



CHARLOTTE
WORKS

ENGAGED / EMPOWERED / EMPLOYED

PROGRAM YEAR

2019 ANNUAL REPORT

July 2019 - June 2020



Our Mission

Leading the development of a skilled and in-demand workforce by engaging businesses, aligning community partners, empowering and connecting job seekers to meaningful employment, and fostering inclusive economic growth.

We empower job seekers by supporting their employment & training needs.

Charlotte Works, through the NCWorks Career Centers, provides job seekers with career information and guidance, access to education, and skills training which can lead to family-sustaining employment.

We engage with businesses to help meet their talent & growth goals.

Businesses thrive when they have access to skilled talent to fulfill current or future needs. Charlotte Works helps businesses fill new positions and also helps to upskill existing employees through education and skills training opportunities.

We lead the development of partnerships to support local workforce initiatives.

Charlotte Works strategically partners with economic development, business, community, city and county government, and education organizations to design workforce initiatives that prepare Mecklenburg County's workforce for the jobs of today and the future.

We provide access to learning opportunities for youth & young adults.

Charlotte Works oversees several programs for youth and young adults to support their future career aspirations. Whether in or out of school, our NCWorks NextGen program is designed to help young adult job seekers remove the obstacles to employment through a variety of services, including career advising, mentoring, and leadership development.

We support the economic viability of Charlotte-Mecklenburg.

Charlotte Works is helping to increase access to employment and skills training opportunities which leads to increased economic mobility and meaningful employment throughout the local workforce.

Dear Residents of Mecklenburg County,

More than ever, collaboration, outreach, and adaptation have been key themes this year. As a convener and leader in local workforce initiatives, Charlotte Works connected and collaborated with current partners and expanded relationships with new partners to increase our impact across Mecklenburg County.

Collaboration and Outreach:

In partnership with Deloitte Consulting and the Workforce Providers Council, we sought to understand more about our job seekers' journeys so we can better assist them.

Our leaders attended a host of local, state, and national conferences to learn and share best practices with other workforce boards, which helped us continually improve our partnerships and service delivery to our local community.

Through our Talent Source Network, our Business Engagement Team accelerated our efforts to deepen relationships with our sector partners, particularly in hospitality and healthcare. Within this initiative, we referred 88 candidates and had 9 confirmed hires.

We increased community awareness of our services through a multi-media campaign with advertising on mass transit, radio, print, online, social media and community events. We also launched a new website and podcast series called "Engaged. Empowered. Employed." to share our vision and journey with a broader audience.

Adaptation:

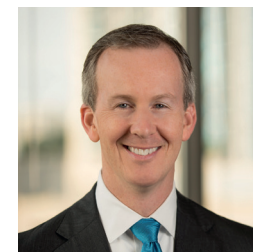
The coronavirus pandemic and the heightened challenges of systemic racism and injustice intensified the need for equity and access for vulnerable communities. Charlotte Works is committed to increasing access to education, skills training, and employment to individuals and to extending support to businesses.

To keep our clients and staff safe, we adapted to a new environment and way of working. Our NCWorks and NextGen services transitioned to a completely virtual platform providing career development services. To further support job seekers during this crisis, our NCWorks Career Centers offered weekly virtual hiring events featuring employers from a variety of industries. NCWorks held 17 weekly virtual hiring events that drew 308 attendees. Another 340 adults and dislocated workers attended virtual workshops. Our in-school youth program partner, MeckEd, held 69 virtual events.

As we continue to adapt to and navigate this ever-changing environment, we'll remain focused on achieving Charlotte Works vision: "The Charlotte region is home to a thriving workforce system generating economic prosperity for all."

We're proud of and thankful for the work of our team and partners during this unique and unprecedented time. We look forward to engaging in more partnerships and collaborations and making a deeper impact on job seekers and employers on the road ahead. We're honored that you're joining us on this journey.

Sincerely,



Chris Payton, Board Chair



Danielle Frazier, CEO

Helping Job Seekers Find Employment & UpSkill Opportunities in Uncertain Times

In PY19, we collaborated with local partners to ensure job seekers had access to the services they needed before and during the COVID-19 pandemic. Per the federal Workforce Innovation and Opportunity Act (WIOA), job seekers accessed services virtually, receiving support from NCWorks career advisors and others to get the training, job preparation, or job opportunities they were seeking.

