Statistics

FY21-22 Occupancy Tax Collections - \$2,576,925.76
 Visitors to Jackson County – 1,093,283
 Website Sessions to DiscoverJacksonNC.com – 570,000
 Facebook unpaid (organic) reach – 22,429,443
 Facebook paid reach – 35,294,917
 Instagram reach – 2,622,661
 Hotel Demand – 135,086 room nights
 Hotel Occupancy (average) – 57.5%
 Hotel Avg. Daily Rate (average) - \$122
 Airbnb/VRBO Demand – 329,700 room nights

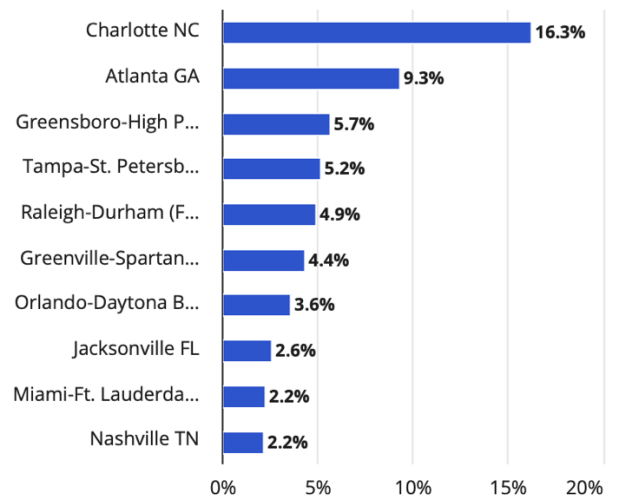


Hiking in Panthertown (top); Waterrock Knob (bottom)
 Courtesy of Jackson County TDA

Top Markets Ranked By Avg Visitor Spend



Top 10 Origin Markets



Jackson County

Green Energy Park

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



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 fuel. Glass Studio space is available for rent.
- **Blacksmithing/ Metals** - The Metals Shop features the first blacksmith forge ever fired on landfill gas. Metals Shop facilities and equipment are available for rent.
- **Ceramics** - The Green Energy Park Anagama Kiln is modeled on ancient Japanese designs. The 100 ft.³ kiln is fired using wood salt, baking soda, and waste vegetable oil as fuel. The kiln is available for public firings several times throughout the year.

- **Gallery** – The Art Gallery showcases the exquisite work created by artists using renewable energy.



Environmental Benefits

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

Tours



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



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

“Wish I had come here before now!”

Robert Edwards, NC

Green Energy Park Classes

Yearly Reductions in Emissions:

- Prevents 281 tons or 13.5 cubic feet of methane from entering the atmosphere. This is enough to cover a football field 3000 feet high.
- Offsets 7,025 tons of CO₂ that would have been created by fossil fuels instead.

That is Comparable to:

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

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

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

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

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

General Tours

Public tours are offered on Wednesdays, Thursdays, and Fridays, 10 a.m. – 4 p.m.; and at other times by appointment. Tours generally include a glassblowing demonstration, a walking lecture on the GEP's renewable energy use and history, a visit to the ceramics kiln, and a blacksmithing demonstration, when available. The Green Energy Park also welcomes group tours. Group tours for schools, businesses, and other organizations are offered by appointment only.



Beginner Friendly Classes

No experience necessary! The beginner's classes give students an introduction on working with glass or metal, including the 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 can teach multiple skills.

Class Schedules

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

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

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



Contact Information

Classes, Tours, & General Info

Chelsea Miller

programs@jcgep.org

Address

100 Green Energy Park Rd.
Dillsboro, NC 28725

Phone Number

(828) 631-0271

Website

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



Jackson County

Department of Public Health

Mission

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

The Health Department 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/rescue center, women's preventative health, health education, family planning, breastfeeding services, Safe Kids coalition, immunizations and vaccinations, nutrition services, Healthy Carolinians of Jackson County, communicable disease, inspection services, Cullowhee Community Garden, the Employee Health Clinic, on-site wastewater, wells, and testing, vital records, and laboratory services.

Departmental Goals for FY 2023-2024

- Recruit and maintain qualified candidates from diverse backgrounds to cultivate a work culture that is inclusive and rooted in cultural humility.
- Reduce health disparities in communities that experience a disproportionate burden of disease.
- Develop and publish State-required health reports to guide evidence-based activities for the purpose of enhancing the health of Jackson County residents.

Departmental Goals for FY 2023-2024 (cont.)

- Review internal and external agency programs through the auditing process.
- Maintain full North Carolina Local Health Department Accreditation status.
- Ensure services provided to the community are achieved in an efficient customer and community focused manner.
- Conduct Employee Appraisals annually to review job performance
- Identify new desired partnerships in the community.
- Strengthen current community partnerships.
- Support a framework of empowerment and engagement.
- Foster collaboration to connect the community with resources, services and information.
- Based on the Community Health Assessment (CHA) priorities, agency education and outreach will be driven by the community health improvement plan (CHIP).
- Increase education and outreach opportunities within different areas of the county, including more rural health information.
- Utilize text alerts, radio advertisements, social media, and press releases to promote community events and health information.
- Host professional development and training opportunities for regulated entities on how to better serve the overall population.
- Ensure staff and partners are properly trained and equipped for a constant readiness to prevent, protect, mitigate, respond, and recover in the event of an emergency.
- Provide accurate and appropriate information in a timely manner so that the community and partners are well informed.
- Enforcement of state adopted laws and rules which safeguard the community's health and well-being.

Environmental Health

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

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

On-site Wastewater Protection & Water Testing

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

Environmental Health also coordinated with the laboratory to perform both private drinking water testing and public drinking water testing. Private drinking water testing is available to the general public, while public testing is available to public water suppliers. Common tests include bacterial, nitrate/nitrite, and more. All drinking water samples are accepted on Monday through Wednesday from 8:00 a.m. until 4:00 p.m. Please call **(828) 587-8250** or **(828) 587-8253**.

Food & Lodging Inspections

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

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

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

Institutions – Environmental Health also provides inspections and permits for camps, childcare centers, schools, nursing homes, and other institutions. For more information, on Environmental Health inspections, please visit

<https://health.jacksonnc.org/environmental-health>

Environmental Health

Education: ServSafe

Program

According to the North Carolina Food Code of 2009, all food-related establishments must have at least one certified food protection manager. This is an employee in a supervisor or management position who has received a certificate from an American National Standards Institute (ANSI) accredited program. ServSafe, an ANSI accredited program course, is offered by Jackson County Environmental Health. ServSafe is a Food Safety Certification program developed by the Education Foundation of the National Restaurant Association. This course is designed for food service managers and supervisory staff in restaurants, hospitals, nursing homes, child care facilities, and other food handling establishments. Please call **(828) 587-8250**.

Animal Rescue Center

In June 2023, Jackson County opened the brand new Animal Rescue Center (ARC) on the campus of the Green Energy Park in Dillsboro. The Jackson County ARC is part of the Environmental Health Section of the Jackson County Department of Public Health. We are grateful for the many hands involved in the caretaking and protection of our pets.

The Jackson County Animal Rescue Center's main purpose is to enforce State Rabies laws which protect our public's health and to provide animal control services. We also provide assistance in many other situations, some of which include:

- Providing adoption and animal re-unification services
- Picking up stray and unwanted animals
- Quarantining bite-case animals, as required by law
- Investigating nuisance and cruelty complaints
- Conducting annual reduced-cost clinics for Rabies vaccinations
- Routine patrolling of the community for violations
- Educating the community about proper pet care, animal control ordinances, and more

For specific laws and procedures regarding the ARC, please refer to the complete Jackson County Animal Ordinance, which can be found at <http://animal.jacksonnc.org/laws-procedures/>



*Felix, currently in the care of the ARC.
Courtesy of Friends of Animal Rescue Center*

Adoptions

The Jackson County Animal Rescue Center is proud to match families with animal companions. We strive to help re-home our animals with two goals in mind-- saving lives and helping you find an irreplaceable animal companion.

To see the pets in our care, please check out our Facebook page: Friends of Animal Rescue Center- Jackson County NC.

Or search our local area for the right companion on: PetFinder.com.

Looking to Adopt?

- Only cash or check are accepted for pet adoptions.
- The adoption fee is typically \$70 for dogs and \$55 for cats. The price includes spay or neuter, a Rabies vaccine, and other routine vaccines/tests. All pets must be spayed or neutered before they can be adopted. If an animal has arrived to us already spayed/neutered or has a current Rabies vaccination, the adoption fee will be reduced.
- To adopt an animal, you must be at least 18 years old, provide identification, and provide a current physical address.
- All dogs must leave the ARC on a leash and collar. If you do not bring these items with you, the ARC will have a limited supply available for purchase.
- All cats must leave the ARC in a carrier. If you do not bring this item with you, the ARC will have cardboard carriers available for purchase.

Lost and Found

Have you lost a pet or found a stray? The Jackson County Animal Rescue Center is dedicated to reuniting our beloved pets with their owners.

Are you Missing a Pet?

Please call the ARC first to make a report. It is possible that your pet may have already been turned in to the ARC. You can also check out which pets are currently at our ARC by visiting our Facebook page: Friends of Animal Rescue Center-Jackson County NC.

Posting a picture of your missing pet online is a great way to get the community on the lookout as well. Please feel free to add a picture and your contact information on our Facebook page: Friends of Animal Rescue Center-Jackson County NC. Other helpful Facebook groups include:

- Jackson County Lost and Found Pets
- Finding My Way Home
- Lost and Found Pets of WNC

Make sure as well to check in with the local veterinarian offices about their lost and found pet reports as not everyone has access to the Internet.

If your pet does end up in the ARC, inform the ARC immediately. You will be required to provide your ID, a current Rabies certificate, and proof of ownership (such as veterinary records, Rabies certificate, and/or photo). In order to reclaim your pet, all housing and stray fees must be paid in cash or check only. Know that your quick action is expected and appreciated as we strive to give all pets the loving home that they deserve.

Stray animals will be held for a minimum period of 72 hours; mandated by NCGS 19A-32.1. All animals reclaimed from the Shelter must be current on Rabies vaccinations according to State laws. There are fees associated with reclaiming your pet; however, the fees vary depending on how your animal was brought to the Shelter, length of stay, and procedures required by law prior to being released from custody.



Lucy, currently in the care of the ARC. Courtesy of Friends of Animal Rescue Center

Did you Find a Pet?

If you have found a stray animal, you have two options:

Call the ARC at **828-586-6138** to make a report and then house the animal until an owner is found.

Turn the animal into the ARC so efforts can be made to locate the owner.

Some pets have a Microchip implanted that gives the owner's information. This can be checked by taking the pet to any veterinary office, ARC, or Humane Society. There is no cost for this service.

A good, clear picture of the found animal can often times help more than just a description. Feel free to make flyers or post on any of the above listed Facebook groups.

For an after-hours emergency situation, please call **828-586-1911**. If a pet needs emergency medical care, the closest emergency veterinary hospitals are Haywood Animal Emergency (**828-452-1478**) or REACH Emergency Hospital (**828-665-4399**).

Volunteering

Becoming a volunteer with our Animal Rescue Center is easy! Just stop by and pick up a Volunteer Application anytime during business hours. Once approved, our Volunteer Coordinator will be in contact with you to give a tour and get started with our program.

Volunteers play an important role here and help us in many ways including:

- Socializing: Help animals be comfortable around new people.
- Enrichment: Stimulate senses by playing with toys, giving treats, and spending time.
- Exercising: Encourage play time such as dogs fetching balls or cats chasing a toy.
- Cleaning: Sanitize items used daily (cages, bowls, toys), sort newspapers, sweep, mop.
- Photography: Capture pets on camera to promote their adoption.
- Grooming: Bathe pet if needed or brush coat.

