

How to thrive in the evolving workforce ecosystem.

Workers and employers in the Charlotte region face a growing skills gap.

Many workers feel confident in their current abilities but lack clear guidance or motivation to upskill, while employers worry their teams are not prepared for evolving job demands. Without action, this disconnect can slow career growth, limit business success, and constrain regional economic development.

Charlotte Works AT-A-GLANCE



- Resume workshops and interview prep
- Soft skills training in communication, problem solving and time management
- Assistance for adults pursuing certifications for in-demand jobs
- Educating youth about STEAM careers
- On-the-job training support and employee upskilling
- Job fairs, strategy summits and networking events

Charlotte Works bridges the gap by connecting workers to training, upskilling programs, and clear career pathways.

By helping individuals build relevant skills and supporting employers in developing future-ready teams, Charlotte Works strengthens careers, businesses, and the community, ensuring Charlotte's workforce is prepared for today and tomorrow.

➔ Looking for Labor Market Data?

Access our free [workforce data on our website](#). Learn more about the labor force, unemployment, jobs and employment in Mecklenburg County with our free online resource. Can't find what you are looking for? Email data@charlotteworks.com with a custom request.

LEADERSHIP LETTER

The economy works best when it works for everyone.

Charlotte’s workforce ecosystem is rich with talent, employers, and possibility. At Charlotte Works, our role is to ensure that every job seeker can see a clear path forward and that every employer can confidently access the talent they need to grow. Put simply, we serve as a bridge, connecting people, data, and decision-makers in ways that expand opportunity for all.

Charlotte Works aligns resources, people and business around shared goals: that every learner becomes job-ready talent, every employer is ready to hire, and every training effort leads to a sustainable, living-wage job.

In 2025, we provided workforce training to thousands of individuals who went on to secure jobs and build careers. We partnered with business and education leaders to address persistent challenges such as high turnover and the shortage of candidates for roles in emerging and evolving industries. These efforts reflect our collective belief that workforce solutions must be both human-centered and future-focused.

As we look ahead, we are committed to ensuring that the Charlotte-Mecklenburg region continues to thrive as an economic engine for the Carolinas and beyond. This work is only possible because of the trust, collaboration, and shared accountability of our community.

We invite you to learn more, stay engaged, and continue building this future with us.

With gratitude and resolve,



Anna London
President & CEO



Raki McGregor
Board Chairman



The Strategy Behind Our Mission

Charlotte Works advances its mission through a clear, values-driven strategy built on three interconnected pillars. Together, they guide how we collaborate, make decisions, and deliver lasting impact for the Charlotte region.



CONNECT AND CONVENE

Our work begins by bringing people together. Charlotte Works engages businesses, workforce providers, educators, and community partners to align strategies, share resources, and break down silos that slow progress. By fostering open, honest conversations, we build trust and clarity across the workforce ecosystem.



INFORM AND INFLUENCE

Insight drives action. Charlotte Works uses data and research to inform decision-making, empower stakeholders, and shape policies and investments that strengthen the talent pipeline. By putting people first and grounding decisions in evidence, we help partners move from insight to impact.



DESIGN AND IMPACT

Turning strategy into results requires innovation. We create clear pathways to sustainable, living-wage jobs while amplifying the voices of those we serve. We also ensure that workforce solutions are not only effective today but resilient enough to meet the region’s future needs.

OUR VISION

A thriving workforce ecosystem in the Charlotte region that drives shared prosperity and opens doors to opportunity for every resident.

Charlotte Works is a data-driven organization with heart.

We want to understand how well every training and guidance program, event, and strategic initiative is achieving its goals—because every person and every business is important to us. In fact, everyone has [free access to workforce data and insights](#) on our website.

Ultimately, we are helping transform lives and making a positive contribution to the overall quality of life in the Charlotte region. We are pleased to share the numbers with you.

