CTS Monthly

Newsletter

May 2022

Automate. Streamline. Connect.

Update

The CTS ALTAS team will be headed to PAWD and NAWDP conferences in May. First up is PAWD, which occurs on May 4-6th in Hershey, PA. There we will have an exhibitor booth, so if you're attending this event, stop by and say hello to the team. We will also be attending the National Association of Workforce Development Professionals in Las Vegas, NV during the week of 16th -18th, we will be presenting a workshop: Thrive Don't Simply Survive: Maximizing Technology & Your ROI Soars - come check us out if you're attending this conference, we'd love to see you and connect. We will also have an exhibitor booth at NAWDP so visit us to learn more -we have some amazing goodies and giveaways planned!

Amazing things are happening

To start, I am grateful for the opportunity to be working in a role where I can collaborate with so many regional workforce board professionals, across the many states that we serve; to continue to meet and exceed your expectations and partnering with you all is such a privilege. I have seen the progress made by the efforts of our collaboration, it is promising and motivating. I would also like to reiterate our goals as an organization is to, "Drive creativity and innovation by delivering customized intelligent workforce automation solutions to workforce boards and social service agencies." We thrive on eliminating gaps in services, removing redundancy by streamlining and enhancing the customer experience. Our services are tailor-made, innovative solutions, where we work directly with regional board staff to design and develop software solutions that meet your needs. Our products and services are of the highest quality and our commitment is to ensure your customer experience exceeds expectation. Together we can continue to create, develop and design amazing products to support the workforce development system. Thank you for the work you perform every day, we are appreciative that our organization gets to play a small part in assisting with services to make a positive impact on the job seekers and employer customers that you serve.

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WD Resources

*DEO Cliff
*Workforce Compass
*CLEAR - UDOL
*Workforce GPS
*Forum.NAWB.Org
*Clearinghouse on Labor Evaluation and Research for evidence syntheses and reviews of 1,100+ labor related studies.

NAWB FORUM 2022

Exciting things occurred at this year's NAWB Forum 2022 - hope you didn't miss it! The workshop selections were simply amazing, just not enough time to squeeze them all in.
So many amazing moments celebrated, new ideas, best practices shared, expanded networks with seasoned and new WD professionals and friendships fostered. I absolutely LOVE workforce development; the spirit of our industry, the humbleness and willingness to share by all is a beautiful thing.

CTS COMPLETE TECHNOLOGY SOLUTIONS

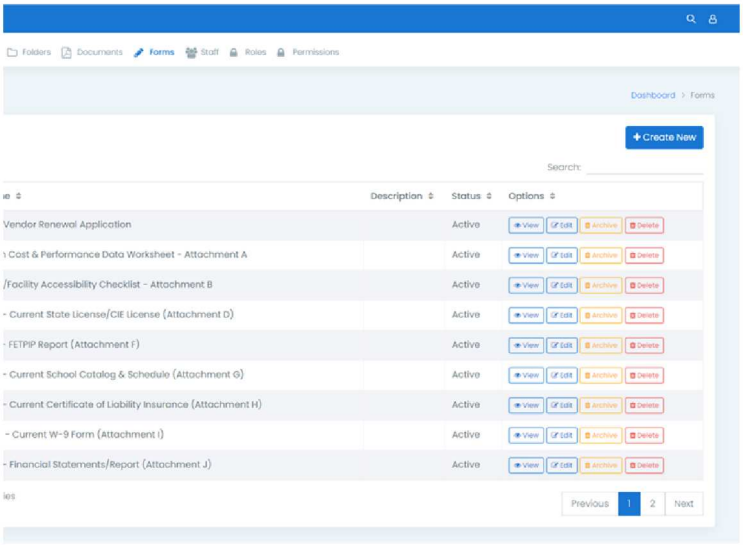
ETPL PORTAL

ETPL Portal: Eligible Training Provider List Portal, provides a fully integrated platform in ATLAS that allows LWDB's to manage all your local ETPL providers/partners paperless. The training provider application process was a tremendous pain point for local workforce development boards from a data collection, review, and compliance process. Boards went through initial and subsequent eligibility review with locally approved training providers before they could become approved vendors. Additionally, there was an extensive amount of paperwork required for initial and renewal applications. Training providers complained as this was a time consuming, tedious task for both training providers and board staff. CTS designed and developed a workflow process, through the ETLP portal, that streamlined, enhanced the data collection process, that expedited board staff reviews.

The ETPL portal allows you to be compliant while reviewing and approving local training providers for initial and subsequent eligibility determinations. This automated process maximizes time and efficiency for board staff and training providers. All required documentation is contained in training provider EDMS folders for quick review and access. This makes edits and updates to existing programs and new editions a breeze. It was a win-win for board and training providers alike!