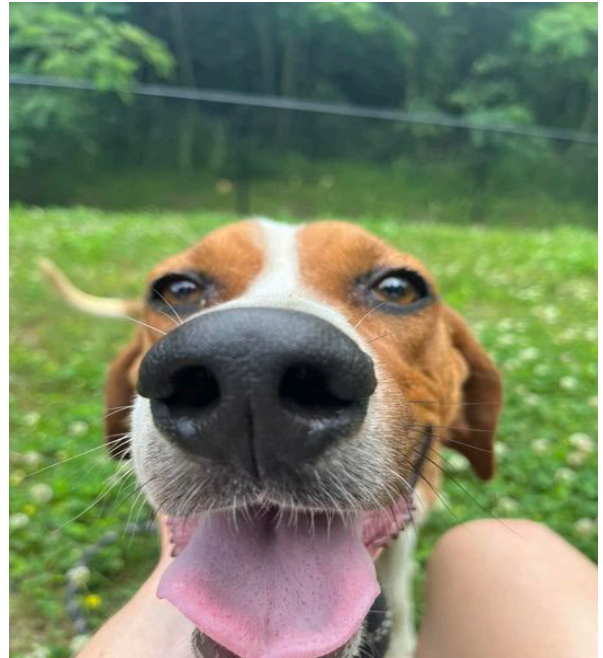
Come volunteer with us! Our animals can't wait to meet you!

Donations

Donations to the Animal Rescue Center are greatly needed and appreciated! You can impact the lives of our pets by helping us meet their needs. Please consider making a donation today. These contributions enrich the lives of our orphan pets and help us give them a second chance.



Johnny, currently in the care of the ARC. Courtesy of Friends of Animal Rescue Center.



Dan, currently in the care of the ARC. Courtesy of Friends of Animal Rescue Center.

The Shelter welcomes supplies to help support the animals in our care. Some of the items we use the most include:

- Treats for dogs and cats
- Canned wet food for dogs and cats
- Canned kitten and puppy food
- Kitten Milk Replacement (KMR)
- Jarred baby food- chicken or turkey only
- Plastic/rubber toys for dogs and cats



Toto being admitted into the Animal Rescue Center, Courtesy of the animal rescue center

Animal Rescue Center

Contact Information

Phone Number: 828-586-6138

After-Hours Phone Number:
828-586-1911

Address:

84 Green Energy Park Rd.
Sylva, NC 28779

Hours:

Monday-Wednesday: 9 A.M.-12 P.M., 2 P.M.-4 P.M.
Thursday-Saturday: 2 P.M.-4 P.M.



Health Department Clinical Services

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

Adult Health Services

The following services are available to adult residents:

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

Children's Health Services

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

- School Health Assessments
- Sports Physicals

Women's Health Services

The following services are available to women:

- Family Planning
- Prenatal Care (including high-risk perinatal care and OB care management)
- Breast and Cervical Cancer Control (BCCCP) and Well-Integrated Screening and Evaluation for Women Across the Nation (WISEWOMAN)

Sexual Health Services

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

- Confidential testing and counseling for STDs
- Condoms available free-of-charge



Mountain Biking in Jackson County. Courtesy of JCTDA.

Immunizations

The following immunization services are available at the Health Department:

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

COVID-19

COVID-19 vaccines are now available to all adults across North Carolina. The Health Department offers the Moderna and Johnson & Johnson vaccines. To make your appointment for a COVID-19 vaccine at the Health Department, call **(828) 587-8289** for English and **(828) 587-8227** for Spanish.

Public Health Laboratory

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

Health Education

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



Rock Climber in Jackson County. Courtesy of JCTDA

Healthy Carolinians of Jackson County

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

<https://health.jacksonnc.org/community-health-data>

Adolescent Pregnancy Prevention Program

The Adolescent Pregnancy Prevention Program (AP3) is through the Teen Pregnancy Prevention Initiative that provide adolescents with the knowledge, skills and support to prevent pregnancies and STIs. In Jackson County, the program is delivered by implementing the Making Proud Choices curriculum to Jackson County Public Schools, and through providing Senior Seminar. **Making Proud Choices** – An eight-module curriculum that provides adolescents with the knowledge, and skills necessary to reduce the risks of STDs and pregnancy by abstaining from sex or using condoms. **Senior Seminar** – Senior Seminar provides seniors in high school with a five-part exploration on healthy decision-making. Outside speakers discuss money management, personal violence, STIs and contraception, substance abuse, and legal consequences of high-risk choices.

Cullowhee Community Garden

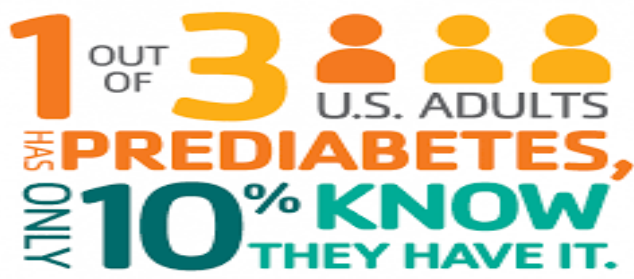
The Cullowhee Community Garden is a donation-based food relief program. Individuals may adopt an available plot, free-of-charge, and plant produce of their choice. Synthetic pesticides and fertilizers are not utilized in the community garden. While individuals may use up to half of their produce, at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

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



Diabetes Prevention Program

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



Safe Routes to School (SRTS)

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

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

Child Safety Seat Program

The Jackson County Department of Public Health has trained Child Passenger Safety Technicians on staff. The technicians are on duty Thursdays, by appointment, to assist with child safety seat checks, provide educational information on child safety seats, and to assist with the purchase and installation of a new child safety seat. Convertible and booster seats for infants and children are available for \$25 each and no-back booster seats are available for \$10 each.

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

Care Management for At-Risk Children

The Care Management for At-Risk Children (CMARC) Care Manager works with children from birth to five-years-of-age and their families. Children who qualify may be medically fragile, use Medicaid services, be in foster care, or are experiencing toxic stress. The Care Manager works with families to coordinate specialized services and other necessary resources, and acts as a support system over the course of a child's development. The CMARC Care Manager also coordinates a free Diapers and Wipes program for Jackson County residents. Families are able to receive free packs of wipes and diapers once per month. For more information on CMARC, call **(828) 587-8286**.

Child Care Health Consultants

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

CCHCs also provide the Pack-n-Play program, which helps provide a safe sleep environments and educate caregivers on Sudden Infant Death Syndrome (SIDS). For more information, please call **(828) 587-8280** or **(828) 587-8275**.

Nutrition Services

Proper Nutrition is an important component of overall good health. The Jackson County Department of Public Health offers a variety of nutritional services to help prevent and manage medical conditions. Programs include Medical Nutrition Therapy (MNT), Diabetes Self-Management Education and Support (DSMES), the Diabetes Prevention Program, Breastfeeding Support, and the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC).



Breastfeeding Peer Counseling Program

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



What is WIC?

WIC is the Special Supplemental Nutrition Program for Women, Infants, and Children, funded by the United States Department of Agriculture (USDA). Who is WIC for?

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

WIC provides nutritious foods, nutritional education, referrals for health care, and breastfeeding education and support to families. The Jackson County Department of Public Health has also begun providing additional outreach services to make WIC more accessible. This includes mobile WIC, which travels to community locations to provide education on food and nutrition, the WIC program, and more. They were awarded grant funding to purchase a WIC Van to provide more mobile WIC opportunities. To qualify for WIC in North Carolina, individuals must meet income guidelines, have a nutritional or medically-related health risk, and live in North Carolina.

Diabetes Self-Management Education and Support (DSMES)

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

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

DSMES is reported to reduce the onset and/or advancement of diabetes complications, to improve quality of life and lifestyle behaviors (e.g. healthful eating, physical activity), to enhance self-efficacy and empowerment, to increase healthy coping, and to decrease the presence of diabetes-related distress and depression. DSMES has been shown to be cost-effective by reducing lifetime healthcare costs. DSMES has also been shown to improve hemoglobin A1C by as much as 1% for those patients who complete the programs.

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

Medical Nutritional Therapy (MNT)

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

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

Contact Information

Main Location

538 Scotts Creek Road
Sylva, NC 28779

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

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

Lab Hours: Mon-Fri, 8:00 AM – 3:00 PM

Cashiers Location

217 Frank Allen Road

Cashiers, NC 2871 Office Hours: Every 3rd Thursday of the month,

9:00 AM- 12:00 PM & 1:00 PM- 4:00 PM

Phone Number

(828) 586-8994

Email

General: publichealthinfo@jacksonnc.org

Environmental Health: envhealth@jacksonnc.org

Online

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



Jackson County

Transit

Departmental Goals for FY 2023-2024

- Implement a new marketing campaign in FY24 to introduce JCT's new brand. This will include new vehicle graphic changes and marketing materials which will provide a fresh new face to help in the promotion of transportation services.
- Identify new service expansion opportunities with timelines and funding.
 - Explore new deviated fixed route for the Cullowhee area to connect to Sylva: based on recommendations from the 2017 Comprehensive Plan and the Statewide 5310 Locally Coordinated Plan, JCT plans to explore a new deviated fixed route for the Cullowhee area to connect to Sylva, researching funding opportunities and developing a plausible timeline.
 - Explore on-demand micro transit needs in Jackson County.
- Modernize the transportation system by exploring advanced technology options.
 - Enhance the client experience by implementing an electronic fare card reader system.
 - Explore other scheduling software modules and applications to improve real-time capabilities and client communication.
- Increase ridership for rural general public, the elderly, and disabled while reducing service miles.
 - Increase rural ridership by 19%.
 - Increase elderly and disabled ridership by 40%
- Enhance program outreach to reach general public, elderly, and disabled clients.
- Research Grant Funding opportunities.
- ROAP and 5310 Grant Funding has increased for FY23 allowing the ability provide more trips for the elderly and disabled. JCT plans to continuously research more grant funding opportunities to expand transportation options.
- Review of Comparable fare process.
 - JCT strives to provide transportation at a reasonable cost to riders. County zoned fare pricing will be reviewed each year.
- Review Saturday Service for "The Jackson Trolley"
 - Saturday Service is under review due to the lack of ridership prior to the pandemic.
- Maintain a strong driver training and standards program.
 - Follow all NCDOT IMD requirements for driver training in areas of ADA requirements, emergency procedures, first aid, drugs and alcohol, and defensive driving training.



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RELIABLE.
AFFORDABLE.**

Ride with Us.

JACKSON COUNTY TRANSIT • 828.586.0233

Jackson County Transit

Services and Stops

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

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

Jackson County Trolley Guidelines

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

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

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

Title VI Policy

It is the policy of Jackson County Transit as a federal-aid recipient, to ensure that no person shall, on the ground of race, color, national origin, sex, creed (religion), age or disability, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any of our programs and activities, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all other related nondiscrimination laws and requirements. To file a Title VI discrimination complaint, you may contact us at **(828) 586-0233**.



Jackson County Transit Door-to-Door Service

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

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

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

The Jackson Trolley Route - Stop Location Map

Route deviates up to ¼ of a mile in areas deemed safe for travel.