PY19 Job Seeker Metrics

NCWorks Career Center Services



43,688*
Total Adults Served



280
Training Scholarships Provided



6,945 (56%)
Those Who Retained Employment After Receiving Staff-Assisted Services



143 (82%)
Training-related Employment Obtained



\$973,991
Total Training Scholarships Awarded

*Of the 43,688 served, NCWorks Career Center and outreach advisors assisted 12,458 on-site.

A Job Seeker's Journey: Tonya Dantzler



With 20 years of work experience on her resume and a master's degree in business administration, 45-year-old Tonya Dantzler found herself unemployed after working for her employer for 18 years. She spent countless weeks sending out her resume and not getting anywhere with finding a new job. "It was a culture shock. It took me a long time to really figure out what I needed to do next," she said. Her next step? The NCWorks Career Center. She met career counselor Mark Greer, who says Dantzler's story is a familiar one. He says in today's job market, experience can often get discounted. "Everybody has experience," Greer said. "What differentiates you? The old way, experience probably would have gotten you in the door. [Employers now] can find someone who can do it cheaper."

As the country's economy has shifted, Greer says, NCWorks Career Centers have encountered a growing number of professionals, some unemployed due to layoffs, others looking to upgrade their skills to find better jobs with higher pay.

Greer helped Dantzler get enrolled in a resume workshop where she discovered

her resume wasn't written for current standards where a computer scans key words. During the workshop, a career counselor asked Dantzler if she had earned a PMP certificate to validate her skills as a project management professional and that led her to enroll at Central Piedmont to earn the certificate. Attending NCWorks workshops are free and the cost of Dantzler's certification classes at CPCC were covered.

"I am definitely in a much better place than I was when this process started out," she said. "When I first started this process, I was mentally broken. I can honestly say I was lost and I'm able to find myself now."

Targeted Job Fair Supports Our Veterans

On November 13, 2019, the NCWorks Career Center, in conjunction with the local veterans' employment services for the N.C. Department of Commerce, held a job fair at their Executive Center Drive location that specifically targeted veterans.

Of the 77 job seekers in attendance, 24 identified as having served in the U.S. Armed Services. Thirteen employers, including FedEx, CATS, Hearst Television, and Amazon were on hand to discuss their open positions and in some cases, hold first interviews with job candidates.

The participating employers reported a total of 78 second round interviews or potential job offers made, indicating that some of the job seekers received multiple requests from the companies. Employer surveys also noted the majority would be interested in participating in similar job fairs in the future.



Finish Line Grants Continue to Help Students Complete College



On January 14, 2020, Governor Roy Cooper visited Central Piedmont for a round-table discussion with Finish Line Grant recipients, workforce board leaders and community college administrators.

Charlotte Works President and CEO Danielle Frazier spoke at the event to highlight Charlotte Works' role in the Finish Line Grants program. Finish Line Grants provide emergency assistance to currently enrolled community college students who have completed at least 50% of their training program. In PY19, 378 Finish Line Grants were awarded (81 first-time recipients) totaling \$128,393.

Virtual Hiring Events Assist Both Job Seekers & Employers

In response to the number of job losses from COVID-19-related business scale-backs and closings, the NCWorks Career Centers' Business Solutions team in Charlotte launched a weekly Virtual Hiring Event in the spring of 2020.

Each Virtual Hiring Event included an overview of regional employers with immediate hiring needs. Typically, several employers presented live and answered participant questions. Each event closed by outlining other job resources available through Charlotte Works and the NCWorks Career Centers.

Through the end of Program Year 2019, there were 17 Virtual Hiring Events with a total of 308 participants. "Job seekers and business partners find value in these events because of their frequency and the amount of information communicated," notes Kenno Telfaire, Business Solutions Supervisor. "Employers appreciate the ability to reach a large number of potential applicants at one time."



Connecting Youth & Young Adults to Their Chosen Career Pathway

Throughout PY19, we provided opportunities to youth and young adults in the areas of training and education in their desired career fields.

PY19 Youth & Young Adults Metrics

NextGen Youth and Young Adult Programs (ages 16-24)*



638
Total Youth Served

161
Training Scholarships Provided

\$209,521
Total Training Scholarships Awarded

174
Total Paid internships

1,272
Total Work-Based Learning Opportunities Provided

*Comprehensive wraparound services for individuals with significant barriers to education & employment.

Deepening Our Engagement With Business Leaders

We strengthened our work with business leaders to ensure employers had the necessary support systems to maintain and grow their businesses, and to find top talent, even during the pandemic.

