Talent Development Specialist User Guide

Workforce Southwest Washington Edition
8/20/21

Contents

Introduction

Launchpad's Workforce Development Cloud is an application built specifically for local Workforce Development Boards. It consists of a group of Apps and Modules that provide a complete view of programs and services. Launchpad customizes the information tracked and allows users to analyze and evaluate key Workforce Development areas.

This Talent Development Specialist guide describes how to navigate the system, enter Job Seeker information, identify program eligibility and monitor progress. For any questions or concerns please contact WSW Program Coordinator Kollin Bell at kbell@workforcesw.org.

Overview

Launchpad is a Customer Relationship Management App designed to automate the processes of connecting job seekers with employment opportunities as well as eligibility requirements associated with state, federal and privately-funded programs, and more. The App automates and simplifies parts of the intake and eligibility matching process. It contains a series of additionally mandated reporting relationships based on enrollment, career planning and assessment.

First, Job Matching looks at wage desired on **Contacts** and compares against wage range identified on the job. Second, **Job Matching** looks at skills related to the Job Seeker and job. Third, **SOC code** links the job title with jobs posted in Launchpad.

All screenshots show the expected level of data entry into Launchpad for all active users. Regular monitoring will occur to ensure that data entry is at the expected level.

This manual assists Talent Development Specialists (TDSs) in gaining the following information from Launchpad:

- The expected number of participants per TDS
- The estimated number of participants per program enrollment
- The various support services provided to participants
- The specified participant information
- The length of a program for enrolled participants
- The number of applications per participant
- The number of participants assisted virtual vs. in person

Tasks imaged showcase activity with the participant. The expectation for completion of tasks in this section follow that every appointment, both virtual and in person, as well as phone calls be logged by TDSs.

Roles of Talent Development Specialists and Business Liaisons

The Talent Development Specialist (TDS) role is to meet with participants, assess needs for additional training, certification, or education to get back to work. The TDS will then proceed in the direction that will best assist the customer. When the TDS meets or speaks with the participant, they should create a profile in Launchpad, complete the job search information and upload a resume. When the participant is applying to a position or interested in a particular job that we may have an employer relationship, the TDS will reach out to the business liaison who will connect the qualified job seeker to the employer.

The Business Liaison will review the Launchpad participant information, filling in all required fields and will review the participant's resume, making sure that the document meets the four requirements and that the document is "employer ready."

1. Must be on a professional resume
2. Must be free from spelling and grammatical errors
3. Must meet the minimum requirements for the job in which they are applying to.
4. Must be directly related to job desired.

Refer to on pg. 39 under **Resume** to review these four requirements.

Objectives Overview

Each objective functions to assist the TDS in collecting, updating, and analyzing participant data. The objectives are located on the dark blue banner next to the home icon indicated by a small white house. There are eight objective tabs that TDSs will use.

Objectives include:

- Common Intake
- Contacts

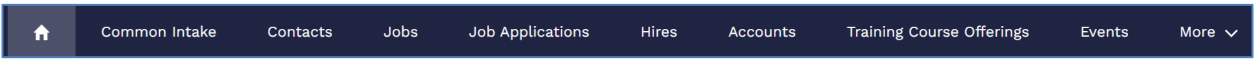
- Jobs
- Job Applications
- Hires
- Accounts
- Reports
- Dashboard

Objective and Related Record Layout

An open Objective will have a layout like the screenshot below. Information within Records will differ depending on types of Records.

Figure 1

Objective Banner

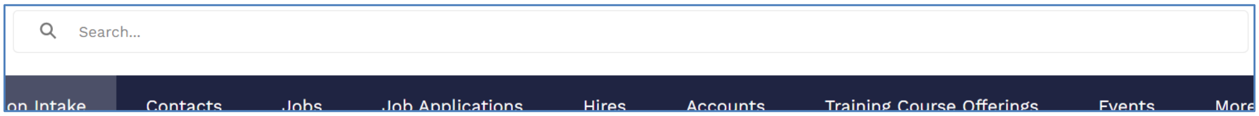


Main Search Bar

Search broadly across data using this search bar. Used for searching through objectives and records.

Figure 2

Main Search Bar

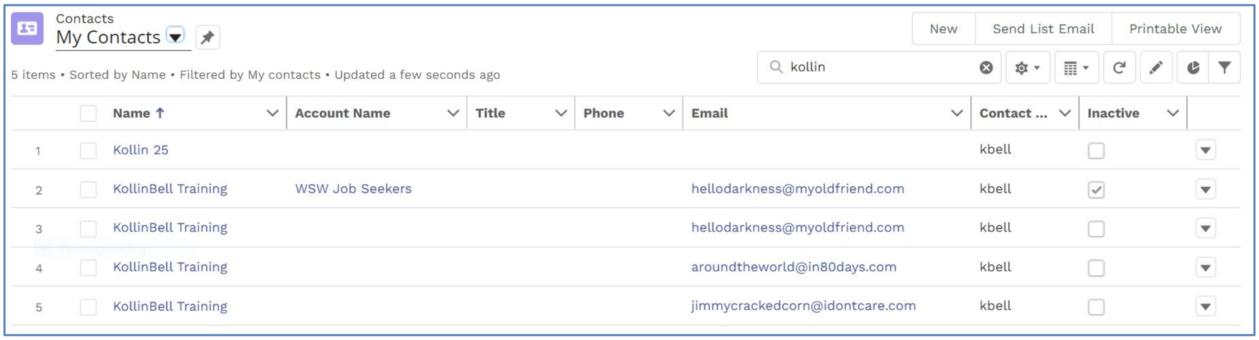


Related Records

These are the collection of records within each objective.

Figure 3

Related Records



Contacts

My Contacts

5 items • Sorted by Name • Filtered by My contacts • Updated a few seconds ago

		Name ↑	Account Name	Title	Phone	Email	Contact ...	Inactive
1	☐	Kollin 25					kbell	☐
2	☐	KollinBell Training	WSW Job Seekers			hellodarkness@myoldfriend.com	kbell	☑
3	☐	KollinBell Training				hellodarkness@myoldfriend.com	kbell	☐
4	☐	KollinBell Training				aroundtheworld@in80days.com	kbell	☐
5	☐	KollinBell Training				jimmycrackedcorn@idontcare.com	kbell	☐

List Views

List Views are located above Related Records in each Objective. Click the drop-down button to access List Views as highlighted below.

Figure 4

List Views

Contacts

My Contacts

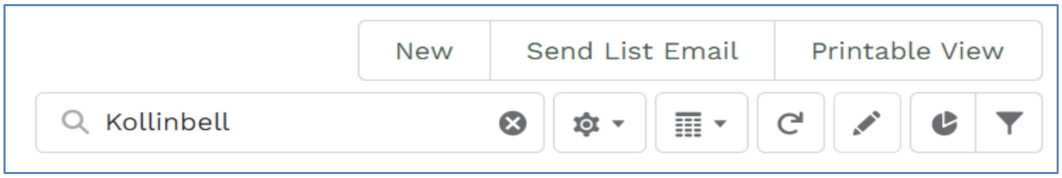
List View shows key data without needing to open the Record. Customize List Views to display the fields most relevant to you. Create new List Views by clicking **New** next to **Printable View**.

List Views are searchable. The TDS can search by Record Name, or by data within a Record. When the TDS clicks the search bar, a pop up appears letting them know what data *is not* searchable.

Individual contacts are accessible through List Views.

