

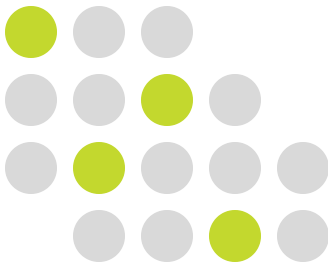


2025

# Annual & Impact Report.

**No Worker Left Behind Inc.**

The Year of Skills — the year we delivered on our promise of AI-ready training: building SkillsClinic with IBM and Google, and bringing free courses, credentials, and coaching to every worker who needs them.



**No Worker Left Behind Inc.**



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## Letter From the President

Every year of this journey has had a name. 2022 was the year of hope — a notebook, a vision, and a question: what would it take to ensure no worker is ever left behind? 2023 was the year of equity. 2024 was the year momentum found us, when our community accelerated across 15 vibrant communities and WorkCongress gave workers a global stage.

2025 was the year of skills.

Last year, we promised to explore responsible, community-informed ways to bring AI into our work. This year we kept that promise — and went further. We built SkillsClinic, our free learning platform, into a real front door for the AI economy: 47 free courses, five career pathways, and industry-recognized credentials from IBM SkillsBuild and Google. We launched the Certified AI-Enabled Professional program. And we paired every course with what makes NWLB different — coaching, mentors, and a community that shows up.

We did all of this on a lean budget, because partners contributed curriculum, credentials, and reach in kind — and because our platforms let a small Boston-rooted team serve far more neighbors than a traditional program could. Every program stayed completely free.

2025 also planted what comes next: deeper partnerships with Massachusetts workforce agencies, and a foundation for the growth you will read about in these pages.

But I'm still that same person from 2022 — holding a notebook, asking big questions. The answers still don't live in a strategy deck. They live in people. In community. In the small, brave acts of showing up for each other.

Thank you for being part of this journey.

With deep gratitude and unstoppable belief,

*Deeksha Joshi*  
*President & CEO*  
*No Worker Left Behind*



## 2025 The Year of Skills

2022 was the year of hope, 2023 the year of equity, and 2024 the year of community acceleration. In 2025, we turned that community's energy toward the question every worker is asking: *how do I stay ready for an economy AI is reshaping?*

Our answer was to build — deliberately and in public. We invested in SkillsClinic, our learning platform, so that anyone, on any phone, can train for the skills the AI economy actually rewards, at no cost. We connected it to Work2.org, our professional community, so training turns into relationships, and relationships into jobs. And we kept listening: courses were curated into plain-language pathways — pick a path, fit it to your time, earn a credential you can show an employer.

The result is a working system, not a pilot: learn on SkillsClinic, belong on Work2, get hired through our job board, events, and employer partners.

We are digital-first and Boston-rooted. The platform is how we serve at scale on a small budget; mentors, coaches, and employer events are how we make it real. Technology extends the relationship — it never replaces it.

47 free courses

5 career pathways

4 credential partners

100% free, always

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# Spotlight — SkillsClinic

skillsclinic.org — free training for the AI economy

*Browse partner courses. Pick a path that fits your time and goals. Earn skills and credentials.*

SkillsClinic curates world-class partner content into clear, human-sized pathways. Learners earn digital badges and certificates they can add to LinkedIn, their résumé, and Credly — and every pathway connects to coaching, mentorship, and employers through the Work2 community.

## **Job Readiness**

Résumé and LinkedIn building, interview preparation, and professional branding.

## **Job Roles**

Guided pathways to roles like Data Analyst, IT Support Technician, and Web Developer.

## **Technology Skills**

AI literacy, data analytics, cybersecurity, and cloud fundamentals with partner credentials.

## **Professional Skills**

Leadership, communication, and resilience for the modern workplace.

## **Ways of Working**

Project management and collaboration skills employers ask for by name.

**CAP — Certified AI-Enabled Professional:** our flagship credential. Five progressive levels, 53 lessons, 214 chapters, and 700+ hours of content that take a learner from AI-curious to AI-enabled.

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# Partnerships That Powered the Platform

Together is how we move forward

We can't build an AI-ready workforce alone — and we wouldn't want to. In 2025, corporate partners contributed curriculum, credentials, and reach in kind, which is how a lean nonprofit keeps world-class training free for every worker.

## Strategic partnerships we're proud of

### ✦ IBM SkillsBuild

The anchor of the SkillsClinic catalog. Through IBM SkillsBuild, our participants get free access to IBM's global education program — 1,000+ online courses and industry-recognized digital credentials in AI, cybersecurity, data analysis, and cloud computing. SkillsBuild guided learning tracks also power our Learn & Earn deep-dive weeks, and IBM formally supports our state workforce proposals for internationally trained professionals.