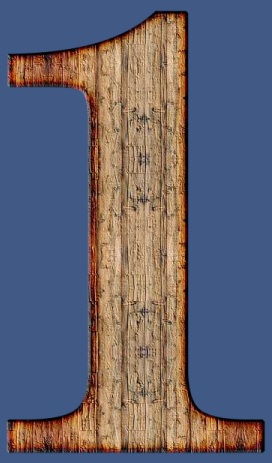
A few highlights below:

- Streamline Data Collection Process for Initial & Subsequent Eligibility Determination
- Online Forms & document repository
- Upload Required Documents: State License/CIE, Curricula, W-9, Catalogs, Performance, etc.
- Renewal Application – allows training providers to edit existing forms
- Notify RWB of new/modifications in programs/costs



TOP 3 ATLAS UPDATES

Check these out…Available now!

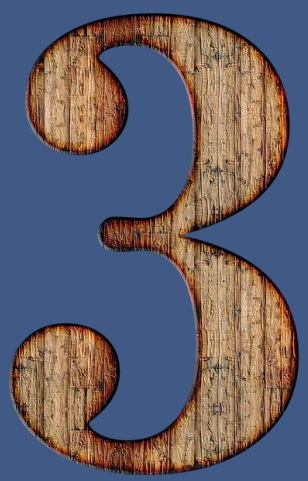


Apprenticeship Portal

Dynamic portal connects directly to Department of Education Apprenticeship site to pull updated apprenticeship. Customers can conduct keyword search to find the latest apprenticeship opportunities and connect with staff. The apprenticeship portal link can be embedded into your website. Customers can directly access this information from your website, it can include information on IRAP too. CTS can further customize this to meet your regional needs to include success stories, stats and ATLAS| ai SMS and MMS messaging.

Audit interface

CTS has developed a system for quick quality assurance reviews, state audits, programmatic or fiscal in nature. The system allows you to create user id's, share access to pre-selected files for auditors to review and set expiration of passwords. New features allow for communication between auditors and staff, as well as tracking of information requests to expedite resolution and minimize potential findings. The audit interface functionality allows for internal QC review, third party vendors or state level Workforce Development program annual reviews. The CTS ATLAS team is in the process of building out customized request for regional internal QC reviews.



Employer portal

Like the ATLAS Core module, this is specially designed for Employers. Manage employer records, establish points of contact, upload documents, integrate with ATLAS Program/Forms Builder. You can track Employer applications for IWT, EWT, and Work-Based Learning Programs along with all supporting documentation. Contracts along with invoices can be filed here, and you can create workflow processes between programs, business services and finance that work for your Equus Workforce Solutions team. CTS can assist with customization of this portal to ensure your business needs are accomplished.

If you are interested in learning more about any of these resources or would like a demo, contact us at jody@ctsfla.com or 813.215.5025.

Self-serve kiosk

Are you maximizing your utilization of the CTS ATLAS Self-Sign / Serve Kiosk Functions in your region at your AJCs? If not, let us show you how! For example, did you know that our self-sign/serve kiosks perform eight (8) main functions? Below is an infographic that defines each of these eight functions. You can use all of these or some that best suit your regional needs and align with your service delivery model. If you have any questions regarding the functionality of these features, don't hesitate to reach out to us and we can set up a call or a Zoom meeting to review and discuss.

ATLAS

Turning technology, research and innovation into impactful results.

ATLAS Employee Spotlight

Mike Bundy, Support Supervisor

Michael Bundy has over 6 years of workforce development direct services experience in the following programs: Workforce Innovation and Opportunity Act for youth (WIOA), Youth, Welfare Transition Program, and Wagner Peyser. Mr. Bundy left the workforce development industry in 2016 to join forces with Complete Technology Solutions (CTS).

In his role with CTS, he was able to merge his love for workforce development with his knowledge of the ATLAS products and offer creative ideas and solutions to support the workforce industry as a whole. Mike has been with CTS for 6 years. He presently serves as the CTS ATLAS Support Supervisor where he provides support to all of our contracts; our internal support team; conducts demos, and training on all of the products and services that CTS ATLAS offers. He is truly excited about what the future holds and is thankful to be a part of the team!

Welcome JOB1 to the CTS ATLAS Family

We are excited to officially announce that CTS was awarded the RFP - Customer Engagement Software for the JOB1 Project in New Orleans, LA. We are excited to have the opportunity to work with Leonard Zanders, Project Director, JOB1, Hope V., Rachel W. and his team. We are currently working on the implementation phase of CORE ATLAS, Kiosks, eCourses, Employer Portal and ATLAS|ai - SMS and MMS for their region. Our target date for full implementation is 6.1.2022 -
Let the good times roll!

JOB1
YOUR FIRST CAREER RESOURCE