

December Newsletter 2022

Holiday Greetings



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We often take time to reflect on the good things we have, especially during this holiday season. Our partnership with you is one of the first things that comes to mind. We would like to express our sincerest appreciation for your continued business and trust you have placed in us. We hope that the holidays and the coming year will bring you joy, happiness and success sprinkled with a bit of ATLAS sparkle! it is our pleasure to work with you and your team...Happy Holidays!

Sincerely,
ATLAS Team

Please Santa...New Kiosks for our AJs.



New Kiosk Options

Our team has done it again, as we look to bring you the latest in technology, we will now be offering four unique kiosk model options. This will include a handheld model that provides you with maximum flexibility to use onsite, offsite, during job fairs, recruitment events, etc. This device also has a DL (Driver's License) reader, so you can scan customer's DL quickly, information directly uploads into ATLAS kiosk registration, making the registration process smooth and efficient.

We think you will be impressed with this new product line up. If you are interested in learning more or want pricing details, just email me at jody@ctsfla.com.



Recent Workforce Conferences

NAWDP Youth Symposium 2022

November 14th - 16th
Charlotte, NC



Sally Sharpe, SC WORKS
\$100 Visa gift card winner - She couldn't believe she was the winner. She said "WOW, it's really \$100, what an on-time gift for the Thanksgiving holiday."

Jobs for Veterans State Grant Workforce Summit 2022

November 15th - 18th
Orlando, FL

The conference kicked off with a bang, kenote speaker was Robert O'Neill, former U.S. Navy Seal team 6 member who inspired us all!

Workshop sessions were great, so many learning opportunities and networking abound!



Robert O'Neill,
Former U.S. Navy SEAL Team 6 member with our very own Steve Ash.



Holiday Poll: Favorite Holiday Movie

TOP Christmas MOVIES



Ready, Set, Go...

Holiday movies transport us to a magical time and place where the snow is lightly falling, cookies are in the oven, and Santa is right around the corner. With the official Hallmark Channel Countdown to Christmas, that feel-good cozy Christmas spirit can last all year long.

Let us face it, with so many great movie options, it's rather difficult to select which one is your absolute favorite. Whether you are into the classics, family, romantic or love Disney - the holiday season has some great movie selections for you to consider. What is your favorite? Do you have a family tradition while watching it? Do you tune into the Hallmark channel 24/7 during the holiday season? Whatever movies you plan to watch this season, we hope the magic and joy of the season is felt! Drop us an email to let us know your fav and how you celebrate.



PARTNER SPOTLIGHT: Mission Moment

Arizona WORKS: Mohave| La Paz Counties

CTS ATLAS is constantly growing and expanding our business throughout the United States, especially beyond our home state of Florida. Recently we partnered with Arizona WORKS - Mohave| La Paz Counties Workforce Development Board. Mohave County is located in the northwestern corner of Arizona and is the fifth largest county in the United States.

We are off to a great start as we've been working with their workforce regional champion, Sara Ungaro, Workforce Development Manager, for the past few months on implementation. Arizona WORKS - Mohave| La Paz Counties identified a few pain points and gaps in service delivery flow that the CTS ATLAS products could quickly resolve using automated workforce technology. Their goal was to establish a paperless system for customers and staff, implement a referral tracking system to showcase all of the regional partner and staff efforts, as well as an electronic data management system. Mohave/ La Paz is impacting their area by being an innovative leader in maximizing technology and consistently pushing the limits of status quo.

The Mohave/ La Paz Workforce Development Board has been working with CTS ATLAS to launch several CTS ATLAS products, such as One Stop Operator/ Partner Portal, Employer Portal, and Forms builder. Like many other areas Mohave/ La Paz were not looking for a replacement to their state system of record, but a product that enhance it, streamline their workflow, and increase their team's productivity. Through the implementation process of several CTS ATLAS products Mohave/La Paz Counties has become one of our big supporters and have championed other areas in Arizona to take interest and look into implementing CTS ATLAS products in their area. They have not been scared to deep dive headfirst and roll their sleeves up to learn the products. The champions within their area have been phenomenal to work with and have been collaborators throughout the process.

Updates & More



ATLAS v4 Rollout

When holidays start approaching that tends to be a sign of exciting times! CTS ATLAS has been working with several regions in the Sunshine state to rollout ATLAS Version 4, and we are stopping there. We have officially launched Version 4 with CareerSource Chipola and preparing to deploy and launch Version 4 for CareerSource Okaloosa Walton, CareerSource Capital Region, CareerSource North Central Florida, and many more!

CareerSource Chipola's transition to ATLAS Version 4 was smooth and successful. We went onsite for a couple of days and conducted in person training with their staff and admin.

Remember upgrading to v4 for our existing customers is at no charge. The team has been working on this version for the past few years and it contains numerous new features that your team will LOVE. Just let us know if you are interested in transitioning over to v4, or if you would like a demo email us at jody@ctsfla.com.

Career Pathway Dashboard

Earlier this year CTS ATLAS entered a partnership with eIMPACT that offers innovative solutions for the workforce development industry! eIMPACT is a labor market data visualization company based in Portland, OR. Labor Market Information (LMI) data is always a pain point for workforce development boards, especially when working with customers and getting them to be able to understand and visualize the critical information, so they can make a more informed decision on their career path.

