



REPORT TO THE CITIZENS

2024 – 2025

Edition

Contents

The Aquatic Center	2
Board of Commissioners.....	3
Board of Elections	4
Clerk to the Board of Commissioners	7
Finance Department	8
Tax Administration Department	10
Tax Collector’s Office	12
Department of Human Resources	14
Planning Department.....	16
Register of Deeds	18
Permitting and Code Enforcement Department.....	20
Office of Economic Development.....	22
Tourism Development Authority	24
Green Energy Park	27
Department of Public Health.....	30
Transit.....	34
Department of Social Services.....	37
Department on Aging	40
Veterans Office	43
Department of Public Works	45
Emergency Management Operations	46
Sheriff’s Office.....	50
Parks and Recreation Department.....	53
Soil and Water Conservation District	58
Information Technology (IT).....	61
Geographic Information Systems.....	63
The Animal Rescue Center.....	64
The Center For Domestic Peace	65

Jackson County recognizes its continued success in meeting the needs of its citizens requires the full and active participation of talented and committed individuals, regardless of their gender, race, color, creed, religion, national origin, disability or political affiliation. It is the policy of the County to foster, maintain, and promote equal opportunity by use of a systematic, consistent recruitment program, and to identify and attract the most qualified applicants for employment with the County. This policy is to be achieved by announcing all position vacancies, by evaluating all applicants using the same criteria, and by applying testing methods through the NC Career Works Office. Selection decisions are made without regard to race, color, religion, sex, national origin, political affiliation, disability, age, or sexual orientation.

The Aquatic Center

The Jackson County Parks and Recreation Department is adding the finishing touches to a brand new aquatic center that will be located right next to the Cullowhee Recreation Center. After surveying community member's opinions and wishes, the aquatic center has been a sizable part of the Department's last ten year Master Plan and was meant to help provide the Jackson County residents with a nice facility that was more centrally located. With an anticipated completion date of early Fall 2024, the Jackson County Aquatic Center will soon be welcoming its first guests.

The aquatic center will serve as a more than 30,000 square foot addition to the Jackson County Recreation Center, connecting the existing building with the new Aquatic Center. The project will add additional parking to the existing spaces for the Recreation Center, and will allow those wishing to use the Recreation Center or the Aquatic center a safer and more convenient ingress and egress. The new aquatic center will also serve as the main entrance area, allowing visitors a simplified check-in and registration process.

The building will help visitors naturally flow to the changing rooms, and then seamlessly into the pool areas. The aquatic center boasts a six lane competition pool, a leisure pool, and a splash pad for younger visitors. The aquatic center will also feature a new outdoor patio space which will provide visitors an undisturbed view of the Recreation Center's surrounding park spaces.

One of the features that will benefit Jackson County's residents are the Center's rentable party rooms. Dividable for smaller groups, the party rooms are expected to allow visitors to celebrate with their guests undisturbed. The Parks and Recreation Department is currently hoping to rent the space in bundles of time that would provide guests with equal parts of time in the party room and the pool.



Courtesy of Jackson County Parks and Recreation Department

Board of Commissioners



Courtesy of Jackson County Board of Commissioners

From Left to Right:

John Smith, Todd Bryson, Mark Letson, Mark Jones, Tom Stribling

What Does the Board of Commissioners Do?

The Board of Commissioners works as the elected governing officials that help suggest and pass legislation for the County. The Jackson County Board of Commissioners is comprised of four Commissioners, and one Chairman. In Jackson County, the Chairman is responsible for helping guide the flow of meetings and work sessions. The Commissioners work with the County department heads to ensure that the projects and policy that are enacted for the

County are feasible and helpful. Some things that the Board of Commissioners might discuss could be the sale or purchase of County property, conversations around a new budget, and appointing members to specific governmental advisory boards. Normally, Commissioner's Meetings will have time scheduled into them if the general public wishes to make comments. **Did You Know:** The Board of Commissioners has to follow very strict guidelines about meeting? A text between three County Commissioners is considered a 'meeting' and is not allowed.

Board of Elections

What Does the Board of Elections Do?

The Jackson County Board of Elections works year-round to make sure that when Jackson County voters arrive to vote they are easily able to do so. This includes assisting residents in finding their voting precincts, applying for absentee ballots, setting up voting locations, and ensuring the fairness of elections.

The Jackson County Board of Elections works in ordinance with State and Federal guidelines to train the poll workers that help on the day of elections and early voting. After each election, the Jackson County Board of Elections will tally and record the votes, as well as store ballots for twenty-two months after they have been cast, allowing any issues to be investigated thoroughly.

Additionally, the Board of Elections partners with other community members to raise awareness about the importance of voting to young residents, and helps eligible Jackson County residents register to vote. To be eligible to register, individuals must be U.S. citizens that will be 18 by the date of the general election. Additionally, the individual must be a resident of the County in which they are registering to vote in and cannot be serving a felony sentence. Additional information is easy to access by using the North Carolina State Board of Elections website.



1998's Voting Machine

How to Register to Vote

Registering to vote is simple and can be done several different ways. Many NC residents opt to become registered voters when they receive their driver licenses from the Department of Motor Vehicles (DMV), but this is not the only way to register to vote. One of the simplest ways to register is by going to the North Carolina State Board of Elections (NCSBE) website and submit an online voter registration application. This method is streamlined for residents that have previously been customers of the DMV. The NCSBE also has a printable application that can be filled out and mailed to the appropriate address. If neither of these options work for you, applications can always be requested from the Jackson County Board of Elections.

North Carolina State Board of Elections Website: <https://www.ncsbe.gov/>



How Safe is My Ballot?

The Jackson County Board of Elections has a rigorous bipartisan system that ensures that votes stay confidential, safe, and allows Jackson County residents free to vote however they choose. This system is established throughout all of the work the professional staff and volunteer members do for the Jackson County Board of Elections. From the collection and storage to the counting and reporting of the ballots cast in Jackson County, the Jackson County Board of Elections mandates that a member of both political affiliations be present. This allows votes to be counted properly and ensure for a fair election. For those concerned about the importance and the sanctity of their vote, the Jackson County Board of Elections strongly encourages that voters volunteer to be poll workers to experience first-hand what goes into an election.



Another Reason to Vote

In addition to the many beneficial reasons to vote; the Jackson County Board of Elections has found many engaging ways to help keep voters excited to perform their civic duties. During the

summer of 2024, the Jackson County Board of Elections has partnered with the local 4H so campers could design entries for the upcoming election stickers. The winning design will be featured at County polling places during the November 2024 election.

Contact the Office

Amanda Allen
Director
AmandaAllen@JacksonNC.org

Austin Bradley
Elections Specialist
AustinBradley@JacksonNC.org

Trey Franks
Election Systems Manager
TreyFranks@JacksonNC.org

Shannon Quinn
Elections Data Manager
ShannonQuinn@JacksonNC.org

Clerk to the Board of Commissioners

One of the most overlooked departments in many county governments is the Clerk to the Board of Commissioners. The Jackson County Clerk to the Board of Commissioners is responsible for attending every Commissioner's meeting and then transcribing the conversations and topics that were discussed, these documents are called minutes. The Clerk to the Board then makes sure that the minutes are handled properly and are available to the public. The Clerk to the board also has records of the County's ordinances, records of the County-appointed boards and committees, resolutions, contracts, agreements and leases. Notices of Commissioners meetings and any advertisement posted in the Newspaper are published by the Clerk to the Board of Commissioners.



Public Records Requests

The process of requesting Public Records is quite simple.

- ❖ For Commissioners meeting Minutes go to the Jackson County website, search 'government', and choose the tab labeled 'commissioners minutes'
- ❖ For requests from independent public officials and boards, like the Sherriff's Office, Register of Deeds, or the Board of Elections please independently reach out to those offices.
- ❖ For most offices that report to the County Manager, the public records are requested by contacting the Human Resources Office

The request should contain the date of the request, a description of the records requested, the title and name of the record requested, and the delivery method of the requester.

Finance Department

The Jackson County Finance Department is responsible for ensuring that Jackson County is operating under and with sound financial information. The Jackson County Finance Department is also responsible for ensuring that all of the financial information that the County needs to work efficiently is reported accurately. Additionally, the Jackson County Finance Department is responsible for helping prepare the County Manager's recommended budget. The Finance Department then administers the adopted budget, accounts for all receipts and disbursements, financially monitors inventory, and coordinates the annual independent audit the County governance undergoes.

The Finance Department is split into several different sections that each have a specific function.

Accounts Payable

The employees that work in the accounts payable section collect the receipts for all the purchases within the department, and then at the end of the billing cycle, ensure that all of the bills get paid. A common example that the accounts payable section might see is when the Public Works Department needs some material for an upcoming project and they purchase something from a local hardware and building supplies retailer. The receipt from that purchase is then collected in the finance office so that all of the purchases on the County's cards and accounts are charges that actively go to helping the County perform its functions.



Courtesy of JCTDA

Accounts Receivable

The accounts receivable section counts and collects all of the money that the County makes. When you pay the fee to get a certified copy from the Register of Deed's Office that money is collected and then transferred to the Finance Department. That money, regardless if it's a cash or a debit/credit based transaction gets counted and logged by the accounts receivable part of the finance department. These employees help keep track of all the money that is earned by the County so the County does not overspend.



Courtesy of JCTDA

Payroll

Payroll is a complex process, with more than 400 employees plus the additional retirees that receive a pension, the Payroll Office is always busy. The payroll works with Human Resources to help keep track of what an employee has earned, how much time off they have, and what kinds of benefits they have chosen. Diligent oversight by the payroll office keeps employees properly compensated.

Contact the Office

Darlene Fox

Director

Phone: (828) 631-2249

Tax Administration Department

The Jackson County Tax Administrative Department is comprised of three main groups; land records, tax assessments, and tax collections. The Land Records Division maintains records that contain information for taxation, inquiry, and legal research. The Tax Assessment Division lists, appraises, and assesses all real and personal property. The Tax Collection Division collects all real and personal property taxes within Jackson County. This includes taxes levied by the Town of Dillsboro, the Village of Forest Hills, the Town of Highlands, and the Town of Webster.



Courtesy of JCTDA

What Do The Tax Assessors Do?

The Jackson County Tax Administration performs a large variety of functions that allow the Jackson County Tax Collectors office to function properly. Some of the more prevalent functions the general public might encounter are the property tax assessors who visit Jackson County resident's property and evaluate them for the coming reappraisal period. Jackson County's real estate assessors will knock on resident's doors to alert them that they are on the property. The assessors then will measure the outside perimeter of a structure to ensure that the resident is paying a fair and just tax for their property. If a resident feels like they are not being charged a fair tax, appeals can always be made to the tax assessor's office.

How to Identify a Tax Assessor

If you are ever unsure if a person on your property is supposed to be there or not; there are several easy ways to identify the Jackson County tax assessors. First, and usually the easiest to notice is that the Jackson County tax assessors will always be driving in a clearly marked government vehicle. Secondly, the Jackson County tax assessors will also be wearing easily identifiable badges that clearly show that they are acting on the behalf of the County. If you are still unsure, a Jackson County tax assessor will have a way for you to contact their supervisor, usually in the form of a business card. The Jackson County tax assessors' main goal is to ensure fair property taxes, but they never want to make Jackson County residents uncomfortable, so asking for more information is always acceptable.

