

# CTS Newsletter Fall 2022 Edition



September 2022

## Happy Fall 'Yall

It's that time of year again...pumpkins, pumpkins, pumpkins everywhere. If you are a coffee lover like me, then it's the pumpkin spice lattes, iced, everything season! The foliage of leaves changing, there is a crispness in the air and temperatures start shift to chilly sweater weather. Students have all returned to school, Labor Day has passed and we are looking forward to the upcoming fall holidays. Who doesn't love a good reason to decorate. We've got you covered when it comes to the latest in technology décor for your regional workforce development board needs, jazz up your AJC's with our newest kiosks with custom banner designs, showcase customer engagement solutions through our new UI interface in ATLAS v4 and much more.

## Website

The CTS ATLAS website is under construction as it's being redesigned, with a new look that is easy to navigate, containing key products and services information. It will also feature videos highlighting products, automates the demo requests, showcases customer feedback and allows you to quickly sign up for newsletters and view prior editions.

This new design will allow you to gain access to information in an efficient and expedited manner.

**Automate - Streamline - Connect**

## A Special Message from the Team:

Looks like Fall is finally here, we've had nothing but sunshine and blue skies the last few weeks. I hope everyone has been enjoying it.

The CTS ATLAS team is here to support you and exceed your expectations at every step., Our number one priority is helping you take care of your customers!

Our mission is to create impactful, innovative, customer software solutions that enhance the customer experience. We appreciate being able to do this for you, your team, your region and your board each and every day!

Happy Fall and PSL to you and your team from the CTS ATLAS team!

## Inside this Issue

Special Message.....	1
Customer Feedback.....	2
SETA Conference.....	3
The Present.....	4
ATLAS v4.....	5
New Kiosks.....	6
Employee Spotlight.....	7



# Customer Satisfaction Survey Results



## Program Response Areas

33%

Wagner-Peyser

11%

Youth

22%

WIOA AD/DW

33%

Not Identified

## Overall Level of Satisfaction:



9 out of 10 customers rated ATLAS usage as Exceeded All / Some of Expectations.

## Effectiveness of EDMS:



9.1%

Average rating of ATLAS EDMS effectiveness.

## Additional Feedback:

### ATLAS Usage

- EDMS
- Document Management
- Programs/ Forms Builder
- E-Cards
- SMS

### ATLAS Most Helpful Aspects:

- It's the best!
- E-Card and Document Management is easy to navigate and use.
- I believe the best feature is that it's easy to use. CTS staff are quick to respond and willing to think outside of the box to make things happen.

# SETA Fall Conference

**SETA** SOUTHEASTERN EMPLOYMENT & TRAINING ASSOCIATION

Fall 2022 Conference  
Louisville, Kentucky  
August 28-31, 2022



## Networking

### Conference Highlights

From the opening keynote, workshops, to networking reception, exhibitor hall to closing plenary session - this conference was simply an AMAZING experience! The CTS ATLAS team enjoyed getting to meet and interact with the over 450 attendees at this years event.

The synergy was alive, thriving and could be felt by workforce development professionals representing 8 different states.

### New Conference Booth Layout & Look

Times are changing and so has our conference layout booth set-up. We opted for a new sleek, innovative design that allows for a more customer interactive, immersive experience. Come by and check us out at the next event and let us know what you think. We are CTS ATLAS proud!

### Upcoming Conferences:

- 2022 Florida Workforce Professional Development Summit: September 11-14
- NAWD Youth Symposium: Nov. 14-16th
- Texas Workforce Commission- Nov. 30- Dec. 2



## New Booth



## Winner



- Gwen Tayler Dean, WIOA Career Counselor from the Kentucky Career Center was the recipient of the \$100 ATLAS Visa gift card. She was super excited as she was headed out on vacation next week- this was perfect timing!