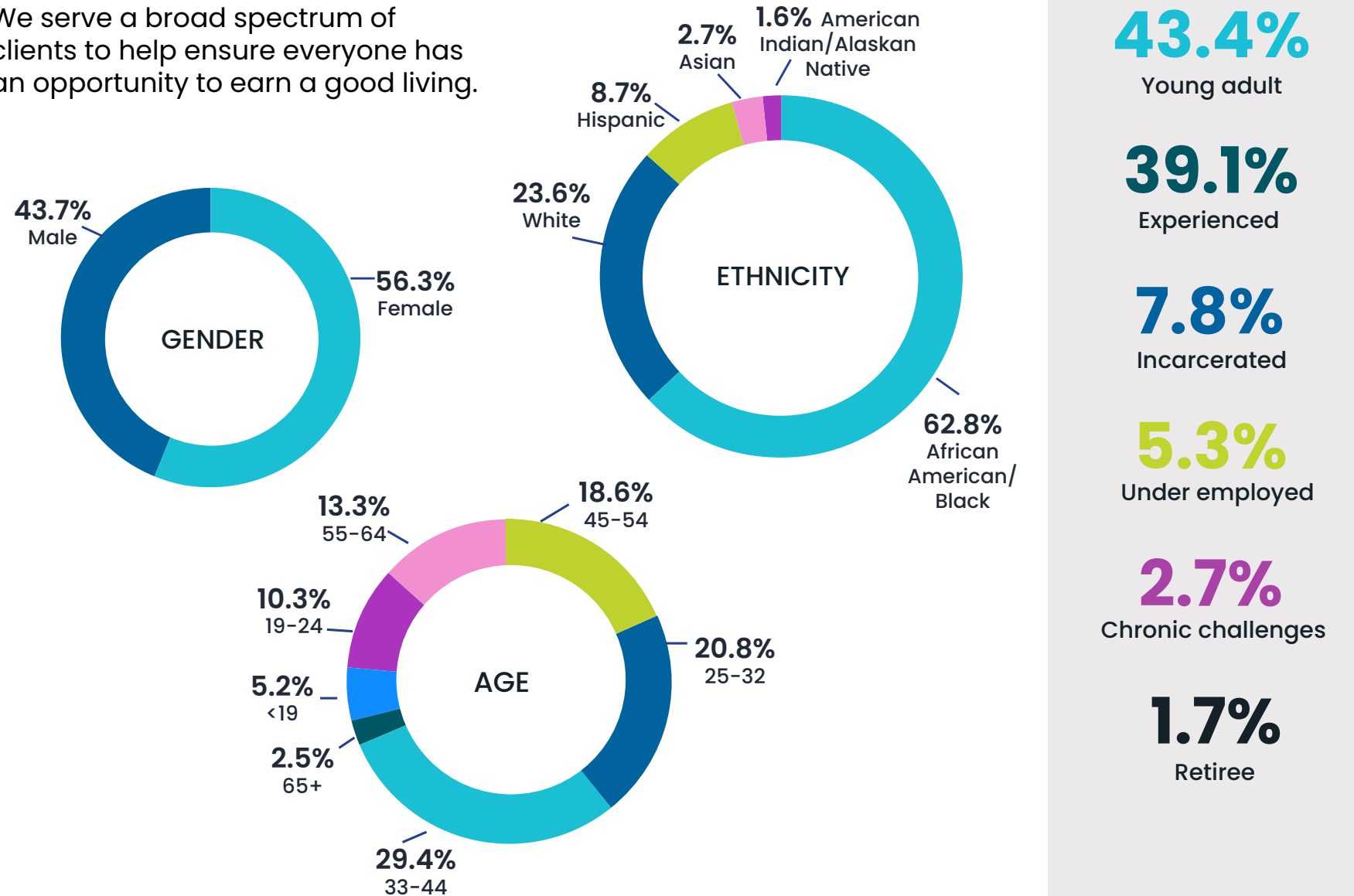
FUELING THE WORKFORCE ECOSYSTEM

Our collective success is tangible and tracked through metrics, certifications, hires, and program participation.

\$325,948,868 total economic impact generated.¹

30,357 total served

We serve a broad spectrum of clients to help ensure everyone has an opportunity to earn a good living.



