The Board of County Commissioners is the legislative and governing body of Haywood County. The five-member board is responsible for establishing policies to protect the health, safety and general welfare of Haywood County residents.

Commissioners are elected to serve four-year staggered terms. All five commissioners are elected at-large. Commissioners take office four weeks after they are elected in general elections every two years, on the first Tuesday in November.

At its first meeting in December, the Board of Commissioners selects a chair to preside over the board and vice-chair to assume those duties in the absence of the chair.

Exercising its legislative powers, the county commission adopts ordinances and resolutions to establish policies and programs and to provide public services and facilities primarily for Haywood County citizens. The board considers major problems facing county government and guides the growth and development of the county in a manner consistent with public interest.

Board of Commissioners’ meetings are held the first and third Monday of each month at 9 a.m. and 5:30 p.m. respectively in the Historic Courtroom of the Haywood County Courthouse located at 215 N. Main Street in Waynesville.

Meetings air on a tape-delay basis on the Haywood County Government Access Channel (HCTV) at 7 p.m. on the Tuesday following each meeting, and again at 9 a.m. and 7 p.m. each Tuesday, Thursday, Saturday and Sunday between meetings. HCTV is available to cable TV subscribers on Charter Communications Channel 11 and Carolina Mountain Cable Channel 2.

Meeting videos are posted to the Haywood County website, www.haywoodnc.net, by the Friday following each meeting. Agendas for upcoming meetings are available for review on the County’s website by the Thursday prior to each meeting.

Stay Informed

Cover photo taken by Terri Watkins, with Haywood County Recreation and Parks
If you grew up in Haywood County, or have lived here for a while, you will surely recall the Blizzard of 1993. It’s hard to believe it happened 20 years ago last March. More than three feet of snow fell, power was out for days, and several people were trapped in their homes - or elsewhere - with no heat. Some people lost their lives.

I had only been Haywood County’s Emergency Medical Services director for six months when the blizzard hit and I’ll never forget it. Other than a few radios, we had no way for emergency responders and law enforcement officers to communicate and coordinate activities in an emergency of that magnitude. EMS didn’t have four-wheel drive vehicles, other than our personal vehicles.

What we did have was a team of dedicated employees and volunteers from multiple agencies who devoted many days and sleepless nights to help as many people as possible. I was very proud to be working alongside these paramedics, fire fighters, law enforcement officers, and many others as we pulled together to respond to this incident.

I believe teamwork is the key ingredient in facing all tough times, not just emergencies. In difficult economic times like our community and our nation have faced these last few years, it is essential that we find ways to work together.

This 2012-13 Annual Report is a testimony to this type of teamwork. It highlights examples of county government and community agencies working creatively and collaboratively to meet the needs of our citizens. In addition, it highlights multiple examples of county departments providing effective public service, despite having the smallest workforce the County has had in 10 years.

As we mark the beginning of a new fiscal year, I am proud to look back and present the accomplishments of Haywood County Government during the past fiscal year. Thankfully, there wasn’t another unforgettable blizzard in 2012-13, but there was certainly a dedicated team of County employees who worked hard for the people of Haywood County. I am honored to serve with them and proud to serve you.

I look forward to another year of progress in 2013-14.

Marty Stamey
County Manager
County Management/Departmental Structure

County full-time staffing (FTE) patterns since 2004.

FTE Historical Comparison
**2012-13 BUDGET HIGHLIGHTS**

- General Fund Budget of $66,596,839.
- Maintained tax rate at 54.13 cents (0.5413 per $100 valuation).
- Maintained Solid Waste Household Availability Fee at $92.
- Provided a 2.43% increase in education funding for Haywood County Schools, Haywood Community College.
- Increased Facilities and Maintenance budget by 10% to improve and maintain County facilities, grounds.
- Continued to evaluate department/office/agency operations to improve accountability, reduce costs. This included recommending no new requested positions and evaluating any resignation/termination of positions for replacement.
July-September

- The Haywood County Sediment and Erosion Control Department began providing slope ordinance enforcement and erosion control services to Maggie Valley, following approval by the NC Dept. of Environmental and Natural Resources in August. In May, 2012, commissioners had approved the extension of this service pending state approval.

- Commissioners and the Town of Canton approved a resolution for the County Building Inspections Office to begin providing inspection services to the Town.

- To explore reducing financing costs, commissioners approved contracting with FirstSouthwest to conduct a financial analysis of the feasibility of refinancing current County projects, including general obligation bonds, certificates of deposits, installment loans and other projects.

October-December

- Ira Dove, Director of Social Services; and Teresa Allison, Economic Services Program Director, provided information to commissioners on Haywood County’s efforts to convert to NC FAST, a new statewide internet-based global case management system that condensed 19 computer programs into one system that would be accessible to all DSS programs. Though conversion to NC FAST was anticipated to cause delays for some citizens who qualified for benefits, the goal of the new program is to eventually improve service delivery to citizens, streamline procedures and improve technological efficiency.

- Tax Administrator David Francis presented the Board of Commissioners with information about N.C. House Bill 1779, which allows for simultaneous billing for license tag and property taxes. The bill, adopted by the N.C. General Assembly in 2005, went into effect in April 2013, and prohibits citizens from renewing license tags until any overdue and current vehicle property taxes are paid. The new process is expected to be implemented in September 2013.

- Commissioners moved forward with the next steps in refinancing existing County debt on the Law Enforcement Center by approving a Resolution for the Issuance of General Obligation Refunding Bond with PNC Bank, an Escrow Agreement with US Bank. This refunding project is expected to save the County approximately $57,000 annually.

- David Kerestes, of the Dixon Hughes Goodman, LLC accounting firm, presented commissioners with the Audit Report for Fiscal Year 2011-12. The report gave the County an unqualified or clean audit opinion, the highest form of assurance given. He noted that the fund balance and property tax collection rates were favorable compared to the previous fiscal year.

- Commissioners approved a design for the renovation of the Haywood County Auxiliary Services Facility (former Bargains Building) and authorized Dale Burris, Facilities and Maintenance Director, to advertise for bids to renovate the facility. The facility will house the Board of Elections, the Maple Leaf Adult Day Care Center and Recreation and Parks.

