

Jackson County Community Health Assessment



2011

Acknowledgements

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Introduction

The Jackson County 2011 Community Health Assessment is a compilation of data gathered from the community as well as from existing public documents and other published material. The assessment has been performed in order to provide county information to the North Carolina Department Health and Human Services and the State Center for Health Statistics. It also serves as a means to provide the community with information regarding current needs and assets. An assessment is required by the state every 4 years.

The data in this report will be used by the community and by its various agencies and organizations to prioritize projects and programs as well as to develop the support for funding of these programs.

The primary focus of the assessment is on the health of the community and it contains information specific to all community agencies and organizations that contributed to the development of the assessment instruments and tool. Primary data gathered for this report included a questionnaire of 50 questions which were developed by a committee made up of participating area agencies, organizations and other community members; as well as information from key informant interviews and focus group sessions .

Secondary data used in the assessment is from the State Center for Health Statistics, Quick Facts from the US Census, US Census American Community Survey, Jackson County Planning Department, Jackson County Environmental Health Department, NC Department of Health and Human Services-Communicable Disease Branch, Employment Security Commission of NC, 2010 NC IsPOD Evaluation, US Bureau of Labor Statistics, Jackson County Transit, NC Department of Public Instruction, Jackson County Public Schools, NC Health Data Explorer, Kids Count Data Center, 2011 County Health Rankings, NC 211 Directory, and Western Carolina University's 2007 Student Data Report.

If you have questions regarding this information or other data that may have been gathered but not printed, please call Jackson County Department of Public Health at (828) 586-8994.

Report legend:



A green star indicates areas where Jackson County is doing considerably better than North Carolina.



A yellow star indicates areas where Jackson County is about average with North Carolina.



A red star indicates areas where Jackson County is doing significantly worse than North Carolina.

What is the Community Health Assessment?

Community assessment is the foundation for improving and promoting the health of community members. Community is defined as “county” for the purposes of the North Carolina Community Health Assessment Process. The role of a community assessment is to identify factors that affect the health of a population and determine the availability of resources within the community to adequately address these factors. Through collaborative efforts forged among community leaders, public health agencies, businesses, schools, recreation centers, and hospitals, the community can begin to answer key questions such as: “What are the strengths in our community?”, “What health concerns do community members have?”, and “What resources are available and what do we need in the community to address these concerns?”.

In a community-based health assessment, community members take the lead role in forming partnerships, gathering health related data, determining priority health issues, identifying resources, and planning community health programs. This process empowers community members to act on the identified emerging issues and assists them in planning effective, collaborative interventions that promote better community health. This way, the community health assessment is done by the community rather than on the community and in turn is of great value to the community.

Since it is good evidence-based public health practice, a community health assessment is required once every four years of local public health departments in the consolidated agreement between the N.C. Division of Public Health and local public health departments. Furthermore, it is required for local public health department accreditation through the N.C. Local Health Department Accreditation Board. This community health assessment is intended to study the current health status of the community, what has changed since the past assessment in 2007, and what still needs to change to improve the health of Jackson County. The process involves the collection and analysis of a large range of data, including demographic, socioeconomic and health statistics, environmental data, and public and professional opinion. The Community Health Assessment document is a summary of all the available evidence, and serves as a resource guide until the next assessment.

The Community Health Assessment Team

In communities where there is an active Healthy Carolinians partnership, the coalition of partners may coordinate the community assessment process with support from the local health department. Healthy Carolinians is “a network of public-private partnerships across North Carolina that shares the common goal of helping all North Carolinians to be healthy.” The members of local coalitions are interested members of the public and representatives of the agencies and organizations that serve the health and human service needs of the local community, as well as businesses, churches, schools and civic groups.

When developing the 2011 CHA team the Health Director and Health Promotion Coordinator created a list of potential CHA team members, which included members from the Healthy Carolinians Steering Committee, MedWest Health System, Western Carolina University, Southwestern Community College, Eastern Band of Cherokee Indians, local physicians, Smoky Mountain Center, County Commissioners, Jackson County Schools, Mountain Projects, Department on Aging, Cooperative Extension, Region A Partnership, Department of Social Services, local law enforcement, Southwestern Child Development, Emergency Management, etc.

An initial meeting was planned for February 2011 and each potential team member was sent a letter of invitation to join the CHA team and attend the first meeting. Following the first meeting there were 20 CHA team members. The CHA team met several times over the course of 5 months to develop the survey tool and distribution method. Team members were also given assignments for collecting the secondary community data from various sources. Once the survey tool was complete team members were assigned an organization or location in which to distribute the survey. The plan was to distribute the survey into places with large numbers of people, in order to reach as many Jackson County residents as possible. The survey tool was out in the community for close to 2 months. In the meantime, subcommittees of the CHA team were formed to conduct key informant interviews and focus group sessions.

Once all of the primary data was collected; from the surveys, interviews, and focus group sessions, a work meeting was held in July to review and summarize the data. After interpreting the data, another work meeting was held in August where the CHA team determined the priority areas by vote. The priorities chosen were then taken to the Healthy Carolinians board for final determination of the three health priorities.

Community Profile

Geographic

Jackson County is located in the heart of the Western North Carolina Mountains and is surrounded by the Great Smoky Mountains and the Blue Ridge Parkway. Jackson County consists of 494 square miles of beautiful mountains, rolling hills, and fertile valleys. Elevations range from 2,000 feet to more than 6,000 feet.



Map above shows where Jackson County is located within North Carolina.

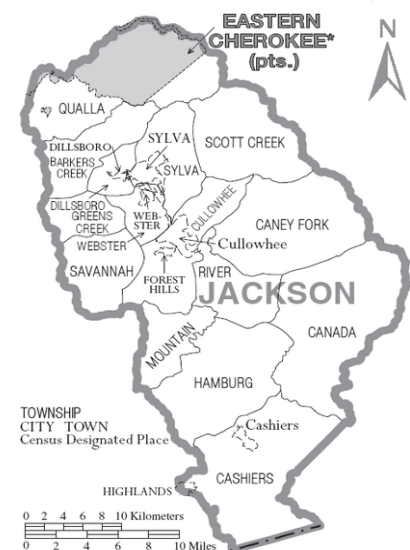
Because of its pleasant climate and the scenic beauty of the mountains, Jackson County attracts many tourists to the area. Jackson County draws visitors to its area for all seasons throughout the year, particularly in the Fall as the trees display their beautiful array of colors. Sylva (the county seat for Jackson County) is home to a diverse tree population and is home to more than 50 species in the downtown area alone.

Jackson County is also considered a "central location" to surrounding larger metropolitan areas. It is 50 miles from Asheville, 111 miles from Knoxville, 50 miles from Gatlinburg, and only 150 miles from Atlanta. It's also convenient to Upstate South Carolina, and less than three hours from North Carolina's largest city, Charlotte. Jackson County provides a small town atmosphere while the advantages and conveniences of these larger cities are just a short distance away. Jackson County is bordered by the state of South Carolina and the counties of Haywood, Swain, Macon, and Transylvania.

Notable geographic features of Jackson County include Richland Balsam, the county's tallest peak (6,410 ft.) as well as the highest point along the entire Blue Ridge Parkway (6,053 feet); Whitewater Falls, at 411 feet, the second-highest cascade east of the Rocky Mountains; Whiteside Mountain, which boasts the highest vertical cliffs in the Eastern United States; and Panthertown Valley near Cashiers, which has been described as the "Yosemite of the East."

The picturesque Tuckaseigee River flows 40 miles through the county, almost the entire length of the county. Additionally there are many other area lakes and streams that are perfect for many types of water activities such as rafting and fishing. Jackson County is a perfect place for many other outdoor enthusiasts for recreational activities, or one can just enjoy the mountain scenery and its peacefulness and tranquility.

Jackson County is relatively rural with a population density of 82.1 persons per square mile. According to the 2010 Census data, the total population for 2010 was 40,271. The concentration of the population is mainly in four townships which include Sylva (the County Seat), Cashiers, Dillsboro, and Webster. In addition, Jackson County has other residential areas which are Cullowhee, Forest Hills, Tuckaseigee and the Qualla Boundary – a tribal reservation for the Eastern Bank of Cherokee Indians, which is subject mostly to tribal/federal laws rather than to county or state laws. A traditional Cherokee legend says that the mountains and valleys were created by a great buzzard as his wings slapped the earth's soft crust.



Map above shows the municipalities and townships in Jackson County.

Historical

Jackson County was founded in 1851 and was named for Andrew Jackson who was President of the United States from 1829 to 1837. The county was formed from parts of Haywood County and Macon County. In 1861, parts of Jackson County and Henderson County were combined to form Transylvania County. In 1871, parts of Jackson County and Macon County were combined to form Swain County.

The first County Seat for Jackson County was Webster where a courthouse was built in 1855. Sylva replaced Webster as the county seat in 1913.

Jackson County is shaped by the unique identities of its several towns and small communities, each having its own rich history.

The quiet residential community of Webster, which overlooks the Tuckasee River, was created in the mid-1800s with the purchase of an 18-acre tract specifically designated to become the county seat. The town was incorporated in 1859; but, over the next 20 years the town government became inactive. During the construction of the railroad, Webster residents fully expected the railroad to run through Webster. However, the railroad was built through the town of Sylva and the rest of the story is history.

Cullowhee, which means “white lily” in Cherokee, is an unincorporated township comprised mostly of Western Carolina University, the surrounding businesses and residences designed to service the faculty and students. Professor Robert Lee Madison founded Western Carolina University—originally chartered as Cullowhee High School—in August of 1889. Beginning about 1912, the status of the school was raised. Near Cullowhee, is the Village of Forest Hills, named for the 1878-1880 postmasters’ home.



Today, Dillsboro is a quaint village of curio shops and crafters. During the 1880s when the Western NC Railroad was built, Dillsboro was a center of railway activity and was called many names, including: Depot, New Webster, or Webster Station. In 1888, Dillsboro had become the most important town along the railroad in terms of industry, with two sawmills, two clay mines, two livery stables, six general stores, a shoemaker and several wood yards. The railroad lives on today through the Great Smoky Mountains Railroad.

Sylva is Jackson County’s retail and professional center as well as the County Seat. Sylva is named for William D. Sylva, an itinerant Dane who had helped saw the log that built the home of the influential Hampton family. The town’s development rose with the construction of the Western NC Railroad. The railroad’s route through Sylva made it the prime location for the county seat; but, the issue of relocation from Webster to Sylva resulted in years of bitter dispute between representatives of the two towns. The state legislature settled the dispute, giving Sylva permission to construct a courthouse and to pay the moving costs to relocate. On February, 28, 1914, the new Sylva courthouse, located on a hill overlooking main street opened. The old courthouse is now the new home to the Jackson County Public Library Complex, which opened June 2011. This courthouse is acknowledged to be the most photographed in the country.



Picture above of the old Jackson County Courthouse, now the Jackson County Public Library Complex.

Demographics

Demographics play an important role in the health of a community. In rural counties, such as Jackson, the population needs do not always match the resources available. Age, gender, and culture are all factors that affect the needs of resources.

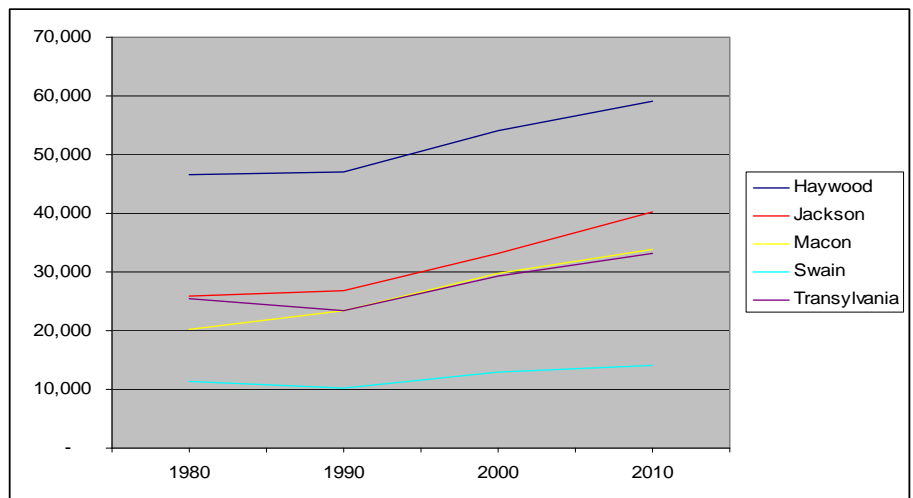
2010 Census: Race Characteristics Jackson County vs. North Carolina

	Jackson Total	Jackson Percent	North Carolina	Community Survey
Total	40,271	100.00%	9,535,483	945
Population of one race	39,489	98.06%		
White alone	33,489	83.16%	68.5%	91.1%
Black or African American alone	745	1.85%	21.5%	0.5%
American Indian and Alaska Native alone	3,804	9.45%	1.3%	4.6%
Asian alone	348	0.86%	2.2%	0.3%
Native Hawaiian and Other Pacific Islander alone	16	0.04%	0.1%	0.0%
Hispanic or Latino	2,038	5.06%	8.4%	2.0%
Population of two or more races	782	1.9%	2.2%	0.7%

Source: U.S. Census Bureau 2010 Quick Facts, 2011 Jackson County Community Opinion Survey Results.

Jackson County's population grew from 33,121 in 2000 to 40,271 in 2010, a 21.6% growth rate for the decade. This is the highest rate of growth of 18 western North Carolina counties. According to the NC Office of State Management and Budget, Jackson County's population is projected to reach 53,991 by 2031.

The graph to the right presents information on population growth trends for Jackson and adjoining counties from 1980-2010.



Source: Jackson County Planning Department, 2010 Census Data Overview

Population growth has been experienced by all townships and municipalities in the County with the exception of the Town of Webster, which lost 25% of its population during the decade. The Cullowhee Township had the highest rate of growth during the decade, with a population increase of 47%. Almost a quarter (23.4%) of the County's population lives in the Cullowhee Township. It should be noted that the highest rates of growth are in contiguous townships located roughly in the center of the County. The high rate of growth in these townships may be attributable to their proximity to Western Carolina University, County schools and recreational facilities, and the availability of land suitable for residential development.

2010 Census: Males vs. Females

	Jackson Number	Jackson Percent	NC Number	NC Percent
Males	20,043	49.8%	4,645,492	48.7%
Females	20,228	50.2%	4,889,991	51.3%

The largest age group for men and women is 20-24 years. This may be attributable to Western Carolina University. The 2010 estimated median age for Jackson County is 36.3 years and for North Carolina is 37.4 years.

Source: U.S. Census Bureau 2010 Quick Facts

2010 Census: Housing units in Jackson County

Total	25,948	100.00%
Occupied	16,446	63.38%
Vacant	9,502	36.62%

The County has a high rate of second homes that are occupied only part of the year. Over one-third (36.6%) of the housing units in Jackson County were vacant at the time of the Census (April 2010). The highest rate of vacant housing units is found in the four townships in the southern portion of the County. These homes are typically unoccupied for long periods of time during the winter months. On a positive, the housing units that are occupied seasonally typically do not require some county services such as education. An interesting fact regarding housing vacancy rate is that the most populous township, Cullowhee, has the lowest housing vacancy rate at 13%.

According to the Jackson County Planning Department there were 353 foreclosures in Jackson County in 2010.

Socioeconomic Factors

Socioeconomic factors also play an important role in the health of a community. Socioeconomic factors refer to employment, industry, income, and poverty factors that affect the citizens of Jackson County. One of the goals of this community health assessment is to reach the disparity populations and to connect them with the programs that meet their needs. In Jackson County, the local population experiencing disparities are the low-income and ethnic minorities. Residents who live in rural outlying communities are also a population at risk, facing barriers to accessing health resources. Children and adults in low income working families are also falling through the gaps; their income makes them ineligible for some services, yet they cannot afford other services.

Jackson County Employment Status 2005-2009		
Population 16 years and over	Estimate Total	Percent
In Labor Force	18,081	58.7%
Civilian Labor Force	18,076	58.7%
Employed	17,155	55.7%
Unemployed	921	3.0%
Armed Forces	5	0.0%
Not in Labor Force	12,737	41.3%

According to the 2005-2009 U.S. Census Community Survey, 58.7% of the population 16 years and over are in the labor force. Individuals not in the labor force make up 41.3% of Jackson County's population.

15 Largest Employers in Jackson County		
Employer	Industry	Employees
Office of State Control	Public Administration	1,000+
MedWest—Harris	Education & Health Services	500-999
Jackson County Public Schools	Education & Health Services	500-999
County of Jackson-Human Resources	Public Administration	250-499
Southwestern Community College	Education & Health Services	250-499
Wal-Mart Associates Inc	Trade, Transportation & Utilities	250-499
Aramark Food And Support Services	Leisure & Hospitality	250-499
N C Department Of Transportation	Public Administration	250-499
Ingles Markets Inc	Trade, Transportation & Utilities	100-249
Mountain Trace Nursing And Rehab	Education & Health Services	100-249
Meridian Behavioral Health Services	Professional & Business Services	100-249
Lowes Home Centers Inc	Trade, Transportation & Utilities	100-249
Jackson Paper Manufacturing Company	Manufacturing	100-249
Skyland Care Center	Education & Health Services	100-249
Smokey Mountain Center	Education & Health Services	100-249
Source: NC Employment Security Commission 2011 1 st Quarter Census of Employment and Wages, Largest Employers		

The largest employer in Jackson County is the Office of State Control, which includes Western Carolina University and has over 1,000 employees. The second two largest employers are MedWest—Harris and Jackson County Public Schools; both having 500-999 employees. The chart to the left shows the fifteen largest employers in Jackson County according to the Employment Security Commission in 2011. Harrah's Casino which is physically located in Jackson County employs over 2,000 people; but because it sits on the Qualla Boundary these numbers are reflected in Swain County's workforce.

According to the 2010 data from the NC Employment Security Commission, Jackson County has 1,116 total industrial establishments. These industries employ 12,551 individuals. The largest industry in the county is Educational Services employing 2,873 individuals.

Current Industry In Jackson County Period: 2010, 04 Qtr		
Industry Sector	Establishments	Employment
Total, All Industries	1116	12,551
Agriculture, Forestry, Fishing & Hunting	13	96
Mining	3	13
Utilities	4	39
Construction	221	658
Manufacturing	26	266
Wholesale Trade	30	151
Retail Trade	153	1,483.00
Transportation and Warehousing	27	201
Information	16	118
Finance and Insurance	38	209
Real Estate and Rental and Leasing	60	127
Professional and Technical Services	89	347
Management of Companies and Enterprises	7	37
Administrative and Waste Services	75	524
*Educational Services	26	2,873.00
Health Care and Social Assistance	80	1,927.00
Arts, Entertainment, and Recreation	23	347
Accommodation and Food Services	122	1,895.00
Other Services, Ex. Public Admin	76	281
Public Administration	27	959
Source: NC Employment Security Commission Quarterly Census of Employment and Wages 12/31/2010		

Jackson County Income Levels for 2009 by Group			
Jackson County	Households	Families	Nonfamily Households
Total Number	15,324	9,551	5,773
Less than \$10,000	14.0%	5.1%	
\$10,000 to \$14,999	8.4%	6.5%	
\$15,000 to \$24,999	11.4%	9.7%	
\$25,000 to \$34,999	11.8%	11.0%	
\$35,000 to \$49,999	16.4%	19.2%	
\$50,000 to \$74,999	18.9%	23.5%	
\$75,000 to \$99,999	8.9%	10.5%	
\$100,000 to \$149,999	7.0%	10.2%	
\$150,000 to \$199,999	1.7%	2.5%	
\$200,000 or more	1.3%	1.7%	
Median household income	\$37,672	\$48,586	\$19,763
Mean household income	\$48,881	\$59,490	\$29,692
Source: U.S. Census Bureau, 2005-2009 Community Survey			

In Jackson County, close to 18.9% of households report their total household income to be in the range of \$50,000 to \$74,999. This category represents the largest percent of households, followed closely by the group making \$35,000-\$49,000.

