



Centralina Council of Governments

2016-2017 Annual Report

Growing Our Economy.

Controlling Cost of Government.

Improving Quality of Life.

CENTRALINA COG 2016-17 ANNUAL REPORT

The Centralina Council of Governments (CCOG) is a regional council of cities, towns and counties in the nine-county area consisting of Anson, Cabarrus, Gaston, Lincoln, Iredell, Mecklenburg, Rowan, Stanly and Union counties. CCOG works collaboratively with members to help grow jobs and the economy, improve quality of life and control the cost of government. Centralina provides services that enable local governments to address the local and regional challenges that affect them, get up-to-date information, save money, access grant funds and better position themselves for long-term economic health. Centralina is one of 16 state-designated councils of government with this responsibility in North Carolina.

This Fiscal Year 2016-2017 Annual Report includes a financial report and program highlights of the ways CCOG helps your community and responds to the needs of member governments, their citizens, and the region.

CCOG CONFERENCE

CCOG's annual Creative Solutions for Thriving Communities Conference was held on April 6, 2017. The conference focused on practical tools, best practices, resources and private-public partnerships designed to meet the needs of communities and counties in the Greater Charlotte Region. More than 180 local elected officials, city and county staff, and private sector officials and staff from the Greater Charlotte Region attended the conference held at the Charles Mack Citizen Center in Mooresville.

It's a simple equation. Stronger communities will build a stronger region. For this reason, CCOG has committed time, effort and resources to making the Creative Solutions for Thriving Communities Conference an annual event designed to provide the tools and resources to support strengthening the communities within our region.

The 2017 conference focused on presenting best practices and practical tools and solutions for the challenges communities face in the areas of:

- **growing jobs and the economy;**
- **transportation choices;**
- **livable, healthy communities for all ages;**
- **efficient governance;**
- **data and technology.**

Morning Keynote Speaker Peter Kageyama, author of *For the Love of Cities: the Love Affair Between People and their Places*, encouraged thinking beyond just necessary city functions like filling potholes and aspiring to more, such as creating public spaces that surprise and delight.

Luncheon Keynote Amy Liu, Brookings Institution's Metropolitan Policy Program Vice President and Director, stressed economic development on the local level.

Local officials and staff said they appreciated the conference and had takeaways for their communities.



COMMUNITY AND ECONOMIC DEVELOPMENT (CED)

The CED Department helps your community address economic challenges and disadvantages by providing technical assistance to improve housing and public infrastructure, leveraging private and public resources, and pursuing grants on your behalf. Significant activities in Fiscal Year 2016-17 included:

Downtown Redevelopment Project Management Services

Staff assisted multiple rural jurisdictions in creating redevelopment projects, managing the local government's interest in developer-led projects, and engaging the community to identify strategies to redevelop abandoned and underused buildings in downtown areas. These redevelopment efforts are centered on the CONNECT principles and will help to grow local economies and improve the quality of life for area residents.

Entitlement Grant Administration

The department provided administration services for the HUD Community Development Block Grant (CDBG) Entitlement grant funding for Mecklenburg and Union Counties. This program focuses on low and moderate-income population housing and community development needs designated by activities and projects within each county's five-year consolidated plans.

Conservation Easement Monitoring Assistance

For the second year the CED staff is providing technical assistance to the North Carolina Department of Environmental Quality (NC DEQ), for the Stewardship Program. Staff manages the process of onsite monitoring of conservation easements and lands held by the NC DEQ for stream and wetland mitigation.

Code Enforcement and Drug-Alcohol Testing Program (DATP)

Multiple jurisdictions engaged CED to provide approximately 17 code enforcement and minimum housing standards operations as well as DATP testing for city and county workforce regulatory requirements.

CENTRALINA ECONOMIC DEVELOPMENT COMMISSION (CEDC)

The CEDC helps your community by preparing and implementing U.S. Department of Commerce strategic plans and grant applications to create jobs and promote community economic growth. Certified by the U.S. Department of Commerce as an Economic Development District (EDD) in 2004, the CEDC receives annual grants from the Economic Development Administration (EDA) for regional economic planning. Membership in the EDD also allows participating jurisdictions to be eligible for EDA technical assistance and public works grants. Significant activities in Fiscal Year 2016-17 included:

Centralina Regional Economic Development District's CEDS Plan

The implementation continued for the 2012-2017 Centralina Economic Development Strategy (CEDS), "Prosperity for Greater Charlotte Report" and groundbreaking Jobs, Workforce, and Education Alignment Strategy with priorities that promoted alignment of regional infrastructure, talent and assets for economic growth. The CEDC Board convened an Advisory Committee of private and public-sector representatives for the 2017 required five-year update process for a new CEDS 2017-2022 Plan to be completed and submitted to U.S. Commerce Economic Development Authority (EDA).