January-March 2013

- Commissioners moved forward with the next steps in refinancing existing County debt on the Law Enforcement Center by approving a Resolution for the Issuance of General Obligation Refunding Bond with PNC Bank, an Escrow Agreement with US Bank. This refunding project is expected to save the County approximately $57,000 annually.

- Chairman Mark Swanger recapped the public hearing held by North Carolina Department of Environment and Natural Resources, regarding a permit modification with Santek Environmental to begin accepting waste from a service area that included 18 counties. This modification is anticipated to ensure the life of the landfill for at least 30 years and save taxpayers millions of dollars.

- Commissioners approved a bid from John Burgin Construction for the renovation of the Haywood County Auxiliary Services Facility.

- A plan to remove trees from the courthouse lawn was approved following a Tree Health and Safety Analysis that noted several problems with the trees including dead wood, cracks, weak branches, decay, root problems and poor tree architecture. Commissioners authorized County Manager Marty Stamey to arrange for the removal of the trees, stump grinding, landscaping and replacement with suitable trees after consultation with an arborist or Town of Waynesville. Commissioners agreed that the wood from the trees would be donated to a nonprofit organization to help provide heating assistance for citizens.

- Greg Christopher was sworn in as Haywood County Sheriff following recommendation of the Haywood County Democratic Party. He replaced Bobby Suttles, who retired.

Heavy rainfall in January led to multiple landslides around the county.

New Haywood County Sheriff Greg Christopher addresses commissioners in April.
Commissioner Meeting Highlights for 2012-13

- Commissioners approved an increase of approximately $342,000, including $150,000 in county funds, to help cover additional costs due to placing more Haywood County children in foster care. DSS Director Ira Dove explained that several factors were involved in the increase, including changes to mental health services, and social problems such as drug abuse.

- Commissioners approved the postponement of the next reappraisal of real property from January 1, 2015 to January 1, 2017, as recommended by Tax Administrator David Francis. Francis recommended the postponement based on trends indicating that sales and tax value are likely to remain essentially equal during that timeframe.

- Jean Parris, Program Coordinator for Drugs in Our Midst (DiOM), and several County and town law enforcement officers, briefed commissioners on significant increases in the number of Haywood County deaths, and other issues related to prescription drug abuse. Officials highlighted efforts to raise awareness of the problem and urged commissioners to support several bills before the N.C. General Assembly related to prescription drug abuse and synthetic drug issues.

- Greg Shuping, Emergency Management Director, highlighted activities of the Local Emergency Planning Committee for 2012, including revision of the Emergency Operations Plan, identification of all Tier II facilities related to hazardous chemicals, and completion of a tabletop exercise with MedWest resulting in a condensed action plan. Mr. Shuping noted that the Incident Management Team (IMT) had 14 members to complete training and was recognized as the first credentialed and active IMT in North Carolina.

April-June

- A landscape plan for the courthouse lawn was approved. The plan includes a mix of dogwood, cherry, spruce and maple trees, and nandina bushes.

- Commissioners approved a Resolution of Support for Prescription Drug and Prohibited Imitation (synthetic) Controlled Substances Legislation. Sheriff Greg Christopher noted that the legislation would assist law enforcement greatly in their efforts to impact the effects of prescription drug abuse and synthetic drug availability.

- Commissioners approved a resolution supporting a merger between Lake Junaluska Assembly and the Town of Waynesville.

- Commissioners approved resolutions authorizing Finance Director Julie Davis to proceed with exploring options for refinancing three additional County loans, including the 2003 Certificates of Participation (COP) for building the Haywood County Justice Center, the 2007 Courthouse renovation installment loan, and the 2009 property purchase at Jonathan Creek. If successful, the consolidation of these loans into one loan could cover the cost of finishing the renovations to the Haywood County Auxiliary Services Facility.
Department Accomplishments 2012-13

ANIMAL SERVICES

Haywood County Animal Services is responsible for investigating animal cruelty, enforcing existing animal control laws, and managing stray animals.

Accomplishments

- Responded to 2,565 calls for service, an increase of 309 calls over last year.
- Impounded 1,780 dogs, 1,622 cats, 72 wildlife and 4 livestock for a total of 3,125 animals, a decline of 294 animals compared to last year.
- Euthanized 1,285 animals last year, compared to 1,695 the previous year.
- Adopted 395 dogs and 319 cats for a total of 714 animals, compared to 689 the previous year.

Memorable Moments

In September 2012, Animal Services seized 31 chihuahuas from a residence in Clyde. Five of the dogs were 3-4-day old puppies from different mothers, but one of the mothers was in failing health. Officers were able to work with the second mother to accept all five puppies. All the puppies survived. More than 50 percent of the chihuahuas were adopted.

BUILDING INSPECTIONS/FIRE MARSHAL

The Haywood County Building Inspection Department is responsible for inspecting and issuing permits for all building, electrical, plumbing and mechanical applications for both the residential and commercial fields. Each inspector in the department is certified by the State of North Carolina to conduct inspections in all applications. The Building Inspections Department oversees the County Fire Marshal, who is responsible for enforcing all North Carolina fire codes.

Accomplishments

- Building permits for FY2013 through May totaled 398, compared to a total of 377 for FY 2012. The estimated costs of buildings permitted in FY2013 through May was $27,931,582, compared to $34,170,103 in 2012-13.

The Haywood County Fire Marshal compiled the following statistics for 2012-13:

- Conducted 787 fire inspections.
- 160 fire call responses.
- Conducted 87 hours of training.
- Issued 13 permits for fire protection system installations.
Department Accomplishments 2012-13

COOPERATIVE EXTENSION SERVICE

The North Carolina Cooperative Extension Service in Haywood County is a partnership between county, state and federal government. As an extension of the land grant university system, it is the mission of Cooperative Extension to transfer research-based knowledge and information from North Carolina State University and North Carolina A&T State University to the citizens of Haywood County.