Stops & Times on the Hour

Main Route	
1. Dillsboro	:00
2. Harold's Supermarket	:01
* 3. Nicol Arms Apartments	:03
* 4. Jackson Village	:04
5. Jackson County Library	:06
6. Town of Sylva	:10
7. Community Building	:20
8. Harris Regional Hospital	:21
9. Kel-Save Drug Store	:26
10. Wal-Mart	:35
* 11. The Haven at the Oaks	:40
* 12. Reedwood Apartments	:41
13. SCC	:42
Return Trip	
+ 14. Ingles	:44
+ 15. Andy Shaw Ford	:46
+ 16. Cody's Hot Spot	:48
+ 17. Bread Store	:49
+ 18. Back Street	:50
Jackson Plaza 10am & 11am, and 2pm & 3pm Upon Request on Weekdays We only stop at these pickup locations along the return route if a passenger calls the office to request a pickup.	

Transporting Children

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

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

Asheville Airport

JCT is able to arrange transportation to the Asheville Regional Airport and Asheville Greyhound Station.

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



Passenger Personal Care Attendant

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

Sylva (in town)	\$1.00	Cullowhee	\$3.00
Dillsboro/Webster	\$2.00	Savannah	
Canada	\$5.00	Barkers Creek	
Qualla		Ochre Hill	
Cherokee		East LaPorte	\$4.00
Glenville	\$10.00	Caney Fork	
Cashiers		Tuckasegee	
Bryson City		Pumpkintown	
Franklin		Whittier	
Waynesville		Balsam/Willets	
		Asheville	\$20.00
		AVL Airport	\$25.00

Contact Information

Jackson County Transit, 1148 Haywood Rd,
 Sylva, NC 28779
 (828) 586-0233
 TDD/TTY: 711 or (800) 735-2962
 April Alm, Transit Director
aprilalm@jacksonnc.org

Jackson County

Department of Social Services

Departmental Goals for FY 2023-2024

- **Energy programs will meet the following mandated performance standards:**
 - Process 95% of CIP applications when clients have no heating or cooling, within one business day of application.
 - Process 95% of CIP applications when clients have no heating or cooling with a past due notice or final notice, within two business days.
 - Ensure adequate staffing to meet caseload needs.
- **Work First will meet the following 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.
 - Ensure adequate staffing to meet caseload demands.
- **Food and Nutrition Services will meet the following mandated performance standards**
 - Process 95% of expedited FNS applications within seven calendar days of application.
 - Process 95% of regular FNS applications within 30 calendar days of application.
 - Ensure that 95% of FNS recertifications are processed on time each month.
 - Ensure adequate staffing to meet caseload demands.
- **Child Welfare will meet the following mandated performance standards if mandated by the State:**
 - Ensure 95% of all foster youth have face-to-face visits with by Social Workers (SW) each month.
- Begin a contractual relationship with a local mental health service to ensure the children and families we serve have access to quality and timely mental health services.
- Ensure adequate staffing to meet caseload demands.
- **Adult Services will meet the following mandated performance standards:**
 - Complete 85% off APS evaluations within 30 days of the report.
 - Complete 85% of APS exploitation evaluations within 45 days of the report.
 - Ensure adequate staffing to meet caseload demands.
- **Special Assistance (SA) will meet the following mandated performance standards:**
 - Process 85% of SA for Aged application within 45 days of the application date.
 - Process 85% of SA for disabled applications within 60 calendar days of the application date.
 - Ensure adequate staffing to meet caseload demands.
- **Child Support will achieve all five mandated performance standards:**
 - Establishment of paternity level must exceed 50% at the end of the SFY (June 30).
 - Establishment of support orders must exceed 50% at the end of the SFY (June 30).
 - Collections performance level must exceed 40% at the end of the SFY (June 30).
 - Collection on arrears must exceed 40% at the end if the SFY (June 30).
 - Ensure adequate staffing to meet caseload demands.

Mission

The mission of the Jackson County Department of Social Services (JCDSS) is to provide essential human services that protect, strengthen, and improve lives in Jackson County. Our commitment is to provide the highest quality of services through teamwork, professionalism, and respect for all our clients and the community that support our work.

Local History of the Department of Social Services

The JCDSS began in July of 1937. This was when the first Welfare Board met and began to fulfill their duties as given by the North Carolina Government. The first board was comprised of three members – Ms. E.L. McKee from Sylva, Mr. G.C. Turpin from Gay, and Mr. A.J. Dills from Sylva. Ms. McKee was the state-appointed chair of the board. She was also the first woman in the North Carolina Senate. While there, she introduced the Social Security Act in the 1937 Legislature. To this day, Ms. McKee is known as the mother of the Social Security Act in North Carolina.

Service Programs

Child Protective Service (CPS) Investigations: CPS investigates reports of suspected child abuse, neglect, and dependency. CPS provides services 24 hours a day, seven days a week. Home studies are completed for alternative placement for children. In 2021-2022, CPS responded to roughly 704 report of abuse, neglect, or dependency, and completed 106 additional home studies and assists to other counties.

Family Intervention Services: This program provides services to protect children in families where abuse and neglect have been substantiated. Social Workers engage family members in activities designed to reduce risk, and promote stability and permanence for children. In 2021-2022, the department assisted 22 families, which included 47 children who were able to stay safely at home.

Adoptions: Adoption provides children with legal permanency and loving homes. Adoptions include agency adoptive placements, step-parenting and relative adoptions, and independent adoptions that are arranged between birth parents and unrelated individuals. In 2021-2022, 12 agency adoptions were finalized, zero non-agency adoption occurred, one agency child was cleared for adoption, and 36 families received adoption assistance for 56 children to help offset the cost of adopting a child with disabilities or special needs. In addition, four children and one family received guardianship assistance.

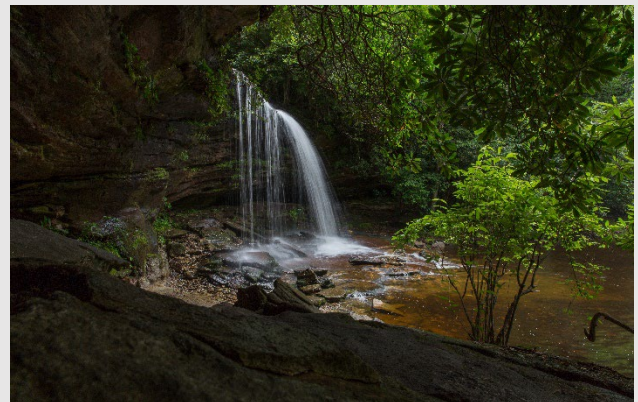
NC General Statutes for the Department of Social Services

JCDSS, along with all other Social Services in North Carolina, is empowered by a set of General Statutes (hereafter G.S.). These statutes cover all services provided by the Department of Social Services, from authorization of services, to child welfare, to adult guardianship services. These statutes that relate to the JCDSS are G.S. 7B, G.S. 35a, G.S. 48-1, and G.S. 108A.

To research these General Statutes further, go to:

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

Permanency Planning/Foster Care Services: Children are placed in the responsibility of the JCDSS through court-ordered custody, voluntary placement agreements, or releases for adoption. Permanency planning for children provides time-limited and goal oriented care for children to achieve permanent families as soon as possible. Sixty-nine children were placed in the agency's custody as of July 1, 2021, and 30 more children entered custody through June 30, 2022. A total of 32 children left the custody of Jackson County DSS in 2021-2022; nine children were returned to their parents, five were placed in the guardianship or custody of others, 12 children were adopted, three children aged out, two transferred to another state, and one was emancipated. By the end of FY 2022-2023, 67 children remained in the custody of the JCDSS.



Waterfall in Panthertown Valley. Courtesy of JCTDA.

Service Programs (cont.)

Adult Protective Service Evaluations: The Department handles reports of suspected abuse, neglect, exploitation towards individuals who are over the age of 18. These services are provided 24 hours a day, 7 days a week. The department responded to 214 reports of abuse, neglect, and exploitation during FY 2021-2022.

Protective Payee Services: Social Services are appointed by the Court, Social Security, or the Veterans' Administration to receive and ensure the appropriate use of benefit funds when individuals are unable to do so. In 2021-2022, the staff served 23 payee clients.

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

Guardianship Services: The Court appoints Social Services as a guardian for elderly or disabled adults who do not have capacity to care for themselves or make sound financial decisions and cannot make responsible decisions concerning their personal care or finances. During FY 2021-2022, JCDSS served 32 guardianship clients.

Child Support Services: The department takes pride in assuring that children receive adequate parental support by locating non-custodial parents, establishing medical and financial support, and modifying and supporting court-ordered support obligations. By the end of FY 2021-2022, there were 760 active cases, 36 paternities were established, 63 new support orders were established, 123 support orders were reviewed for modification, 399 income withholdings were implemented, and 1,861 enforcement actions were taken. These actions resulted in \$1,962,910.53 total collections. Of these collections, \$30,656.00 were incentives and county returns.

Financial Assistance Programs

Medicaid and Special Assistance: Medicaid provides assistance with medical expenses for low-income families with children, disabled adults, and the elderly. Special Assistance provides individuals with a monthly payment to help pay the cost of facility placement or in-home care. In 2021-2022, the department received 1,725 applications, completed 4,543 reviews, and managed an average of 7,572 cases each month.

Non-Emergency Medical Transportation: The JCDSS assists in arranging and providing medical transportation to medical appointments, as well as reimbursing individuals who are eligible recipients for this service. In 2021-2022, transportation to medical appointments was arranged for 542 clients, with a total of 2,225 trips being provided. In order to accomplish medical transportation services, JCDSS partners with Jackson County Transit, Eastern band of Cherokee Transit, Freedom Taxi Service, and Mountain Area Transport.

North Carolina Health Choice: Health Choice provides medical assistance for uninsured children when the family income is at or below 200% of the poverty level. The number of active cases as of June 30, 2022 was 346.

Food and Nutrition Services: This program is designed to raise the nutrition levels in low-income households by providing food assistance to supplement a household's food dollars. The JCDSS received 1,837 applications, completed 1,236 reviews, and maintained an average of 2,624 cases each month for FY 2021-2022

Work First Family Assistance: Work First is an employment program for families with children under the age of 18 living at home. Child-only benefits are available to eligible non-parent relatives caring for minor children. In 2021-2022, JCDSS received 55 applications and staff maintained an average of 121 cases each month.

Financial Assistance Programs (cont.)

Shelter and Utility Assistance: The Crisis Intervention Program, Low-Income Emergency Assistance Pandemic, Work First Emergency Assistance, Duke Energy, Energy Neighbor, Emergency Food and Shelter Program, and Helping Each Member Cope are programs to assist individuals in an emergency or shelter crisis. In FY 2021-2022, the 10 programs served 1,300 homes with a total of \$382,598.36 in payments and an average payment of \$294.30.

Program Integrity and Fraud Investigation: Public Assistance cases are routinely investigated to ensure accuracy and to address discrepancies. Repayment of benefits is pursued in cases of fraud and over-payment. In FY 2021-2022, JCDSS investigated 47 cases, resulting in \$622.00 worth of Medicaid repayments and \$4,848.25 worth of Food and Nutrition Service repayments. This equates to \$5,470.25 in total repayments.

General Assistance: This program offers a one-time a year general assistance payment for families in a crisis situation. During the FY 2021-2022, this program served 310 households with a total of \$11,615.19 in payments. That is an average payment of \$37.46.

