



CHARLOTTE
WORKS

ENGAGED / EMPOWERED / EMPLOYED



PROGRAM YEAR

PY 2022 ANNUAL REPORT

July 1, 2022 - June 30, 2023





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



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



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



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



We support the economic viability of Charlotte-Mecklenburg.

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.

Who We Are

As the workforce development board serving Mecklenburg County, Charlotte Works leads the way in connecting job seekers and employers, providing skills training and work opportunities for youth and adults, analyzing and sharing data to educate the public on workforce needs, and aligning community partners around workforce initiatives to help make Charlotte-Mecklenburg a place of economic opportunity for all. Through programs and partnerships with service providers across the county, Charlotte Works ensures that job seekers have access to opportunities and also have the skills employers need. Charlotte Works oversees the NCWorks Career Center and NextGen youth programs, and administers the Working Smart essential skills curriculum for job seekers.

Greetings Friends and Partners of Charlotte Works,

As we turn the page on another year, we are not just looking back on our achievements but forward to the boundless potential of our shared future. At Charlotte Works, we believe in the power of dreams, the strength of unity, and the transformative impact of collective action.

During our Program Year 2022 at Charlotte Works, we embarked on a mission that was threefold, yet singular in its objective - to engage more people, employ more job seekers, and empower more dreams. Our journey was marked by a trio of transformative initiatives, each a cornerstone in our path to a more prosperous and inclusive future.

First, with the support of the American Rescue Plan Act, we expanded our comprehensive career navigation services. This initiative is more than just a program; it's a lifeline, offering tailored guidance, training, and support to those navigating the complexities of today's job market. We are not just addressing immediate needs; we are building pathways for long-term career success.

Second, our focus on increasing career awareness among youth took a dynamic form through the "iamSTEAMCLT" event. This was not just an event; it was an awakening for young minds to the possibilities in science, technology, engineering, arts, and mathematics. By igniting this spark of curiosity and ambition, we are nurturing the next generation of innovators and leaders.

Finally, the Job Fair of the Carolinas, in partnership with SCWorks, was a testament to our commitment to providing immediate employment opportunities. This fair was not just about connecting job seekers with employers; it was a convergence of hope, opportunity, and action – a practical step towards fulfilling immediate workforce needs while empowering individuals with the dignity of work.

As we forge ahead, our vision is clear and our resolve unwavering. We envision a future where every member of the Charlotte-Mecklenburg community is engaged, empowered, and employed. We see a future where talent is unleashed, potential is nurtured, and dreams are realized. We can't do it alone.

"We are now faced with the fact that tomorrow is today. We are confronted with the fierce urgency of now. In this unfolding conundrum of life and history, there 'is' such a thing as being too late. This is no time for apathy or complacency. This is a time for vigorous and positive action." - Martin Luther King Jr.

Our alignment with city and county leadership and the Charlotte Executive Leadership Council, further strengthens our mission. Together, we are not just shaping a workforce; we are sculpting a community where every individual has the opportunity to thrive and contribute.

We extend our deepest gratitude to you - our partners, team, and the Charlotte-Mecklenburg community. Together, we are not just dreaming of a better future; we are creating it, one life, one job, one dream at a time.