Figure 5

Related Records and List Views Functions



User Guide Key

Red Wording and or Asterisk (*)	Necessary information/Cannot continue without
Blue Wording	Desk Aid Information/Detailed instruction of where and what information to include, similar to Desk Aid for data entry guidance
Green Wording	Data Entry Activity/Examples
Black Wording	Defined descriptions of various parts of user guide

Common Intake

Data Entry is the point for participant's information. It is seven sections that requires the basic information of each individual participant. Common Intake will not automatically save each section. Complete all seven sections of the common intake before exiting.

Contact Information

This section requires general contact and identification information of participates.

*__First Name__

***Last Name**

Student ID: Do Not Use

Agency Code: Do Not Use

Case Number: ETO-WorkSource or EJAS-Next : Use at Case Manager discretion

Mailing Street

Mailing City

Mailing State/Province

Mailing Zip/Postal Code

Phone Number: (Three options, only one phone number required for participant contact).

Candidate First Name is your first and last name and the Last Name is Training (Example: My first name would be KollinBell and last name would be Training)

Case Number and EJAS Number. Any combination of numbers will work for activity (Example 3333333)

Candidate address is the same address and phone number as the TDS's organization (Example: 805 Broadway, Suite 412, Vancouver, WA, 98660 and phone is 360.735.5022)

Create an email address. It does not have to be a real email address (Example aroundtheworld@in80days.com)

Thrive Only

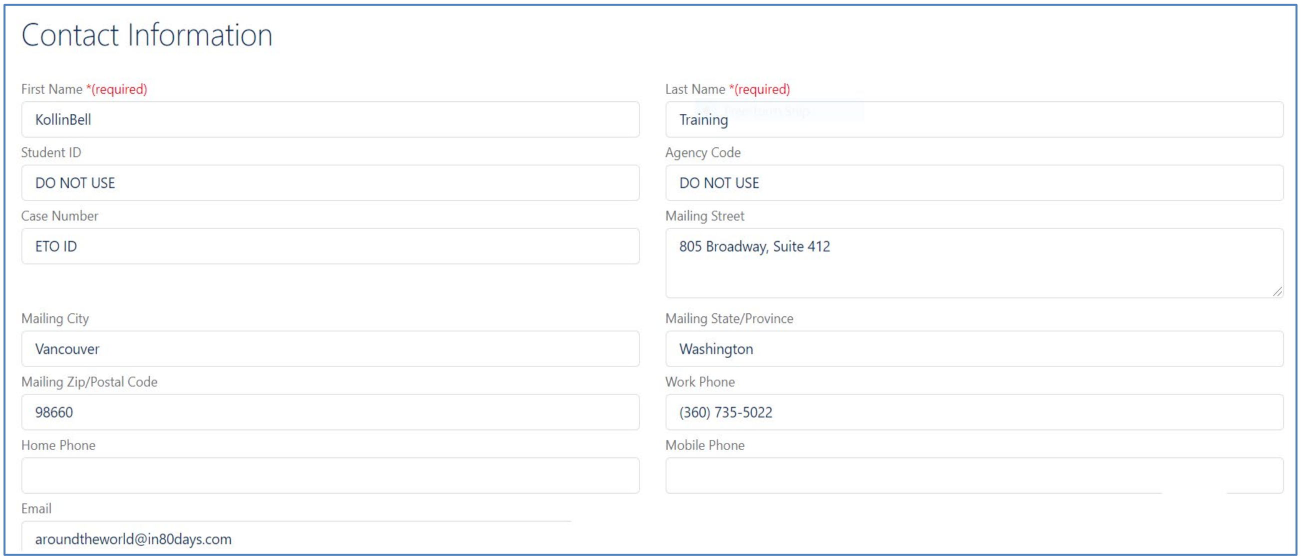
*Received mentoring

*Has stable housing

*Date achieved stable housing

Figure 6

Contact Information



Contact Information

First Name *(required)
KollinBell

Last Name *(required)
Training

Student ID
DO NOT USE

Agency Code
DO NOT USE

Case Number
ETO ID

Mailing Street
805 Broadway, Suite 412

Mailing City
Vancouver

Mailing State/Province
Washington

Mailing Zip/Postal Code
98660

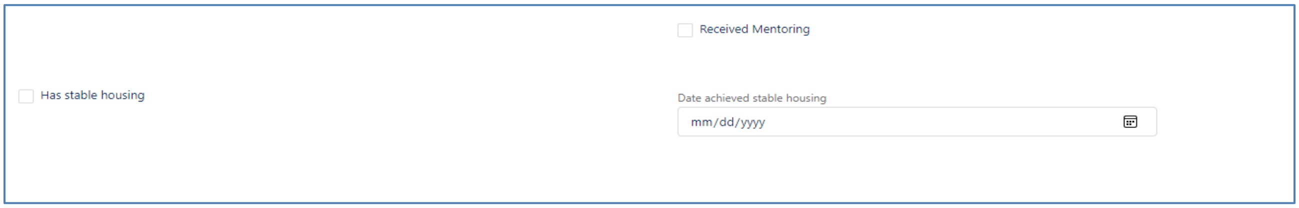
Work Phone
(360) 735-5022

Home Phone

Mobile Phone

Email
aroundtheworld@in80days.com

Thrive Only



☐ Received Mentoring

☐ Has stable housing

Date achieved stable housing
mm/dd/yyyy

Demographic Information

This section involves date of birth, gender, and gender pronouns. Other information required includes race, ethnicity, and veteran status.

Birthdate

Gender Choices: Male, Female, Transgender Female, Transgender Male, Non-binary, Gender Queer, Declined to Answer, Unknown and Other/Non-Conforming.

Gender Pronoun Choices: She/Her, He/Him, They/Them and No Pronoun.

Race Choices: White, Black/African American, Asian, American Indian/Native Alaskan, Native Hawaiian/Other Pacific Islander, American Indian/Native Alaskan & White, Asian & White, Black/African American & White, American Indian/Alaskan Native & Black/African American, More than One Race, Other, None Reported and Prefer Not to Disclose.

Ethnicity Hispanic/Latino: Yes, No and Prefer Not to Disclose.

Veteran: Yes, No and Not Applicable.

Select date of birth. Select an age above 18 years old. (Example 05/05/1989)

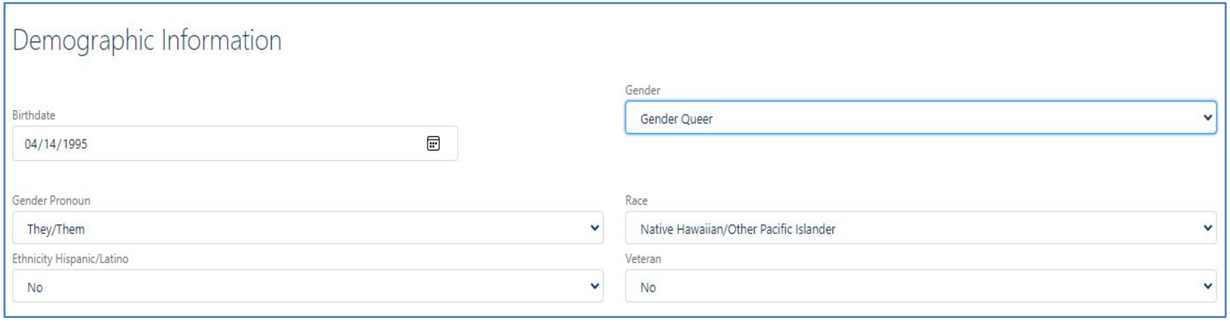
Candidate is Gender Queer and pronouns are They/Them

Native Hawaiian/Pacific Islander and not Hispanic

Not a veteran

Figure 8

Demographic Information



Demographic Information

Birthdate: 04/14/1995

Gender: Gender Queer

Gender Pronoun: They/Them

Race: Native Hawaiian/Other Pacific Islander

Ethnicity Hispanic/Latino: No

Veteran: No

Employment/Education Information

This section involves information on the participant's education and employed status. This information includes current and prior educational experience. Indicate whether the participant is employed, unemployed or underemployed. If the participant is employed, fill in information for the employer's name, wage, job title, hire date and hours worked per week. If the participant is unemployed, please indicate in "Long-Term Unemployed" tab.