The median household income for households in Jackson County is only \$37,672; however, the median household income for North Carolina is \$43,754 which is a difference of close to \$6,000.

The average household size is 2.10 and the average family size is 2.57.



According to the 2009 Quick Facts from the US Census Bureau, the percentage of person living below poverty level is 20.5% of persons for Jackson County, which is 26.5% higher than that of the states which is 16.2%.

According to the Jackson County Department of Social Services, as of August 2011, 15% (or 6,063) of adults and children in Jackson County receive Medicaid and 14.3% (5,755) receive Food and Nutrition Services. This is a significant increase since 2010, when 10.31% received Medicaid and 5.16% received Food and Nutrition Services.

As of March 1, 2011, statewide 1 in 5 North Carolinians are eligible for Medicaid. In 2010 Medicaid paid for 52% of all North Carolina births.

PERCENTAGE OF FAMILIES AND PEOPLE WHOSE INCOME IN THE PAST 12 MONTHS IS BELOW THE POVERTY LEVEL	
All families	13.2%
With related children under 5 years only	27.2%
Married couple families	9.3%
With related children under 5 years only	6.8%
Families with female householder, no husband present	30.9%
With related children under 5 years only	66.2%
All people	20.1%
Under 18 years	21.4%
18 years and over	19.7%
18 to 64 years	20.6%
65 years and over	16.3%
People in families	14.0%
Source: U.S. Census Bureau, 2005-2009 Community Survey	

Being poor effects ones health in many ways. The relationship between poverty and health is a two way street. Poor health makes it difficult for people to achieve higher education levels and to obtain and keep well paying jobs, which in turn can lead to poverty. All aspects of being poor; like limited opportunities for physical activity and good nutrition, as well as low quality housing; contribute to stress and anxiety, which can lead to unhealthy habits like smoking and drug and alcohol abuse.

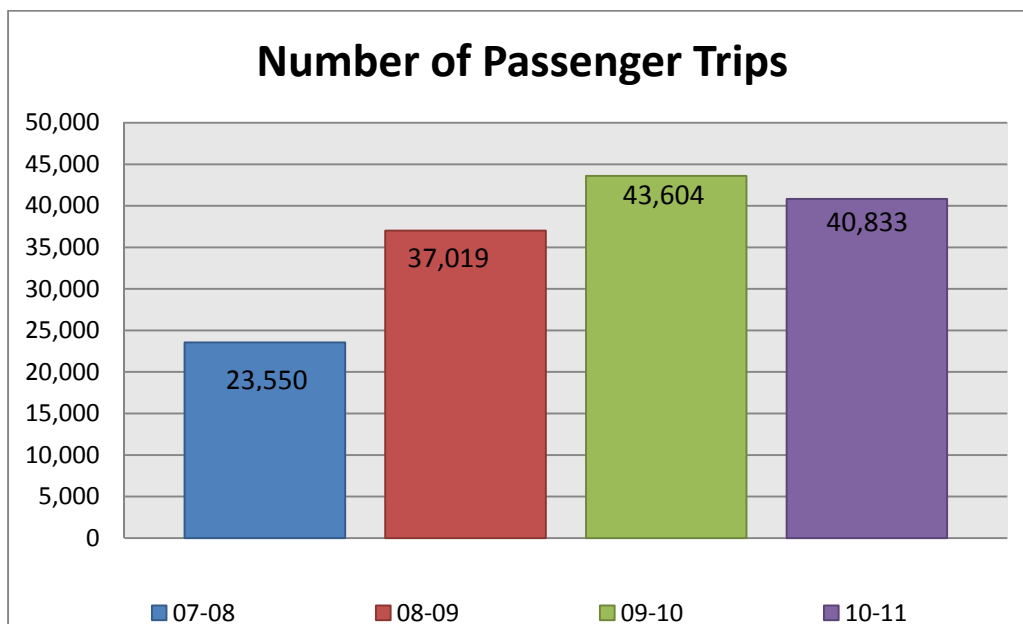
The Community Table of Jackson County was founded in 1999 to provide a welcoming place for all kinds of people to gather for a good meal. In 2008 they served 9,300 dinner meals, 10,335 meals in 2009, and 20,393 meals in 2010. That



is a 119% increase in the number of meals served from 2008 to 2010. From January to September of 2011 the Community Table has served 12,447 meals. As the need began to increase in 2009, they began to provide food boxes for home use. In 2010 835 food boxes were provided to community members and as of September 2011 they have provided 1,344 food boxes for 2011. According to the Community Table Executive Director, the need for food boxes has been the largest increase in 2011. In September 2011 they provided a record breaking 233 food boxes.

Transportation

Due to the geographic layout of Jackson County, transportation continues to be an issue for residents. The following graph shows the number of passenger trips provided by the Jackson County Transit between 2007 and September 2011. Transit saw a 73.4% increase in passenger trips from 2007 to 2011. Jackson County Transit is a fully coordinated, public transportation system and operates as a branch of Jackson County Government. Jackson County Transit provides transportation for human service agencies, the elderly, people with disabilities, and the general public of Jackson County. It offers deviated fixed routes, paratransit service, and a demand response service between 7:00am until 5:00pm, Monday through Friday, except holidays. This is a deviated fixed service that includes 11 fixed bus stops along the route. Jackson County Transit also provides limited service to Asheville, Waynesville, Franklin and Bryson City.

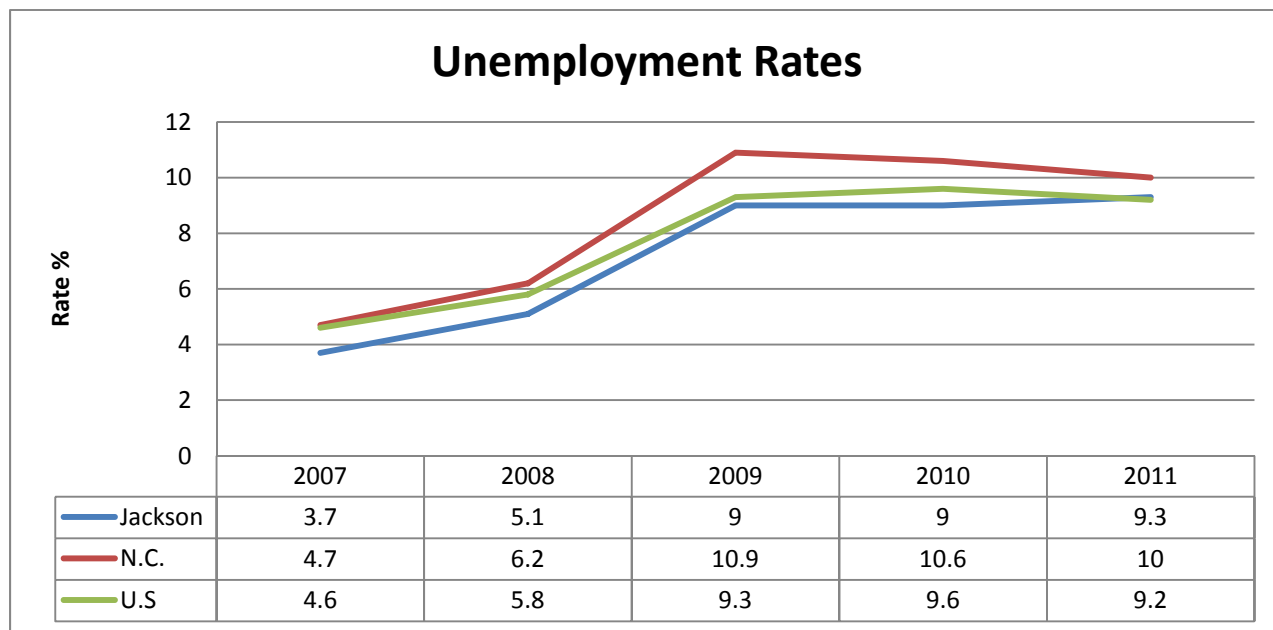


***These trips include general public, medicals, employment, education, agency related and senior transportation.**

Unemployment



The chart below compares the 2008 through July of 2011 unemployment rates for Jackson County, North Carolina, and the United States. Since 2007, Jackson County's unemployment rate has been lower than the N.C. and U.S. average; however rates drastically increased from 2007 to 2009. Though, from 2009 rates started to level out. According to the North Carolina Employment Security Commission, Jackson County currently has one of the lowest unemployment rates in the state for September 2011, with a rate of 8.1%. Jackson County's September 2011 unemployment rate is 1.9% less than the State's rate of 10.0%.



Source: Employment Security Commission, Labor Force Statistics, Unemployment Rates, September 15, 2011

Education

Education and literacy are key factors in the academic development and health of a community. Student's health directly impacts their ability to successfully attend and perform at school. Jackson County has a total 9 schools in the district; including 2 early colleges, 1 alternative school, and 6 elementary schools.

There are 3,764 students enrolled for the 2011-2012 school year.

2,092 students in Jackson County Public Schools or **55.58%** are eligible for free or reduced lunch during the school year.

The chart to the below represents the average number of students in an elementary, middle, and high school in Jackson County Schools and N.C.

	ELEMENTARY	MIDDLE	HIGH
District	164	N/A	424
State	497	657	792

Source: Jackson County Schools Report Card, 2009-2010

	Male	Female	White	Black	Hispanic	American Indian	Asian/ Pacific Islander	Multi-Racial
Jackson	52%	48%	80%	3%	6%	10%	1%	N/A
N.C.	51%	49%	54%	31%	11%	1%	3%	N/A

Source: Jackson County Schools Report Card, 2009-2010

This chart above shows the percentage of students in each demographic group in Jackson County Schools and N.C. The school demographics closely reflect those of the county.

Jackson County Educational Attainment		
Population 25 years and over	22,896	
Less than 9th grade	1,683	7.4%
9th to 12th grade, no diploma	2,697	11.8%
High school graduate or GED	6,226	27.2%
Some college, no degree	4,336	18.9%
Associate's degree	1,955	8.5%
Bachelor's degree	3,457	15.1%
Graduate or professional degree	2,542	11.1%

Source: U.S. Census 2005-2009 Community Survey

The table to the left shows the educational attainment levels for Jackson County residents. The district-wide dropout rate in Jackson County has decreased by 56.2%; from 4.43 in 2008-2009 to 1.99 in 2009-2010. The state had a dropout rate of 2.55% in 2009-2010, which is the lowest rate ever recorded in the state. Jackson County was highlighted as one of four counties across the state for achieving the greatest decrease in dropout rates. According to the Jackson County Board of Education, the two student retention initiatives that seemed to make the greatest difference

in these rates are the Bridge Program which targets 9-12 graders and Momentum Victory which is geared towards 7-9 graders.

Looking at attainment in Jackson County, the majority (80.9%) of the residents have graduated high school or higher.

Jackson County Educational Levels Completed	
Percent high school graduate or higher	80.9%
Percent bachelor's degree or higher	26.2%

Source: U.S. Census 2005-2009 Community Survey

Jackson County also offers continuing education opportunities by incorporating a local four-year university and a community college.

- Western Carolina University was founded in 1889 to bring higher education and career opportunities to the western region of North Carolina. A member of the University of North Carolina system, WCU now provides an education to more than 9,000 students from 38 states and 32 countries.

WCU is located in Cullowhee, North Carolina, near the Great Smoky and Blue Ridge mountains, fifty-two miles west of Asheville. There are 9,429 students from the United States and from Europe, Asia, Africa, and

South America enrolled at WCU. WCU offers approximately 220 majors and concentrations for undergraduates in addition to more than 40 graduate-level programs of study.



- Southwestern Community College officially opened in 1964. Since that time, the College has evolved from an industrial education center to a technical institute to a technical college and finally to a fully-accredited community college. During that evolution, Southwestern has awarded more than 7,000 degrees, diplomas and certificates and has offered more than 5,000 different classes. SCC was one of only 11 colleges to earn an exceptional rating in the annual performance measures report released by the North Carolina Community College System. SCC offers more than 70 curriculum programs in Arts and Sciences, Career Technologies, College Transfer and Health Sciences. In addition, the college provides a variety of Continuing Education courses at various locations throughout its service area. Most of these courses are designed to prepare students for entry into an occupation, upgrade skills of employed individuals, and provide opportunities for self-improvement.



Environmental Health

One of the primary functions of the Environmental Health department in Jackson County is to ensure that the establishments operating in the county meet the minimum sanitation standards as required by the Department of Environmental Health and Natural Resources.

Jackson County Environmental Health Food and Lodging Inspections Program Data 2010-2011	
Inspections	Total
Restaurant	668
Food Stands	72
School Lunch Rooms	24
Meat Markets	28
Summer Feeding Sites	6
Hospitals	2
Nursing Homes	8
Tattoo Establishments	13
School Buildings	11
Confinement	1
Residential Care	8
Child Care Centers	40
Bed and Breakfast Inns	10
Lodging	45
Bed and Breakfast Homes	1
Swimming Pools	91
Adult Day Care	1
Camps	3
Source: Jackson County Environmental Health, 2010-2011	

*Totals are approximate based on the number of facilities and inspections required to carry out per year.

The chart above shows the number of inspections completed during 2010/2011 fiscal year by the Jackson County Environmental Health staff. Staff also made a total of 822 visits and issued 103 new facility permits. Environmental Health personnel conducted 14 food service presentations/classes during 2010/2011. Staff also completed 25 complaint investigations.

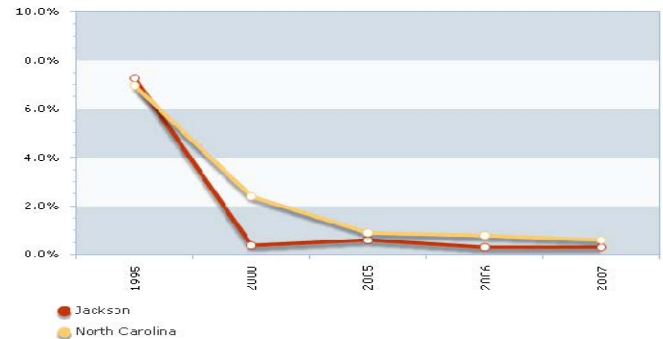
The Jackson County Environmental Health staff was also implemental in assisting with North Carolina's Smoke-free Restaurant and Bar Law in Jackson County. Per state law all restaurants and bars were required to be tobacco free in January 2010. Environmental Health staff aided in 6 local restaurants going tobacco free before the law passed.

Lead: Percent of Children (12-36 Mo.) Screened for Elevated Blood Lead Levels (Percent)-1995-2007		
	North Carolina	Jackson
1995	21.9%	15.7%
2000	33.6%	41.1%
2005	40.6%	47.4%
2006	42.8%	42.8%
2007	44.9%	47.3%
Source: NC Kids Count Data Center 2010		



The chart to the left compares the percentage of children (12-36 months) in Jackson County versus the State screened for elevated blood levels. In 1995 Jackson County was falling behind the state on screenings; however since 2000 Jackson has screened more children than the state.

Lead: Percent of Children (12-36 Mo.) Found to Have Elevated Blood Lead Levels (Percent)-1995-2007		
	North Carolina	Jackson
1995	7.0%	7.3%
2000	2.4%	0.4%
2005	0.9%	0.6%
2006	0.8%	0.3%
2007	0.6%	0.3%
Source: NC Kids Count Data Center 2010		



Lead: Percent of Children (12-36 Months) Found to Have Elevated Blood Lead Levels (Percent) - 1995 to 2007
 Action for Children North Carolina
 KIDS COUNT Data Center, www.kidscount.org/datacenter
 A Project of the Annie E. Casey Foundation



The chart above and the graph to the right compare the percentage of children in Jackson County and the State found to have elevated blood lead levels. Jackson County's percentage of children found to have elevated blood lead levels is lower than that of the State's.

Lead poisoning is one of the most preventable childhood health problems today. The Environmental Health Department in Jackson County conducts investigations to determine possible sources of lead exposure and develops strategies to abate lead hazards.

Asthma Hospitalization Rates (per 100,000) for Children (0-14) in Jackson County and North Carolina		
YEAR	North Carolina	Jackson County
2007	166.2	156.5
2008	151.9	174.9
2009	175.0	158.7
Source: NC State Center for Health Statistics, September 2011		



In 2009 Jackson County's asthma hospitalization discharge rates for children (0-14) decreased by 9.3% from 2008 and are 9.3% lower than North Carolina's rate.



According to the 2011 County Health Rankings, Jackson County experienced 12 days of unhealthy air quality due to the ozone in 2006. Overall, North Carolina experienced 6 days of unhealthy air quality; which is 6 less days than Jackson County experienced.

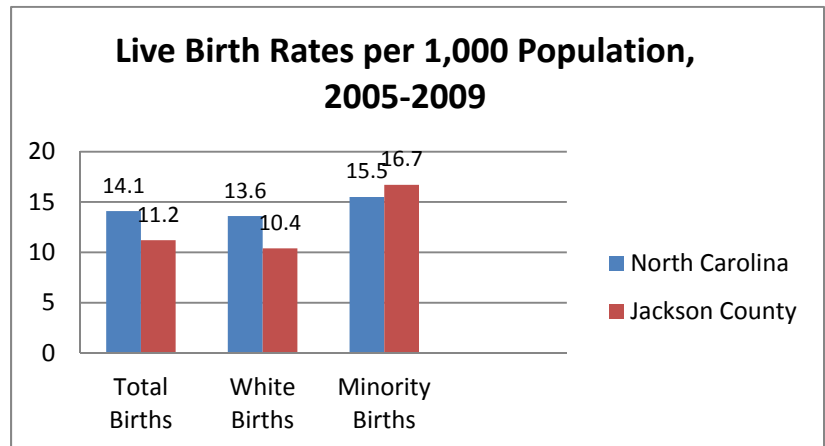
Family Planning

Looking at family planning related information can provide guidance as to what programs need to be offered to support and improve the health of women and children in our community.

Fertility in Jackson County	
Number of women 15 to 50 years old who had a birth in the past 12 months	628
Unmarried women (widowed, divorced, and never married)	347
Per 1,000 unmarried women	61
Per 1,000 women 15 to 50 years old	68
Per 1,000 women 15 to 19 years old	7
Per 1,000 women 20 to 34 years old	155
Per 1,000 women 35 to 50 years old	6
Source: U.S. Census American Community Survey 2005-2009	

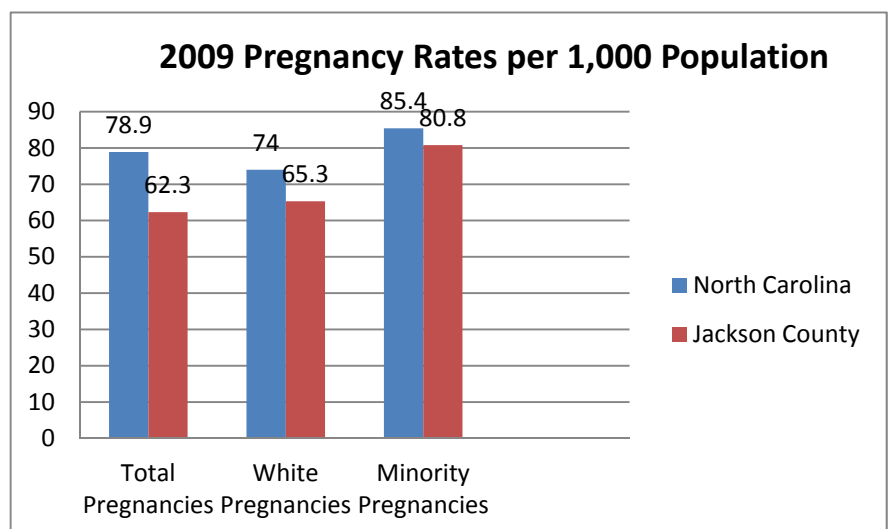
This chart to the left shows the fertility rates for women in Jackson County as reported by the 2005-2009 U.S. Census Bureau. According to this survey, 628 women 15 to 50 years old reported giving birth prior to this survey. Of this total number of women, 61 were unmarried and 7 were 15 to 19 years old.