CTS has integrated eIMPACT's myCareerPathway Portal into the Career Pathway Portal inside of ATLAS to serve its workforce development clients using visual LMI data. eIMPACT's cloud-based platform is utilized by workforce and economic development organizations around the United States. Within seconds through the utilization of Career Pathway Portal and eIMPACT your customers get tailored data and insights on their career, skills analysis of their career and their peers, job posting trends, earning potential based on hard data, DEI within their career, and much more!

Overall, the Career Pathway Portal helps job seekers and case managers leverage the power of real-time LMI data (in-demand skills and job market trends) to produce results report that is tailored to the user. The portal is extremely user friendly and simplistic in design where the 1.) user gets access right inside their ATLAS account, 2.) The user enters their job role and location (remote work option), 3.) the portal crunches the numbers, and 4.) the user gets a personalized dashboard of easy to interpret data and visualizations to better understand. Also, the user has the option to download their personalized dashboard report from the portal for future reference! For more information do not hesitate to reach out to Jody Toner, Senior Workforce Project Manager, via email at jody@ctsfla.com.

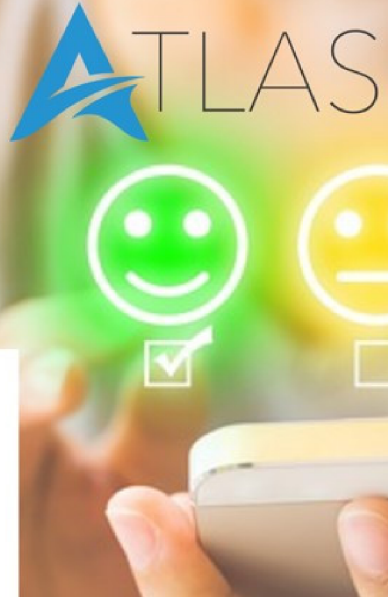
Customer Testimonial

Testimonial Quote

October 2022

"We have developed a great partnership with Complete Technology Solutions (CTS) and their dedication to our staff and IT services is evident in all aspects of our organization and those we serve. We appreciate their attention and support to detail and the creative approach to bridging the gap. The team at CTS is super friendly and work endlessly to ensure we have the most up to date technology supports to keep our systems moving quickly."

Cheryl Goebel
-CareerSource Pasco Hernando
Workforce Services Programs



FEEDBACK

Customer feedback is critical to ongoing continuous process improvement - what's working, what's not working and how can we continued to make ATLAS be the best version for our end users. We received this customer satisfaction survey response from one of our Florida customers.

Testimonials

We want to hear from you, the voice of our customers matters to us - so we made the process even easier now.

From our website, under "our Story, scroll down a little and you will locate Testimonials right above "People Talking about ATLAS". Once you click on the "Submit A Testimonial" button a new tab on your webpage will open where you can then begin to fill out the four required fields and click submit.

We cannot wait to hear from you!



What improvements have you realized since using ATLAS?

The tracking of data/information from center visitors would not be possible without our ATLAS products. Also, the support team is friendly, knowledgeable and responsive. I appreciate the local/on-site support and individualized support from the professionals of CTS!



Most helpful aspects of using ATLAS?

The basic dashboard is so easy to navigate, having one dashboard leading to all the pages of reference is great-to have files, activity records, form activity, live chat, room reservation, events, etc. all in one page is great to have. The ease to upload and recall a customer record is great. The kiosk record and recall ability with export functions is used daily.



What functions of the ATLAS system are you using?

1. Center sign in, then using the self-sign kiosk archive to recall as needed and to populate center traffic numbers. 2. Scanning documents such as Veteran Intake forms and resumes to a que or to the customer record for upload and filing then using the archive to recall those forms for additional action. 3. For live chat with the public. 4. For staff course/training video releases and employee assignment. 5. To coordinate room reservations in all 3 centers. 6. To receive online forms for programs then to recall them for additional action. 7. To post events and information to our website homepage. 8. To host online courses to the public then to recall the filed certificates for additional action. 9. To capture demographic and contact information of all visitors at homepage or at the center kiosks.



Has your workload increased or decreased through implementation of ATLAS?

In a sense increased because of the available information that requires staff action, however the volume of work that can be accomplished in a shorter period of time is helpful and decreases the steps taken to get to an end result.

Holiday Gift Giving Guide...



Oprah's Favorite Things 2022 List is Here

This year, we're celebrating small businesses (think family-run, local makers, BIPOC- and woman-founded, and more!). No matter who you're shopping for—friends, spouse, favorite teacher, a new grandbaby— we've got something that will let them know how much they matter! If you're looking to really treat someone who has been very nice this year (and that someone can be you!), Oprah's Favorite Things has you covered with housewares, keepsakes, and tech gadgets that will help make 2022 a holiday season to remember, and bring joy for years to come.



As a small family owned and operated business we love this approach to celebrating small businesses this holiday season (and throughout the year). Happy gift hunting season everyone.

To read more:

<https://www.oprahdaily.com/life/a41652152/oprah-s-favorite-things-2022/?>

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Happy Holidays