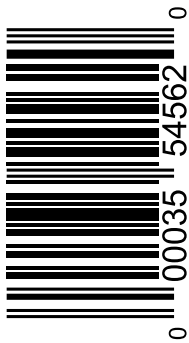


ATLAS

NO.6



OCTOBER 2023
ISSUE NO 3
FALL EDITION

WORKFLOW
ATLAS NEWEST FEATURE

**MOBILE
FORMS**
ATLAS MOBILE FORMS
MADE SIMPLE

**WIOA
OUTREACH**
TEGL UPDATES



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WIOA OUTREACH & MARKETING

TEGL 03-23 paves the way for new strategies.

NEW ATLAS USERS



Northeastern Arizona Workforce

Development Area

CTS team is excited to be working with Jeremy Flowers, WIOA Executive Director; Lisa Ginnis, Chief Aide; Jessica Head, One Stop Operator and Adam Gerrad, Business Engagement project team. This region will be implementing ATLAS CORE, Kiosks, One Stop Operator Partner Portal, Case Management and ATLAS | ai: SMS and MMS portals. Exciting times are ahead as they lay foundation for transformative changes in their area by maximizing the use of technology and embracing human connections.

This area serves Navajo, Apache, and Gila Counties. Northeastern Arizona Workforce Development Area has six AJC locations to offer services throughout the region.

To learn more about their resources, visit:

<https://arizonaatwork.com/locations/northeastern-arizona>



West Central Wisconsin Works Development Board

CTS team is working with Jon Menz, CEO and Brenda Kuske, Senior Staff & Principal Aide to John Menz, CEO and their project team to implement the One Stop Operator Partner Portal for their region.

West Central Wisconsin Job Center has eight locations. Job Center locations are home to several government and community agencies that can help you access career and non-career-related services.

To learn more about their amazing resources visit:

<https://www.wcwwdb.org/>



WD CONFERNECES

Florida Workforce Development Professional Summit

ATLAS was an exhibitor at this annual conference. It's great to be a part of this event in our home state, where we get to see and interact with so many of our Florida based customers from executive leadership to the frontline staff, all passionately dedicated to making a difference. The synergy at this event was contagious! We showcased our newest handheld kiosk units, which are a little bit bigger than the size of an iPhone. Portability on the go to register customers, conduct mini-registrations and events all in the palm of your hand. This is the future...don't miss out!



MWA - Maryland Workforce Association Raising the Bar

As a first year attendee I was so impressed with the entire conference line-up. So many phenomenal opportunities to learn, grow, network, network, network...all while having fun. Made some great new connections with WD professionals who are making things happen in Maryland. Maryland Blueprint is laying foundation for paramount changes throughout the state with education, economic development and workforce development all at the forefront. We also had the distinct honor of presenting with Walter Simmons, CEO of Employ Prince George and Ashley Raley, Program Manager at Tri-County Council of Southern Maryland.



SYSTEM ENHANCEMENTS

CTS is always growing and evolving to ensure we are bringing you the latest technology advantages embedded within our ATLAS system. Below is a summary of recent system feature enhancements that were made during September:

- **New Security Features**
- **Revisionable History for all System Users in ALTAS for Super Admins**
- **New Document Upload Report**
- **New Tool Customer Transfer Wizard allowing Super Admins. to merge customer's accounts**
- **Program Forms Builder Staff - Response Management Update Status**
- **Workflows**
- **Enhanced Optimal Performance Levels**

Additional features will be forthcoming in the upcoming months!



WORKFLOW

Bogged down in paper-based document review, routing, tracking to ensure required signatures have been obtained and documents fully executed? Have you been looking for an efficient, streamlined, and cost-effective approach to routing documents that require multiple staff reviews and approval levels, as well as external stakeholder reviews/approvals? Need a centralized approach to routing and maintaining these records? If you answered yes, then ATLAS Workflow will provide you with business agility through a better way to work. Finalize documents/contracts review in record time all while increasing your productivity. Workflows eliminate the paper, automate the process, and connect it all inside ATLAS.