The graph to the right compares the live birth rates per 1,000 population between Jackson County and North Carolina. Rates are also compared between white births and minority births. Jackson County's total birth rate is 20.6% and the white birth rate is 23.5% less than North Carolina's. However, Jackson County's minority birth rate is 7.7% higher than the state's.

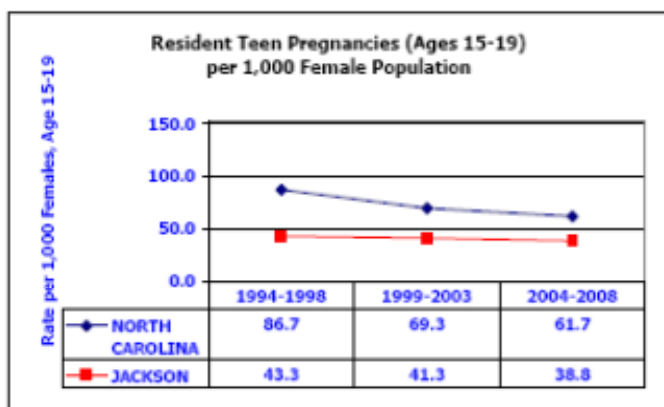


"State Center for Health Statistics". North Carolina Reported Pregnancies - 2009 Division of Public Health N.C. 30 Sept. 2011.

The graph to the right compares the pregnancy rates per 1,000 population between North Carolina and Jackson County. Rates are also compared between white and minority pregnancies. In 2009, Jackson County had 502 total pregnancies; 408 white and 94 minorities. Jackson County's total pregnancy rate is 21% less than North Carolina as a whole.



"State Center for Health Statistics". North Carolina Reported Pregnancies - 2009 Division of Public Health N.C. 30 Sept. 2011.



"State Center for Health Statistics", NC statewide and County Trends in Key Health Indicators, 2008. 3 October 2011.

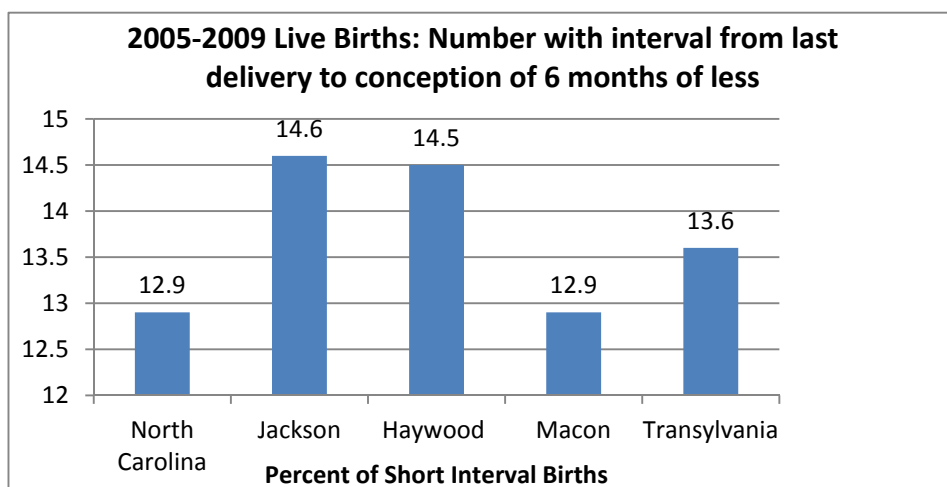
Jackson County has a very low teen pregnancy rate for 2009 of 42.6 per 1,000 females ages 15-19. Although this rate has increased by 9.5% since 2008, comparatively, we are doing better than N.C.'s rate of 56.0. The chart below compares Jackson County's teen pregnancy rate for 2009 with the state and its peer counties. Jackson County is also doing significantly better than our peer counties when it comes to teen pregnancy. Jackson County's rate is 51.2% lower than Burke's, 32.6 % lower than Rutherford's, and 29.3% lower than Stanly County.

Jackson County currently receives funding for the Adolescent Pregnancy Prevention Program and it is imperative that the funding continue for this program so that we can keep our low pregnancy rates in adolescents.

Teen Pregnancies (Ages 15-19), Rate per 1000 female population 2009	
North Carolina	56.0
Jackson	42.6
Burke	64.4
Rutherford	62.8
Stanly	60.3
Source: NC Health Data Explorer, Center for Health Services and Research Development, East Carolina University. 7 November 2011.	

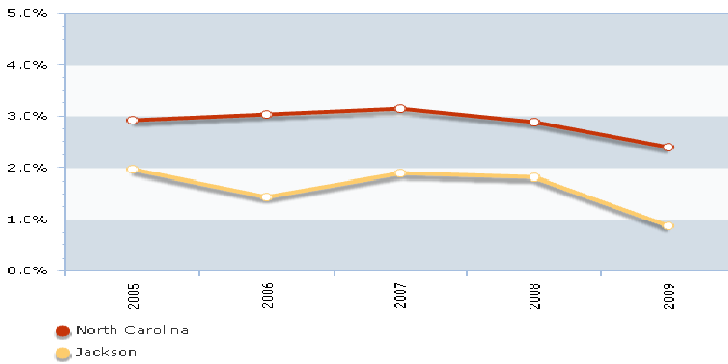


The graph to the right shows the need for family planning services in Jackson County. The data shown is the percent of women who conceived a child within 6 months of less from delivery of another child. It compares Jackson County's percent to North Carolina as a whole, as well as the surrounding counties of Haywood, Macon, and Transylvania.



"State Center for Health Statistics." 2011 County Health Data Book. 5 October 2011

Jackson County's percent of short interval births is 13.2% higher than North Carolina's and Macon County's; 7.4% higher than Transylvania, and less than 1% higher than Haywood County. These figures demonstrate that Jackson County is still in need of family planning education.



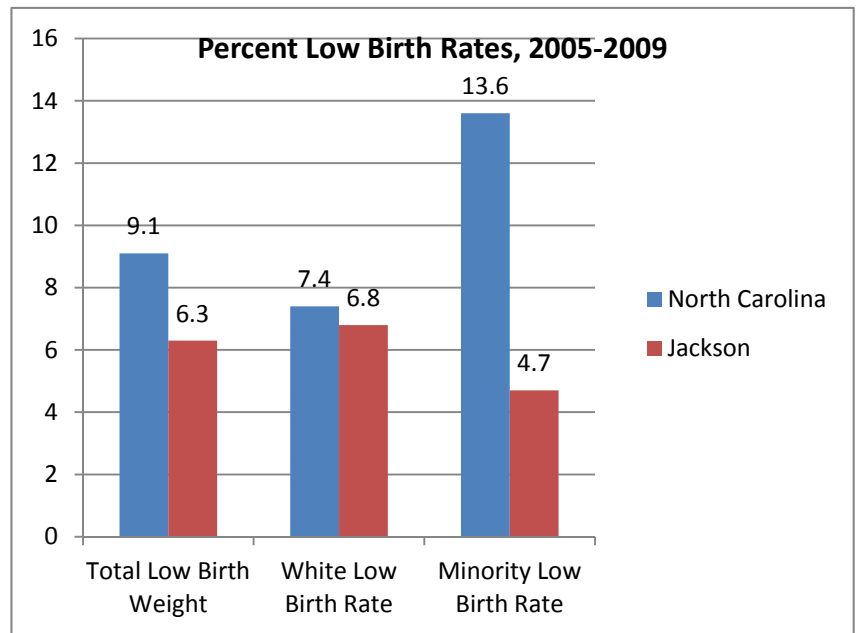
Percent of Births with Very Late or No Prenatal Care (Percent) – 2005 to 2009
 Action for Children North Carolina
 KIDS COUNT Data Center, www.kidscount.org/datacenter
 A Project of the Annie E. Casey Foundation

This graph compares the percent of births in Jackson County and North Carolina where the mother had very little or no prenatal care. This graph shows that prenatal care for women in Jackson County is increasingly improving. According to this chart, births receiving prenatal care decreased from 2006 to 2007, however from 2008 to 2009 there was a significant increase in prenatal care. Compared to North Carolina, a greater percent of women in Jackson County are getting the prenatal care they need.

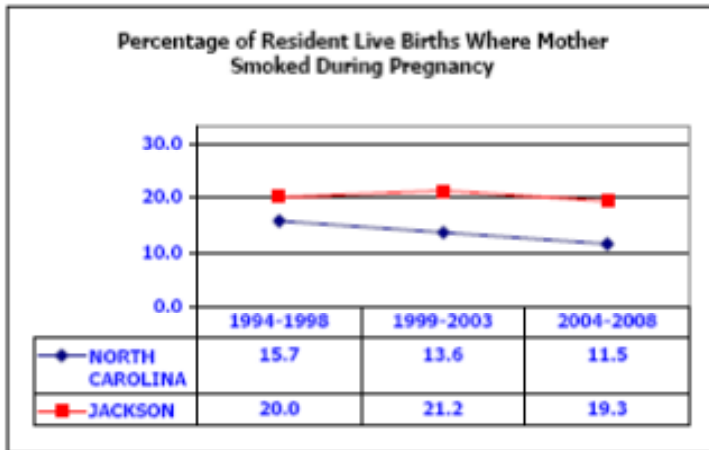


The graph to the right shows the percentage of low birth rates from 2005-2009 for Jackson County and compares them to North Carolina. White and minority low birth rates are shown also.

As a whole, Jackson County has 30.8% less low birth rates than N.C. Minority residents of Jackson County also have a 65.4 lower percent of low birth rates than N.C. as a whole.



"State Center for Health Statistics." 2011 County Health Data Book. 5 October 2011



"State Center for Health Statistics", NC statewide and County Trends in Key Health Indicators, 2008. 3 October 2011.

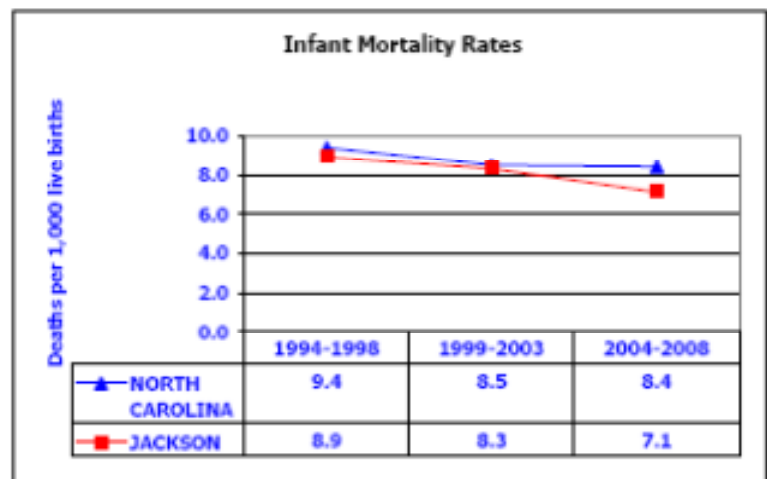


The percentage of mothers Jackson County who smoked during pregnancy is higher than the total percent in North Carolina. However, similarly to NC, Jackson County's percent has decreased by 8.9% from 1999-2003 to 2004-2008. Jackson County's current percentage of resident live births where the mother smoked during the pregnancy is 67.8% higher than the state's percentage. This data shows that we still need to work as a community to educate new mothers on the harm of smoking while pregnant.



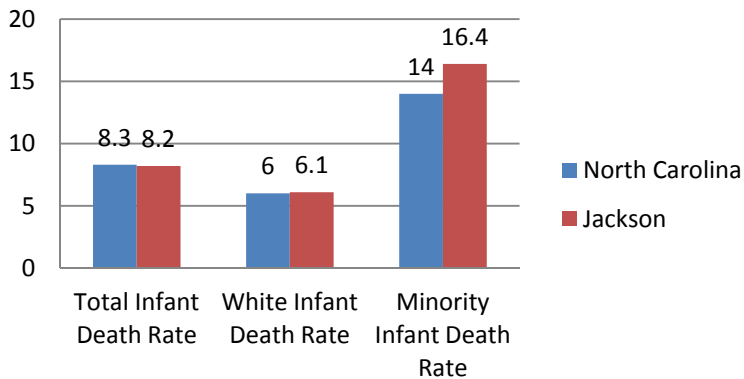
The graph to the right show Jackson County's infant mortality rates from 1994-2008, and compares these rates to the North Carolina's.

According to this data, Jackson County's rate has decreased by 20.2% since 1994. Jackson County's infant mortality rate in the period of 2004-2008 is 15.5% less than North Carolina's rate.



"State Center for Health Statistics", NC statewide and County Trends in Key Health Indicators, 2008. 3 October 2011.

Infant Death Rates per 1,000 Live Births, 2005-2009



According to the State Center for Health Statistics, Jackson County's total infant death rate is only 1.2% higher than North Carolina's. However, Jackson's minority infant death rate is 17.1% higher than the state's rate.

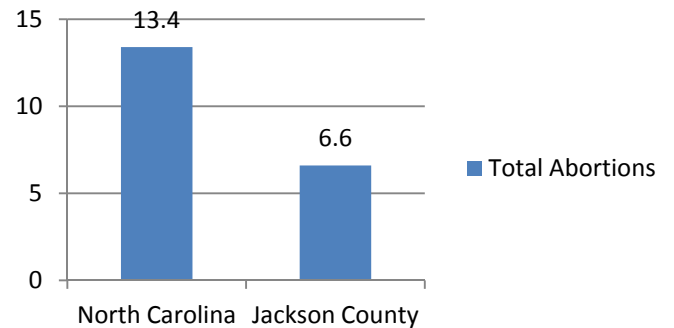
Recent data (2010) shows that North Carolina's infant mortality rate is the lowest in recorded history. Whereas North Carolina had a total of 854 infant deaths in 2010, Jackson County only had a total of 2 infant deaths.

"State Center for Health Statistics." 2011 County Health Data Book. 5 October 2011



The chart to the right shows the 2009 total abortion rates for females ages 15-44 for Jackson County and compares them to the N.C. rates. Jackson County's abortion rate is 50.7% lower than the state rate.

2009 Abortion Rates per 1,000 Population



"State Center for Health Statistics." 2011 County Health Data Book. 5 October 2011

Adult Health

Leading Causes of Death in Jackson County, 2009		
Rank	Cause of Death	%
#1	Cancer	25.8
#2	Diseases of heart	22.7
#3	Alzheimer's Disease	7.9
#4	Chronic Lower Respiratory Disease	6.5
#5	Cerebrovascular Diseases	4.8
#6	All other unintentional injuries	4.1
#7	Intentional self-harm (suicide) Septicemia	2.4
#9	Diabetes Influenza and pneumonia	2.1

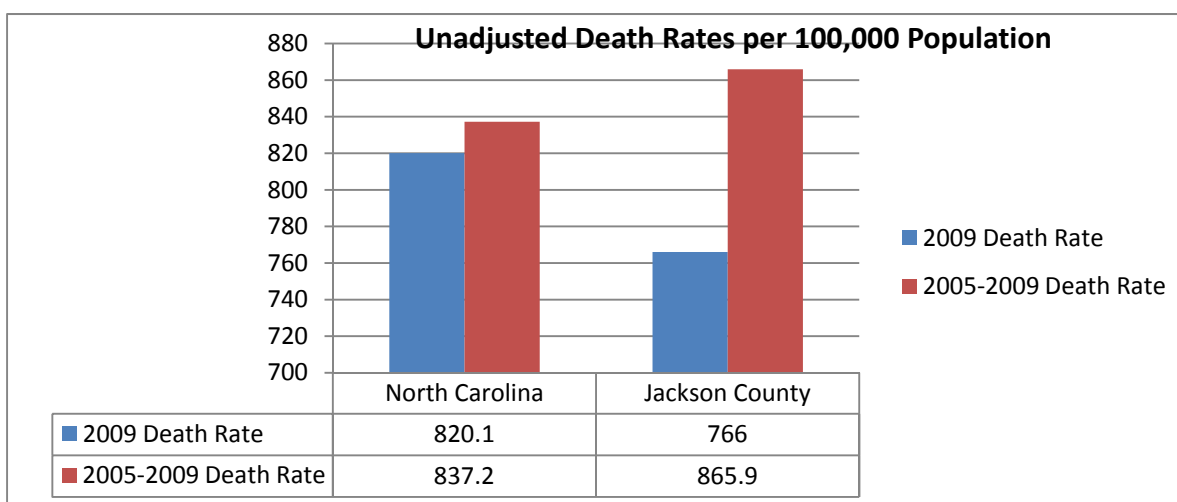
According to the State Center for Health Statistics, the leading cause of death for 2009 in Jackson County, like North Carolina, is cancer. The chart to the left shows the leading causes of death for 2009 in Jackson County.

The leading causes of death from 2005-2009 for residents in Jackson County 0-19 and 20-39 years was Unintentional Injuries; 40-64 and 65-84 years was Cancer; and 85+ years was heart disease.

"State Center for Health Statistics." 2011 County Health Data Book. 5 October 2011



This chart below compares the unadjusted death rates for 2009 and the average death rates from 2005-2009, for both Jackson County and North Carolina. Jackson County's 2009 death rate is 6.6% lower than the state's rate.



"State Center for Health Statistics." 2011 County Health Data Book. 5 October 2011



The chart below compares the age adjusted, race specific, sex specific death rates for North Carolina and Jackson County for all causes. Jackson County's death rate for whites is 3.42% higher than the state's; however African Americans in Jackson County have a lower death rate than the state. This could be because of Jackson County's low African American population. Both Jackson County and North Carolina's male death rate is higher than female.

2005-2009 Race Specific, Sex Specific, Age Adjusted Death Rates per 100,000; All causes					
	White	African American	Other	Male	Female
North Carolina	797.2	1007.0	570.8	1002.0	832.7
Jackson County	824.5	843.8	635.4	942.9	706.3

"State Center for Health Statistics." 2011 County Health Data Book. 5 October 2011

Obesity



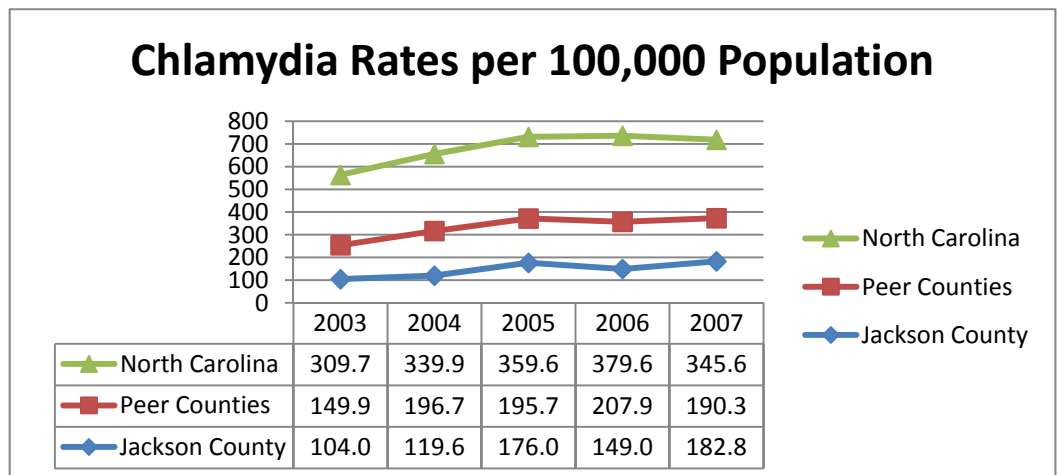
According to the 2011 County Health Rankings, 30% of adults in Jackson County have a Body Mass Index greater than 30. This is an increase from the 2010 County Health Rankings when 28% of adults in Jackson County were obese. 2011 County Health Rankings shows that 29% of adults in North Carolina as a whole, 27% of adults in Macon, and 24% of adults in Transylvania are obese. These numbers show that we are about average with the state and surrounding counties in adult obesity.