Raymond McGregor, Board Chair

Raymond McGregor

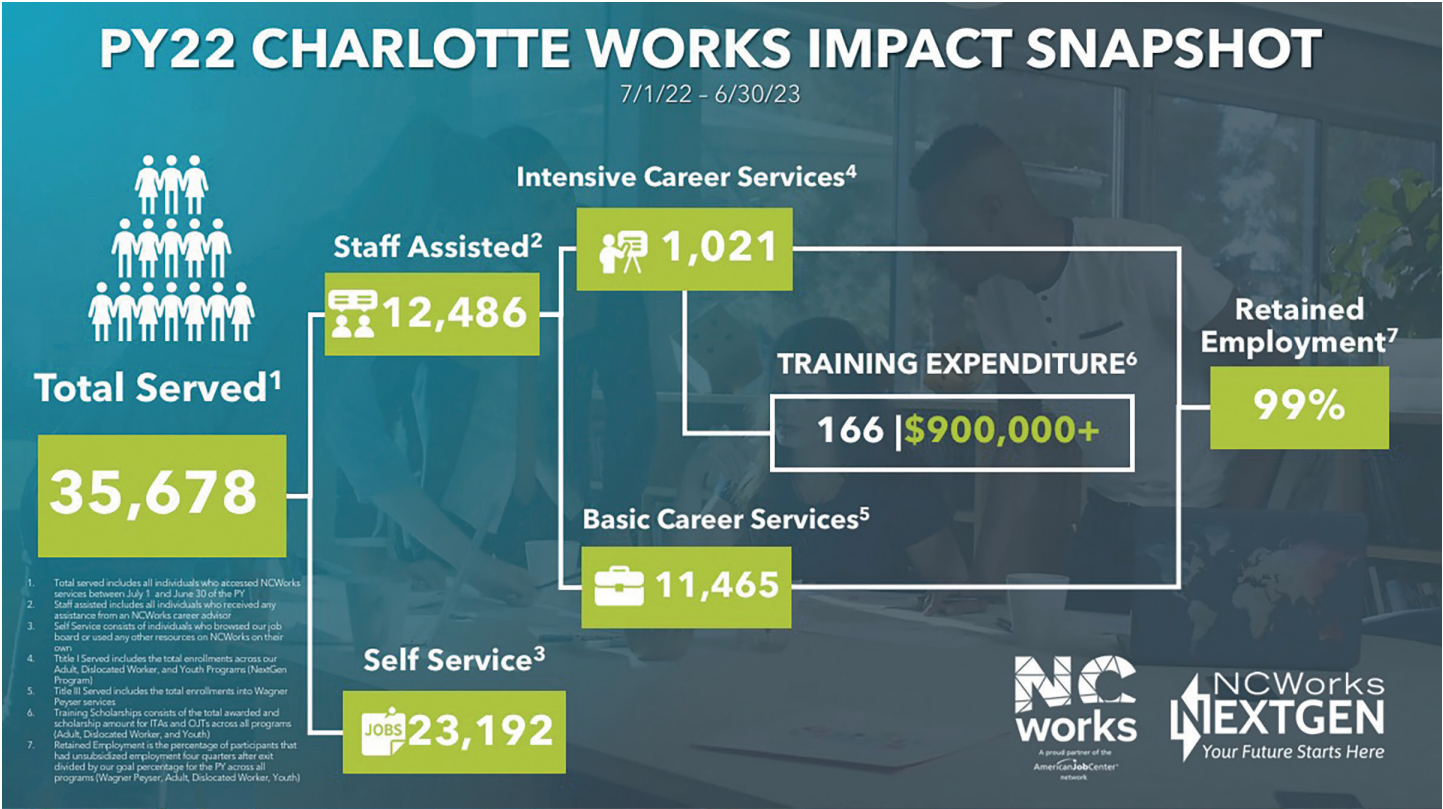


Anna London, CEO

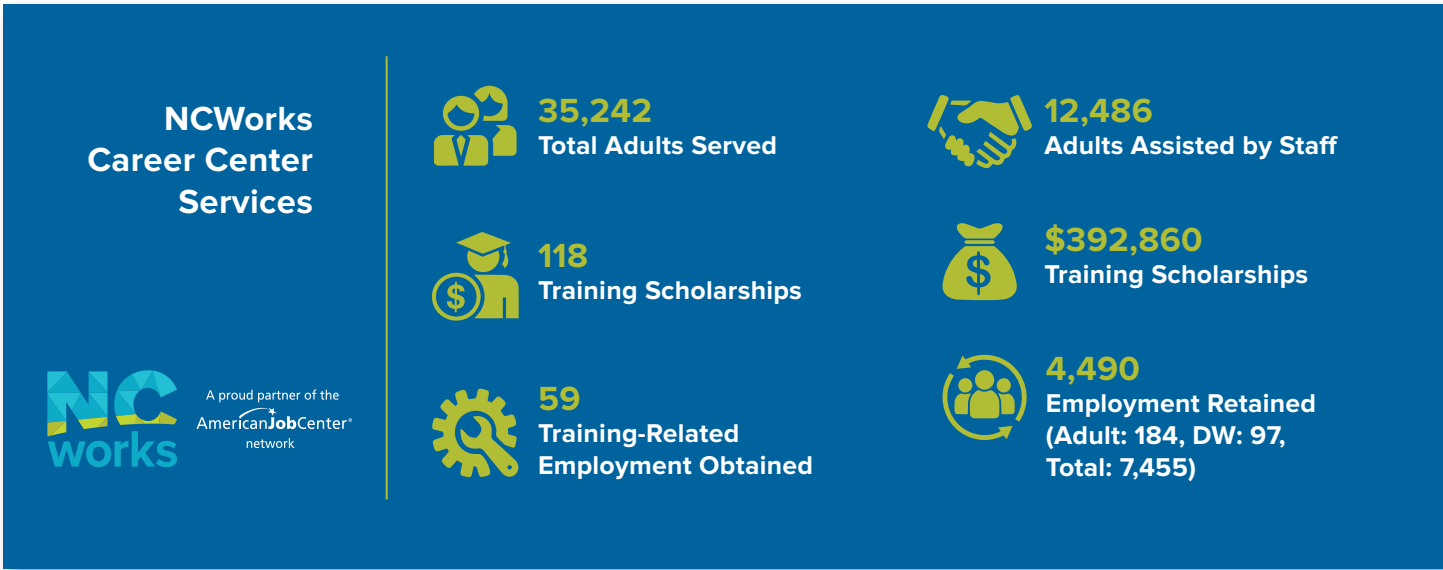
Anna London

Helping Job Seekers Find Employment, Upskill Opportunities & New Career Pathways

In PY22, we collaborated with local partners to ensure job seekers had access to the services they needed in a tough economic climate and with pandemic's lingering effects. Job seekers continued to access services virtually and in-person.



PY22 Job Seeker Impact Snapshot



Job Seeker Profile: Caroline Mensa



After many years with the same company, Caroline Mensa was part of a workplace downsizing that left her in a mid-life career transition. On August 16, 2022, she realized that her previous job search method, which included applying for a job she had heard about through someone she knew, would now rely on a fully digital process.

She decided to take a couple of workshops through the NCWorks Career Center that are offered at no-cost to job seekers in Mecklenburg County. While scrolling on social media, she saw a post about a new museum, so immediately emailed her resume.

Caroline was patient while the opening of the museum delayed her interview date, but after her in-person interview, she was hired. Four months to the day of becoming unemployed, she was offered a job with the new Museum of Illusions in Charlotte.

One Job Seeker's Journey from Justice-Involved to Future Entrepreneur

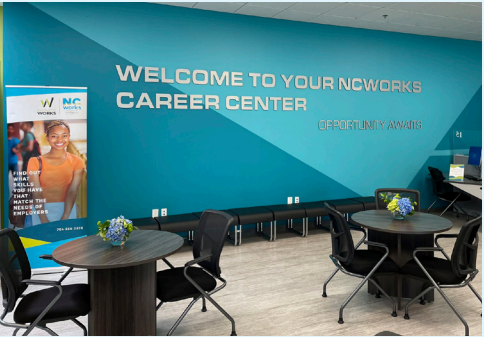


Taeisha Legardy was a justice-involved job seeker looking for assistance in securing employment in Charlotte, NC. She heard about a job opening at Mr. Refurbisher Auto Mobile Detailing through a referral from the Center for Community Transitions and soon discovered the employer was working with an NCWorks On-the-Job Training (OJT) program.