Accomplishments:

- Extension worked with more than 300 cattle producers to maximize their production, establish best management practices and learn about marketing opportunities.
- The Extension Master Gardener Volunteer program trained 22 new volunteers and continued to work with another 131 alumni volunteers. In addition to providing 4,598 hours of volunteer time, Master Gardeners worked with three elementary schools on school garden projects, answered more than 1,500 telephone requests, and coordinated such activities as the Extension Master Gardener Garden Tour and the plant/flowers/vegetables area of the Haywood County Fair.
- The Extension’s 4-H Program reached 2,970 youth face to face contacts in a variety of programs, including camps, special projects, clubs and school enrichment.
- Nutrition education and food safety were top goals of the Extension’s Family and Consumer Sciences program, which provides classes and the ServSafe certification program to help prevent food-borne illnesses.

- 4-H participant Kaitlyn Frazier demonstrates turning a T-shirt into a scarf.

ECONOMIC DEVELOPMENT COMMISSION

The Haywood County Economic Development Commission includes representatives from the four municipalities, the Employment Security Commission, Haywood Advancement Foundation, Chamber of Commerce and the Board of County Commissioners.

Accomplishments

- Assisted in the development of Waynesville Commons on the 34-acre site of the former Dayco facility. In addition to a Super Wal-Mart, Best Buy, Sally Beauty Supply, Verizon, Game Stop and Citi Financial, the site also now includes an 80,000-square foot Belk store, Michael’s, Super Cuts and U.S. Cellular, which opened in the fall of 2012.
- Executive Director Mark Clasby continued to work closely with MedWest Haywood, serving as chairman of the joint operating company, MedWest Health System. MedWest Haywood opened a Hospice Center in Clyde and a new Urgent Care Center with EMS substation in Canton. MedWest Outpatient Center also opened in 2012.
- Sonoco Plastics is expanding in Waynesville and will be adding 35 new jobs, along with $10.7 million in capital investments to expand the location.
- The Imperial Hotel in Canton opened in early 2012 and later added Sid’s on Main, an upscale restaurant.
- The Buy Haywood Agribusiness Program received a $30,000 Specialty Crop Block Grant from the N.C. Dept. of Agriculture over two years for cooking local and bringing local farm produce to individuals.
Department Accomplishments 2012-13

BOARD OF ELECTIONS

The Board of Elections is responsible for supervising voter registration and conducting all elections held within the county, including federal, state, county, municipal, school boards, bond issues, ABC issues, and other items that would be voted on by the public. Its functions include establishing election precincts, appointing election officials, hearing appeals, and investigating voter irregularities. The office maintains public records on all voters, past elections, campaign-reporting files, and other election related materials. This office also maintains all voting equipment and supplies used during elections.

Accomplishments

- Board of Elections Members O.L. Yates, Grover Bradshaw, and Sara Warren as well as Election Specialists Ann Boyd and Doyle Teague became certified in 2012. Robert Inman, Election Director was certified in 2009 and Marlene Ferguson, Deputy was in the first class certified in 1997, and both were most recently re-certified in 2011. This certification program, administered by the NC Board of Elections, signifies that each board/staff member has successfully completed at least twenty four credit hours of continuing education offered by the State Board of Elections and Institute of Government, and has served at least three years in their current position (one of those years being a presidential election year).

- Following the election, more than 7,500 registered voters were mailed a voter registration card due to the fact they had not had contact with the county Board of Elections since the 2010 general election. The card can be used to update voter registration information.

BOARD OF ELECTIONS

EMERGENCY RESPONSE

Emergency Response in Haywood County involves the coordination and supervision of activities of several County departments including Emergency Management, Emergency Medical Services, Fire Marshal, 911 Communications, Law Enforcement and Information Technology. These departments also work with the fire and rescue squads in the county.

Accomplishments

- 911 dispatched 9,715 Emergency Medical Services calls, compared to 8,928 calls last year.

- The Shining Rock Wilderness was the site of two significant Emergency Management search and rescue missions, including a 16-hour mission in July and a 12-hour mission in September.

- Emergency Management hosted a severe winter weather search and rescue course and a week-long Incident Command System training for emergency responders. Other training exercises were conducted with Haywood Vocational Opportunities (Hazardous Materials Scenario); MedWest Haywood Hospital (Tornado Scenario); and Medwest Harris Hospital (Severe Winter Storm Scenario).

- Met with all municipal governments to assist with revising emergency management ordinances and hazard mitigation plans; and coordinated compliance with all county agencies for the National Incident Management System.
Department Accomplishments 2012-13

EROSION AND SEDIMENT CONTROL

Haywood County Erosion and Sediment Control works closely with the Haywood County Building Inspections and Planning Departments to provide the highest level of customer friendly service attainable. The director is a non-voting, technical advisor to the Haywood County Planning Board and has been active in the finalization of the new flood maps designed by FEMA and adopted by the County.

The Erosion Control staff facilitates meetings with developers, contractors, members of the public, the Haywood County Sediment Control Board and the Haywood County Engineering Review Board. Erosion Control staff also regularly participates in multiple-agency meetings dealing with overlapping jurisdictional issues, including the Maggie Valley Planning Department, Haywood County Emergency Management, NCDENR-Land Quality Section, USACE, NCDFR and others.

Accomplishments

- By consent of both governing board and concurrence by the North Carolina Sedimentation Control Commission, Haywood County received authority to enforce the Erosion Control and Slope Ordinances in the Town of Maggie Valley in 2012.
- The Erosion Control office issued 142 land-disturbing permits and 142 departmental slope certification requests in 2012.

FACILITIES AND MAINTENANCE

The Facilities and Maintenance Department oversees the maintenance needs and repairs to county buildings and grounds. This includes a total of 42 buildings and 59 parcels of land.

Accomplishments

- Coordinated an extensive Preventative Maintenance Program for HVAC, water & sewer, and interior/exterior lighting for all County facilities.
- Replaced roofs at the County Emergency Medical Services Supervisor Bay and the Historic Haywood County Hospital/Board of Education building.
- Managed snow and ice removal for public safety and grass and weed control for all County facilities.
- Maintained sprinkler, fire alarm and emergency systems in all County facilities; and all emergency service power generating equipment, including repeater tower generators and 911/EOC backup power.

