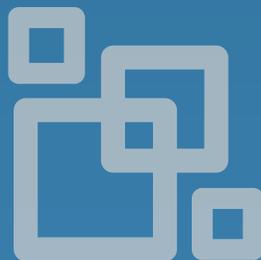


NORTH CAROLINA  
LEAGUE OF  
MUNICIPALITIES

# 2023 ANNUAL REPORT

The 2023 Annual Report from the North Carolina League of Municipalities is meant to provide a snapshot of our activities and member services. As we continue our work serving cities and towns across the state, we've remained committed to providing resources and information to help municipalities achieve their goals. In recent years we've utilized established approaches and service lines while incorporating new ones, expanding our engagement with members, and facilitating stronger relationships between local and state governments. Professional development, risk management, and member outreach have remained central to our mission. Through site visits, training programs, and key events, we empowered our members to maneuver challenges and meet their individual goals.



# TECHNICAL ASSISTANCE FOR CITIES & AMERICAN RESCUE PLAN

The Technical Assistance for Cities division, whose work includes research, municipal operations strategies, and the League's programming and assistance related to the vital American Rescue Plan (ARP), experienced a busy 2023.

## Nearly 600 site visits to municipalities

The League's in-house ARP team visited 464 different municipalities in 2023 and conducted 590 site visits in total.

## Sharing ARP stories

The League hired a Communications & Multimedia Strategist to help towns tell the story of how they have made transformational investments in their communities with their ARP funds across North Carolina. Let the League help you share those stories and encourage growth and prosperity across the state.

## 34 towns began (MAS) software conversion

34 towns began Municipal Accounting Services (MAS) software conversion, with seven conversions fully completed by the end of 2023.

## 27 towns utilized Cybersecurity Services

(outside of MAS towns, which are provided cybersecurity assessments through the program).

## 53 members connected to grant services

The Grant Writing Services connected 53 members to Witt O'Brien's, the League's grant services provider, for a consultation or are in grant identification/pursuance.



# STRATEGIC COMMUNICATIONS & MEMBER ENGAGEMENT

The Strategic Communications and Member Engagement (SCME) team remained focused on member communications, marketing, events planning, education, and more. The team successfully hosted over 400 members at CityVision 2023, launched the Advancing Municipal Leaders Certification Program, and provided extensive training to nearly 400 elected officials through on-demand courses and webinars.

In 2023, the League had more than 50,000 active users visiting [www.nclm.org](http://www.nclm.org). We continued publication of Southern City, our quarterly magazine. And we distributed more than 200 email newsletters including the weekly and monthly League Letter, Legislative Bulletin, AML Newsletter, ARP News and RMS Trust Matters. These publications provide members with news they can use and practical information, access to events and other need-to-know information.

## Educated 373+ members

Through the League's Advancing Municipal Leaders program, we've educated at least 373 members via On-Demand courses (Ethics and Utility Management Best Practices with DEQ) and Webinars (Ethics and others); held 10+ in-person courses.

## Launched

the Advancing Municipal Leaders (AML) Certification Program for elected and appointed municipal officials.

Members who attend AML courses earn credits toward our six certificate programs:

- Certificate of Municipal Achievement
- Certificate of Municipal Excellence
- Certificate of Municipal Dedication
- Financial Management Certificate
- DIRECT Certificate
- Commit to Civility Certificate

## 400 members attended CityVision

Adding in guests, speakers, special guests, non-members, staff, and vendors, the total attendance soared to just at 600.



# BUSINESS SERVICES

The League's Business Services team, whose work includes the handling of insurance questions, renewals, as well as serving as main points of contacts for all NCLM programming, logged big numbers, with consultants having made 622 member visits during the 2023 calendar year.



# GOVERNMENT AFFAIRS

The Government Affairs (GA) team advocated for cities and towns across NC by hosting the annual Town & State Dinner, organizing Congressional luncheons, and tracking municipal related bills during 2023.

## 444 members and 80 legislators attended Town and State Dinner

The League held its annual Town & State Dinner. This year, Town & State Dinner: From Jones St. to Main St. is traveling across the state and hosting five different events throughout March and April. Town & State Dinner provides the opportunity for local leaders to connect with their state legislators to aid in building impactful relationships between local and state governments.

## NC Mayors Association met five times. Metro Mayors coalition met twice.

To continue to foster the relationships and professional training of local leaders across the state, the NC Mayors Association met five times throughout the state in 2023. The Metro Mayors coalition met twice in 2023.

## Hosted 2 Congressional Luncheons

To help orchestrate relations between the local and federal levels, the League hosted Congressional Luncheons, one in May with Representative Valerie Foushee, and one in June with Representative David Rouzer.

## 325 municipal-related bills tracked

The GA team tracked 325 municipal-related bills in the 2023-2024 long session, kept League members up to date on matters within the General Assembly, and lobbied municipal issues on behalf of cities and towns.

# LEGAL

The League's Legal teamwork included in-house advising of NCLM departments. League attorneys also trained municipal officials through popular offerings within Advancing Municipal Leaders learning platform, including the on-demand Ethics for Municipal Officials course. The team also provided 200+ direct legal consultations for 120 towns.



**200+**  
legal consultations from  
120 cities and towns



# RISK MANAGEMENT SERVICES

## WORKERS' COMPENSATION

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

- 475 towns covered by the League.
- 471 premium audits completed.
- Managed 1885+ claims.

## HEALTH BENEFITS TRUST

The Health Benefits Trust (HBT) is a self-insured, member-governed health insurance pool that is 100% committed to providing the insurance coverage options that our member cities and towns need.

- 230+ member visits attended by HBT Field Consultants.
- \$55,000+ in funds were provided to 30+ groups through Wellness Grants.
- 400+ member groups with over 10,000 lives in the Health Benefits Trust program: medical, dental, vision, life, and disability.

## PROPERTY AND CASUALTY

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

- 420+ Property and Casualty Trust Members.
- Managed 4,000+ claims.

## RISK CONTROL FIELD SERVICES

- Hosted 93 members and staff at the Inaugural Risk Management Services Trust Matters Conference, for a day-long training on risk management topics.
- Recorded nearly 1,165 member consultations providing guidance and resources to members one-on-one.
- 4 Law Enforcement Risk Reviews were completed with 27 new agencies now in progress with Risk Review completion expected in 2024.
- 5 Fire Department Risk Reviews began in 2023 and remain in progress with completion expected in the spring of 2024.
- 5 HR-related training events took place, including Employment Liability and Recruitment and Retention.
- 37 RMS training events including Flagger Training, OSHA-10 courses, Driver Training classes, and Sewer Backup training.

# THANK YOU NCLM 2023 PREFERRED PARTNERS!



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

**WORKING AS ONE. ADVANCING ALL.**