Centralina Council of Governments (CCOG) is the state-designated lead regional organization serving Anson, Cabarrus, Gaston, Iredell, Lincoln, Mecklenburg, Rowan, Stanly and Union counties. CCOG has a voluntary membership comprised counties and municipalities from across the Centralina area and is governed by a Board of Delegates. Our region is one of the nation's fastest-growing metropolitan areas, making coordination and collaboration on key issues essential to shaping growth and managing change.

Our Mission is to unify the region's collective resources to help grow the economy and jobs, improve quality of life and control the cost of government. We do this by finding innovative solutions to existing and future challenges and coordinating long-term strategies across public and private sectors at the local, state and federal levels. CCOG also serves as an umbrella organization for the Area Agency on Aging, Centralina Workforce Development Board, Centralina Economic Development Commission, Centralina Clean Fuels Coalition, Centralina Foundation and Centralina Health Solutions.

Since 1968, we have served as a platform for regional dialogue and developed action plans to support the prosperity of the greater Charlotte area. To celebrate our milestone 50th anniversary in 2018, we held a series of activities throughout the region, including Board of Delegates meetings in member communities and awarding proclamations to each county in honor of the many years of collaborative work.
OUR FOCUS AREAS

• Regional Planning
• Aging Services
• Community & Economic Development
• Workforce Development
• Government Affairs

OUR APPROACH

• Facilitate cooperative planning and implementation activities as part of a collective, regional vision
• Provide critical services to individuals of all ages and businesses in the region
• Support local governments with information, technical assistance and intergovernmental relations
• Convene elected officials and stakeholders in neutral forums
• Create networks, offer training and share best practices to meet local challenges and regional needs

By the Numbers

<table>
<thead>
<tr>
<th>Total Population Served:</th>
<th>Counties Served:</th>
<th>Municipalities Served:</th>
<th>CCOG Board of Delegates Members:</th>
<th>Professional Staff:</th>
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<tbody>
<tr>
<td>2,217,275*</td>
<td>9</td>
<td>74</td>
<td>58</td>
<td>45</td>
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*North Carolina Office of State Budget and Management
The Centralina Regional Planning Department helps communities reach their highest potential through programs and services that address regional and community based challenges in transportation, land use, healthy communities, community engagement, downtown redevelopment and the environment. We help communities plan, implement, and administer local planning projects, serve as an extension of staff and work with local elected and appointed boards to strategically plan for their future. Using the award-winning Connect our Future regional plan as the foundation, Centralina Planning partners with local communities to implement a shared vision for the greater Charlotte region and trains government leaders on emerging issues that will impact their communities.

**Key Programs and Services**

**Planning Processes and Strategic Advising**
- Strategic planning and program administration
- Board retreats and staff training programs
- Community surveys and public engagement
- Local government process improvement and capital improvement planning

**Planning and Zoning Services**
- Comprehensive land use planning and zoning
- Housing strategies
- Developer selection and administration
- GIS mapping, scenario planning and analysis

**Transportation and Healthy Communities Planning Services**
- Comprehensive mobility planning
- Bike and pedestrian planning
- Healthy community assessments and planning
- Regional freight, transit and intelligent transportation systems
- Autonomous and connected vehicle readiness
- Integration of transportation, energy and emerging technologies

**2017-2018 Successes**

- For every dollar invested in member dues, Planning brought $2.28 dollars to the region, leveraging $1,141,906 in new dollars for Centralina communities
- 12 trainings for 642 professionals and leaders totaling 105 hours
- 25 local government contracts
- 3 awards for departmental projects
- 14 regional planning and implementation coordination grants
- 96 regional, state and national speaking engagements
- 5 staff excellence in leadership awards
**Area Agency on Aging**

Centralina Area Agency on Aging (CAAA) strives to support and improve the quality of life for older and disabled adults, their families and caregivers using pass-through funding, direct services, programming, planning and technical assistance. CAAA manages over $12 million in state, federal and local funds annually and delivers services through a network of community service providers. We also offer education, quality assurance monitoring and assistance to support local government organizations and non-profit agencies.

