Workforce & Education

Charlotte Works Role in the Ecosystem and alignment with CMS

PY24

1 Who We Are

2 Future of Work

3 Preparing Students
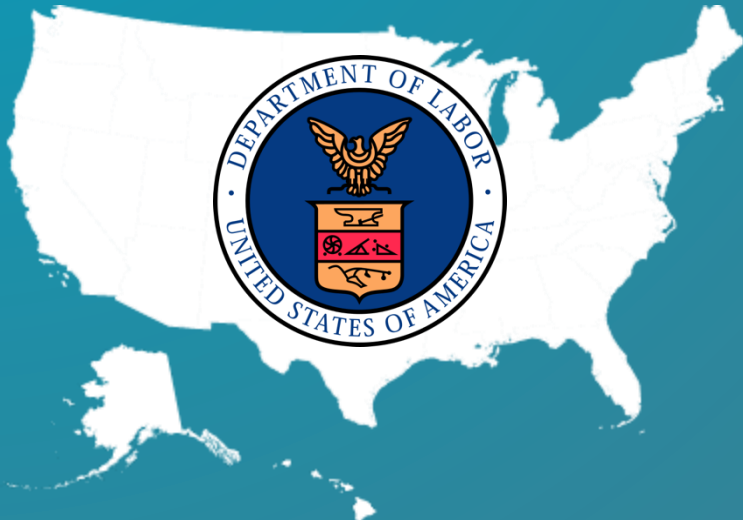
Who We are

Charlotte Works

Federal → **State** → **Local**

20+ Local Workforce Development Boards

NORTH CAROLINA DEPARTMENT *of* COMMERCE

Affiliated Entities

500+ Local Workforce Boards

NC works
A proud partner of the
AmericanJobCenter® network

CHARLOTTE WORKS

MECKLENBURG COUNTY NORTH CAROLINA

CHARLOTTE

Acting Secretary Julie Su

Governor Roy Cooper

Chair George Dunlap/Mayor Vi Lyles

Who is Charlotte Works?

A CONNECTOR

We connect partners to align the workforce ecosystem to grow & sustain a healthy economy and advance economic prosperity.

AN INFLUENCER

We develop data informed workforce initiatives and use this information to drive financial investment decisions.

A CHANGE AGENT

We lead the development of an accessible and inclusive workforce ecosystem that promotes equity.

Organizational Overlap

cms
Charlotte-Mecklenburg Schools
On our board

cms|CTE
Discover. Unleash. Soar.

Education 2 Employment

Raki McGregor
SYDKIMYL Educational Consulting
Board Chair

Dr. Melissa Balknight
Charlotte Mecklenburg Schools
Deputy Superintendent

Kevin Loux
Charlotte Works
Chief Impact Officer

Anna London
Charlotte Works
President & CEO
Co-Chair for the CELC's
Workforce Working Team
Member of the Workforce
Development Council of the US
Conference of Mayors
Member of the National
Association of Counties
Executive Leadership of the NC
Association of Workforce
Development Boards

Shemia Williams
Charlotte Works
Chief Programs Officer

Future of Work

1997 – "You won't always have access to an encyclopedia"

Internet – Google, Wikipedia, etc.

2006 – "You won't always have a calculator in your pocket"

Smartphones – iPhone & Android

Today – Should Students use AI?

AI will be a part of the Future of Work

AI Impact | Projecting Job Creation
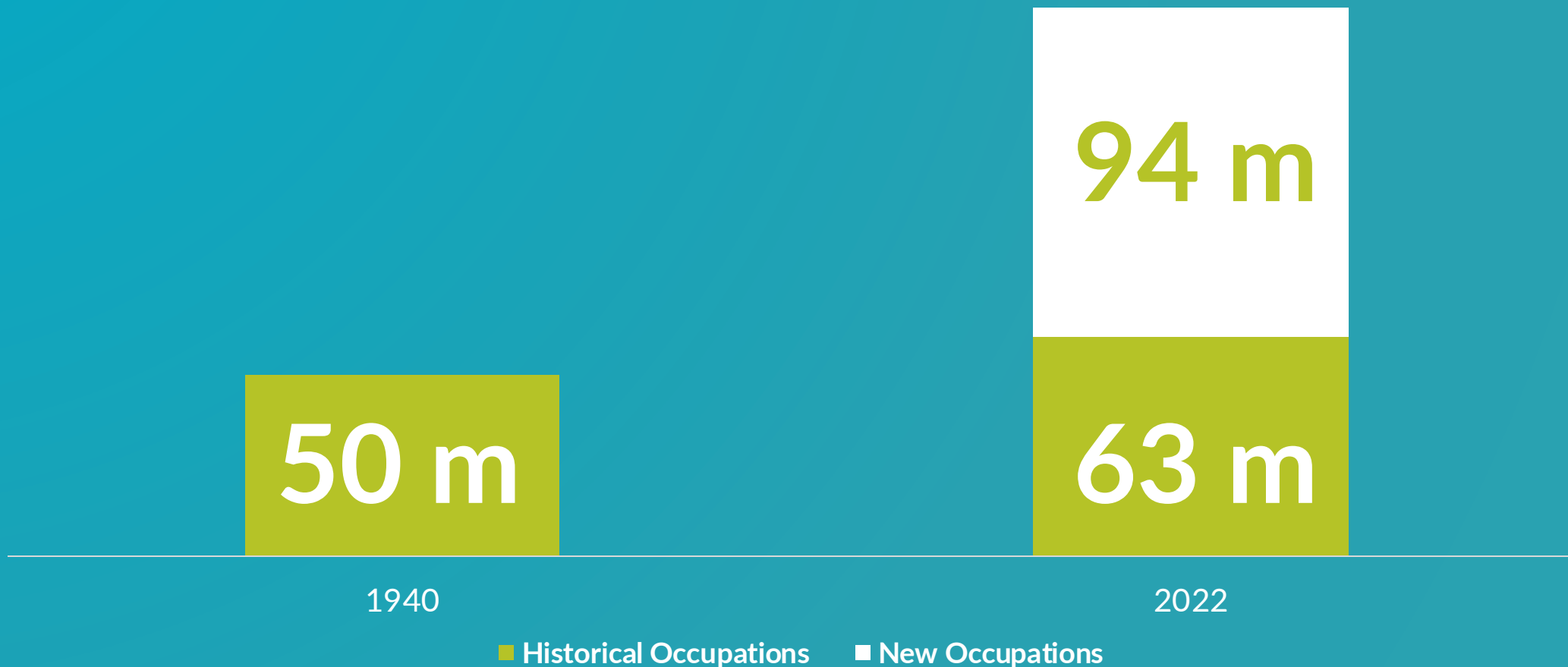
94 m