County Facilities and Maintenance staff and Town of Waynesville staff erected a new flag pole on June 17. On June 18, Veterans Services officer Brandon Wilson helped hoist a new 8 x 12-foot flag.
The County's Finance Department is responsible for overseeing the financial affairs of the County in accordance with all applicable local, State, and Federal regulations. The finance office is responsible for managing the General Fund, Special Revenue Funds, Internal Service Funds, and Capital Project Funds totaling over eighty million dollars, as well as intergovernmental component unit accounting and reporting. It provides guidance and service to all departments, as well as local taxing entities such as the special districts and the Tourism Development Authority. In addition, it oversees purchasing, payroll, internal auditing, budgeting, payables and receivables functions, while maintaining assets and planning for the future needs of the County.

**Accomplishments**

- The Finance Department again received a Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association for the 2011-12 Comprehensive Financial Audit Report. This is the highest form of recognition available for governmental accounting and financial reporting.
- The Finance Office completed a debt refinancing project on the Haywood County Law Enforcement Center that will save approximately $57,000 a year.

**Public Health**

Public Health is responsible for addressing the health issues and promoting the health status of the individual, family, community and industry. They provide clinical services and educational services. The Environmental Health Division’s mission is to provide education and enforcement of State and Local regulations regarding food sanitation, sub-surface sewage disposal, and other environmental concerns to individuals and businesses.

**Accomplishments**

- The NC Local Health Department Accreditation Board accredited the Health Department in May 2012. The focus of accreditation is on the capacity of the local health department to perform at a prescribed, basic level of quality the three core functions of assessment, assurance, and policy development and the 10 essential services. The services, operations, staff and the facility must meet many state standards to be accredited and this process is repeated every four years.
- The Health Department Dental Program purchased digital x-ray technology to be used in the new facility through a grant from the Appalachian Regional Commission. This technology is safer for clients and staff as well as easier to store and send to other dental providers as needed.
- Health Director Carmine Rocco presented the annual Community Health Assessment to commissioners in June. Approximately 200 Haywood County residents were surveyed for the assessment and more than 3,000 across Western NC. The survey indicated top health priorities for 2012 were substance abuse, physical activity and nutrition, and chronic disease. A copy of the assessment is available on the Haywood County website, www.haywoodnc.net.
- In June, the Health Department received an award from the N.C. Public Health Epidemiology section of the NC Division of Public Health for Best Practice for Surveillance and Reporting. The award honors the work done by the nursing staff and Tina Goodwin, communicable disease coordinator, in documenting, tracking and following up on communicable disease of all types (STDs, influenza, tuberculosis, measles, whooping cough and others).
Department Accomplishments 2012-13

HUMAN RESOURCES

The Human Resources Department provides assistance to employees and applicants, reviews programs and benefits and makes recommendations in order to have the best workplace possible. It is responsible for personnel records, benefits, employee relations, recruitment and selection, some payroll and training programs, compliance with federal and state personnel/employment regulations, compensation and risk management.

Accomplishments

• Conducted Customer Service for Government Employees training with three departments; three more scheduled by the end of the fiscal year.
• Worked with employees on the County’s Succession Planning Program.
• Updated the Haywood County Personnel Policy Manual as part of the anticipated integration of the Department of Social Services and Health Department. Completed the first round of desk audits for positions in DSS and Health for the Integration Process.

INFORMATION TECHNOLOGY

The Information Technology Department provides technology and guidance to enhance the delivery of County government services and increase public and employee access to, and quality of, vital government data. The Information Technology Division is responsible for the day to day operation of network services, security, internet and intranet services, application development and support, and training.

Accomplishments

• Completed implementation of the new CAD (Computer Aided Dispatch) and MDIS (Mobile Data Information Systems) to improve communications between community law enforcement agencies.
• Began the implementation of desktop virtualization for the Haywood County Dept. of Social Services NC FAST system.
• Completed radio narrowbanding project for all Emergency Rescue units in county.
• Early Voting and Elections were successful at all Haywood County polling places through Election Day.

LAND RECORDS, GIS

The Land Records/Geographic Information Services office is a function of the Tax Administration Office and is responsible for the development, maintenance, and dissemination of the County’s digital geographic data.

Accomplishments

• All property descriptions have been updated to reflect the actual road name that the property is on instead of the state road number.
• Continued to review and correct data on properties without a deed reference
• Continued work on ongoing project to resolve issues with unknown property owners. Five additional properties have been resolved.
Department Accomplishments 2012-13

PLANNING

The Planning Department functions include reviewing plats for new subdivision and development in the county, and studying and recommending long and short range planning needs for the county for transportation, economic development, infrastructure, land use, and environmental priorities. The mechanism for implementing such recommendations and for ensuring the County has controlled, balanced growth is through the development of planning ordinances and regulations. The Haywood County Planning Board directs the planning staff in identifying needs and formulating policies for governing growth for the ultimate purpose of promoting the public health, safety and general welfare of its citizens.

Accomplishments

- The Planning Department issued 16 flood permits in the county and 8 in the Town of Clyde.
- Planning issued 42 watershed permits, 42 subdivision approvals and 8 telecommunications tower collocations.
- Planning responded to 52 code enforcement complaints and conducted 202 site visits.
- Continued to address Haywood County’s transportation needs through participating in meetings of the regional Metropolitan Planning Organization (MPO) and Rural Planning Organization (RPO) facilitated by Land of Sky Regional Council.
- Updated flood maps were finalized and the County’s Flood Prevention Ordinance was updated and adopted by the Board of Commissioners. As a result, FEMA issued a new set of maps that went into effect in April 2012. This resulted in numerous requests by citizens and insurance agents to determine flood zones for private property.

PUBLIC LIBRARY

The Haywood County Public Library system consists of a main branch in Waynesville and three branch facilities located in Canton, Maggie Valley and Fines Creek. The mission of the library is to provide robust links between information and knowledge with high quality materials, programs and staff that inspire lifelong learning, enhance personal and professional lives, advance the spirit of community and diversity and contribute to the economy of Haywood County. The library collection includes more than 158,000 books; 11,500 audio cassettes and cds; 9,000 videos and DVDs; and 545 journal subscriptions.