Highest School Grade Completed:

0 = No school grades completed,

1 – 12 = Number of secondary grades completed,

13 = attained high school diploma,

14 = attained a high school equivalency,

15 = participant with a disability receives a certificate for (IEP),

16 = Some college

17 = Associate degree

18 = Bachelor's degree

19 = Beyond Bachelor's degree

School Status at Participation: In H.S. or less, In H.S, Alternative School, In School, Post H.S. and Not attending School.

Employment Status at Program Entry: Employed, Not Employed and Employed, but Received Notice of Termination of Employment or Military Separation.

Long-Term Unemployed: Yes, Unemployed ≥ 27 consecutive weeks and No.

Qualified Job Seeker: Supervisor/Business Liaison will check box once participant meets all criteria based on Case Manager feedback

Comments: Useful for any optional notes about currently employment status or other needed information.

Attained High school diploma

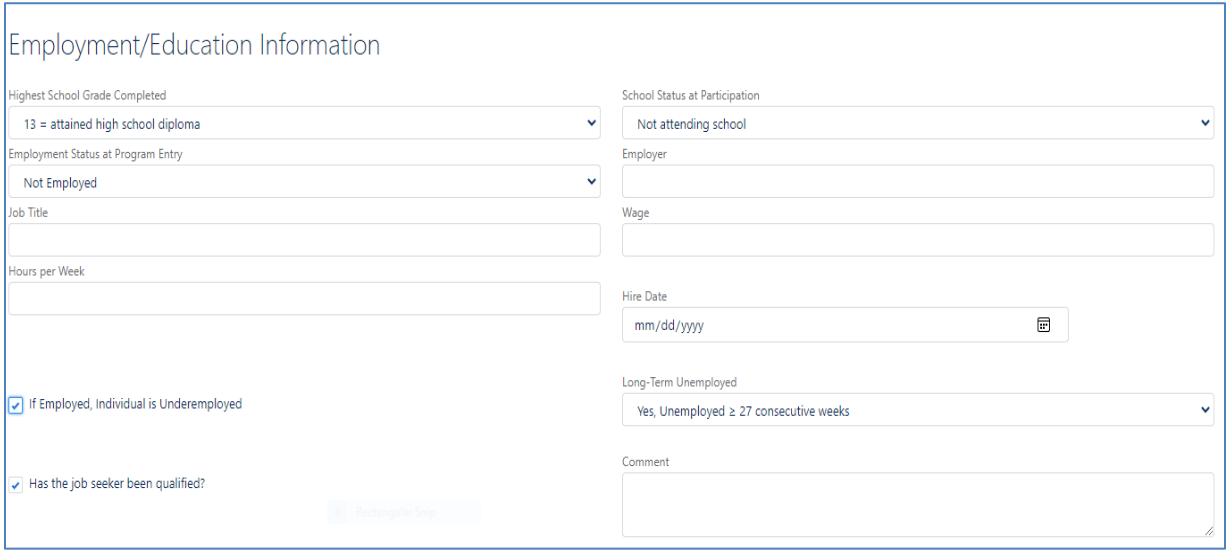
Not attending school

Not employed

Greater than or equal to 27 months

Figure 9

Employment/Education Information



Employment/Education Information

Highest School Grade Completed: 13 = attained high school diploma

School Status at Participation: Not attending school

Employment Status at Program Entry: Not Employed

Employer:

Job Title:

Wage:

Hours per Week:

Hire Date: mm/dd/yyyy

Long-Term Unemployed: Yes, Unemployed ≥ 27 consecutive weeks

☑ If Employed, Individual is Underemployed

☑ Has the job seeker been qualified?

Comment:

Skills Wages Information

This section involves desired position and wage desired. For wage desired use hourly wage format. After completing both select skills that the participant possesses. There are twelve categories of skills alphabetized from left to right, top down. Job matches are based on skills; select all skills your participant demonstrates through previous work history, education, and/or your assessment. The TDS reviews them and becomes familiar with them. Limit skill selection to a max. 10 skills. If the participant has a specific career path, for example CNA, select skills related to that career.

Desired Position: Select position participant would like to pursue or continue.

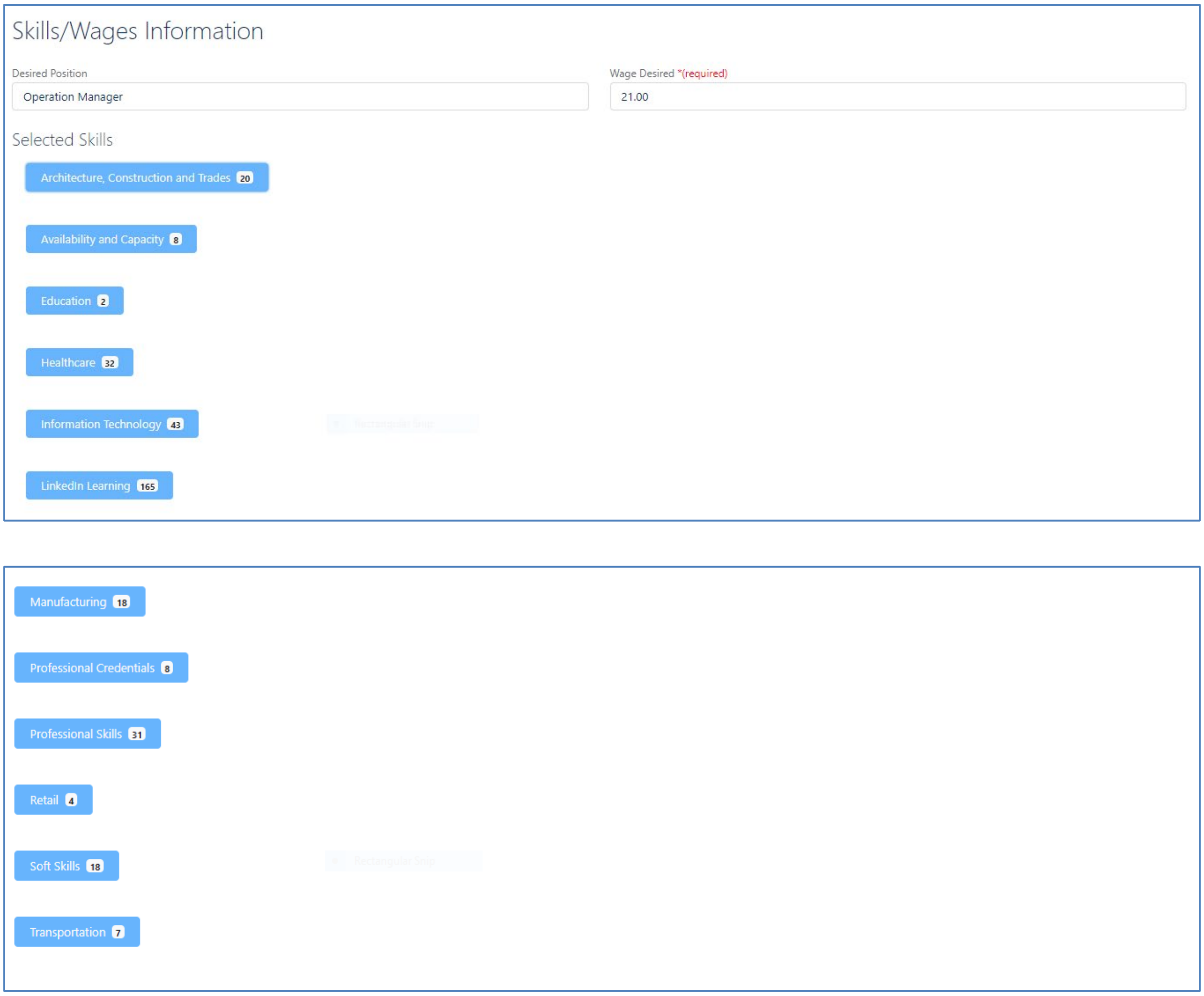
***Wage Desired:** Must be hourly wage.