Contact Information

DSS Director
Cris Weatherford

Phone Number
(828) 586-5546

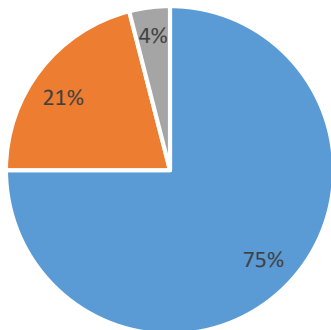
Address
15 Griffin Street
Sylva, NC 28779

**After-Hours
Emergency Phone
Number**
(828) 586-1911

Hours:
8:00 a.m – 5:00 p.m.
Monday thru Friday

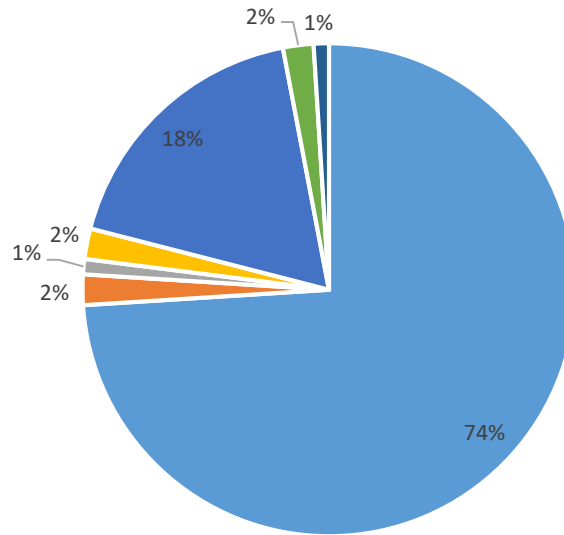
Website
<https://www.jcdss.org>

40 Revenue for FY 2021-2022



■ Federal ■ State ■ County

Expenditures for FY 2021-2022



■ Medicaid ■ PA Administration
 ■ Work First ■ Other Expenditures
 ■ Food and Nutrition Services ■ Social Work Services
 ■ Emergency Crisis Assistance

Jackson County

Department on Aging

Departmental Goals for FY 2023-2024

- Secure over \$250,000 in state and local grants to the Department on Aging.
- Increase salary grades for identified staff on capital requests.
- Partner with Area Agency on Aging to host an Elder Abuse Awareness Walk and have over 50 in attendance.
- Bring at least 5 new workers in for the in-home list to help for homebound seniors.
- Have a total of 125 active in-home lists to families in need.
- Increase Meals on Wheels volunteer base to cover 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 2024.
- Host a mobile pharmacy event in the Fall of 2023.
- Deliver over 600 Christmas Boxes to seniors in need.
- Save over \$200,000 for seniors who receive SHIP counseling by making changes to their prescription drug coverage.
- Increase participants in exercise class by 5%.

- Deliver over 20,000 meals to homebound seniors on the Meals on Wheels program
- Deliver at least 200 loads of firewood to the elderly in need with help from volunteers.
- Establish 5 new activity classes for participants at the senior center.
- Install at least 35 ramps for seniors who have accessibility issues.
- Have over 75 seniors participate in Senior Game events.
- Host a caregiver's appreciation events.
- Secure over \$30,000 in consumer contributions to the Department on Aging.
- Market all programs to Jackson County community through public media and presentations.
- Host Annual March for Meals on Wheels.
- Serve over 10,000 meals in our Congregate Nutrition Program.
- Have over 500 individuals participate in Senior Center activity classes.
- Help at least 20 families through services at the adult day program.
- Serve 5 families with the Project Lifesaver tracking devices to assist caregivers caring for loved ones that may wander.
- Provide 12 lending closet loans for families that need items such as wheelchairs, walkers, shower chairs, etc.
- Install 20 grab bars in homes to help the elderly.
- Assist with Hands on Jackson event in the Fall of 2023 to assist elderly in need.
- Have a total of 200 volunteers assist with services at the Department on Aging.



Volunteers

The Department on Aging relies on volunteers to help to help in-service delivery of programs. During the Fiscal Year 2021-2022, 503 volunteers worked 12,930 hours with the Jackson County Department on Aging. Using the Independent Sector Value Volunteer Time, the total hours volunteered is value at \$387,253

Jackson County Senior Center

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

In 2021-2022, this senior center had a total of 450 participants attending classes and events put on by the Jackson County DOA and 246 participants for health and wellness events.

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

Cashiers Senior Center

The Cashiers Senior center offers an opportunity to eat nutritious meals and socialize. At the Cashiers Senior Center, lunch is served at noon each day. To qualify for the lunch program, participants must be at least 60-years-of-age, have a completed application, and meet all of the Home Care Community Block Grants program guidelines. Cashiers Senior Center also provides seniors in the southern end of Jackson County access to social activities, health and active lifestyle equipment, field trips, the Meals on Wheels program, and much more. The on-site staff can provide more information and assistance regarding the Department on Aging programs. The Cashiers Senior Center is open from 8:00 a.m. until 4:00 p.m. Monday through Friday. Should individuals need help accessing the Cashiers Senior Center, Jackson County Transit may provide transportation services to those who are not able to drive or find a ride.

Caring Hands Support Services

In-Home List: The Department on Aging offers vetted lists to those seeking in-home care. In 2021-2022, staff at the Jackson County DOA trained/maintained 26 providers to the in-home list, and provided 159 lists to families, and made 180 follow-up calls.

Project Lifesaver: Tracking bracelets are provided to seniors through Project Lifesaver. These bracelets are intended to help families of individuals with dementia locate their lost family member(s), if needed. In 2021-2022, 10 tracking bracelets were provided to families in Jackson County.

Lending Closet: In 2021-2022, the Lending Closet program provided 12 durable medical equipment loans to seniors and caregivers in Jackson County.

Options Counseling: Along with classes and activities, the Jackson County Senior Center also offers support services for seniors. The Jackson County DOA provides seniors and their families with counseling options that, in Fiscal Year 2021-2022, resulted in 118 referrals.



Skiing in Sapphire Valley. Courtesy of JCTDA



The Village Green in Cashiers. Courtesy of JCTDA

Congregate Nutrition

Enjoying a good, nutritious meal and socializing with other are two major components of a quality life. Jackson County's Department on Aging recognizes this and provides seniors to do both through the Congregate Nutrition program. This program is held at both the Sylva Senior Center and the Cashiers Senior Center at 11:30 a.m. on Monday through Friday. The centers offer hot and healthy meals prepared by a registered dietitian. Along with a meal, these locations provide seniors with a chance to socialize and participate in activities such as exercise classes, arts & crafts, bingo, field trips, educational seminars, and much more. To qualify for Congregate Nutrition, applicants must be 60-years-of-age or older and complete an application. In 2021-2022, 12,535 meals were provided to 173 seniors with Congregate Nutrition. For more information, contact either the Sylva site or the Cashiers site, which are listed on the following page.

Meals on Wheels and Ani-Meals

Meals on Wheels is another meals program offered by the Jackson County Department on Aging. The goal of this program is to help seniors keep their independence by providing nutritious meals directly to their doors. In 2021-2022, the DOA delivered 34,546 meals to the homes of 246 homebound seniors. The meals are delivered around noon by verified volunteers Monday through Friday with weekend options available for those in need. Meals on Wheels is available for seniors 60-years-of-age or older throughout Jackson County who are unable to prepare meals because of age, medical condition, or other disability, and who have no one available to cook for them.

The Jackson County Department on Aging also recognizes the need to provide food for the pets of seniors. In 2021-2022, the Jackson County DOA distributed 5,226 pounds of food to pets of Meals on Wheels clients.

The Nutrition Program also provides additional USDA food boxes for low-income seniors monthly through a partnership with MANNA Food Bank.

Project Care

Project Care helps seniors maintain their independence and increase their quality of life by providing the installation of ramps and other home modifications through the work of two staff members and many volunteers. In 2021-2022, Project Care volunteers provided seniors across Jackson County with 55 ramps, 5 ramp/deck repairs, 5 sets of stairs, 13 grab bars, and 4 Hands on Jackson Projects.



Fly Fishing in Jackson County. Courtesy of JCTDA.



Sylva United Methodist Church, Building a ramp for the elderly, Courtesy of Department on Aging

On every first Saturday of September through March, the Jackson County Department on Aging partners with volunteers and Cullowhee Methodist Church to cut, split, and deliver firewood to seniors residing in Jackson County. 100 percent of the wood cut each year is donated to the program. In 2021-2022, project fire provided 281 loads of firewood to seniors in need.

Adult Day Program

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

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

During 2021-2022, the Adult Day Program provided respite to 28 families throughout the year.



Department on Aging
Jackson County, NC

Additional Services & Programs

Fan Program: The Jackson County DOA partners with Duke Energy to fund and distribute fans to Jackson County seniors in need. In 2021-2022, the Jackson County DOA distributed 28 fans to seniors.

Christmas Box Project: This project ensures that Jackson County seniors in need receive boxes filled with necessary items during the month of December. In 2021-2022, the Jackson County DOA delivered 824 boxes of essential items.

Medicare SHIP: The Jackson County Senior Center also offers the Seniors Health Insurance Program (SHIP). This program offers free unbiased counseling to seniors in regard to health insurance. In the fiscal year 2021-2022 SHIP served 982 Medicare beneficiaries, saving seniors \$727,175 on prescription drugs.

Special Events/Services: Special events and services include caregiver training, Dementia Friendly Community, Medication Take Back Event, Blanket Drive, Shelf Stable Meals, Caregiver Event, Elder Abuse Awareness Walk, Medicare O1 Events, theme parties, multiple health seminars/screenings, support groups, Hands on Jackson, and more.

Contact Information

Sylva Location

100 County Services Park
Sylva, NC 28779

Cashiers Location

217 Frank Allen Road
Cashiers, NC 28717

Phone Numbers

Sylva: (828) 586-5459
Cashiers: (828) 745-6856
Fax: (828) 631-8049

Email: aging@jacksonnc.org

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

Facebook: JacksonCountyDOA

Jackson County

Veterans Office

What does the Veterans Office do?

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

Departmental Goals for FY 2023-2024

- Our department will continue to reach out the Survivor's, Widows and Children of a Deceased Veteran to apply for benefits, because the Survivor's Benefits are the least utilized in the VA to date
- Continue to file and process claims under the PACT ACT of 2022 and make sure each and every veteran who was exposed to a chemical will be placed on the National Registry through the VA Medical Centers.
- Continue to promote the Community Care Services and the 72 Hour Emergency Notification Line for outside services that the veteran can utilize outside the VA Medical centers for services that thee Medical Center cannot provide.
- Continue to explain the additional services that can be applied for through the VA such as a license plate, fishing license, property tax exclusions, certificate of eligibility, CHAMPVA, etc.





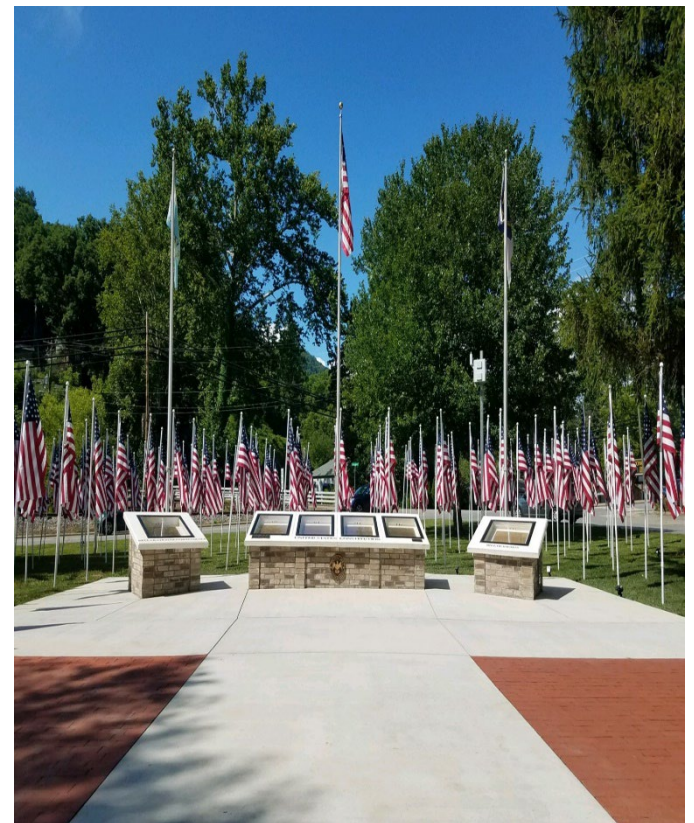
Veterans Appreciation Dinner

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

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

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

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



"The Charters of Freedom" at Mark Watson Park. Sylva, NC.