With the supportive guidance of her NCWorks business engagement representative and her career advisor, Taeisha states she was able to easily step through the criteria assessment and program process to apply for the role.

Cut to a year later, Taeisha has been promoted to the title of Office Manager and assigned added responsibilities pertaining to payroll, fleet control, and human resources.

NCWorks Career Center Open House



NCWorks Career Center held an Open House on April 25th. Charlotte Works celebrated 25 years of serving Mecklenburg County residents and businesses through NCWorks programs and services by hosting the event at the new NCWorks facility. This space provides comprehensive services for connecting Mecklenburg County job seekers to employers and providing professional development opportunities.

In the 2021 program year, over 56,000 job seekers accessed the Career Center's services, and 150 employers were served through hiring events.



Speakers at the event included Mayor Vi Lyles, Commissioner Chair George Dunlap from the Mecklenburg County Board of County Commissioners, Kevin Monroe, Director of Intergovernmental Affairs for Governor Roy Cooper, Ronne Grantham, Regional Operations Director for the Division of Workforce Solutions for the Southwest Prosperity Zone, Charlotte Works Board of Directors Chair Matt Bradley, and Danielle Frazier, President and CEO of Charlotte Works.

In attendance were members of the Charlotte Works Board of Directors, local business partners, community partners, and other elected officials.



NCWorks and SC Works Collaborate for Fall Job Fair of the Carolinas

For the third time in two years, workforce professionals from NCWorks and SC Works collaborated to bring Job Fair of the Carolinas to the greater Charlotte region. “We truly value our partnership with SC Works. Job Fair of the Carolinas is a great opportunity to connect talent to jobs on both sides of the state line,” Ronne Grantham, NCWorks Regional Operations Director with the North Carolina Department of Commerce, said.



The in-person event was held at Carowinds on Thursday, September 8, with the first hour reserved for veterans and their families. There were 125 job seekers in attendance. A variety of industry sectors, including hospitality, transportation/logistics, healthcare, manufacturing, etc were represented. At the fair, 44 employers recruited for over 5,700 positions.

Over 300 Job Seekers Attend Spring Job Fair of the Carolinas

Another successful Job Fair of the Carolinas took place at Carowinds on April 24, 2023. This was the fourth collaboration between teams from NCWorks and SCWorks. Despite the rainy weather, 60 employers, representing all vital industries along the I-77 corridor, were on site to discuss their open positions with 331 jobseekers. Responding to a post-event survey, employers indicated a potential 309 direct hires and 812 candidate follow-ups from this event.

NCWorks Career Center Holds First In-House Hiring Event



The NCWorks Career Center Business Services Team now offers in-house hiring events to employers and held the first one on August 11, 2022 for Hood Container.

The Hood Container hiring event netted results with 40 job seekers in attendance, and 16 of them were hired. The first person hired was Mario James who said he’d been looking for about 8 months and was thrilled to be getting a job with a reasonable pay and benefits.

NCWorks Hosts Veterans Hiring Event: NCWorks held an in-house Veterans Day Hiring Event on November 10 at the career center. Employers in attendance included IPEX, UPS, Corning, and Amazon. Over 50 job seekers attended and were able to take part in interviews on-site. Veterans were provided with refreshments, a keychain, and an NCWorks pen.

NCWorks Helps Job Seekers Find Success at CMS Hiring Event: A partnership between the NCWorks Career Center and the Charlotte Mecklenburg Library has proven to be a vital method of meeting job seekers where they are. The hiring event for Charlotte Mecklenburg Schools (CMS) was held on February 22, 2023 at the Independence Regional Library. CMS had multiple open positions, and around 116 job seekers visited the 17 booths, with 30 total job offers being made.



Working Smart Train The Trainer Workshops

In collaboration with Central Piedmont and a team of local partnering lead trainers, we taught and certified 65 Working Smart facilitators in PY22. These facilitators are now able to provide the Working Smart Curriculum for their workforce development boards, local non-profits, city/county agencies, and community colleges across the state of North Carolina and parts of South Carolina.



PY22 Youth & Young Adult Impact Snapshot


NextGen Youth and
Young Adult Programs
(Ages 16-24)



 **436**
Total Youth Served

 **95**
Training Scholarships

 **119**
Total Paid Internships (WEX)

 **1,016**
Total Work-Based
Learning Opportunities

 **\$197,910**
Training Scholarships

iamSTEAMCLT

Charlotte Works, NCWorks NextGen, and Central Piedmont Community College partnered to bring iamSTEAMCLT to the Harper Campus on October 21, 2022. The event provided youth 16 to 24 an opportunity to explore careers in Science, Technology, Engineering, Arts, and Math.

Combining area STEAM employers with interactive demonstrations, a DJ and emcee combo, and free food truck lunches, the event was designed to feel like a block party and encourage engagement and community. “Attendees were able to connect with a variety of businesses to see how they can grow a career in STEAM,” explained NextGen’s JaVon Hopkins. “It was also a chance to see the variety of career opportunities available.”



This return of this annual Charlotte Works event, which had been sidelined since the onset of the pandemic, provided an afternoon of inquiry, discussion, and hands-on demonstrations in robotics, welding, medical science, IT, and solar energy.