Adult obesity is a health hazard. Approximately 280,000 adult deaths in the United States each year are related to obesity. Several serious medical conditions have been linked to obesity, including type II diabetes, heart disease, high blood pressure, and stroke. Obesity is also linked to higher rates of certain cancer types. Obesity is still a major health concern for our county, our state, and our nation.



Sexually Transmitted Diseases

When analyzing STD data for Jackson County, Chlamydia is the only disease with enough data to discuss.

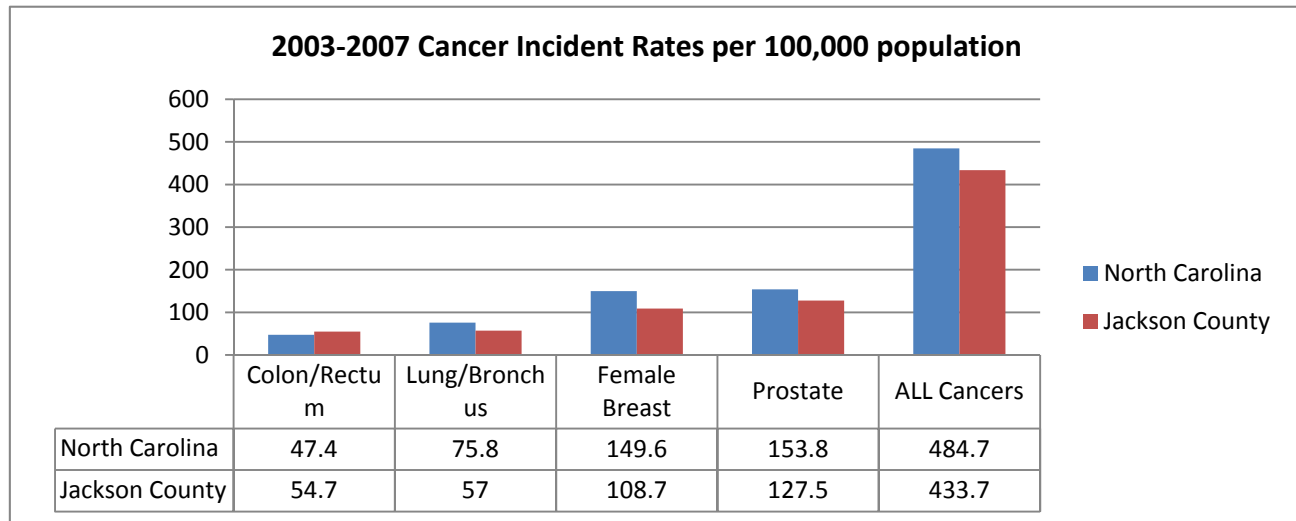


"NC CATCH" NC CATCH Data Portal. 10 October 2011.

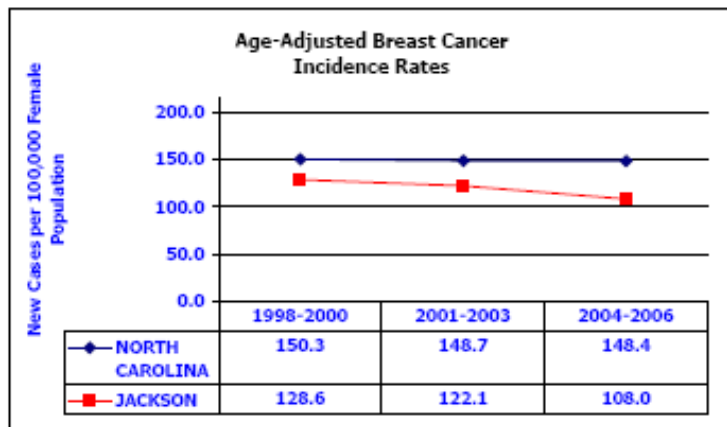
The graph shows the Chlamydia rate for Jackson County from 2003 to 2007; and compares this rate to the state rate and peer counties (Burke, Rutherford, and Stanly). According to this chart, Jackson County's rate increased by 75.8% from 2003 to 2007; however in 2007 Jackson County's rate is still 47.1% lower than North Carolina's. High Chlamydia rates could be attributed to Western Carolina University and the county's large population of 20-24 year olds.

Cancer

The chart below shows the cancer incident rates for Jackson County and compares those rates to North Carolina's. Jackson County's colon/rectum rate is 15.4% higher than North Carolina's. Jackson County has lower incident rates than the state for all other cancers.



"State Center for Health Statistics." 2011 County Health Data Book. 10 October 2011.



"State Center for Health Statistics", NC statewide and County Trends in Key Health Indicators, 2008. 10 October 2011.

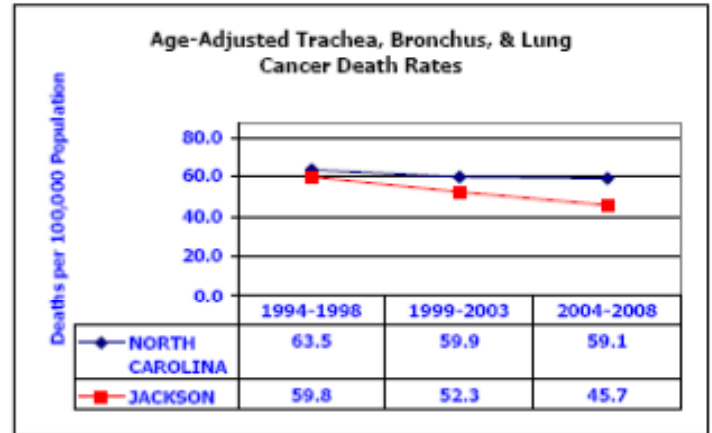
From 1998-2000 to 2004-2006, Jackson County saw a 16% decrease in breast cancer incident rates. Jackson County's 2004-2006 average rate is 27.2% lower than the state's rate.

Even though Jackson County is doing considerably better than NC as a whole, compared to our peer counties we still have a higher breast cancer incidence rate. The chart below compares the breast cancer rates from 2005-2009 of Jackson County and peer counties. Jackson County's rate is 29% higher than Stanly's, 33.9% higher than Rutherford's, and 27.7% higher than Burke's.

Breast Cancer Rates (female) 2005-2009 per 100,000 Population	
Jackson	30
Burke	23.5
Rutherford	22.4
Stanly	23.2
Source: NC Health Data Explorer, Center for Health Services Research and Development, East Carolina University. 7 November 2011.	



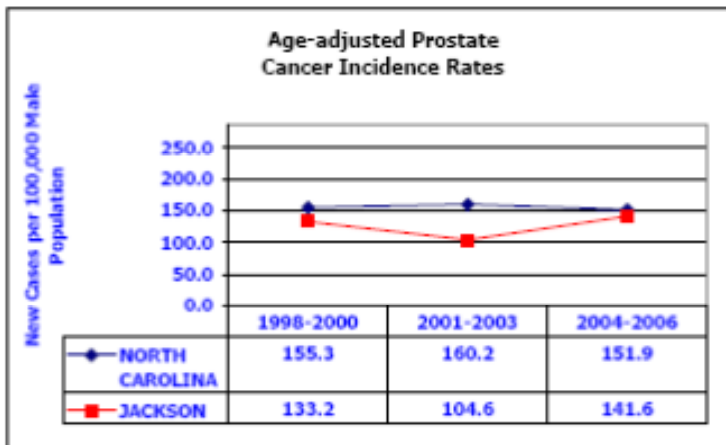
Jackson County also saw a 23.6% decrease in trachea, bronchus, and lung cancer rates. Jackson County's 2004-2008 average rate is 22.7% lower than North Carolina's rate.



"State Center for Health Statistics", NC statewide and County Trends in Key Health Indicators. 2008. 10 October 2011.



On the other hand the chart to the left shows that prostate cancer rates in Jackson County increased by 35.4% from 2001-2003 to 2004-2006. However, Jackson County's prostate cancer rate is 6.8% lower than that the state's rate.



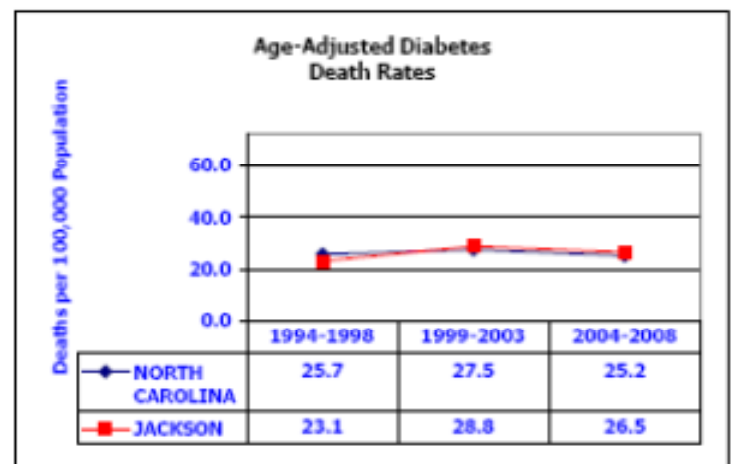
"State Center for Health Statistics", NC statewide and County Trends in Key Health Indicators. 2008. 10 October 2011.



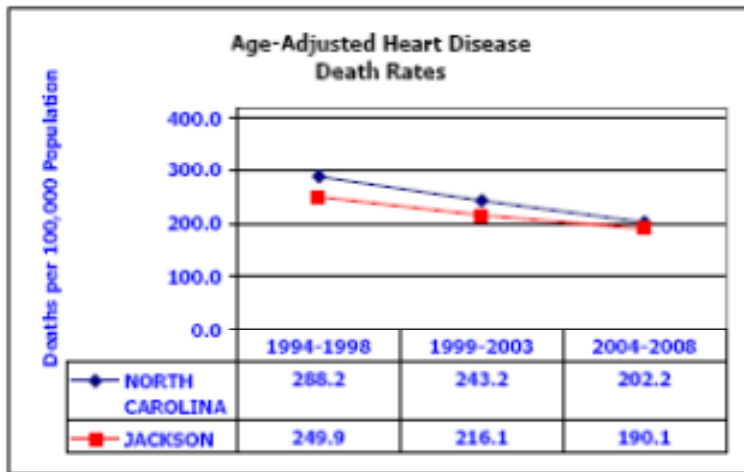
Diabetes is the 9th leading cause of death in Jackson County for 2009. 11% of adults in Jackson County are living with diabetes. According to data from the State Center for Health Statistics, Jackson County saw an 24.7% increase diabetes deaths from 1994-1998 to 1999-2003. However, the diabetes death rate decreased by 8% from 1999-2003 to 2004-2008.

According to the 2011 County Health Rankings, in Jackson County 84% of diabetic Medicare enrollees received an HbA1C screening in 2006-2007. Overall, North Carolina had 86% of diabetic Medicare enrollees that were screened.

The Jackson County Department of Public Health, with funding from the Kate B. Reynolds Charitable Trust, has a Diabetes Care Clinic for patients with little to no financial resources. The clinic is American Diabetes Association recognized and has been in operation since February 2010 and has treated over 250 patients since then.



"State Center for Health Statistics", NC statewide and County Trends in Key Health Indicators. 2008. 10 October 2011.



"State Center for Health Statistics", NC statewide and County Trends in Key Health Indicators, 2008. 10 October 2011.

Heart disease is the 2nd leading cause of death for Jackson County in 2009. Since 1994-1998, heart disease death rates have decreased 23.9%. Jackson County's 2004-2008 rates are close to those of the state, however are 6% lower.

Falls

According to North Carolina Injury and Violence Prevention Branch, falls are the leading cause of injury in North Carolina. In 2005-2008 11 adult deaths for 65 years and older in Jackson County were fall-related deaths. From 2004-2007, the hospitalization rate for adults 65 and older for injuries from falls was 1,525.8 per 100,000. The number 1 cause of emergency room visits in Jackson County for adults 65 and older from 2007-2009 was unintentional falls with 667 visits. This data shows that in our community we need to continue to educate our senior population on fall prevention efforts and screenings offered in Jackson County.

Mental health

Overall health depends on both physical and mental well being. Measuring the number of days when people report that their mental health was not good, i.e., poor mental health days represent an important facet of health-related quality of life. According to the 2011 County Health Rankings, adults in Jackson County report an average of 3.5 days out of 30 days that their mental health was not good. When comparing these numbers to peer counties Jackson is doing well; Burke County adults reported an average of 3.9 days and Rutherford County adults reported an average of 4.2 days when their mental health was not good. However, North Carolinian adults as a whole reported less poor mental health days with an average 3.3 days.

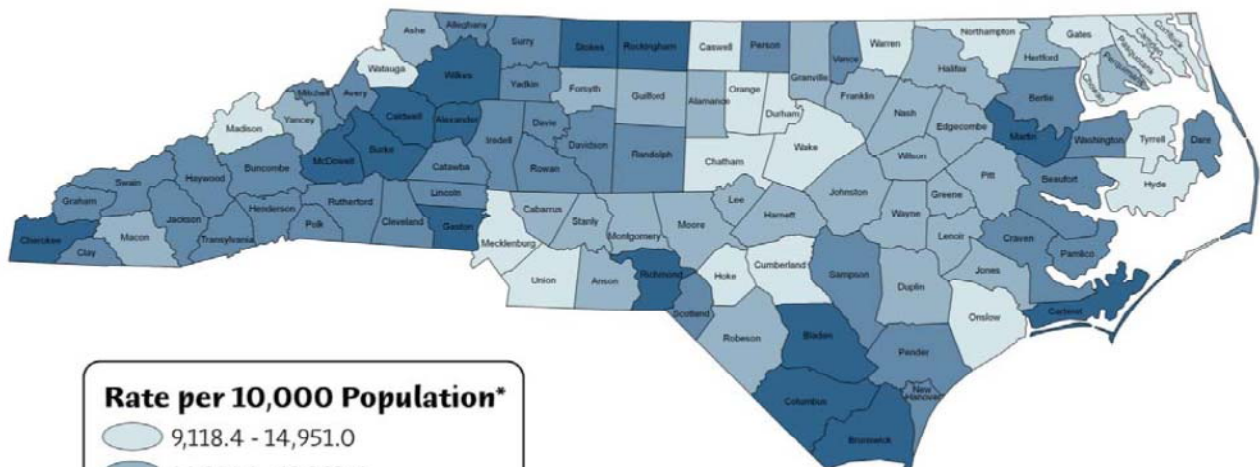
When looking at the 2007 Student Data Report for Western Carolina University, 94% of students who completed the survey reported that they "felt overwhelmed by all they had to do" and 60% claimed that they "felt things were hopeless". Of these same students surveyed, 46% "felt so depressed that it was difficult to function" and 10% "seriously considered committing suicide."

Substance Abuse

Drug abuse has become a major health concern among Jackson County residents. Like much of Western North Carolina, there has been an influx in methamphetamines in the community over the past several years. Substance abuse affects whole families as well as service providers. According to Project Lazarus, 72,079 prescriptions were written in Jackson County in 2008 for controlled substances and 74,706 were written in 2009. In 2009, 15,102 individuals received prescriptions for controlled substances and 20,376 in 2010.

In October of 2011 the Jackson County Sheriff's Department received a grant from the National Association of Drug Diversion Investigators to install a permanent prescription drug drop box in the front lobby of the Sheriff's office. The drop box will aid the community in legally and safely disposing of unwanted prescription drugs, thus ensuring a safer home and cleaner environment for all Jackson County residents.

Rates of Out-Patient Prescriptions of Controlled Substances Dispensed in North Carolina by County, 2008



Rate per 10,000 Population*

- 9,118.4 - 14,951.0
- 14,951.1 - 19,082.6
- 19,082.7 - 23,839.7
- 23,839.8 - 44,347.0

*Note: Data is based on the total number of prescriptions, and may include multiple prescriptions per person.
Source: NC Controlled Substances Reporting System.

Child Health

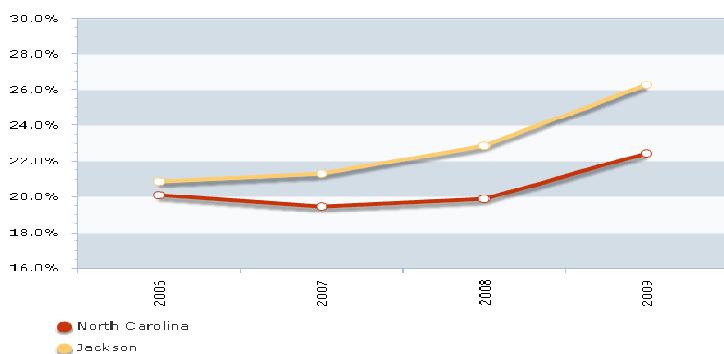
There are many community factors that affect the health of a child and they are listed throughout this section of the assessment.

This table shows the percentage of children in Jackson County 0-17 years old without health insurance and compares them to North Carolina overall. From 2008 to 2009 the percentage of children without insurance in Jackson County decreased by 12.5%; and in 2009 Jackson County had 8.7% more children with insurance the North Carolina overall.



Percentage of Children 0-17 Without Health Insurance		
	North Carolina	Jackson
2008	12.9%	12.0%
2009	11.5%	10.5%

The Annie E. Casey Foundation, KIDS COUNT Data Center, www.kidscount.org/datacenter. 11 October 2011



Children in Poverty (Percent) – 2006 to 2009
Action for Children North Carolina
KIDS COUNT Data Center, www.kidscount.org/datacenter
A Project of the Annie E. Casey Foundation



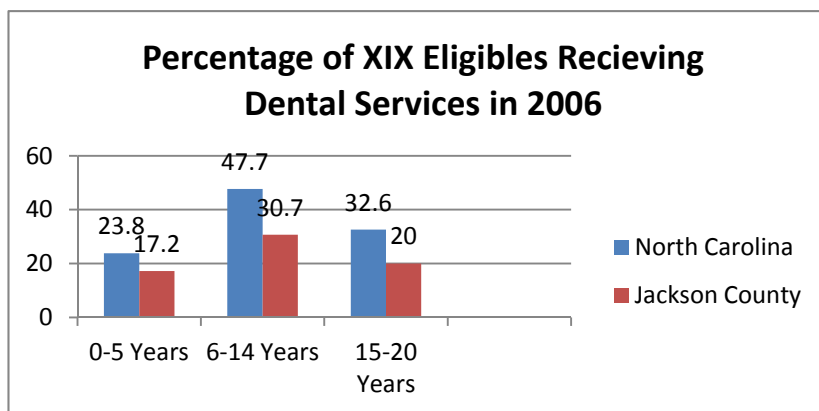
In 2009, 26.3% of children under the age of 18 in Jackson County live below the Federal Poverty Line. This is 16.8% more children than overall in North Carolina in 2009. Poverty can result in negative health consequences, such as increased risk of mortality, increased prevalence of medical conditions and disease incidence, depression, intimate partner violence, and poor health behaviors.

According to this graph, the percentage of children in poverty in Jackson County has increased by 25.8% from 2006 to 2009.

Dental



This chart shows the percentage of children XIX eligible in Jackson County receiving dental services for 2006 and compares these percentages with North Carolina's. 27.7% less 0-5 year old children; 35.6% less 6-14 year olds; and 38.7% less 15-20 year olds received dental services in 2006 in Jackson County than overall in North Carolina.