1) Future Works - Participant Quarterly Average Earnings Annualized

OUR IMPACT

Empowering
30,356

MECKLENBURG COUNTY
RESIDENTS TO SUCCEED

27,650
clients self served.²

12,390
clients staff served.²

7,869 Individuals
received individualized
assistance.³

50% (clients)
overcame employment
barriers.⁴

31% were
low-income
individuals.⁴

3% were people
with disabilities.⁴

97 were long-term
unemployed.⁴

TURNING OPPORTUNITIES INTO JOBS:

**ACHIEVING
A 75%
EMPLOYMENT RATE**

75% of clients (5,894)
achieved employment
after assistance.⁵



\$49,770 Average
earnings for Participants
after Employment.⁶

*"Every initiative delivers measurable
impact, demonstrating the value of
collaboration and strategic investment."*

– Kevin Loux, Chief Impact Officer

2)NCWorks – Individuals 3)Future Works Custom Views of Career/ Training and Career Services Clients by characteristic
4)Future Works 5)Q4 Employment 6)FW q2 average earnings

OUR SERVICES

"When people are given the tools and skills to succeed, they don't just advance their own careers, they strengthen the businesses they work for and the communities they serve."

– William Haygood, Boundary Street Advisors



The Future of the Workforce Ecosystem: Survival = Skills

The American workforce is facing **a pivotal moment**. Rapid technological advancements, particularly in AI, combined with economic uncertainty and generational shifts, are changing expectations for both employees and employers. Many workers feel confident in their current skills but hesitate to upskill, while employers worry their teams are not prepared for emerging demands. This **misalignment poses challenges** for career growth, organizational adaptability, and regional economic development.

The latest data addresses this divide.

DeVry University's 2025 research reveal that **workers often lack guidance** or motivation to pursue compounded by rising costs of living time. Employers, in turn, express their **workforce may fall** behind in durable skills, limiting organizational competitiveness.



If you're an employer who needs help finding and developing great talent, we would love to work with you.

OUR SERVICES

(CONTINUED)

Employees can take control by prioritizing durable skills such as critical thinking, problem-solving, adaptability, and collaboration. Engaging in flexible, career-relevant learning opportunities, including stackable credentials, targeted courses, and hands-on projects, helps workers stay resilient and competitive **in a rapidly changing labor market.**

Employers can support workforce readiness by clearly communicating future skill requirements, offering structured training programs, and providing transparent career pathways. Mapping competencies, setting milestones, and integrating new technologies into daily work fosters a culture of continuous learning and adaptability.

Charlotte Works plays a critical role in bridging the gap between opportunity and readiness. Through training grants, upskilling programs, and guided career pathways, Charlotte Works equips individuals with the skills and confidence needed to succeed while strengthening employer talent pipelines.

This coordinated approach benefits the entire community. Workers gain relevant skills and greater confidence; employers secure adaptable teams, and the regional economy grows stronger.

By fostering collaboration, transparency, and lifelong learning, Charlotte Works ensures that Charlotte’s workforce is prepared to

91% of Charlotte Works 2025 funding was reinvested in the community.

meet today’s challenges and seize the opportunities of tomorrow. Learn more by **listening to our podcast.**

The funds we receive are invested in thousands of hardworking people who gain skills, experience and on-the-job training. As a result, lives are transformed. Businesses and communities are made stronger. And every year, we see an incredible return on investment. With **your support,** we can achieve even more.

Total funding across each:

UpSkill
CHARLOTTE

\$94,000

WEX
WORK EXPERIENCE

\$454,000

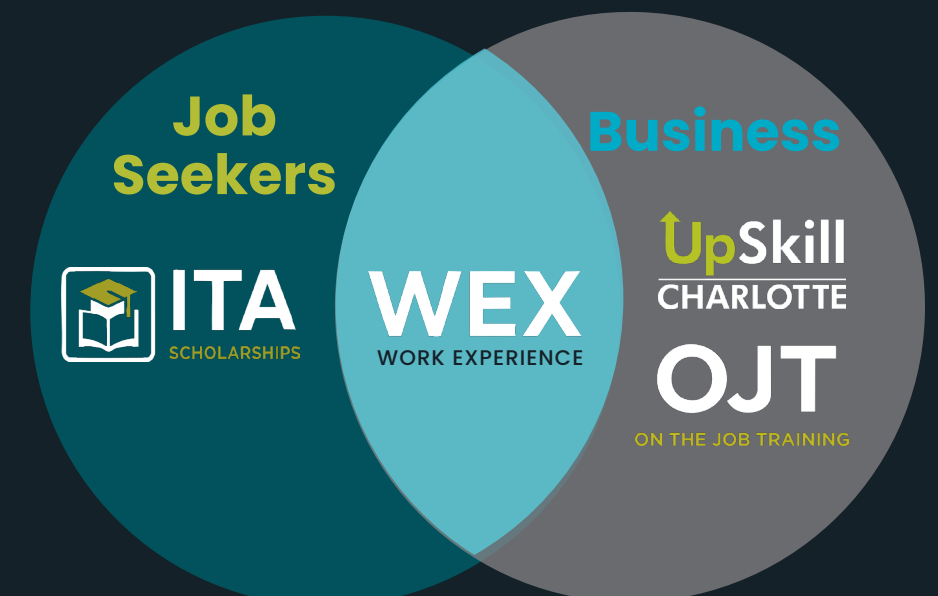
OJT
ON THE JOB TRAINING

\$340,000

 **ITA**
SCHOLARSHIPS

\$653,000

We take a holistic approach to supporting the workforce ecosystem, allocating our funds across multiple categories to help job seekers secure better jobs and businesses develop the talent they need.



STORIES OF TRANSFORMATION

COURTNEY ALLEN:

Building a Path to Agency Ownership

THE CHALLENGE

Courtney Allen was a seasoned professional as a Service Team Member at State Farm Insurance, but she had a bigger goal: to advance her career and eventually start her own agency. What she needed was a clear, structured path to get there.

HOW WE HELPED

Charlotte Works supported Courtney through an on-the-job training (OJT) grant that expanded her skills in strategic problem-solving, operational coordination, and coaching team members. She learned to lead staff meetings, implement new client satisfaction processes, and develop the competencies needed to manage office operations.

Funded by the American Rescue Plan Act (ARPA) and administered by the City of Charlotte, the program also enabled her to meet advanced licensing and eligibility requirements within the State Farm framework, a critical step toward agency ownership.



THE OUTCOME

Courtney was hired as the agency's full-time Service Manager, taking on responsibility for service operations, client relationship management, and team performance oversight. She was also accepted into the State Farm Agent Aspirant Program, positioning her to open her own agency within the next three years.

“Opportunity becomes achievement when support, training, and mentorship align with ambition.”

– Stephanie Hurren, Hornets Sports & Entertainment

MORGAN SHERIDAN:

A Catalyst for Change at Queen City Women in Business

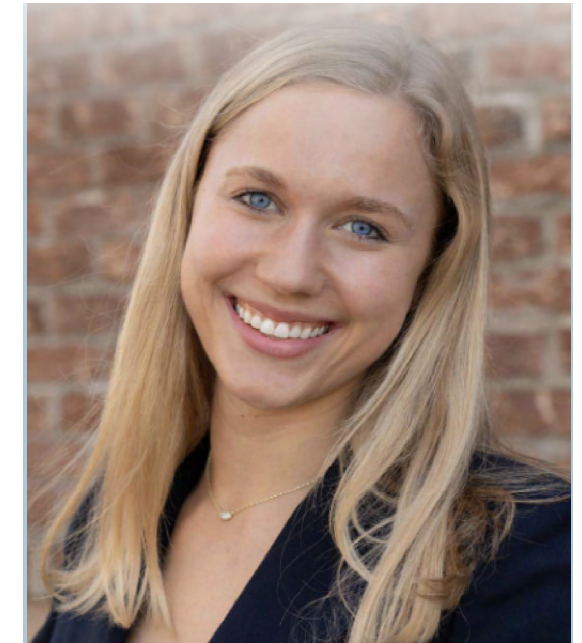
THE CHALLENGE

Morgan Sheridan was eager to begin her career but struggled to find an entry point into the professional world. She needed support to gain the experience and skills necessary to advance.

HOW WE HELPED

Charlotte Works connected Morgan with a professional opportunity at Queen City Women in Business (QCWIB), a women-led network dedicated to supporting minority women entrepreneurs. Morgan was able to streamline leadership scheduling, coordinate communications, and support high-profile events. Her attention to detail, adaptability, and strength in building professional relationships made her a valued team member.

Morgan also learned to leverage tools and resources to help women entrepreneurs thrive.



THE OUTCOME

After completing the program, Morgan was hired permanently and promoted to Member Experience Lead. She now oversees initiatives that enhance member engagement, refine onboarding processes, and strengthen QCWIB's ability to connect women business owners with high-value procurement opportunities.

