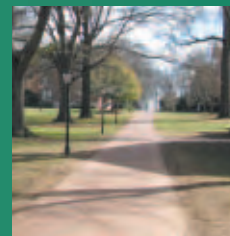
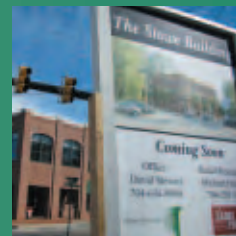




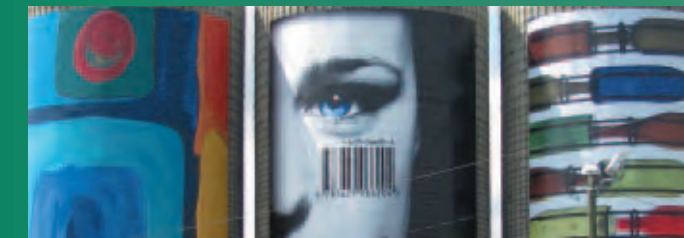
RECOGNIZING 40 YEARS OF SERVICE TO CENTRALINA



annual
report
2008



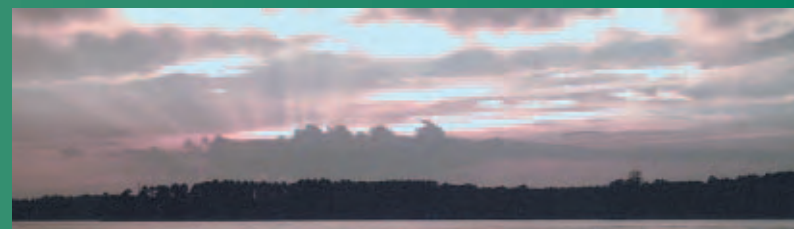
CENTRALINA COUNCIL OF GOVERNMENTS



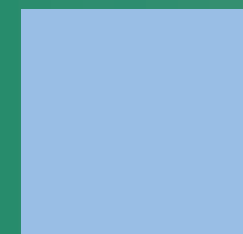
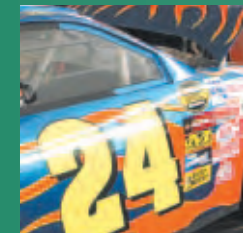
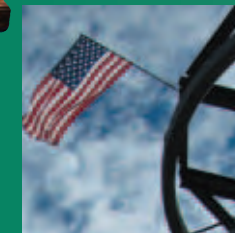
CENTRALINA COUNCIL OF GOVERNMENTS

PO Box 35008
1300 Baxter Street, Suite 450
Charlotte, North Carolina 28235

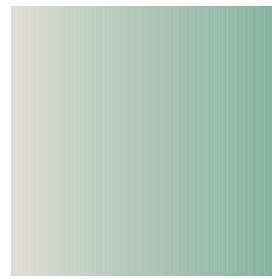
Phone: 704-372-2416
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Lake Photography by Kathy Jaeck



RECOGNIZING 40 YEARS OF SERVICE TO CENTRALINA



CENTRALINA COUNCIL OF GOVERNMENTS

FINANCIAL REPORT FOR YEAR ENDED JUNE 30, 2008

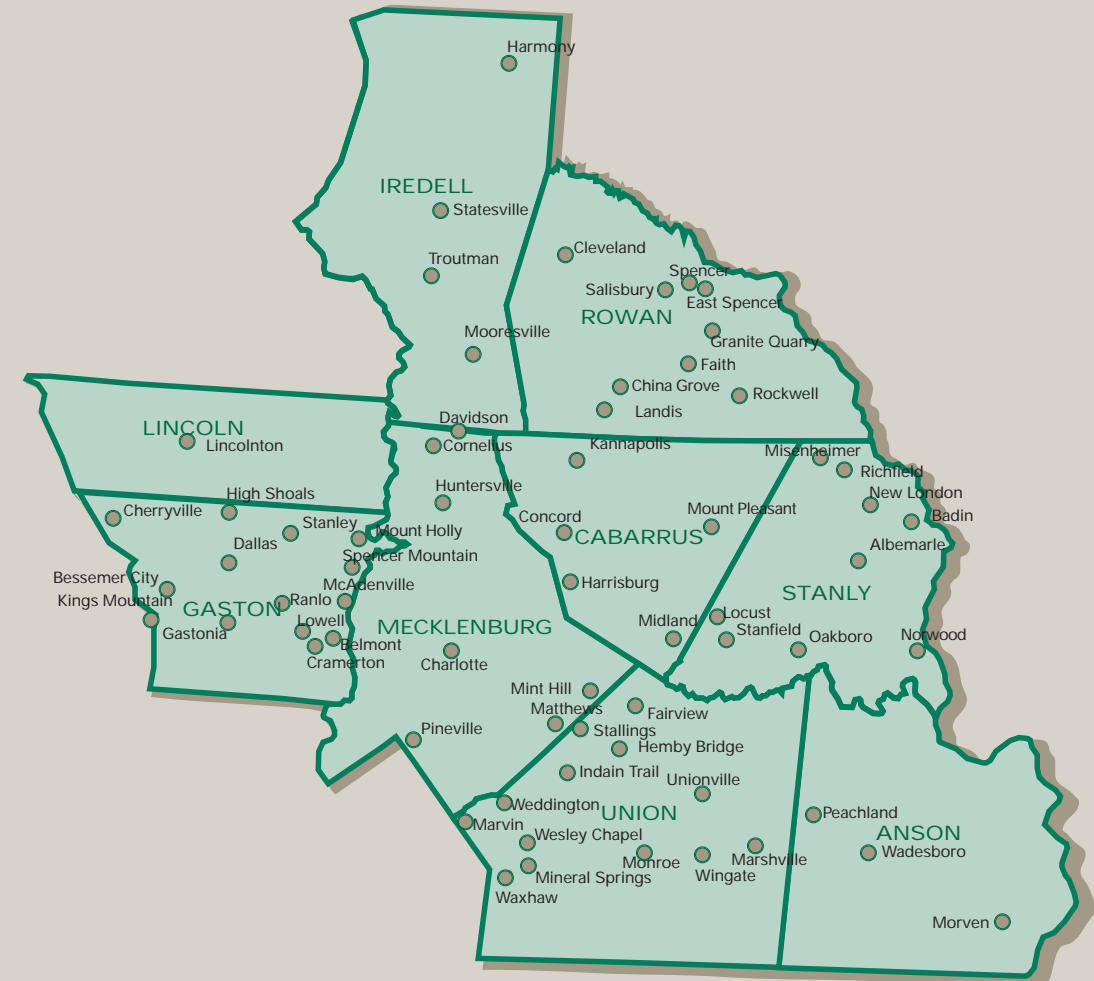
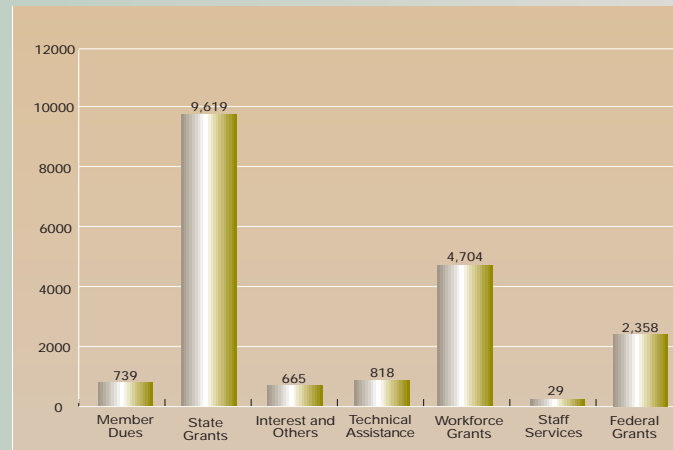
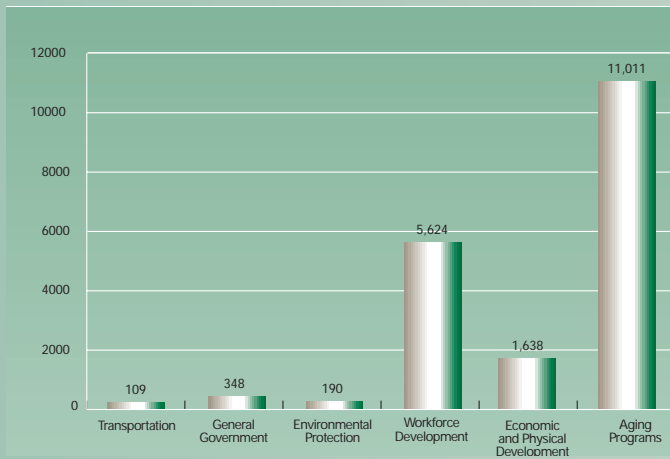
FINANCIAL SUMMARY