### ✦ Google

Google supports NWLB on two fronts. Recognized Google credentials sit alongside IBM, Cisco, and Accenture content in SkillsClinic pathways. And Google Ad Grants advertising powers our outreach — including multilingual campaigns that reach immigrants and internationally trained professionals searching for credential evaluation and career re-entry — at no cost to the mission.

### ✦ TAO.ai & The Work Company

AI career mapping and the platform collaboration behind SkillsClinic and Work2.org.

## Impact

- ✦ IBM SkillsBuild → 1,000+ courses and digital credentials available free to every NWLB participant
- ✦ Google → Ad Grants campaigns recruiting for cohorts, events, and the Work2 community in multiple languages
- ✦ City of Boston → an 11-organization immigrant career navigation network, coordinated by NWLB
- ✦ Partner network → 50+ organizations keeping programs free, across Massachusetts and beyond

Want to bring your organization to the table in 2026? Visit [noworkerleftbehind.org/partners](https://noworkerleftbehind.org/partners).

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# Deepening the Three Pillars

Community, Knowledge, Policy. Powered by three pillars

*The foundation we stand on. The structure we scale with.*

Community

Knowledge Hub

Think Tank

In 2025, each pillar deepened around the platform — so that learning, belonging, and evidence reinforce each other.

## **Pillar 1: Community — a home for every voice**

- Career club gatherings, job fairs, and peer mentorship, with 500+ active mentors and 8K+ recruiters participating across our events.
- An AI career coach on Work2.org, available 24/7, extending human guidance between sessions.
- Dedicated pathways for veterans, youth, women, and immigrant communities — including the Veterans Connect Expo with VA Boston.

## **Pillar 2: Knowledge Hub — access to what matters**

- SkillsClinic pathways and credentials, free for every learner (10K+ learners; 15K+ certifications earned to date).
- Learn & Earn: our six-week career-readiness cohort for young adults — a written curriculum and workbook, IBM SkillsBuild deep-dive tracks, a capstone, and a 30/60/90-day career plan.
- Career navigation for internationally trained professionals: ~85 guided since 2022, with ~55% of completers reaching field-aligned roles within six months.

## **Pillar 3: Think Tank — listening, learning and leading**

- The HAPI work-readiness framework and HAPI Lite assessment, measuring human adaptability for the AI economy.
- The annual State of the Worker survey and 30+ research reports, with 25 policy partners.
- WorkCongress — where workers take the mic and the world listens — with 20K attendees to date.

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# State of the Global Workforce 2025

Our annual survey — what workers told us this year

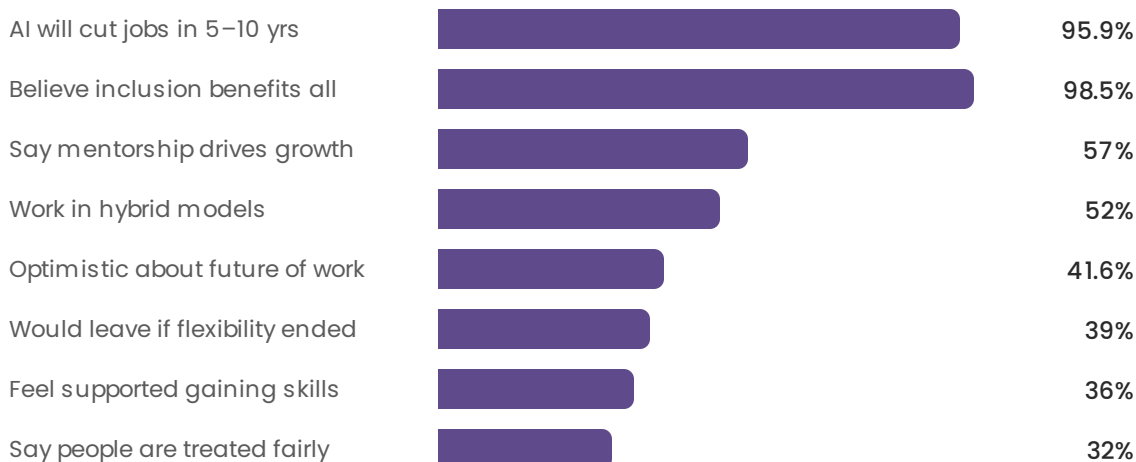
## *A workforce at a turning point.*

Each year our Think Tank asks workers directly how work is treating them. The 2025 State of the Global Workforce Report, authored by NWLB data analyst Yachika Anand, drew responses from workers aged 18 to 64 across multiple countries — concentrated in North America — and across nonprofit (14%), retail (14%), manufacturing (13%), finance (13%), education (12%), government (11%), technology (11%), and healthcare (10%). This year's picture was more cautionary than last year's.

## What the data showed

### Selected findings — State of the Global Workforce 2025

Share of respondents



Source: NWLB, State of the Global Workforce Report 2025.

