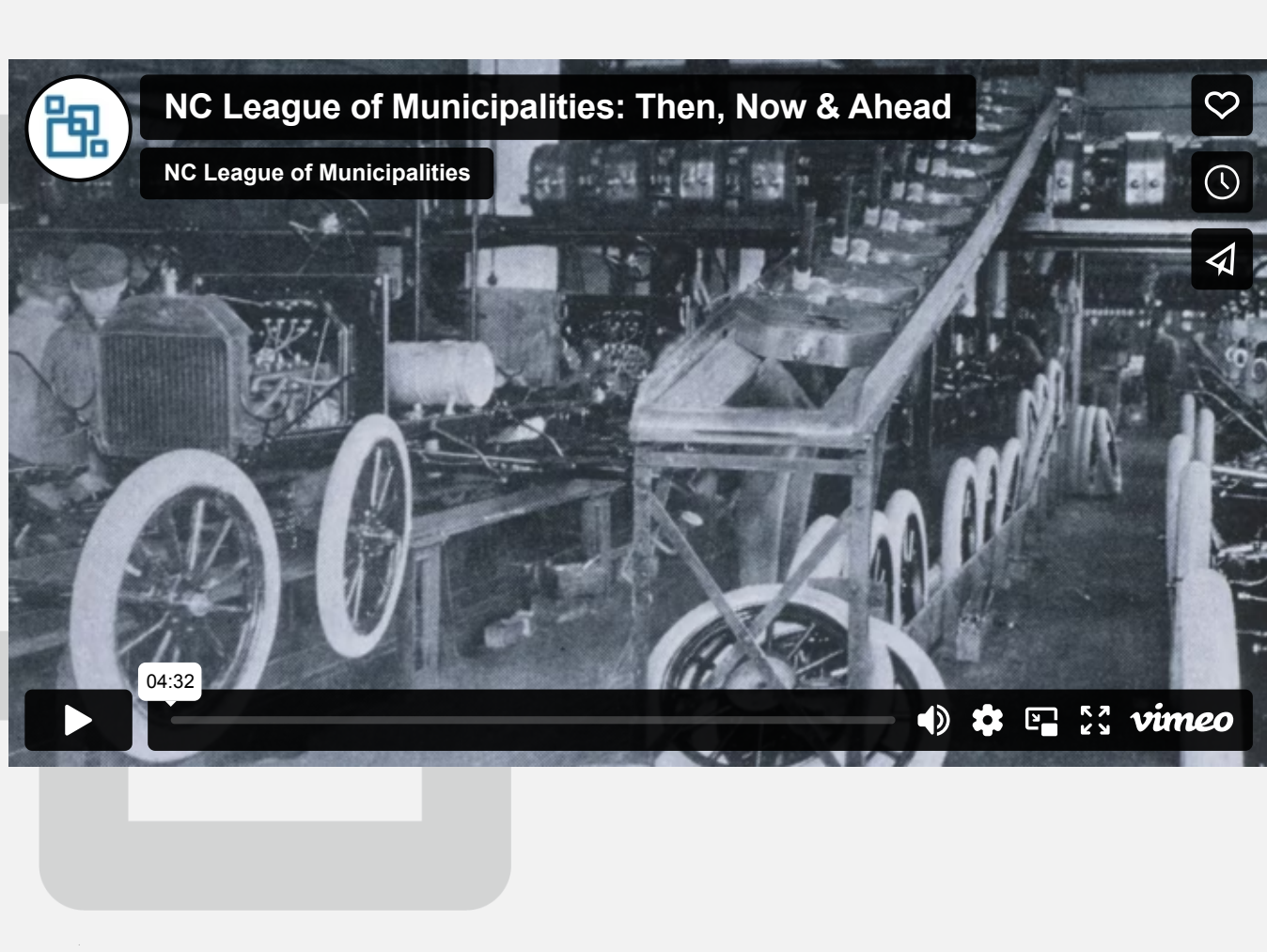
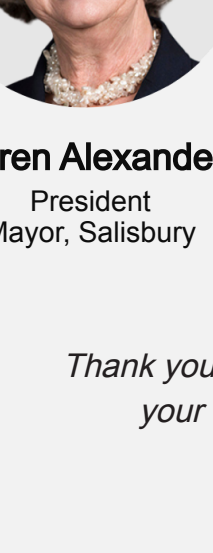