Accomplishments

- Joined the NC Cardinal consortium and migrated to a new cataloging system.
- Began the implementation of the Radio Frequency Identification (RFID) technology to help cut down on library theft.
- Boosted electronic resources by adding Freegal (free music downloads) and Pronunciator (educational language software that teaches 72 languages).
- Worked with the Historical and Genealogical Society to digitize Haywood County archives.
- The number of registered library users is 25,367.
- The number of circulations in 2012 was 461,185. There were 38,148 computer uses (not counting wireless).
- Conducted or hosted 511 programs
Department Accomplishments 2012-13

RECREATION AND PARKS

The Haywood County Recreation and Parks Department is dedicated to enhancing the quality of life in our county by coordinating and providing recreation programs and facilities.

Accomplishments

- Provided more than 52 activities for older adults through the Happy Wanderers Senior Group. Activities included day/overnight trips, games, movies and special events.
- Provided more than 5,740 hours of physical activity for 287 participants in Youth Basketball. Forty-one volunteer coaches provided more than 980 instructional hours, and 34 youth were able to participate through a scholarship program.
- Co-sponsored the 4th Annual Bike Rodeo with Vietnam Veterans of America, the Town of Clyde and BicycleHaywoodNC.
- Completed a county-wide bicycle master planning project in coordination with BicycleHaywoodNC and a consultant. It is the first comprehensive bicycle plan west of Asheville. The plan received Honorable Mention in the Transportation Planning Excellence Awards Program, a biennial awards program developed by the Federal Highway Administration (FHA) and the Federal Transit Administration (FTA).
- Provided in-kind services and facilities for Special Olympics practices and sporting events for adults with intellectual disabilities.

REGISTER OF DEEDS

The Haywood County Register of Deeds serves as custodian of all records of real estate, vital records, military discharges and the certification of notary publics. You can apply for a marriage license in the Register of Deed’s Office and obtain a certified copy of the license. You can also obtain a certified copy of your birth certificate or that of a loved one’s death certificate, if the birth and/or death occurred in Haywood County. Through a partnership with the North Carolina Vital Records Electronic Birth Registration System, the Register of Deeds can also issue a birth record for anyone born in North Carolina after 1971, with the exception of a birth record for an individual that has been adopted.

Accomplishments

- Updated standards for indexing real property documents.
- Digitally scanned and indexed original marriage records dating back to 1936.
- Digitally indexed birth records dating back to 1913.
Department Accomplishments 2012-13

SHERIFF’S OFFICE

The mission of the Office of the Sheriff is to make the community safe for the citizens of Haywood County, and to enforce the laws of North Carolina without bias. The Office of the Sheriff is open 24 hours a day, seven days a week regardless of holidays or adverse weather conditions.

Accomplishments

- Haywood County began receiving inmates from other counties through the Statewide Misdemeanant Confinement Program (SMCP). The SMCP allowed the county to receive a daily housing allowance of $40 per inmate from the N.C. Dept. of Public Safety to house inmates whose sentences are 91 to 180 days in local jails. The agreement allows Haywood County to receive up to 24 inmates, with adjustment to the number if necessary.
- Burglaries and breaking and entering property crimes declined to 223 in 2012, compared to 295 in 2011, but larcenies increased to 405 in 2012 compared to 369 in 2011.
- Despite 2 homicides in 2012, overall violent crimes continued to drop from a total of 159 in 2010 and 85 in 2011 to 48 in 2012.

Memorable Moment

DSS Child Support Services and the Sheriff’s Office streamlined their communications process, resulting in an increase in collections on arrest orders from an average of $4,893.67 per month in 2011 to an average of $11,256.89 per month in 2012.

SOCIAL SERVICES

The Haywood County Department of Social Services administers 40 different programs for the benefit of the citizens of Haywood County. The department has several teams that operate specifically under Federal and State legal authority to provide services such as the following: Work First Employment Services and Work First Family Assistance, Medicaid, various Adult Services, various Family & Children’s Services, Food and Nutrition Services and Meals on Wheels. The DSS operating budget consists of Federal, State and County dollars. The Department functions under the authority of a Social Services Board made up of five members of our community. The DSS Director reports to that Board of Directors.

Accomplishments

- The Aging and Adult Services program provided guardianship services to 43 individuals; Representative Payee Services to 72 individuals; evaluated 82 Adult Protective Services (APS) reports to insure the safety and well-being of disabled adults; and monitored 11 adult care homes and one day care/day health program during 2012.
- Work First Employment Services implemented a new group orientation/application process in conjunction with Economic Services staff that improves productivity and allows additional time for case management and service delivery.
- Joint efforts between Child Protective Services and Work First have been successful by offering preventive services to families who did not meet the criteria for child neglect or abuse, but could benefit from the services.
- All Food and Nutrition Services applications are now being processed through NC FAST.
- The Economic Services Division passed multiple Medicaid audits with no mistakes or corrective actions. This included audits for transportation, fraud and application monitoring.
- The Meals on Wheels coordinator recruited and trained 48 new volunteers in 2012. Collectively, volunteers spent a total of 48 hours per week delivering meals to more than 200 recipients.
- Legal Services presented 2,967 child support cases in court; filed 78 juvenile petitions; held 95 permanency planning hearings and 103 six-month reviews.
**Department Accomplishments 2012-13**

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**SOIL AND WATER CONSERVATION**

The mission of the Haywood County Soil & Water Conservation District is to protect the county’s natural resources through education, financial and technical assistance. Soil and water conservation districts were established so that citizens could get assistance on the local level with conserving and managing important natural resources. The District is a non-regulatory agency that offers help on a voluntary basis. The District also offers a year-round education program that includes field days, contests, teacher workshops and many other activities.