What Does the Land Records Department Do?

The Jackson County Land Records Department works with the Register of Deeds and the Jackson County GIS (Geographic Information Systems) Department to maintain property information used for tax purposes, as well as public and legal research. Essentially, the function of the Land Records Department is maintain information from deeds, land plats, wills, and vital records to keep an official record of property ownership and location. Another important function of the Land Records Department is the evaluation of the slope of your property. Different slopes of real estate are taxed different and the Land Records Department is working to ensure that only buildable, farmable, or otherwise usable property is taxed accordingly. The Land Records Department encourages Jackson County residents that do not have fully usable land to get in contact with the Jackson County Tax Assessment department to discuss any issues.

The Land Records Department also has a link to answers of frequently asked questions. This page can help you find solutions or direct you to the proper departments to get in contact with.



Contact the Office

Tabitha Ashe

Tax Administrator

Phone: 828-586-7539

E-mail: taxadministration@jacksonnc.org

Address: 401 Grindstaff Cove Rd., Ste 132 Sylva, NC
28779

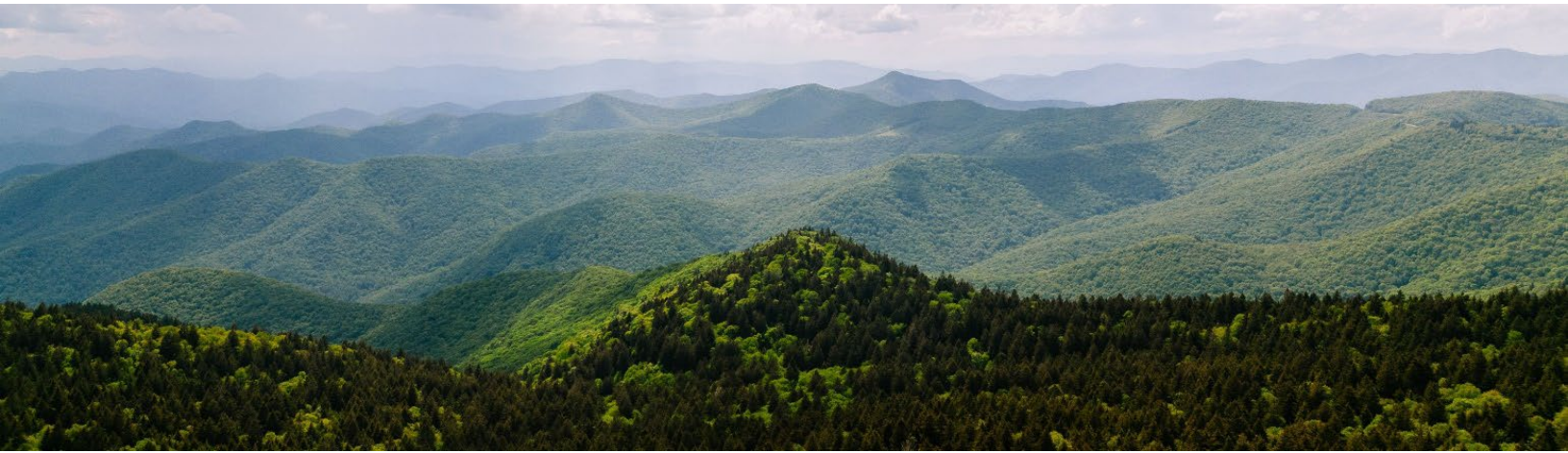
Additional Contact Info is listed at

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

Courtesy of JCTDA

Tax Collector's Office

The main function of the Jackson County Tax Collector's Office is to collect taxes in order to provide a reliable source of income for all of the County's services. The Jackson County Tax Collector's Office ensures that both real and personal property taxes are collected in a time effective manner. The Tax Collector's Office provides one of the largest forms of revenue for the County government. This means that the real and property taxes that you pay go directly to fund the services you enjoy. The Public School system and the Sheriff's Department tend to be some of the highest costs on the County budget; and provide services that positively impact the lives of many Jackson County residents.



Courtesy of JCTDA

How Does It Work?

The Jackson County Tax Collector's Office provides a detailed timeline to help residents and tax payers keep on track with important deadlines.

- The Tax Collector's Office aims to mail tax notices by mid-August
- Taxes become due on September 1st
- Taxes become delinquent on January 6th
- Second notices are sent on February 1st
- On March 6th the Tax Collector's Office updates the NC Debt Setoff program List
- Delinquent Notices are filed April 1st
- April 30th is the last day to pay taxes before the liens are publicly advertised
- During May "The Sylva Herald" advertises any delinquencies

Assistance Provided

Despite being a vital department within the County; the Tax Collectors Office can seem daunting to many. One of the many techniques that the Tax Collector's Office uses to make the process feel less daunting is through helping Jackson County residents establish payment plans. By providing residents with the opportunity to use payment plans, the Tax Collectors office is able to alleviate some of the uncertainty residents might experience by having a large tax bill to pay at the end of the year.

Department Goals and Achievements

One of the primary goals of the Tax Collector's Office is to reduce the amount of delinquent collections that remain uncollected. The department has made steady and substantial progress in reducing the amount of unpaid taxes. The Jackson County Tax Collector's Office uses several different techniques to ensure that delinquent taxes get paid. As mentioned in an earlier section, the office uses the NC Debt Setoff and other techniques to garnish the wages for individuals with high levels of delinquent taxes. For smaller unpaid delinquent taxes the department uses different techniques.

The Jackson County Tax Collector's office continues to see large support and participation within their online tax payment collection methods; providing Jackson County residents with easier and 24 hour payment options.

The Jackson County Tax Collector's Office continues to dedicate time to the training of all staff members in the department to ensure that Jackson County's residents are able to receive efficient and courteous service from the Tax Collector's office.



Courtesy of JCTDA

Contact the Office

Brandi Henson

Tax Collector

Phone: (828) 586-7539

Email: brandihenson@jacksonnc.org

Department of Human Resources

The Jackson County Human Resources (HR) Department is dedicated to ensuring that County leadership, County departments, and current and potential employees are supported at every stage of their personal and professional development. The Human Resources Department assists the County in areas such as employee relations, recruitment and selection, compensation, performance management, and professional development and training. The Human Resources Department is also dedicated to ensuring that state and federal employment laws are upheld, personnel policy is thoughtfully developed and interpreted, and monitors County workplaces to ensure that employees are placed in safe work environments. The Human Resources Department is staffed by two full time employees; the HR Director and the Employee Benefits Administrator.



Photo Courtesy of JCTDA

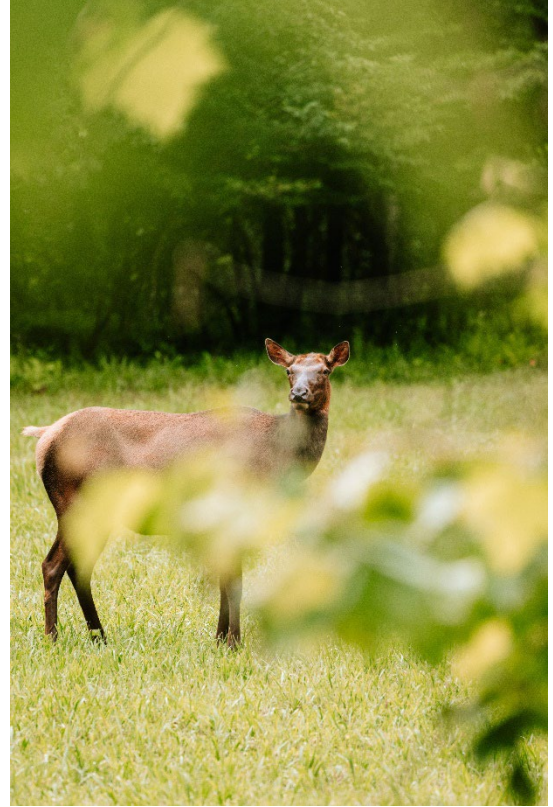
The **HR Director** focuses on ensuring that State and Federal workplace policy is followed and employees are actively striving to make Jackson County Government a safe and equitable place to work.

The **Employee Benefits Administrator** allows Jackson County employees to glean the full benefits of their employment; as well as navigating employee workplace injury claims.

The Jackson County HR department is dedicated to providing Jackson County employees with both workplace and personal life support. One of the programs that the HR department figureheads is the Well @ Work Employee Wellness program. This program incentivizes employees to participate in activities to increase both mental and physical health. Additionally the Jackson County HR department furthers their dedication to employee wellness by partnering with a third-party employee wellness program.

Achievements and Goals

One of the goals of the Department is to continue to provide timely and accurate information to employees. The HR Department is responsible for keeping many of the files from the County and they are hoping to continue to dedicate time and effort into the preservation and accuracy of the files they maintain. Additionally the department is hoping to add a safety staff member that would be exclusively dedicated to upholding safety policy and procedure within the Jackson County government. The Department also is hoping to be able to update some of their older policies, like the employee vehicle use policy, to ensure that all policy is applicable and helpful.



Courtesy of JCTDA

Contact Human Resources

Address: 401 Grindstaff Cove Road, Suite A-218,
Sylva, NC 28779

Phone: 828-631-2212

Fax: 828-631-2266

E-Mail: humanresources@jacksonnc.org

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



Courtesy of JCTDA

Planning Department

The Jackson County Planning Department plays a vital role in advising the County Manager and the County's Governing Body regarding the use of land, planning, the enforcement of permits and building codes, and other programs that are necessary for Jackson County's physical and financial growth and development. The Jackson County Planning Department also plays a vital role in helping communities establish zoning ordinances.



Courtesy of JCTDA

What Is The Role of the Planning Department?

The Jackson County Planning Department works to build an interconnected mosaic of governmental policy to help support existing policy and works to ensure that future County plans are truly supportive of Jackson County's residents. The Planning Department's goals of health, safety, and the development of Jackson County are furthered through long term and short term plans.

Long term plans are the roadmap of where the County hopes that Jackson County's development will be in the future; for example the addition of more pedestrian walkways and park spaces. The short term plans are the direct and immediately upcoming actions that the County and its partners are taking in order to support the long term plans.

The Jackson County Planning Department also partners with other County offices to fill in gaps of the services that the County is able to provide. For example the Planning Department ensures that the sidewalks all throughout the County are maintained, allowing everyone to enjoy the use of the sidewalks.

What is Zoning?

Oftentimes, there tends to be some confusion around zoning. Zoning is the specific classification of land that allows property to be developed and managed in a specific way. While there are many sub-categories of land zones, the most common are residential, industrial, and commercial. Jackson County is one of the few counties in North Carolina that is partially zoned, with most either being fully zoned, or having no zoning at all. While there are numerous benefits to enacting a zoning ordinance, it is typically

most beneficial for helping neighborhoods establish what kinds of traffic and noise they want to prohibit within their neighborhoods. This allows Jackson County residents to enjoy peaceful residential areas and allows bustling commercial and industrial areas to support the economy of Jackson County.