### Key Programs and Services

**Programs delivered directly by Centralina Areas Agency on Aging**
- Long-term Care Ombudsman Program
- Senior Community Services Employment Program
- Facility-based Options Counseling
- Mobility Management
- Wide Range of certified Evidence-Based Health and Wellness Programs

### 2017-2018 Successes

#### Ombudsman Program
- 16,831 residents served in 230 facilities with 5 Ombudsman and 110 volunteers
- 1,251 individuals provided with information
- 549 mediated complaints
- 1,583 facility visits
- 239 training and technical assistance sessions to volunteers
- 911 information and assistance sessions to long-term care staff
- 183 training sessions to long-term care staff and community members

#### Senior Community Services Employment Program
- 78 participants served
- 36 host agency training sessions and job club meetings
- 50% of participants gained employment within 18 months of enrollment

#### Centralina Health Solutions Evidence-Based Workshops
- 115 certified leaders
- 92 workshops
- 1,096 participants in 44 locations
- $712 average savings per person in reduced emergency room visits and hospital stays

#### Home and Community Care Block Grant Services (delivered by over 50 funded providers)
- 371,320 meals served
- 120,770 rides through Transportation Services
- 188,714 hours of In-Home Aide services
- 1,582 clients for Legal Assistance
- 29,371 days at Adult Day Care
- $704,613 funding for Senior Centers and $61,505 for Housing and Home Improvement
The Community and Economic Development Department helps address economic challenges and disadvantages by providing technical assistance to improve housing and public infrastructure, leveraging private and public resources and pursuing grants on behalf of Centralina communities. As a U.S. Department of Commerce EDA-designated Economic Development District for the region, the Centralina Economic Development Commission manages the creation and implementation of the Comprehensive Economic Development Strategy, *Prosperity for Greater Charlotte*, to promote community economic growth and create jobs.

### Key Programs and Services

#### Community Development Services
- DEQ infrastructure (water/sewer) improvements
- North Carolina Housing Finance Agency housing rehab programs
- Downtown redevelopment grants
- CONNECT bonds - asset inventory grants
- Entitlement administration

#### Technical Assistance Services
- Drug and alcohol testing
- Code enforcement
- Downtown redevelopment
- Economic impact modeling
- USDA/EPA grant preparation

#### Centralina Economic Development Commission
- Develop and guide regional Comprehensive Economic Development Strategy (CEDS)
- Manage CEDS web portal and data platform
- Support the Centralina Manufacturing Ecosystem Development Strategy and integrate the economic analysis and strategies within the Centralina Freight Mobility Plan and Greater Charlotte Region 2050 Transit Plan
- Provide EDA Technical Assistance to local jurisdictions

### 2017-2018 Successes

- **$1.6 million** CDBG entitlement funds managed with 9 subrecipients
  - 11 public facilities and improvement projects
  - 2 critical home repair programs and 1 site prep for new housing
  - 1 public service project
  - 1 rehabilitation project
  - 1 housing rehabilitation program for 250 homes
  - 3 focus groups
- **$26 million** mill rehab development of 170 apartments
- **391** employee drug and alcohol tests
- **24** housing inspections
- **1,167** code enforcement inspections
- **19** project meetings and presentations
WORKFORCE DEVELOPMENT

The Centralina Workforce Development Board oversees efforts in seven counties to ensure that the workforce development and training needs of employers and career seekers are met. Managing $6.3 million in state/federal grant funds annually, we operate eight NCWorks Career Centers along with NextGen services for young adults. Through these centers, we serve over 30,000 career seekers and provide more than 50,000 services to employers and businesses in our region each year. In the 2017-2018 reporting period, over 10,500 jobs were added to the workforce.

Key Programs and Services

Supporting Career Seekers

- Connect career seekers to the job search portal NCWorks.gov
- Provide career information and guidance via CentralinaCareerHeadlight.com
- Supply information on job openings, workshops, job trainings and education
- Offer assistance to laid off workers

Collaborating with Businesses, Employers and the Community

- Provide access to NCWorks.gov and workforce data
- Offer services for recruitment, staffing, apprenticeships, outplacement services and incumbent worker training
- Develop talent acquisition and retention strategies
- Guidance on business start-up services, tax credits and incentives
- Host career fairs and hiring events
- Develop and implement workforce partnerships – NC Manufacturing Institute, Finish Line Grants, UpSkill Centralina
- Partner with public schools and community colleges on NCWorks Certified Career Pathways