“Charlotte Works equips people with the skills and confidence needed to thrive in today's evolving labor market.”

– Scott Thrower, Southern Piedmont Central Labor Council

STORIES OF TRANSFORMATION



NextGen Youth & Young Adult Success Stories

JANYLA:

From Searching for Direction to Program President



THE CHALLENGE

When Janyla joined the NextGen Youth Career Pathways Program during her 10th-grade year at Harding University High School, she was looking for more than a résumé boost—she was seeking direction. Janyla often struggled to express her emotions constructively and found herself in occasional conflict at school.

HOW WE HELPED

From the start, Janyla embraced the NextGen program. She learned conflict management and professional communication. Inner Peace sessions helped her build emotional regulation and self-awareness.

The program also helped her overcome barriers, including transportation challenges and limited access to support.

THE OUTCOME

By her senior year, Janyla had grown into a confident leader and served as Program President. She organized and promoted work-based learning activities, including job shadows and guest speaker sessions, helping her peers stay engaged and inspired.

Janyla graduated in June 2025 and plans to attend college. Her advice to future students: “Don’t be discouraged. Be yourself. Closed mouths don’t get fed. You have to ask for what you need and want.”

“Skill-building programs for young adults create a generation of confident, capable professionals who drive economic opportunity and community progress.”

– Cheryse Terry, Archive CLT

CAMYRN:

Overcoming Barriers to Launch a Medical Career



THE CHALLENGE

In April 2024, Cameryn enrolled in the NextGen program at Central Piedmont Community College (CPCC) with a clear goal: to pursue a career in the medical field. She was navigating unemployment, housing instability, and legal challenges.

HOW WE HELPED

After meeting with her Career Advisor, Cameryn was immediately enrolled in the Working Smart soft skills course to prepare for employment. During her time in the program, she successfully completed Certified Nursing Assistant (CNA), Phlebotomy, and Electrocardiogram (EKG) training.

Following her coursework, Cameryn was placed in her first Work Experience role providing in-home caregiver assistance. She progressed to a second Work Experience role as a medical office assistant, further strengthening both her soft skills and clinical competencies.

THE OUTCOME

In February 2025, Cameryn was hired as a CNA at Novant Health Presbyterian Medical Center. Her Career Advisor noted, “Cameryn’s journey is a true example of perseverance and self-motivation. She continued her education and stayed dedicated to her goals.”

“When young adults gain real-world skills, they step confidently into their careers, and their success fuels stronger businesses and a more vibrant community.”

– Heather Hill, Central Piedmont Community College



How to Make Charlotte Works Part of Your Business Strategy

Building Leadership Excellence at Coca-Cola Consolidated

Effective leadership is regarded as fundamental to cultivating a resilient and lasting organizational culture at Coca-Cola Consolidated. The company advocates for both inspirational and servant leadership, maintaining that prioritizing teammate support and meeting their needs fosters trust, enhances engagement, and promotes ongoing development.

Empowering Employees Through Grants

UpSkill Charlotte grants provided by Charlotte Works support this commitment by funding programs that promote personal and professional growth. All levels of teammates from the facilities and the field to the C-suite are eligible for the grants.



If you're an employer who needs help finding and developing great talent, we would love to work with you.

BUILDING LEADERSHIP EXCELLENCE AT COCA-COLA
(CONTINUED)

Programs that Drive Growth

Through initiatives such as the Leadership Academy and Next Level Leadership, Coca-Cola Consolidated cultivates cross-functional leaders across the organization. Participants develop essential skills, build confidence, and deepen their sense of purpose, which prepares them to drive growth across the company's 14-state territory and Washington, D.C.



"Strategic partnerships enable us to maintain a workforce that is adaptable, innovative, and well-equipped to meet the evolving needs of our business and the communities we serve."

–Todd Miller, Vice President of Human Resources

A Strategic Partnership

As Todd Miller, Vice President of Human Resources, notes: "This strategic partnership supports our internal talent development objectives and reflects our ongoing commitment to advancing leadership standards within the beverage industry. Strategic partnerships enable us to maintain a workforce that is adaptable, innovative, and well-equipped to meet the evolving needs of our business and the communities we serve."