Services Provided by the Veterans Office

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

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

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

Annual Veterans Day Parade

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



Main Street in Sylva. Courtesy of JCTDA.

Quilt of Valor

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



Whiteside Mountain. Courtesy of JCTDA.

Contact Information

Veterans Services Officer and Director

Sheila Crumpler

(828) 631-2231

sheilasetzer@jacksonnc.org

Fax

(828) 631-8034

Address

100 County Service Park
Sylva, NC 28779

Office Hours

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



Jackson County

Department of Public Works

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

Jackson County Public Works consists of five sub-departments:

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

Departmental Goals for FY 2023-2024

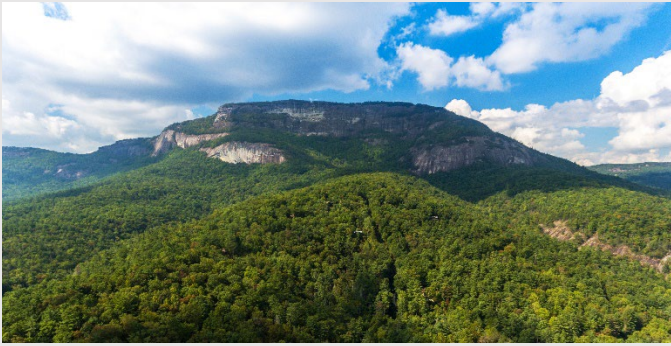
- **Safety**: Keep Workers Compensation claims below five incidents for the calendar year.
- **Housekeeping**
 - Create the best working environment possible among all county employees by keeping complaints about cleaning below eight per year.
 - Hire the best-qualified person for new job openings.
 - Keep all buildings clean 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 88% of work orders within five working days received.
 - Continue to train Maintenance Mechanics on access to FacilityDude.

Departmental Goals for FY 2023-2024 (cont.)

- **Building Maintenance**
 - Continue use of Maintenance Edge and Capital Forecasting with all departments.
 - Complete 88% of work orders within five working days received.
 - Continue to train Maintenance Mechanics on access to FacilityDude.
- **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.
 - Keep professionalism in the quality of work.
 - Enhance and develop landscaping plans for county properties.
 - Incorporate more equipment repairs Grounds activities into Maintenance Edge software.
- **Garage Maintenance**
 - Complete 90% of work orders within five working days received.
 - Efficiency and thoroughness in maintaining the vehicle fleet.
 - Maintain up-to-date technology concerning the vehicle fleet.
 - Continue using the Maintenance Edge work order system for Garage Activities.
- **Solid Waste and Recycling**
 - Yearly average 20.5 tons per garbage trailer hauled to the landfill.
 - Continue CAP program at closed Dillsboro landfill to include maintenance on all components of CAP.
 - Increase recycling amounts by 1%
 - Have HHW collection event, Litter clean-up event, Document Shredding event, outreach events (e.g. Greening up the Mountains) and get into Jackson County Public Schools to educate students about recycling and litter issues.

Garage

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



Cashiers, North Carolina. Courtesy of JCTDA.

Maintenance

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



Pines Recreation Area. Courtesy of JCTDA.

Grounds

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



Grounds Crew Working on a Project.

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 sanitations of county facilities – excluding the recreation parks. In total, there are 21 county facilities that Housekeeping cares for. They have a staff of 22 individuals, including 19 full-time staff members and three part-time staff members.

Solid Waste

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

Recycling Information

Plastics

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

Glass

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

Metals

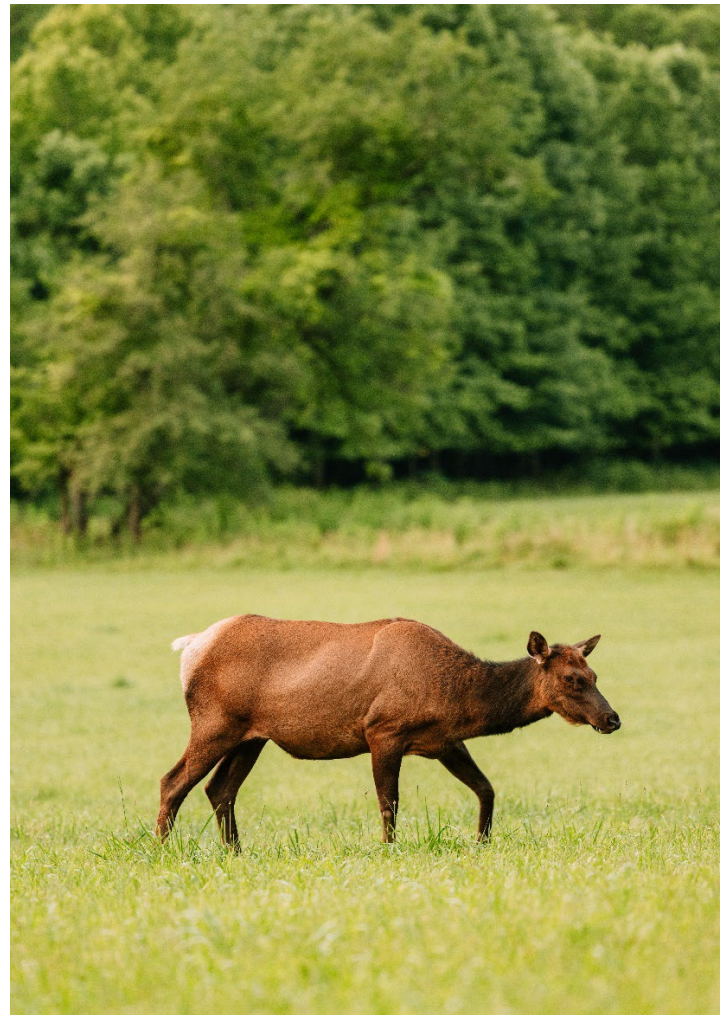
Individuals may recycle aluminum cans, metal cans, loose metal jars lids, steel bottle caps, and foil. These items are to be rinsed before they are recycled.

Fiber/Paper

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

The following items *cannot* be recycled:

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



Elk in GSMNP. Courtesy of JCTDA.



Silver Run Falls. Courtesy of JCTDA.





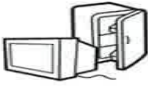

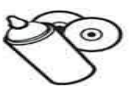


Fall Festival in Jackson County. Courtesy of JCTDA.

What Items Are Non-Recyclable?

- **Non-recyclable fiber/paper:** Jackson County residents can recycle paper-based products such as newspapers, mixed paper, and corrugated cardboard. However, paper towels, cups or plates, tissues, blueprints, pet food bags, carbon paper, waxed paper, or wallpaper **cannot** be recycled.
- **Non-recyclable glass:** Glass such as window glass, storm doors, Pyrex dishes, or crystals cannot be recycled in Jackson County due to different melting temperatures.
- **Non-recyclable plastic:** Jackson County is very fortunate to be able to recycle five types of plastics. Some neighboring counties do not have the same options for recycling plastics. Discussed below are different types of plastic recycling symbol numbers that Jackson County accepts with examples provided.
 - **Symbol 1:** Water Bottles, Peanut Butter Jars, et al.
 - **Symbol 2:** Shampoo Bottles, Milk Jugs, et al.
 - **Symbol 4:** Tote Bags, Lids, et al.
 - **Symbol 5:** Bottle Caps, Pancake Syrup Bottles, et al.
 - **Symbol 7:** Five-Gallon Water Containers, Sunglasses, et al.

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

1 PETE	2 HDPE	3 PVC	4 LDPE	5 PP	6 PS	7 OTHER
polyethylene terephthalate	high-density polyethylene	polyvinyl chloride	low-density polyethylene	polypropylene	polystyrene	other plastics, including acrylic, polycarbonate, polyactic fibers, nylon, fiberglass
soft drink bottles, mineral water, fruit juice containers and cooking oil	milk jugs, cleaning agents, laundry detergents, bleaching agents, shampoo bottles, washing and shower soaps	trays for sweets, fruit, plastic packing (bubble foil) and food foils to wrap the foodstuff	crushed bottles, shopping bags, highly-resistant sacks and most of the wrappings	furniture, consumers, luggage, toys as well as bumpers, lining and external borders of the cars	toys, hard packing, refrigerator trays, cosmetic bags, costume jewellery, audio cassettes, CD cases, vending cups	an example of one type is a polycarbonate used for CD production and baby feeding bottles
						

Contact Information

To find out all items in the Jackson County Staffed Recycling Centers (SRCs) and the Transfer Station can accept for recycling, please call (828) 586-7577 or (828) 586-7509. If in the Cashiers area, call (828) 743-0341. The Solid Waste Department can also be found on the Jackson County website under the following link: <https://www.jacksonnc.org/solid-waste-and-recycling>

Public Works Director

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

Fax: (828) 586-7509
 Emergency After Hours: (828) 508-5480

Administrative Assistant

(828) 586-2437 ext. 1

Jackson County Transfer Station

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

Cashiers Staffed Recycling Center (SRC)

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

Jackson County Emergency Management Operations

Emergency Management Office

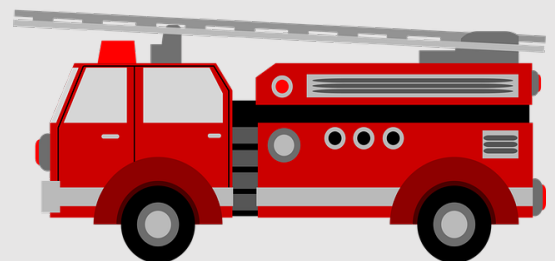
The Jackson County Emergency Management Office assists the citizens of Jackson County before, during, and after any type of major emergency or disaster event. Jackson County Emergency Management Operations consist of Emergency Management Administration, the Fire Marshall, 9-1-1 Communications, and the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

Departmental Goals for FY 2023-2024

- **Emergency Management Operations**
 - To be compliant with the Emergency Management Operations Performance Grant (EMPG) requirements. This includes 16 different requirements that must be met by the Department Director to ensure Federal and State funding for the County.
 - Continue informing the public through educational instruction and public awareness programs.
 - Expand the Fire & Life Safety Program in all 10 schools and childcare facilities in the county utilizing the Fire & Life Safety Trailer.
 - Expand the Firefighters for Literacy Program for the schools. Members of the Fire Departments will participate.
 - Study of Site Roaming radio solution for law enforcement throughout the County.

Departmental Goals for FY 2023-2024 (cont.)

- **9-1-1 Communications**
 - Ensure equitable measurement of each employee's contributions to the accomplishment of work.
 - Make all employees aware of the importance of the plan and the reasons behind it.
 - Explain how the goals are to be achieved.
 - Make each individual employee aware of how their work performance will be measured.
 - Discuss the importance of communication with co-workers and supervisors to address potential problems or concerns before they escalate.
 - Promote good physical, mental, and emotional health for all employees in the 9-1-1 call center. A healthy employee is a happy employee. A happy employee is a productive employee.
 - Discuss with all employees the dangers of a sedentary lifestyle which includes the hours spent on the job at a desk and then brainstorm ideas as to how we can increase the amount of movement we get each day.
 - Discuss with all employees how stress in the workplace effects both their mental and physical health. Explain and discuss hypertension.
 - Equipment upgrade to radios, UPS, and computer systems.