EXPENDITURES BY PROGRAM

General Government	347,557
Transportation	109,099
Environmental Protection	189,781
Economic and Physical Development	1,638,769
Human Services	11,011,425
Workforce Development	5,623,518
Totals	<u>\$18,920,149</u>

SOURCES OF REVENUE

Members' Dues	738,986
Interest and Other	664,812
Technical Assistance	817,978
Staff Services Contracts	28,514
Workforce Grants	4,704,239
Federal Grants	2,358,125
State Grants (includes pass thru)	9,619,132
Totals	<u>\$18,931,786</u>




BOARD OF DELEGATES OFFICERS 2008



L TO R: Marie Moore, *Treasurer*; Bob Misenheimer, *Vice-Chairman*;
Joe Carpenter, *Chairman*; Frank Deese, *Secretary*





Joe Carpenter, *Chairman*



Al Sharp, *Executive Director*

...the same leadership that has propelled this region to become one of the fastest, most prosperous regions in the southeast will sustain us in the midst of this change and adversity.

ANNUAL CHAIRMAN AND EXECUTIVE DIRECTOR MESSAGE:

During 2008, Centralina Council of Governments (COG) achieved 40 years of regional planning and collaboration as the principal convener of local governments and as the go-to-agency to advance the region's programs and initiatives. New issues arise regularly that have the potential of impacting our growth, development and prosperity. Centralina has adapted to meet the changing demands of this growing region.

A primary factor for COG's successes has been the ability of our elected officials and regional leaders to provide the essential direction necessary to create the kind of environment that we all want today and for future generations. These collective public efforts have made the Greater Charlotte Region an exemplary model for other regions and communities.

The region experienced immense challenges in 2008 that have impacted the state and regional economy. Unemployment rates have increased and major companies across the Greater Charlotte Region have announced layoffs, cutbacks and departures. However, the same leadership that has propelled this region to become one of the fastest, most prosperous regions in the southeast will sustain us in the midst of this change and adversity.

In the next year, COG will continue its work in collaboration with many regional partners as a catalyst for regional planning, progress, and recovery. Our CONNECT Regional Visioning initiative, Workforce Development efforts, and area-wide Aging planning will be central to these efforts. It is more important than ever that our member governments and COG be resourceful, innovative, and driven to capitalize on the collective potential of our region. Centralina COG commits to advance regional issues that enhance the region's quality of life and opportunities for future successes.

We extend our sincere appreciation to the Board of Delegates, the Centralina staff and partners that have worked proactively to address the issues and advocate for excellence in local government services. Working collaboratively we will be prepared to meet the challenges and critical issues before us in 2009.



Joe Carpenter, *Chairman*



Al Sharp, *Executive Director*




Centralina administration supports the COG Board and their initiatives and provides internal support for the management of the agency.

MANAGEMENT

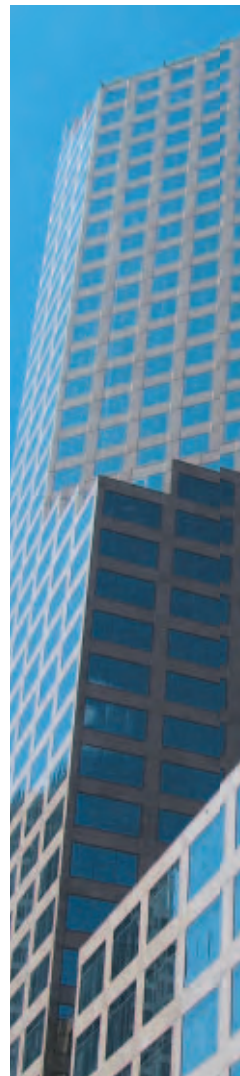
SERVICES

Centralina management, administration and internal services support the COG Board and its initiatives and the grant funded and technical assistance functions of the COG. Administrative functions include Clerk/Board Support, Human Resources, Finance, Information Technology and Public Relations. Administration staff also provides technical assistance to local jurisdictions. Examples of support and technical assistance include:

- Providing regional policy development
- Coordinating the Orthophotography program for the region
- Providing Geographic Information System (GIS) services to member governments. Services include mapping for future land use plans and zoning; GIS analysis for redistricting and annexation and demographic analyses
- Supporting the software associated with the statewide Caregiver program implemented in all counties
- Providing Human Resource support – pay and classification studies, compensation studies, recruitment assistance and interim staffing, developing and implementing assessment centers for personnel recruitment and promotion
- Increased communication with jurisdictions through E-blasts to update managers and elected officials of upcoming meetings, events and legislation
- Assisting jurisdictions with recruitment and selection for Managers and Planning Directors
- Convening Goal Setting and Strategy Planning sessions with Elected Officials Boards

LEADERSHIP AND INNOVATION

In August 2008, the Centralina COG Board approved the creation of a Recycling Working Group to study recycling in the nine county region. This study includes an assessment of the state of recycling in our region, the economic, environmental and sustainability impacts of recycling and best practices. The working group is composed of over 30 Solid Waste and Recycling professionals in the region. A Recycling Advisory Committee comprised of elected officials was also established to provide direction and oversee the working group.