### The gap we exist to close

Workers know exactly what they need — 57% name leadership support, mentorship, and skill development as critical to growth — yet only 36% feel supported in actually gaining new skills. Belief in fairness runs at 98%; confidence that it is practiced runs at 32%. And while 95.9% expect AI and automation to shrink job availability, optimism about the future of work has fallen to 41.6%.

That distance between what people need and what they receive is the whole reason SkillsClinic exists. Free credentials, human coaching, and a community that shows up are our answer to a support gap this survey measures year after year. The full report closes with a call we take personally: move from awareness to accountability.

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# HAPI — Human Adaptability & Potential Index

Measuring what a worker can become, not only what they have done

*Résumés measure the past. HAPI measures adaptability.*

In an economy reshaped by AI, the most valuable thing a worker has is not a credential already earned — it is the capacity to learn the next one. HAPI, developed by No Worker Left Behind with TAO.ai and published in February 2025, is a real-time, data-driven framework that predicts adaptive potential rather than cataloguing experience. It is the research backbone underneath everything we build: if we are going to tell employers to hire for potential, we owe them a way to measure it.

## The five dimensions

### Cognitive Adaptability

Problem-solving agility and how efficiently a person learns something new.

### Emotional Resilience

Managing stress and holding composure under pressure and uncertainty.

### Behavioral Flexibility

Adopting new methods and turning feedback into changed practice.

### Social Adaptability

Collaborating across functions, cultures, and unfamiliar teams.

### Growth Trajectory

Predictive modeling of long-term adaptive potential over a career, not a quarter.

### ✦ The paper

Our HAPI whitepaper makes the case that adaptability — not credentials or years of experience — is the decisive survival skill of the AI economy, and sets out a measurement model organizations can actually use. It is published on our website alongside the framework at [noworkerleftbehind.org/hapi](https://noworkerleftbehind.org/hapi). Early applications point to a **40% increase in internal mobility** for employers and a **15% lift in successful job transitions** for public workforce programs.

In 2025 we put the framework in workers' hands. **HAPI Lite** — a free five-minute AI work-readiness assessment on our website — gives anyone a personalized score and a set of recommendations that route directly into SkillsClinic pathways and Work2 coaching. Research becomes a diagnostic; the diagnostic becomes a plan. The findings also feed our policy work, our State of the Worker survey, and the WorkCongress conversation about where workers belong in the AI economy.

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# Impact 2025

Grounded in Boston, measured with care

Since 2022, our community has grown across Greater Boston and beyond — immigrants, veterans, women returning to work, displaced workers, youth, and first-generation professionals. Every number below is a person who showed up — and a community that showed up for them.

## By the numbers — since 2022

✦ 200K+ people impacted

✦ 15K+ skills certifications

✦ 500+ events hosted

✦ 5K+ veterans served

✦ 200+ employers engaged

✦ 50+ partner organizations

We count unique individuals across events, community participation, courses, surveys, and conferences; repeat participants are counted once.

## Voices from the community

*“Mentorship through the community helped me land a data analyst role — I didn’t just learn skills, I found people who vouched for me.”*

— **Data analyst & program alum**

*“Within 90 days of joining the veterans program, I had a job offer. They helped me translate my service into a career.”*

— **U.S. veteran & member**

*“NWLB sends us candidates who are ready — credentialed, coached, and confident. It’s become a real talent pipeline for us.”*

— **Recruiter & employer partner**

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# To Everyone Who Said Yes

A heartfelt thanks note — and where we're headed

None of this — not a single course, credential, event, or connection — happens in isolation. To our volunteers and mentors, thank you for being the heartbeat of this movement. To our community members, thank you for trusting us with your career journeys. To our partners at IBM, Google, Cisco, Accenture, the City of Boston, and across the workforce ecosystem — thank you for doing the work of systems change with us, shoulder to shoulder. And to our team: thank you for holding this vision with grace and grit, every single day.

## The team behind the work

Deeksha Joshi, President & CEO · Vishal Kumar, Co-founder — Technology & Platforms · Faiza Urooj, Partnerships & Outreach · Shabnam Shaikh Fazal, Marketing & Community — together with 100+ volunteers and mentors who make every program possible.

## Our 2026 plan

- ✦ Launch staffed, in-person Learn & Earn cohorts across Boston — from the Boston Public Library to partner sites in Chinatown, Dorchester, East Boston, and Roxbury
- ✦ Advance our state workforce proposal for internationally trained professionals, built with eleven signed partner agreements
- ✦ Expand SkillsClinic pathways and the CAP program, with employer-connected coaching so completions become jobs
- ✦ Continue WorkCongress, the State of the Worker survey, and HAPI research — putting worker voices at the center of the AI-economy debate
- ✦ Stay on course toward our North Star: 500,000 people impacted by 2030, and 1 million jobs and opportunities by 2035 — with every program free, always

✦ Let's make 2026 unforgettable. Every program is free because people give — donate at [noworkerleftbehind.org/donate](https://noworkerleftbehind.org/donate).

No Worker Left Behind

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