



THIS WEEK'S PROGRAM

June 10, 2025

2024-2025 Board Members

President Kim Brattain
Pres Elect Patrick Baker
Past Pres Edwin Peacock
Secretary Bill Gill
Treasurer Craig Field
Sergeant at Arms
Mike Wollinger
Exec Dir Christine Cipriano

Directors 2023-2025

Terri DeBoo
Andy Dinkin
Donna Dunlap
Joel Ford

Directors 2024-2026

Benton Bragg
John Cantrell
Tish Atkins Charles
Dena Diorio
Stuart Hair
Jesse Hite
Lori Keeton
Elizabeth Teagarden
Virginia Owen

Membership John Cantrell

Foundation Joe Morris

Programs Luther Moore



Sue Glass CEO, YMCA of Greater Charlotte

by Rick Handford

Chris Thomas introduced Sue Glass, who took over leadership of the Charlotte YMCA eighteen months ago as CEO, during the 150th anniversary of the YMCA's presence in the city. Sue is a dynamic and visionary leader dedicated to advancing the YMCA's mission of building a healthy mind, spirit, and body. She has over 27 years of expertise in strategic planning, organizational leadership, and program development, and brings a wealth of experience and passion to her role as President and CEO of the YMCA of Greater Charlotte.

Before coming to Charlotte, Sue led the Y in metropolitan Denver, modernizing operations, enhancing community programs, and championing innovation in health and wellness. Prior to her work with the YMCA, she held senior leadership roles with the American Diabetes Association, where she advanced public health initiatives nationwide. She is a passionate advocate for health.

Sue enjoys spending time with her husband, Jerry, their daughter Zoey, who just graduated from high school, and their dog. A person of deep faith, which makes her a very special leader for the YMCA, and she enjoys travel, outdoor activities, and community service.

Sue began her talk by noting that she was very mindful of her time constraints, and sharing that her husband and daughter had remained in Denver and that she had been commuting back and forth. That is coming to an end soon, as

they just sold their house, so Jerry would be joining her here and Zoey would be off to college.

Sue recognizes the special place that the YMCA has in the Charlotte community and the high level of support that it receives from the citizens. She spoke of Charlotte's rapid growth and compared Charlotte to where Denver was five years ago in terms of the rapid population growth and the transformations that resulted from it. Sue then showed us a brief video about the history of the Charlotte YMCA.

Sue discussed the fact that the YMCA is a global organization, founded in 1844 in London by George Williams as a refuge for young men seeking escape from the hazards of the streets by providing a safe and enriching space for them.

When she arrived in Charlotte, she spent a lot of time learning about the Charlotte YMCA, and one of the things she heard was that the Charlotte Y had lost its clarity about who it is as an organization. She set out to resolve that situation, and created a task force of stakeholders that provided a detailed definition of the Y's Purpose, Vision, Mission, Reason for existence, Passion, and Commitment. Sue put up a slide with the that showed us each of these. The center of it all is the Mission, "To put Christian Principles into practice through programs that build healthy spirit, mind, and body for all." The Y is not a gym, or a place to swim, but a non-profit organization that identifies the critical needs of the community and works to meet those needs.

The Y is about connecting with people where they are and providing services for them that improve their health and well-being. They seek to lead with love and serve with purpose by putting Christian Principles into practice. Needs that they have chosen to focus on include: 1) 40% of adults that are lonely; 2) New people moving into Charlotte and looking for connections; 3) Improving upward mobility for residents; 4) Childcare needs for working parents; and 5) improving health through good diet, exercise, and support.

While the YMCA cannot solve these problems alone, it can partner with other organizations and service providers to help individuals with their specific needs.

The YMCA lost 50% of their membership and 70% of their revenue during the COVID shutdown, and they are working to rebuild their membership, which is growing, but still not up to pre-COVID levels. They are also looking for ways to diversify their revenue streams and become less dependent on membership dues going forward. They currently have a surplus but are also carrying some \$32MM in debt associated with needed renovations and keeping the doors open while revenues were low.

John Cantrell related that the Y is not only a good place for young people to go, but also a great place to get a job—they provide excellent staff training and can teach young people the basics that they need to improve their upward mobility.

Thanks to Sue Glass for providing us with such an informative and entertaining presentation. She absolutely looks to be the effective and dynamic leader needed to advance the Charlotte YMCA into the future.

Recordings of the meeting are found below, though the video quality is compromised due to internet issues at the venue:

This one is without the slides: <https://vimeo.com/1092490977>

This one has slides: <https://vimeo.com/1092479614>