RECOGNIZING 40 YEARS OF SERVICE TO CENTRALINA

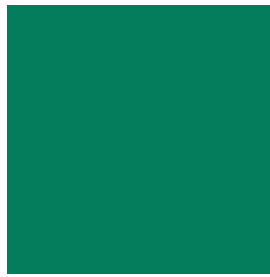


The Centralina Board established a Legislative Committee in April 2008. The Committee established a list of priorities which will benefit our entire region. These priorities were approved by the COG Board and will be the basis of our advocacy agenda with the State Legislature.

Centralina's Information Technology Department designed a centralized contact database which combines databases currently maintained by each department.

RESULTS

- Conducted Assessment Centers for six communities including: Gastonia, Huntersville, Landis, Matthews, Salisbury and Shelby
- The Recycling Working Group and Recycling Advisory Committee developed a report which includes a vision statement for the future of solid waste and recycling in our region and recommended actions to improve recycling in our region.
- The COG Legislative Committee hosted a series of meetings with our regional legislators and COG Delegates to discuss priorities for the region
- Conducted a pay and classification study of COG employees
- Implemented a Health Care Spending Account option for COG employees
- Convening Managers on a quarterly basis for networking and discussing emerging issues
- Negotiated the lease/purchase of new office space for Centralina COG
- Providing overall direction for the organization, including supervision of staff and oversight of the COG Budget which is comprised of over 50 funding sources and multiple contractual agreements
- Supporting the Board and their initiatives and providing policy development, direction and guidance
- Monitoring organizational goals and objectives and reporting results
- Providing financial management services and ensuring stellar internal controls



*The Mission of Centralina Area Agency on Aging
is to improve the quality of life for older and
disabled adults and those who provide their care.*

AGING



SERVICES

Centralina Area Agency on Aging (AAA) serves as the focal point in the region for advocacy, communication and education on issues impacting older adults, those with disabilities, and their families and caregivers.

- **Planning** - In response to requirements from the Older Americans Act, the AAA completed the 2008-2012 Area Plan on Aging. This plan included an Assessment of Livability and Senior Friendliness for each of the nine counties, some basic demographic information and the work plan identifying key initiatives over the next four years.
- **Education & Training**
 - **2008 Conference on Aging Annual Conference** - The largest regional conference in the state hosted 53 sponsors and exhibitors for 450 conference attendees. "Mission Possible: Healthy Aging" featured speakers on maintaining health and independence, how local service providers could use these programs to quantify their results and how to increase quality of life by maintaining a healthy brain.
 - The **NO EXCUSE FOR ELDER ABUSE** project has strengthened the relationship between long-term care facilities, law enforcement (both police and sheriff), mental health, adult home specialists, Adult Protective Services and others in an effort to identify and create an abuse free environment. In 2008, Anson, Cabarrus, Gaston, Mecklenburg and Rowan counties participated in these county specific training events.
 - **Semi-annual Leadership Training** - The Ombudsman program conducted leadership training for Community Advisory Committee members to develop specialized leadership skills to enable volunteers to handle concerns from residents of long term care facilities.
- **Ombudsman/Elder Rights Awareness** - Servicing more than 200 facilities and over 16,000 residents, the Centralina Ombudsman program have as their primary function advocacy, investigating concerns and mediating disputes for older and disabled adults before, during and after their placement into a long-term care facility. Other mandates include promoting elder abuse awareness, educating the public on long-term care issues, providing assistance in self-advocacy and navigating the complex healthcare system through technical assistance.



RECOGNIZING 40 YEARS OF SERVICE TO CENTRALINA



- **Family Caregiver Support Program (FCSP)** - The Family Caregiver Support Program, available in all nine counties in the region, provides information and assistance, outreach, access, support groups and training, respite and supplemental services, and expanded Powerful Tools for Caregivers training for caregivers. The training was provided in all nine counties in 2008 in collaboration with the lead county providers, the Alzheimer’s Association and NC Cooperative Extension.
- **Older American Community Service Employment Program (OACSEP)** - OACSEP cosponsored the Mature Worker Job Fair with the Charlotte-Mecklenburg Senior Center, Inc., Goodwill of Southern Piedmont, Inc. and Employment Security Commission/JobLink Career Centers. Attendees were offered workshops on Dressing for Success, Motivation and Handling Rejection, Red Hot Resumes and How to Interview for Success.

LEADERSHIP AND INNOVATION

- **Strategic Planning** - During 2008, Centralina AAA provided leadership to Mecklenburg and Rowan counties to expand local planning initiatives. In addition, AAA facilitated development of a strategic planning process and implementation of Union County Community Report. Davidson implemented a strategic plan focusing on development of a livable community.
- **Victim’s Assistance Program (VAP)** - Maneuvering the criminal justice system can be an overwhelming experience, especially for older adults who may be a victim of crime. Centralina AAA provided leadership to recruit and train volunteers and staff to serve as advocates for older adults who need assistance.
- **Evidence-based Health Programming** - These programs utilize interventions developed by scientific studies and are based on evidence to produce specific desired results. They are becoming crucial in the community in assisting our seniors with managing diseases or concerns about their health .
 - **Matter of Balance** - Falls are a critical danger for older and disabled adults and are responsible for many injuries and hospitalizations. Workshops were held to address fear of falls, prevention, and exercises to strengthen muscle and increase balance.