2017-2018 Successes

- 7 career fairs supporting 275 employers with over 1,400 attendees
- 242,229 services to 26,409 individuals, including 713 veterans
- 47,256 services to 2,059 employers
- 408 individuals enrolled in training activities
- 136 participants in work-based learning programs
- 217 young people helped through education, training and employment opportunities
- 36 individuals received on-the-job training and were hired by 16 local employers
- 40 speaking engagements
- 1 participant received the 2017 Governor’s NCWorks Award of Distinction
In our role as connector, collaborator and convener, CCOG provides specialized services, creates professional development and networking programs, coordinates intergovernmental relations and celebrates regional excellence.

**Key Programs and Services**

- **Government Services** – we provide a range of technical assistance to local governments and operational support including classification and compensation studies, grant writing and administration, recruitment and executive searches, public engagement and hiring/promotional assessments.

- **Professional Development and Peer Networks** – as the primary regional convener of local governments, we seek to provide elected officials, managers and others with networking opportunities to exchange ideas, best practices and to discuss collaboration possibilities. Our events include annual conferences, training workshops and peer networks with mayors, town and county managers, solid waste officials and fleet managers.

- **Intergovernmental Coordination** – a key objective is engagement with policy makers at the federal and state levels in order to give voice to regional priorities and funding opportunities.

- **Celebrating our Region** – lifting up successes and sharing best practices can inspire innovation and collective action. Our Region of Excellence Awards highlight four categories of projects and individuals for their contributions each year.

**2017-2018 Successes**

- **8** peer group meetings
- **20** technical assistance projects for members
- **200** grant alerts and updates
- **22** briefing packets delivered to congressional offices
- **16** meetings with CCOG boards and regional leader groups
- **27** government reports
- **12** federal update presentations
- **180** attendees at the Creative Solutions for Thriving Communities Regional Conference

**2017 REGION OF EXCELLENCE AWARD WINNERS**

Centralina Council of Governments celebrates the work of member governments through the Excellence Awards. These awards honor the outstanding achievements that work collectively to achieve regional goals.

- **Controlling the Cost of Government** – Town of Wadesboro, Renovated Wadesboro Police Station
- **Growing the Economy** – Town of Mooresville, Workforce and Education Alignment Initiative
- **Improving Quality of Life** – Charlotte-Mecklenburg Police Department, Woodstone After School and Mentoring Program; Bessemer City, Centennial Park Revitalization Project
- **Clean Cities** – Charlotte-Mecklenburg Schools, Clean Transportation and Alternative Fuel Activities
CCOG’s revenue from all sources exceeded $20 million during the fiscal year ended June 30, 2018. The accompanying charts show the primary revenues by source and expenditures by program.

**Sources of Revenues**

- Workforce Admin and Passthrough: 26.24%
- Human Services: 61.74%
- General Government: 0.59%
- Transportation: 4.44%
- Environmental Protection: 0.65%
- Economic and Physical Dev: 6.34%
- Intergovernmental: 66.75%
- Interest and Other: 0.54%
- Technical Asst: 3.32%
- Contract Services: 0.09%
- Membership Dues: 4.01%
- Workforce Passthrough: 21.81%
- Other Program Rev: 3.48%

**Expenditures by Program**

- Human Services: 61.74%
- Workforce Admin and Passthrough: 26.24%
- General Government: 0.59%
- Transportation: 4.44%
- Economic and Physical Dev: 6.34%
- Intergovernmental: 66.75%
- Interest and Other: 0.54%
- Technical Asst: 3.32%
- Contract Services: 0.09%
- Membership Dues: 4.01%
- Workforce Passthrough: 21.81%
- Other Program Rev: 3.48%

**CCOG STAFF SPOTLIGHT**

Our dedicated staff of experts, 30% of which have been with the organization for 10 or more years, work hard to serve communities throughout the region. In 2017-2018, CCOG staff was recognized locally and nationally for their expertise, leadership and service to the region. Staff spoke at over 900 external meetings, conferences and trainings throughout the year, and received 10 individual and departmental awards, including:

