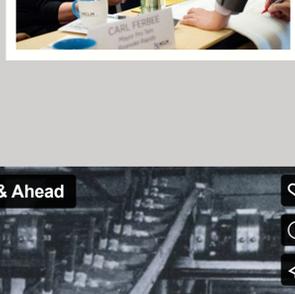


North Carolina League of Municipalities

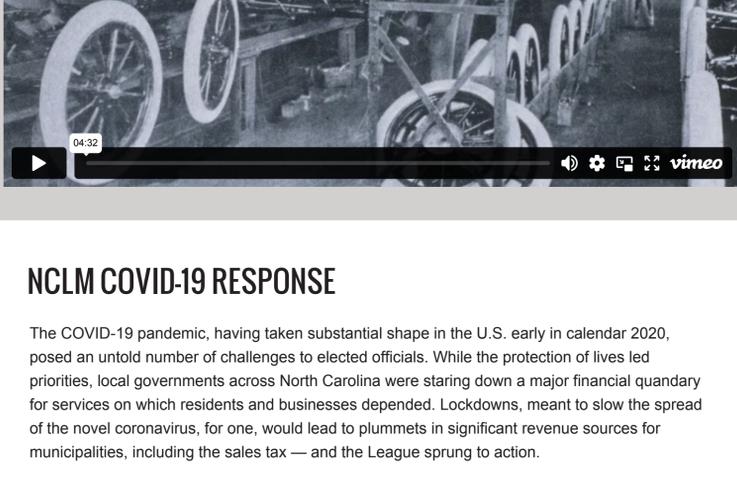
FY 2019-20 Annual Report

Welcome to the 2020 Annual Report from the North Carolina League of Municipalities!

We've taken a different approach this year, with visuals and summaries to provide memorable clarity to some of the work the League performed for its members in Fiscal Year 2019-2020, and with some important context about the League itself.



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NCLM COVID-19 RESPONSE

The COVID-19 pandemic, having taken substantial shape in the U.S. early in calendar 2020, posed an untold number of challenges to elected officials. While the protection of lives led priorities, local governments across North Carolina were staring down a major financial quandary for services on which residents and businesses depended. Lockdowns, meant to slow the spread of the novel coronavirus, for one, would lead to plummets in significant revenue sources for municipalities, including the sales tax — and the League sprung to action.



DATA

Despite unprecedented economic variables, NCLM published accurate estimates in our [Annual Revenue Projections Report](#).



ADVOCACY

State and federal advocacy efforts representing cities' and towns' needs related to the pandemic's impact have been constant.



RESOURCES

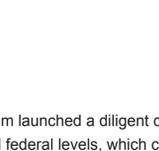
Provided regular information, resources and updates to members for all service lines, including advocacy, insurance and more.

PUBLIC & GOVERNMENT AFFAIRS

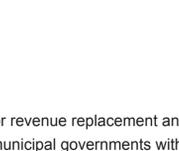
The entire Public and Government Affairs team kept cities and towns informed with videos, bulletins and a dedicated website prolific in information about the pandemic specifically as it related to local governments. Mayors and other municipal leaders helped greatly with op-eds in their local newspapers.



Appearances in print media about cities' and towns' needs demonstrating strong grassroots advocacy



Mayor Signatures included on a letter requesting municipal COVID-19 assistance



Virtual Congressional COVID-19 Roundtables

MAKING AN IMPACT

The League's Government Affairs team launched a diligent campaign for revenue replacement and inclusion in relief bills at the state and federal levels, which connected municipal governments with help from sources like the CARES Act. The N.C. General Assembly, in one case, passed a bill that guaranteed \$75 million for cities and towns because of these efforts.

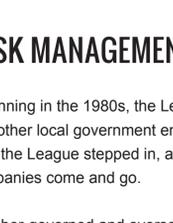
Sorry

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COMMUNICATIONS

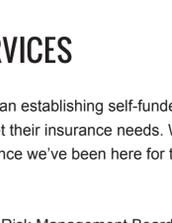


500,000+ Social Media Impressions



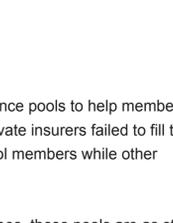
100+

Total Legislative Bulletins and League Letters sent to **5,000+** NCLM Members



61

Total articles published in NCLM's quarterly [Southern City Magazine](#)