Youth and Young Adult Success Stories



Binhur: Binhur joined the MeckEd Career Pathways program in September 2021 to expose himself to opportunities within the MeckEd program, participating in work experiences, field trips, and other programming. He recently graduated from Garinger High School in the top ten percent of his class. Binhur, from Eritrea, participated in the MeckEd Career Pathways program for two years. As a senior, Binhur received acceptance into UNC-Charlotte, where he will continue to pursue a career in Computer Science or Cyber Security. When asked about his experience in the MeckEd Career Pathways program, Binhur stated, “MeckEd equips students with the skills, exposure, and connections needed to make informed decisions about their future careers and educational pathways.” Binhur contributes to the Road to Hire program and is a member of the Garinger swim team. Additionally, he works as a lifeguard and engages in school yearbook, tennis, and participates in feeding the homeless programs.



Montavious: Montavious graduated from Central Piedmont Community College with an audio engineering certificate allowing him to explore recording studios, learn about audio consoles, equipment, and echo chambers, and apply multi-track recording and post-production editing techniques. Montavious chose audio engineering as his field of study learning how music is produced, recorded, mixed, and mastered for radio, television, video games, CDs, and vinyl records. “I hope to become a touring audio engineer, whether for live concerts or in-studio work. I want to improve my music and work on other people’s albums and singles,” says Montavious. He participated in many elements of the NextGen program including Working Smart soft skills training, internship opportunities, workplace tours, job shadowing, learning about the labor market, and entrepreneurship. Monty worked at Central Piedmont as a part-time administrative assistant in Admissions, a Stage Technician in Performance Facilities, and now has been promoted to full-time Assistant Technical Director for Performance Facilities & Events.



Deepening Our Engagement With The Businesses Community

In PY22, 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 in the aftermath of the pandemic.

PY22 Employer Impact Snapshot



On-the-Job Training

18 On-the-Job Training (OJT) grants



Adult Work Experience

21 Adult Work Experience (internships) contracted with employers in Healthcare, Construction, IT, Education, and Business & Finance



Apprenticeship

Continued partnership with the Cognizant Jr. Full-Stack Developer



Talent Network

Our Career Center Business Solutions team coordinated hiring events with Atrium Health, Charlotte-Mecklenburg Schools, and Whiting-Turner and R.J. Leeper for The Pearl Innovation district construction project

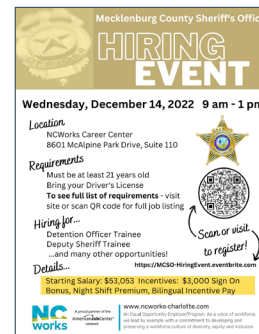


NCWorks Training

These training providers were vetted and approved for the NCWorks Eligible Training Provider List: Craft & Trade Basic Construction, Global Vocational Training Center, Charlotte Area Fund

Hiring Events & Workshops

Our Career Center Business Solutions team organized 30 hiring events for Charlotte Area Transit System, The Pearl Project, Charlotte-Mecklenburg Schools, IPEX, and the Mecklenburg County Sheriff's Department. Additionally, they held three workshops in Spanish for the Latin American Chamber of Commerce's Cultivando Talento Cohort.



Upskill Funds Awarded



Industries:

Manufacturing
Construction
Hospitality
Non-profit



Types of Training:

Leadership & Human Resources
Welding Training Assessments
Project Management
On-Site Safety
Contract Compliance
Business Spanish



\$27,850

Upskill Funds Awarded



118

Total Trainees



6

Number of Companies



2,118

Total Training Hours

American Rescue Plan Act Grants



Steve Foster, owner of Prestige Tinting and a second-chance employer. He used an ARPA UpSkill grant to provide short-term training and certifications for his three employees, not only increasing their value in the industry but allowing him to expand his services.

Through the North Carolina Division of Workforce Solutions (DWS), Charlotte Works was awarded two American Rescue Plan Act (ARPA) grants to support training and jobs for the communities we serve. In January, we kicked off those two projects by assembling our community workforce partners to explain the opportunities.

The first grant supports the re-entry of justice-involved job seekers by providing supportive services, or other ancillary support, to ultimately secure employment. A portion of those individuals will receive training scholarships towards short-term credentialed programs in preparation for new and/or better employment.

The second grant funds work-based learning opportunities targeting small- and micro-businesses (i.e., businesses with 25 or fewer employees) to support small business expansion and increase employee retention, with emphasis placed on serving historically underutilized businesses and/or industries significantly impacted by the pandemic.

While disbursement of those funds is still active, in PY22 we awarded \$49,667 set aside for incumbent worker training, to seven small and micro businesses to upskill 22 employees.

Business Engagement Highlights PY22

Webinars & Panel Discussions:

- City of Charlotte's Housing and Jobs Summit
- Women's Business Center – small/ minority owned business resource webinar
- City of Charlotte's Apprenticeship week
- Secretary of Commerce Machel Sanders discusses impact of Work-based learning to local employers and participants
- Regional Manufacturing round table at Coca-Cola Consolidated

Collaborating with partners:

- C3 – radio segment "Put Tools in Schools" guest speaker to discuss the importance of skilled trades
- Continued business partnership with the Latin American Chamber
- Continued support for Cognizant Apprenticeship program – cohort #3
- Support hiring initiative for Atrium's Pearl construction project
- Charlotte Area Chamber of Commerce Business Expo
- Charlotte Business Regional Alliance visits CLT airport
- Career Center hosted NC's business services conference



Sr. Business Engagement Manager Andrew Davila, guest speaker at the 9th Annual Breakfast Conversations Business Networking event



NCWorks Career Center Business Solutions Manager Abimael Vega at The Pearl Construction Careers hiring event

Statewide Business Services Consortium

Charlotte Works and the NCWorks Career Center - Charlotte hosted the statewide NC Commerce Workforce Solutions Business Services Consortium on August 25 and August 26, 2022. Along with presentations from workforce development boards and NCWorks Career Centers, the group of 83 in-person and virtual attendees received updates and best practices from the NC Department of Commerce, the NC Association of Workforce Development Boards, and the NC Economic Development Association.