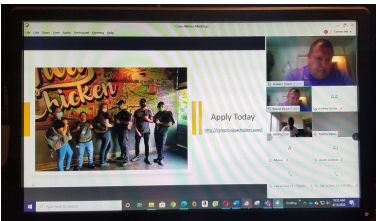
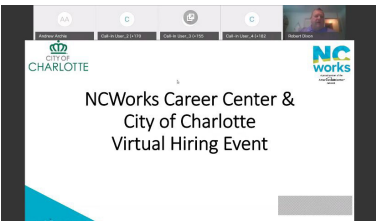
Sabor Latin Grill Finds New Hires at NCWorks Virtual Hiring Event



Miriam and Dalton Espallat, founders of the Sabor Latin Street Grill restaurant chain, have been extremely engaged business partners in Charlotte Works and the NCWorks Career Centers' programs since 2017. They have participated in targeted job fairs, utilized training grants and leveraged NCWorks Online to post jobs and identify candidates.

In 2020, Sabor was a featured employer on NCWorks Career Centers' weekly Virtual Hiring Event webinars. Miriam Espallat chatted live with job seekers about open positions and the Sabor application process.

Two new employees were hired from that event, one of whom was a participant in our partnership program with the Mecklenburg County Sheriff's Office. Additional candidates sourced from that event were also interviewed for other positions.



Laureen Discovers Her Career Pathway in the Healthcare Field



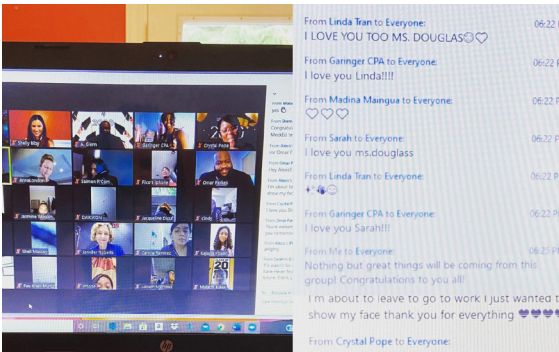
Laureen was unemployed when she entered the NextGen program at Central Piedmont Community College. She had last attended high school in South Africa in April 2018 but she dropped out and moved to the United States. She was highly motivated but needed assistance navigating her education and career options. One of the first things Laureen accomplished after enrolling in the NextGen program was completing her HiSET testing to earn her High School Equivalency Diploma. While Laureen was not initially confident in her writing ability, with encouragement from both her instructor as well as her advisor, she persisted.

Laureen's goal was to become a Medical Assistant. After high school she began training programs in the healthcare field including Nurse Aide, EKG, Medication Aide, and Phlebotomy. The NextGen program provided scholarships and guidance throughout her training, ensuring Laureen received the necessary resources to attain her career goal.

Laureen has benefited greatly from Central Piedmont's student-focused approach and the outstanding level of support provided by Career and Academic Advisor, Iris Grady, and Coordinator for Work Experiences, Sondra Hines. Laureen successfully completed an internship and, through a referral partnership program established by Charlotte Works, was selected for employment with Atrium Healthcare. Laureen says NextGen has been a blessing for her and she is more confident than ever in all that lies ahead!

MeckEd Students Graduate in Virtual Ceremony

Seniors from the MeckEd program turned their tassels and received their high school diplomas in a virtual graduation celebration ceremony on June 11, 2020. Some of the 43 graduates headed off to college, to the U.S. Marines, or to the U.S. Navy. Two students received full-ride scholarships to UNC-Chapel Hill and Lenoir-Rhyne University. Other students chose to attend North Carolina A&T, UNC-Charlotte, Central Piedmont, Fayetteville State University, Winston Salem State University, Colorado University, and Norfolk State University. Some decided to go straight into the workforce. Graduates credited MeckEd for their success; "If it wasn't for Ms. Douglas and MeckEd, I would have never found what I truly wanted to do for the future," says Sarah. Daniel echoed the sentiment by adding, "MeckEd is a milestone I am grateful to have been a part of." We are excited for the new graduates, and we look forward to our continued partnership with MeckEd to prepare the next group of graduates to accomplish their definition of success!



Hilton Hiring Event Supports Hospitality Workers

Hilton Center City kicked off another hiring project through Charlotte Works' Talent Source Network and various community partners in PY19. At this lunch, Hilton Center City provided pertinent information to community partner agencies regarding salary, open positions, and benefits for new employees. Following this event 30 candidates were interviewed for positions.