Workflows could benefit your organization by routing ITA's for approval, MOA's, MOU's, WBL/OJT contracts and much, much more. If you are interested in using this exciting new feature, please let me know by emailing jody@ctsfla.com.



Workflow Key Features Fast Facts:

- Routing documents that require multiple staff and external key stakeholder review and approval made simple.
- Track approval dates and signatures using electronic Signature, eSignature feature. As each reviews/approvers electronic signature is automatically affixed to the document along with approval date.
- Easily create workflow under Workflow menu and attach Workflow to any ATLAS Form, using Programs Forms Builder technology.
- Set parameters for review/approval all at once or in sequential order based on internal business rules.
- Workflow originator will receive continuous status updates regarding the document approval/denial as it routes through the workflow.
- ATLAS system reroutes denials, at any level, back to the originator for requires corrections and the workflow process will restart.
- Once approved by all parties, ATLAS creates a PDF form and files it under individual customer profile.



KIOSKS

Overview

ATLAS helps workforce development entities create self-service kiosk solutions for everyday use. Our kiosks create an engaging experience for visitor check-in, improves operational flow, reduces queue wait times and frees up employee's time to focus on other critical tasks.

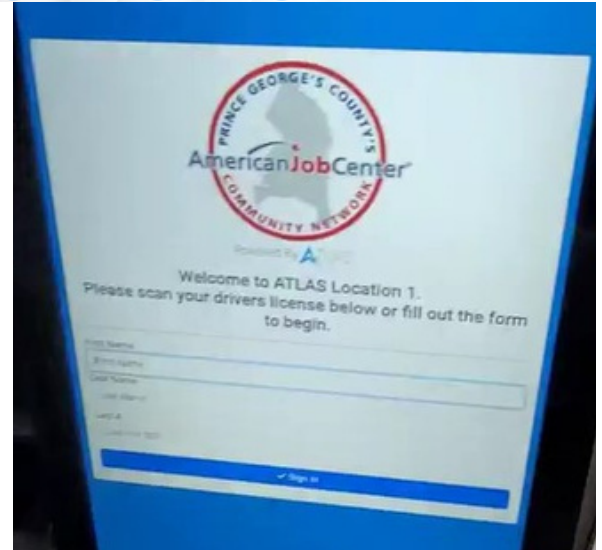
Our touchscreen kiosks check-in process is fast, easy, scalable and secure! All kiosks have a 2D Barcode Scanner that reads State IDs and DL's in all 50 states. This allows for accurate, rapid scanning to expedite customer self-serve sign-in and registration process. We currently offer five different kiosk options, so we have something for all AJC's from comprehensive to satellite locations.

Name Badge Printing Options

Did you know that ATLAS kiosks now have the ability to print custom name badge options with bar code scanning for your WD areas AJC? Yes, we do! Imagine being able to walk through your AJC and quickly identify customers who are accessing services. Security and safety features are paramount these days and this is just one way to control center traffic, crowds at events onsite at AJC and external remote locations.

Our team works side-by-side to help ensure selection, deployment and updates are executed properly so you can focus on your business. If you are interested in considering this feature, or want pricing just reach out.

To learn more check out our website:



ATLAS ELEVATE



CTS has delivered high-quality customized workforce development solutions by maximizing technology for the past 25 years. We're excited to share that we are growing and expanding by offering a new service...

On June 16, 2023, Complete Technology Solutions (CTS) ATLAS implemented a new service "ATLAS ELEVATE Workforce Services". ATLAS is now helping regional workforce boards by providing creative marketing, innovative program design, policy & procedure development/review, stakeholder engagement, analytic reports, training and WD Consulting services. We've created the winning formula using the innovative ATLAS Technology + Workforce Development Expertise to create ATLAS ELEVATE Workforce Services.

Benefits Include:

- Innovative Program Design
- Leverage Industry Expertise
- Technical Assistance & Guidance
- Quickly Address WD Challenges
- Launch or Revitalize Programs
- Streamline Policy Development
- Alleviate Administrative Burdens
- Maximize Use of Technology
- Harness Data Insights

Our team of experts is ready to connect, to ELEVATE your workforce development organization to a dynamic, high performing region through effective, and impactful programmatic design, operational strategy, and vibrant Infographics to showcase successes!