Fire Marshal

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

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

The Fire Marshal is responsible for the investigation of fires in cooperation with local and state law enforcement agencies. The Fire Department Chief may also request the Fire Marshal's assistance in trying to determine the cause and origin of fires. The Fire Marshal assists the Jackson County Emergency Management Office before, during, and after any type of major emergency or disaster event, when requested. The Fire Marshal also serves as the Assistant Emergency Management Director. The Jackson County Fire Marshal's office can be reached by phone at **(828) 586-7507**, by fax at **(828) 631-2140**, or through email at michaelforbis@jacksonnc.org.

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

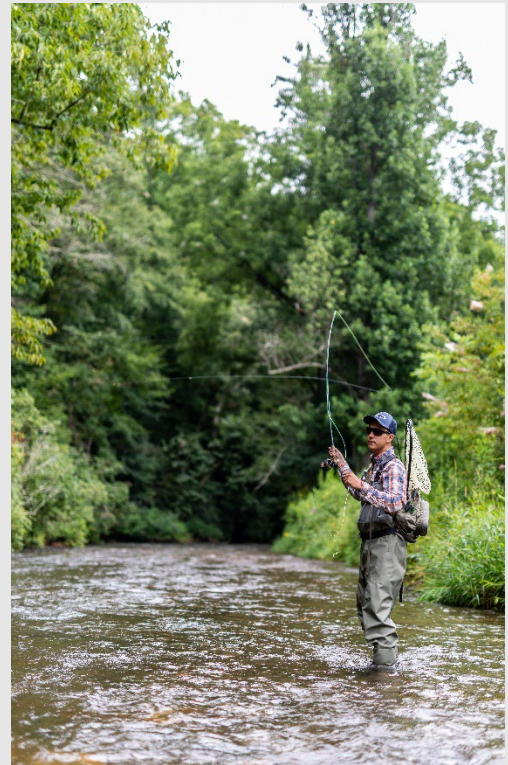


Fire Marshal Michael Forbis Teaching CPR to Students

Fire and Life Safety

Jackson County Fire & Life Safety is a collaborative effort between County Emergency Services and a 501(c)(3) non-profit. Our mission is to "Educate our public, thus making a difference in our communities through training, prevention, and life safety education." Since 2-15, during the month of October, we visit all the Elementary schools (K-5), spreading the Fire Prevention message. We log over 1,900 volunteer hours in two weeks to reach over 2,000 students annually. With help from the American Red Cross, Safe Kids Jackson County, and other local partners, we have an established Smoke Alarm Program that provides education and installation of alarms in residences.

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



Fly Fishing in Jackson County. Courtesy of JCTDA.

Emergency Preparedness

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

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

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

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

CodeRed

The CodeRED system give the Offices of Emergency Management the ability to deliver a prerecorded telephone notification or informational message to targeted areas or to the entire county if a man-made or natural emergency were to occur. Citizens do not receive this message unless their information is included in the CodeRED system. Individuals who have listed and unlisted telephone numbers should register. If a personal or business phone or physical address has changed, those changes will need to be made to the CodeRED pages. To do this, an individual may log in and make appropriate changes to the CodeRED database. To create an account in the CodeRED system, follow the link below, and complete the available form. Individuals will need to provide physical street address, city, state, zip code, and primary telephone number. Lastly, if the individual lives in a manufactured mobile home, it is asked that they check the box indicating so.



Contact Information

Emergency Management Director

Todd Dillard
(828) 586-7508

Address

1620 US-441, Sylva, NC, 28779

Email

jcemergencymgt@jacksonnc.org

Online

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

Facebook: JacksonNCEM



Jackson County Sherriff's Office

Mission

The mission of the Jackson County Sheriff's Office is to provide community-driven law enforcement services concerned with meeting the needs of the public and taking proactive measures to prevent crime. The Sherriff is the chief law enforcement in the county, created and mandated under the North Carolina Constitution. The Sheriff's Office has a wide and expanding list of daily duties and job responsibilities, being responsible for over 25,000 community contacts and over 20,000 secondary road patrols annually. There are eight primary divisions within the Sheriff's Office: Administration, Support, Patrol, Investigations, Courts/Justice Center Security, School Resource, Civil Process, and Detention.

Departmental Goals for FY 2023-2024

- The main goal for this coming year is to place more deputies on the road. Sheriff Farmer recognized that one issue that desperately needed to be addressed is a second deputy assigned to the Glenville/Cashiers area and coverage in general for the road patrol. Population increases alone in Jackson County show a need for more sworn deputies for road coverage.
- A goal for the JCSO is for Detention Officers pay to increase to match deputy pay, and this would help with hiring and retention.
- A continued goal is to successfully balance our needs and accomplish our goals in efforts to provide a community driven approach to law enforcement. With drug related crimes on the rise the addition of two drug enforcement deputies would be able to target certain areas of the county that need attention.

Departmental Goals for FY 2023-2024 (cont.)

- To match our goal to combat drug crimes in our community, we also have made it our goal to help those who have been incarcerated in our detention center to get some much needed help. We would like to provide limited pilot program called "MAT" for inmates. This grant program is designed to help inmates begin a drug-free lifestyle while they are in the detention center, and once they are released, they can continue the program with peer group assistance.
- The continued primary goal for this office for the 2023-2024 fiscal year is employee recruitment and retention. This can be achieved by increasing paid incentives for education and holiday work.
- A continued goal for the office is to also provide inmates with closer supervision with the addition of the detention officer.
- A goal for this office is to provide an efficient use of assets available by continuing to purchase needed equipment that enhances deputy and detention officer safety, while ensuring public trust, and safe and secure housing of inmates.



Doug Farmer, Jackson County Sheriff. Courtesy of JCSO

Administration

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

Assisting the Sheriff, Captain Curtis Lambert assists the Sheriff in Operations, Training, and School Resource Officers. Captain Scottie Holder oversees Patrol and Investigations. Captain Bill Waldroup, oversees the Courts and Civil Process. Captain Tiffany Paul is over Detention



Captain Curtis Lambert. Courtesy of JC SO

Patrol

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

The Patrol Division is typically the deputies that you see on a daily basis that patrol our county in marked patrol vehicles, ready to respond to any call. The Patrol Division has four shift sergeants and four deputies per shift to cover all of Jackson County. The Patrol Division is supervised by Patrol Lieutenants Blake "Bull" Watson and Rollie James. The shifts begin and end at 6 am and 6 pm. The shifts are named Adam, Baker, Charlie, and David.



Lieutenant Blake "Bull" Watson. Courtesy of JC SO

Investigations

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

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

Detention

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

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

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

Male and Female Inmate Visitation Schedule is as Follows:

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

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

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

Civil Processes

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

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



Lieutenant Patrick McCoy. Courtesy of JCSO



Captain Tiffany Paul, Courtesy of JCSO

Courts/Justice Center Security

The Courts Division of the Jackson County Sheriff's Office is responsible for protecting the integrity of court procedures and ensuring the safety of citizens entering the Justice Center by searching bags and scanning all visitors with a metal detector. All court/security personnel are cross-trained and can evolve to other duties within the courts, dependent on the needs of the court.

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



Captain Bill Waldroup - Jackson County Bailiff and Head of Justice and Administration Building Security. Courtesy of JCSO

School Resource Officers (SROs)

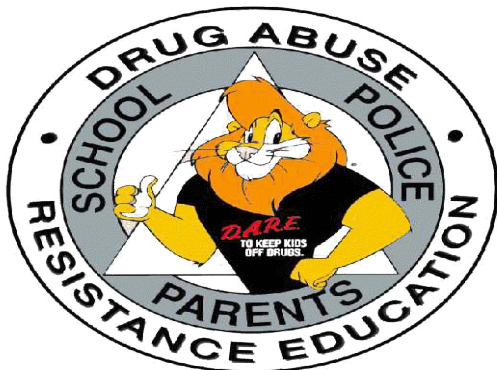
The School Resource Officer (SRO) deputy is a deputy assigned to work at a school. An SRO is responsible for working with school administrators, staff, and faculty to ensure Jackson County Public Schools are safe places for children to learn. The first SROs were assigned to work in Jackson County in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

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

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



Patrol Car at Blue Ridge Parkway. Courtesy of JCSO.



Shop with a Cop

The Jackson County Sherriff's Office hosts the annual Shop with a Cop event to help provide children with the gifts they might not have been able to otherwise receive for themselves or their family during the holiday months. Each child that participates in the event is hand-picked by their teachers at Jackson County Public Schools, as well as some from Cherokee Tribal Schools, and is typically allotted a \$100 gift card to spend while shopping with Jackson County Sherriff's deputies.

The event begins with escorting the children to Wal-Mart to shop with their assigned deputy, where they immediately break off and head to the toy, electronic, or clothing sections. While bringing children much joy, the Shop with a Cop event also helps provide them with essentials like socks, winter jackets, and gloves during the cold winter months. The Shop with a Cop event would not be possible were it not for the generosity of numerous organizations, businesses, and churches throughout the Jackson County community.

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



Crime Prevention and Awareness

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

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

Contact Information

If you would like to get in contact with the Jackson County Sherriff's Department, depending on the issue, please call the appropriate number below.

Administration
(828) 586-4355

Detention
(828) 586-4355

Dispatch
(828) 586-1911

Patrol/Investigation
(828) 586-8901

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



Jackson County Parks and Recreation Department

Mission

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

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



Departmental Goals for FY 2023-2024

- **Planning**

- PED plan implementations
- Continued funding for the CPR
- New 10 year Parks and Recreation Masterplan
- Plan for additional staff for the New Aquatics Center
- Create Masterplan for Ralph J. Andres Campground

- **Planning (Continued)**

- Add Addition to Cashiers Recreation Center
- Increase membership by 5% at both recreation centers
- Locate areas for potential park expansion at Cashiers recreation center

- **Projects**

- Upgrade all Ballfield Lights to LED lights (FV, MWP)
- Tie nature trail at Mark Watson from 1st Avenue to Savannah Drive
- CURCE Project
- Start Whittier/Qualla Park Construction
- Start Cashiers Splash Pad construction
- Complete Webster Community Park
- Finish sidewalk project at Cashiers Complex
- Summit Charter connector trail in Cashiers construction documents

- **Programming Staff**

- More Staff Development Opportunities (Team Building Events)
- Monthly Staff Meeting/development in both centers
- Continuity between both centers.
- Partner more with WCU Parks and Recreation Department
- Planning for additional full time staff (Wellness cord) at Cashiers Recreation Center

- **Maintenance**

- To continue to work closely with the Public Works Department in upgrading safety inspections
- Continue standards and checklists
- Work more closely with Board of Education Maintenance Department at Fairview and Webster Fields
- Open line of communication with other departments
- Implement a plan for suture repair/replacement of aging and other building needs such as cedar stakes at Cashiers Recreation Center

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, table tennis, and badminton. They also have a fitness room with TRUE cardiovascular equipment, TRUE weight equipment, free weights, with personal trainers available. Both recreation centers have locker rooms available, as well.

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



Rules/Guidelines

Children under 13 are allowed in the facility as long as they are accompanied by an adult. The appropriate shirt and shoe are required at all times. Staff has the right to ask anyone to leave who violates the rules or guidelines. The 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. Corporation rates are available.