Lumina Foundation Project: People|Skills|Prosperity

The primary People|Skills|Prosperity strategy is to work collaboratively with industry, education, economic development, and municipal partners to strengthen connections, communicate existing programs and pathways, and create efficiencies to get employees into the attainment pipeline and create opportunities for economic mobility. The CEDC completed project activities in December 2016; the final product includes development of a cross-collaborative program between workforce and economic development.



WORKFORCE DEVELOPMENT

The Centralina Workforce Development Board helps your community by providing the leadership and resources to ensure a qualified workforce is available for area employers. This year's program highlights include:

NCWorks Career Centers

The Centralina Workforce Development Board (CWDB) is responsible for the oversight and operation of local NCWorks Career Centers. The CWDB has developed a vision and implemented a plan of action for upgrading Career Center facilities and changing the service environment. The Centralina WDB has within the past two years opened new, modern NCWorks Career Centers in Cabarrus (Concord), Iredell (Mooresville), Anson (Wadesboro), and Stanly (Albemarle) counties to better serve career seekers and employers looking for the best talent.

The eight NCWorks Career Centers in the region collectively served 65,001 career seekers (of which 5,335 Veterans received priority services) looking for the right talent match for their skills with 339,066 services. The centers provided 2,143 employers and businesses in the region with 31,829 services during this fiscal year.

NC Manufacturing Institute (NCMI)

The NCMI is a collaboration between private and public sector partners and investors to link and leverage assets and resources to close the manufacturing skills gap, improve the image of manufacturing employment opportunities and assist manufacturing firms in recruitment and retention of talent. Together with NCMI Partners, the Centralina Workforce Development Board has established an effective pipeline through which our local employers have convenient and quick access to qualified candidates. These efforts produced the following results:

- More than 800 attendees of Discovery Sessions held since May 2015 have been directly exposed to the importance of manufacturing and the availability of good, well-paying jobs in that sector.
- A total of 16 eight-week training classes were held from May 2015 to May 2017.
- A total of 138 individuals were enrolled in NCMI with 127 Certified Production Technicians graduating from the eight-week training program (92% graduation rate) with 120 fully certified by MSSC.
- A total of 93 out of 127 graduates (73%) accepted employment in their related training field (as of June 2017) and 14 additional recent graduates are currently interviewing with NCMI employers.
- NCMI partner businesses have employed 70% of the graduates.
- Employer partners total 36 in all 3 counties and growing.
- Each of the 16 interview fairs held have provided NCMI graduates with a minimum of 6 and up to 12 company interviews in one day.

NCWorks Certified Career Pathways

The Centralina Workforce Development Board teamed with the NC Department of Commerce and two other local workforce boards in collaborating with industry representatives along with community and education partners from the region to develop a regional career pathway supporting the worker needs of the Advanced Manufacturing industry. Certified Career Pathways are integrated, seamless systems of education and workforce development programs, initiatives and resources, focused on matching worker preparation to employer need in high-demand occupations. The Southwest Prosperity Zone Advanced Manufacturing Pathway received certification from the NCWorks Commission in February 2017 to support the workforce needs of this regionally strategic sector identified in the Centralina Economic Development Strategy (CEDS). The Pathway focuses on Mechatronics which produces a skill set that is highly sought after by local employers.





AREA AGENCY ON AGING

Through pass-through funding, direct services and programming, planning, and technical assistance, the Centralina Area Agency on Aging (CAAA) helps your community by supporting older adults, their families and caregivers. CAAA's vision is to lead through services and supports, advocacy and innovation to enhance the quality of life for older and disabled adults.