Reliable Restorations Leverages Our OJT & UpSkill Charlotte Grants



ReliableRestorations®
RESTORE • RENOVATE

In 2009, Mauricio & Johanna Suarez began a handyman service. That business has successfully evolved into Reliable Restorations, offering restoration and remediation services to residential and commercial projects across North Carolina. A valued partner for three years, Reliable continues to utilize a variety of business services available through Charlotte Works and the NCWorks Career Centers.

In PY19 alone, Reliable participated in job fairs including the Mecklenburg County Sheriff's Office Career Fair, hired two new employees through the On-The-Job Training (OJT) program, and used UpSkill Charlotte grant funds to train employees in Basic Blueprint Reading for CAD (Computer-aided Design), Spanish to English Translation, Growing a Minority Business to Scale, and Certified Healthcare Construction Remediation Supervisory training.

Extending Our Reach & Impact Through Community Partnerships

PY19 was a year of strong collaborations and partnerships with numerous workforce, government, private-sector, and community-based organizations to support both job seekers and employers on their path to success and sustainability. We also took the time to better understand our audiences, leveraging the expertise of our partners.

Workforce Providers Council Expands Its Role as a Leader & Convener



The Charlotte-Mecklenburg Workforce Development Providers Council (WPC) is comprised of 15 organizations that serve jobseekers and businesses in the Charlotte-Mecklenburg area. The WPC is an advisory committee to the Charlotte Works Workforce Development Board that provides leadership for local workforce development efforts and collaborates to develop talent, respond to business needs and ultimately increase economic opportunity.

The Council focuses on tearing down silos within sectors to build capacity and impact, developing integrated systems, data sharing to create greater responsiveness, creating avenues for employers to connect with qualified job seekers, and promoting career pathways that lead to living wage employment.

Here are some highlights of what the WPC has accomplished in PY19:



In partnership with Deloitte Consulting LLP, the WPC worked on aligning partnerships, asset mapping, and program mapping to better help job seekers navigate the workforce system, especially with the impact of the COVID-19 pandemic. The Council focused on knowing the job seeker journey, what their needs are and how to better connect them to fill those needs with warm hand-offs.



The partners also worked together to have a unified response to the community during the COVID-19 pandemic, sharing service plans as well as closing and opening plans to keep staff safe, while still helping the community.



The Council expanded its engagement in Charlotte Works' Talent Source Network (TSN). Understanding that diversity, inclusion, and equitable business practices give companies competitive advantages, the WPC offered itself as a strategic business partner to employers. TSN is a seamless and effective avenue for employers to access a local diverse talent pipeline. The TSN Team identifies skilled talent, sources qualified candidates, and supports employee retention, advancement, and development.

Talent Source Network

PY19 Hiring Projects

- Allstate
- Amain Sports & Hobbies
- Center for Intentional Leadership
- GenPak
- Hilton Center City
- Atrium Health

88
candidates referred
9
confirmed hires

Engaging with Deloitte Consulting to Better Understand Our Job Seeker Clients

In PY19, Charlotte Works, along with the Workforce Providers Council, partnered with Deloitte Consulting to better serve job seekers and meet their needs in this ever-changing environment. As a part of this process, we defined the job seeker's journey. The path below outlines the steps that every individual goes through on their way to finding a new job:



What undergirds and supports jobseekers throughout this process are our workforce ecosystem partners. Working with those partners helps us understand where in the journey we are all supporting the job seeker and helps improve handoffs and referrals to ensure job seekers do not get left behind in the process.

While the steps in the journey are largely the same for all job seekers, the key is understanding that different people experience this journey differently due to individual circumstances. Our work has identified six “personas” (or types of clients) amongst the population we serve in order for us to better understand their needs as it pertains to the journey. By better understanding the personas and the barriers they experience along the job seeker journey, we can better tailor our services to meet their needs.

The Six Personas



Experienced adult dealing with job loss due to macroeconomic factors (COVID-19, layoffs, etc.)



Under-employed adult seeking career advancement or change



Young-adult beginning his/her career



Adult coping with chronic disabilities or challenges (e.g. history of mental illness, addiction, or homelessness)



Recently incarcerated adult or young adult looking for new start



Retiree returning to the workforce for additional income

Sharing Best Practices at Georgia's Workforce Pipeline Conference



The Innovating Georgia's Workforce Pipeline Conference, held in Lawrenceville, Georgia on September 26, 2019, brought together partners in workforce development, education, business, and economic development to learn about promising practices and emerging ideas to build Georgia's talent pipeline. Conference attendees, who were primarily from the state of Georgia, were able to hear from Charlotte Works' CEO Danielle Frazier about the talent development initiatives happening in the Charlotte area. This was a great opportunity for Charlotte Works to share best practices with other regions and also learn about their programs and strategies.