***Skills:** Select very specific skills if job search is specific. If participant has a wide interest in opportunities, add more skills to cast a wider job match.

For example: If a participant wants to become a production worker and make $21 an hour. relevant skills could include good work ethic, driver's license, first aid/CPR, proficient in Microsoft products, effective written and oral communication, conflict resolution, types 50 wpm, worked with cash, forklift certified, ability to lift up to 50 lbs., can work full time, operate heavy machines, can use Personal Protection Equipment (PPE)

Figure 10

Skills/Wages Information



Skills/Wages Information

Desired Position: Operation Manager

Wage Desired *(required): 21.00

Selected Skills

- Architecture, Construction and Trades 20
- Availability and Capacity 8
- Education 2
- Healthcare 32
- Information Technology 43
- LinkedIn Learning 165
- Manufacturing 18
- Professional Credentials 8
- Professional Skills 31
- Retail 4
- Soft Skills 18
- Transportation 7

Barriers

This section focuses on external responsibilities or challenges to job security. These factors include family, experiences, or individual circumstances. Each line has a drop-down menu from which to select:

English Learner: Yes and No.

Basic Skills Deficient: Yes and No.

Disabled: Yes → Major or Substantial, No and Prefer Not to Disclose.

Houseless: Yes, No and Not Applicable.

Exhausting TANF Within 2 Years: Yes and No.

Low Income: Yes and No.

Pregnant/Parenting Youth: Yes, No and Not Applicable.

Ex-Offender: Yes and No.

Displaced Homemaker: Yes and No.

Exclusionary Reasons: Institutionalized, Health/Medical, Deceased, Serve Forces called to Active Duty, Foster Care, Ineligible, Not a valid SSN, Other.

Low Levels of Literacy: Yes and No.

Cultural Barriers: Yes and No.

Single Parent: Yes and No.

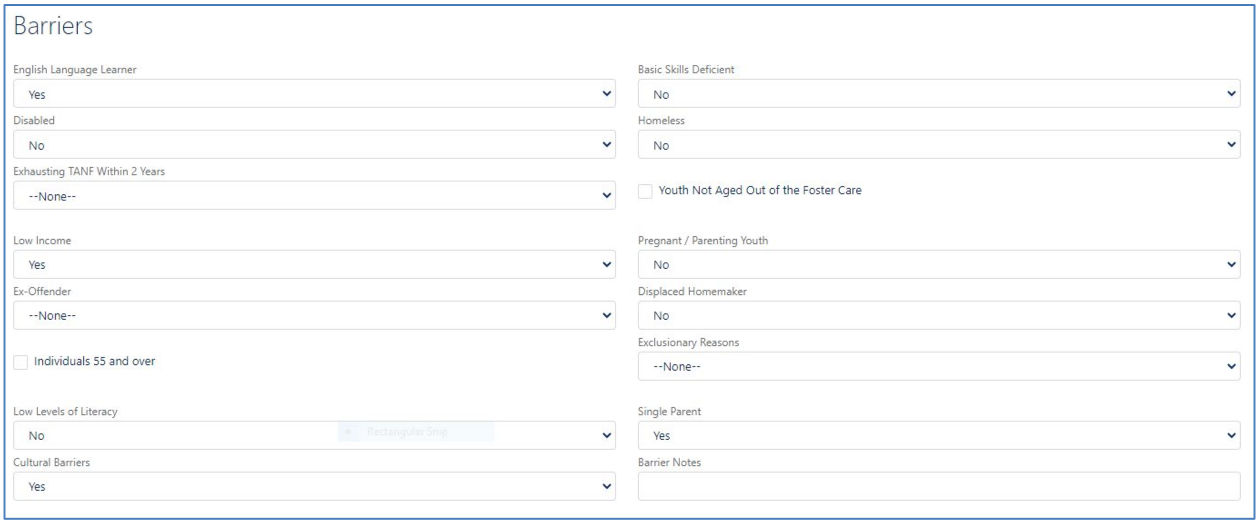
Check box if participant is "Youth Not Aged Out of the Foster Care".

English language learner

Low Income

Single Parent

Figure 11
Barriers



Barriers

English Language Learner: Yes

Disabled: No

Exhausting TANF Within 2 Years: --None--

Low Income: Yes

Ex-Offender: --None--

☐ Individuals 55 and over

Low Levels of Literacy: No

Cultural Barriers: Yes

Basic Skills Deficient: No

Homeless: No

☐ Youth Not Aged Out of the Foster Care

Pregnant / Parenting Youth: No

Displaced Homemaker: No

Exclusionary Reasons: --None--

Single Parent: Yes

Barrier Notes:

Program Eligibility Information

This section assists in finding the programs that a participant is eligible for. Location of Residence is a required tab. Do not leave as "None". If participant does not live in any of the specified locations, select "Other". Adult, Dislocated Worker and Youth select NO unless fully enrolled in ETO in a program, then select Yes, Local Formula. Selective Service Registration:

select N/A for Talent Pool only. If exempt from Selective Service, please explain why in comment box below.

***Location of Residence:** South Kelso, Kelso, Highlands, Longview or Other.

***FPL and SNAP Eligible:** Yes and No.

***Citizen:** Yes and No.

***Adult:** Yes, Local Formula, Yes, Statewide, Yes, Both Local and Statewide and No.

***Dislocated Worker:** Yes, Local Formula, Yes, Statewide, Yes, Both Local and Statewide and No.

***Youth:** Yes, Local Formula, Yes, Statewide, Yes, Both Local and Statewide and No.

***Selective Service Registration:** Yes Registered, No Not Registered, Exempt from Registration, and N/A.

***Migrant and Seasonal Farmworker Status:** Seasonal Farmworker or No.

***Enrolled in Clark County Juvenile Court:** Yes and No.

***Enrolled in the Opportunity Partnership:** Yes and No.

***Check box** if participant is "Eligible Non-Citizen".

Reason why Exempt from Registration comment box.

Location of Residence is Longview.

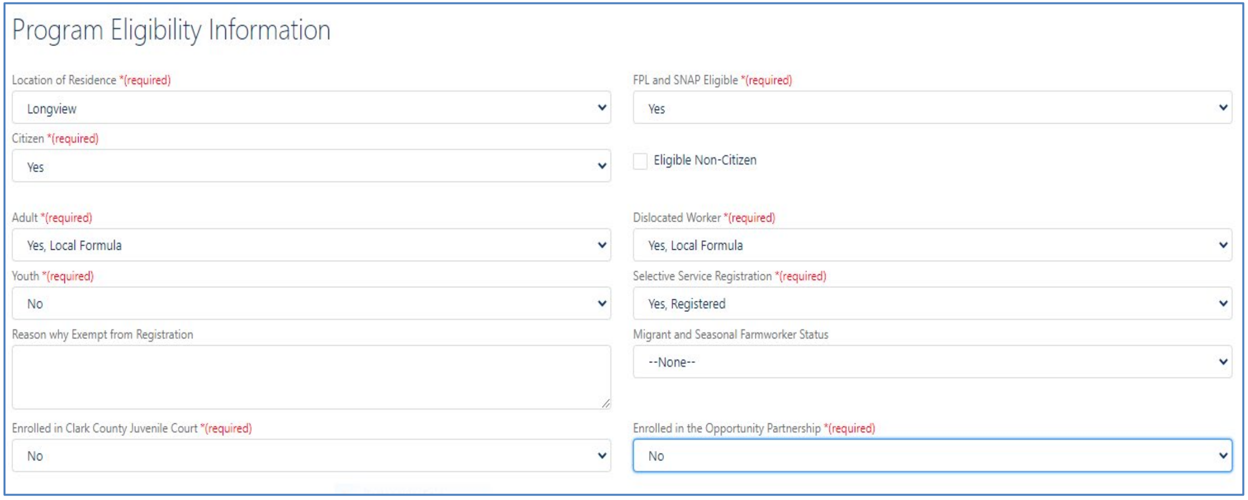
Citizen is "Yes".