**Accomplishments**

- Provided direct assistance to 6,327 citizens through such programs as the NC Agricultural Cost Share Program, the Environmental Quality Incentive Program, and others.
- The District holds conservation easements and does stewardship planning on 16 parcels of property in Haywood County.
- The District brought in almost $2.3 million through grants, cost share programs to landowners, technical assistance, and federal and state programs. Based on these programs, the county’s return was $9.00 per dollar invested.
- Educational activities included the Area I and North Carolina Environthon for 20 middle and high school teams; Ag Career Day for 377 middle and high school students, and Youth Environmental Stewardship Camp for 23 students.

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**SOLID WASTE MANAGEMENT**

The Haywood County Solid Waste Management Department operates a Materials Recovery Facility, the White Oak Landfill, and oversees operations at 10 collection “convenience” centers. The convenience centers collect household waste plus recyclables. The recyclables are baled and Solid Waste Management markets the materials.

**Accomplishments**

- Through May 2013, 39,202 tons of trash had been buried in the landfill, compared to 44,510 tons in FY2012-13. Also through May, 4,801 tons of recyclables had been collected, compared to 6,222 tons in FY2012-13.
- Solid Waste Management has a program to collect compact fluorescent bulbs (CFL’s) and mercury containing devices at all 10 convenience centers. In 2012, Solid Waste collected more than 36,000 feet of CFLs and mercury containing products. That compares to 4,700 feet recycled in 2010, an increase of 750 percent in the last two years.
- As of Feb. 20, 2013, the Francis Farm Landfill Methane Generator had produced 79,306 kilowatt hours (kWh) of electricity in 1,305 hours of engine run time since June 25, 2012. At this rate, the County projects providing enough generator production per hour to provide for more than 34 average houses.

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Solid Waste Director Stephen King and the “Litter Troll” made several presentations about litter and recycling to elementary school students in 2012. This was a joint project with the Commission for a Clean County and Haywood County Schools.
TAX ADMINISTRATION

The Haywood County Tax Administration office oversees the assessment and collection of Ad Valorem taxes for the County, and oversees the Land Records/GIS department. The Tax Office has the responsibility of assuring all values are equal for all property, regardless of who the owner may be. The Tax Collector has the responsibility to see that taxes are paid for each respective property.

Accomplishments

- The Haywood County Tax Office was ranked first in the state for accuracy of data entered for North Carolina’s new Tax and Tag system, resulting from N.C. House Bill 1779. The new system, which is expected to implemented in September 2013, prohibits citizens from renewing automobile license tags until any overdue and current vehicle property taxes are paid. Haywood County’s accuracy rate was 97.28%.
- The County’s 2012 tax collection rate for 2011 taxes was 96.18%. Delinquent taxes collected as of June 2012 were $1,536,099.
- The Board of Commissioners approved new bid procedures for property acquired by the County through foreclosures. Under the new procedures, citizens must make offers to purchase through a form available in the County Manager’s office. Offers to purchase must be accompanied by cash or certified check made out to Haywood County in the amount of 5% of the amount bid. The bid must be accepted or rejected by the Board of Commissioners.

VETERANS SERVICES

The Haywood County Veterans Office provides assistance to veterans and their dependents in obtaining federal and state benefits, based on their service in the US Military. These benefits include disabilities, pensions, education, VA insurance, VA home loans and health care from the VAMC in Asheville, NC. The office also plays a vital role in connecting veterans and their dependents to the right resources throughout the county for other benefits.

Accomplishments

- Successfully obtained 3 HUD/VASH vouchers from the VAMC in order to combat the homelessness of the veterans population in Haywood County. These vouchers were the first in Haywood and west of Asheville.
- Coordinated 51 trips to transport veterans to the VA Medical Center in Asheville.
- Provided numerous medals presentations to veterans and spouses.
- Assistant Veterans Service Officer Debbie Caldwell obtained accreditation with NCDVA.
- Began process to obtain new partnership with VA Medical Center and local Health Departments for initial care appointments.
- Worked with Haywood County Veterans Council to organize Memorial Day Service at Historic Courthouse.
Law enforcement officers and citizens gathered for the annual Law Enforcement Memorial Service held on May 16, 2013.

County staff have fun with area day care kids at Halloween.

A trip to the Waynesville Watershed was one of many educational activities conducted by the Haywood Soil & Water District.

Visitors to the opening of the library’s Lincoln exhibit also got to experience what life was like during the Civil War.

Solid Waste Management and the Sheriff’s Office collaborated with Keep America Beautiful to give out free tarp's and information about keeping litter from flying out of truck beds.

County Fire Marshal Johnny Glance judges the Annual Firefighters Competition.

Wild turkeys take a gander at Frances Farm Landfill methane collection system.
## County Indicators