Supporting The Workforce Through Community Outreach, Partnerships & Expanding Our Reach

In PY22, we deepened our reach into the workforce ecosystem supporting job seekers and employers through key partnerships.

Charlotte Works Receives Goodie Award From Share Charlotte

On May 11, 2023, we received a Goodie Award from SHARE Charlotte, a nonprofit that supports over 400 mission-driven organizations in the Charlotte area. The award was accepted by Shemia Williams, Chief Programs Officer at Charlotte Works. The Goodie Awards were created by SHARE Charlotte in 2017 as a way to recognize outstanding accomplishments by nonprofit partners.



Op-Ed on Managers



Charlotte Works published an article about bad management in Pride Magazine March/April 2023 "Women's" Issue. The segment was published in both digital and print versions. The article, written by Kevin Loux, Chief Impact Officer at Charlotte Works, discussed the impact of the pandemic on managers and how it has contributed to conventional leadership that fails to embrace a supportive work environment.

The piece provides insight on how the pandemic impacted the work force in the Charlotte community, as well as everywhere, and steps that can be taken to adjust management styles. Charlotte Works suggested taking an honest assessment of managerial performance and how to engage employees. Managers were also encouraged to be creative in developing solutions, embrace flexibility, and motivate their teams.

Charlotte Works Participates in City of Charlotte's Housing and Jobs Summit

Charlotte Works President and CEO Danielle Frazier and Chief Operating Officer Anna London participated in Charlotte City Council's Housing and Jobs Summit on January 9 and January 10, 2023.

The Summit allowed community partners to share emerging trends pertaining to housing and jobs. Charlotte Works was able to provide recommendations, along with other community members, and organizations to help city leaders and City Council make informed decisions around future policies and funding to address these key issues. Some issues discussed included enhancing access to services and amenities essential to economic mobility and accelerating the creation of good paying jobs in low opportunity areas.

Charlotte Works Board Member Fulton Meachem also participated in the event.



United Way Partnership/Graham and Tryon Street Corridor



As part of the United Neighborhoods program with United Way, Charlotte Works secured grant funding to station a career advisor at The Nest in Camp North End. Our dedicated career advisor, stationed at The Nest, is readily available three days a week to extend a spectrum of valuable services. This includes personalized assistance with job searches and referrals, meticulous preparation for interviews, expert guidance on resume building, and facilitation of access to the comprehensive services offered through the Workforce Innovation and Opportunity Act (WIOA). In addition to the on-site career advisor, we actively engaged in community activities; we strive to create meaningful connections, foster collaboration, and contribute to the overall well-being of the neighborhoods we serve.

Charlotte Works and NCWorks Attend CMS Mentoring Event



Charlotte Works and NCWorks participated in the Charlotte Mecklenburg School's new Male Empowerment Network Mentoring Initiative's Back to School Bash in August.