LEADERSHIP AND INNOVATION

- **Chronic Disease Self Management Program (CDSMP)** - Based upon the Stanford University program, Centralina AAA currently has four master trainers who are able to train leaders to teach this course on how to manage and live with chronic conditions.
- **Community Resource Connections (CRC)** - An initiative which is being implemented across the country. Centralina AAA assisted Mecklenburg and Cabarrus counties in obtaining state-wide grants to implement a CRC. The concept is to provide "no wrong door" access to services for older and disabled adults.
- **NC careLINK** - Centralina AAA, as one of 22 hubs in NC, initiated the process to implement statewide standard guidelines for data management. NC careLINK is a statewide database of community service resources for older adults, veterans, persons with disabilities, families and children.
- **Family Caregiver Support Program** - Centralina staff initiated a strategic planning process with the nine county family caregiver resource specialists to coach them to identify local gaps in service and resources for family and informal caregivers. Results of the strategic planning process included: the need for more community outreach and program marketing to increase caregiver self-identification, the identification of barriers and obstacles such as economic challenges due to flat funding, cost increases in the delivery of services, growing need for caregiver supports and the need to research new and innovative approaches to provide services for caregivers.
- **Rules Review** - Ombudsman staff reviewed and submitted comments on the proposed state rules for the Life Safety Code for Adult Care Homes and those units specifically designed for individuals with dementia.
- **Lincoln Community Transportation Coordination Grant** - One of the priority issues for older adults is transportation. Centralina identified a grant from the Community Transportation Association of America to address transportation issues in Lincoln County. The project provided training for the coordination team to attend the Institute for Coordinated Transportation.



“No doors were opening.” Pat Whitten said, “No one would call you for an interview or anything. It was just like you were lost.”

During an interview by WBT November 8, 2008 in a news story, **Senior Citizens Hurting Due to the Economy**, an older adult talked about the difficulty older adults experience getting employment.

COLLABORATION

- **Metlife Forum** - Centralina AAA and the Centralina Planning Department partnered with Metlife, the National Association of AAAs and Partners for a Livable Community to host one of six forums across the country. The event focused on Land Use Planning and Design with speakers from Georgia and Virginia speaking on successful projects in these states.
- In partnership with long-term care facility residents and their family members, staff, Community Advisory Committees and the business community, the Ombudsman program creates and delivers a **Resident Rights Celebration** in eight of our nine counties.
- Together with the Division of Health Service Regulation and the local Departments of Social Service created and implemented a course on **Getting It Right: Transfer/ Discharge Rights** in long-term care facilities.
- Recruited and appointed a new group of volunteers in Anson County who are now trained and are conducting regular visits to the long-term care residents.
- Provided a workshop on **Advance Directives** in collaboration with Hospice and Palliative Care/Charlotte Region and the NC Division of Aging and Adult Services Legal Services Developer.
- **Heat Fan Relief** - In collaboration with Home Depot, seven of the nine counties in the region were able to bulk purchase fans for older adults with a contribution from a local church which provided all the delivery fees and provided funds for additional fans.
- **Older American Community Service Employment Program (OACSEP)** - In collaboration with Central Piedmont Community College, the program serves older adults reentering the workforce in Mecklenburg and Stanly counties. Participants have been actively working toward receiving their NC Career Readiness Certification which demonstrates to employers that they possess certain job skills. The program provides participants the opportunity to learn new skills and become comfortable in the workplace. A total of 53 participants were employed by the end of the fiscal year.

Older Adults Served Around the Region for Designated Services

TRANSPORTATION	1,851
MEALS <i>(Either in a group setting or in the home)</i>	7,451
ADULT DAY CARE/DAY HEALTH	266
IN HOME AID	1,541
HEALTH PROMOTION	19,000
FAMILY CAREGIVER SUPPORT PROGRAM	319

OMBUDSMAN

Technical Assistance Calls	9,696 calls
Facilities visits to Adult Care and Nursing Homes	2,331 visits
Training for Community Advisory Committee volunteers	118 training sessions totaling 798 hours
In service Education programs on topics like Residents Rights, Culture Change, Elder Abuse, and Family Behaviors	119
Educational presentations to Community groups	525
Development or growth of Facility Councils	39 Resident Councils and 29 Family Councils
Contacts with Regulatory Agency staff to discuss complaint trends, issues during facility visitation and complaint resolution	292 contacts



CONNECT

CONNECT's purpose is to bring to reality the region's collaborative vision of sustainable, well-managed growth, a strong economy, a healthy environment, high-quality educational opportunities and social equity...



In November of 2007, CONNECT, the Vision for the Greater Charlotte Bi-State Region, was in draft form. It had been reviewed by the Centralina Executive Board and Board of Delegates and by corresponding groups from Catawba Regional COG. The Charlotte Regional Partnership had signed on as one of the lead partnering organizations in support of the vision.

A year later, CONNECT is hard at work connecting over 100 jurisdictions, virtually all of the organizations whose focus is regional, the private sector and leading not-for-profits in moving forward an Action Agenda. It's a story of leadership, innovation and intense collaboration, all leading to increased services that produce measurable results for the region.

LEADERSHIP AND INNOVATION

CONNECT's foundations are innovative—it is the first regional vision drawn from consensus adopted public policy rather than started from scratch. Centralina and Catawba Regional COGs' leadership took an active role in shaping the results of this consensus—something that explained not only what the region's shared values were, but what they might look like if put into action and how that could be accomplished through policies and practices. In January of 2008, the two COGs' Boards and the Charlotte Regional Partnership, hosted a series of regional affinity meetings, aimed at capturing the concerns and inputs of elected and appointed leaders throughout the region. These leaders came together not only to endorse the CONNECT Core Values, but also to identify priority policy directions based on the needs and concerns of their jurisdictions. These leaders outlined a potential plan of action for each of their priorities, providing significant input and early buy-in to the beginnings of the Action Agenda.

The hard work of over 200 regional leaders became the CONNECT Vision and Action Agenda - a nationally innovative approach to presenting a vision reflecting leadership's commitment to action. The Action Agenda connects each Core Value with key vision elements and broadly-defined actions to achieve them. The CONNECT Vision and Action Agenda was adopted by the Centralina COG, the Catawba Regional COG and the Charlotte Regional Partnership during 2008.



RECOGNIZING 40 YEARS OF SERVICE TO CENTRALINA



COLLABORATION

CONNECT implementation, like CONNECT development, is centered on collaboration. Increased collaboration among jurisdictions is not only a core value, but is also the foundation for CONNECT’s governance and implementation structure. The establishment of this structure and its rapid engagement in priority-setting and implementation of more defined actions, has been a major achievement this year. Each of the CONNECT bodies includes representation from the public sector, the private sector, not-for-profit sector and interested citizens.

The CONNECT Council, the policy-level governing body charged with CONNECT oversight and implementation, is chaired by Commissioner Jennifer Roberts from Mecklenburg County. The Council’s meetings have produced a commitment to breaking down silos, enhancing and supporting rather than duplicating any existing efforts by other organizations, and implementing strategies to overcome regional challenges and create change where needed. It has stimulated additional regional work on transit expansion, as well as promotion of regional readiness for any federal stimulus packages based on public infrastructure projects.