Creating Greater Equity Through Community Partnerships

Both the COVID-19 pandemic and the fight for equality and justice following the George Floyd killing further heightened the need for equity and access for those in marginalized communities. These communities include people of color, veterans, incarcerated individuals, low-income individuals, youth, and young adults. In PY19, we furthered our work to ensure access to employment and skills training opportunities and create equity through key partnerships and engagements.

Sharing the Impact of a Collective Service Approach with U.S. Department of Health & Human Services

Charlotte Works has maintained a partnership with Mecklenburg County's Community Resource Center (CRC) to provide workforce development services and activities for job seekers who are receiving county services. This includes having an NCWorks career advisor permanently at the facility to provide workforce development services such as career advising, resume assistance, training, scholarships, job referrals, and more. Job seekers are able to get the other assistance they need at the same location, which allows for efficiency, maximizes their time, and increases access.

At the invitation of the CRC, Charlotte Works joined with other community partners on September 24, 2019 to share the impact of our collective service approach for Mecklenburg County residents with the Assistant Secretary for the HHS Administration for Children and Families, Lynn Johnson.



Highlighting Veterans' Employment Opportunities with U.S. Department of Labor

On February 17, 2020, Charlotte Works' Director of Business Engagement Andrew Davila participated in a roundtable discussion with U.S. Secretary of Labor Eugene Scalia to highlight veterans' employment opportunities with business and community leaders.

At this meeting, they discussed the efforts to prepare veterans' and spouses for the workforce; the need to expand opportunities in the workforce by promoting apprenticeships; and providing access to good paying jobs to the those who are experiencing higher unemployment rates.



Economic Development Roundtable with the Governor

Charlotte Works' president and CEO Danielle Frazier took part in an economic development roundtable in early 2020 led by North Carolina Governor Roy Cooper. Others in attendance included business leaders along with local community college and university administrators to discuss economic development across the state.

The event focused on employers' needs, workforce development, and career services. Frazier and others discussed ways the state, employers, community colleges, and universities can partner on making education accessible and supporting job growth in North Carolina. Governor Cooper and his office have recruited and announced more than 6,923 jobs in Mecklenburg County, along with \$539 million in investment.

Sharing Partnership Best Practices at National & State Conferences

Charlotte Works, along with the NC Department of Commerce and Mecklenburg County Sheriff's Office (MCSO), attended the American Correctional Association Conference in San Diego, California on January 12, 2020.

During the conference, Charlotte Works' Chief Operating Officer Anna London, along with the MCSO team, presented information about the partnership to conference attendees. The partnership was formed to offer NCWorks programming, services, and vocational training funded by WIOA, pre-and-post release. Two NCWorks career advisors are assigned to the MCSO to work with young adults and adults who are incarcerated at the Mecklenburg County Detention Center. The partnership helps provide high-level employer engagement to increase employment outcomes once individuals are released from detention.

A similar presentation on the MCSO-Charlotte Works partnership was made by Anna London and the MCSO team at the NCWorks Partnership Conference in Greensboro, North Carolina in October of 2019 to over 100 attendees.



"Empowerment Through Employment" Career Fair Serves Detention Center Residents



Charlotte Works partnered with the Mecklenburg County Sheriff's Office to present the Sheriff's "Empowerment Through Employment" Career Fair for residents currently serving out their sentences. The event took place in the Mecklenburg County Detention Center and was attended by 20 male and female residents, all within 90 days of release, as well as a few former residents who were invited to attend.

NCWorks Career Center advisors guided the group through creating resumes and developing interview skills in the weeks leading up to the career fair. Each job seeker was also supplied with a complete set of business attire, courtesy of Dress for Success, Suit Up and the Sheriff's Office.

The event was a great success: 9 employers attended, 48 offers were made to the residents, which is nearly triple the number of offers that were made at the first Career Fair. Employers and residents alike were grateful for the opportunity to connect.