The Jackson County Planning department is currently working on rewriting the Cashiers zoning map to ensure proper land usage and that all Federal, State, and Local building regulations are followed.



Contact the Office
Phone: (828) 631-2261

Courtesy of JCTDA

Register of Deeds

The Jackson County Register of Deeds maintains a large portion of Jackson County's public records, including real estate transactions, birth and death records (Jackson County's Vital Records), marriage licenses, as well as DD214 military discharge forms. The Register of Deeds' website contains helpful information regarding accessing and obtaining copies of records and documents.

One of the primary functions of the Jackson County Register of Deeds is to issue marriage licenses. To receive a marriage license, a couple must fill out a marriage license application and make an appointment by calling the Register of Deeds office. Once they have done so, those seeking a marriage license must bring their valid photo ID and proof of social security number to the appointment. If either person has been married within the past year, the Register of Deeds website provides further guidance on the information couples will need to bring. The marriage license is valid for 60 days after its issue date and has a fee of \$60.

The Jackson County Register of Deeds also provides the public of Jackson County with official copies of birth and death records. These records are available to the public and contain the birth and death records of individuals that have been born or deceased in Jackson County. The vital records maintained in the Register of Deeds office date back to 1913 and also contain some delayed birth records that date back to the 1800's. A certified copy of the documents are available to the immediate family of the individual. Online requests for a certified copy cost \$10 with an additional \$1 convenience fee, and in person certified copies cost \$10.



Courtesy of JCTDA

Land plats can also be recorded and copied at the Jackson County Register of Deeds. Those wishing to record land plats should always consult the Jackson County Register of Deeds website; but they should be aware that plat sizes should be either 18"x24" or 24"x36". Once the Jackson County Register of Deeds' office receives approval from the County Planning Department and the Jackson County land records, a Mylar and a paper copy will be filled at the Jackson County Register of Deeds office. The cost to record a plat is \$21 and the cost for a copy is \$2.

Additional Functions

The Jackson County Register of Deeds is more than just a place to get a marriage license or view the vital records of yourself or loved ones. The Register of Deeds office is hoping to be able to keep out-of-county vital records on their online system. This means that North Carolina residents who were temporarily living in Jackson County would be able to access certified copies of their birth and marriage records without having to travel back to their home county.

Additionally the Register of deeds is dedicated to preserving information through the online recording of land plat information as well as older information linked to businesses in Jackson County. This allows a unique piece of Jackson County to be preserved for years to come.

Plus, the Register of Deeds function is not exclusively the preservation of records; the office also is a place where notary public officers are sworn in.

To contact the Register of Deeds office

Email: deeds@jacksonnc.org

In-Office Hours: Mon-Fri, 8:00AM-4:30PM

E-Recording Hours: Mon-Fri, 8:00AM-4:00PM

Mailing Address: 401 Grindstaff Cove Road, Rm 108

Sylva, NC 28779

Phone: (828) 586-7530

Additional Contacts

Jackson County Planning Department: (828) 631-2261

Jackson County Land Records: (828) 586-7539

Additional information can always be found online at the Jackson County Register of Deeds' website at: <https://www.jacksonnc.org/register-of-deeds/home>

Permitting and Code Enforcement Department

The Jackson County Permitting and Code Enforcement Department ensures the safety of Jackson County residents by enforcing safety codes. Codes that the Permitting and Code Enforcement Department oversee include fire, building, and environmental codes. The Jackson County Permitting and Code Enforcement Department also enforces codes and regulation related to the public safety and use of parks and other public spaces. The Permitting and Code Enforcement Department also routinely inspects buildings and development projects for code violations to ensure the safety of workers and Jackson



County's residents.

What kind of Permits can I get?

For those who do not deal with building and renovations often can be quickly left mystified by the Permitting and Code Enforcement Department. The Jackson County Permitting and Code Enforcement Department issues the

permits for any new construction for buildings, building additions and remodels, additional structures, manufactured homes, land development, erosion control or storm water control installation, 9-1-1 address requests, as well as fire prevention permits. By applying for a permit, Jackson County residents are allowing

themselves to be confident that the structures that they live, work, and enjoy are safe and in proper working condition. Once the applications have been put in, each stage of the building process will be inspected by a certified inspector sent by the County. The Jackson County Permit

and Code enforcement Department's website also has information about what types of projects need a permit, as well as access to the permit forms. If you have any remaining questions please consult the Jackson County website.

What Does A Building Inspection Look Like?

The inspection process is split into several sections, each checking different things. The first step before any inspection is the erosion check. This makes sure that sediment will not slide onto the property of those near the project, and it ensures that silt and other debris will not enter water sources that might contaminate drinking water. Then the temporary power and the footing inspection take place [the footing is the part of a building that comes in contact with the ground].

Next, the foundation is inspected to check that it is sound, is water proof, and will drain. The next step is the under-slab inspection that checks that the slab has all of the components that are required by the building code; be it mechanical, plumbing, electrical, or architectural.

The next steps of the inspection process are the rough-in inspections and the insulation inspection. The rough-in stages are the framing-in of the structure, the interior and exterior gas piping, and any other rough wiring, plumbing, or sewer. The rough in stage is a lot like the skeleton of the building that is being built.

The final stage of the process is checking in the final erosion control measures, as well as any other final building electrical, plumbing or mechanical work that has been done. This takes place near the end of the building process.

For any other specialized questions, please call the Permit and Code Enforcement office.

Contact the Office

Tony Elders

Director

Permitting Questions? Email:

jcpermitcenter@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

Office of Economic Development

The Office of Economic Development helps further Jackson County's vision of growth and development through their commitment to helping support job creation, business development, and ensuring that Jackson County continues to stay a wonderful place to stay. The Office of Economic Development is committed to maintaining Jackson County as a stable tourist destination and investment opportunity for entrepreneurs. This is done through the Office of Economic Development's initiatives that include support to local business owners and entrepreneurs through financial incentives, marketing campaigns that display Jackson County's opportunities, as well as a continued commitment to enhancing the quality of life for Jackson County's citizens and tourists.

The Jackson County Office of Economic Development partners with multiple agencies to help provide services to residents with a variety of needs within the County. The Office of Economic Development actively works to help connect entrepreneurs with opportunities. The office works to incubate ideas and help bring those ideas to life, not just for the benefit of the business owner, but every resident in Jackson County. When new businesses are established within Jackson County, residents gain new places to shop, eat, and explore. Having a variety of experiences available in Jackson County helps the entire County increase its economic health.



The Office of Economic Development also works as a liaison between large firms, County departments, and individual residents in Jackson County. The Office of Economic Development helps the development of infrastructure around the County through their status as a County office. One of the larger projects the Jackson County Office of Economic Development is currently working on is the expansion of broadband internet connections throughout the County. The current project places a large emphasis on the access underserved regions have to internet services. By helping underserved regions get access to internet services children gain access to information and education will increase, employees working from home will be less frustrated with their work, and the standard of living will increase because individuals and families in rural areas will be more connected with their loved ones.



If you are a business owner who needs some additional help in understanding what will make your business thrive in Jackson County, please reach out to the Office of Economic Development at jacksonthrive@jacksonnc.org

Tourism Development Authority

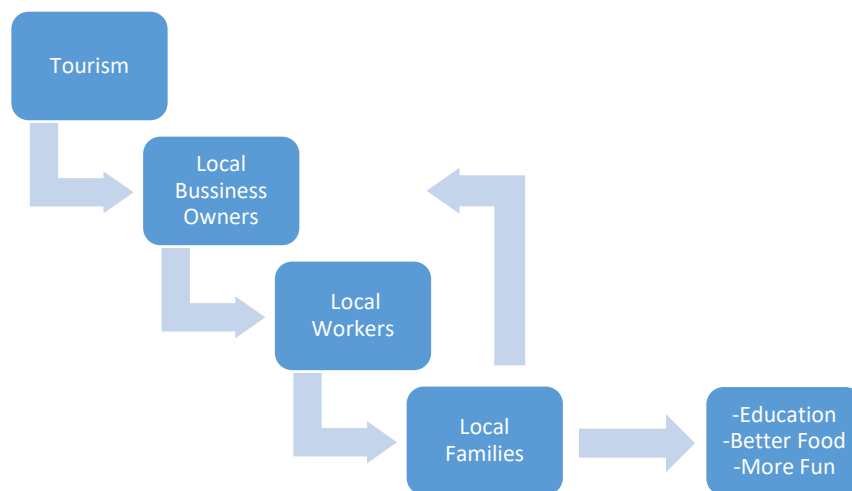
How Does it Work?

The Jackson County Tourism Development Authority (TDA) helps lay the foundation for Jackson County's financial stability. The Jackson County TDA is self-funded through revenue it gains from taxing tourists. Residents of Jackson County are not taxed unless they book a stay in any of Jackson County's hotels or accommodations. This allows the Jackson County TDA to give back to the County by helping fund construction projects that upgrade and improve the public spaces, without having to pass the expenses on to Jackson County's residents.

The Jackson County TDA is governed by a body of 15 board members that are appointed by the Jackson County Board of Commissioners, consisting of representatives from all across the County and have experience, as well as an understanding of the tourism industry. This gives the TDA a unique insight of the opportunities to create new attractions and improve existing ones.

Why Should it be Important to Me?

The average Jackson County resident might argue that tourism does not impact their everyday lives because they themselves are not tourists, and they do not have a job that pertains to tourism. However, the economy of Jackson County is supported by tourism; both directly and indirectly. When visitors come to Jackson County, they leave money at local businesses like hotels and restaurants. Then those business owners pay their employees and use the leftover money to make their business better. To improve the physical condition of those buildings, business owners will contact local contractors and skilled workers. When the contractors are paid, they are able to pay for goods and services that will increase their standard of living. This whole cycle creates a domino effect of economic stability and success within the County.





Courtesy of JCTDA

What Do they Do?

The Jackson County TDA serves a two-fold purpose. The first, and often times most visible part of the job is to market Jackson County to potential visitors. This is achieved by a rigorous process through multiple advertising channels, some of which are social media platforms. This includes finding media content that support the TDA's mission and values and asking for the permission to use the images. Every image used in any form by the Jackson County TDA has the proper licensing and credit given to the amazing photographers who take the pictures. The TDA also monitors the comments and responses to their advertising, ensuring that the marketing for Jackson County is always done in a respectful manner. The Jackson County TDA also provides information to tourists on what type of events, sights, and attractions Jackson County has to offer, including a waterfall guide for Cashiers.

The other main purpose the Jackson County TDA serves is to ensure that the tourism that comes to Jackson County is beneficial to the County. The TDA works with local partners to increase occupancy of hotels and accommodations within the County during the winter months, or better known as 'Jackson County's Secret Season'. This helps provide vital revenue to business owners in the months that are typically less likely to be considered good times to visit by tourists. The TDA is also responsible for helping

the Jackson County area scale for tourists and residents, helping mitigate frustration between residents and tourists.



Courtesy of JCTDA

What Can the TDA do for You?

The Jackson County TDA is a great place to advertise. Regardless of whether you want to advertise a restaurant, an overnight stay accommodation, or just a shop on Main Street, the TDA is a great resource to broaden your advertising scope. Plus, they have lots of great activity and restaurant recommendations.