63 m

50 m

1940

2022

■ **Historical Occupations**   ■ **New Occupations**

NBER occupational analysis applied to national BLS employment data

Preparing Students

Talent Demand

High School Diploma[2]
Associates Degree[2]
Bachelor's Degree[2]

2,521

Military Jobs[1]

2023 Federal Government/Military jobs locally

26,188

Job Postings

Sep 2023- Sep 2024

5,381

Job Postings

Sep 2023- Sep 2024

20,585

Job Postings

Sep 2023- Sep 2024

$16 Hourly*   **$21** Hourly   **$29** Hourly   **$37** Hourly

| Enlisted | → | Employed | → | Enrolled |

Talent Demand

Top Job titles based on education level requiring 3 or fewer years of experience

High School Diploma

Maintenance Technicians

Customer Service Representatives

Certified/Registered Medical Assistants

Material Handlers

Warehouse Associates

Assistant Managers

Sandwich Artists

Assistant Store Managers

Associates Degree

Licensed Practical Nurses

Registered Nurses

Home Health Licensed Practical Nurses

Home Health Registered Nurses

Pharmacy Technicians

Accounts Payable Specialists

Hospice Registered Nurses

Customer Service Representatives

Bachelor's Degree

Accountants

Project Managers

Registered Respiratory Therapists

Account Executives

Staff Accountants

Human Resources Generalists

Account Managers

Business Analysts

North Carolina — Portrait of a Graduate

- ADAPTABILITY
- COLLABORATION
- COMMUNICATION
- CRITICAL THINKING
- EMPATHY
- LEARNER'S MINDSET
- PERSONAL RESPONSIBILITY

Brought to you by:
Statewide Portrait Design Team | NC Department of Public Instruction | NC Department of Commerce | NC Chamber of Commerce
BEST NC | NC Community College System | UNC System | NC Independent Colleges and Universities | MyFutureNC

Exhibit 1

Our research identified 56 foundational skills that will help citizens thrive in the future of work.

56 DELTAS[1] across 13 skill groups and four categories

Cognitive

Critical thinking
- Structured problem solving
- Logical reasoning
- Understanding biases
- Seeking relevant information

Planning and ways of working
- Work-plan development
- Time management and prioritization
- Agile thinking

Communication
- Storytelling and public speaking
- Asking the right questions
- Synthesizing messages
- Active listening

Mental flexibility
- Creativity and imagination
- Translating knowledge to different contexts
- Adopting a different perspective
- Adaptability
- Ability to learn

Interpersonal

Mobilizing systems
- Role modeling
- Win–win negotiations
- Crafting an inspiring vision
- Organizational awareness

Developing relationships
- Empathy
- Inspiring trust
- Humility
- Sociability

Teamwork effectiveness
- Fostering inclusiveness
- Motivating different personalities
- Resolving conflicts
- Collaboration
- Coaching
- Empowering

Self-leadership

Self-awareness and self-management
- Understanding own emotions and triggers
- Self-control and regulation
- Understanding own strengths
- Integrity
- Self-motivation and wellness
- Self-confidence

Entrepreneurship
- Courage and risk-taking
- Driving change and innovation
- Energy, passion, and optimism
- Breaking orthodoxies

Goals achievement
- Ownership and decisiveness
- Achievement orientation
- Grit and persistence
- Coping with uncertainty
- Self-development

Digital

Digital fluency and citizenship
- Digital literacy
- Digital learning
- Digital collaboration
- Digital ethics

Software use and development
- Programming literacy
- Data analysis and statistics
- Computational and algorithmic thinking

Understanding digital systems
- Data literacy
- Smart systems
- Cybersecurity literacy
- Tech translation and enablement

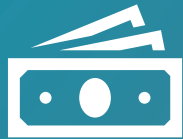[1] Distinct elements of talent.