Recreation Center Fee Schedule

Daily Admission

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

12 Visit Pass

Individual	\$48.00
Senior	\$32.00

Month Pass

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

6-Month Pass

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

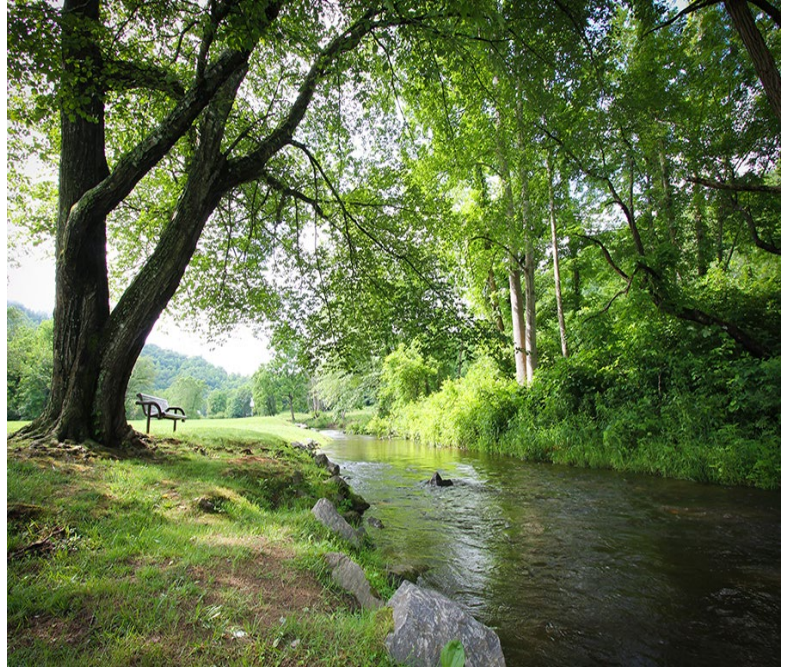
Year Pass

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

Parks and Picnic Shelters

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

In Jackson County, people have access to fourteen parks – six of which have river access, two community pools, two recreation centers, one greenway, and one campground. A number of Jackson County parks have sheltered areas that are outfitted with benches and grills, perfect for an afternoon picnic. At the Cullowhee Recreation Center, there is both a shelter – with eight tables and one grill – and a pavilion – with ten tables and one grill. Mark Watson Park, Little Canada Park, Smokey Mountain Elementary, East LaPorte, and Ralph J. Andrews Park all have eight tables and one grill to accompany their shelters.



Jackson County Community Pools

Jackson County has one community pool that is open to the public during summer months. The Sylva pool offers a variety of services, including but not limited to, lifeguards, locker rooms and changing rooms, concession stands, and swim lessons. The Sylva pool offers open swim rates at \$3.00 per person and \$1.00 for lap swim. The Sylva pool also offers season passes for \$80.00 for individuals and \$150.00 for families.



Jackson County Greenway. Courtesy of JCTDA.

Cullowhee Rec Center
88 Cullowhee Mountain Rd
Cullowhee, NC 28732
(828)293-3053

Sylva Pool
343 Municipal Dr
Sylva, NC 28779

Cashiers Rec Center
355 Frank Allen Rd
Cashiers, NC 28717
(828)631-2020



Snow Tubing at Sapphire Valley. Courtesy of JCTDA.

Future Aquatics Center

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

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

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

Construction on the aquatics center is expected to wrap up by the end of March 2024.



Fun 4 Kids Day Camp

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



Future Mustangs Soccer Camp

Future Mustangs Soccer Camp will help your child develop their skills, speed, and confidence in their playing ability. The Future Mustangs Soccer Camp provides boys and girls with the opportunity to receive high-level coaching from a team of past and present Smokey Mountain High School players and coaches. In addition to teaching new skills and improving game performance, the Future Mustangs Soccer Camp provides lessons in character development and is the most fun your child can have learning the sport they love.



Contact Information

Parks and Recreation Director

Rusty Ellis

(828)293-3053 ext. 1

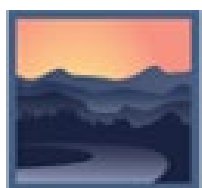
rustyellis@jacksonnc.org

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

Facebook: JacksonRecreationandParks



Rafting on the Tuckasegee River in Dillsboro. Courtesy of JCTDA.



JACKSON COUNTY

PARKS & RECREATION DEPARTMENT

Jackson County

Cooperative Extension

Departmental Goals for FY 2023-2024

- 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 horticulture programs through workshops, demonstrations, and field days. Help with groups, associations and one-on-one individual basis. Assist producers with specialty and vegetable crops, as well as the Christmas Tree industry, which is the largest agricultural commodity in the County. Provide a “Garden Life Series” for the general public and Pesticide Classes for commercial and public applicators to be in compliance with NC State laws.
- Increase interest and enrollment in the 4-H programs and clubs, while moving 4-H more towards agriculture with a Beekeepers and Livestock Club, while working more closely with the Appalachian Women’s Museum Gardening Program. Continue work in Science, Technology, Engineering, Arts, and Math (STEM) and youth leadership. We’ll continue to focus on building a stronger 4-H Youth Livestock Club and continue to help with the 4-H Horse Club. We will also further develop 4-H Volunteers to expand 4-H, and 4-H Presentations will continue to be a major focus in FY 23/24.

Mission

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



Jackson County Extension Director, Rob Hawk. Courtesy of NC Cooperative Extension.

Contact Information

County Extension Director

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robert_hawk@ncsu.edu

Address

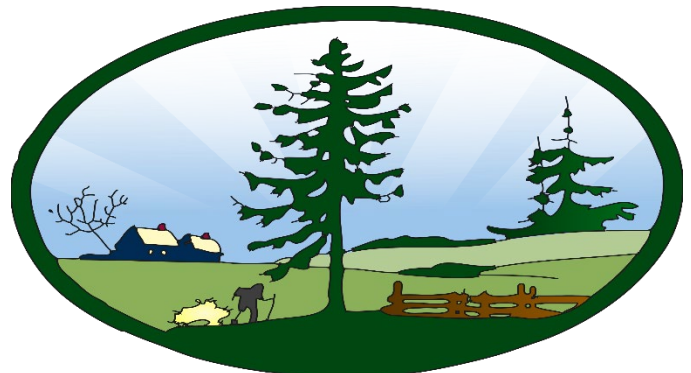
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Sylva, NC 28779
Office Hours: Mon-Fri, 8 AM-4:30 PM

Fax

(828) 586-5509

Online

Website: <https://jackson.ces.ncsu.edu>
Facebook: JCCooperativeExtension



Departmental Goals for FY 2023-2024 (Continued)

- Reestablish the FCA Agent position to provide Family and Consumer Science (FCA) Services, such as food preservation, food safety, SNAP-ED, family resource management, home economics, health and wellness (Life Long Fitness Improvement L.I.F.T., and Ski Walking), nutrition (Meds vs. Meds), and assist with Extension and Community Association Club (ECA) to work in crafts and community service projects.
- Partner with other public and private agencies and businesses for the aforementioned programs across the county. Partner closely with the Soil and Water Conservation District (SWCD), Natural Resource Conservation Service (NRCS), Farm Service Agency (FSA), Southwestern Community College – Small Business Technology Center (SCC – SBTC), Jackson County School System, local media, and other agencies that work on similar focuses in agriculture, food, conservation, and youth development.
- Aid in community and rural development with special projects, including working with Community Development Clubs (CDCs) across the county with extended educational 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 sense of community in the major areas of our work.
- Work with an Appalachian Regional Commission (ARC) Grant called “Empowering Mountain Food Systems” (EMFS) to help local farmers and food businesses with development of their agribusiness such as technical assistance and infrastructure.
- Provide instruction with SCC’s Appalachian Farm School (AFS) on agribusiness skills and farm planning.
- Support the NCSU Extension Center for Environmental Farming Systems – Appalachian Regional Commission Grant, if awarded in 2023 to help build agribusiness in Jackson County, which includes helping farmers of the food enterprises expand economically to help with the “Local Foods” efforts.
- Work closely with the Jackson, Macon, and Swain Cattleman’s Association (JMS) on pasture and best beef management practices such as herd health and locally raised beef. We will also continue to help with other livestock such as poultry, small ruminants, and even equine owners. We will also provide Beef Quality Assurance (BQA) for local produces to get the best possible price for their cattle.
- Finally, we will market Extension through community events such as “Free Tree Seedling Giveaways” for an Arbor Day celebration in April, and Veteran’s Day on November 11th, 2023.



We Grow North Carolina through Education and Research



Family and Consumer Science Program

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

***For more information, contact the FCS Agent**

Beaver Management Assistance Program (BMAP)

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



Cattle Equipment User

Agreement

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

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

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

Community and Economic Development

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

Natural Resources

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

4-H Clubs and Activities

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



Clover Bud Club

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

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



Hiking in Jackson County. Courtesy of JCTDA.

Explorers Club

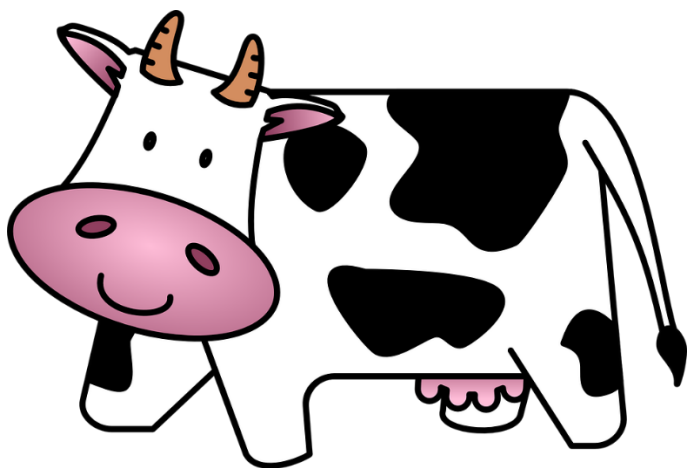
The Explorers Club focuses on getting youth outdoors. This generally includes hiking, outdoor education, map & compass reading, “Leave No trace” principles, and outdoor safety practices

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

Youth Leadership Council

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

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



Livestock Club

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

This club is for ages 5-18 (9-18 for competitions).

Horse Bowl Team

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

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



Beekeeping Club

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

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

Presentation and Record Book Club

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

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

Other Activities

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

Volunteers

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

Jackson County

Soil and Water Conservation

Objective

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

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



High Falls. Courtesy of JCTDA.

Departmental Goals for FY 2023-2024

- **Best Management Practices**
 - **Livestock Exclusion (400')** A livestock Exclusion System means a system of permanent fencing (board, barbed, high tensile or electric wire) installed to exclude livestock from streams and critical areas not intended for grazing to improve water quality.
 - **Agricultural Well (2)** A well means constructing a drilled, driven, or dug well to supply water from an underground source as part of a stream protection system.
 - **Cropland Conservation (20 Acres)** A Cropland Conservation Practice means to establish and maintain a conservation cover of grass, trees, or wildlife plantings on fields previously used for crop production to improve water quality.
 - **Livestock Watering Facilities (5)** A trough or tank means devices installed to provide drinking water at a stabilized location.
 - **Stream Debris Removal (100')** Stream Debris Removal is a Best Management Practice for removal of vegetation along the bank (clearing) and/or selective removal of snags, drifts, or other obstructions (snagging) from natural or improved channels and streams.
 - **Storm Water Management System (1)** A Storm Water Management System is a system of collection and diversion practices (guttering, collection boxes, diversions, etc.) to prevent unpolluted storm water from flowing across concentrated waste areas on animal operations.

Departmental Goals for FY 2023-2024 (Continued)

- **Best Management Practices Goals (cont.)**

- **Heavy Use Area Protection (450 ft²)** An Area used frequently and intensely by animals which must be stabilized by surfacing with suitable materials to improve water quality. Benefits may include reduced soil erosion, sedimentation, and pollution from dissolved, particulate and sediment-attached substances.