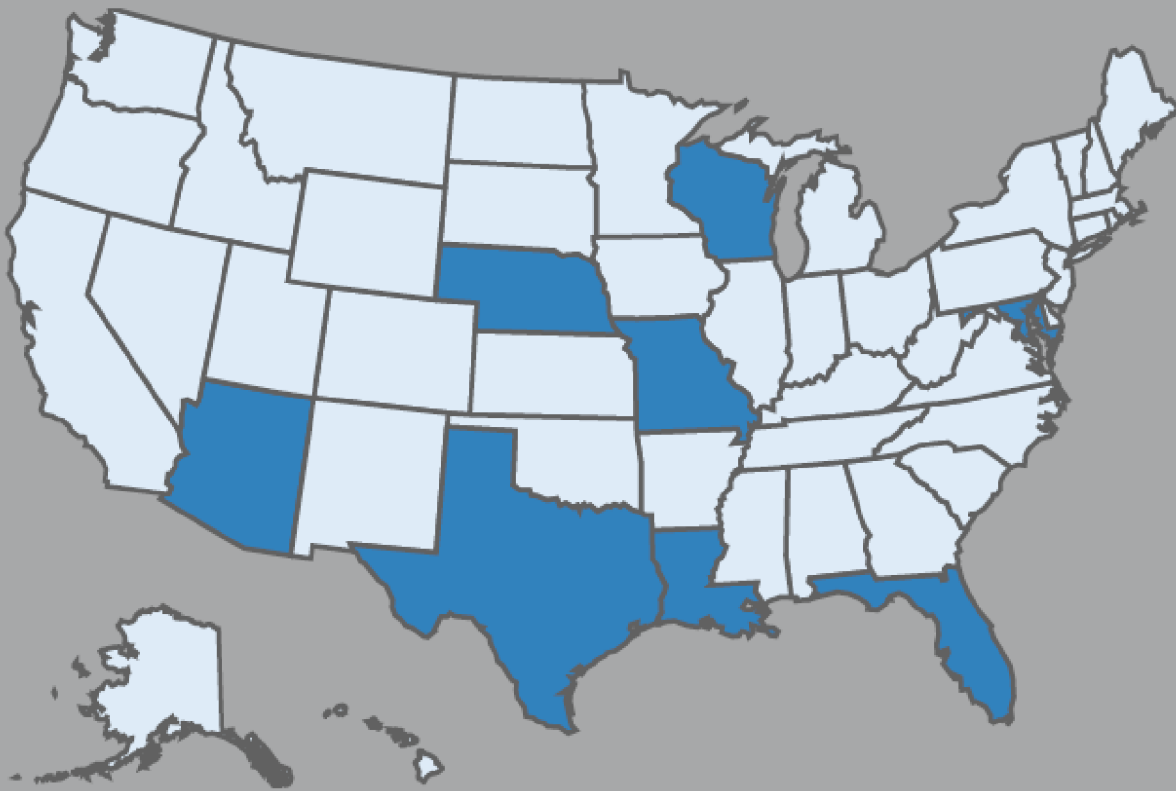


## STATS AT A GLANCE

### ATLAS Review & Performance



States with Active Systems



**8**  
States

**80+**  
AJCs Using  
ATLAS

**1.5M**  
Customer  
Users

**7M**  
Doc's  
Filed

**5M**  
Kiosk  
Interactions

# ATLAS Version 4 is here



## System Enhancements Include:

1

**Updated UI Interface** - check out our new modern, clean, sleek, well-organized appearance. Navigation is now a breeze for staff to quickly access and performance is optimized.

2

**Kiosks & Service Selections** - kiosks are now tracked by ID's, no special coding required; new test feature built in and customization to service selection creation is simple.

3

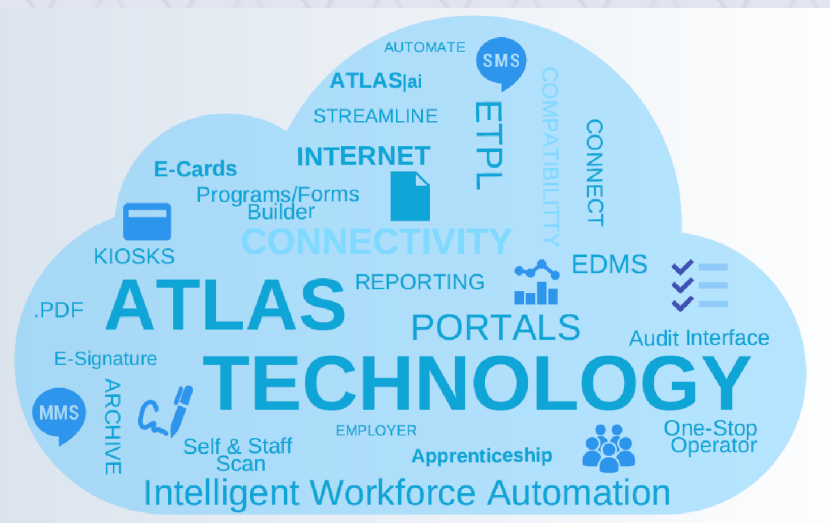
**E-Signature** - we now capture customer electronic signature following registration, customer receives email, once completed customer receives a copy and ATLAS has an automated work flow PDF created and e-files to customers ATLAS record.