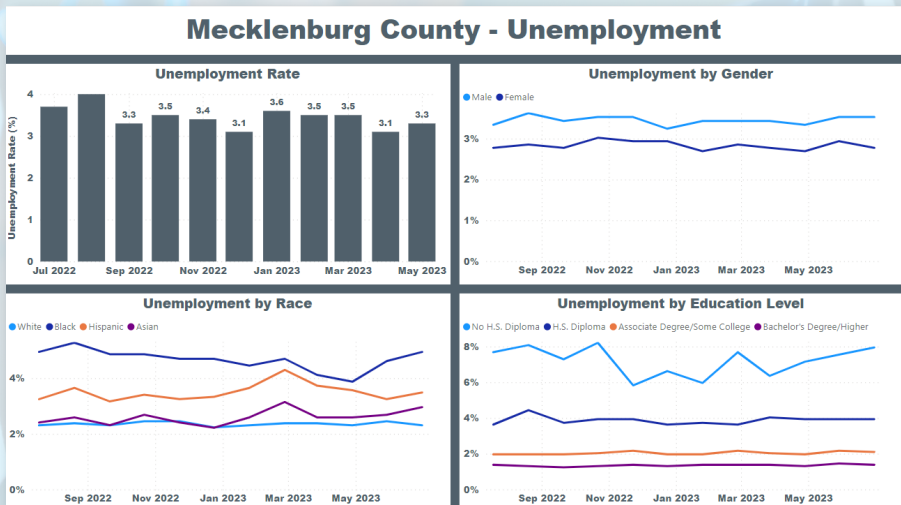
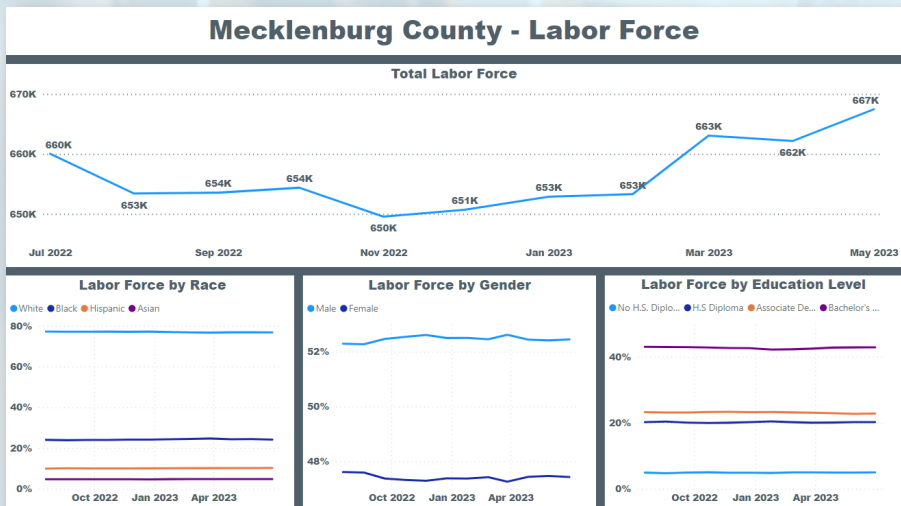
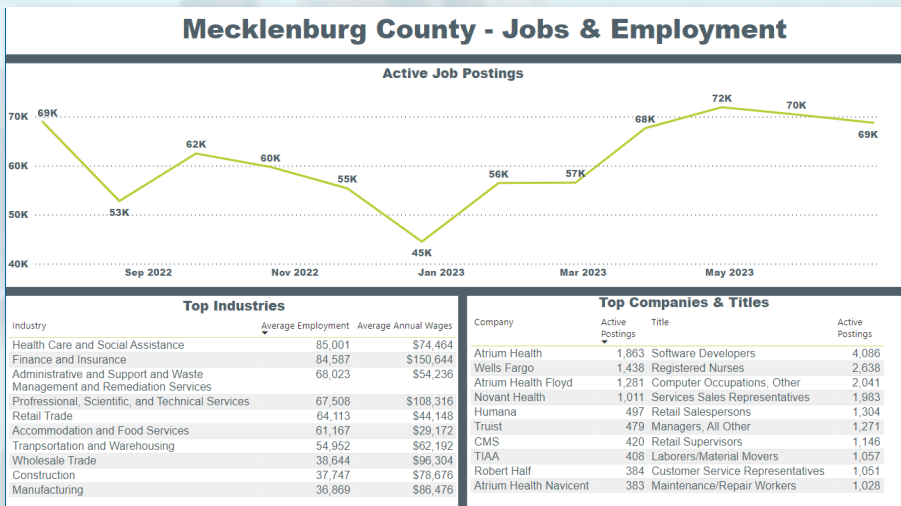
Over 1,500 attended the event at Marie G. Davis. The Male Empowerment Network is a mentoring program that focuses on four pillars: Attendance / Academics, Social and Emotional and Behavior (CMS Restorative Practice), The Power of Presence (Be There Dad), and Life After High School (College and Career Readiness with the UNCC META program).

North Carolina Dept. of Commerce Visits NCWorks Career Center and Charlotte Works

Last week, N.C. Department of Commerce Secretary Machel Baker Sanders, Chief Deputy Secretary Jordan Whichard, and their delegation visited the NCWorks Career Center. They toured the center and met the NCWorks and Charlotte Works staff, Former Board Chair, Matt Bradley, and Board Chair, Raki McGregor. The visit also included workforce service highlights provided to jobseekers and businesses in Mecklenburg County, such as successful partnerships with Atrium Health and Miles Enterprise Solutions.



Workforce Data: Keeping The Community Informed



Data Corner

Our monthly Data Corner section of the Charlotte Works newsletter highlights the labor market in Mecklenburg County. It helps readers stay up-to-date with the employment levels, recent hiring trends, and popular topics related to the economy.



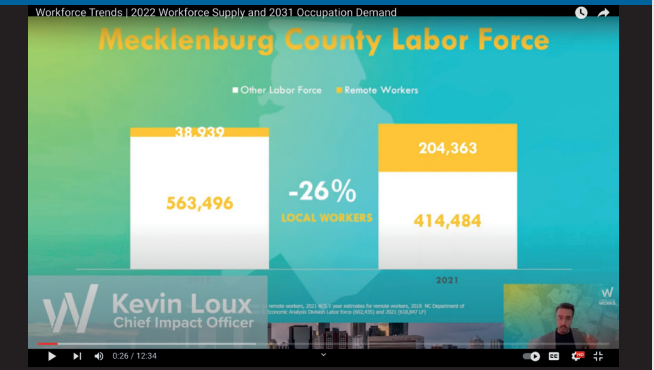
Video and Blog Posts

Increasing Labor Force AND a Talent Shortage?



<https://www.youtube.com/watch?v=sB0Yw6M7lo0>

Workforce Trends, Supply and Occupation Demand



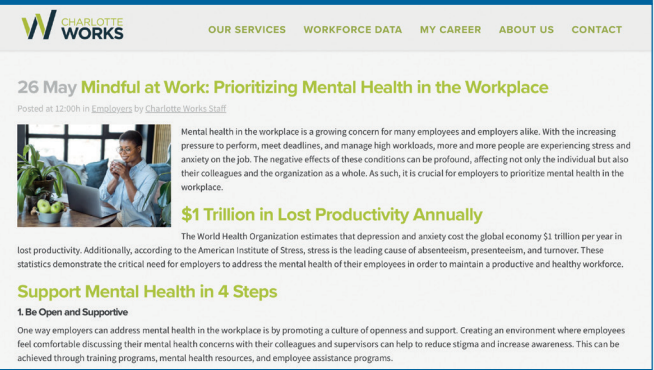
https://youtu.be/g0bACZNvjcw?si=AAEge17KhRW_r_XKX

In this blog, we talk about how to minimize “quiet quitting” in the workplace.