The Annie E. Casey Foundation, KIDS COUNT Data Center, www.kidscount.org/datacenter. 11 October 2011

Fifth Graders with Untreated Tooth Decay, 2009

	% Percent
Jackson	3
Burke	3
Rutherford	5
Stanly	1

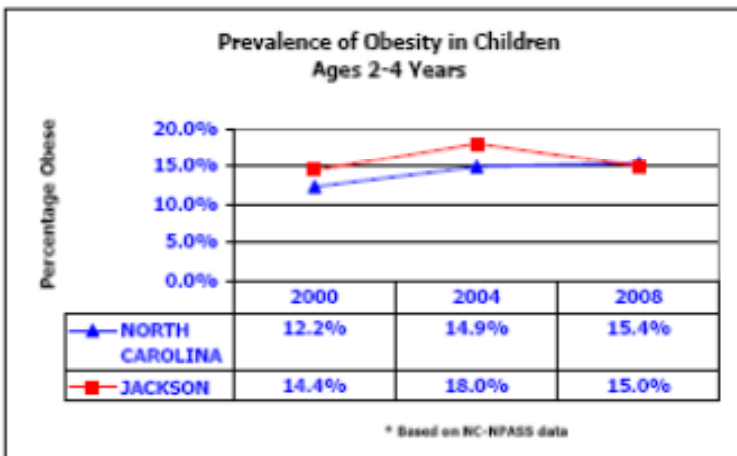
Source: NC Health Data Explorer, Center for Health Services and Research Development, East Carolina University. 7 November 2011.

The chart above compares the percent of fifth graders with untreated tooth decay in 2009 from Jackson County and its peer counties. According to North Carolina Health Data Explorer, 3% of fifth graders in Jackson County had untreated tooth decay in 2009. This is average with Burke County and 2% lower than Rutherford; however is 2% higher than Stanly.

Obesity



Obesity in children still continues to be a problem for not only Jackson County; but, for North Carolina and the United States as a whole. The chart to the left shows that from 2000 to 2004, the percentage of children 2-4 years old who were obese in Jackson County increased by 25%. From 2004 to 2008 the percentage decreased by 16.7%. There is no explanation for this dramatic decrease.



Source: "Trend Report." State Center for Health Statistics. 10 October 2011

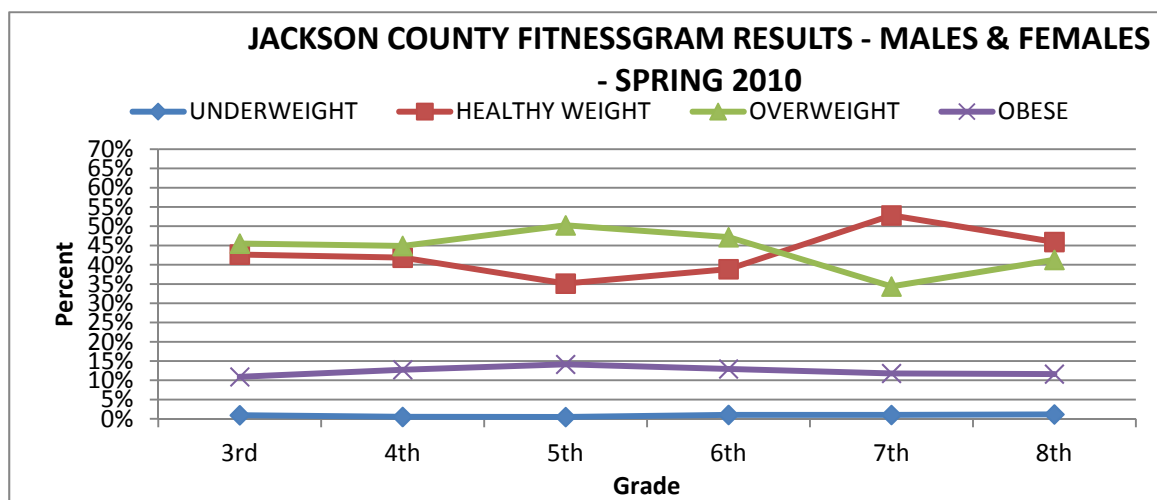


When the last Community Health Assessment was conducted, 19% of school age children in grades 1-8 were found to be "at risk" for being overweight. 554 individual children were found to be obese. This chart shows that the percentage of children 5-11 decreased by 32.8% from 2004 to 2008; however is still 4.7% higher than North Carolina's percentage.



In the Spring of 2010 four of the K-8 schools in Jackson County submitted BMI data for 1,172 students as part of the In School Prevention of Obesity and Disease (IsPOD) Grant. 1% of the students were underweight, 43% were at a healthy weight, 44% were overweight, and 12% were found to be obese.

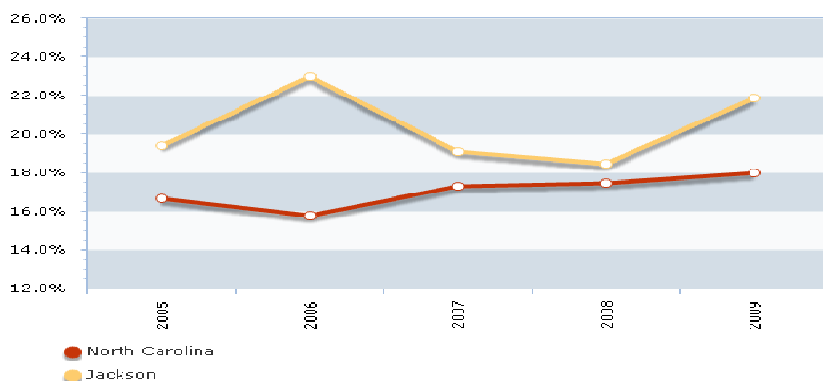
According to the 2010 NC IsPOD Evaluation Report, Jackson County has a lower percent of students in the “Healthy Fitness Zone” than overall North Carolina (which includes 370 NC K-8 schools in 61 NC counties).



IsPOD District Report, Jackson County Spring 2010. 11 October 2011.

The chart to the right compares the percent of children who are overweight or obese in Jackson County with its peer counties. Jackson County is about average with Stanly and has 3.6% less overweight or obese children than Burke. On the other hand, Jackson has 3.6% more overweight or obese children than Rutherford.

Percent of Children who are Overweight Or Obese, 2009	
Jackson	36%
Burke	39.6%
Rutherford	32.4%
Stanly	35.6%
Source: NC Health Data Explorer, Center for Health Services and Research Development, East Carolina University. 7 November 2011.	



Obesity Among Low-Income Children (Percent) – 2005 to 2009
Action for Children North Carolina
KIDS COUNT Data Center, www.kidscount.org/datacenter
A Project of the Annie E. Casey Foundation



This chart from KIDS COUNT Data Center compares the percent of low income children in Jackson County who are obese; and compares these percentages to North Carolina's. Jackson County saw a 19.6% decrease in low income children who were obese from 2006 to 2008; however increased by 18.4% in 2009. There is no explanation for the dramatic decrease from 2006 to 2008. In 2009 Jackson County had 21.6% more low income children who were obese than North Carolina did as whole.

Community Health Opinion Survey

Survey Overview

In order to supplement other sources of data available to assess the needs of those at risk for health problems, the Jackson County Department of Public Health and Healthy Carolinians of Jackson County conducted a community opinion survey throughout Jackson County. This survey tool was developed by the Community Health Assessment Team in hopes of asking questions that are not addressed by other assessments. The team based the survey tool on the example in the *Community Health Assessment Guide*, but adapted the tool to fit the needs of our community. For survey validity, Jackson County was required to collect 500 convenience surveys. The Jackson County Department of Public Health and Healthy Carolinians of Jackson County went above and beyond this requirement by collecting 945 completed community opinion surveys.

Primary data collection took place during the summer of 2011. The Community Health Assessment Team assisted with distribution of the survey electronically via posting on their agency's webpage and emailing to all their agency contacts. The electronic survey was created using SurveyMonkey.com. The electronic version of the survey was sent by email to all employees and contacts of the following agencies: Western Carolina University, MedWest Healthy System, Jackson County Public Schools, Jackson County Government, Cooperative Extension of Jackson County, and the Eastern Band of Cherokee Indians. The electronic survey was also emailed to the faith community, Farmer's Market Vendors, Local Emergency Preparedness Committee, and local newspapers; the Sylva Herald and Crossroads Chronicle.

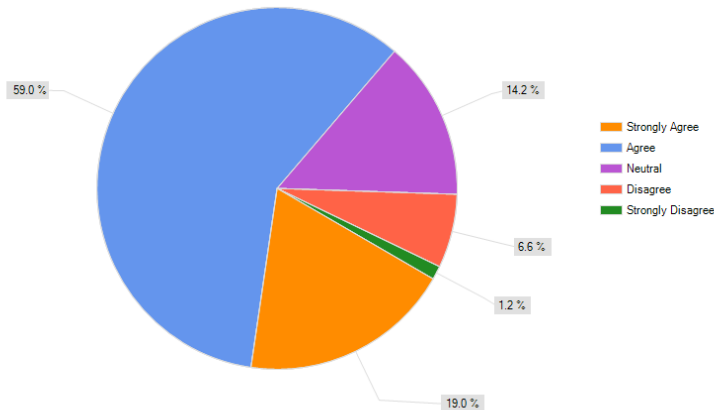
Paper surveys were also collected to reach those individuals who could not be reached electronically. The paper survey was translated into Spanish for the Hispanic population. The paper surveys were distributed at the Senior Center, Good Samaritan Clinic, Southwestern Child Development, local daycare facilities, and the Community Table. Surveys were distributed throughout the clinics at the health department and to the Hispanic community with the help of the Migrant Farm worker program. Surveys were also collected at the 2nd Annual Healthy Living Festival.

SurveyMonkey.com was used to analyze all surveys collected for this assessment.

The survey tool used to collect community opinions can be found in the appendix. Proceeding is the summary of answers to most of the survey questions. For response information not listed in this assessment, please contact the Jackson County Department of Public Health.

Community Survey Results

"Quality of life in Jackson County is good"



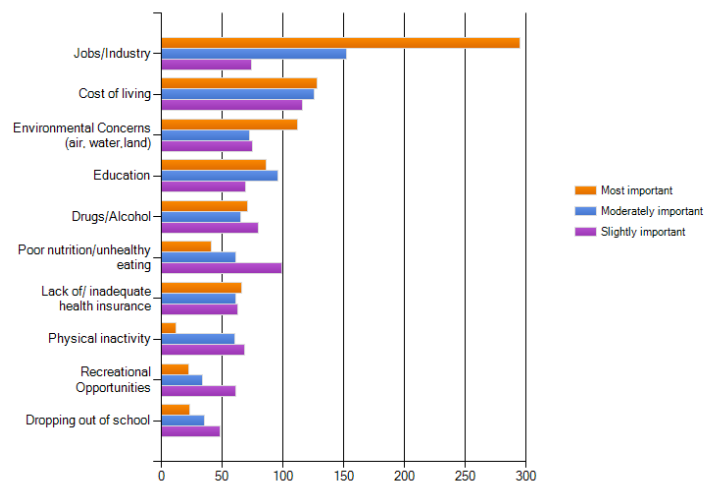
Question 1: Quality of life in Jackson County

When considering the overall quality of life for themselves, their family, and the community, 59% of the individuals surveyed agreed that "Quality of life in Jackson is good." 19% strongly agreed with the statement and only 1.2% strongly disagreed. This shows that in general a majority of the individuals feel that Jackson County is a good place to live.

Question 2: Top 3 issues affecting quality of life in Jackson County

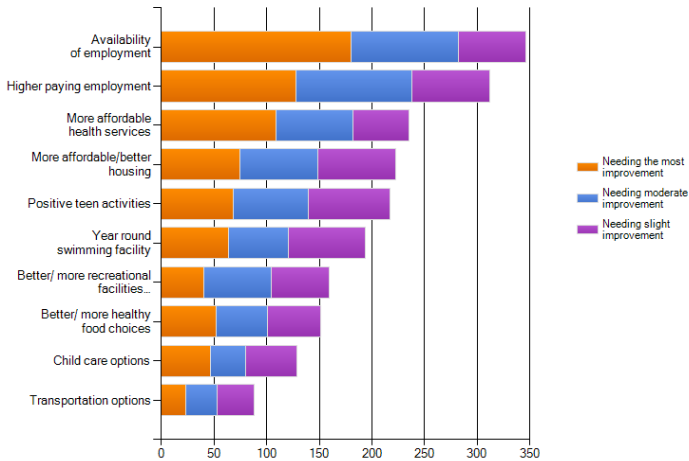
56.6% of the individuals who completed the survey feel that Jobs/Industry most affect the quality of life in Jackson County. 34.6% feel that the cost of living most affects their quality of life. Both jobs and cost of living go hand in hand. Other important issues affecting individuals quality of life are environmental concerns and education.

Rank the top 3 issues that you think most affect the quality of life in Jackson County? If there is a community problem that you consider the most important and it is not on this list, please write it in by "other".



An overriding concern of the people surveyed is the lack of employment opportunities in the county. The fact that this issue ranked so high on a health survey is significant. This validates the idea that living in Jackson County can be an economic hardship for residents and creates a health disparity for many of them.

Rank the top 3 services that need the most improvement in your neighborhood or community? If there is a service that you think needs improvement that is not on this list please write it in "other".



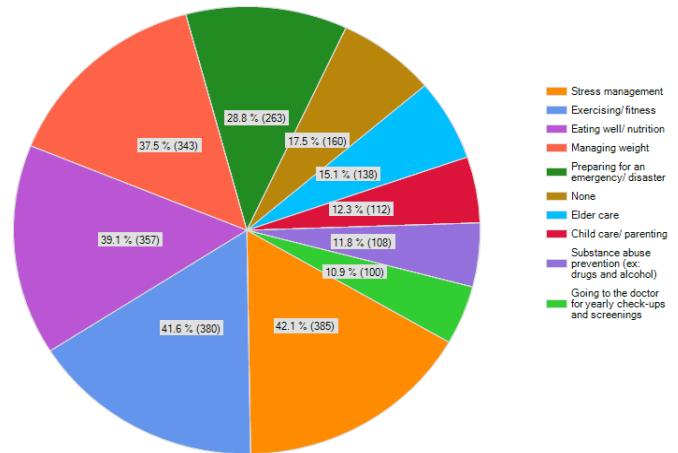
Question 3: Top 3 services needing improvement

Of the individuals surveyed, over half (52%) claim that the availability of employment needs the most improvement. Not far behind, with 41%, is higher paying employment. Jackson County has been hit hard by the downfall of the economy. The unemployment rate has consistently been around 8% for the last few years. Other services that individuals felt needed improving are more affordable health services, better housing, positive teen activities, and a year round swimming facility. An indoor pool is in the "master plan" for the recreation facility in Cullowhee.

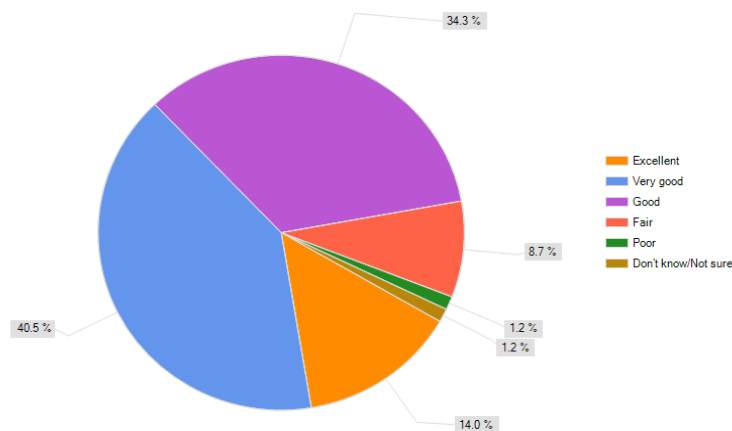
Question 4: Health information

According to the chart to the right, 42% would like more information on stress management and 41.6% would like information on exercising/fitness. The CHA team especially took the responses to this question into consideration when selecting priority areas.

Choose up to 5 health topics that you and your family would like more information about.



Would you say that, in general, your health is...

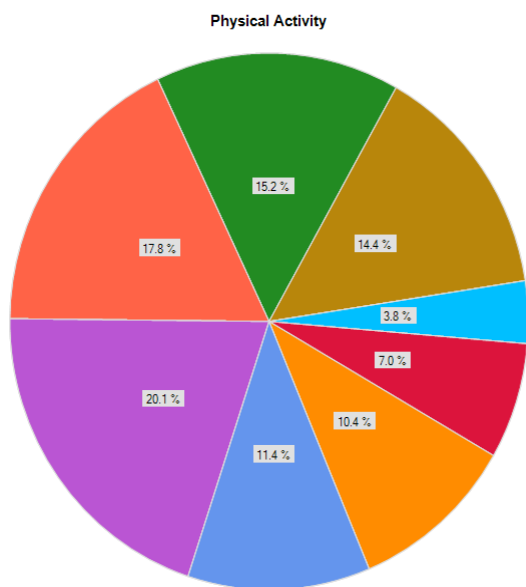
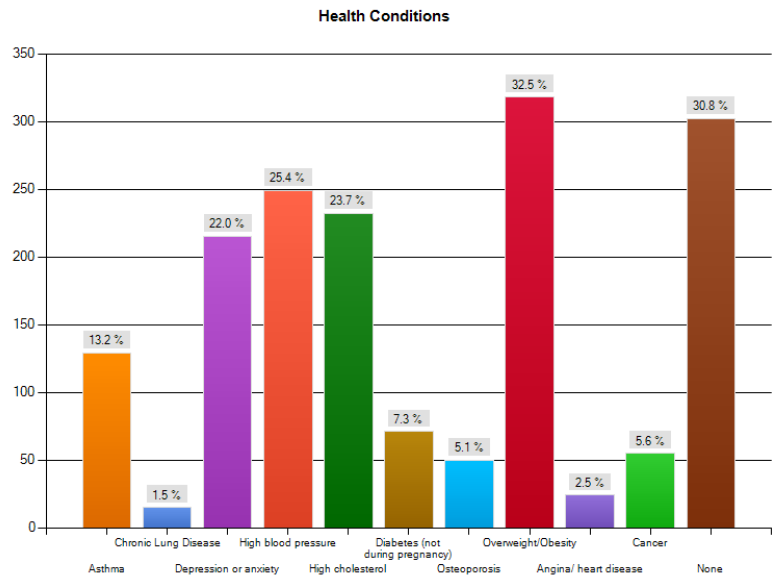


Question 6: How is your health?

40.5% of the individuals claimed that their health was very good, 34.3% claimed their health is good, and 14% claim that their health is excellent.

Question 7: Health Conditions

Individuals were asked to select the health conditions that were told to them by a health professional they had. 30.8% of the individuals had never been told that they had any of the health conditions listed. 32.5% have been told that they are overweight or obese. 25.4% have been told that they have high blood pressure, 23.7% high cholesterol, and 22% depression or anxiety. This is interesting in that, some of these same individuals who have been diagnosed with these health conditions also claim in question 6 to be in good or very good health. It is obvious to health professionals that there is a disconnect between the behaviors that people feel they are doing and the end result—in this case obesity.