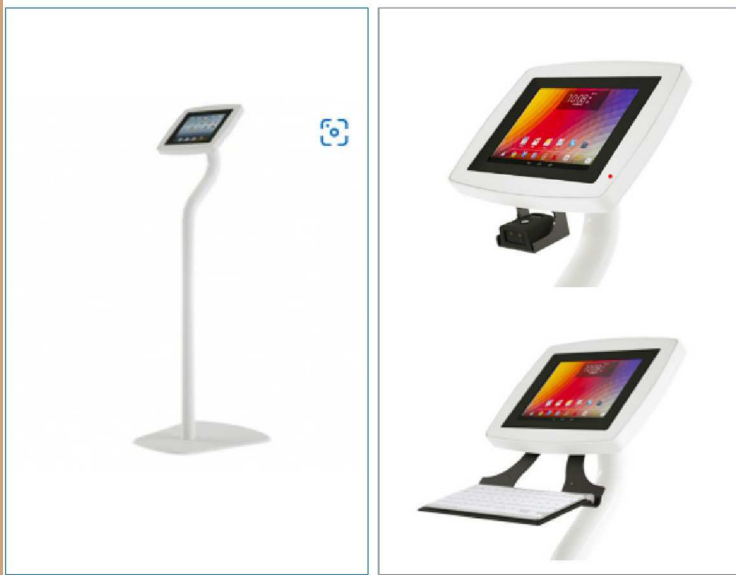
4

**Queue Functionality**- has completely changed, now each staff member has their own queue. Document filing is a breeze now.

5

**Quick Action Buttons** - efficiency in operations is paramount to success, realize this through quick actions where you can perform a variety of key tasks associated with the customers case record.



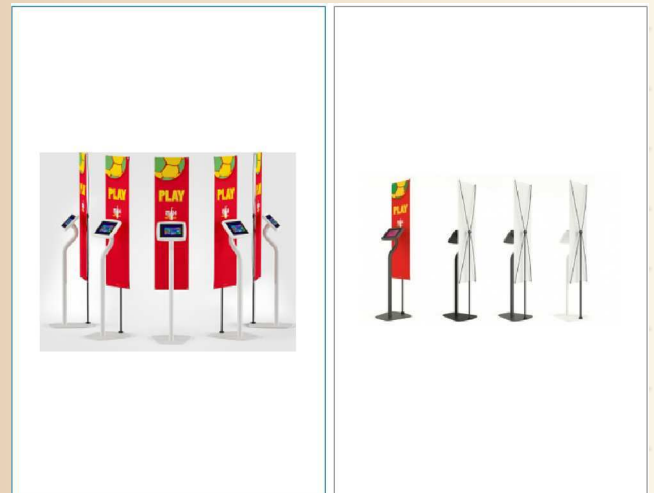


### Floor Model Features Include:

- Color Options: White, Black or Gun Metal
- New Driver's License Reader
- Keyboard Tray
- Power Button
- Ethernet Capability
- Privacy Screen Protector

### Features Include:

- Customized Branding Options
- Aluminum banner stand that holds a 54.5" x 14" vinyl banner with corner grommets that can easily be changed.
- Banner hardware attaches to the base plate of Floor model.



### Curve Model Features Include:

- Color Options: White, Black or Gun Metal
- New Driver's License Reader
- Power Button
- Ethernet Capability
- Privacy Screen Protector

Interested in these new sleek models, contact us today for pricing at [jody@ctsfla.com](mailto:jody@ctsfla.com).

# Employee Spotlight



## Dan Castanera

Dan Castanera is a former US Marine with nearly a decade of experience as an IT network engineer before transitioning into software development. He's been building web applications for the last 12 years for various industries ranging from public network infrastructure to automotive marketing. Dan joined the CTS ALTAS team late December 2021 where he hit the ground running. His creative approach to projects is what makes him a great asset to our team.

## Meet the Team

As we continue to grow our business, our team has expanded too! We are excited to introduce the newest member of our CTS ATLAS family, they are: Hayden Schuch and Nicole Beverley.



- STEVE ASH, SENIOR ARCHITECT ENGINEER
- DAN CASTANERA, LEAD PROGRAMMER
- HAYDEN SCHUCH, PROGRAMMER
- RACHEL HART, PROJECT SUPPORT
- JEFF WOODRUFF, IMPLEMENTATION & TRAINING SPECIALIST
- MICHAEL BUNDY, SUPPORT SUPERVISOR
- NICOLE BEVERLEY, PROJECT MANAGER
- JODY TONER, SENIOR WORKFORCE PROJECT MANAGER
- MAURICE RYMAN, VICE PRESIDENT OF WORKFORCE DEVELOPMENT INITIATIVES