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<td>Registered voters</td>
<td>42,120</td>
<td>41,523</td>
<td>41,944</td>
<td>41,361</td>
<td>41,522</td>
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<td>Deeds, Real Estate documents indexed</td>
<td>11,453</td>
<td>11,389</td>
<td>11,591</td>
<td>12,920</td>
<td>15,933</td>
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<td><strong>Public Safety</strong></td>
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<td>Building Inspections:</td>
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<tr>
<td>Residential permits issued</td>
<td>327</td>
<td>395</td>
<td>346</td>
<td>393</td>
<td>721</td>
<td>818</td>
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<tr>
<td>Commercial permits issued</td>
<td>50</td>
<td>50</td>
<td>34</td>
<td>29</td>
<td>53</td>
<td>62</td>
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<td><strong>Fire Control:</strong></td>
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<tr>
<td>Inspections performed</td>
<td>685</td>
<td>504</td>
<td>409</td>
<td>480</td>
<td>551</td>
<td>763</td>
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<td><strong>Detention:</strong></td>
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<td>Booked inmates</td>
<td>2,690</td>
<td>2,704</td>
<td>2,574</td>
<td>2,825</td>
<td>2,798</td>
<td>2,624</td>
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<td>Average daily jail population</td>
<td>75</td>
<td>85</td>
<td>93</td>
<td>83</td>
<td>93</td>
<td>90</td>
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<td>Hand gun permits processed</td>
<td>1,716</td>
<td>1,422</td>
<td>1,180</td>
<td>1,255</td>
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<td>1,135</td>
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<td>Billable transports</td>
<td>6,356</td>
<td>6,601</td>
<td>6,498</td>
<td>6,385</td>
<td>6,654</td>
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<td>Emergency calls dispatched</td>
<td>42,339</td>
<td>40,837</td>
<td>43,989</td>
<td>41,383</td>
<td>37,933</td>
<td>30,298</td>
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<td>Fire calls dispatched</td>
<td>2,144</td>
<td>2,675</td>
<td>1,748</td>
<td>1,565</td>
<td>2,031</td>
<td>2,432</td>
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<tr>
<td>Animals received</td>
<td>3,125</td>
<td>3,424</td>
<td>3,612</td>
<td>3,942</td>
<td>4,120</td>
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<td>Number of adoptions</td>
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<td>1,308</td>
<td>1,449</td>
<td>885</td>
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<td>Tons of solid waste buried</td>
<td>44,510.30</td>
<td>44,857.70</td>
<td>46,328.69</td>
<td>50,881.02</td>
<td>57,554.94</td>
<td>58,455.37</td>
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<td>Tons of recyclables sent out</td>
<td>6,083.67</td>
<td>6,374.19</td>
<td>6,903.09</td>
<td>5,770.90</td>
<td>3,483.59</td>
<td>3,079.32</td>
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<td>Major subdivision plan reviews</td>
<td>3</td>
<td>1</td>
<td>6</td>
<td>16</td>
<td>28</td>
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<td><strong>Economic Development</strong></td>
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<td></td>
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<td>Tourism revenues</td>
<td>Not available</td>
<td>$120,400,000</td>
<td>$116,310,000</td>
<td>$103,570,000</td>
<td>$113,460,000</td>
<td>$116,640,000</td>
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<td>Taxable sales</td>
<td>$540,735,523</td>
<td>$518,290,311</td>
<td>$498,088,247</td>
<td>$489,719,216</td>
<td>$549,879,484</td>
<td>$538,500,941</td>
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<td><strong>Health Department</strong></td>
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<tr>
<td>Health clients served</td>
<td>12,108</td>
<td>13,418</td>
<td>12,370</td>
<td>12,736</td>
<td>12,666</td>
<td>n/a</td>
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<tr>
<td><strong>Social Services</strong></td>
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<tr>
<td>Average # of food stamp recipients per month</td>
<td>10,417</td>
<td>9,908</td>
<td>9,960</td>
<td>8,253</td>
<td>6,542</td>
<td>5933</td>
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<tr>
<td>Average # of children subject to child protection services (CPS) assessments</td>
<td>524</td>
<td>352</td>
<td>360</td>
<td>379</td>
<td>374</td>
<td>311</td>
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<tr>
<td>Average # of children in foster care</td>
<td>158</td>
<td>138</td>
<td>161</td>
<td>183</td>
<td>171</td>
<td>144</td>
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<tr>
<td>Library patrons</td>
<td>29,859</td>
<td>35,667</td>
<td>40,491</td>
<td>38,346</td>
<td>35,429</td>
<td>31,771</td>
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<tr>
<td>Program participants</td>
<td>2,219</td>
<td>1,822</td>
<td>1,914</td>
<td>1,572</td>
<td>1,456</td>
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<td><strong>Public Schools</strong></td>
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<tr>
<td>Dollars spent per pupil-ADM (Average Daily Membership)</td>
<td>$1,854</td>
<td>$1,898</td>
<td>$1,882</td>
<td>$1,725</td>
<td>$1,776</td>
<td>$1,685</td>
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<tr>
<td>Number of teachers</td>
<td>535</td>
<td>546</td>
<td>547</td>
<td>619</td>
<td>568</td>
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<tr>
<td>Student enrollment</td>
<td>7,530</td>
<td>7,582</td>
<td>7,588</td>
<td>7,677</td>
<td>7,658</td>
<td>7,652</td>
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<td><strong>Community College</strong></td>
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<tr>
<td>Courses offered</td>
<td>1,233</td>
<td>1,358</td>
<td>1,239</td>
<td>1,212</td>
<td>1,191</td>
<td>1,197</td>
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<tr>
<td>Curriculum student enrollment</td>
<td>2,599</td>
<td>3,493</td>
<td>3,341</td>
<td>3,413</td>
<td>3,174</td>
<td>3,045</td>
</tr>
</tbody>
</table>

Data Source: 2012 Haywood County Comprehensive Annual Financial Report
Department Contacts