Contact the Office

Email: director@discoverjacksonnc.com

Website: <https://www.discoverjacksonnc.com/>

Green Energy Park

Jackson County's Green Energy Park provides the County with a creative way to use the Landfill Gas coming from Jackson County's old landfill. The Green Energy Park uses the Landfill Gasses produced by the natural breakdown process of the landfill to power tools that local artisans can rent to create a variety of different types of art and creative projects. The most prevalently used gas is methane, however the gas produced in the landfill is not purely methane, but rather a mixture of gases that is predominantly comprised out of methane.



Courtesy of Jackson County Green Energy Park

How Does it Work?

When natural things decompose, they produce a variety of natural by-products, methane being one of them. Jackson County's old landfill served as the collection place for a large portion of the County's natural waste leading to there being a high quantity of methane being produced during the decomposition period. When the County took over the landfill, a gas system was installed allowing the Landfill Gas to be extracted from the ground. Often, the extracted landfill gas is

used to burn a flare, but Jackson County had hopes of using the Landfill Gas to power a project that would benefit the whole County. Because of the Green Energy Park, the flare only burns occasionally, and artists have the opportunity to create beautiful pieces of work, resulting in both environmental and social benefits for Jackson County.



Artist Working

Courtesy of Jackson County Green Energy Park

Blacksmithing and glass working furnaces and tools are naturally energy intensive, limiting the access many artists have to these tools. By using an alternative power source, the Green Energy Park allows artists to hone their crafts and continue to create beautiful work while providing the County with a more environmentally conscious way to get rid of the methane that is being naturally produced. This results in Jackson County being the only place in the country that uses landfill gasses to power their glass blowing studio. The landfill gasses power the studios two reheating ovens, three blacksmith forges, as well as the Park's metal foundry.



Foundry Pour: Courtesy of Jackson County Green Energy Park

Ceramics

The Green Energy Park continues to focus on what types of services they can provide to the County and the community, and has noticed a high demand for waste wood powered projects. As a result, the Green Energy Park provides several waste wood fired kilns for ceramicists. The Park's Salt Kiln is 20 cubic feet and uses both waste wood and salt to fire the work, which provides a unique finish to the piece. The Park also has a 200 cubic foot Anagama pottery kiln that will have its inaugural firing near the end of 2024. These services attract artists and visitors from inside and out of Jackson County.

I want to Visit

Those wishing to visit the Green Energy Park are always welcome to stop by and visit the artist's gallery as well as tour the Park. This allows visitors to gain a better understanding about how the Park functions and what type of services they provide to artists. Guided tours from one to three hours are also available on request. If you are hoping to see an artist's live demonstration, please call ahead and the Green Energy Park Staff will be more than happy to let you know what times would work best.

Currently, the Green Energy Park offers a glassblowing class on the first Saturday of each month, but other events and classes are also available. To learn more about an event that you might want to get involved with, please reach out to the Green Energy Park directly.



Contact the Office
Phone: (828) 631-0271
Email: info@jcgep.org

Address: 100 Green Energy
Park Rd, Dillsboro NC

For more information and Artist
Biographies please visit the
Website at: <https://jcgep.org/>

Department of Public Health

The Jackson County Department of Public Health is dedicated to enhance, promote, and protect the health of all Jackson County residents. This is done through several methods; however the Department of Public Health is dedicated to providing clinical services and testing, health education, as well as providing public health preparedness information. The Department of Public Health is also dedicated to reducing food insecurity through its dedication to WIC programs and other nutrition services. The Department of Public Health is actively working to provide health equity and promoting services that are accessible for all Jackson County residents.

Environmental Health

The Jackson County Health Department houses the Environmental health employees that are tasked with ensuring the safety of Jackson County resident's water. Whether this is in a personal well, septic system, or lake; the Environmental Health team tests for bacteria sources. Local bodies of water are tested to ensure that E.coli levels are safe for swimmers and those enjoying watersports. This means that Jackson County residents can swim and enjoy leisure activities without having to worry about potential illnesses they might contract. The Environmental Health department also ensures that any septic system installed has the proper criteria to be able to properly manage waste.



Lake Glenville: Courtesy of JCTDA

Because one of the main focus of the Environmental Health department is water health and safety, inspectors will come out to test well water and will be involved in the permitting process of construction and remodels that require any changes to wells or sewer systems. Specialists will take samples of the water and then bring the samples to be tested in the Health Department's laboratory.

Health Inspections

Jackson County health inspectors coordinate their efforts with the Environmental Health department to ensure the health and quality of a vast variety of services in Jackson County. Restaurants, hotels, daycares, swimming pools, tattoo parlors, mobile restaurants like food trucks, and residential care are just a few types of facilities that the Jackson County health inspectors will visit over the calendar year to ensure that when Jackson County residents use services, they are safe, clean, and the staff are properly trained on what to do in a variety of situations.

Restaurants are typically the first type of establishment that comes to mind when people think about health inspections. Restaurants that are open all year-round are subjected to two unannounced visits where the health inspector will look around the kitchen, testing and observing different aspects of the space. Inspectors might test things like the temperature of water in the hand washing sinks and the temperature that food is being stored at. **Did you know?** All storage must be at least six inches off the ground and chemicals as well as raw meat cannot be stored where it might fall, spill, or drip on any other items in storage areas. This is done to prevent cross contamination of food items and to keep chemicals from damaging other items. Concerned visitors can always find and read through violation reports because every inspection record is considered a public record.

WIC Nutrition Programs

Another vital program the Jackson County Health department oversees is the Women, Infants, and Children nutrition program [commonly known as WIC]. This is often a vital resource for low income families that have a pregnant woman, a newborn child, or a child under the age of five in the house. This program is to help support low-income families purchase healthy and nutritious food options for their children and themselves. Those who are eligible and enrolled in the program receive monthly allowance for qualifying food from a variety of different stores. The allowance will help enrolled members pay for fresh fruits and

vegetables, 100% fruit juices, peanut butter, canned fish, eggs, whole grain breads and cereals, milk, cheese, yogurt, as well as soy-based beverages and tofu. This program has an ever-changing list of food items that qualify, and gets updated when manufacturers add or subtract ingredients that qualify items as healthy and nutritious. The WIC program is a helpful option for those who are facing food insecurity. Often, those who are eligible for WIC but also participate in other nutrition supplementation programs are able to 'stack' the benefits from complementary programs to fully support the development of children that relies on proper nutrition.

Clinic

The Jackson County Health Department clinic provides many different types of family planning options for those in Jackson County. Ranging from high-risk pregnancy care to STD treatment and contraceptive information, the Health Department Clinic is equipped to handle a variety of challenges.

The Jackson County Health Department has a full service lab area, that partners with large lab sample analysis groups to provide more resources. If you have a lab test that has been ordered to you by your doctor but you are unable to receive the test at your doctor's office, the Health Department's lab might be just the resource for you. Residents can often receive lab work at a reduced cost and at a closer location than getting the same test done in a larger town. Additionally the Jackson County Health Department specializes in administering vaccines, for pricing information and availability call (828) 586-8994.

Health Education

The Health Department as a whole maintains a high expectation to share health information with the community. This education is typically offered in high traffic areas of the community, like schools or the Health Department and covers topics like the risk factors of teen pregnancy, drug use, the importance of hygiene, and water safety. The programs are intended to

make information accessible to help inform at-risk groups.

The Health Department also has a program called 'Safe Kids' which is focused on children's safety for children aged 0-14. This included providing free car seats to those who are using the improper car seats, providing lifejackets at popular boat ramps and swimming areas, and bicycle helmet safety information.



Courtesy of JCTDA

Emergency Preparedness

Often times it is difficult to see the importance of departments because we are not aware of the functions they provide. The Jackson County Health Department has established emergency preparedness plans for the entirety of Jackson County in the event of a health emergency.

What is the Difference Between Emergency Preparedness and Emergency management?

Emergency Management focuses on being able to support Jackson County residents in the event of an emergency that does not deal with the administration of disease or infection specific aid. For example if there was a large storm that damages parts of the County, Emergency Management would be responding. However, if there was a large outbreak of the Chicken Pox, the Emergency Preparedness department would help manage the situation. Oftentimes the line between a public health crisis and a natural disaster are blurred with aspects of each being identifiable in both, resulting in the two departments working together quite often.

The Jackson County Emergency Preparedness Department is always working to stay updated and able to provide care to the residents at a moment's notice, planning for County wide responses for any kind of disaster.



Courtesy of JCTDA

Contact the Office

Phone: (828) 586-8994

General:

publichealthinfo@jacksonnc.org

Environmental Health:

envhealth@jacksonnc.org

Animal Shelter

Phone: (828) 586-6138

Transit



Jackson County Transit Office

The Jackson County Transit provides a connecting transportation service for Jackson County residents. Running on a routine schedule, from 7AM to 5PM on regular, non-holiday business days; the Jackson County Transit provides transportation for the elderly, people with disabilities, and Jackson County residents. The Transit services include limited trips to Asheville, Franklin, Waynesville, and Bryson City.

Door To Door Services

The Jackson County Transit provides door-to-door transportation as part of their services. This means that passengers will be taken from their door to up to three stops on a one way trip. This could be for a grocery shopping trip, medical appointments, pharmacy trips, or as transportation to and from work. These requests must be made by 2:00 pm the day before they are needed. This allows Transit staff to properly assist those using the transit system to arrive safely and on time to their destination.

<i>Rates (One Way Trip)</i>			
Sylva (in town)	\$1	Cullowhee	\$3
Dillsboro/Webster	\$2	Savannah	\$3
Canada	\$5	Barkers Creek	\$3
Qualla	\$5	Ochre Hill	\$3
Cherokee	\$5	East LaPorte	\$4
Glenville	\$10	Caney Fork	\$4
Cashiers	\$10	Tuckasegee	\$4
Bryson City	\$10	Pumpkintown	\$4
Franklin	\$10	Whittier	\$4
Waynesville	\$10	Balsam/Willets	\$4

Trolley Services

The Jackson County Transit also provides a deviated-fixed rout trolley system that connects Dillsboro, Sylva, and Webster. The trolley makes stops along the main route hourly and will deviate their rout up to ¼ of a mile from the main route per request of the traveler. Deviations in the route must be called in by calling (828)586-0233 TDD/TTY: 711 or (800)735-2962.

Main Route		Walmart	:35
Dillsboro	:00	The Haven at the Oaks	:40
Harold's Supermarket	:01	*Redwood Apartments	:41
*Nicol Arms Apartments	:03	SCC	:42
*Jackson Village	:04	Return Trip	
Jackson County Library	:06	*Ingles	:44
Town of Sylva	:10	*Andy Shaw Ford	:46
Community Building	:20	*Cody's Hot Spot	:48
Harris Regional Hospital	:21	*Bread Store	:49
Kel-Save Drug Store	:26	*Back Street	:50

*Locations that are preceded with an asterisk are locations that the Jackson County Trolley will not stop at without prior request. This allows the trolley to work more efficiently through its route.