If ATLAS ELEVATE Workforce Services sounds intriguing, please reach out so we can schedule an initial ELEVATE Discovery call. Email me at jody@ctsfla.com.

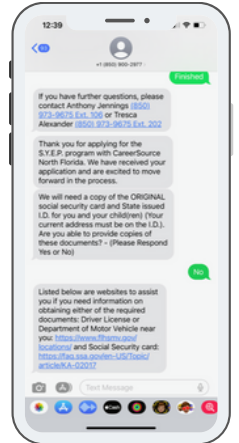


ATLAS|AI: SMS & MMS

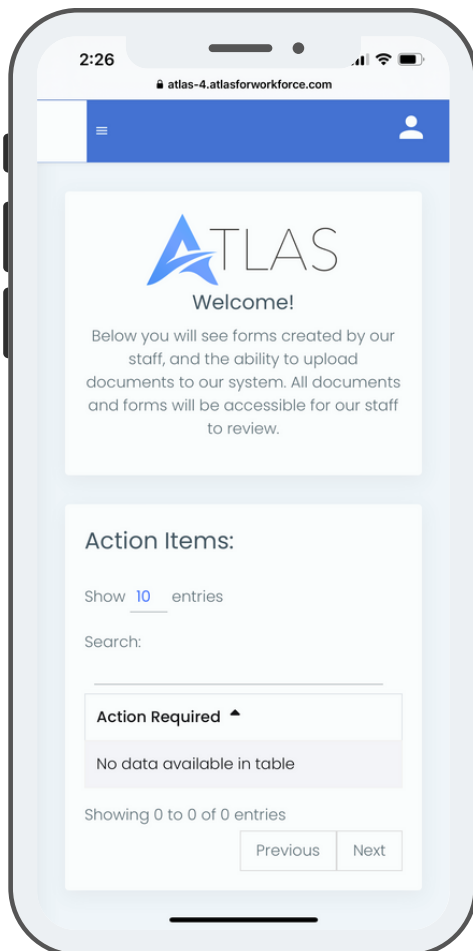
Workforce development professionals are busy individuals, faced with doing more and more with less resources lately. How can you accomplish the multitude of tasks, assignments and responsibilities to make it a win-win outcome? By using ATLAS technology through ATLAS|ai: SMS & MMS portal you can quickly and efficiently stay engaged with customers.

ATLAS|ai can be used for:

- Monthly Follow-up,
- Appointment Reminders,
- OST Training Touchpoints
- WBL Training Touchpoints,
- Post Exit WIOA Quarterly Follow-ups
- Marketing / Outreach for Unrestricted Funded Programs
- Sending flyers announcing events or new program initiatives (JPEG, PNG or GIF)



You're only limited by your imagination. Our system has ai with branching logic and conversational flow, often the customer thinks that they are responding to a live person.



Thinking of busy workforce professionals, we identified a way to work smarter, not harder. Ongoing communication with customers to ensure engagement is key to your overall performance outcome success. ATLAS|ai to the rescue as our portal has a feature where you can pre-set recurring text message threads/tasks to go out. We often say “set it and forget” but we may be aging ourselves for anyone who remember this slogan. :)

Traditional emails, phone calls, robo calls, multiple contact attempts still don't yield the desired results. Think about the convenience of using text messaging to obtain critical participant data. By automating typical case management processes, you are tailoring to the customer's needs, on their terms and schedule.

One of our customer case studies yielded an impressive savings of 12,000 hours annually by staff. WD are able to reach customers more effectively, maintain WIOA compliance requirements and increase customer engagement and satisfaction levels.