Community Education

Educating the community about aging issues is a major component of what the CAAA staff does in the region. The Annual Aging Conference was held in September 2016 and more than 400 professionals attended workshops and an exhibit resource expo to learn about the latest in the aging field. CAAA also held smaller workshops and training sessions throughout the year on such topics as ADA Compliance, aging sensitivity and communications, LGBT Cultural Competence, nutrition, caregiver issues, and navigating long-term care services and supports.

Regional Long-Term Care Ombudsman

An ombudsman advocates for residents living in nursing homes, assisted living facilities and family care homes. Five Ombudsman, with a core group of over 125 volunteers, cover 231 long-term care facilities serving 17,336 residents. The CAAA Ombudsman Team made 1,661 facility visits and mediated 571 resident complaints last year.

Volunteer Transportation Services (VTS)

The Volunteer Transportation Services program continues to expand as it provides transportation to older adults, people with disabilities and veterans in the Centralina Region. The program achieved more than 1,000 rides/trips during the program year and provided the service at no cost to the passengers. VTS utilizes a network of certified volunteer drivers in the region. VTS is partnering with faith-based organizations such as FaithHealth-Gaston and Jewish Family Services to expand volunteer capacity. VTS continues to seek potential community partners.

Arthritis Services

Arthritis Services of Charlotte Mecklenburg joined forces with CAAA on Feb 1, 2017, which resulted in two additional staff members. For the past 40 years, Arthritis Services had been a free-standing non-profit dedicated to supporting and teaching persons with arthritis and other chronic health issues appropriate self-management skills that are adjacent to medical management. Most specifically, their program, The Community Arthritis/Chronic Disease Project, provided comprehensive programming in locations where the Mecklenburg County Senior Nutrition Project had noon-time meals for our senior citizens. This partnership continues to further CAAA's goal of helping residents live healthy, productive lives in their community.

Healthy Living and Falls Prevention

Based upon research, workshops taught by Centralina staff, partners, and volunteers provide documented health benefits. Workshop completers can lower their risk of falls, reduce hospital stays and visits to the emergency room, improve communications with their physician, and learn to better manage their chronic conditions. More than 1,100 participants attended 90 workshops during the past year on diabetes, caregiving, falls prevention, and learning to live healthy.

REGIONAL PLANNING AND TECHNICAL ASSISTANCE

The Centralina Regional Planning Department helps your community by supporting local and regional planning through collaboration between local governments and through programs and services designed to help you improve quality of life and become more efficient. The CONNECT Our Future project was a landmark achievement for our region, involving more than 8,400 participants to gain consensus on a regional growth framework. After the regional growth priorities were affirmed by a 90-plus member consortium in 2015, the Planning Department began using them to guide our annual work program.

Greater Charlotte Regional Freight Mobility Plan

An outgrowth of the CONNECT Our Future project, the Greater Charlotte Regional Freight Mobility planning project is a bi-state 14-county effort that has brought together public and private sector stakeholders, four Metropolitan Planning Organizations and two rural planning organizations to develop the region's first comprehensive freight plan. The plan integrates truck and rail transportation with land use and economic development and will be coordinated with the North Carolina and South Carolina State Freight Plans. The regional freight plan technical analysis was completed in December 2016. Outreach, education, and early implementation steps were conducted January – July 2017. Efforts included a regional freight film to highlight the importance of freight to local communities and coordination between transportation, land use, and economic development officials.

Community Engagement

As a result of the CONNECT Our Future project public engagement effort, communities of all sizes are using Centralina's expertise to engage their own public around issues such as housing, transportation, general land use, downtown streetscape projects, and general government services. Centralina is helping communities achieve good results by providing a venue for community conversations. FY17 engagement projects were held in Stallings, Salisbury, Huntersville and regional engagement took place in all counties.

Regional Transit Engagement Series

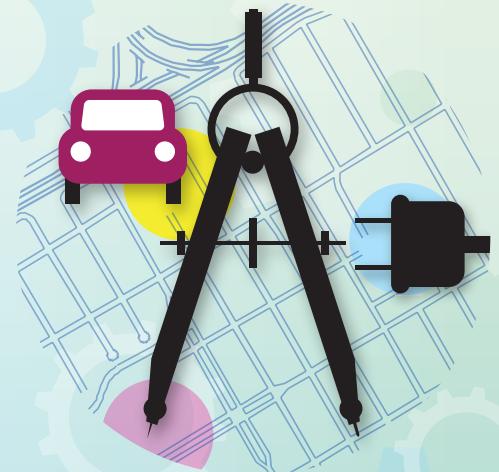
The Greater Charlotte Region is one of the fastest growing regions in the country. As a result, there is recognition that long-term transit planning efforts should be accelerated if we are to remain a leading, competitive region nationally and globally. The Regional Transit Public Engagement Series, in partnership with the Metropolitan Transit Commission, is a continuation of the CONNECT Our Future dialogue aimed at building regional relationships and understanding local transit needs and opportunities. Outcomes from 19 forums, more than 30 stakeholder meetings, and a public survey will culminate in a regional transit summit planned for Spring 2018.