The CONNECT Regional Sustainable Growth Cabinet has honed its initial work program to four focus areas:

- Compilation of a map of the region that shows locally-adopted future land uses for employment as a conversation starter on major land use regional trends. Because work on boundary conditions among neighboring jurisdictions requires more detail, the Cabinet is seeking good examples of jurisdictions either with functional processes to address boundary conditions, or desiring to be demonstration projects for best practice tests.
- Evaluation of multi-jurisdictional corridor studies as an important tool for cross-jurisdictional, cross-discipline planning, linking land use, transportation, and infrastructure. The Cabinet is seeking ways to transition corridor planning to surrounding land uses, and to link infrastructure into the process.
- Compilation, dissemination, and promotion of best practices for both design/regulatory support and funding/financing for downtown redevelopment and community infill. Given the significant number of programs and resources available that provide "how to" advice, the Cabinet is committed to understanding how to translate all the good advice into more, better projects on the ground in each community.



“Increased collaboration among jurisdictions” is not only a core value, but is also the foundation for CONNECT’s governance and implementation structure... and has been a major achievement this year.”

The CONNECT Regional Environmental Cabinet has generated a consensus list of projects for further exploration prior to finalizing its action agenda. They range from cost-benefit analyses of environmental improvements, to citizen engagement/education projects, to linking the needs of the disadvantaged to green housing rehabilitation.

CONNECT engages local elected officials, environmentalists, interested citizens, Chamber of Commerce representatives, developers, planners of all disciplines and a host of other special partners including the UNC Charlotte Urban Institute and Renaissance Computing Institute, in shaping the future of the region.

RESULTS

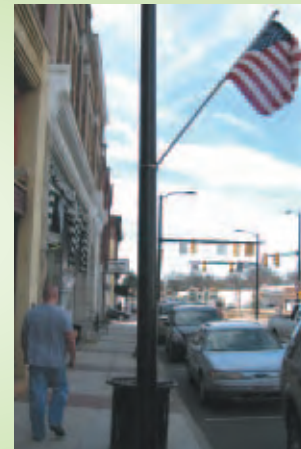
CONNECT’s focus is on action to produce results that support the region’s core values.

CONNECT will do this in three ways. One is through developing, seeking funding for, and then supporting/reporting on demonstration projects that seed the region with success stories that can be emulated/adapted by other areas. This will be the approach used for many of the Sustainable Growth action agenda items, where the projects are local but the lessons can be applied regionally. It’s very difficult, for example, to do regional infill, but learning how to do it in a range of communities with different economies but the same goal, creates regional transferability of knowledge.

A second way of working toward this is through regional action on topics that must be addressed through joint regional action. Examples of this type of work are coming from both the Regional Environmental Cabinet, with proposals for a regional air quality plan, etc. and from the CONNECT Council, where transit expansion is a major topic of discussion.

CONNECT seeks to provide service and make a difference by recommending structural and legislative/regulatory changes that are needed to enable the region to grow sustainably. This may involve identifying a need for changes in local or regional decision-making processes and working for the adoption of additional legislative or regulatory tools. As with all of CONNECT, this process will be collaborative, both within the NC area and across the state line and will engage public, private and not-for-profit partners.

CONNECT is committed to action, engagement, collaboration, mutual support, and not duplicating any existing programs but working with them to link communities and fill gaps. CONNECT’s purpose is to bring to reality the region’s vision of sustainable, well-managed growth, a strong economy, a healthy environment, high-quality educational opportunities and social equity in a way that engages jurisdictions, organizations, and individuals across the region.





Spreading knowledge through the region Centralina COG provides forums, programs and training sessions that are eligible for American Institute of Certified Planners Certification Maintenance (AICP CM) credits.

PLANNING

SERVICES

■ Technical Assistance

The past year all of Centralina's planning staff worked on a variety of different technical assistance projects for its member governments. Technical assistance project contracts for the year totaled \$305,003. A sampling of these projects include:

- Annexation - Centralina continues to play a pivotal role in annexation efforts throughout the region. The past year saw Centralina involved in annexation studies in five separate communities.
- Ongoing Planning Assistance - Centralina's planning staff continued its long-standing tradition of providing assistance to member governments. Communities where Centralina served as staff planner either on a full-time or temporary basis include: Unionville, Marshville, Landis and Marvin.
- Staff Planner Hiring - As in past years, Centralina continued to provide hiring assistance for planning staff, with the most recent example being in the Village of Marvin.
- Concord Water Conservation Research - Centralina was hired by Concord to do research at the regional, national and international levels to determine best practices that the City could use in reducing water consumption.

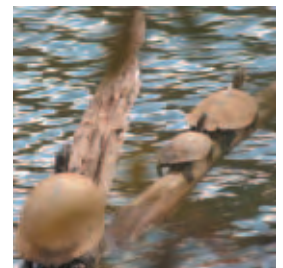
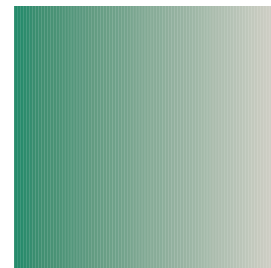
LEADERSHIP AND INNOVATION

■ Centralina Clean Fuels Coalition

The Centralina Clean Fuels Coalition (CCFC) works with public and private fleets throughout the region to promote the use of alternative fuels, alternative vehicle technologies/hybrids, fuel economy and idle reduction technologies. As a partner in the Clean Fuel Advanced Technology program, CCFC assisted several member governments in developing successful grant applications for alternative fuel projects.



RECOGNIZING 40 YEARS OF SERVICE TO CENTRALINA



These grant awards included: City of Monroe (Segway for police department), Rowan-Salisbury Schools (school bus retrofits), Union County Schools (school bus retrofits) and Mecklenburg County Parks and Recreation (neighborhood electric vehicles). In July, CCFC held an Ethanol Roundtable in Mooresville with guest speakers from the NC Biofuels Center, Novozymes North America Inc. and the Clean Vehicle Education Foundation.

■ **Regional Stormwater Partnership**

The Regional Stormwater Partnership, funded in part by a Clean Water Management Trust Fund grant and administered by Centralina, involves 16 local governments. In 2008, the Partnership bought over \$9,000 in Adopt-A-Stream and stormwater grate identification supplies and printed 10,000 Stormwater brochures for distribution. In addition, space on an electronic billboard prominently located on I-85 in Gaston County, was donated for promotion of Partnership activities.



■ **Low Impact Development (LID) Training**

The final presentation of Centralina's Selling Environmental Amenities course was offered by the Charlotte Region Commercial Board of REALTORS in March 2008. Created and implemented by Centralina as an educational program on LID for the real estate industry and others in the building profession, the course provided professional continuing education credits under the NC Real Estate Commission and the NC Board of Landscape Architects. The program consisted of a live presentation led by an instructor using the course manual and drawing from professional experience. Student manuals and a PowerPoint presentation were also provided.