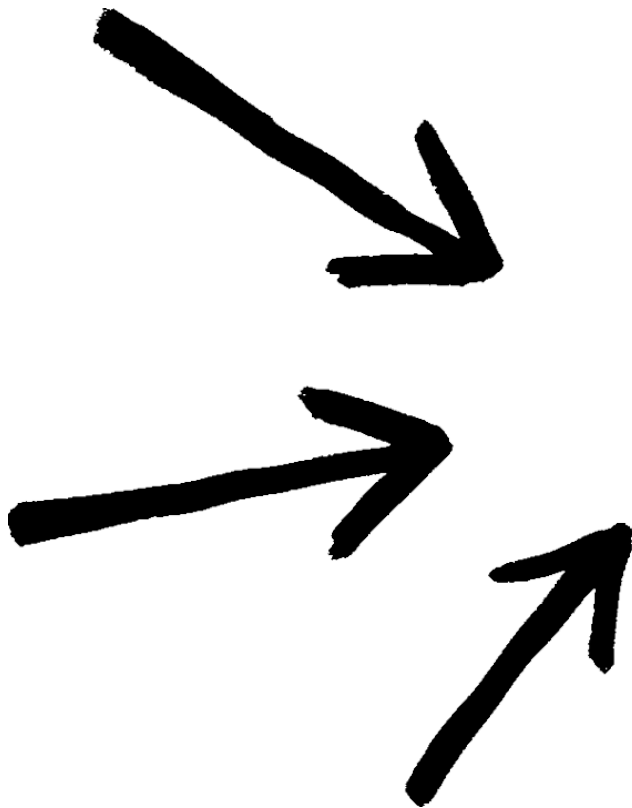
WIOA OUTREACH & ADVERTISING

The U.S. Department of Labor recently released a new Training and Employment Guidance Letter (TEGL), [TEGL 03:23](#), to provide workforce agencies and other DOL grantees with clear instructions on how to use funds from the WIOA and other competitive grants effectively and equitably for outreach activities. WIOA is crucial in connecting job seekers with employers, providing training opportunities, and helping businesses recruit skilled employees.

For workforce boards and other DOL grantees, this new TEGL guidance provides your organization with a roadmap for using WIOA and other competitive grant funds for outreach activities. Targeted outreach and advertising can help you increase engagement with local businesses and job seekers and expand the reach of your services, particularly to those in underrepresented communities.

CTS ATLAS can assist with several of these newly defined opportunities for WIOA and grant funded programs. Below is a list of allowable strategies:

- Community Events
- Partnering with Local Businesses
- Engaging Community Leaders
- Participation in Job/Career Fairs
- Promotional Materials
- Mobile AJCs
- Newspaper and Newsletter Ads
- Informational Postcards, Brochures and Flyers
- Doorknob Hangers, Pamphlets, and Leaflets
- Public Signage
- QR Codes
- Community Service Groups
- Advertising Grant Services
- Researching & Reaching Out to Media Personalities
- Engaging with Specific Reporters
- Interviews
- Email Communication
- Text Messaging Applications
- Social Media
- Influencers



SUPPORT TICKET PROCESS

CTS ATLAS is all about streamlining and automating the user's workflow process, and this includes when the user needs to report an issue or has a question regarding the functionality of the ATLAS system.

Outlined below are the steps to successfully report a software issue or submit a question you may have about the ATLAS software system and its functionality.

1. You will need to be logged into your ATLAS account and from there locate the ATLAS Man symbol in the top right-hand corner of the platform.

2. The user will select ATLAS Support option.

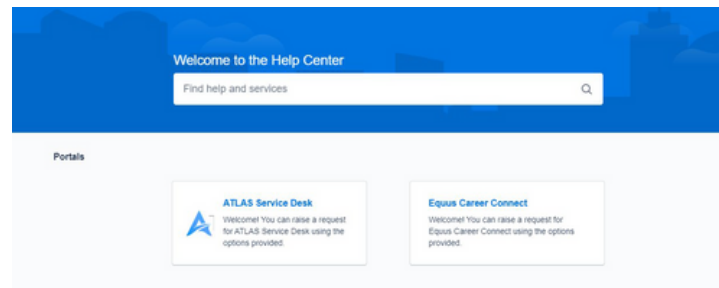
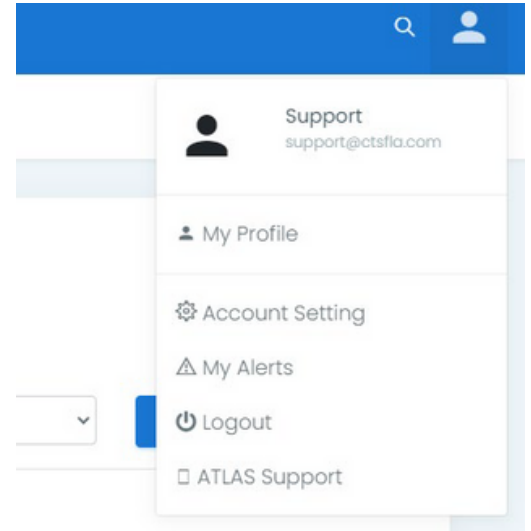
3. The user will be presented with two options to select between depending on the user request needs, which is ATLAS Service Desk.