"Empowerment Through Employment" Lunch & Learn

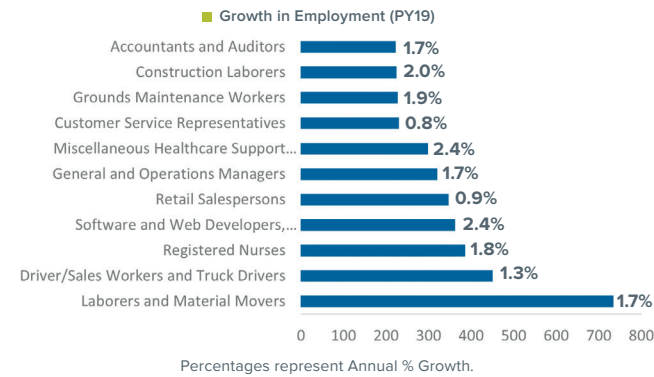
Charlotte Works, in partnership with the Mecklenburg County Sheriff's Office, hosted their second "Empowerment Through Employment" Lunch & Learn on November 18, 2019. Thirty representatives from 22 companies, including Lowe's, Atrium Health, and H & R Block, enjoyed lunch while hearing about the numerous incentives, training programs, and other benefits available to companies who hire people who have been previously incarcerated.



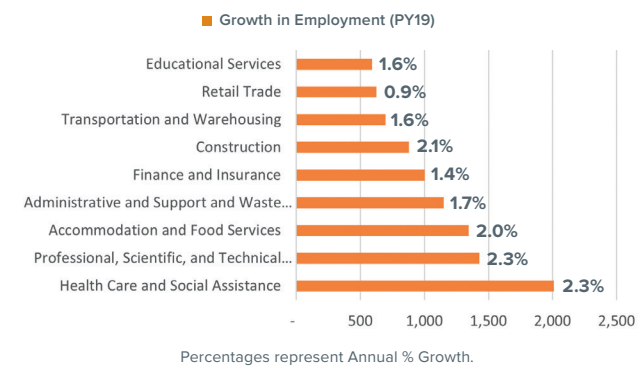
Workforce Data: Helping The Community Stay Informed

In PY19, Charlotte Works designed some innovative ways to keep the community informed on workforce metrics – before and during the COVID-19 crisis. In addition to sharing out workforce data using eye-catching infographics in our e-newsletter, social media, and website, we also created several data-centric podcast episodes and videos to go deeper into the content and situational context. Several collaborative “white paper-style” reports were also produced to focus on a particular area or challenge. We will continue to create new ways to reach those who need critical labor market intelligence to support our local workforce.

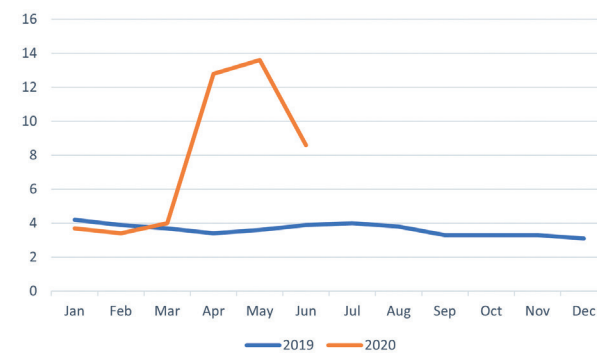
Occupation Growth in Employment



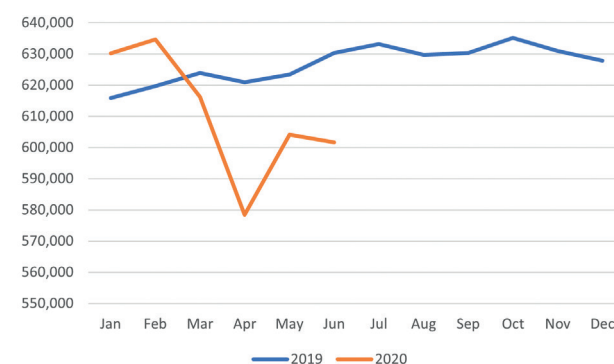
Industry Growth in Employment



Unemployment Rate



Number of People in Labor Force



Source: North Carolina Department of Commerce

Charlotte Regional Research Collaborative Releases COVID-19 Dashboard

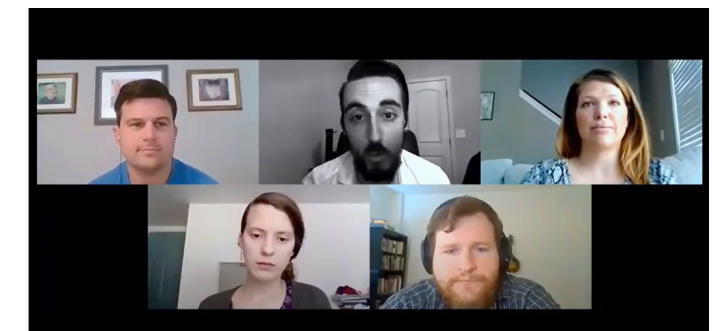


Charlotte Works, along with the Charlotte Regional Business Alliance, the City of Charlotte, and the Charlotte Regional Visitors Authority collaborated to release a one-of-a-kind dashboard for tracking COVID-19 data in the Charlotte region.