Raki McGregor

Charlotte Works, Board Chairman

"Thank you for the opportunity to chair what I believe is the greatest workforce advocacy organization in the country. It has been a true honor to serve alongside extraordinary board and executive leadership, and to help bring forth unprecedented alignment, stewardship, and momentum on behalf of our region. Together, we have deepened our impact across all communities, especially for our youth, bridging today's needs while imagining what is possible through innovation, partnership, and shared purpose."

– Raki McGregor

Results That Matter

Over the past five years, more than half of program participants have advanced into roles with greater responsibility and broader scope. By investing in leadership development, Coca-Cola Consolidated fosters a culture of excellence, innovation, and service.

Empowering Young Adults



Duke Energy partnered with Road to Hire and Charlotte Works to **build a stronger talent pipeline** by introducing an IT Apprenticeship Program. "The Charlotte Works partnership equips newly hired Duke Energy IT Apprentices with additional mentorship, support, and resources, ensuring they have a strong foundation for career success from day one," says Melissa Walsh, IT Apprenticeship Coordinator, Duke Energy.

One goal is to **help young adults from underrepresented communities** receive hands-on paid training, mentorship, scholarships, and connect them with major employers and local universities to get sustainable careers in Charlotte and beyond. "Charlotte Works helped me understand the benefits available to me and how to make the most of them," says Johan Herrera, IT Apprentice, Duke Energy.



"They showed me new possibilities and connected me with resources and support to keep growing in my career. With their support, I felt confident taking my next step into an IT apprenticeship at Duke Energy. I'm truly grateful for how they offered real options and a clear path to succeed in my career."



Thank you to our Workforce Providers Council Members (WPC) partners from 2025!



Click on video to to learn more about Charlotte Works

EVENTS & SUMMITS



Connecting the Carolinas

Throughout 2025, Charlotte Works convened employers, educators, community partners, and workforce leaders to turn shared challenges into shared solutions. These events created space for collaboration, innovation, and action, strengthening the regional workforce ecosystem and advancing opportunity across the Charlotte region.

Job Fair of the Carolinas

A Regional Collaboration

On May 6, the Job Fair of the Carolinas at Carowinds marked a major milestone and highlighted the strength of regional collaboration. This seventh joint event in five years reflects the enduring partnership between NCWorks Charlotte, NCWorks Gaston, and SCWorks Catawba.



If you're an individual looking for guidance and new skills to secure a brighter future, you can begin your journey today.



SC WORKS

Engaging Jobseekers and Employers

The event drew 595 jobseekers, including 90 high school students exploring future career opportunities. Fifty-three employers representing diverse industries participated, offering a wide range of openings and opportunities for connections.

Job Fair of the Carolinas



Impressive Outcomes

Employers reported plans to hire 573 individuals directly from the event and follow up with 1,118 additional jobseekers. In total, the event facilitated 2,877 meaningful connections between jobseekers and employers.

Setting a Benchmark

Beyond local impact, the Job Fair of the Carolinas serves as a model for regional workforce partnerships:

Cross-state collaboration demonstrates how contiguous regions can navigate shared labor markets.

Sector-based strategies efficiently connect employers and jobseekers in high-demand industries.

Shared resources and expertise maximize overall impact.

Clear metrics showcase the effectiveness of data-driven collaboration and continuous improvement.

2025 Impact

595

Jobseekers

90

High school students

53

Employers

2,877

Connections

The 2025 Workforce Summit



A Gathering of Leaders

On September 19, 2025, Charlotte Works hosted the strategic **2025 Workforce Summit**, *Working Together to Build the Future Workforce*. Held at Central Piedmont Community College's Harris Campus, the summit brought together more than 100 employers, training providers, civic leaders, and system partners.



Focused on Action and Innovation

The summit served as a targeted innovation forum aligned with the Charlotte Executive Leadership Council's Pipeline Acceleration for Talent and Hiring initiative. Designed to move beyond discussion and toward real-world solutions, the day centered on employer-aligned strategies to strengthen Charlotte's talent pipeline.



Collaboration in Action

During a facilitated discussion, participants engaged in themed table conversations addressing key workforce challenges. Topics included reducing high turnover and filling hard-to-fill roles, enhancing essential soft skills, and preparing local talent for emerging technologies, such as artificial intelligence.