Healthy Communities

The Centralina Health Solutions Center was created to encourage healthy, life-long communities. A joint effort of the planning and aging departments, this center has created training and technical assistance for local governments. The Centralina Health Solutions Center hosted the fourth annual Planning for Healthy Communities conference in September 2016, bringing together planners, park and recreation officials, and public health officials from throughout the region to build local capacity for creating active, life-long communities.

Technical Assistance

The Planning Department provided direct assistance to multiple communities this year. A few examples include: serving as the on-call planner for Bessemer City, assisting Waxhaw with planning board procedures, developing a comprehensive land use plan for Stallings, developing a financial strategy for McAdenville, assisting Bessemer City with downtown redevelopment efforts, and facilitating board retreats in several communities.



CCOG Looking Ahead, Entering 50th Year of Service to the Region.

Centralina was created in 1968 to serve the Greater Charlotte Region. The region is diverse, including both rural and urban member communities, communities that have raced to stay ahead of growth and those that have sought investment to encourage growth.

Centralina's story is the story of helping its municipal and county members meet the challenges they and their residents face, helping them successfully achieve their goals and prepare for the future. CCOG's mission, in a phrase, is to help its members grow jobs and the economy, control cost of government and improve quality of life.

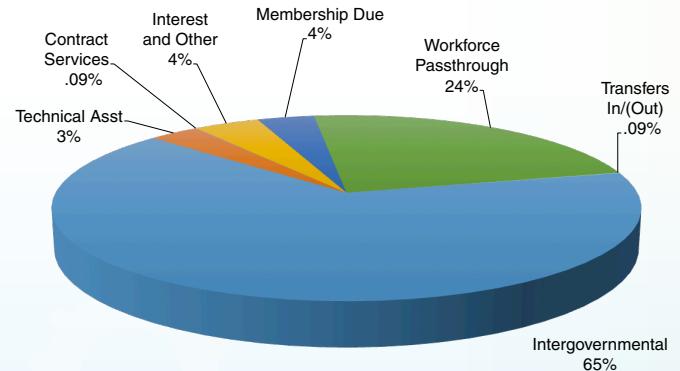
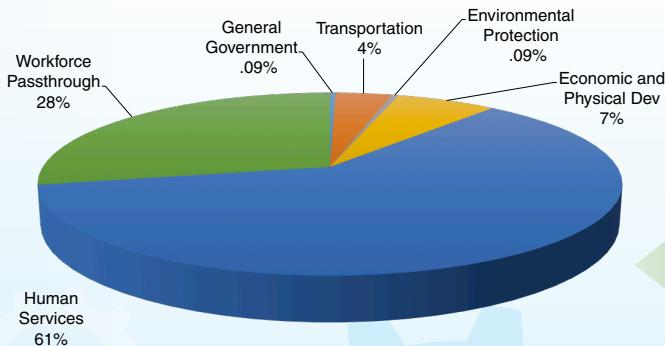
To successfully continue 50 years, an organization must listen to its members and evolve and grow to meet their needs. The success of municipalities and counties to meet their challenges has been the work of Centralina.

As Centralina prepares to enter the 50th year of service to the region we will embark on a number of special celebrations that will help highlight these program successes. We hope you will join us in celebrating during 2018.

Financial Report for Fiscal Year Ended June 30, 2017

Centralina Council of Governments' revenue from all sources exceeded 20 million during the fiscal year ended June 30, 2017. The accompanying charts show the primary revenues by source and expenditures by program.

Sources of Revenues



Expenditures by Program



Centralina Council of Governments

9815 David Taylor Drive, Suite 100 • Charlotte, NC 28262 • 704-372-2416 • 704-347-4710 fax

www.centralina.org