FPL and SNAP Eligible is "Yes".

Selective Service is “Yes”.

Figure 12

Program Eligibility Information



Program Eligibility Information

Location of Residence *(required): Longview

FPL and SNAP Eligible *(required): Yes

Citizen *(required): Yes

☐ Eligible Non-Citizen

Adult *(required): Yes, Local Formula

Dislocated Worker *(required): Yes, Local Formula

Youth *(required): No

Selective Service Registration *(required): Yes, Registered

Reason why Exempt from Registration:

Migrant and Seasonal Farmworker Status: --None--

Enrolled in Clark County Juvenile Court *(required): No

Enrolled in the Opportunity Partnership *(required): No

Program Eligibilities Found

This section exhibits possible enrollment eligibility for programs that a participant is a prime candidate for. There may be multiple programs. Select the program or programs that fits their needs.

Enroll: Check box to enroll participant into program.

Program: Resources and career development activities participant will receive.

Priority: Ranking of Program.

Various programs will show at this point. Please select Thrive.

Figure 13

Program Eligibilities Found

Program Eligibilities Found

Enroll?	Program	Priority
☐	CareersNW	4th
☑	Thrive	4th
☐	Thrive Incumbent	4th

After this information is competed the TDS is directed to the participant's Profile.

Profile

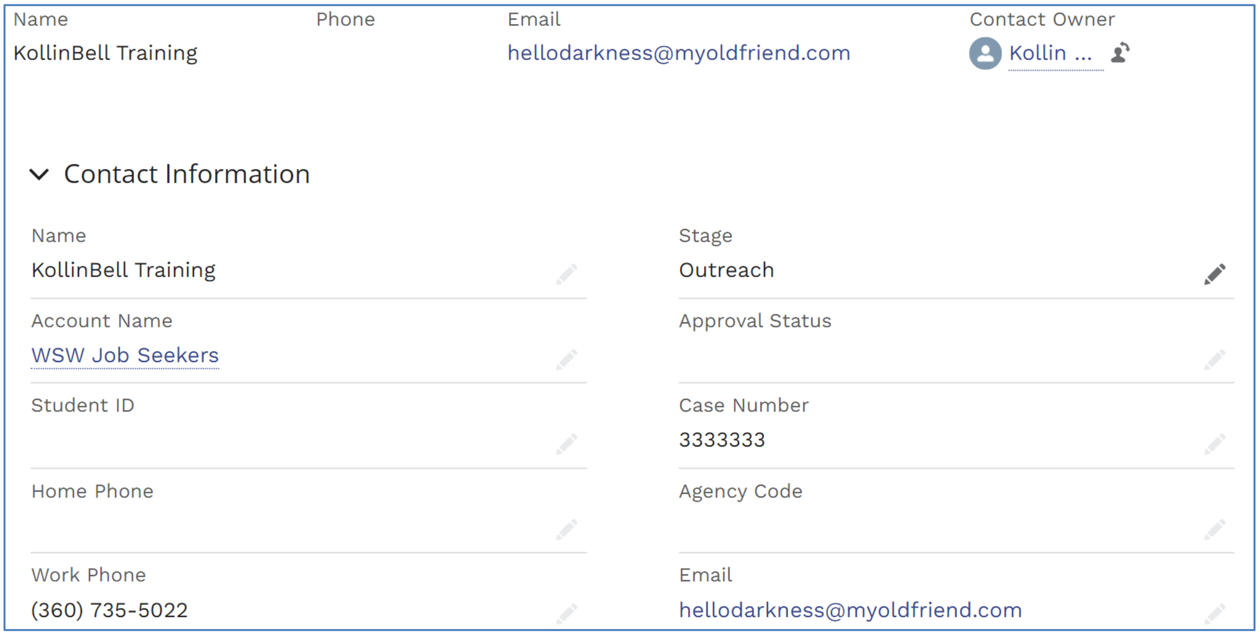
A Profile is the information collected and stored on the participant from the common intake. It is located on the left aside the Cards within the Contact Record. It is information and data collected for Job Seekers, Employers, Partners, and Training Providers.

Update and monitor this information frequently after check-ins, meetings and collection of important information on the participant.

Do not Copy & Paste resume to the Profile. Use File card.

Figure 14

Profile



Name: KollinBell Training

Phone:

Email: hellodarkness@myoldfriend.com

Contact Owner: Kollin ...

Contact Information

Name: KollinBell Training

Stage: Outreach

Account Name: WSW Job Seekers

Approval Status:

Student ID:

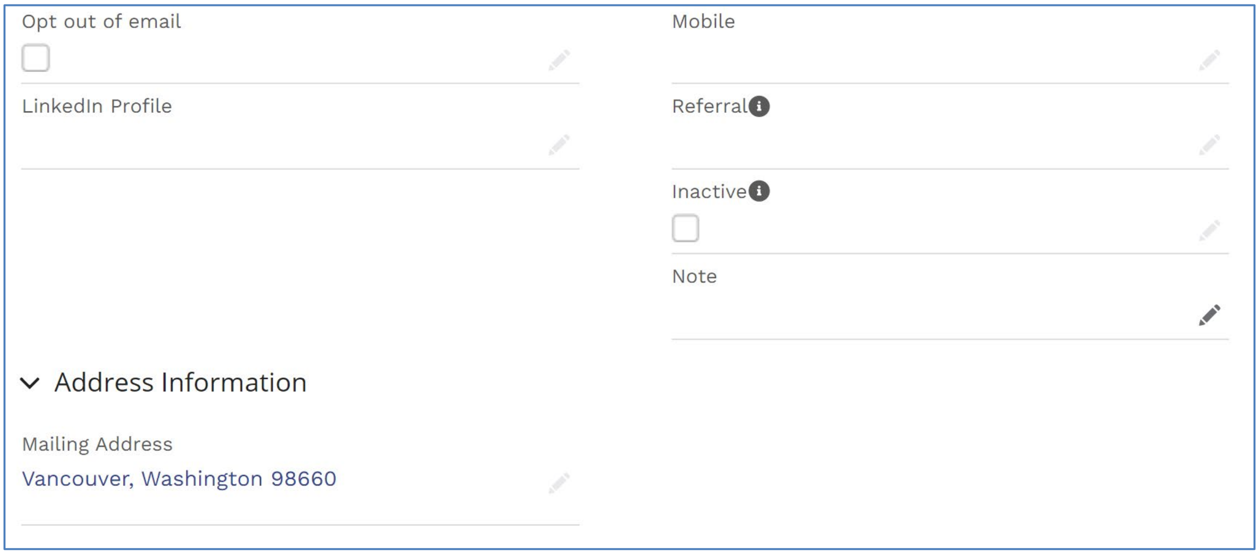
Case Number: 3333333

Home Phone:

Agency Code:

Work Phone: (360) 735-5022

Email: hellodarkness@myoldfriend.com



Opt out of email: ☐

Mobile:

LinkedIn Profile:

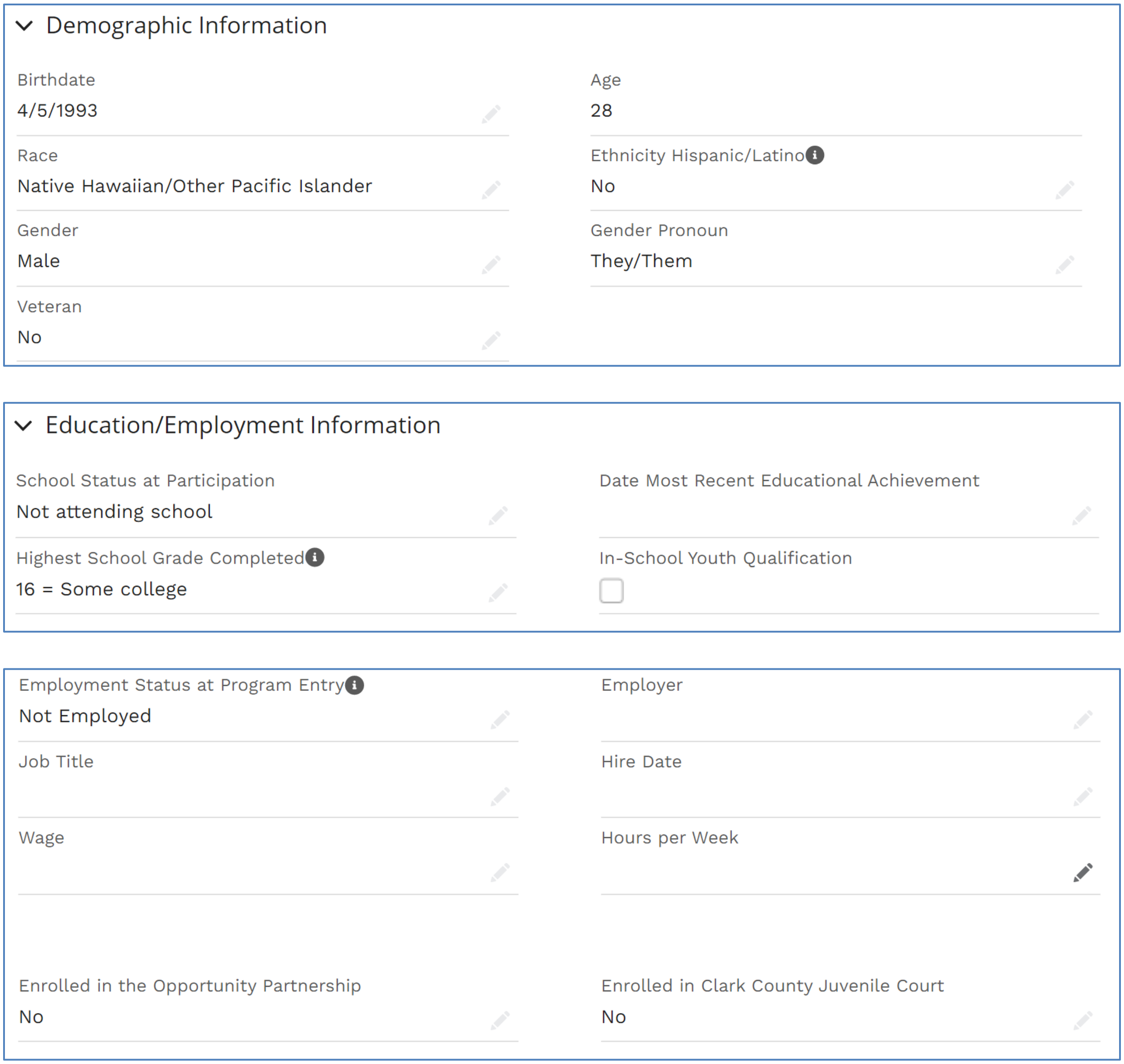
Referral:

Inactive: ☐

Note:

Address Information

Mailing Address: Vancouver, Washington 98660



Demographic Information

Birthdate
4/5/1993

Age
28

Race
Native Hawaiian/Other Pacific Islander

Ethnicity Hispanic/Latino
No

Gender
Male

Gender Pronoun
They/Them

Veteran
No

Education/Employment Information

School Status at Participation
Not attending school

Date Most Recent Educational Achievement

Highest School Grade Completed
16 = Some college

In-School Youth Qualification
☐

Employment Status at Program Entry
Not Employed

Employer

Job Title

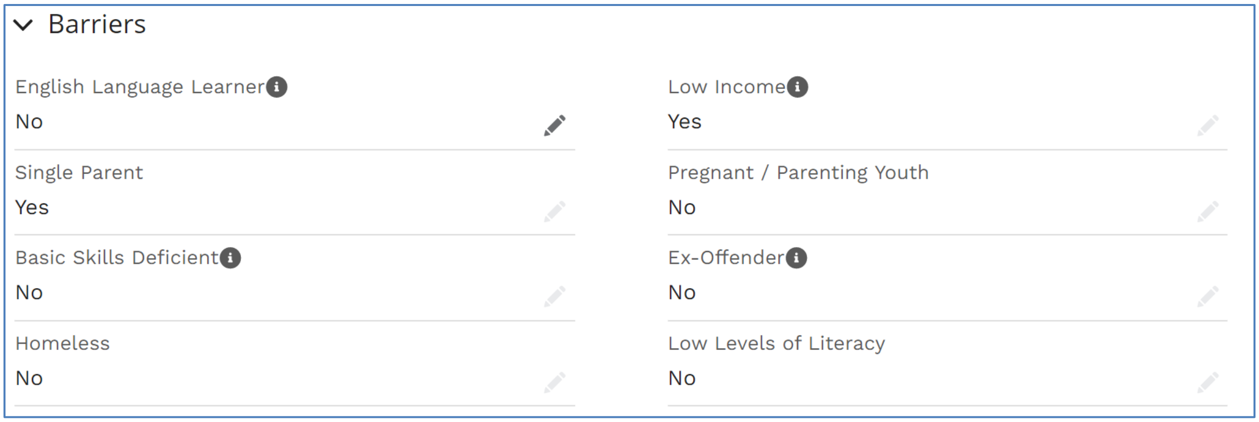
Hire Date

Wage

Hours per Week

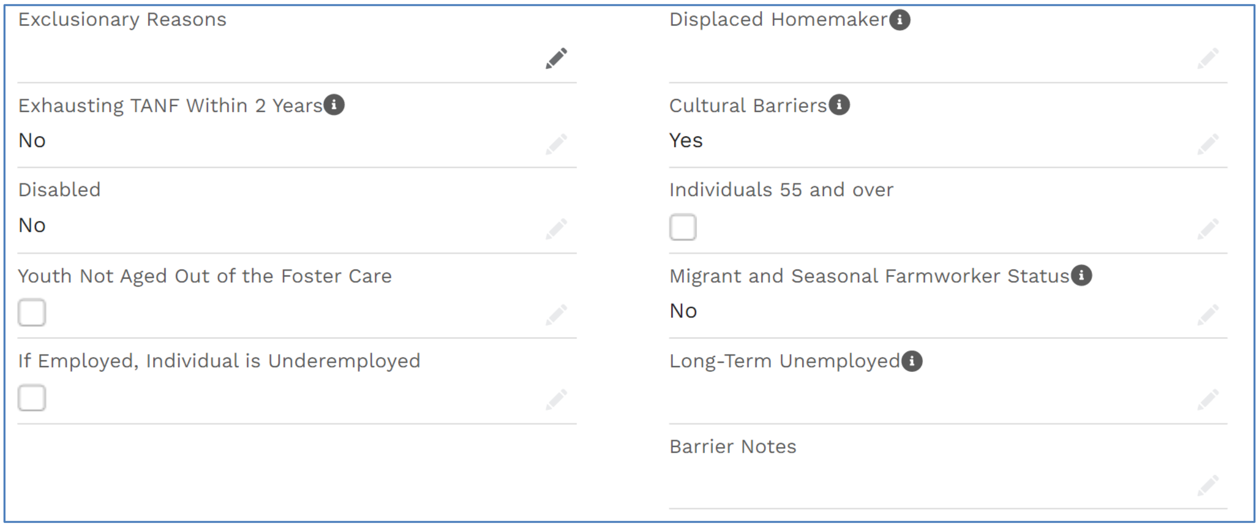
Enrolled in the Opportunity Partnership
No