■ **Jumpstart Grant**

In June of 2008, COG Planning Department took part in the Aging in Place workshop titled, "Land Use Planning and Design: Creating a Livable Community in the Centralina Region for All Ages". As a result of that workshop Centralina applied for and received a Jumpstart grant Centralina will prepare a best practices checklist of land use regulations for senior friendly communities and use the checklist to review land use regulation in the Town of Waxhaw. The checklist can then be used as model for appropriate land use regulations throughout the region.



■ **Centralina Pilot Program: Energy Efficiency for Local Governments**

Project Partners include Advanced Energy and Duke Energy. Three local governments in the Duke Energy service territory within the Centralina region were invited to participate in a pilot program for energy efficiency. This program assessed the potential for energy efficiency and provided the local governments with the administrative support needed to consider and implement recommended measures. Participating local governments are helping to demonstrate the potential for a broader program and should benefit from future energy savings.

■ **Ecosystem Enhancement Program (EEP)**

From the summer of 2008 through February 2009, Centralina staff has coordinated the Goose and Crooked Creek Watershed local watershed planning effort through funding from the NC Ecosystem Enhancement Program. In this first phase of the program, staff and partners have focused on characterizing the watershed in terms of data, studies, etc. Many Federal, State, and local governments, including most of the eleven jurisdictions within one or both of the Watersheds that span the Mecklenburg and Union County border, as well as interested non-profits, have been involved in shaping this plan. In addition to EEP and these interested advisors, Centralina has worked alongside the technical experts with Tetra Tech, a firm nationally known for their expertise in water resources.

■ **Pedestrian Plans**

Three pedestrian plans developed by Centralina have been adopted by Troutman, Badin and Stallings. The NCDOT Division of Bicycle and Pedestrian Transportation has funded each of these planning efforts. The Division features a Centralina plan as a guiding example on its website.

COLLABORATION

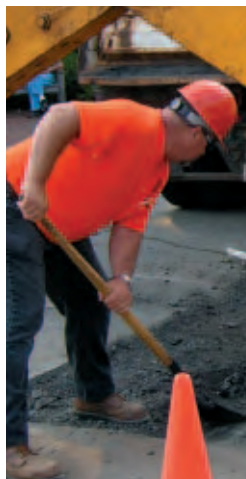
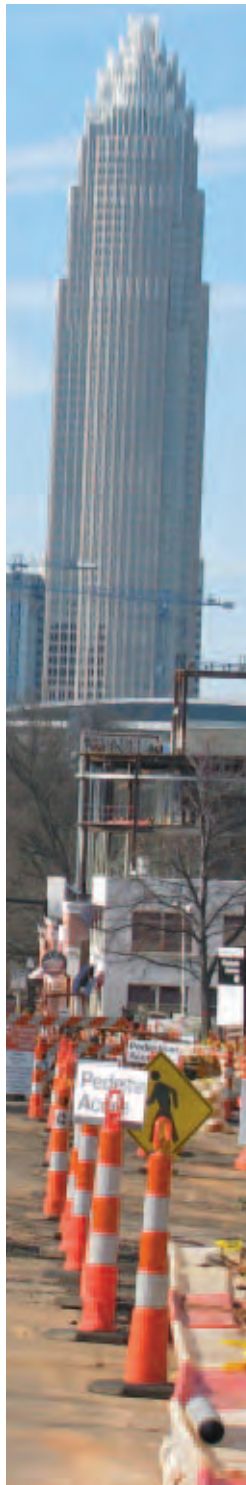
■ **Multi-jurisdictional Transportation/Land Use Corridor Studies**

Work began in 2008 on two multi-jurisdictional corridor studies on NC 3 (in Iredell and Cabarrus counties) and NC 150 (in Gaston and Lincoln counties). The studies involve a total of eight local governments. Issues being addressed in both studies include road improvements, access management and land use regulations.

■ **Lake Norman Rural Planning Organization (RPO)**

Centralina COG serves as staff for the RPO, which serves all of Cleveland, Iredell, and Lincoln counties and the northwest portion of Gaston County. Projects that the RPO undertook during 2008 included:

- Generating population and employment projections through 2035 that will be used by the RPO and other regional organizations in updating the regional travel demand model
- Conducting an interactive workshop for planning board and elected officials regarding connectivity and the land development process
- Developing maps of traffic counts, future projects, transit services, and environmental justice populations
- Initiating a coordinated transit plan for the RPO's four community transportation services
- Analyzing historic and projected growth trends to apprise RPO members regarding the impacts of the 2010 census
- Updating the RPO's long-range priority list as part of the 2011-2017 Transportation Improvement Program (TIP)
- Assisting with the development of intersection, bicycle, pedestrian, greenway, and truck-stop electrification projects and plans throughout the study area.



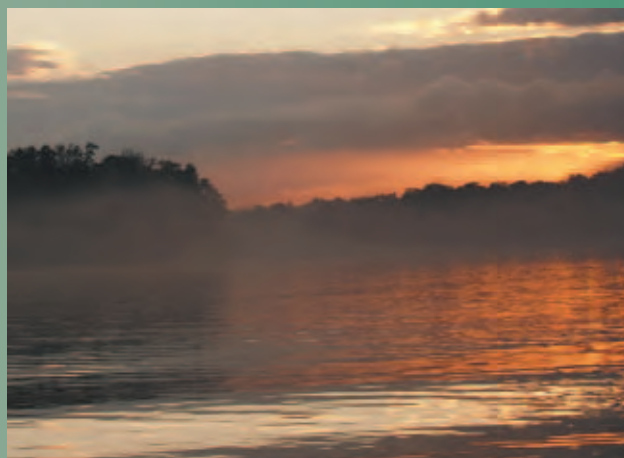
■ **NC 73 Council of Planning (COP)**

The COP in its fifth year of serving eight communities along the NC 73 corridor participated in the innovative NC 73 Land Use and Transportation Plan. The communities, stretching along NC 73 between Lincoln County and Kannapolis, met five times to discuss growth and transportation issues along the corridor. The COP accomplishments included:

- Inventorying curb cuts along the corridor for consistency with plan recommendations
- Developing GIS maps of the segments of the corridor for convenient analysis and updating
- Facilitating peer review on developments along the corridor
- Developing maps of projects and growth trends along the corridor

■ **Lake Wylie and Mountain Island Lake Marine Commissions**

The Mountain Island Lake and Lake Wylie Marine Commissions strive to preserve and protect water quality, to preserve and protect wildlife, and to protect and promote public safety on these lakes. Both commissions meet on a monthly basis to address issues from environmental protection to making recommendations on new developments around the lake. In 2008, the Lake Wylie Marine Commission successfully built a law enforcement facility on the lake to help expedite law enforcement and emergency management efforts, as well as provide a storage area for equipment and supplies. The Mountain Island Lake Marine Commission conducted a public opinion survey to lakefront residents to get more information on what lake issues are most important to them. With these results, the commission hopes to generate a Lake Value Plan that will address these issues and help keep Mountain Island Lake clean and safe.