Out-Of-County Services

The Jackson County Transit regularly runs to Ashville on Monday, Wednesday, and Friday. Additionally the Transit drives to Bryson City, Waynesville and Franklin on Tuesday and Thursdays. These trips must be scheduled at least one week before the date of the planned trip. This allows the Jackson County Transit time to fully accommodate the needs of each passenger. Trips to the Ashville airport cost \$30, and the Transit will run to other areas in Asheville; including the Greyhound Bus Station.

A Look to the Future

The Jackson County Transit system continues to look towards the future, and aims to grow its services in order to provide services to more Jackson County residents. They are hoping to add additional personnel and more vehicles to be able to adequately scale the services of the Jackson County Transit. This will allow residents to continue to benefit from the service for many years to come. The addition of more personnel will allow the Jackson County Transit to potentially start a trolley route through Cullowhee similar to the deviated-fixed route trolley system that runs through Sylva, Webster, and Dillsboro.

The Jackson County Transit system connects Jackson County residents that are limited in their travel due to age, disability, or lack of consistent transportation. This allows residents of Jackson County to uphold a basic standard of living.



For more information please contact the Jackson County Transit at (828)586-0233 TDD/TTY: 711 or (800)735-2962, or email info@jacksoncountytransit.com

Department of Social Services

The Jackson County Government works in compliance with State rules to run their Department of Social Services (DSS). While many residents in Jackson County are not fully aware of all the services that the DSS provides, the DSS offers life changing safety and services to the County's most vulnerable residents.

Food and Nutrition Services

The Jackson County DSS's Food and Nutrition Services Department works on helping food insecure residents receive assistance to purchase food. The program that residents will be enrolled in is the Supplemental Nutrition Assistance Program (better known as SNAP or commonly referred to as food stamps). This program works by giving individuals or households a set limit of money to spend on food each month. The program helps families buy bread, fruits, vegetables, protein dense foods, and bottled water. The program does not

cover the cost of any type of household items like soap or pet foods.

Additionally the DSS helps eligible residents apply for Medicaid benefits. Medicaid is a program that is meant to help those who fall below a predetermined income level receive the proper healthcare coverage that they need. The Jackson County DSS also helps families with children apply for North Carolina Health Choice (NCHC) program if they are not eligible for Medicaid.

Courtesy of JCTDA



Child Support

The Jackson County DSS processes applications for families that wish to claim child support from absent parents. Once a claim for child support has been approved by the court, the absentee parent has a legal obligation to pay the child support. The money paid through child support is specifically for helping meet a child's health, education, and maintenance needs. The Jackson County DSS works diligently to ensure that noncustodial parents pay and have a variety of

different methods to make sure that the children have their needs met. This can be done by gleaning the wages, tax returns, or other forms of money from noncustodial parents who refuse to pay. The DSS can also leverage jail time to ensure that the children receive the money they are entitled to. The DSS's Program Integrity Office works to make sure that program benefits are not being misused: allowing those who need the program the most to be able to receive all that they are eligible for.

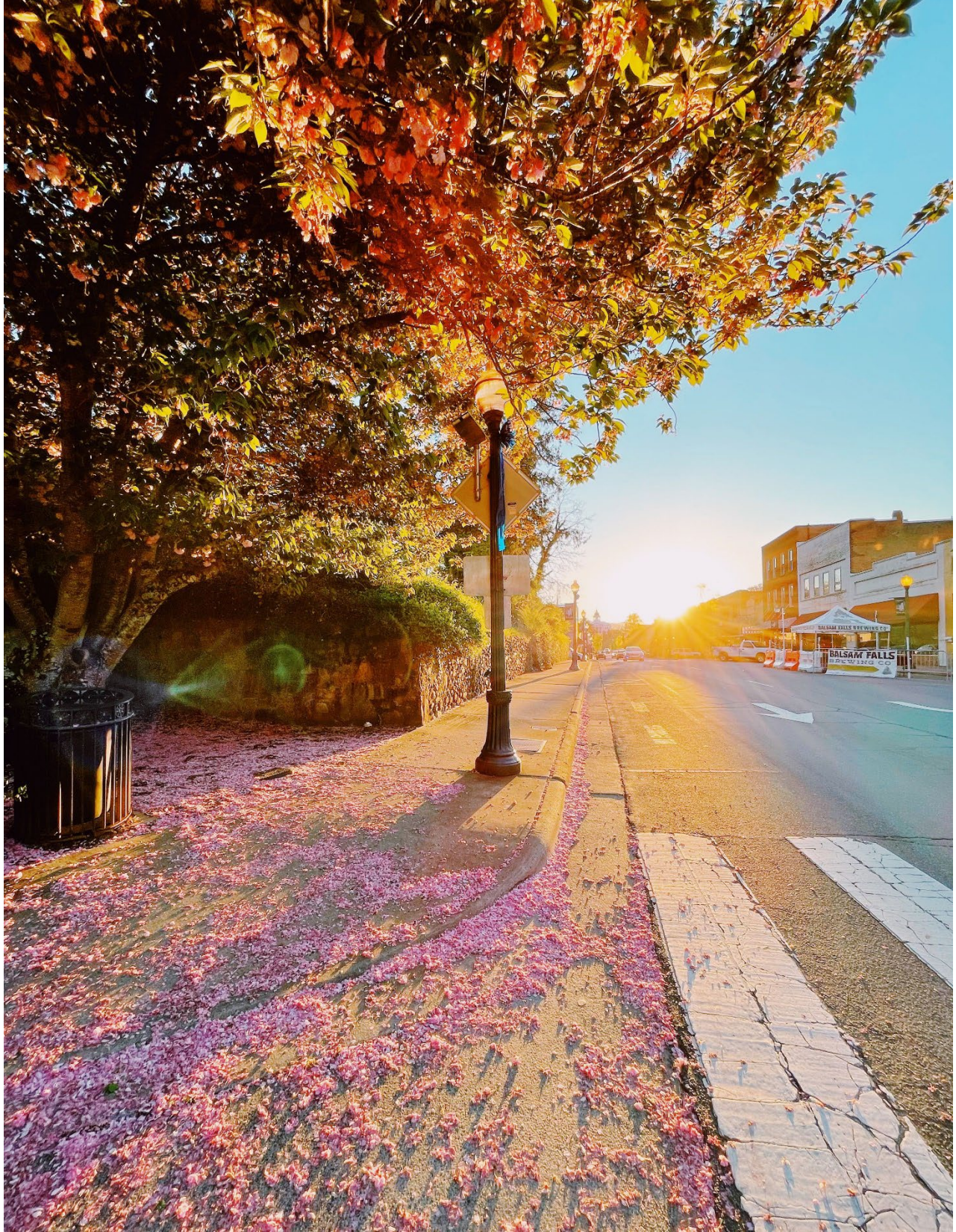
Children's Safety Services

When most people think about the DSS, the first thing that comes to mind is their Child Protective Services. Child Protective Services (CPS) works to keep at risk children in the County safe. The goal of CPS is to keep children safe while simultaneously attempting to preserve family units. It is one of the main hopes of the department to be able to return children to safe environments with their families. Permanent removal only happens when CPS determines that a child will not be safe or have the proper support they need to thrive.

In-Home services are provided to help families reduce their risk of abuse or neglect and encourages stability for the child, the family, and the community. If in-home services are deemed to not be the best choice for the child, the DSS provides foster care services to children who need temporary housing accommodations. This provides children with safe and supporting families that will care for them. Foster homes are licensed by the DSS in order to make sure that foster children have ideal environments to grow and develop. The DSS offers links to several helpful websites providing information to those who wish to foster or adopt a child.

Adult Safety Services

The Jackson County DSS also provides adult safety services. The DSS follows State guidelines to ensure that adult residents that are unable to care for themselves have a strong safety net to care for them. The DSS provides a guardianship services to elderly or disabled County residents that are unable to make informed decisions about their personal wellbeing. Eligible residents will be cared for by the DSS if no other eligible guardian can be established. Similarly the DSS offers a protective payeeship program that helps oversee the proper usage of benefit funds like Social Security. Additionally, the DSS monitors State licensed adult care and day program facilities. This ensures that when a complaint is made it is investigated promptly to ensure the safety of those living in and using those facilities



Courtesy of JCTDA

Contact the Office

Sylva

Phone: (828) 586-5546

After Hours Emergency Phone:
(828) 586-1911

Cherokee

Phone: (828) 497-4317

Fax: (828) 4997-6916

Department on Aging

The Jackson County Department on Aging is dedicated to providing vital services and advocacy for Jackson County's aging residents. The Department helps ensure that older residents have proper nutrition, transportation, and accurate information on important services. Whether it's a Meals-on-Wheels program or a health insurance counseling, the Department on Aging helps keep Jackson County a safe and healthy place for senior residents to live.



Nutrition Programs

The Jackson County Department on Aging offers a variety of different nutrition programs to allow Jackson County Seniors to find the program that suites their needs the best. One of the most known programs is the Meals-on-Wheels program.

The Meals-on-Wheels program is popular all over the globe and each area tends to slightly modify it to suit their needs the best. In Jackson County the program is to give home-bound seniors the chance to have a filling and nutritious meal. The program is available for residents 60 or older, and delivers one meal a day, Monday through Friday. The distribution of meals is mostly done through the Department on Aging's partnership with Jackson County volunteers. These volunteers will drive to the enrolled senior's homes, providing both a hot meal and some social interaction. This allows seniors to stay connected with their communities.

To complement the Meals-on-Wheels program, the Jackson County Department on Aging has also established an Ani-Meals program. This program recognizes the need for homebound seniors to have a consistent way to feed their pets. So, once a week, eligible homebound seniors receive pet food for their pet. This program allows both pet and owner to have a more filling meal.

For seniors who may want to get some more social interaction and are not homebound the Jackson County Department on Aging offers Congregate Lunches. This program runs parallel to the Meals-on-Wheels program; providing the same meals that homebound seniors are receiving. The meal is served at 11:30 in the Department on Aging's Heritage Room, providing a meal that is approved by a registered dietician. This timing allows seniors to spend more time at the Jackson County Senior Center, bridging the gap between morning and afternoon programs. Congregate Lunches are provided Monday through Friday at the Sylva location, and Monday through Thursday at the Cashiers Senior Center.

The Jackson County Department on Aging also provides Liquid Nutrition supplements for those seniors who would benefit from the added caloric intake. Questions about eligibility for this program can always be asked by calling (828) 631-8041.

Day Programs and Activities

The Jackson County Department on Aging Senior Center offers a variety of programs that seniors can participate in. From fitness and crafts to health and nutrition education the Senior Center is bound to have a program that meets the interests of everyone. These programs are open to anyone who is 50 years or older and provides a way for Jackson County residents to get and stay connected with others.

The Senior Center also offers an Adult Day Program which is a professional service that allows caregivers of seniors to have some respite, providing an individualized care plans to help support each senior's unique needs and interests. This program provides daytime assistance to families who are unable to care for their loved ones during regular working hours.

Eligible seniors can reach out to the Jackson County Department on Aging to see what types of services suite their needs the best, and what type of activities they might be interested in.



