



## LAUNCHPAD USER GUIDELINES POLICY #: 2009 REV 1

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### **PURPOSE:**

To communicate Workforce Southwest Washington and WorkSource system partner roles and responsibilities related to data sharing, data disclosure, and security administration related to Launchpad management information system.

### **BACKGROUND:**

Access to Launchpad is limited to individuals who's currently assigned job duties justify a business need for access and those with access to Launchpad data must only share private and confidential information as specified in the following policy.

### **POLICY:**

#### **a. Access Approver**

Only WSW System Administrator can provide individuals with access to Launchpad once all requirements below are met. WSW System Administrator will provide login information to user upon acceptance.

User agencies or organization must notify WSW System Administrator immediately to deactivate accounts for the following reason:

1. Employment termination,
2. Fraudulent or malicious behavior,
3. Breach of security, or
4. Access is no longer needed for job duties.

#### **b. Minimum Requirements for Launchpad Access**

Individuals may have access to Launchpad even though they may work in a satellite office or a remote location. Access will be given to individuals based on meeting the criteria, not on where they are located. The following conditions must be met for all Launchpad users:

1. The user's agency or organization is recognized as a WorkSource Partner Agency as evidenced by a signed WorkSource Memorandum of Understanding with WSW or has a contract with WSW to provide WIOA

services, evaluation, and/or for research purposes or an approved business engagement partner; and

2. The user has completed Launchpad training; and
3. The user has signed a User Agreement.

#### **c. “Opt Out” Requirements**

A customer may choose to “opt out” of data sharing within the system. As an alternative to entering client data into Launchpad for clients who choose to exercise the “opt out” option, other methods including “paper” records will be used.

#### **d. Requests for Access to Launchpad Records**

All requests from the public or subpoenas for access to Launchpad records must be immediately reported to WSW at [agimlin@workforcesw.org](mailto:agimlin@workforcesw.org). The request will be processed in accordance with rules for release of information.

#### **e. Data Confidentiality**

All information recorded in Launchpad is considered confidential information. Users shall protect the confidentiality of the information as required by the laws and when data sharing.

#### **f. Single Point of Contact**

Launchpad was developed to streamline contact and communication from workforce system staff to employers. Launchpad provides a solution that reduces the number of duplicative contacts to employers. Additionally, employer information that is collected by workforce system partners and recorded in Launchpad provides all users with immediate access to employer data potentially alleviating the need to contact an employer and providing information that can be used in program development and job coaching. Maintaining a single-point-of-contact for all business/industry/employer partners of the workforce system is a requirement of all Launchpad users. All business accounts and contact records are associated with an “account owner”. Account owners could be the staff of any WSW partner organization, or a WSW staff member. This person is the lead for which all communication with the business must go through.

Prior to contacting a business, Launchpad users must first check the database to review the history of relationships held and services provided (if any). If a business is in Launchpad and attached to an Account Owner, the Launchpad user **must** connect with the Account Owner prior to contacting the business and business contacts in Launchpad.

If policy is not followed, WSW Director of Business Services will contact the user’s organization to discuss the violation and go over next steps for corrective action. A Launchpad user’s access may be disabled if this requirement is not followed.

#### **DEFINITIONS:**

User Agency or Organization: The agency or organization in which the individual with access to Launchpad is employed.

**WEBSITE:**

<http://workforcesw.org/providers#OperationsPolicies>

**INQUIRIES:**

Please contact Amy Gimlin [agimlin@workforcesw.org](mailto:agimlin@workforcesw.org) (360) 567-1059 for questions.