The dashboard, which lives on our website, contains information about trends with job listings, income changes, layoffs, mobility data, and more. We look forward to continuing this in-depth data analysis and sharing with our partners to help inform workforce solutions for Mecklenburg County and beyond.

Data Collaborative Highlighted in Charlotte Works Video & Podcast Recordings

In June 2020, Charlotte Works' Director of Labor Market Intelligence, Kevin Loux, hosted a roundtable on COVID-19 related data including unemployment numbers, jobs available, and forward-thinking strategies featuring Alanna Williams from Opportunity Insights, Chuck McShane of the Charlotte Regional Business Alliance, Alyssa Brown from the City of Charlotte, and Heath Dillard from the Charlotte Regional Visitors Authority. This conversation among data leaders was an important and insightful one that provided deep context for the numbers and also some potential collaborative solutions to support our workforce in the days ahead.



This video was shared through our social media channels and the podcast was released as a part of our new podcast series “Engaged. Empowered. Employed.”

Charlotte Works Releases New Unemployment by Zip Code Map

Charlotte Works' Labor Market Intelligence Team released an updated interactive map on its website in the summer of 2020 that shares unemployment numbers by zip code throughout Mecklenburg County. This is a helpful tool for many including workforce providers, researchers, non-profit organizations, and employers.

View this interactive map at <https://www.charlotteworks.com/workforce-data/labor-market-information/#zip>.

Increasing Awareness Through Strategic Communications

Who We Served & Our Financials



Starting in July 2019, Charlotte Works launched an integrated outreach campaign that included new messaging and graphic design as a part of their overall 2019 brand refresh spearheaded by MDC Marketing Group LLC. The purpose of the campaign, called “My Career,” was to create more awareness about Charlotte Works and NCWorks throughout Charlotte-Mecklenburg, particularly with job seekers, employers, and community partners. The campaign utilized a wide mix of media including online ads, social media, music streaming apps, local radio, print, flyers, a branded folder with inserts, one-pagers, email blasts, CATS bus and train ads, community events, and a new website.

During the campaign, we saw a 33% increase in unique visitors to our Career Seekers page, a 21% increase to our Career Pathways page, a 96% increase to our new My Career page, and higher foot traffic to our two NCWorks Career Centers.



We Launched a New Website in December 2019

During the winter of 2019, with the help of Black Bear Design and MDC Marketing Group LLC, Charlotte Works built a new website to serve as the hub of communications for everything about our work. The objectives for the site were for it to be user-friendly, easy to navigate, and to clarify Charlotte Works’ services and resources. The new site also served as the hub and destination for the “My Career” campaign.

During the COVID-19 pandemic, we created a specific resource webpage for job seekers and businesses complete with job listings, unemployment data during the pandemic, industry-specific statistics, and career-related resources provided by NCWorks career advisors. We continue to update and add to this resource-rich page.