Support Services

The Jackson County Department on Aging also provides a variety of services to seniors and their families. Options Counseling, which takes into consideration the unique needs of each senior, is available to help seniors and their loved ones plan for the next steps of their journey. The Options Counseling is individualized for each senior in the context of their preferences, values, and wishes. This interactive process allows seniors to find supporting programs and services, while helping maintaining their independence. The Department on Aging also has a lending closet that provides medical and mobility equipment for seniors in need.

Jackson County Project Lifesaver (JCPL) is a tracking program that can help keep adults with dementia or similar cognitive conditions that are prone to wander off. The JCPL is a partnership between the department on Aging and the Jackson County Sheriff's Department that provides personal locator units that are worn by those who are at risk. The personal locator unit is waterproof and convenient for the wearer. The use of the personal locator units reduces the recovery time of participants to an average of thirty minutes. This provided a safety net for participants and reassurance for their loved ones. Within Jackson County the Program has been a great success.

The Department on Aging provides an 'In-Home List' that allows seniors and their caretakers to find care-providers that have been vetted and have some training. This list allows those who are searching for assistance to find a starting place for their search. This list is also monitored by the Department on Aging, so when complaints are voiced they are promptly looked into. The Jackson County Department on Aging also partners with local volunteers to build and install ramps for seniors that need mobility help and provide firewood to seniors in the area that heat their homes with wood.

The Jackson County Department also provides county residents with a Seniors Health Insurance Information Program (SHIIP). This program links seniors and their caregivers with trained counselors that will help educate about Medicare, health insurance concerns, as well as how to spot potential errors in their Medicare information.

Smoky Mountain Senior Games

The Smoky Mountain Senior Games is tournament style event that encourages seniors to participate in sports and activities to win awards. Activities of every type are offered; including running, swimming, archery, bowling, cycling, tournament sports, and Silver Arts. Silver Arts is focused on allowing seniors to enter art of any type and showcase art from all across the County. The Senior Games is open for contestants 50+.

Contact the Office

100 County Services Park
Sylva, NC 28779

Phone: 828-586-5494

Fax: 828-631-8049

Email: aging@jacksonnc.org

Veterans Office

The Jackson County Veterans Office works to help Jackson County's veterans get access to the resources they need the most. The team is trained to properly identify and file claims to help veterans have access to the proper sources of health care and resources. This means that veterans that were actively injured or disabled during their time of service are able to obtain compensation and future financial support.

How Does It Work?

The benefits that veterans of any age are eligible for are part of the benefits that veterans received when entering military service. Similar to how a civilian employer might provide health, dental, and vision coverage; the US Military incentivizes service by providing medical coverage in the future. This means that anyone who has been honorably discharged from any of the US Armed Forces is eligible to receive the provided benefits.

The benefits that each individual can receive is based on the type of injury or illness that they have and how it relates to their service. Benefits can still be received by non-injured veterans, however the services received will look slightly different based on the healthcare needs of each individual.

I Think I Might be Eligible

If you think you might be eligible, or have a claim to file it is best to go see the Veterans Office as soon as possible. This will help you get connected to resources and supporting organizations before a problem arises.

Courtesy of the Veterans Office



Annual Events and Services

The Veterans Office also arranges events that honor and appreciate the service of Jackson County's veterans. The Office hosts a veteran's dinner, a Veterans Day parade, as well as Quilt of Valor ceremonies. A Quilt of Valor can be received by any honorably discharged veteran who wishes to receive one, and can request one from the Veterans Office.

The Jackson County Veterans Office also works to honor US Veterans posthumously by helping connect families with information on how to receive a grave marker for the veteran. Any family who is wishing to honor their loved one posthumously can contact the Jackson County Veterans Office to apply for a free grave marker. Urns and plaques in honor of veterans that did not return home are also available.

Additional Services

The Jackson County Veteran's Office is dedicated to helping veterans get the support they need. This can be through referrals for physical health resources, or mental health resources. If you or a loved one is a Veteran and may benefit from support, please contact the Jackson County Veterans Office.



Fourth of July Celebration in Sylva: Courtesy of JCTDA

Contact The Office

Sheila Setzer Crumpler

Phone: (828) 631-2231

Email: sheilasetzerc@jacksonnc.org

Ben Woody

Phone: (828)631-2231

Email: benwoody@jacksonnc.org

Department of Public Works

The Jackson County Department of Public Works is responsible for the maintenance, upkeep, and housekeeping for the County. This means that they are responsible for the small things that make a big difference. While the Public Works Department is an internally focused department, the services they provide to the County directly impact the residents of Jackson County.

What Do They Do?

The Jackson County Public Works department is the driving force behind the maintaining of property in the County and fixing things when they go wrong.

The Public Works Department has a full sized garage that works on the preventative maintenance of the County's equipment and vehicles. This can be anything from changing the oil in one of the Sheriff's Office's cruisers, replacing the breaks on the vehicles used by the Department of Social Services, or making sure the mowers that maintain the

County's lawns are kept in good repair. The garage is capable of working on the common issues that are usually encountered by the County.

The Public Works Department makes every road sign in the county, particularly noticeable are the green signs that list the road name used for a 9-1-1 address. Most of the small signs used in the County are made in-house, allowing the county to have a quick turn-around time and maintain efficiency.



The Public Works Department is also responsible for the grounds, meaning that they mow the lawns of any County building, maintain and mulch flowerbeds, clean up leaves, and de-ice high traffic County parking lots and paths. This also includes paving and painting new parking lots, and ensuring

that standing water in high traffic County parking lots is alleviated. Additionally the Jackson County Public Works Department cleans and maintains the monuments around the County and helps set up memorials and seasonal décor for holidays like the Fourth of July.

Photo Courtesy of JCTDA

Emergency Management Operations

The Emergency Management Operations Office plays a vital role in the safety of Jackson County residents as this department is responsible for coordinating, planning, and administering county-wide responses to natural and man-made disasters. The Jackson County Emergency Management Operations office is comprised of the Emergency Management Administration, the Fire Marshal, 9-1-1 communications, and the 9-1-1 addressing office. The Emergency Management Operations office focuses on mitigation, preparedness, response, and recovery to keep the residents of Jackson County safe.



Courtesy of Jackson County Emergency Management

The Emergency Management Administration

The Emergency Management Administration is primarily focused on ensuring that the emergency groups inside and around Jackson County are able to navigate disasters and emergencies efficiently and effectively. The Emergency Management Administration works with emergency medical professionals, local fire departments, and law enforcement officers to ensure the safety of Jackson County's residents. The focus of the office is the safety of the lives in Jackson County, the preservation of the property in Jackson County, and to stabilize incidents in and around Jackson County.

9-1-1 Communications

Many Jackson County residents will experience an emergency where they are required to call 9-1-1 for help. Regardless of the type of emergency, the call will be accepted in the Emergency Management Operation's call center. The responder will be able to find a very close location based on the GPS information from the caller's phone, helping speed up the response time. Through the recording system

the 9-1-1 call center uses, the responder will be shown prompts to ask the caller to help emergency personnel better address the situation. Then the proper emergency personnel will be sent to respond to the emergency.

Helpful Tips...

- If you see an accident or an emergency and you think someone has already called 9-1-1, it's still a good idea to call. Your insight may be lifesaving.
- Relevant Information is very helpful, and the more you can describe to 9-1-1, the better.
- If you are unable to call 9-1-1 you can text them. They will be able to see a live chat of what you text them and they will be able to text you back.



Courtesy of Jackson County Emergency Management

The 9-1-1 Addressing Office

Have you ever wondered where your home address comes from? The 9-1-1 Addressing Office will assign those who have requested a 9-1-1 address and have followed the proper permitting requirements. The 9-1-1 addressing department uses the distance from the road and what side of the road the structure is located on to determine what the number of the house will be. Odd road numbers will be found on the left side of roads, and even numbers will be found on the right side of roads.

The 9-1-1 Addressing Office tries to allow residents as much freedom in choosing the address of their homes as much as possible, but in order to allow for a quicker emergency response, the office limits duplicate names and road names that can be easily confused with other similarly named roads.



Courtesy of JCTDA

Goals of the Department

The Emergency Management Office is dedicated to continuing to support Jackson County residents with all of their safety and emergency needs. To do so, the office is working to help improve connectivity between the call center and the departments in further out areas of the County. By improving the connection between the departments, response times will be shorter and the department will be more effective in responding to emergencies.

Additionally, the Jackson County Emergency Management office is hoping to add a Public Information Officer (PIO) to their team. The PIO will respond to news and media companies so that the public is informed about issues that might affect them but professional emergency responders will be able to perform life-saving work, uninterrupted.

Preparedness

One of the most important factors stressed by the Emergency Management Office is preparedness. Each Jackson County resident should be prepared for any type of emergency, regardless of age or where they live.

Students residing in campus housing...

Students residing in campus housing or the surrounding areas should be prepared for a variety of emergencies. The Jackson County Emergency Management office suggests having shelf stable food items that can be prepared or consumed without the use of electricity. Canned foods are typically a good choice for this type of situation. Another essential item to have is a shelf stable form of water. Additional blankets and cold weather garments should always be accessible in the event of an emergency.

When living in any type of campus housing or student accommodations off campus, students should always be prepared to evacuate when necessary. Regardless if it is due to flooding or a fire evacuation, students should be prepared to leave quickly and safely. Wearing sturdy shoes and weather appropriate clothing can ensure a safe building evacuation. If they have pets, students should make sure to remove them from the building because they will often be prohibited from reentering the building in the event of an emergency. Students should ensure that their pet is wearing a sturdy collar with an identification tag, and is properly leashed or placed in an appropriate pet carrier. Students should respond to each request for them to evacuate as if it were a real emergency, it is better to be overly cautious than get hurt due to an avoidable situation.

Other Types of Residents...

- Many emergency preparedness guides recommend having at least one gallon of water per person, for at least three days. Similarly, each person should have enough food to last them for at least three days.
- Food items should be replaced every six months and non-commercially bottled water should be replaced often as well.
- Having at least a half full tank of gas in every drivable vehicle will enable Jackson County residents to evacuate safely in the event of a power outage or large storm.
- Keep up to date on removing dead trees and limbs from around your house to prevent storm damages.
- Ensure that you have replaced your smoke alarm batteries at least twice a year.
- Remember that local authorities are here to help you, following their directions are for your safety.

Contact the Office

Todd Dillard

Director

Phone: (828)586-7508

Email: jcemergencymgt@jacksonnc.org



Sheriff's Office

The Jackson County Sheriff's Office plays a vital role in responding to accidents and incidents in order to keep Jackson County's residents safe and provide peace of mind. The Sheriff's Office is split into several distinct groups, each with their own function.

Road Patrol

The road patrol teams are what many people often think about first when thinking about the Sheriff's office. These officers spend the day responding to calls about incidents and accidents all around the County. These officers are trained to respond to situations with finesse and communication to help ease tensions and resolve issues. They may block traffic to allow other emergency responders to quickly and safely access those who have been in vehicle accidents, or they may respond to trespassing or break-in incidents.



School Resource officers with Sherriff Farmer: Courtesy of Jackson County Sheriff's Office

Response Teams

The Jackson County Sherriff's office is dedicated to preventing as much crime as they can but they are also just as focused on resolving issues that cannot be prevented. These officers take the time to learn and train for out of the ordinary issues that require additional response expertise. These teams are dedicated to keeping residents safe in the places where they might be more vulnerable at times.