4. The user will be presented again with two options to select between depending on the request the user needs to make, which is ATLAS Software.

5. The user will be presented again with two options to select between depending on the request the user needs to make, which is Report a software issue.

6. After selecting Report a software issue the user will be able to enter as much information as possible, be detailed in the fields provided.

7. Once all the fields are completed the user will click the Send button to successfully submit the service ticket to the ATLAS team. Within seconds the user will receive an email confirming that the CTS ATLAS team has received their request and will continue to receive ongoing updates regarding the issue via email. It is important to note that users may need to respond to these emails as ATLAS's service techs may have additional questions for the user as they work through to answer the user's question and/or resolving the issue experienced.



TRAINING APPROACH

At the end of August, CTS ATLAS notified our existing customers of our change in approach to project training. Our new approach consists of us no longer offering unlimited training at no cost to our customers, of course this take effect post initial project implementation training is conducted and recordings shared with project team.

A significant amount of time, energy and effort is put into the creation of our training materials and the recordings to ensure you and your team receive a quality product during the implementation phase of project management. Moving forward for any additional virtual training requested, there will be additional fees assessed. If a project is needing onsite training, we can discuss this request as pricing is quite different.

Of course, if you purchase a new ATLAS portal as part of your service expansion or ATLAS releases a new system upgrade, your team will receive training from CTS ATLAS at no additional cost.

We had to make this change based on the extensive amount of time that our Project Management and Support teams were spending conducting multiple same topic ongoing training for our projects. We hope you understand, if you have any questions, please feel free to reach out directly to Jody Toner at jody@ctsfla.com.



MOBILE FORMS MADE SIMPLE

Meet customer needs where they are on the go by using ATLAS technology that is compatible with multiple devices.



MOBILE FORMS A BREEZE

Imagine this...

Customer needs to fill out a form ASAP, but they don't have a printer or a computer accessible and you need the information now. What's the solution? ATLAS Program Forms Builder allows for Mobile Filling.

Our system is compatible with multiple devices, so customers can complete forms on the go in a fast, easy, convenient manner!



Features Include:

- No Manual Forms/Data Entry
- Accessibility
- Built-in Document Upload
- Electronic Signatures Embedded into Forms
- Enhanced User Experience
- Efficient and Easy Approach
- Save Time
- Stay Informed

Contact Us Today!

Website: www.atlasforworkforce.com

Email: jody@ctsfla.com

Phone: 813.215.5025

AUTUMN FUN FACTS

Fall is in the air, autumn officially began on Saturday, Sept. 23rd. Our weather pattern makes the annual transition from summer to fall.

Ready to say hello to the official start of the fall season of 2023? It's the time of the year when we crave apple cider doughnuts, pumpkin spice everything and search for perfect pumpkins as the air turns cooler and the leaves change color.

- Catching a falling leaf can bring you good luck.
- The word "harvest" is where we get the English word "autumn".
- The autumnal equinox is when daylight and night are equal.
- Temperatures begin to fall.
- You can spot a harvest moon.
- Cobbler season has officially begun.
- Break out those cozy sweaters and boots!
- Football season is here.
- Autumn offers so many amazing fall festival options to consider. Get out and participate in some fun activities.

Happy Fall All...