2021 ANNUAL REPORT

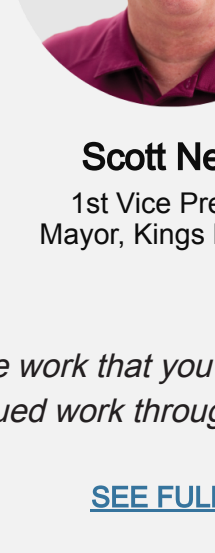
The 2021 Annual Report from the North Carolina League of Municipalities is meant to provide a snapshot of our activities and member services. Navigating the second year of COVID-19 and the challenges it brought to cities and towns across the state was the focus of much of our work. Nearly all League efforts were affected by the pandemic, and despite those challenges, our organization—and more importantly our member cities and towns—saw continued success and thrived in 2021.



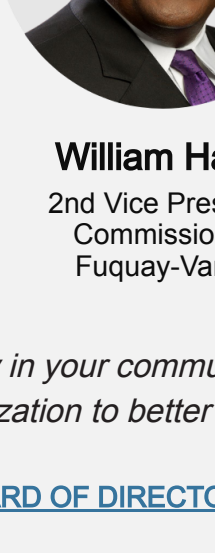
OFFICERS OF THE LEAGUE'S BOARD OF DIRECTORS



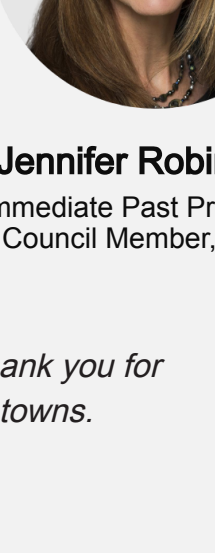
Karen Alexander
President
Mayor, Salisbury



Scott Neisler
1st Vice President
Mayor, Kings Mountain



William Harris
2nd Vice President
Commissioner,
Fuquay-Varina



Jennifer Robinson
Immediate Past President
Council Member, Cary

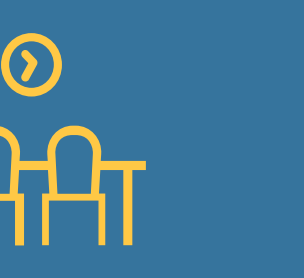
Thank you for the work that you do every day in your communities, and thank you for your continued work through this organization to better all cities and towns.

[SEE FULL LIST OF BOARD OF DIRECTORS](#)

AMERICAN RESCUE PLAN

NCLM's work on the American Rescue Plan (ARP) is noteworthy, given the federal legislation's size - \$1.3 billion for N.C. cities and towns - and varied efforts to make vital ARP information quickly accessible to municipal officials. Additionally, more than 4,500 members attended the League's ARP-related webinars.

As members plan for how they will use their ARP funding, the League has started setting up additional partnerships and programming to provide direct technical assistance to help cities and towns make the most of this generational opportunity.



Flagship effort building a website dedicated to the ARP, with over 8,000 visits.

[VISIT ARP.NCLM.ORG](#)



Published report with case studies showing successful ways of investing federal funds.

[READ ARP REPORT](#)



BUSINESS & MEMBERSHIP DEVELOPMENT



585+

In-person member visits (plus virtual meets).



7

BMD Virtual Exchanges: Roundtable meetings between members and their regional colleagues.

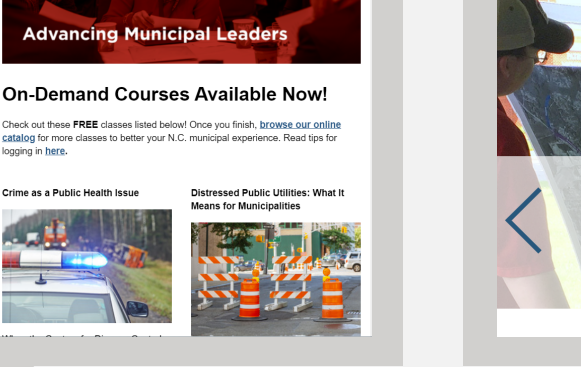


90

Virtual and live events that hosted nearly 15,000 attendees.



Launched a vital new program on racial equity: Diversity, Inclusion & Racial Equity for Cities & Towns (DIRECT).