<https://www.charlotteworks.com/events/quietquitting/>

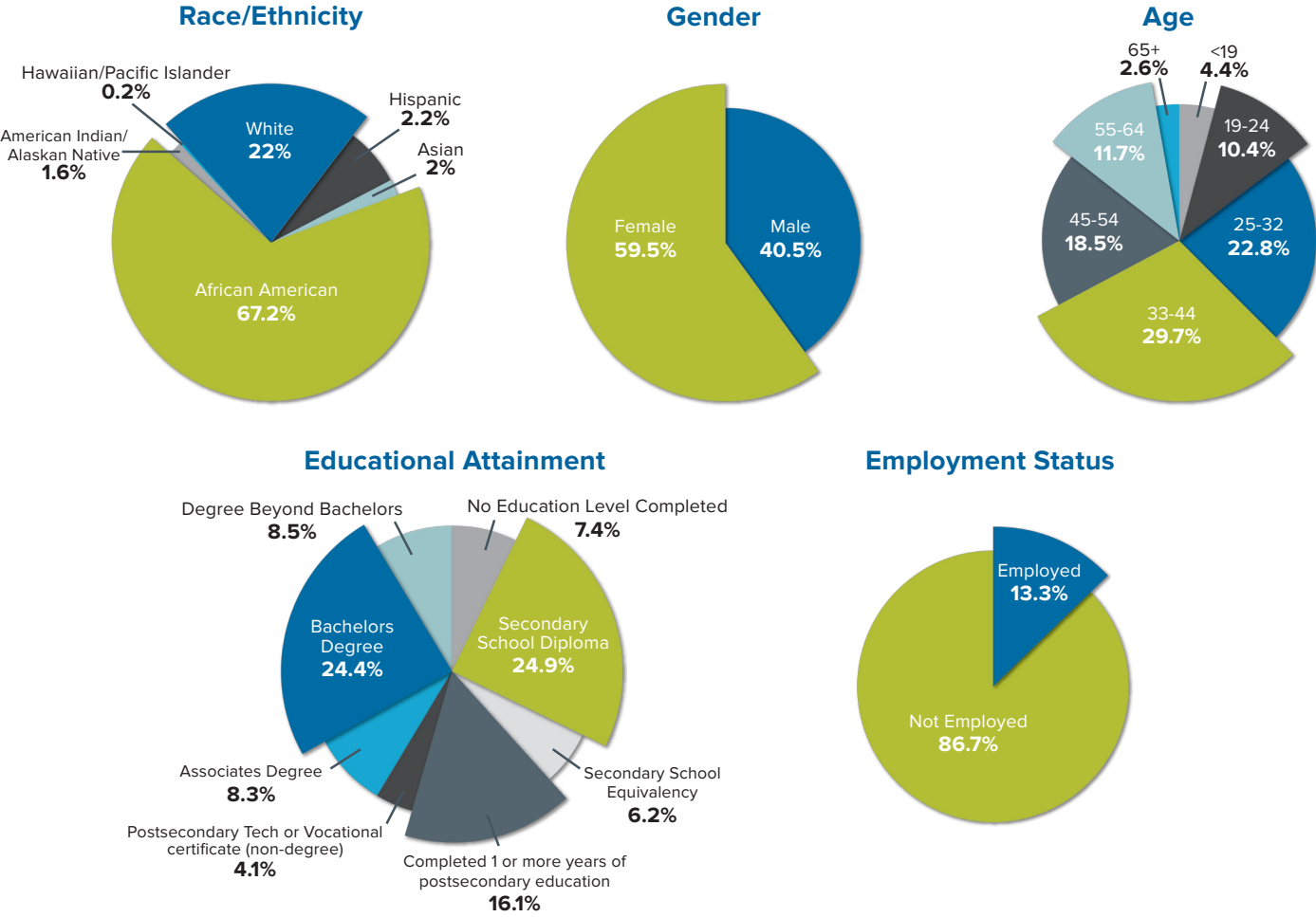
In this blog, we discuss the importance of prioritizing mental health in the workplace.



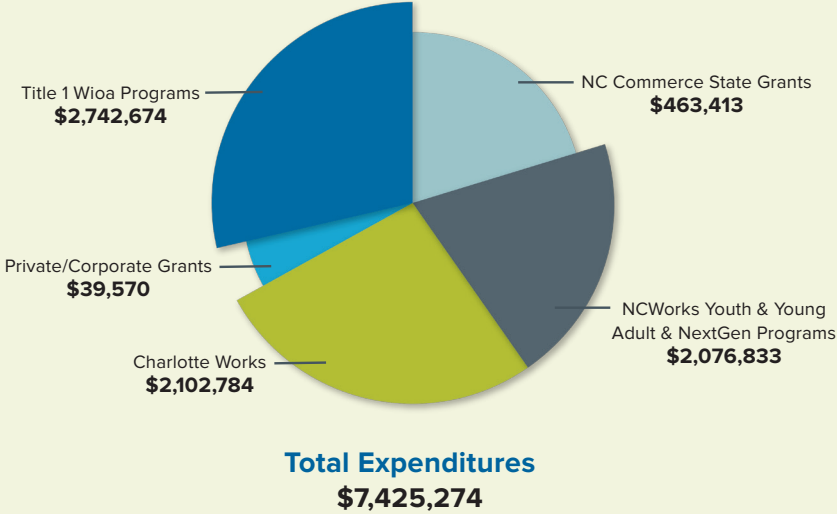
<https://www.charlotteworks.com/events/prioritizing-mental-health-in-the-workplace/>

To watch any of our videos, visit youtube.com/@charlotteworks.