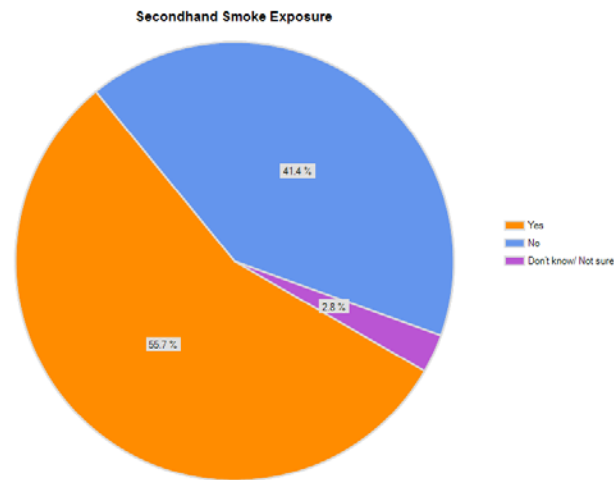
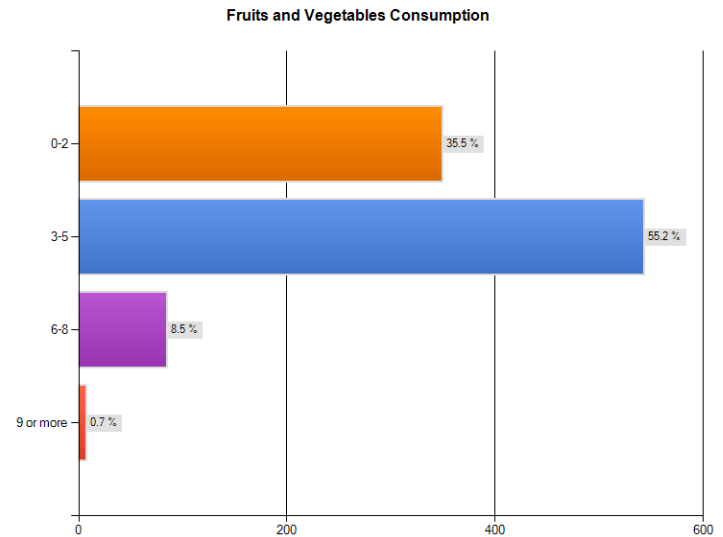


Question 11: Physical Activity

Individuals were asked to report on how many days per week that they engage in physical activity (other than their regular job) for at total of 30 minutes per day. 20.1% reported to engage in physical activity 2 days, 17.8% 3 days, 15.2% 4 days, and 14.4% 5 days. 10.4% of individuals report that they do not engage in at least 30 minutes of physical activity at all. Individuals who reported 2 or fewer days were asked why in the next question. 52.9% say they do not have enough time to exercise. 41.7% report that they are too tired to exercise and 22.2% report that they do not have access to a facility that has the things that they need.

Question 14: Fruit and Vegetable Consumption

According to the results of this survey, 55.2% of individuals report eating the 3-5 ½ cup servings of fruit and vegetables on an average day. 35.5% only consume 0-2 servings per day and 8.5% consume 6-8 ½ cup servings. Of these same individuals, 27.9% eat a meal “out” (a meal not prepared at home) an average of 2 days per week. 19.5% “eat out” 3 days in an average week. 4.2% of individuals “eat out” 7 or more times in a week.



Question 17: Exposure to secondhand smoke

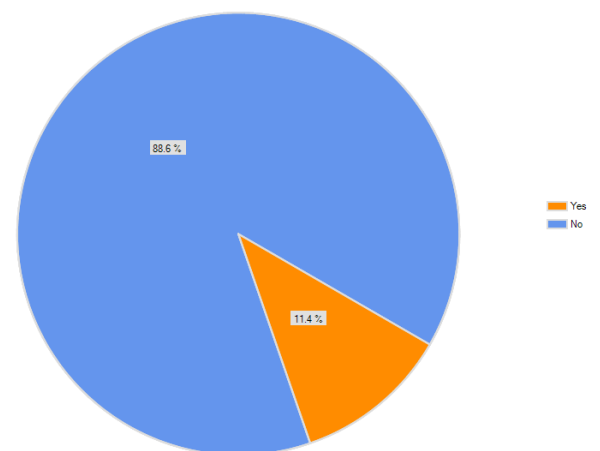
When individuals were asked if they were exposed to secondhand smoke in the past year, 55.7% answered yes. 24% of these individuals report that they are exposed to secondhand smoke most often at work. 18.1% are exposed most often at home and 15.8% are exposed in public/outside. Secondhand smoke exposure causes heart disease and lung cancer in nonsmoking adults (CDC 2009). The Surgeon General has concluded that there is no risk free level of secondhand smoke exposure. Even brief exposures can be harmful.

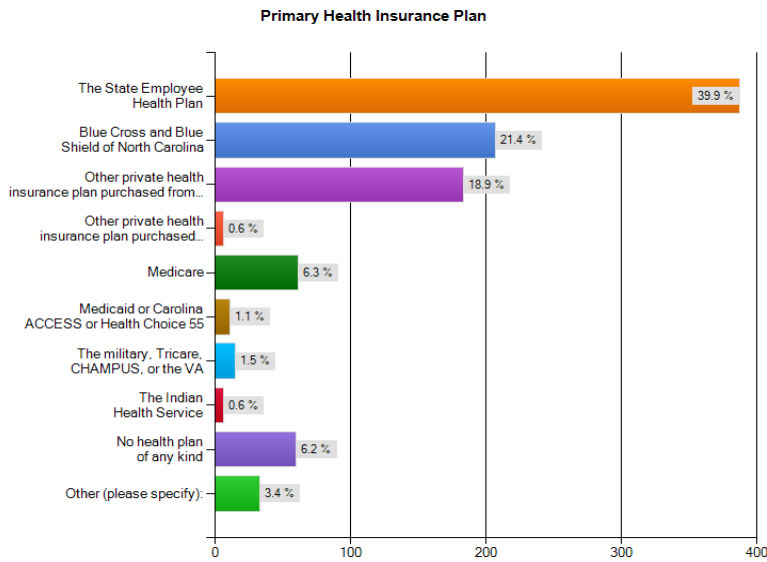
Question 19: Do you smoke?

Of the individuals who took the survey, 88.6% claim that they do not currently smoke, even in social settings; so, only 11.4% of the individuals currently smoke. This is a 39.4% decrease in the number of individuals that reported smoking in the 2007 Community Health Assessment. This is great news for Jackson County!

39.8% of the individuals who smoke would go to their doctor for assistance to quit smoking. 23.1% say that they do not know where they would go for help and 11.1% do not want to quit smoking.

Do you currently smoke? (Include regular smoking in social settings.)



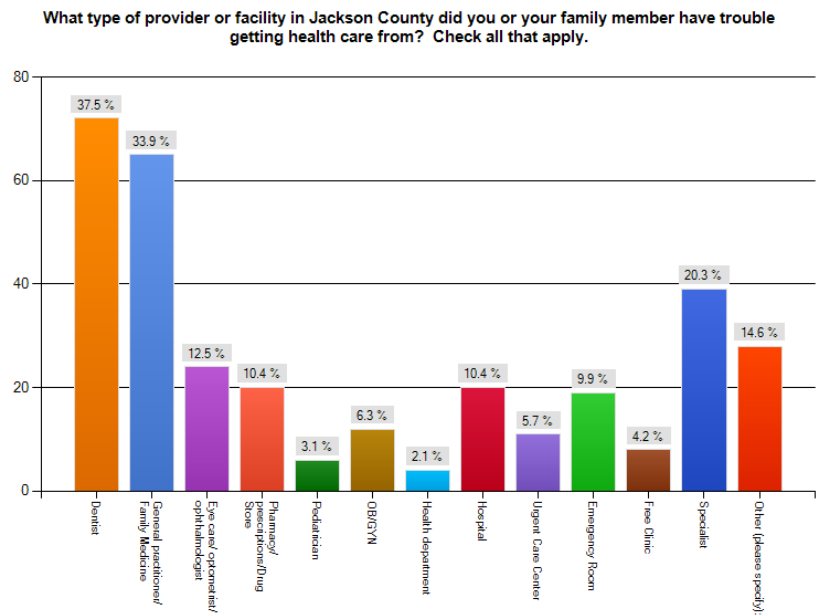


Question 23: Primary Insurance Plan

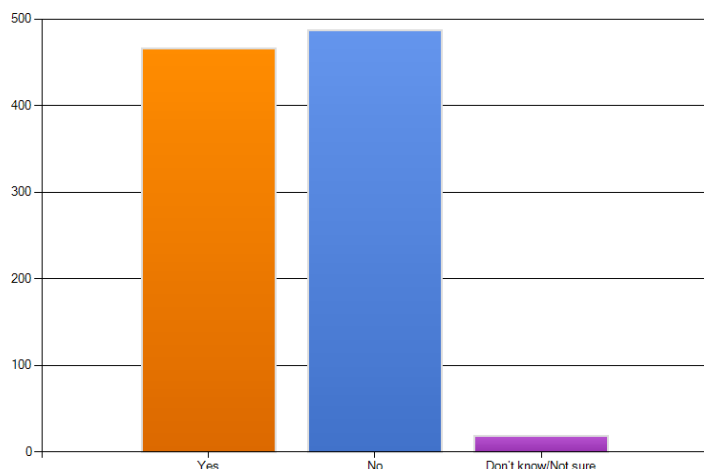
The majority, 39.9%, of the individuals who completed this survey have the State Employees Health Plan. 21.4% are insured with Blue Cross and Blue Shield of North Carolina. 6.3% are on Medicare and 6.2% do not have a health plan of any kind.

Question 25: Trouble getting health care

According to this survey, 20% of individuals (or a family member) had problems getting the health care they needed within the past 12 months. Of these individuals, 37.5% had trouble getting care from a dentist and 33.9% had trouble with general practitioner/family medicine. 20.3% of individuals had trouble getting the care they needed from a specialist. The majority of individuals did not get the care they needed because they either had no insurance, their insurance didn't cover what they needed, or their insurance deductible was too high.



Does your family have a basic emergency supply kit?(These kits include water, non-perishable food, any necessary prescriptions, first aid supplies, flashlight and batteries, non-electric can opener, blanket, etc.)



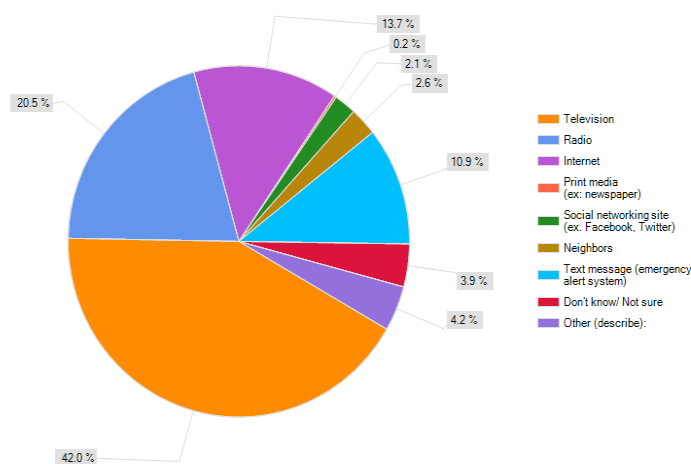
Question 33: Emergency Supply Kit

People must be prepared for an emergency and be ready to act on their own. It is recommended that families have emergency supplies to last for 3 days. 50.2% of the individuals who completed this survey do not have a basic emergency supply kit. 48% have an emergency supply kit and 20.7% of these individuals have supplies for 3 days. 17.5% have a supply kit for 5 days. There was one individual that reported having supplies without end!

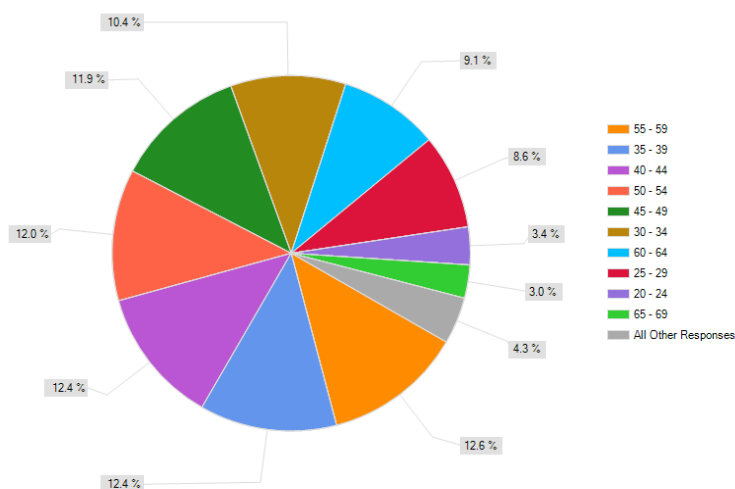
Question 35: Information Sources

When asked what would be their main way of getting information from authorities in the case of a large-scale disaster or emergency, 42% of individuals report that they'd get information from television. 20.5% report they would get information from the radio. Unfortunately for Jackson County residents WRGC (680 AM), the local radio station, went off the air in August 2011 after 50+ years due to severe economic conditions. This leaves The Sylva Herald as the only news outlet focusing solely on Jackson County news and events.

Source for Receiving Emergency Information



How old are you?

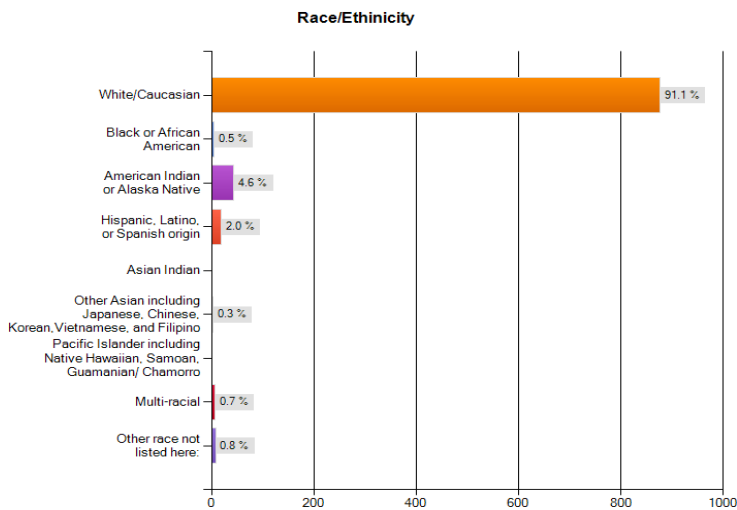
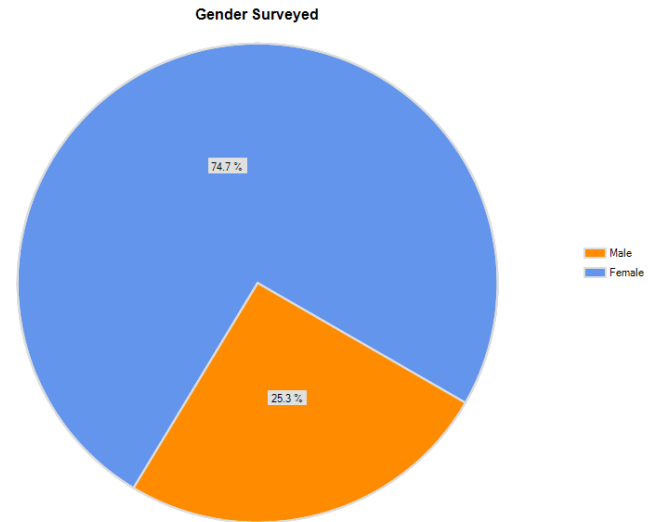


Question 38: Age of Participants

The target age group of respondents for this survey was adults. All age groups, 15-85+, were represented. The age groups 55-59, 35-39, and 40-44 completed the majority of the surveys, and the age group 15-19 completed the least amount with only 0.4%. These demographics closely reflect those of the county; however it would have been good to have more input from the 20-24 and 75+ age groups.

Question 39: Gender Surveyed

Of the 945 surveys collected, 74.7% were completed by women. However, county demographics show that in Jackson County we are about 50/50 male and female.



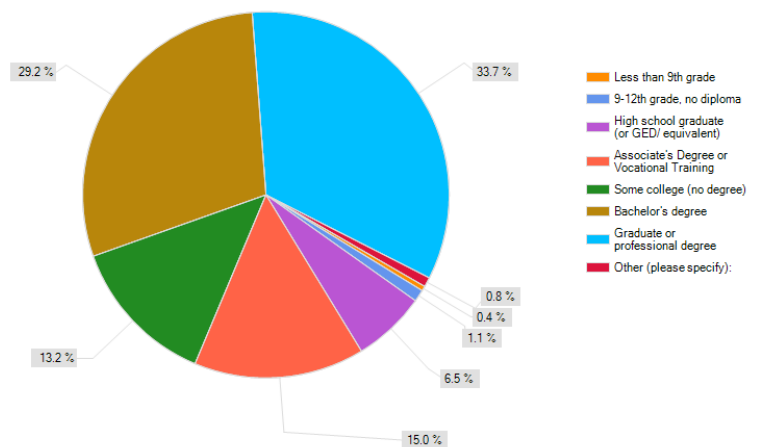
Question 40: Race/ Ethnicity of Individuals Surveyed

When asked about the individuals' race/ethnicity, 91.1% consider themselves to be white, 0.5% black or African American, 2.0% Hispanic, and 4.6% American Indian or Alaskan. Compared to the county demographics, we were lacking in response from some of the minority groups.

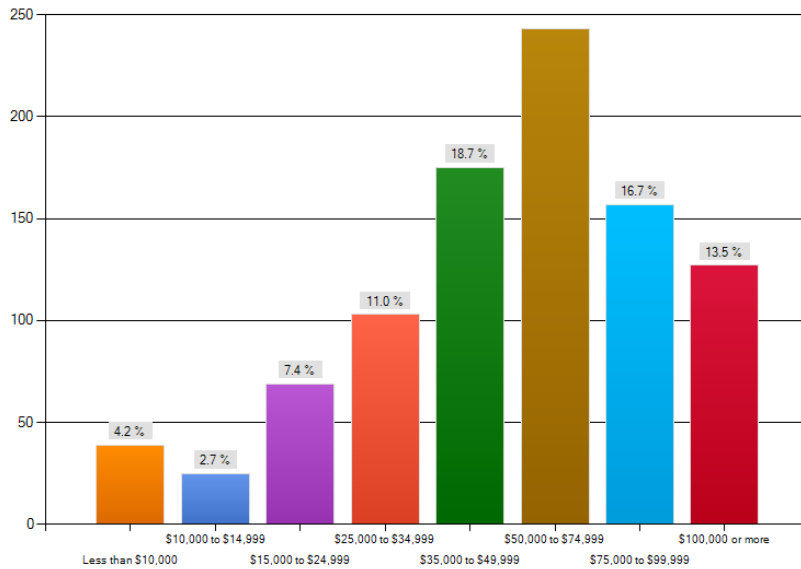
Question 43: Education Levels

The survey also asked survey participants to report the highest level of school that they have finished. The majority of participants, 33.7%, have a graduate or professional degree. The majority of participants, 33.7%, have a graduate or professional degree. 29.2% have a bachelor's degree. Only 0.4% has less than a 9th grade education. The large number of participants with higher levels of education could be attributed to the survey being distributed to faculty and staff at Western Carolina University and MedWest Health System.

Highest Level of Education Completed by Survey Participants



Total household income last year, before taxes



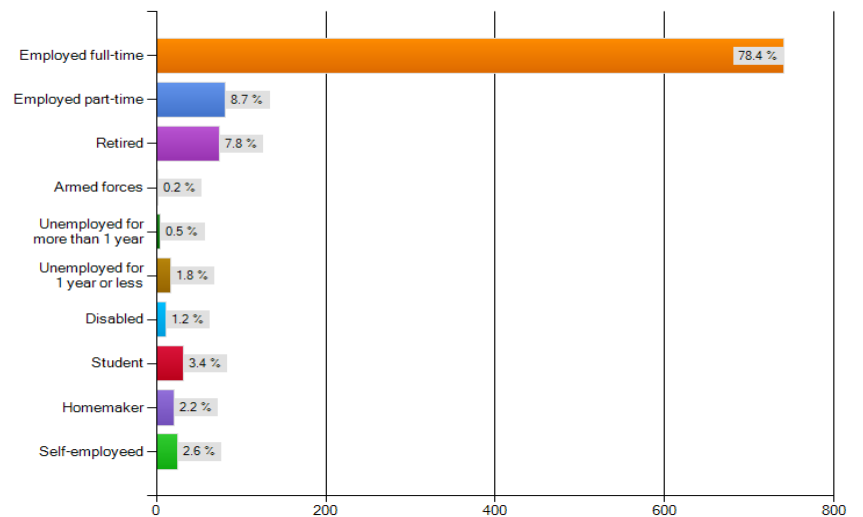
Question 44: Household Income

Individuals were also asked what their total household income was last year, before taxes. All income levels were represented in this survey; however, 25.9% of respondents made between \$50,000 and \$74,999. The majority of individuals, 33.9%, claim that their income level supports 2 people.