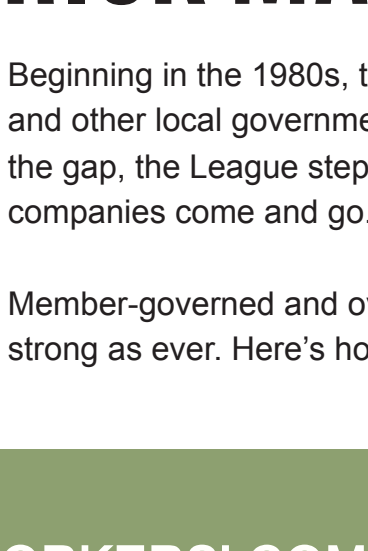


Debuted the popular Advancing Municipal Leaders on-demand learning platform.



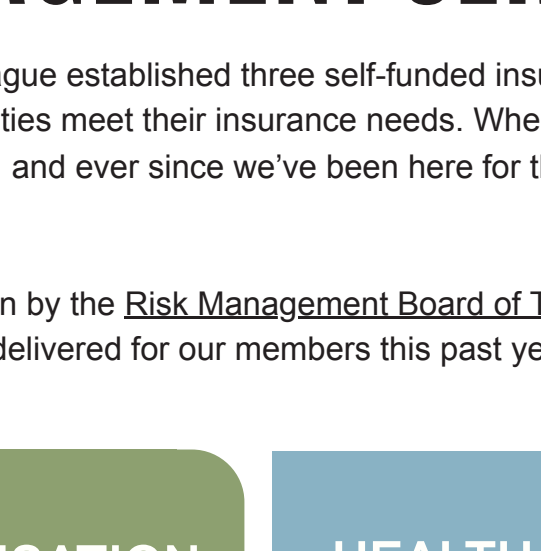
Brought hundreds of municipal officials together virtually through the programming of CityVision 2021, the League's annual conference.

COMMUNICATIONS



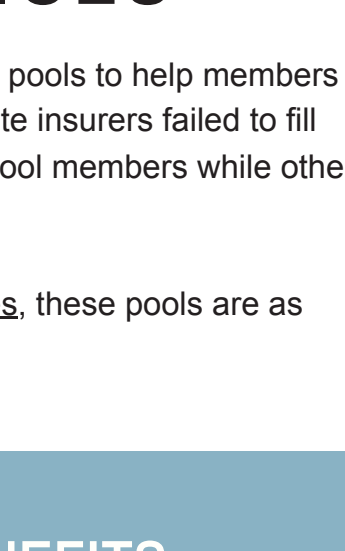
100+

Weekly Newsletters: League Letter, League Bulletin, and the new AML Educational Bulletin



450K+

Visits to [nclm.org](#), [arp.nclm.org](#) and other NCLM sites



4

Published in-depth issues of Southern City Magazine

12K+

Social Media Impressions each month

RISK MANAGEMENT SERVICES

Beginning in the 1980s, the League established three self-funded insurance pools to help members and other local government entities meet their insurance needs. When private insurers failed to fill the gap, the League stepped in, and ever since we've been here for those pool members while other companies come and go.

Member-governed and overseen by the [Risk Management Board of Trustees](#), these pools are as strong as ever. Here's how we delivered for our members this past year:

WORKERS' COMPENSATION TRUST

The Workers' Compensation Trust provides members with fair, competitive rates and personalized safety training to help reduce accidents, injuries, and municipally focused risk exposures.

- 469 TOWNS COVERED
- 466 PREMIUM AUDITS COMPLETED
- MANAGED MORE THAN 1,700 INJURY CLAIMS

Because NCLM's adjusters only handle North Carolina claims, the program consistently builds or maintains close-working relationships and smooth claims handling.

- A TOTAL OF 2,054 EMPLOYEES ACROSS N.C. TOOK PART IN NCLM WEBINAR-BASED TRAINING

Risk Control also offered a new training resource for policing mass gatherings, among other instructional or informational outreach.

HEALTH BENEFITS TRUST

The Health Benefits Trust (HBT) logged a big year with 407 member groups covering more than 7,500 lives for medical and 10,000+ for vision and/or dental.

- \$200,000 IN WELLNESS GRANTS

Meanwhile, its wellness program offered more than \$2,130 in free benefits per covered employee through ancillary benefits such as weight loss programs, diabetes management, and more. HBT also invested more than 200 hours in member benefit consultations through its new Health Benefits Field Consultants.