The Jackson County Sherriff's Office also provided the security personnel that ensures the safety of residents who are going to court as well as those who work in and around the court offices.

Detention

Part of Jackson County's responsibilities are to house inmates in correctional facilities in Jackson County's Detention Center. The Detention Center houses inmates who are waiting to go on trial and are unable or prevented from paying a bond for the time before their trial. The Jackson County Detention Center houses over fifty inmates in four distinct 'pod' shaped areas. The Jackson County Detention Center helps inmates to seek mental and physical help during their time at the detention center. Detention Center staff handle the whole process from the booking of inmates, distributing meals to inmates, to ensuring the safety and security of the facility.

Administration

The Sheriff's Office administration staff ensure that the other departments are able to fully respond to incidents with the proper equipment, training, and information. The administration side of the Sheriff's Office provides a tapestry of skills that ensure the department can stay self-sufficient. These employees handle all of the day to day tasks that are vital but oftentimes forgotten. The Sheriff's Office has a finance department, a logistics department that manages the ordering of uniforms, a dispatching team that helps patrol officers make sure they have everything they need, as well as many others who play a vital role in keeping the Office cohesive.



Courtesy of Jackson County Sheriff's Office

Investigations & School Resources

The Jackson County Sherriff's Office also manages any investigations that the department might make. This includes personnel who are trained to navigate crimes of any type, as well as those that deal with narcotics. The Investigation department helps victims of crime find justice and closure.

The Jackson County Sherriff's Office also trains School Resource officers to help make Jackson County's schools a safer place. These officers tend to have strong interpersonal skills to help youth feel respected and safe and play a vital role in the growth and development of Jackson County's youth.



Courtesy of JCTDA

Contact the Office

Administration: (828) 586-4355

Detention: (828) 586-2458

Dispatch: (828) 586-1911

Investigations: (828) 586-4480

Patrol: (828) 586-8901

Parks and Recreation Department

The Jackson County Parks and Recreation Department is dedicated to providing diverse recreational programming, parks and recreation facilities, as well as protected open spaces in nature in order to provide Jackson County residents with a higher quality of life and a healthy lifestyle. The Jackson County Parks and Recreation Department works to help residents enjoy the free time they spend within the county, whether it's by participating in a sport or enjoying a picnic at one of the many green spaces within the County.

Cullowhee

Located near Western Carolina University's campus, the Cullowhee Parks and Recreation center features a fitness room, two aerobics rooms, and basketball courts. Connected with outdoor seating spaces, this recreational center provides a perfect place for those who are seeking a place to be active and relax.

Cashiers

Seated in the heart of Cashiers, the Cashiers/ Glenville Recreation Department boasts a 9 hole disk golf course, an indoor track, as well as a fitness space. The Cashiers Recreation Center is also located right next to a County maintained dog park, soccer fields, a playground, soccer fields, and a small fishing pond behind the center.



Courtesy of JCPRD

Parks

The Jackson County Parks and Recreation Department also maintains several nature spaces that allow Jackson County's residents to enjoy the beauty of the mountains and fresh air. A little known gem of the County, the Ralph J. Andrews Park and Campground sits right on the edge of Lake Glenville and provides a space for both RV and primitive campers. The park allows campers to make reservations for spots, but often has spaces available on a first come first serve basis. A full list of fees and information can be found on the Jackson County Parks and Recreation Department's website.

The Parks and Recreation Department takes pride in providing Jackson County's residents with several outdoor parks spread out all over the County, as well as the Jackson County Greenway. With parks catering to children that want to play to river access parks, the Jackson County Parks and Recreation's website is bound to have a park that would suit anyone's wishes.



Goals

Courtesy of JCPRD

The Jackson County Parks and Recreation department is currently coming to the end of their ten year master plan, meaning that they are finishing up several projects that have been in the works for a while. This means it's time to take a look at what the County has achieved and plan for where the County wants to be in ten years.

The Department undertook several large projects that deserve attention. The first being the new Aquatic Center, Scheduled to be finished in the Fall of 2024, the Aquatic center will allow residents to create memories that will last a lifetime. Unlike the Sylva Community Pool, the Aquatic center will be owned and staffed by the County and provide a fully indoor swimming space.

Additionally, the County has been making strides to making playgrounds more accessible. The Parks and Recreation Department strives to support the County's residents leisure time, regardless of what accessibility needs a resident might make. However the Jackson County Parks and Recreation Department hopes to make more parks accessible for residents in the future.

For any who may be interested, the Jackson County Parks and Recreation Department has a multitude of information, including opening hours, fee schedules, rules, online registration, and program schedules. For more information please visit the website by using this link <https://www.rec.jacksonnc.org/>.



Courtesy of JCPRD

Contact the Office

Email: parksandrecreation@jacksonnc.org

Phone: Cullowhee 828-293-3053 / Cashiers 828-631-2020

Cooperative Extension

What is the Cooperative Extension?

The Jackson County Cooperative is a partnership between the County government and the North Carolina Land-Grant Universities, meaning that the Jackson County Cooperative Extension is funded through the County, state, and the federal government. The Jackson County Cooperative Extension works to provide informal education opportunities to Jackson County residents in order to promote health for the residents, the environment, and the economy. The Cooperative Extension works to provide science based information to allow Jackson County residents to increase their standard of living and expand their knowledge.



Courtesy of JCTDA

What Services are Provided?

The Jackson County Cooperative Extension is the resident's one-stop-shop for information and training regarding anything related to agriculture and nutrition. The Cooperative Extension provide their services to both commercial farmers and those who have smaller scale personal farms. Jackson County residents are able to call the Cooperative Extension with questions ranging from horticultural concerns like how to treat their fungus that their plants have contracted, to residents asking the Cooperative Extension questions regarding the safety of their pressure cookers. The Jackson County Cooperative Extension is staffed with an agriculture specialist, a horticulturalist, as well as a livestock specialist. If the Jackson County Cooperative Extension cannot help you with the roadblock you have, they will know who to direct you towards.

Additionally the County 4H Department is located in the Cooperative Extension. The 4H network is currently the largest youth development organization in North Carolina and the Jackson County 4H is actively working to inspire curiosity, resilience, and leadership in the youth of North Carolina. One of the focuses of the program during the summer of 2024 was community engagement and the importance of being a good citizen. The 4H has partnered with the Jackson County Manager, the Board of Elections, and other County partners to emphasize the importance of engaged citizenship.

What Is the Cooperative Extension Currently Working on?

The Jackson County Cooperative Extension currently has several goals to meet their educational program goals. One of the current goals of the Jackson County Cooperative Extension is the creation of a woodland owners committee that will provide education to and advocacy for the large woodland owners of the Jackson County area. The Cooperative Extension would also like to partner with other County groups to install a County Fair that will host livestock shows, resident's entries of hand crafts and preservatives, and heritage displays.

Additionally the Jackson County Cooperative extension is also searching for a Family Consumer Science Agent that will be a vital resource to the department and the community. This agent would work in teaching educational courses on nutrition, healthy lifestyles, as well as personal and community development. A family and consumer science agent will also be able to educate the community on food safety and proper food preservation methods.



Courtesy of JCTDA

Contact the Department

Rob Hawk

Director

Email: robert_hawk@ncsu.edu

Soil and Water Conservation District

The Jackson County Soil and Water Conservation District ensures that Jackson County residents have been properly educated on the proper practices to prevent erosion and soil and water contamination. The Soil and Water Conservation District plays a vital role in educating Jackson County residents on the importance of the aesthetic and structural properties of the Jackson County natural resources.



Courtesy of JCTDA

Understanding North Carolina's Agriculture

To better understand what the Jackson County Soil and Water Conservation District does and why it's important, it is vital to have a general understanding of the State of North Carolina's agriculture. Taking statistics from the North Carolina Department of Agriculture and Consumer Services, the number of farms in all of North Carolina has fallen from 46,400 farms in 2018 to 45,000 farms in 2022¹. While these numbers seem small, this number is particularly concerning when compared to the numbers of farms lost across the nation every year. The State of North Carolina also produces the most tobacco products, sweet potatoes, and total poultry and egg cash receipts in United States agriculture². Jackson County specifically plants cabbage, sweet corn, blueberries, and tomatoes. Imagine life without any of those.

¹ North Carolina Department of Agriculture and Consumer Services, 2023 North Carolina Agriculture Statistics [pg. 10]
<https://www.ncagr.gov/divisions/agricultural-statistics/agricultural-statistics-annual-statistics-book-highlights-brochure>

² [pg.9]

North Carolina's continued dedication to farmland allows Jackson County's residents to enjoy local, fresh fruits and vegetables that promote the region and the State's economy.