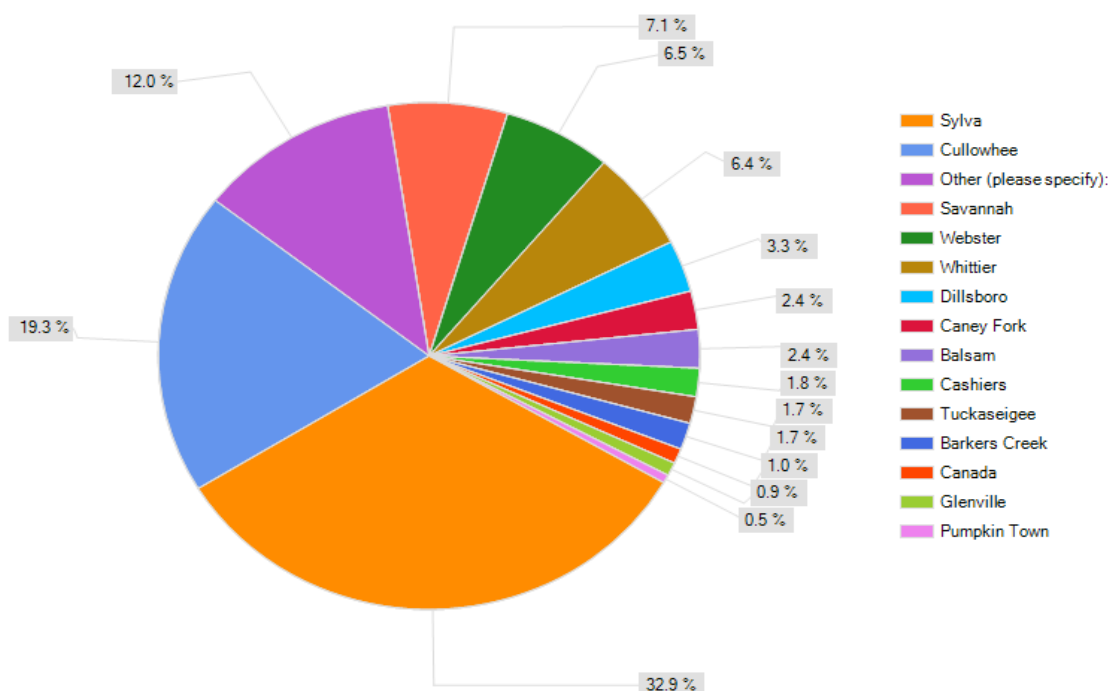
Question 46: Employment Status

The chart to the right shows that 78.4% of the individuals surveyed are employed full-time. 7.8% are retired and 8.7% are employed part-time. This shows we missed a good portion of the unemployed population with the survey.

Employment Status of Survey Respondents



Community Survey Participants Reside



Question 50: Community of Residence

To ensure we were reaching the intended population, survey participants were asked in the previous question whether they lived, worked, attended school in Jackson County; or none of the above. 91.3% of the survey participants claim to live in Jackson County. 68.5% claim to work in Jackson County. The CHA team felt that even if an individual did not live in Jackson County, but worked in Jackson County their opinion was still important as most of these individuals utilize the health services of Jackson County. This data shows us that the survey did in fact reach the intended population.

The chart above shows the communities in which survey participants reside. The majority, 32.9%, live in Sylva, the town seat. 19.3% live in Cullowhee, which is where Western Carolina University is located. 12% of the respondents claimed 'Other'. Jackson County is full of small communities and many participants felt the need to indicate the smaller community in which they reside. On the other hand, 22.1% of the 'Other' respondents indicated that they live on the Cherokee Reservation.

Community Resources and Needs

The Community Health Assessment Team would like to offer this list of current available resources for Jackson County residents. Jackson County's 211 call system went live in November 2011. This list of resources was collected by the North Carolina 211 call system. 211 is a telephone number to call for finding local community health and human services resources. Today 211 is available in 49 counties and 80% of North Carolinians can pick up the phone and dial 2-1-1 to get connected to local help.



Providers Name	Providers Parent Provider	Providers Website Address	Physical Address	City	County	State	Telephone #
Adoption Services	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	15 Griffin Street	Sylva	Jackson	NC	828-586-5546
Adult and Family Care Home Licensure	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	15 Griffin Street	Sylva	Jackson	NC	828-586-5546
Adult and Family Home Care Licensure, Cherokee Office	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	257 Tsali Blvd.	Cherokee	Jackson	NC	828-497-6936
Adult Care Homes	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	15 Griffin Street	Sylva	Jackson	NC	828-586-5546
Adult Care Homes, Cherokee Office	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	257 Tsali Blvd.	Cherokee	Jackson	NC	828-497-6936
Adult Day Care	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	15 Griffin Street	Sylva	Jackson	NC	828-586-5546
Adult Day Care, Cherokee Office	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	257 Tsali Blvd.	Cherokee	Jackson	NC	828-497-6936
Adult Placement Services	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	15 Griffin Street	Sylva	Jackson	NC	828-586-5546
Adult Placement Services, Cherokee Office	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	257 Tsali Blvd.	Cherokee	Jackson	NC	828-497-6936
Adult Protective Services	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	15 Griffin Street	Sylva	Jackson	NC	828-586-5546
Adult Protective Services, Cherokee Office	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	257 Tsali Blvd.	Cherokee	Jackson	NC	828-497-6936
Albert Carlton-Cashier Community Library	Fontana Regional Library(22158)	http://www.fontanalib.org	249 Frank Allen Road	Cashiers	Jackson	NC	828-743-1638
Animal Control	Jackson County Health Department(22343)	http://health.jacksonnc.org/	538 Scotts Creek Road, Suite 100	Sylva	Jackson	NC	828-586-8994
Baby Love Program	Jackson County Health Department(22343)	http://health.jacksonnc.org/	538 Scotts Creek Road, Suite 100	Sylva	Jackson	NC	828-586-8994
Blind Services	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	15 Griffin Street	Sylva	Jackson	NC	828-586-5546
Blind Services, Cherokee Office	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	257 Tsali Blvd.	Cherokee	Jackson	NC	828-497-6936
Blue Ridge Dental Clinic	Southwestern Commission Area Agency on Aging(19328)	blueridgefreedentalclinic.org	130 Highway 64 East	Cashiers	Jackson	NC	828-743-3393
Breast and Cervical Cancer Control Program	Jackson County Health Department(22343)	http://health.jacksonnc.org/	538 Scotts Creek Road, Suite 100	Sylva	Jackson	NC	828-586-8994
Caring Hands In-Home Respite and Alzheimer's/Dementia Support	Jackson County Department on Aging(22329)	http://aging.jacksonnc.org	100 County Services Park	Sylva	Jackson	NC	828-586-5494
Cashiers Area Humane Society	Southwestern Commission Area Agency on	http://www.animalshelter.org/shelters/Cashiers_Area_Humane_Society	200 Gable Street	Cashiers	Jackson	NC	828-743-5752

Providers Name	Providers Parent Provider	Providers Website Address	Physical Address	City	County	State	Telephone #
	Aging(19328)	ociety_rld 3681_rS_pC.html					
Catch the Spirit of Appalachia	Southwestern Commission Area Agency on Aging(19328)	spiritofappalachia.org	29 Regal Avenue	Sylva	Jackson	NC	828-631-9203
Center for Independent Living, Disability Partners	Disability Partners(22234)	http://disabilitypartner s.org/	525 Mineral Springs Drive	Sylva	Jackson	NC	828-631-1167
Child Day Care	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	15 Griffin Street	Sylva	Jackson	NC	828-586-5546
Child Day Care, Cherokee Office	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	15 Griffin Street	Sylva	Jackson	NC	828-586-5546
Child Protective Services	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	15 Griffin Street	Sylva	Jackson	NC	828-586-5546
Child Protective Services - CPS, Cherokee Office	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	257 Tsali Blvd.	Cherokee	Jackson	NC	828-497-6936
Child Support Enforcement	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	15 Griffin Street	Sylva	Jackson	NC	828-586-5546
Child Support Enforcement, Cherokee Office	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	257 Tsali Blvd.	Cherokee	Jackson	NC	828-497-6936
Clothing Bank	United Christian Ministries of Jackson County(22655)	http://ucmhelp.com	191 Skyland Drive	Sylva	Jackson	NC	828-586-8228
Coats for Kids	Cullowhee United Methodist Church(22032)	http://www.cullowhee umc.org	416 Central Drive	Cullowhee	Jackson	NC	828-293-9215
Communicable Disease Control	Jackson County Health Department(22343)	http://health.jacksononn c.org/	538 Scotts Creek Road, Suite 100	Sylva	Jackson	NC	828-586-8994
Community Alternative Program - CAP	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	15 Griffin Street	Sylva	Jackson	NC	828-586-5546
Community Alternative Program - CAP, Cherokee Office	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	257 Tsali Blvd.	Cherokee	Jackson	NC	828-497-6936
Community Resource Connection of Jackson County	Jackson County Department on Aging(22329)	http://aging.jacksonnc .org	100 County Services Park	Sylva	Jackson	NC	828-586-5494
Community Table	Southwestern Commission Area Agency on Aging(19328)	http://www.community table.org	127 Bartlett Street	Sylva	Jackson	NC	828-586-6782
Cooperative Extension Service	Cooperative Extension Service(22150)	http://www.jackson.ce s.ncsu.edu	538 Scotts Creek Road, Suite 205	Sylva	Jackson	NC	828-586-4009
Crisis Intervention Program - CIP	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	15 Griffin Street	Sylva	Jackson	NC	828-586-5546
Crisis Intervention Program - CIP, Cherokee Office	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	257 Tsali Blvd.	Cherokee	Jackson	NC	828-497-6936
Crisis Ministry - Advocacy	United Christian Ministries of Jackson County(22655)	http://ucmhelp.com	191 Skyland Drive	Sylva	Jackson	NC	828-586-8228
Crisis Ministry - Economic Aid	United Christian Ministries of Jackson	http://ucmhelp.com	191 Skyland Drive	Sylva	Jackson	NC	828-586-8228

Providers Name	Providers Parent Provider	Providers Website Address	Physical Address	City	County	State	Telephone #
Cullowhee United Methodist Church	County(22655) Southwestern Commission Area Agency on Aging(19328)	http://www.cullowheeumc.org	416 Central Drive	Cullowhee	Jackson	NC	828-293-9215
CUMC Preschool // Elementary Summer Day Camp	Cullowhee United Methodist Church(22032)	http://www.cullowheeumc.org	416 Central Drive	Cullowhee	Jackson	NC	828-293-9215
Cyberpals, Disability Partners - Sylva	Disability Partners(22234)	http://disabilitypartner.s.org/	525 Mineral Springs Drive	Sylva	Jackson	NC	828-631-1167
Dental Program	Jackson County Health Department(22343)	http://health.jacksonnc.org/	538 Scotts Creek Road, Suite 100	Sylva	Jackson	NC	828-586-8994
Disability Partners	Southwestern Commission Area Agency on Aging(19328)	www.disabilitypartner.s.org/	525 Mineral Springs Drive	Sylva	Jackson	NC	828-631-1167
Emergency Assistance	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	15 Griffin Street	Sylva	Jackson	NC	828-586-5546
Emergency Assistance, Cherokee Office	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	257 Tsali Blvd.	Cherokee	Jackson	NC	828-497-6936
Emergency Shelter, United Christian Ministries	United Christian Ministries of Jackson County(22655)	http://ucmhelp.com	191 Skyland Drive	Sylva	Jackson	NC	828-586-8228
Environmental Health	Jackson County Health Department(22343)	http://health.jacksonnc.org/	538 Scotts Creek Road, Suite 100	Sylva	Jackson	NC	828-586-8994
Epidemiology Clinic	Jackson County Health Department(22343)	http://health.jacksonnc.org/	538 Scotts Creek Road, Suite 100	Sylva	Jackson	NC	828-586-8994
Exceptional Children's Programs	Jackson County Board of Education(22075)	http://www.jcps.k12.nc.us/	398 Hospital Road	Sylva	Jackson	NC	828-586-2311
Family Planning	Jackson County Health Department(22343)	http://health.jacksonnc.org/	538 Scotts Creek Road, Suite 100	Sylva	Jackson	NC	828-586-8994
Family Support Centers / Outreach	Southwestern Child Development Commission, Inc.(22508)	http://www.swcdcinc.org	1528 Webster Road	Webster	Jackson	NC	828-586-5561
Fishing License/Work Permits	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	15 Griffin Street	Sylva	Jackson	NC	828-586-5546
Fishing Licenses / Work Permits, Cherokee Office	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	257 Tsali Blvd.	Cherokee	Jackson	NC	828-497-6936
Food and Nutrition Services	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	15 Griffin Street	Sylva	Jackson	NC	828-586-5546
Food and Nutrition Services, Cherokee Office	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	257 Tsali Blvd.	Cherokee	Jackson	NC	828-497-6936
Foster Care	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	15 Griffin Street	Sylva	Jackson	NC	828-586-5546
Foster Care, Cherokee Office	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	257 Tsali Blvd.	Cherokee	Jackson	NC	828-497-6936
Good Samaritan Clinic	Southwestern Commission Area Agency on Aging(19328)	http://www.ncfreeclinics.org	538 Scotts Creek Road	Sylva	Jackson	NC	828-587-8265
Guardianship	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	15 Griffin Street	Sylva	Jackson	NC	828-586-5546

Providers Name	Providers Parent Provider	Providers Website Address	Physical Address	City	County	State	Telephone #
Guardianship, Cherokee Office	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	257 Tsali Blvd.	Cherokee	Jackson	NC	828-497-6936
Health Check	Jackson County Health Department(22343)	http://health.jacksonnc.org/	538 Scotts Creek Road, Suite 100	Sylva	Jackson	NC	828-586-8994
Hearing and Appeals	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	15 Griffin Street	Sylva	Jackson	NC	828-586-5546
Hearings and Appeals, Cherokee Office	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	257 Tsali Blvd.	Cherokee	Jackson	NC	828-497-6936
Home Care Partners, Disability Partners - Sylva	Disability Partners(22234)	http://disabilitypartners.org/	525 Mineral Springs Drive	Sylva	Jackson	NC	828-631-1167
Home Delivered Meals	Jackson County Department on Aging(22329)	http://aging.jacksonnc.org	100 County Services Park	Sylva	Jackson	NC	828-586-5494
Home Support Services, WestCare Home Health and Hospice	WestCare Home Health and Hospice(22674)	www.Westcare.org	132 Sylva Plaza	Sylva	Jackson	NC	828-586-7410
Humane Society of Jackson County	Southwestern Commission Area Agency on Aging(19328)	http://www.a-r-f.org	50 Railroad Avenue	Sylva	Jackson	NC	828-586-5647
Immunizations	Jackson County Health Department(22343)	http://health.jacksonnc.org/	538 Scotts Creek Road, Suite 100	Sylva	Jackson	NC	828-586-8994
Independent Living Program, Vocational Rehabilitation	Vocational Rehabilitation(22668)	http://www.ncdhrs.gov/dvrs/	100 Bonnie Lane, Suite A	Sylva	Jackson	NC	828-586-4032
In-Home Aide	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	15 Griffin Street	Sylva	Jackson	NC	828-586-5546
In-Home Aide, Cherokee Office	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	257 Tsali Blvd.	Cherokee	Jackson	NC	828-497-6936
Jackson County Animal Shelter	Southwestern Commission Area Agency on Aging(19328)	http://jacksonanimalshelter.org/	463 Airport Road	Sylva	Jackson	NC	828-586-1207
Jackson County Board of Education	Southwestern Commission Area Agency on Aging(19328)	http://www.jcps.k12.nc.us/	398 Hospital Road	Sylva	Jackson	NC	828-586-2311
Jackson County Board of Elections	Jackson County Commissioners(22777)	http://www.jacksonnc.org/	401 Grindstaff Cove Road, Suite 249	Sylva	Jackson	NC	828-586-7538
Jackson County Chamber of Commerce	Southwestern Commission Area Agency on Aging(19328)	http://www.cashiersnorthcarolina.com	202 Highway 64 West	Cashiers	Jackson	NC	828-743-5941
Jackson County Commissioners	Jackson County Commissioners(22777)	http://www.jacksonnc.org/	401 Grindstaff Cove Road	Sylva	Jackson	NC	828-631-2295
Jackson County Community Service Work Program, NC Department of Crime Control and Public Safety	Southwestern Commission Area Agency on Aging(19328)	http://www.nccrimecontrol.org	401 Grindstaff Cove Road, Suite 207	Sylva	Jackson	NC	828-586-7558
Jackson County Department of Social Services	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	15 Griffin Street	Sylva	Jackson	NC	828-586-5546

Providers Name	Providers Parent Provider	Providers Website Address	Physical Address	City	County	State	Telephone #
Jackson County Department on Aging	Jackson County Department on Aging(22329)	http://aging.jacksonnc.org	100 County Services Park	Sylva	Jackson	NC	828-586-5494
Jackson County Department on Aging Adult Day Care Program	Jackson County Department on Aging(22329)	http://aging.jacksonnc.org	100 County Services Park	Sylva	Jackson	NC	828-586-5494
Jackson County Department on Aging Nutrition Program	Jackson County Department on Aging(22329)	http://aging.jacksonnc.org	100 County Services Park	Sylva	Jackson	NC	828-586-5494
Jackson County Department on Aging Project C.A.R.E./F.I.R.E.	Jackson County Department on Aging(22329)	http://aging.jacksonnc.org	100 County Services Park	Sylva	Jackson	NC	828-586-5494
Jackson County Department on Aging S.H.I.I. P./Medicare Program	Jackson County Department on Aging(22329)	http://aging.jacksonnc.org	100 County Services Park	Sylva	Jackson	NC	828-586-5494
Jackson County Division of Community Corrections	Southwestern Commission Area Agency on Aging(19328)	http://www.doc.state.nc.us/dcc/	401 Grindstaff Cove Road	Sylva	Jackson	NC	828-586-7588
Jackson County Emergency Management	Jackson County Commissioners(22777)	http://www.jacksonnc.org/	401 Grindstaff Cove Road, Suite 255	Sylva	Jackson	NC	828-586-7508
Jackson County Employment Security Commission	Southwestern Commission Area Agency on Aging(19328)	http://www.nccommerce.com/en	26 Ridgeway Street, Suite 2	Sylva	Jackson	NC	828-586-4063
Jackson County Family Resource Center	Southwestern Commission Area Agency on Aging(19328)	http://www.jacksonfrc.org	1528 Webster Road	Webster	Jackson	NC	828-586-2845
Jackson County Fire Marshall	Jackson County Commissioners(22777)	http://www.jacksonnc.org/	401 Grindstaff Cove Road, Suite 255	Sylva	Jackson	NC	828-586-7508
Jackson County Health Department	Jackson County Health Department(22343)	http://health.jacksonnc.org/	538 Scotts Creek Road, Suite 100	Sylva	Jackson	NC	828-586-8994
Jackson County Housing Authority	Jackson County Commissioners(22777)	http://www.jacksonnc.org/	111 Central Street	Sylva	Jackson	NC	828-631-2221
Jackson County JobLink Career Center	Southwestern Commission Area Agency on Aging(19328)	http://www.nccommerce.com/en	26 Ridgeway Street, Suite 2	Sylva	Jackson	NC	822-768-5627
Jackson County Manager	Jackson County Commissioners(22777)	http://www.jacksonnc.org/	401 Grindstaff Cove Road	Sylva	Jackson	NC	828-631-2295
Jackson County Parks and Recreation Department	Jackson County Commissioners(22777)	http://www.jacksonnc.org/	88 Cullowhee Mt. Road	Cullowhee	Jackson	NC	828-293-3053
Jackson County Planning and Economic Development	Jackson County Commissioners(22777)	http://www.jacksonnc.org/	401 Grindstaff Cove Road, Suite A-258	Sylva	Jackson	NC	828-631-2262
Jackson County Psychological Services	Jackson County Psychological Services(22367)	http://jacksoncountyps.org	98 D Cope Creek Road	Sylva	Jackson	NC	828-586-6600
Jackson County Public Schools	Jackson County Board of Education(22075)	http://www.jcps.k12.nc.us/	398 Hospital Road	Sylva	Jackson	NC	828-586-2311
Jackson County Soil and Water Conservation District	Southwestern Commission Area Agency on Aging(19328)	http://swc.jacksonnc.org	538 Scotts Creek Road, Suite 110	Sylva	Jackson	NC	828-586-5465