Workforce Summit 2025



Strengthening Workforce Systems

Discussion then shifted to the systems that support workforce participation and growth. Robert McCutcheon, President and CEO of the Charlotte Regional Business Alliance, shared an overview of the local transportation sales tax and its implications for workforce access and regional economic development. Charlotte Works Chief Impact Officer Kevin Loux followed with insights from the Regional Talent Report Card and **CLEAR PATH data**, equipping partners with benchmarks and actionable metrics to better align training and hiring strategies.

→ Read more on about the summit on [our blog](#).

Driving Results Through Collaboration

By convening leaders around shared challenges, the 2025 Workforce Summit advanced its core objectives: validating and refining training programs, promoting innovative problem solving, and deepening cross-sector collaboration. The event reinforced a collective commitment to building a source of resilient, future-ready talent that meets the evolving needs of Charlotte's employers.

"By connecting the right people around the right challenges, Charlotte Works strengthens the region's workforce ecosystem."

– Blair Stanford, Charlotte Executive Leadership Council (CELC), Foundation for the Carolinas



Left to Right (Back row): Shemia Williams, Aly Ferko, Anna London, Tashara Brown, Terese Minerick (Front Row): Ashton Glenn, JaVon Hopkins, Chris Miller, Andrew Davila, Kevin Loux



LEARN MORE:
PRESS TO
PLAY

The 6th Annual iamSTEAMCLT Youth Career Expo

Hands-On Learning for STEAM Careers

On October 23, the 6th Annual iamSTEAMCLT Youth Career Expo welcomed 365 students and 40 educators for a high-energy, hands-on experience focused on careers in Science, Technology, Engineering, Arts, and Math.



POWERED BY CHARLOTTE WORKS

Opportunities Beyond Information

Local businesses and community organizations provided more than information—they offered real opportunities. Students explored internships, job openings, workshops, and extracurricular programs. Interactive exhibits, live demonstrations, and virtual reality experiences immersed students in the daily realities of STEAM careers. Our 2025 Expo did more than just spark interest in STEAM; it created a bridge from career exploration to career pathways through formal training. Thanks to the lead sponsor of our iamSTEAMCLT Youth Career Expo, we were able to award **\$14,627 in scholarships to 10 youth** pursuing STEAM-related careers.



Entrepreneurship and Engagement

The event featured an entrepreneurship panel, where local leaders shared practical advice on turning passions into career pathways. Students also engaged with creative opportunities inside Do Greater Charlotte's mobile unit, enjoyed meals and refreshments, and stayed energized with games, challenges, and prize giveaways.



EVENTS & SUMMITS

iamSTEAMCLT Youth Career Expo

Thanks to Partners and Volunteers

Charlotte Works extends sincere gratitude to its business, community, and education partners, generous grant funders, and dedicated volunteers. Together, they created a memorable, future-focused experience that blended learning, inspiration, and tangible career opportunities.



Left to Right: Anna London, President & CEO Charlotte Works, Lee Lilley, Secretary of Commerce State of North Carolina, Raki McGregor, Board Chair Charlotte Works



\$14,627
in scholarships

 If you're an individual looking for guidance and new skills to secure a brighter future, you can begin your journey today.

"Investing in youth ensures that North Carolina has a pipeline of skilled, confident talent, so that we can continue to be America's top state for business and workforce development."

– Lee Lilley, N.C. Commerce Secretary



How to make Charlotte Works work for you.

The workforce ecosystem is constantly changing. Charlotte Works and our partners are ready and waiting to provide you with vital resources, whether you're **looking for work**, **looking to hire** or **looking to enhance** your company's training programs. With our help, you can take advantage of opportunities and achieve the success you deserve.

JOIN US! GET INVOLVED.

- Follow us on **Facebook**, **Instagram**, **X**, and **LinkedIn**.
- Listen to the Charlotte Works **podcast**.
- **Sign up** for our newsletter.
- Get involved in events like the **IamSTEAM Youth Career Expo**.
- **Invest in people** who are working hard to create a better life.

Additional Funding Sources

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 \$6,811,502 (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, 2025) For more information, please visit <https://www.charlotteworks.com/compliance/>.

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