New Podcast Series Launched in January 2020

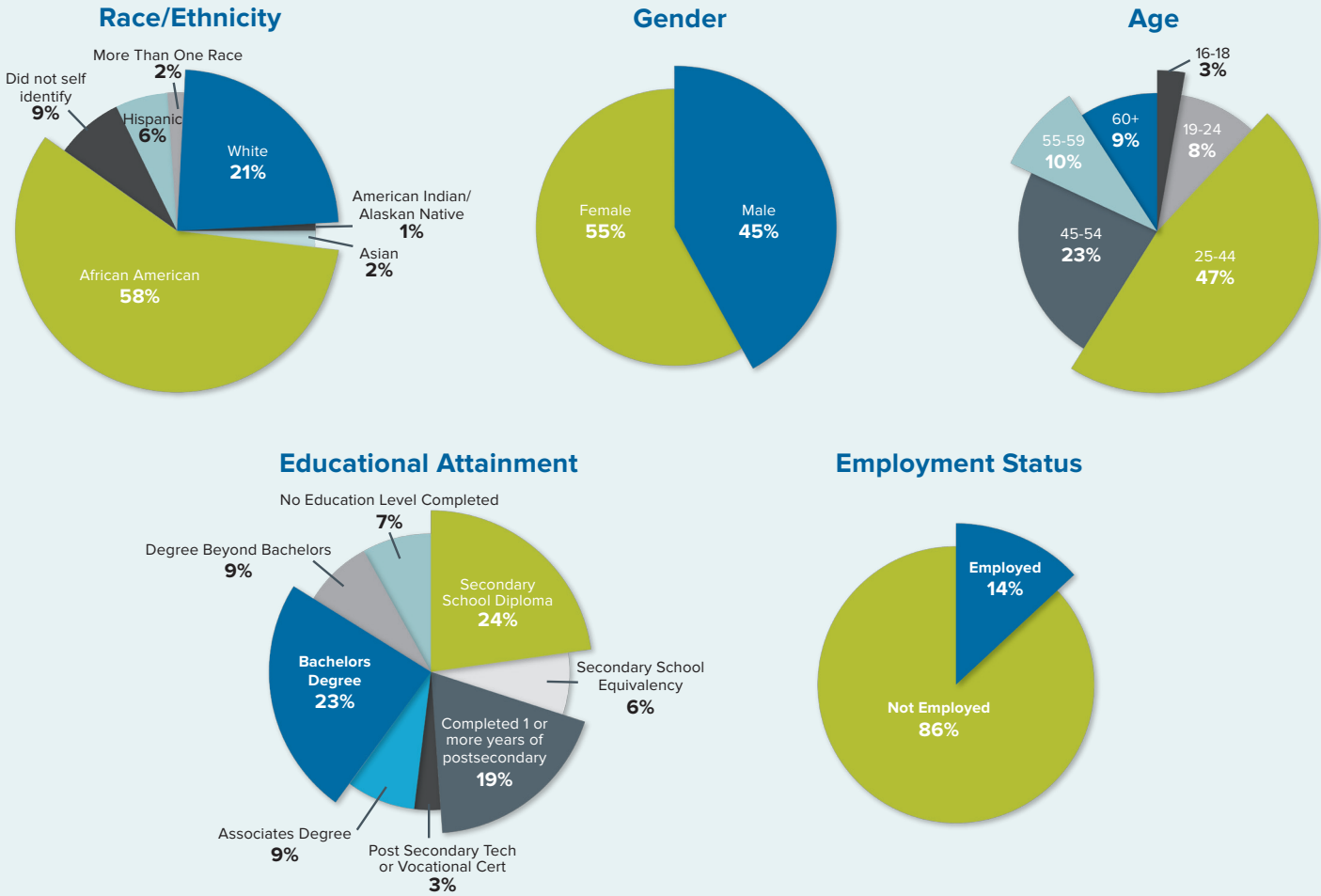


As an extension of our outreach, we ventured into the exciting world of podcasting! In January 2020, we launched a new podcast series called “Engaged. Empowered. Employed.” to reach new audiences and share the work of our many local partners. To-date, we have recorded and produced 11 episodes.

The episodes cover a range of topics from youth opportunities in STEM, to how employers are handling the pandemic, to a workforce data deep dive. The podcast series is available on our website and on all podcast streaming platforms. We look forward to adding more episodes monthly on hot workforce topics around the region.



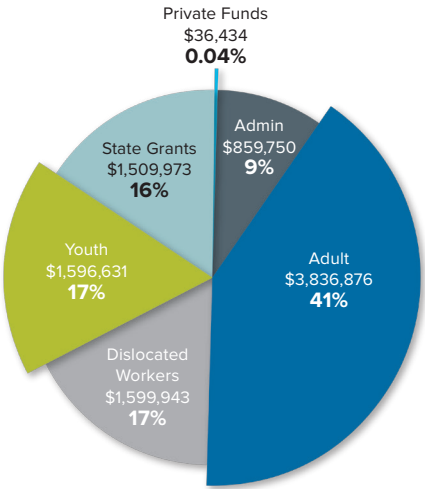
Who We Served in PY 2019



PY 2019 Financial Highlights

Total PY19 Budget: **\$9,439,607**

For every dollar invested in Charlotte Works, we returned **\$12.67** in wages to the community.



Adult & Youth Short-term Education Scholarships	\$1,203,953
Adult & Youth Work Experience	\$413,818
Adult & Youth On-The-Job (OJT) Training Grants	\$79,364
Upskill Charlotte Incumbent Worker Training Program	\$57,300
Percentage of Funding for Charlotte Works vs. Direct Service	
Charlotte Works	30%
Direct Service	70%

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Bank of America

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(Treasurer/Secretary)**

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Daramic, LLC

Scott Thrower

Southern Piedmont Central Labor
Council

Anthony Trotman

Mecklenburg County Health & Human
Services



**CHARLOTTE
WORKS**

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