CMS Lays the Foundation for the Workforce

Foundational **Skills and Baseline Skills are the keys to developing new Specialized skills**

SPECIALIZED SKILLS

BASELINE SKILLS

PROJECT MANAGEMENT

SQL

FOUNDATIONAL SKILLS

PROBLEM SOLVING

PLANNING

CREATIVITY | ADAPTABILITY
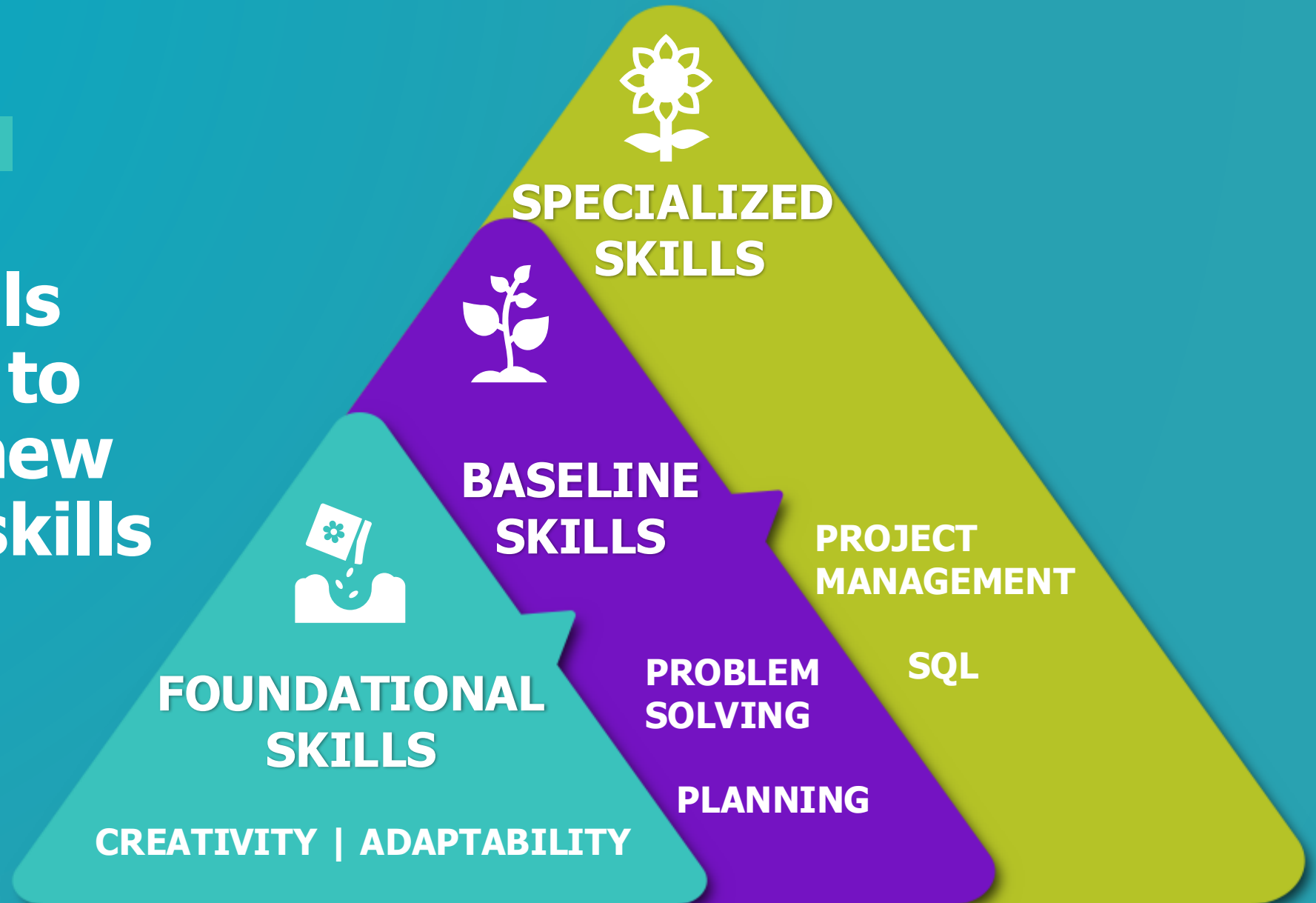
What Skills Prepare Students for the Workforce?

Income

- **Work-plan Developments**
- **Organizational Awareness**
- **Self-confidence**

Employment

- **Adaptability**
- **Coping with Uncertainty**
- **Synthesizing Messages**

Fulfillment

- **Self-motivation**
- **Coping with Uncertainty**
- **Self-Confidence**