RESULTS

■ **Sponsored Training Events**

Centralina provides forums, programs and training sessions that are eligible for American Institute of Certified Planners Certification Maintenance (AICP CM) credits. In 2008, Centralina hosted or co-sponsored eight such events, with over 600 planning professionals attending.

■ **Planning Training Services**

Centralina continues to be a leader in NC in providing training services to its member governments. A series of five training events held throughout the region in early 2008 were attended by over 200 planning professionals, elected officials and planning board members. A planning seminar was held in December 2008 featuring Paul Farmer, American Planning Association’s Executive Director and Rich Ducker, a faculty member at UNC Chapel Hill’s School of Government. Over 150 persons were in attendance.



The Centralina WDB has been effective in meeting the needs of the current and emerging workforce. The Board and staff are all focused on being “The Competitive Force in our Global Economy”.

WORKFORCE DEVELOPMENT

SERVICES

Through the Workforce Investment Act (WIA), the Centralina WDB provides funding for services to adults, dislocated workers and youth in the region. The assessment, education, training and placement efforts provided meets the needs of dislocated workers, welfare recipients and other individuals seeking to enter or re-enter the labor force.

In partnership with the Employment Security Commission, the WDB produces a monthly Labor Market Information Update. Additionally, over 1,000 of the Centralina WDB – Growing Occupations posters have been distributed to local schools, community colleges and JobLink Career Centers.

The Centralina WDB exceeded state and federal mandated standards for program performance. Eight out of every ten disadvantaged individuals finishing workforce development programs entered employment or received a high school diploma or GED certificate.

Workforce Investment Act (WIA) programs funded through the Centralina WDB enrolled a total of 869 in training and education services. This included 320 dislocated workers, 246 adults and 303 youth. The average hourly wage at job placement for adult and dislocated worker completers was \$14.25.

Customer Service Provided at Centralina JobLink Career Centers TOTAL - All 8 Centers July 1, 2007 - June 30, 2008	
Customers Seeking Services	152,309
Placed in Jobs through Centers	8,791
Placed in Training through Centers	758
People Utilizing Career Resource Room/Area	98,594
People Receiving other Services	120,867
Employers	
Job Orders Placed through Centers	8,859
Job Orders Filled through Centers	6,736
Other Employer Services Provided through Centers	6,474





The eight JobLink Career Centers and the four SHARE Network Access Point sites continue to improve on the quality services that they offer to businesses and job/training seekers. The Board rechartered each center and each center has met or exceeded the established benchmarks for performance.

LEADERSHIP AND INNOVATION

Through its private sector leaders, the Centralina WDB has been effective in meeting the needs of the current and emerging workforce in seven Centralina counties. State and national officials have recognized this leadership as exemplary. The Board and staff are all focused on being "The Competitive Force in our Global Economy".

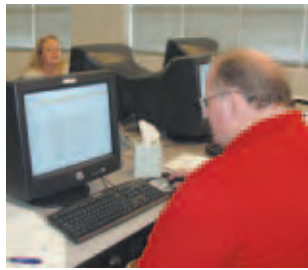
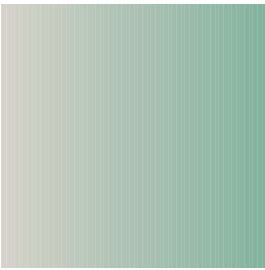


- Competitive Workforce Alliance, a partnership with other area workforce boards, addresses the challenges outlined in the regional State of the Workforce study covering all 16 counties (12 in NC and 4 in SC) that are part of the Charlotte Regional Partnership. This study included leadership interviews, labor market data analysis and community forums and provides the roadmap for workforce services in the future.
- A Regional Collaboration grant of \$55,000 and \$55,000 Regional Skills Partnership grant for the Allied Health industry for the Alliance were provided by the NC Department of Commerce. With the key focus on employers and worker training, the third annual Workforce and Economic Development Summit was held.
- Hosting the "Build Your Community Network" events in the region which are designed to engage the faith-based and community organizations in developing workforce solutions. A grant from the US Department of Labor – Performance Excellence Partners facilitated this process which is an extension of the state’s SHARE Network efforts.
- Partnered with Rowan-Cabarrus Community College, the Cabarrus and Rowan JobLink Career Centers and Castle & Cooke, Inc. in the development of the R3 Center. The Center provides a refocus on individual skills and interests.

Allied Health Solutions Summit

The first Allied Health Solutions Summit had over 100 attendees including employers, educators and workforce development professionals from across the region and state. They heard from others who have successfully planned and implemented regional collaborations which have increased worker recruitment and developed allied health career pathways that have promoted worker retention and satisfaction.

- Serves as the lead agency for the Allied Health Regional Skills Partnership, a first of its kind employer focused on providing coordinated workforce solutions for the allied health industry.
- Worked with fellow Competitive Workforce Alliance members and the Charlotte Regional Partnership to hold the 3rd annual Workforce and Economic Development Alliance Summit. Over 150 people attended this event which focused on building a better workforce with direct feedback and interaction with employers.
- Served as sponsor of our JobLink Management Teams and their participation in The Disney Institute's Team Creativity program offered by South Piedmont Community College. The training featured Disney’s renowned brand of creative development and showed business and civic leaders different ways to be creative.



RECOGNIZING 40 YEARS OF SERVICE TO CENTRALINA



- Expanded the use of the BusinessWise software program with local JobLink Career Centers, thereby increasing the ability of center staff to reach out to more local businesses and increase job orders, job placements and employer services.
- Strengthened the WDB brand through the website which includes blogs for posting comments, suggestions and ideas; customer surveys and downloadable podcasts that address workforce, economic and education issues and solutions.
- Workforce Readiness Committee is implementing its Lifelong Learning for the region as a method to address the challenge of "Improving Functional Literacy". The campaign provides the framework for promoting a certified, universal skill set to businesses (current and prospective) and workers, communicating workforce resources throughout the community.

COLLABORATION

The NC Department of Commerce has formally recognized the continuous improvement and increased commitment to customer service made by the JobLink Career Centers as six of the eight centers are Level II certified and the Cabarrus County and Lincoln County JobLink Career Centers have both achieved the highest certification (Level III) from the Board and NC Department of Commerce.

