



CTS



COMPLETE
TECHNOLOGY SOLUTIONS

CASE STUDY

WorkSource Montgomery Strengthens Partner Collaboration & Customer Outcomes

OVERVIEW

WorkSource Montgomery (WSM) serves as the county's fiscal agent for WIOA and leads the local workforce system by connecting job seekers to employment and employers to skilled talent. In partnership with the Montgomery County Workforce Development Board, WSM launched the Community Workforce Network (CWN)—a countywide initiative supporting low to moderate income residents impacted by the pandemic. With more than 100 community organizations engaged, WSM needed a centralized, closed-loop referral system to coordinate services, track outcomes, and ensure no job seeker was left behind. **CTS ATLAS Community Connexions** proved to be the ideal solution, providing real-time data, stronger reporting, and seamless partner collaboration.

BENEFITS

- Centralized Referral System
- Closed Loop Tracking
- Real-time Reporting
- Improved Partner Engagement
- Community & Social Impact

SOLUTION

01

Seamless Partner Integration

ATLAS Community Connexions created a unified referral and reporting hub for more than 100 CBOs and workforce partners, reducing silos and ensuring job seekers receive wraparound services.

02

Closed-Loop Tracking

The system captures and tracks customer outcomes from referral to service completion, enabling continuous communication and accountability among partners.

03

Real-Time Data Reporting

WSM now benefits from instant access to data-driven insights, supporting board reporting, partner meetings, and decision-making across the Partner Network.

ATLAS Community Connexions has become an essential tool for WSM and the Community Workforce Network, powering a more collaborative, accountable, and efficient workforce system. With **ATLAS**, WSM ensures that partners remain engaged, customers are fully supported, and data drives continuous improvement.

For WSM, the choice is clear: ***ATLAS isn't just a platform, it's a system-wide game changer.***

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