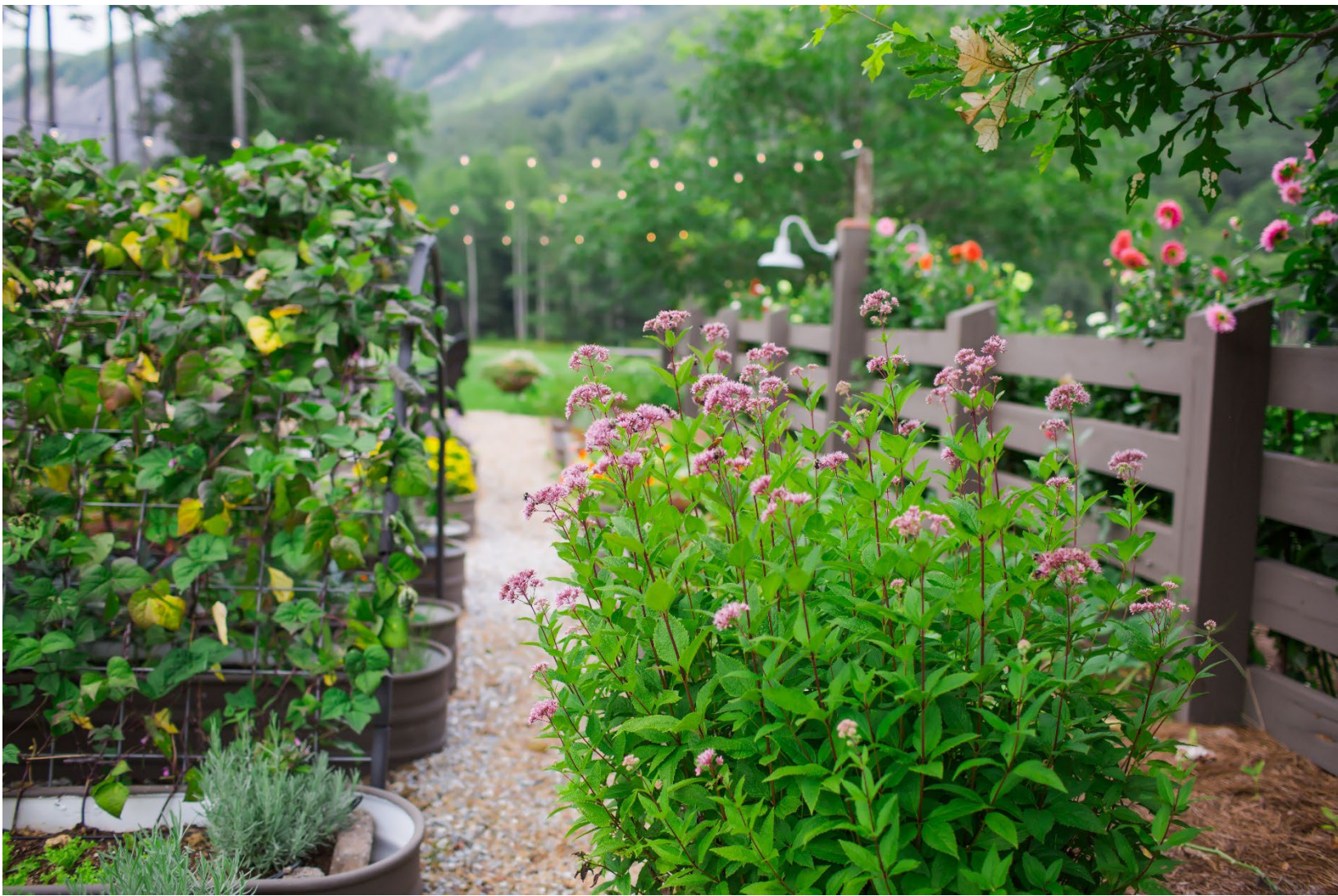


Courtesy of JCTDA

The Role of the Soil and Water Conservation District

The Jackson County Soil and Water conservation district works to support farmers that wish to keep farming by using the best farming practices available. As a non-regulatory department, the Soil and Water Conservation district is dedicated to helping farmers keep farming. The District has several programs that aid in the preservation of the soil and water in Jackson County, and will provide landowners with technical assistance for erosion control and water conservation efforts.

One of the main programs that is supported by the Jackson County Soil and Water Conservation district is the Farmland Preservation Program. This program allows eligible farmers to keep farmland undeveloped and prevents it from being subject to development that would be unusual for that area, for example a subdivision. This allows Jackson County to keep its scenic beauty and charm.



Courtesy of JCTDA

How Does the District Support me?

The Jackson County Soil and Water Conservation District will ensure that those enrolled in the Farmland Preservation Program are supported, and will ensure that the County's landowners are supported if they choose to follow the best practices of land conservation. The Jackson County Soil and Water Conservation District helps provide education, information, and resources to those who would benefit from additional services and information regarding the preservation of their land.

Contact the Office

Barry Stevens
District Manager
Phone: (828)586-5465

Jane Fitzgerald
Education Coordinator
Phone: (828) 586-5465

Information Technology (IT)

The Jackson County Information Technology (IT) department is dedicated for helping the Jackson County Government find technology solutions for any issues they might encounter. The IT department ensures that the day to day operations of all County departments run smoothly; allowing the Jackson County Government function at its full capability to help the residents to Jackson County.



Courtesy of JCTDA

What Does the IT Department Do?

The Jackson County IT department works with almost every department within the Jackson County Government to ensure that each department can function at its highest capacity. One of the main ways that the Jackson County IT department does this is through its in-house services. The Jackson County IT department functions very well and has a short turnover time because they do not need to wait for someone to arrive to fix the issue. A staff member of the IT department can be available to assist within the hour. The staff commonly fix issues with office Wi-Fi and computer hard-drives.

The IT department also services security cameras and the public Wi-Fi found in Jackson County public parks and spaces. The IT department focuses on internet and data servers in important locations such as the emergency response center (including the 9-1-1 call center), the Health Department, and the Jackson County Justice and Administration building. This means that the buildings that provide the most support and services to the Jackson County residents stay in good shape to ensure the safety and satisfaction of Jackson County residents.

The IT Department is also responsible for most of the telephone services the County uses internally. This requires additional hard and software in buildings where large telephone systems are housed.

Current Projects

The Jackson County IT department has actively been working to ensure working Wi-Fi and emergency phones at the new aquatic facility in Cullowhee, NC. This will not only improve the relaxing environment of the aquatic facility, but will also increase the safety of the facility for its patrons.

Another large project that the IT department is currently working on in 2024 is the layout of the internet, telephone cables, security systems, as well as servers and data centers in new proposed county projects.



Photo Courtesy of JCTDA

Contact the Office

Kelly Fuqua

Director of Information Technology

Phone: (828) 631-2234

Email: kellyfuqua@jacksonnc.org

Justin Thomas

Assistant Director of IT

Phone: (828) 631-2236

Email: justinthomas@jacksonnc.org

Geographic Information Systems

The Jackson County Geographic Information Systems (GIS) provides software, training, as well as application and database development to many County departments. The Jackson County GIS department also maintains the Real Property Viewer website, as well as other online maps that are available for Jackson County residents to use.

To Access the GIS Map

To access the GIS map first go to the Jackson County Website at <https://www.jacksonnc.org/home>. Then select 'Departments' and choose the departments E-G. Then Select the GIS Department option. For most users the 'property map viewer' feature will be the most helpful. Land owners can find their piece of property by searching their name, address, or their Property Identification Number.

Find information about...

- Wells
- Septic Tanks
- NC DOT deeded Land
- Present User Value
- Address Points
- Watersheds
- Zoning and Commercial Districts
- Flood Data
- Voluntary Agriculture Data
- Conservation Areas
- Protected Ridge Zones
- US Forest Service Land
- Voting Districts



Courtesy of JCTDA

Contact the Office
Allison Griggs Mathis
GIS Analyst

Phone: (828) 631-2112
Email: alliemathis@jacksonnc.org

The Animal Rescue Center

In June 2023, the new Jackson County Animal Rescue Center opened its doors to replace the old Jackson County Animal Shelter. The Jackson County Animal Rescue Center (ARC) functions as a branch of the Jackson County Department of Public Health and focuses on educating pet owners about how to properly care for pets, housing stray or surrendered pets, as well as recording and investigating bite cases.

Services

The ARC's main goal is to help provide pets with safe and loving homes. They offer a volunteer run Facebook page to advertise which pets are available for adoption. This allows you to see what types of pets are available and if they would be a good fit to be your animal companion. The fee to adopt a dog is \$75 and the fee to adopt a cat is \$60. This fee will cover the cost of spaying or neutering, a Rabies vaccine, and any other tests or vaccines your new friend may need to be healthy. The new ARC is able to take credit cards, checks, and exact cash when paying for the adoption fees.

The ARC also helps reunite lost pets as well as accept pets from homes that are no longer able to care for them properly. The Jackson County ARC website also provides valuable information to help you locate missing pets or what to do if you find an animal that you think might be a stray. Within the first seven months of 2023, the ARC had helped reunite 48 pets!

If you have been bit by an animal you should obtain as much information about the animal and owner as possible, properly treat the wound, and contact Animal Control as soon as possible. When the ARC receives your call or voicemail they will help inform all parties about what the next steps are. If hostility arises out of a situation please contact the Sheriff's Office or the Sylva Police Department.

New And Improved

The new ARC has tripled the amount of space available for dogs and has added new outdoor exercise spaces to help dogs adjust to the new environment. The available cage space capacity has doubled from the old location allowing the ARC to house more cats while also providing more space for each cat. Separate areas for observation and assessment is also featured in the new ARC center.

What You Can Do to Help

The Jackson County Animal Rescue Center relies on the work of volunteers to help each pet get the enrichment and socialization that they need. If you are interested in volunteering at the ARC, please reach out to the center directly.

Contact the Office

Phone: (828) 586-6138

After Hours Emergencies Phone:
(828) 586-1911

Public Hours: Monday- Friday
1:00 PM-3:00 PM

Found strays, bites, and complaints are best handled during regular business hours; please do not use the emergency phone number for these situations.

Emergency medical care for your pet

Haywood Animal Emergency:
(828) 452- 1478

REACH Emergency Hospital:
(828) 665-4399

The Center For Domestic Peace

Jackson County's Center for Domestic Peace is a non-profit organization that partners with and is funded by the County government in order to help support Jackson County's residents. The Center for Domestic Peace is focused on helping victims and survivors of domestic violence, helping prevent domestic violence, and helping support vulnerable community members. The Center for Domestic Peace also works with victims of sexual assault, human trafficking, or labor trafficking. This expanded reach of emphasis helps highlight the Center's dedication to helping victims and survivors regardless of their personal situation.



Ground breaking for the new shelter: Courtesy of the Center for Domestic Peace

Services

The Center for Domestic Peace has a 24-hour safe-line that those who are experiencing a crisis and need help. The Center also partners with 9-1-1 dispatchers to help callers get in contact with on-call advocates when reporting a crisis. The Jackson County Center for Domestic Peace trains its victim advocates to be knowledgeable about resources for those in need.

The Center for Domestic Peace also provides emergency shelter for victims who are actively fleeing dangerous situations. Emergency shelters will house survivors and their minor children while they seek legal, physical, and situational help. In the past, the Center for Domestic Peace has partnered with local groups to help provide emergency shelter, however the Center for Domestic Peace has begun construction on a new shelter that is designed with the safety of survivors in mind. The project is expected to be done in late 2024.

The Center for Domestic Peace is also able to help victims navigate the court system to receive the justice and closure that they deserve. The advocates help accompany survivors through meetings with law enforcement officers and court officials and help them understand the legal process. Court advocates can also help refer survivors to Legal Aid for NC, help them find the magistrates office to file charges, and to create safety plans that will help provide survivors with the security they need to move forward.

What you Can do to Help

The Center for Domestic Peace accepts donations to help fund their programs.

\$25- Will provide gas for survivors living in rural areas.

\$50- Will provide food for a sheltering victim.

\$75- Will provide materials for prevention education.

\$100- will provide one night of emergency shelter.

\$250- Will provide three professional counseling sessions for a survivor.

\$500- Will cover new locks and security cameras for survivors who can stay safely in their own home.

If you are experiencing an emergency, please call 911.

To reach the Safe-line, please call (828) 586- 1237



See Also

NC Department of Agriculture and Consumer Services Resources

North Carolina Department of Agriculture and Consumer Services, 2023 North Carolina Agriculture Statistics [pg. 10]

<https://www.ncagr.gov/divisions/agricultural-statistics/agricultural-statistics-annual-statistics-book-highlights-brochure>

Dear Jackson County,

First and foremost, I want to thank you for reading this report and learning just a small bit about the services that your County offers. I encourage County residents that are still curious about how their County departments work to apply for the Jackson County Citizens Academy, which will help present some of the information and experiences better to a group audience.

I want to thank all of the departments that took the time to meet with me this summer and for all of the wonderful individuals that taught me about the nuances of their departments. The experiences, conversations, and insight has been extremely valuable to me.

I want to thank the County Manager, and the Executive Assistant to the County Manager for allowing me to learn through this experience and providing this internship.

I am incredibly grateful for the experiences I have had and the connections I have made through this internship. I have broadened my understanding of county government and all of the moving pieces that it takes to keep Jackson County a wonderful place. I know that every department that I've met with is dedicated to increasing the services and the transparency of the Jackson County government for years to come.

Sincerely,

Christina Hunter