The Board has worked extensively with area employers, community colleges, private training providers and the NC State Industrial Extension Service in the development, approval and implementation of workforce development grants. These grants assist in the upgrading of skills for incumbent workers in order to retain our local businesses. A total of 11 local employers received assistance with 491 employees scheduled for training. The Centralina WDB through Incumbent Worker Training made a total of \$238,389 in economic investment in our counties.

The Centralina WDB has strengthened its partnership with area community colleges and JobLink Career Centers for implementation of the statewide Career Readiness Certification program. The Career Readiness Certificate is an employability credential that reflects an individual's attainment of certain core employability skills required across many industries and occupations.

The Centralina Youth Council – its members, youth participants and Board staff – participated in and helped coordinate the second annual NC Youth Summit: *"Young Adults, One Voice"*. Additionally, the Centralina WDB and Youth Council hosted its Second Annual Youth Services Summit *"Turning Barriers into Bridges"*.

Additional collaboration efforts for the Board include:

- JobReady/School-to-Career committee
- Cabarrus and Rowan Education and Workforce Development Plan
- Early College efforts in Iredell, Stanly, Union, Anson and now Rowan
- Job and Career Fairs in Cabarrus, Iredell, Lincoln and Union
- Existing Industry business seminars
- Employer Appreciation events in Stanly and Union
- New Ventures Business Development Centers in Anson and Union
- SHARE network implementation in Anson, Cabarrus, Iredell and Rowan



A regional website will support the collaboration process for private partners as well as facilitate better delivery of educational programs supporting the industry.

COMMUNITY & ECONOMIC DEVELOPMENT

SERVICES

The Community and Economic Development Department works with local communities to help achieve local goals for community improvement and jobs. From housing rehabilitation to building re-use, CED staff has the expertise to successfully manage and complete improvement projects.

The Centralina Economic Development Commission is a 501c3 regional organization supporting the key activities proposed in the Centralina Regional Comprehensive Economic Development Strategy. The strategy outlines an approach to regional growth and prosperity that builds on the region's strengths, emphasizes key regional industry clusters, and prioritizes economic development projects. The Commission is supported by the Board of County Commissioners in nine NC counties and the City of Charlotte. Workshops, forums and focus groups were offered throughout the year to business and industry in the region. Topics included:

- Link-Up Financing and Grant Extravaganza Workshop
- Link-Up to Build Partnerships
- Ethanol Roundtable
- Logistics Advisory Committee Focus Group
- Logistics Group Advisory Committee Focus Group with Celina-Full Capacity Marketing
- Branding strategy for the LAC and the LAC website
- Advanced Manufacturing Automotive Supply Chain Mapping Kickoff Forum

The CEDC held four Board Meetings during the year, published three regional newsletters, released the Advance Manufacturing in the Greater Charlotte Region brochure and the Business Programs and Tax Incentives Offered by Counties and Cities in the Greater Charlotte Region Advanced Manufacturing Forum meeting.



RECOGNIZING 40 YEARS OF SERVICE TO CENTRALINA



CED introduces a new website - www.4communitydevelopment.org

The new site has user friendly navigation including calendar features for posting regional events, a page to post regional news and funding opportunities.



LEADERSHIP AND INNOVATION

The website for the newly formed, Logistics Alliance of the Carolina, an activity of the Centralina Economic Development Commission received an award from the US Department of Commerce, Economic Development Administration.

The goal for the Logistics Alliance of the Carolinas is to build a virtual network for the logistics industry to strengthen the linkages between public and private entities, ensuring that logistics companies find competitive advantage in our region. This project grew out of a series of networking meetings that were held with the logistics industry during 2006.

The website will promote the efficacy and growth of the transportation/logistics, promote collaboration among members of the cluster, and encourage discussion of innovative products to ensure security in the industry.

As a result, over the long term the website will

- Attract new players to the region
- Deepens the talent pool
- Intensifies support for R&D
- Lures niche vendors and professional service providers
- Attracts start-up and venture capital
- Creates new partnership opportunities
- Increases the civic and political clout of the industry in the community

Covering both of the Carolinas, the region links major metropolitan areas, ports and the major manufacturing regions of the southeast. This collaboration leads to industry wide lower inventory, lower costs and better customer service. A regional website will support the collaboration process for private partners as well as facilitate better delivery of educational programs supporting the industry.

RESULTS

Community and Economic Development Department (CED) unveiled their new website - www.4communitydevelopment.org.

Burke Dale, Mooresville

COG personnel suggested the idea to develop a work-forced housing subdivision based on a plan that COG wrote - Cascade Redevelopment Plan 2005 and wrote the necessary grant applications to CDBG-Housing Development and HOME. Staff is currently handling the project management.

Named for noted Mooresville and Cascade resident and sculptress Selma Burke, Burke Dale is a 24-lot in-fill subdivision in the historic Cascade mill village. Undertaken jointly by the Town of Mooresville and the non-profit Community Housing Development Corporation of Mooresville/South Iredell (CHDO) to develop work-force housing in the \$100,000 price range. Homeownership opportunities are a primary objective of the Cascade Redevelopment Area.

The Town purchased the 8 acres site and is installing the infrastructure while the CHDO will construct the single-family frame houses. The subdivision is laid out on a one-way loop road with a park in the center. The housing style will be retro mill houses ranging in size from 1100-1400 square feet. All utilities will be underground including “fiber to the curb” data cable. Total project is estimated at \$2.5 million. Dale includes HOME and CDBG funds, Town funds, and conventional mortgage funds.

City of Monroe Economic Development Initiative

The City of Monroe contracted with Centralina for assistance in preparing a grant application with HUD for the redevelopment of the old Armory Building. This historical and architecturally significant structure will be adapted into a community center and multi-purpose facility for community residents.

In 2006 the City realized an opportunity to address the educational and recreational needs of the children and adults of the Quality Hills community, by renovating the 20,000 square foot facility. The plan to transform the Armory building into a Community Center was a large undertaking for the City. Funds were received from HUD and an Economic Development Initiative (EDI) Special Project – Congressional Grant for the project.

Renovation activities included re-roofing and interior up-fitting for a supervisor’s office, community police office, computer laboratory, tutoring center and multi-purpose activity center. The historical and architectural significance of the Armory required a thorough assessment by the State Historic Preservation Office (SHPO). Maintaining the intricate roof system was one of the items the State Historic Preservation Office requested remain exposed because of its unique construction.

For Phase II of the project COG will prepare another Economic Development Initiative (EDI) application to HUD to construct a fitness room, media room, bathroom facilities and exterior renovations.