Providers Name	Providers Parent Provider	Providers Website Address	Physical Address	City	County	State	Telephone #
Jackson County Tax Collector	Jackson County Commissioners(227 77)	http://www.jacksonnc.org/	401 Grindstaff Cove Road, Suite 154	Sylva	Jackson	NC	828-586-7550
Jackson County Transit	Southwestern Commission Area Agency on Aging(19328)	http://transit.jacksonnc.org/	876 Skyland Drive, Suite 1	Sylva	Jackson	NC	828-586-0233
Jackson County Travel and Tourism Authority	Jackson County Commissioners(227 77)	http://www.jacksonnc.org/	773 West Main Street	Sylva	Jackson	NC	800-962-1911
Jackson County Veterans Service Office	Jackson County Commissioners(227 77)	http://www.jacksonnc.org/	401 Grindstaff Cover Road	Sylva	Jackson	NC	828-631-2294
Jackson Village	Southwestern Commission Area Agency on Aging(19328)		45 Winterhaven Drive	Sylva	Jackson	NC	828-586-4272
Juvenile Court Counselor, NC Dept. of Juvenile Justice and Delinquency Prevention	Southwestern Commission Area Agency on Aging(19328)	http://www.ncdjjdp.org	8 Colonial Square, Suite 100	Sylva	Jackson	NC	828-837-1026
Kelley's Home Healthcare Service	Rotech Healthcare, Inc.(22501)	http://www.rotech.com	391 Jackson Plaza	Sylva	Jackson	NC	828-586-3683
Kudzu Players	Southwestern Commission Area Agency on Aging(19328)		P.O. Box 834	Sylva	Jackson	NC	828-631-2888
Legal Aid of North Carolina, Inc.	Southwestern Commission Area Agency on Aging(19328)	http://www.legalaidnc.org	1286 West Main Street	Sylva	Jackson	NC	828-586-8931
Licenses and Permits	Jackson County Health Department(22343)	http://health.jacksonnc.org/	538 Scotts Creek Road, Suite 100	Sylva	Jackson	NC	828-586-8994
Life Challenge of Western North Carolina	Southwestern Commission Area Agency on Aging(19328)	http://lifechallengewncc.org/	P.O. Box 2553	Cullowhee	Jackson	NC	828-631-0055
Low Income Energy Assistance Program - LIEAP	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	15 Griffin Street	Sylva	Jackson	NC	828-586-5546
Low Income Energy Assistance Program - LIEAP, Cherokee Office	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	257 Tsali Blvd.	Cherokee	Jackson	NC	828-497-6936
Mammogram	Jackson County Health Department(22343)	http://health.jacksonnc.org/	538 Scotts Creek Road, Suite 100	Sylva	Jackson	NC	828-586-8994
Medicaid	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	15 Griffin Street	Sylva	Jackson	NC	828-586-5546
Medicaid, Cherokee Office	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	257 Tsali Blvd.	Cherokee	Jackson	NC	828-497-6936
Medical Transportation	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	15 Griffin Street	Sylva	Jackson	NC	828-586-5546
Medical Transportation, Cherokee Office	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	257 Tsali Blvd.	Cherokee	Jackson	NC	828-497-6936
MedWest-Harris Regional Hospital	Southwestern Commission Area Agency on Aging(19328)	http://medwesthealth.org	68 Hospital Road	Sylva	Jackson	NC	828-586-7000

Providers Name	Providers Parent Provider	Providers Website Address	Physical Address	City	County	State	Telephone #
Mental Health Professionals	Mental Health Professionals(22470)		151 Desota Trail	Sylva	Jackson	NC	
Meridian Behavioral Health Services	Meridian Behavioral Health Services(22721)	www.meridianbhs.org	154 Medical Park Loop	Sylva	Jackson	NC	828-631-3973
Morningstar Assisted Living Facility	Southwestern Commission Area Agency on Aging(19328)		505 Racking Cover Road	Sylva	Jackson	NC	828-586-4002
Mountain Heritage Day	Southwestern Commission Area Agency on Aging(19328)	http://www.wcu.edu.mhd	150 Robinson Administration Building	Cullowhee	Jackson	NC	
Mountain Nursing Home	Southwestern Commission Area Agency on Aging(19328)		417 Mountain Tract Road	Sylva	Jackson	NC	828-631-1600
NC Health Choice Program	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	15 Griffin Street	Sylva	Jackson	NC	828-586-5546
NC Health Choice Program, Cherokee Office	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	257 Tsali Blvd.	Cherokee	Jackson	NC	828-497-6936
NC Refugee Health Program	Jackson County Health Department(22343)	http://health.jacksonnc.org/	538 Scotts Creek Road, Suite 100	Sylva	Jackson	NC	828-586-8994
NC WISEWOMAN Program	Jackson County Health Department(22343)	http://health.jacksonnc.org/	538 Scotts Creek Road, Suite 100	Sylva	Jackson	NC	828-586-8994
North Carolina Assistive Technology Program Mountain Region	Southwestern Commission Area Agency on Aging(19328)	www.ncatp.org	68 Hospital Road	Sylva	Jackson	NC	828-586-7415
Occupational and Environmental Epidemiology	Jackson County Health Department(22343)	http://health.jacksonnc.org/	538 Scotts Creek Road, Suite 100	Sylva	Jackson	NC	828-586-8994
Occupational Health Management	Southwestern Commission Area Agency on Aging(19328)		68 Hospital Road	Sylva	Jackson	NC	828-586-7671
Partnership for Children, Region A, North Carolina Partnership for Children	Southwestern Commission Area Agency on Aging(19328)	http://www.smartstart.org	Region A Partnership for Children 116 Jackson Street	Sylva	Jackson	NC	828-586-0661
Payee for Adults and Children	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	15 Griffin Street	Sylva	Jackson	NC	828-586-5546
Payee for Adults and Children, Cherokee Office	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	257 Tsali Blvd.	Cherokee	Jackson	NC	828-497-6936
REACH of Jackson County, Inc.	Southwestern Commission Area Agency on Aging(19328)	http://www.reachofjackson.com	82 Jim Sellers Road	Sylva	Jackson	NC	828-631-4488
Sexually Transmitted Diseases	Jackson County Health Department(22343)	http://health.jacksonnc.org/	538 Scotts Creek Road, Suite 100	Sylva	Jackson	NC	828-586-8994
SIDS - Sudden Infant Death Syndrome	Jackson County Health Department(22343)	http://health.jacksonnc.org/	538 Scotts Creek Road, Suite 100	Sylva	Jackson	NC	828-586-8994
Simplified Nutritional Assistance Program - SNAP	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	15 Griffin Street	Sylva	Jackson	NC	828-586-5546
Simplified Nutritional Assistance	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	257 Tsali Blvd.	Cherokee	Jackson	NC	828-497-6936

Providers Name	Providers Parent Provider	Providers Website Address	Physical Address	City	County	State	Telephone #
Program - SNAP, Cherokee Office							
Skyland Care Center	Southwestern Commission Area Agency on Aging(19328)		193 Asheville Highway	Sylva	Jackson	NC	828-586-8935
Smoky Mountain First in Families, Disability Partners - Sylva	Disability Partners(22234)	http://disabilitypartners.org/	525 Mineral Springs Drive	Sylva	Jackson	NC	828-631-1167
Smoky Mountain Mental Health Center - LME	Southwestern Commission Area Agency on Aging(19328)	http://www.smokymountaincenter.com	44 Bonnie Lane	Sylva	Jackson	NC	828-586-5501
Southwestern Child Development Commission, Inc.	Southwestern Child Development Commission, Inc.(22508)	http://www.swcdcinc.org	1528 Webster Road	Webster	Jackson	NC	828-586-5561
Southwestern Commission Area Agency on Aging	United Way of North Carolina 2-1-1(3)		125 Bonnie Lane	Sylva	Jackson	NC	828-586-1962
Southwestern Community College	Southwestern Community College(22513)	http://www.southwesterncc.edu	447 College Drive	Sylva	Jackson	NC	828-586-4091
Southwestern Community College, Cashiers	Southwestern Community College(22513)	http://www.southwesterncc.edu	217 Frank Allen Road	Cashiers	Jackson	NC	828-339-4272
Special Assistance to Adults	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	15 Griffin Street	Sylva	Jackson	NC	828-586-5546
Special Assistance to Adults, Cherokee Office	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	257 Tsali Blvd.	Cherokee	Jackson	NC	828-497-6936
Speech and Hearing Center	Southwestern Commission Area Agency on Aging(19328)	speechandhearing.wcu.edu	G30 McKee Building	Cullowhee	Jackson	NC	828-227-7251
Success Oriented Achievement Realized Inc.	Southwestern Commission Area Agency on Aging(19328)	http://www.soarncc.org	226 Soar Lane	Balsam	Jackson	NC	828-456-3435
Sylva Police Department, Town of Sylva	Town of Sylva(22646)	http://www.townofsylva.org/	83 Allen Street	Sylva	Jackson	NC	828-586-2719
Talent Search	Southwestern Commission Area Agency on Aging		150 Camp Building	Cullowhee	Jackson	NC	877-402-3130
Targeted Case Management,	Jackson County Psychological Services(22367)	http://jacksoncountyps.org	98 D Cope Creek Road	Sylva	Jackson	NC	828-586-6600
Targeted Case Management, Disability Partners - Sylva	Disability Partners(22234)	http://disabilitypartners.org/	525 Mineral Springs Drive	Sylva	Jackson	NC	828-631-1167
Tobacco Prevention and Control Program	Jackson County Health Department(22343)	http://health.jacksonnc.org/	538 Scotts Creek Road, Suite 100	Sylva	Jackson	NC	828-586-8994
Town of Sylva	Town of Sylva(22646)	http://www.townofsylva.org/	83 Allen Street	Sylva	Jackson	NC	828-586-2719
Tuberculosis Control	Jackson County Health Department(22343)	http://health.jacksonnc.org/	538 Scotts Creek Road, Suite 100	Sylva	Jackson	NC	828-586-8994
United Christian Ministries of Jackson County	United Christian Ministries of Jackson County(22655)	http://ucmhelp.com	191 Skyland Drive	Sylva	Jackson	NC	828-586-8228
Utility Assistance, United Christian Ministries of Jackson County	United Christian Ministries of Jackson County(22655)	http://ucmhelp.com	191 Skyland Drive	Sylva	Jackson	NC	828-586-8228
Vital Records	Jackson County	http://health.jacksonnc.org/	538 Scotts Creek Road,	Sylva	Jackson	NC	828-586-8994

Providers Name	Providers Parent Provider	Providers Website Address	Physical Address	City	County	State	Telephone #
	Health Department(22343)	c.org/	Suite 100				
Vocational Rehabilitation Services	Vocational Rehabilitation(22668)	http://www.ncdhhs.gov/dvrs/	100 Bonnie Lane, Suite A	Sylva	Jackson	NC	828-586-4032
Webster Enterprises	Southwestern Commission Area Agency on Aging(19328)	http://www.websterenterprises.org	140 Little Savannah Road	Webster	Jackson	NC	828-586-8125
Wesley Foundation,	Cullowhee United Methodist Church(22032)	http://www.cullowheumc.org	416 Central Drive	Cullowhee	Jackson	NC	828-293-9215
WestCare Home Health and Hospice,	WestCare Home Health and Hospice(22674)	www.Westcare.org	132 Sylva Plaza	Sylva	Jackson	NC	828-586-7410
Western Community Resources Collaborative, Disability Partners - Sylva	Disability Partners(22234)	http://disabilitypartners.org/	525 Mineral Springs Drive	Sylva	Jackson	NC	828-631-1167
WIC - Women, Infant and Children Supplemental Food Program	Jackson County Health Department(22343)	http://health.jacksonnc.org/	538 Scotts Creek Road, Suite 100	Sylva	Jackson	NC	828-586-8994
Women's and Children's Health	Jackson County Health Department(22343)	http://health.jacksonnc.org/	538 Scotts Creek Road, Suite 100	Sylva	Jackson	NC	828-586-8994
Work First Employment Service	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	15 Griffin Street	Sylva	Jackson	NC	828-586-5546
Work First Employment Services, Cherokee Office	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	257 Tsali Blvd.	Cherokee	Jackson	NC	828-497-6936
Work First Family Assistance - WFFA	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	15 Griffin Street	Sylva	Jackson	NC	828-586-5546
Work First Family Assistance - WFFA, Cherokee Office	Jackson County Department of Social Services(22686)	http://www.jcdss.org/	257 Tsali Blvd.	Cherokee	Jackson	NC	828-497-6936

Source: North Carolina 211 Directory, Jackson County. 19 October 2011.

Community Strengths

The Community Health Assessment team was also asked to compile a list of community strengths. This is the list they came up with as a result of focus group sessions, key informant interviews, and analysis of primary and secondary data.

- ❖ Assistance received in quick amount of time
- ❖ Strong community ties
- ❖ Excellent health department
- ❖ Variety of health services available
- ❖ Good quality of life
- ❖ Natural resources
- ❖ Excellent hospital
- ❖ Coordinated efforts amongst agencies
- ❖ Family oriented
- ❖ Good provider network
- ❖ Access to outdoors, nature
- ❖ Beautiful mountains
- ❖ Climate; seasons
- ❖ Low crime
- ❖ Clean environment, fresh air, not a lot of pollution

Community Needs

The Community Health Assessment Team compiled a list of specific community resources needed in Jackson County. This list came as a result of feedback given from focus group sessions, key informant interviews, and primary and secondary data analysis.

- ❖ Improved dental care for all ages
- ❖ Parent education
- ❖ Access to specialty health services
- ❖ Geriatric assessment center
- ❖ Community nutrition education
- ❖ Healthier food options in the community
- ❖ Support for teen pregnancy
- ❖ Educational resources to help community members increase knowledge about local programs
- ❖ Transportation
- ❖ Improved bicycle lanes and greenways
- ❖ Increase prevention education on chronic diseases, start younger!
- ❖ Access to affordable health care
- ❖ Positive activities for teenagers
- ❖ Access to affordable child care
- ❖ Money management education
- ❖ Additional employment opportunities
- ❖ Smoke free public places

Selected Health Priorities

The Community Health Assessment Team and Healthy Carolinians of Jackson County were both involved in the selection and determination of the three health priorities. Both groups reviewed the information presented in this assessment including the opinions of the community, as well as all of the secondary data and selected the following priorities to focus on for the next several years:

1. Healthier Food Options in the Community
2. Physical Activity in Adults (with a subcomponent of fall prevention with the senior population)
3. Substance Abuse in Adolescents

All 3 priority areas ranked high on the Community Health Opinion Survey where individuals were asked to rank the top 3 issues most affecting the quality of life in Jackson County. The CHA team and the Healthy Carolinians Board decided that if these issues were important enough to be brought up by those surveyed, key leaders, and other community members, then these would be the priorities we would address.

Both above stated groups also feel that it is imperative that when addressing each of these priority areas, we focus on increasing the awareness of already available community resources. Jackson County has resources available and agencies collaboratively working to improve each of these areas of health. It is important that we take advantage of those resources.

The Community Health Opinion Survey made it clear that the adults surveyed feel that we need better/more healthy food options in our community—it was in the top 10 with 151 response counts. In Jackson County there are several organizations and agencies doing great work around increasing healthier food options in our community. As we begin to work on this issue we will depend greatly on the work that these agencies are doing. This will involve collaborating with The Jackson County Farmer’s Market, The Community Table, and the Community Gardens. We are also very fortunate that Jackson County’s Child Nutrition Director is currently working with Appalachian Sustainable Agriculture Project to include fresh, local fruits and vegetables on the school lunch menu. It is also crucial that we continue to utilize the services of our local Cooperative Extension Office to educate residents on healthy eating.

We also learned that the adults in our community are not getting the recommended 30 minutes of physical activity, 5 or more days a week. The majority of the individuals who responded to the survey reported engaging in only 30 minutes of physical activity 2 days per week. Currently, there are several initiatives taking place to increase the amount of physical activity our residents are getting. Jackson County Greenways is making headway with Phase 1 of the master plan, the county received the Fit Community Grant in 2010 to build a walking trail at the Department on Aging, and the first round of a county-wide fitness challenge “Get Fit Jackson County” was launched in August 2011 and had close to 700 participants.

Survey respondents also noted “positive teen activities” as a service needing improvement on the Community Health Opinion Survey. Not having positive activities to engage in can directly relate to substance abuse amongst our teenagers. In 2011, Mountain Projects Inc. was awarded a grant from the Kate B. Reynolds Charitable Trust which was used to implement the Teen Institute Model in Jackson County. Each of the schools in Jackson County has an established Students Against Negative Decisions (SAND) group. The SAND groups will be key partners in our efforts to address substance abuse in teens.

Dissemination of the Results

Dissemination of information is a key element of this process. An executive summary will be created in the form of a brochure and available for distribution to the community in January 2012. The Community Health Assessment Document/Executive Summary Brochure will be:

Publicized on the Jackson County Department of Public Health website <http://health.jacksonnc.org>

Publicized on the Jackson County Government website <http://jacksonnc.org> and other local websites

Presented to the Jackson County Board of Health

Presented to the Jackson County Board of Commissioners

Presented to the Healthy Carolinians of Jackson County Partnership

Announced and distributed through mass mailings to agencies/organizations involved in the CHA process

Distributed to the Jackson County Public Library

Distributed to Western Carolina University and Southwestern Community College

Released to the local newspapers:

The Sylva Herald

The Crossroads Chronicle

Conducted through a Public Service Announcement to WCU's radio station: WWCU FM, 90.5

All citizens of Jackson County can access this report on the preceding websites listed or by visiting the Jackson County Public Library.

Copies of the Community Health Assessment document and/or the Executive Summary Brochure can be requested by contacting:

Anna Lippard
Health Promotion Coordinator/Healthy Carolinians Coordinator

Jackson County Department of Public Health
538 Scotts Creek Road, Suite 100
Sylva, North Carolina 28779
Phone: 828-587-8288

Fax: 828-587-8296

Email: annalippard@jacksonnc.org

Appendix

1. Community Health Opinion Survey (English)
2. Community Health Opinion Survey (Spanish)
3. Community Health Opinion Survey summary results generated by Survey Monkey
4. Community Health Assessment Action Plan
5. Community Health Assessment Team Invitation list
6. Community Health Assessment Team Invitation letter
7. Focus Group Session Questions
8. Focus Group Moderator Notes
9. Key Informant Interview Questions
10. Community Health Assessment Team meeting agendas
11. Community Health Assessment Newspaper Article