<table>
<thead>
<tr>
<th>Department</th>
<th>Director/Contact</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>County Manager</td>
<td>Marty Stamey</td>
<td>828-452-6625</td>
<td><a href="mailto:mstamey@haywoodnc.net">mstamey@haywoodnc.net</a></td>
</tr>
<tr>
<td>Animal Services</td>
<td>Jean Hazzard</td>
<td>828-456-5338</td>
<td><a href="mailto:jhazzard@haywoodnc.net">jhazzard@haywoodnc.net</a></td>
</tr>
<tr>
<td>Assessor</td>
<td>Judy Ballard</td>
<td>828-452-6734</td>
<td><a href="mailto:jbballard@haywoodnc.net">jbballard@haywoodnc.net</a></td>
</tr>
<tr>
<td>Building Inspections</td>
<td>Bruce Crawford</td>
<td>828-452-6638</td>
<td><a href="mailto:brcrawford@haywoodnc.net">brcrawford@haywoodnc.net</a></td>
</tr>
<tr>
<td>Cooperative Extension</td>
<td>Bill Skelton</td>
<td>828-456-3575</td>
<td><a href="mailto:bill_skelton@ncsu.edu">bill_skelton@ncsu.edu</a></td>
</tr>
<tr>
<td>County Garage</td>
<td>Mike Head</td>
<td>828-452-0866</td>
<td><a href="mailto:garage@haywoodnc.net">garage@haywoodnc.net</a></td>
</tr>
<tr>
<td>Economic Development</td>
<td>Mark Clasby</td>
<td>828-456-3737</td>
<td><a href="mailto:mclasby@haywoodnc.net">mclasby@haywoodnc.net</a></td>
</tr>
<tr>
<td>Elections</td>
<td>Robert Inman</td>
<td>828-452-6633</td>
<td><a href="mailto:rinman@haywoodnc.net">rinman@haywoodnc.net</a></td>
</tr>
<tr>
<td>Emergency Management</td>
<td>Greg Shuping</td>
<td>828-456-2391</td>
<td><a href="mailto:gshuping@haywoodnc.net">gshuping@haywoodnc.net</a></td>
</tr>
<tr>
<td>Emergency Medical Services</td>
<td>Jim Pressley</td>
<td>828-452-4770</td>
<td><a href="mailto:jjpressley@haywoodnc.net">jjpressley@haywoodnc.net</a></td>
</tr>
<tr>
<td>Environmental Health</td>
<td>Steve Valentine</td>
<td>828-452-6682</td>
<td><a href="mailto:svalentine@haywoodnc.net">svalentine@haywoodnc.net</a></td>
</tr>
<tr>
<td>Erosion, Sediment Control</td>
<td>Marc Pruett</td>
<td>828-452-6706</td>
<td><a href="mailto:mpruett@haywoodnc.net">mpruett@haywoodnc.net</a></td>
</tr>
<tr>
<td>Facilities, Maintenance</td>
<td>Dale Burris</td>
<td>828-452-6650</td>
<td><a href="mailto:dburris@haywoodnc.net">dburris@haywoodnc.net</a></td>
</tr>
<tr>
<td>Finance</td>
<td>Julie Davis</td>
<td>828-452-6629</td>
<td><a href="mailto:jhdavis@haywoodnc.net">jhdavis@haywoodnc.net</a></td>
</tr>
<tr>
<td>Fire Marshal</td>
<td>Johnny Glance</td>
<td>828-452-4779</td>
<td><a href="mailto:jglance@haywoodnc.net">jglance@haywoodnc.net</a></td>
</tr>
<tr>
<td>Health</td>
<td>Carmine Rocco</td>
<td>828-452-6675</td>
<td><a href="mailto:crocco@haywoodnc.net">crocco@haywoodnc.net</a></td>
</tr>
<tr>
<td>Human Resources</td>
<td>Kathi McClure</td>
<td>828-452-6764</td>
<td><a href="mailto:kmclure@haywoodnc.net">kmclure@haywoodnc.net</a></td>
</tr>
<tr>
<td>Information Technology</td>
<td>Lori Tomlin</td>
<td>828-356-2731</td>
<td><a href="mailto:ltomlin@haywoodnc.net">ltomlin@haywoodnc.net</a></td>
</tr>
<tr>
<td>Land Records/GIS</td>
<td>Stephanie Parkins</td>
<td>828-452-6644</td>
<td><a href="mailto:sparkins@haywoodnc.net">sparkins@haywoodnc.net</a></td>
</tr>
<tr>
<td>Library</td>
<td>Sharon Woodrow</td>
<td>828-452-5169</td>
<td><a href="mailto:swoodrow@haywoodlibrary.org">swoodrow@haywoodlibrary.org</a></td>
</tr>
<tr>
<td>911 Communications</td>
<td>Chanda Morgan</td>
<td>828-452-6600</td>
<td><a href="mailto:cmorgan@haywoodnc.net">cmorgan@haywoodnc.net</a></td>
</tr>
<tr>
<td>Planning</td>
<td>Kris Boyd</td>
<td>828-452-6632</td>
<td><a href="mailto:kboyd@haywoodnc.net">kboyd@haywoodnc.net</a></td>
</tr>
<tr>
<td>Public Information</td>
<td>David Teague</td>
<td>828-452-7305</td>
<td><a href="mailto:dteague@haywoodnc.net">dteague@haywoodnc.net</a></td>
</tr>
<tr>
<td>Recreation and Parks</td>
<td>Claire Carleton</td>
<td>828-452-6789</td>
<td><a href="mailto:ccarleton@haywoodnc.net">ccarleton@haywoodnc.net</a></td>
</tr>
<tr>
<td>Register of Deeds</td>
<td>Sherri Rogers</td>
<td>828-452-6635</td>
<td><a href="mailto:srogers@haywoodnc.net">srogers@haywoodnc.net</a></td>
</tr>
<tr>
<td>Sheriff</td>
<td>Greg Christopher</td>
<td>828-452-6666</td>
<td><a href="mailto:gchristopher@haywoodnc.net">gchristopher@haywoodnc.net</a></td>
</tr>
<tr>
<td>Social Services</td>
<td>Ira Dove</td>
<td>828-452-6620</td>
<td><a href="mailto:idove@haywoodnc.net">idove@haywoodnc.net</a></td>
</tr>
<tr>
<td>Soil, Water Conservation</td>
<td>Leslie Smathers</td>
<td>828-452-2741</td>
<td><a href="mailto:lsmathers@haywoodnc.net">lsmathers@haywoodnc.net</a></td>
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<tr>
<td>Solid Waste</td>
<td>Stephen King</td>
<td>828-627-8042</td>
<td><a href="mailto:sking@haywoodnc.net">sking@haywoodnc.net</a></td>
</tr>
<tr>
<td>Tax Administration</td>
<td>David Francis</td>
<td>828-452-6643</td>
<td><a href="mailto:dffrancis@haywoodnc.net">dffrancis@haywoodnc.net</a></td>
</tr>
<tr>
<td>Veterans Services</td>
<td>Brandon Wilson</td>
<td>828-452-6634</td>
<td><a href="mailto:bwilson@haywoodnc.net">bwilson@haywoodnc.net</a></td>
</tr>
</tbody>
</table>

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**Things to Remember for FY2013-14**

- Vehicle property taxes must be paid before renewing license tags beginning in September 2013. See pages 6 & 18 for information.
- Placement of children in foster care is a growing and expensive problem in Haywood County. See Page 7 for information presented to commissioners. To consider becoming a foster parent, contact DSS at 828.452.6620.
- County Commissioners meet the first and third Mondays of each month. See Page 2 for details.
- Want to know how many tons of trash were buried in the landfill? Or emergency and fire calls received? Check out statistics on Pages 20-21.