- **North Carolina Community Conservation**

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

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

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

- Enroll 40 acres in the Voluntary Agricultural District (VAD)
- Enroll 40 acres in the Enhanced Voluntary Agriculture District (EVAD)
- Get back on quarterly meeting schedule
- The District currently holds a permanent conservation easement of 112.32 farmland acres that will be spot checked yearly.

- **Equipment Rental:** Farmers have been very receptive to the rental equipment and are glad to have access to this equipment to make improvements to their fields and pastures. Equipment offered by the District include a bulk lime spreader, grass/grain drill, fertilizer spreader, and a sprayer.

- The District would like to see 400 acres of farmland enhanced with rental equipment

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

- **Conservation/Environmental Education:** All of the District's programs are offered free of charge to students and community members on an entirely voluntary basis. The District would like to give at least one presentation outside of the school system (libraries, summer camps, working with other agencies), hand out at least 100 publications – posters, booklets, and other resource materials, and attend at least two workshops, programs, or meetings to improve the District's environmental education program.

Departmental Goals for FY 2023-2024 (Continued)

- **Conservation/Environmental Education (continued):**

- **Camp Wild (Wilderness, Investigating, Learning, Discovery):** A day camp for kids to connect with nature while creating lifelong memories. Students learn and have fun discovering the topics of soil science, alternative energy, forestry, wildlife, aquatics, with an overnight camping trip. The District would like at least 10 students participate in Camp WILD, and incorporate more STEM related activities into Camp WILD.
- **5th Grade Field Conservation Days:** An outdoor field trip for students in the 5th grade to experience different careers concerning natural resources, and learning about topics covered in their Science Essential Standards. The day features several stations manned by resource professional dealing with forestry, wildlife, soil, aquatics, and weather forecasting. The District would like to reach at least 250 5h grade students in Jackson County through field days, and offer free field days to all schools in Jackson County.
- **NC Association of Soil & Water Conservation District Contests:** An annual contest with rotating themes offering contest for students to write an essay, create a poster, give a speech, make a PowerPoint, or create a computer design to reflect the current year's theme addressing a conservation concern or message. The District would like to offer all five contests to children residing in Jackson County in grades 3-9, offer lessons/activities focused on the contest theme to help teachers meet one or more Essential Standards, and submit at least one poster, essay, and PowerPoint to the area competition.

Agricultural Equipment Rentals

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

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

For more information regarding agricultural equipment rentals, contact Jackson County Soil and Water Conservation at **(828) 586-546**.



Agriculture Cost Share Program

The Agriculture Cost Share Program is a voluntary program that offers financial and technical assistance for the installation of best management practices to address non-point source pollution. The North Carolina Agriculture Cost Share Program is successful because of the grassroots based efforts of the Local Soil and Water Conservation District. The district works with agricultural landowners and producers to achieve the following:

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

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

Agricultural Cost Share Projects

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

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

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

Agrichemical Pollution Preservation: 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 a portable agrichemical mixing station.

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

How to Apply for a Cost Share Program

Interested Cooperators may apply to the Jackson County Soil and Water District for financial and technical assistance for the installation of best management practices to protect water quality. Applicants 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 materials and labor.

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

Partnership with the USDA

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

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

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

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

Farmland Preservation

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



Conservation Education Opportunities

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

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

Community Conservation Assistance Program

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



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



Group of Hikers in Panthertown Valley. Courtesy of JCTDA.

Conservation Education Opportunities (Continued)

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



Fly Fishing in Jackson County. Courtesy of JCTDA.

Envirothon: The Envirothon is an academic competition for middle and high school students. These students compose themselves of five-member teams and are quizzed on their knowledge of aquatics, current environmental issues, forestry, soils, and wildlife. Teams from the 16 westernmost counties in North Carolina compete against one another to advance to the North Carolina State Competition. Cash prizes and scholarships are presented to the top teams included in the middle school and high school categories.

Celebrating 30 years of NC Envirothon!

Contact information

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Soil Conservationist

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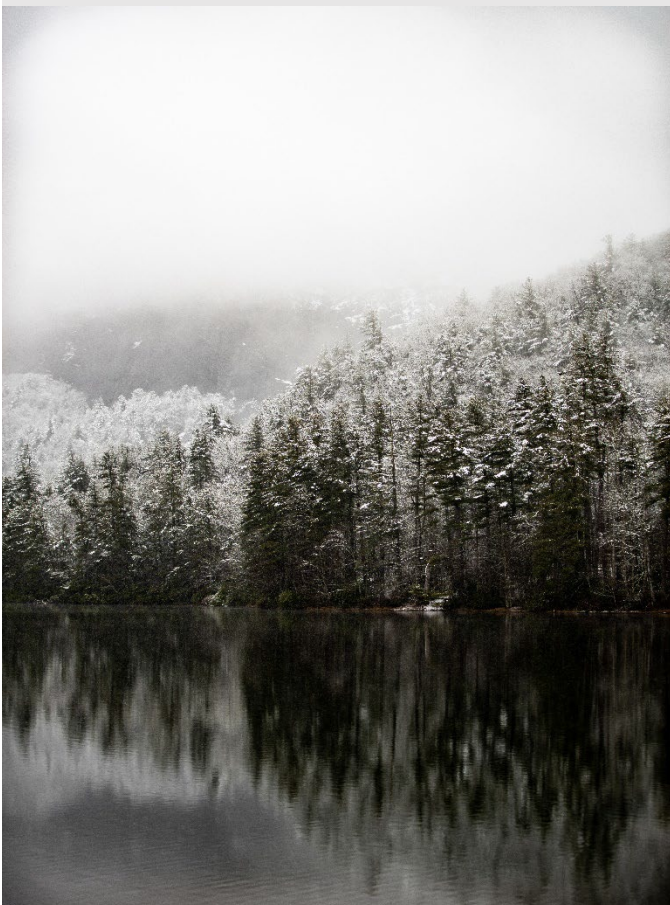
Education Coordinator

Jane Fitzgerald

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Address

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Fairfield Lake During Snow. Courtesy of JCTDA.

Jackson County

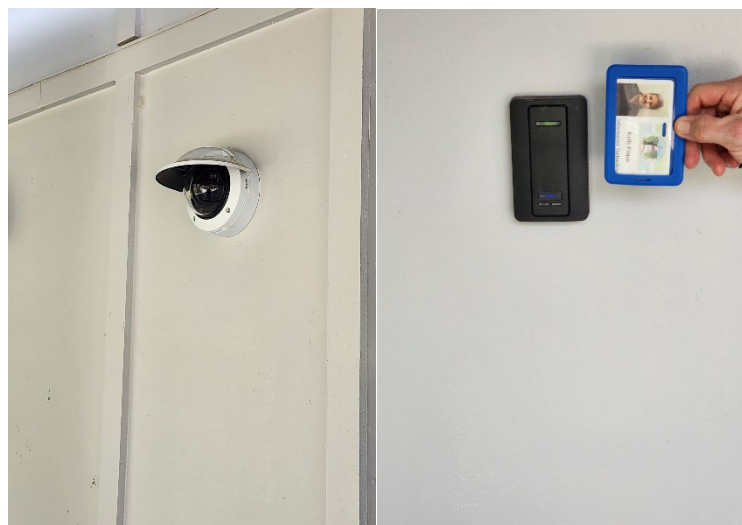
Information Technology (IT)

About IT

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

Departmental Goals for FY 2023-2024

- Sheriff's Office – Jail design and installation of an advanced integrated security automation system for inmate control. This project will provide the Jail with two control rooms for the pods and booking areas of the Jail.
- Cullowhee Recreation Center – Aquatic Center – Complete low voltage technology to include Voice, Data, Video, Security, fiber to the premise, and structured cabling. Our goal is to have technology in place by August 2024.
- Replace our virtual server for the Justice and Administration Center – Primary Domain, Financial Application, Tax platform, and Services and Service Controller.
- Provide internet/cameras for the Little Canada Community park. This will complete all Jackson County Parks with security control to provide greater efficiency and safety for the Citizens of Jackson County and visitors in our county.
- longer providing the DOA with the functions needed for a fulltime service platform.



- Department on Aging – Provide the Department on Aging with a Voice over Internet Protocol (VoIP) office phone system to replace their existing traditional phone system that is no longer providing the DOA with the functions needed for a full service platform.

Real Time 911 Backup

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

Jackson County Backup Server

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

Jackson County Hardware and Software Platforms

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

Jackson County

Public Parks-Security/Wi-Fi

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

Four Sources of Backup for all County Servers

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

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

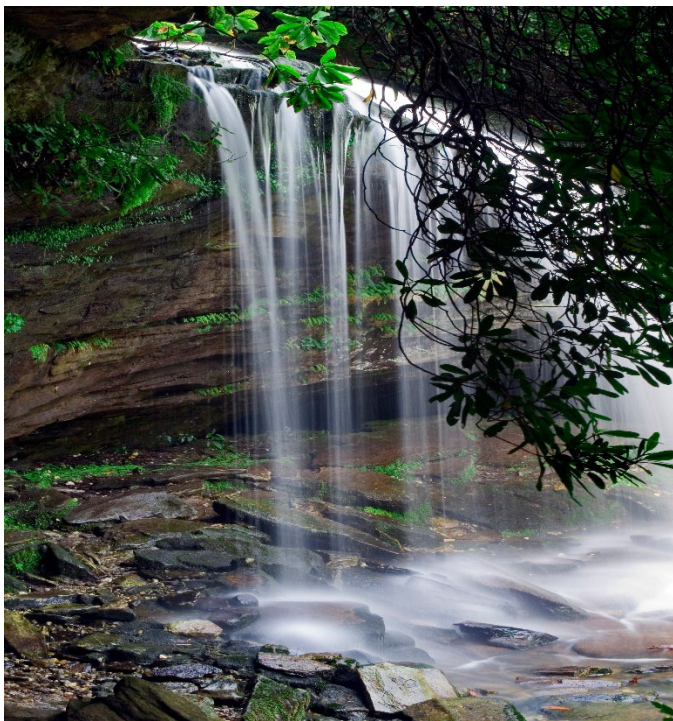


Jackson County

Geographic Information Systems (GIS)

About Jackson County GIS

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



Bernie's Falls near Little Canada. Courtesy of JCTDA.

Departmental Goals for FY 2023-2024

- Finalize and implement dashboard to help EOC keep updated with information in the field during emergencies. Emergency management personnel can create evacuation zones and stay updated on who has been evacuated in the county and any incidents that may occur that the field personnel feel necessary to report. They can also keep up with what shelters are open and how many people are in the shelters. Damage Assessment zones can also be created to keep track of structures that have been assessed and their extent of damage. The goal is to get it finalized for the EOC and train the personnel (response teams, Code Enforcement, Shelter staff) that will be using the mobile app Field Maps to create/update this data.
- Work with Tyler Technologies to incorporate GIS with the new permitting software.
- Develop a GIS group to represent county departments – to meet quarterly for potential development of new requests.
- Develop GIS for Public Works. This will provide Public Works with the underground inventory assets, for easy access and management.



Using Jackson County's

Real Property Viewer

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

Other Services

In addition to the Real Property Viewer, Jackson County GIS also provides residents and visitors with access to other mapping applications, as well as request custom maps by using the contact information below. These include but are not limited to:

- Broadband Survey Analysis
- Fire Insurance District Lookup Map
- Jackson County Aerial Series
- Trail and Walking Path Finder
- Staffed Recycling Centers
- Zoning Data
- Watershed Lookup



Downtown Sylva. Courtesy of JCTDA.

Contact Information

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RPV Usage Questions

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Land Records Phone Number

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Website

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



Christmas Evening at the Jackson County Library. Courtesy of JCTDA.