Who We Served in Program Year 2022



Program Year 2022 Expenditures



- Raki McGregor (Chairman)**
Novant Health

Valerie Sachariat (Vice-Chairman)
Charter Communications

Cassandra Triggs-Tucker (Treasurer/Secretary)
Hearst Communications

Matt Bradley
Deloitte Consulting, LLP

James Bolling
Microsoft Corporation

Merribeth Butler-Fadel*
Disability: IN North Carolina

Sparkle Douglas
Truist Bank

Edie Fletcher*
Bank of America

Russ Fortson
American Airlines

Susan Gann-Carroll
Charlotte Mecklenburg Schools

Veronica Grantham
NC Department of Commerce

Chris Hage
Duke Energy

William Haygood
Boundary Street Advisors
- Heather Hill**
Central Piedmont Community College

Chris Jackson
Goodwill Industries of the Southern Piedmont

David Leonardi
UA Local 421

A. Fulton Meachem
INLIVIAN

Brandi Newman
Atrium Health

Matt Newton*
Newton & Arroyo, PLLC

Thomas Ray
Groninger USA, LLC

Tonja Reeder
Division of Vocational Rehabilitation, N.C. Department of Health & Human Services

Chad Schuchmann
Polypore International

Scott Thrower
Southern Piedmont Central Labor Council

Anthony Trotman
Mecklenburg County Health & Human Services

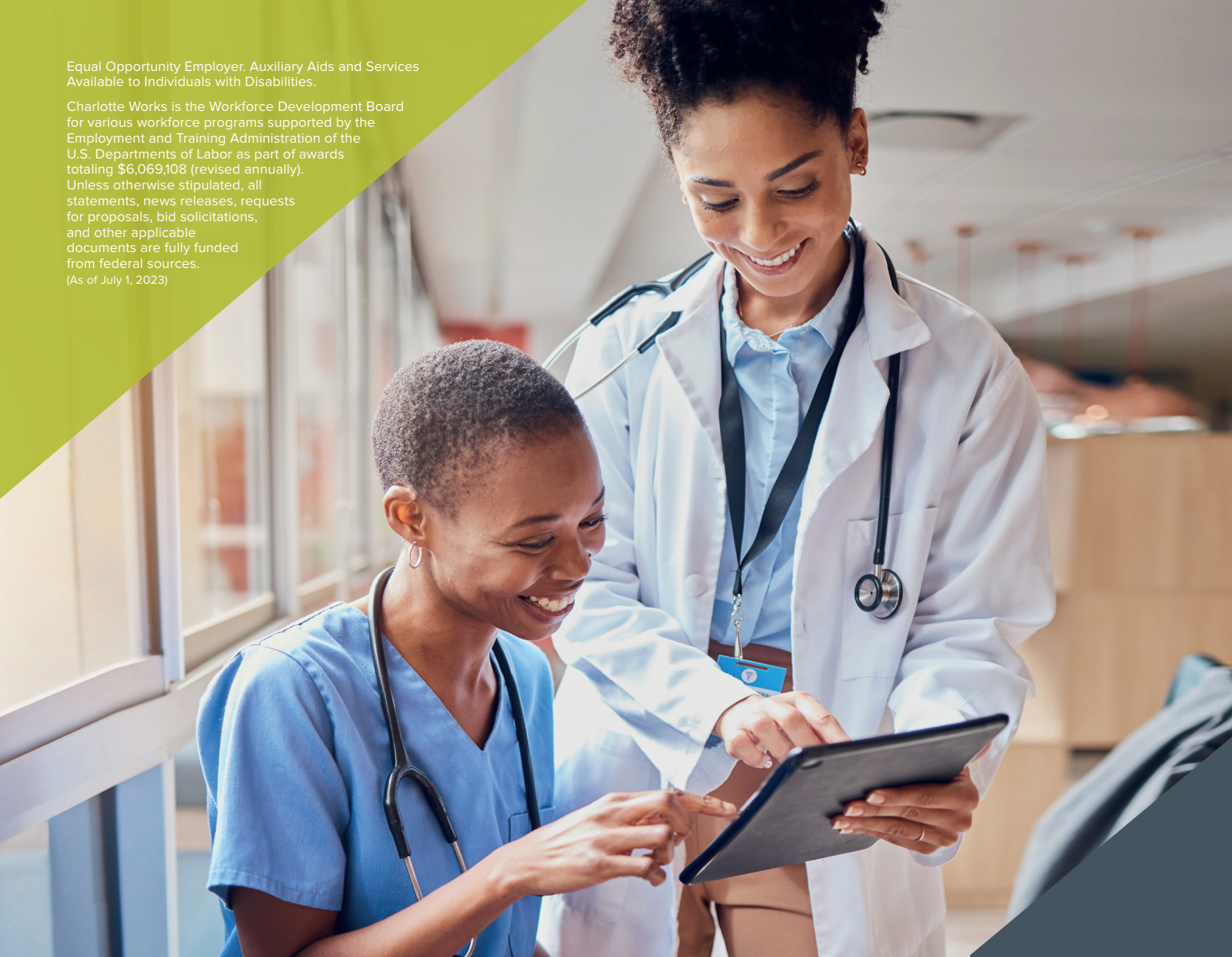
Victoria Watlington*
The Coca Cola Corporation

*Board member during PY22, not on current board.



Equal Opportunity Employer. Auxiliary Aids and Services Available to Individuals with Disabilities.

Charlotte Works is the Workforce Development Board for various workforce programs supported by the Employment and Training Administration of the U.S. Departments of Labor as part of awards totaling \$6,069,108 (revised annually). Unless otherwise stipulated, all statements, news releases, requests for proposals, bid solicitations, and other applicable documents are fully funded from federal sources.
(As of July 1, 2023)



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8601 McAlpine Park Drive, Suite 130
Charlotte, NC 28211
info@charlotteworks.com

www.charlotteworks.com



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