10k

Average visits to www.ncilm.org per month

RISK MANAGEMENT SERVICES

Beginning in the 1980s, the League began establishing 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 the members this past year:

Workers' Compensation Trust

- 464 towns covered
- 1,800+ claims managed
- \$100,000 in safety grants
- \$100,000 in policy body grants
- Up to \$2,500/member for office cleaning for COVID-19



Health Benefits Trust

- 279 member agencies
- 8,500 covered lives for medical & 10,000+ for Vision and/or Dental
- New Diabetes Management Program – free consultation and supplies, including Rx medications for participants
- \$200,000 in Wellness Grants

COVID-19 Response:

- Waived copays and deductibles for Teladoc
- Waived copays and deductibles for PCP and Urgent Care for COVID-like symptoms
- Removed early medication refill limits



Risk Control Services

- 1,654 one-on-one risk management consultations for 324 members
- Employment Liability Telephone Consulting
- Live Training Courses for 1,100+ members on subjects like:
 - Cybersecurity
 - CEO Courses including Dangerous Crossroads, Use of Force, Safe Driving Simulator, and Active Shooter
 - HR Courses including Name Clearing, Workplace Investigations and more
- COVID-19-related Training about eFMLA and ePSL relief packages reached +350 municipalities and 420 employees



Property & Casualty Trust

- 401 towns covered
- 2,400+ claims managed
- 800+ natural disaster property claims managed
- 100,000 in safety grants
- Up to \$2,500/member for office cleaning for COVID-19



CityVision

NCLM held its Annual Business Meeting virtually on May 28, 2020. With over 400 attendees, the 2020-2021 NCLM Board was sworn in virtually after an electronic [Nominating and Election process](#).



President
Jennifer Robinson
Council member,
Cary



1st Vice President
Karen Alexander
Mayor,
Salisbury



2nd Vice President
Scott Neisler
Mayor,
Kings Mountain



Immediate Past President
William Pitt
Council Member,
Washington

In June, NCLM held its first-ever virtual annual conference this year, with three full days of content focused on economic recovery, cybersecurity and technology and leadership in a post-COVID-19 environment.



750+ attendees from 400+ municipalities



300+ municipalities average daily attendance



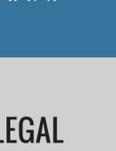
10 live sessions & 12 on-demand lunch n' learns

BUSINESS & MEMBERSHIP DEVELOPMENT SERVICES

For much of the last fiscal year, the League's Business and Membership Development was out in the field, serving our members in all the ways we are accustomed to. COVID-19, of course, changed that approach in 2020, but the amount of support did not waiver.

And that support was more important than ever. How do you run online meetings; how can our towns operate digitally? These questions were answered through targeted training sessions and regular assistance.

Additionally, despite the pandemic, BMD launched [Leverage NC](#)—an exciting new partnership with departments and institutions from around the state. This was an impressive year for our membership services, and the groundwork is ready for even more success coming up.



In-Person Meetings and Events



Virtual Meeting Consultations



Essentials of Municipal Government sessions conducted in partnership with the UNC SOG



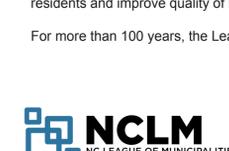
\$41,248,899 in delinquent debts collected for 350+ municipalities through the League's [Debt Setoff Program](#).



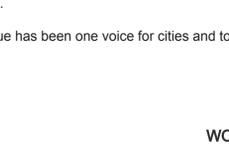
New Consulting Service Introduced: Strategic Planning & Board Retreats

LEGAL

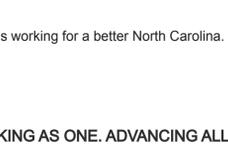
On February 28, 2020 the Supreme Court of North Carolina ruled in favor of the Town of Oak Island allowing the town to continue collecting certain sewer fees allowed under a local act. This decision marks another success in the League's long-standing amicus program in which the League performs direct judicial advocacy by filing "friend of the court" briefs in support of the municipal position in a limited number of cases of statewide impact.



200+ legal inquiries: public records, open meetings, economic development



Provided guidance on Organizational Meetings, Oaths of Office, and Parliamentary Procedure webinar taught to newly elected officials



Responded to multiple COVID-19 inquiries, including remote meetings, adherence to Stay at Home orders, etc.

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.