- Michelle Nance, AICP, Director, Regional Planning – 2017 Woman of the Year based on top score for 50 Most Influential Women, The Mecklenburg Times
- Linda Miller, Director, Area Agency on Aging – 2018 Excellence in the Field of Aging Leadership Award, NC Association on Aging
- Jason Wager, AICP, CEP, Principal Planner, Regional Planning – Individual Electric Vehicle Support Award for Centralina Clean Fuels Coalition, Plug-in NC
- Greater Charlotte Regional Freight Mobility Plan – Marvin Collins Outstanding Planning Award for Multidisciplinary Project, NC Chapter of the American Planning Association, 2018
- Centralina Clean Fuels Coalition – Autonomous Vehicle Pioneers Award, USDOE, 2018
- Governor’s NCWorks Award of Distinction for Workforce Development, 2018
Every year we convene hundreds of the region’s top elected officials, city and county managers, local government staff and civic leaders to discuss issues confronting our region and share best practices.
CCOG BOARD DELEGATES WHO SERVED BETWEEN JULY 1, 2017–JUNE 30, 2018

*Executive Board Members

Anson County, Commissioner Jarvis Woodburn*
Cabarrus County, Commissioner Lynn Shue*
Gaston County, Commissioner Ronnie Worley*
Iredell County, Commissioner Gene Houpe*
Lincoln County, Commissioner Martin Oakes*
Mecklenburg County, Commissioner George Dunlap*, Commissioner Trevor Fuller*
Stanly County, Commissioner Bill Lawhon*
Union County, Commissioner Frank Aikmus*
Albemarle, Council Member Martha Sue Hall*
Badin, Mayor Pro Tem Deloris Chambers
Belmont, Council Member Richard Turner, Mayor Charlie Martin
Bessemer City, Council Member Kay McCathen
Charlotte, Council Member Patsy Kinsey*, Council Member Larken Egleston*
Cherryville, Mayor H.L. Beam
Cleveland, Commissioner Danny Gabriel
Cornelius, Commissioner Thurman Ross*
Cramerton, Mayor Will Cauthen
Dallas, Mayor Rick Coleman
Davidson, Mayor John Woods, Commissioner Autumn Rierson Michael*
East Spencer, Alderwoman Phronice Johnson, Alderwoman Deloris High
Faith, Mayor Charles Moody, Alderman Matthew Lyerly
Gastonia, Council Member Robert Kellogg, Mayor Walker Reid, III
Granite Quarry, Mayor Bill Feather*
Hemby Bridge, Mayor Kevin Pressley
Huntersville, Commissioner Charles Guignard, Commissioner Nick Walsh*
Indian Trail, Mayor Pro Tem David Cohn
Kings Mountain, Mayor Pro Tem Rodney Gordon
Lincolnton, Council Member Tim Smith*
Locust, Council Member Mike Haigler
Lowell, Mayor Sandy Railey
Marshville, Mayor Pro Tem Virginia Morgan
Marvin, Mayor Joe Pollino
Matthews, Commissioner Jeff Miller
McAdenville, Council Member Jay McCosh*
Midland, Mayor Kathy Kitts, Mayor John Crump
Mineral Springs, Council Member Peggy Neill
Mint Hill, Commissioner Dale Dalton, Commissioner Mike Cochrane
Misenheimer, Mayor Michael Herron
Monroe, Council Member Gary L. Anderson
Mooresville, Commissioner Bobby Compton*
Morven, Mayor Theodore Carr
Mount Holly, Council Member Jim Hope, Council Member Perry Toomey
New London, Commissioner Dan Phillips
Norwood, Commissioner Wes Hartsell
Oakboro, Commissioner Doug Burgess
Pineville, Council Member Christopher McDonough, Mayor Jack Edwards
Ranlo, Commissioner Effie Locklear
Salisbury, Mayor Karen Alexander, Mayor Al Heggins
Spencer, Mayor Pro Tem Sylvia Chillcott
Stallings, Council Member Shawna Steele, Mayor Pro Tem David Scholl
Statesville, Mayor Pro Tem Michael Johnson*
Troutman, Council Member Paul Bryant
Wadesboro, Mayor Bill Thacker
Waxhaw, Mayor Steve Maher, Mayor Pro Tem Brenda McMillon
Weddington, Mayor Bill Deter*, Council Member Jeff Perryman
Wesley Chapel, Council Member Paul Kaperonis, Council Member Mike Como
Wingate, Commissioner Brent Moser*