IN RESPONSE TO COVID-19: HBT waived copays and deductibles for Teladoc, PCP and urgent care for COVID-like symptoms; the pool also removed early medication refill limits.

RISK CONTROL SERVICES

Human resources field consultants managed approximately 720 consultations, and provided member trainings about inclusivity and belonging and ADA compliance.

- 1,653 ONE-ON-ONE RISK MANAGEMENT CONSULTATIONS FOR MEMBERS

Online learning, to no one's surprise, quickly grew for pandemic-safe training courses: webinars on safe driving, cyber security, and the intersection of the First and Fourth Amendments, as well as resistance response training for police.

- A TOTAL OF 2,054 EMPLOYEES ACROSS N.C. TOOK PART IN NCLM WEBINAR-BASED TRAINING

Risk Control also offered a new training resource for policing mass gatherings, among other instructional or informational outreach.

PROPERTY & CASUALTY TRUST

The Property & Casualty Trust has decades of proven service, showing NCLM is the expert in North Carolina for municipal risk management.

- 413 TOWNS COVERED
- 579 BUILDINGS APPRAISED
- MANAGED 2,600+ CLAIMS

All the while, the Trust's experience has driven NCLM training efforts proven to prevent and reduce accidents, injuries, and risk exposures.

The Trust administered more than \$215,000 in safety grants for members and \$85,000 in body armor grants for 71 police departments.

SHIELD SERVICES

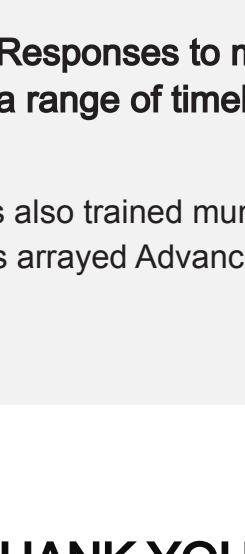
Shield Services, available to law enforcement agencies who belong to the Property & Casualty Trust and Workers' Compensation Trust, continued offering NCLM's highly regarded Law Enforcement Risk Review, which helped 24 more police departments with a comprehensive review of agency policies and practices.

The department also debuted fire service resources including the launch of Fire Department Risk Management: A fire leadership advisory committee, with 10 fire chiefs from around the state, was assembled to assist in this and other planned efforts. Additionally, a new Firefighter Fitness Program completed a pilot test, with thanks to the Emerald Isle Fire Department.

PUBLIC & GOVERNMENT AFFAIRS

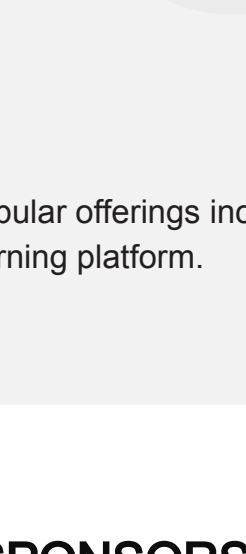
Public and Government Affairs (PGA) charted success after success. Having hosted the goodwill Virtual Town & State Social that brought members and lawmakers together for discussion, PGA laid a great foundation for legislative advocacy. Most member-set goals were ultimately achieved, with wins including numerous state budget appropriations for municipal government. Without exaggeration, the 2021 legislative session was the most successful for cities and towns in well over a decade.

Among highlights: \$2 billion for local infrastructure and \$456.4 million for the new Viable Utility Reserve. PGA also conducted numerous member engagements covering general legislative updates, Census, COVID-19 provisions, redistricting & election issues, federal ARP legislation, state budget provisions, and more.



Virtual Legislative Goals Planning Process

- 12 Goals developed and voted on by members
- 8 goals achieved in 2021



Advancing Advocacy Webinar series

- 5 webinars; 500+ members attended

LEGAL

The Legal team's regular but robust work included in-house advising of NCLM departments, the organization's Board of Directors, and three insurance pools.

200+ Responses to member inquiries on a range of timely topics

League attorneys also trained municipal officials through popular offerings including the organization's arrayed Advancing Municipal Leaders learning platform.

THANK YOU TO OUR 2021 SPONSORS

The North Carolina League of Municipalities is a member-driven organization representing the interests of cities and towns in the state. Through their collective efforts, League member cities and towns better serve their residents and improve quality of life.

For more than 100 years, the League has been one voice for cities and towns working for a better North Carolina.