Enrolled in Clark County Juvenile Court
No

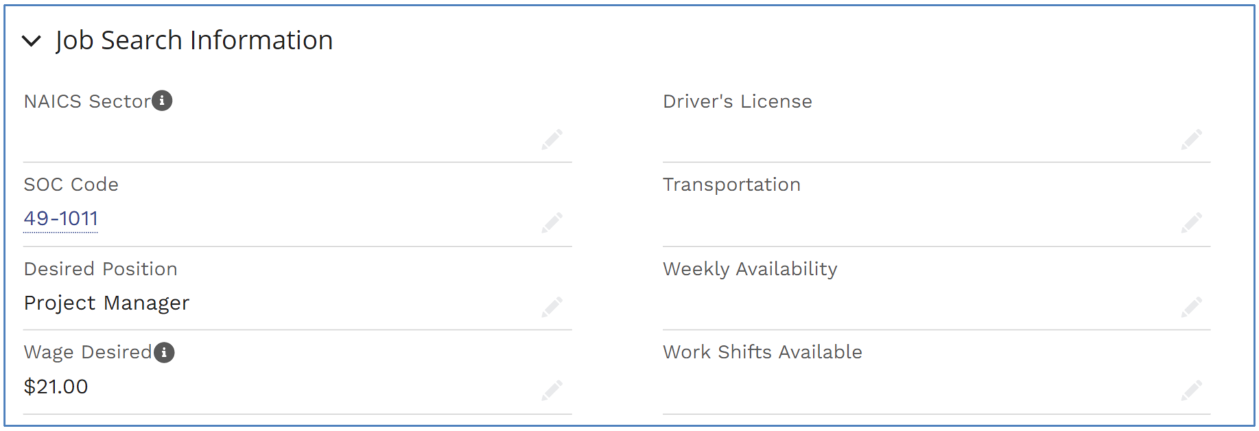


Barriers

English Language Learner	No	Low Income	Yes
Single Parent	Yes	Pregnant / Parenting Youth	No
Basic Skills Deficient	No	Ex-Offender	No
Homeless	No	Low Levels of Literacy	No



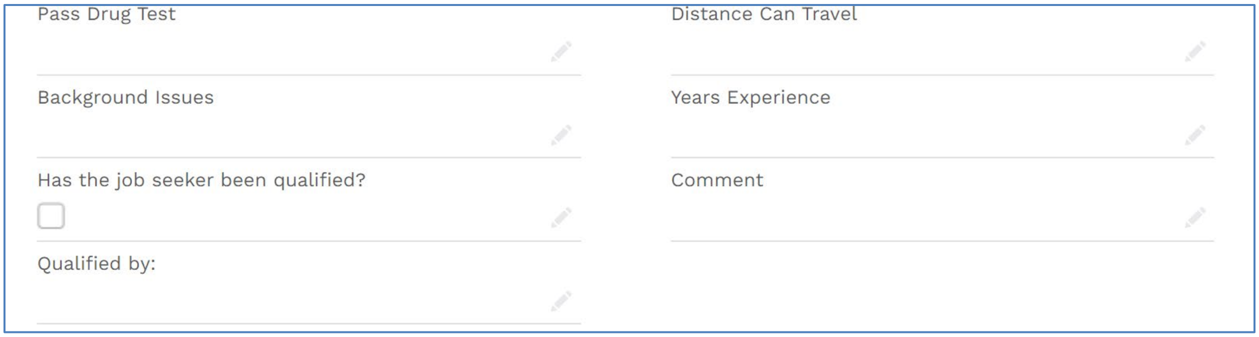
Exclusionary Reasons		Displaced Homemaker	
Exhausting TANF Within 2 Years	No	Cultural Barriers	Yes
Disabled	No	Individuals 55 and over	☐
Youth Not Aged Out of the Foster Care	☐	Migrant and Seasonal Farmworker Status	No
If Employed, Individual is Underemployed	☐	Long-Term Unemployed	
		Barrier Notes	



Job Search Information

NAICS Sector		Driver's License	
SOC Code	49-1011	Transportation	
Desired Position	Project Manager	Weekly Availability	
Wage Desired	$21.00	Work Shifts Available	

workforce
SOUTHWEST WASHINGTON



Pass Drug Test

Distance Can Travel

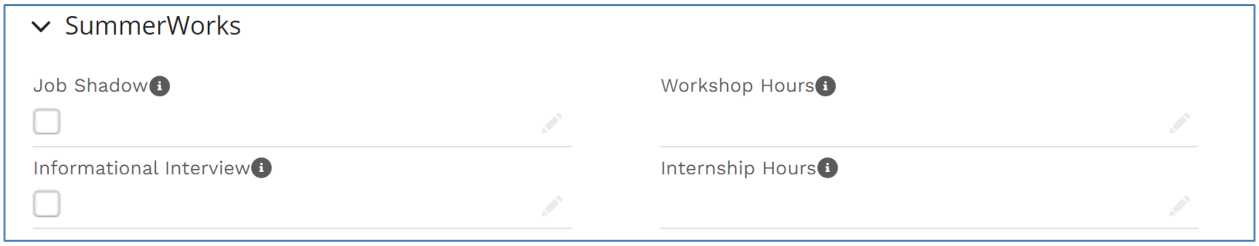
Background Issues

Years Experience

Has the job seeker been qualified?
☐

Comment

Qualified by:



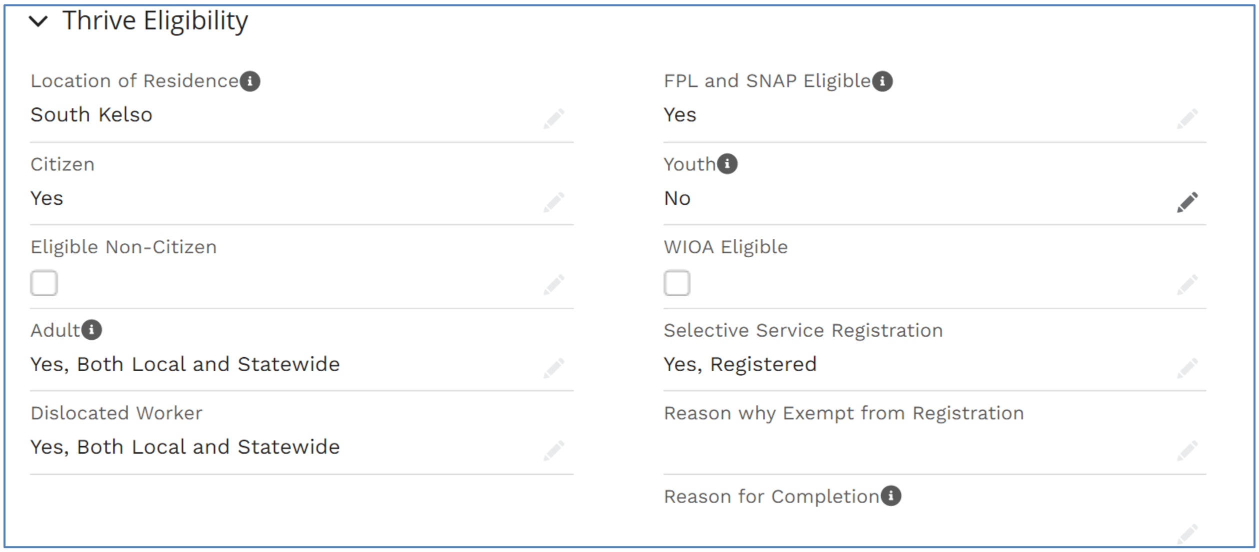
SummerWorks

Job Shadow
☐

Workshop Hours

Informational Interview
☐

Internship Hours



Thrive Eligibility

Location of Residence
South Kelso

FPL and SNAP Eligible
Yes

Citizen
Yes

Youth
No

Eligible Non-Citizen
☐

WIOA Eligible
☐

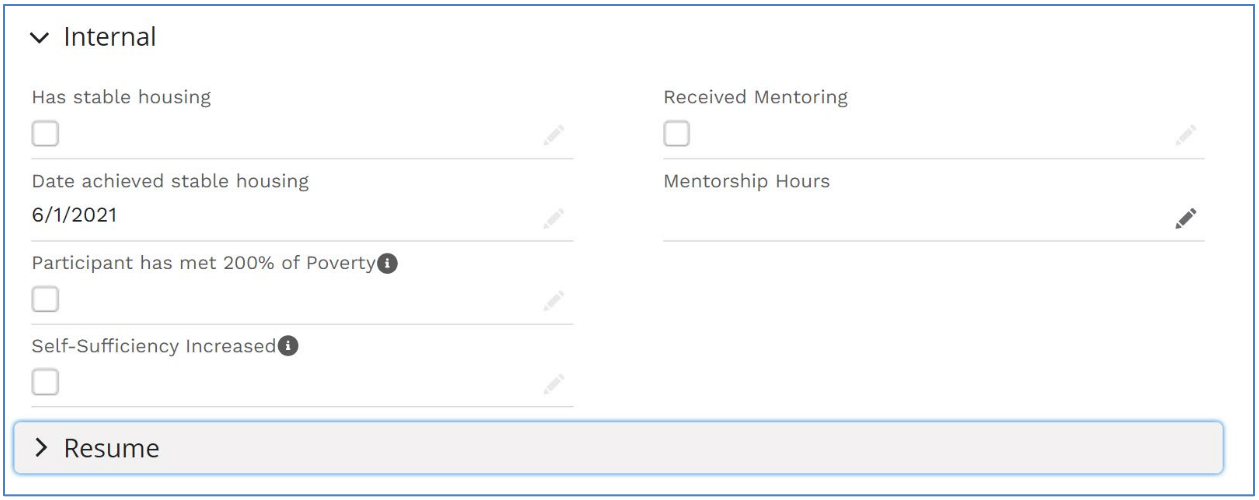
Adult
Yes, Both Local and Statewide

Selective Service Registration
Yes, Registered

Dislocated Worker
Yes, Both Local and Statewide

Reason why Exempt from Registration

Reason for Completion



Internal

Has stable housing

☐

Received Mentoring

☐

Date achieved stable housing

6/1/2021

Mentorship Hours

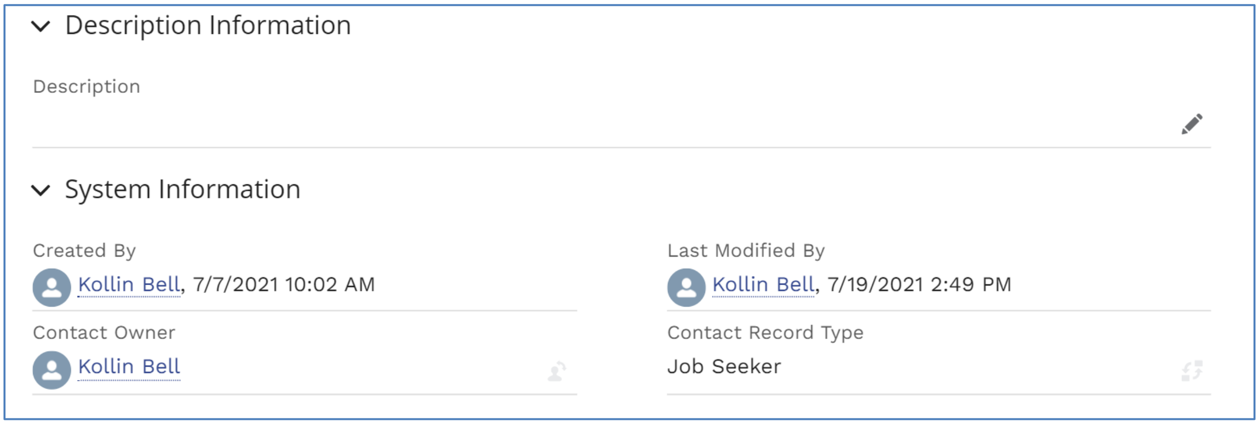
Participant has met 200% of Poverty

☐

Self-Sufficiency Increased

☐

Resume



Description Information

Description

System Information

Created By

Kollin Bell, 7/7/2021 10:02 AM

Last Modified By

Kollin Bell, 7/19/2021 2:49 PM

Contact Owner

Kollin Bell

Contact Record Type

Job Seeker

Pencil Symbol

To make edits or updates to the information acquired from the common intake click on the pencil symbol. The pencil symbol is located to the right of the empty space or drop-down tab.

Figure 15
Pencil Symbol

Home Phone

Save Button

Use the **Save** button at the top or bottom of the screen when editing a Profile after clicking on any part that has a pencil symbol next to it.

Figure 16

Save Button

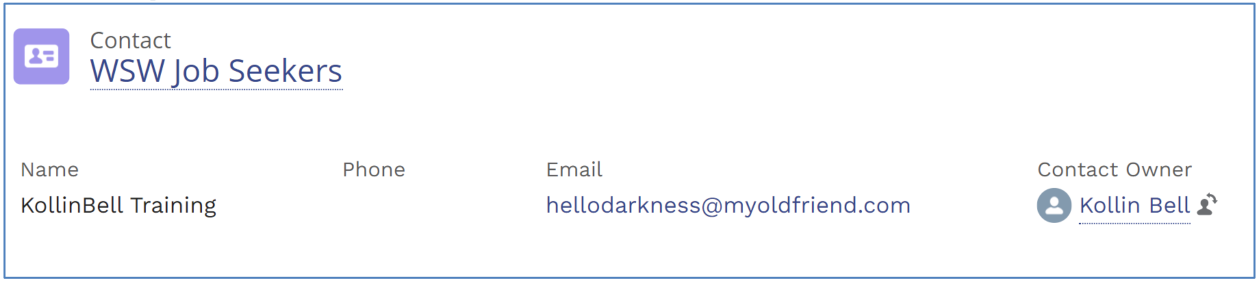
Top and Bottom of Profile

The top of the profile under "Contact" is the name of the participant and the name of the contact owner. Located at the bottom of the profile in "System Information" it shows who created the profile, the name of the contact owner, when the TDS had last modified the profile and the contact record type.

Top

Figure 17

Profile Top



Contact

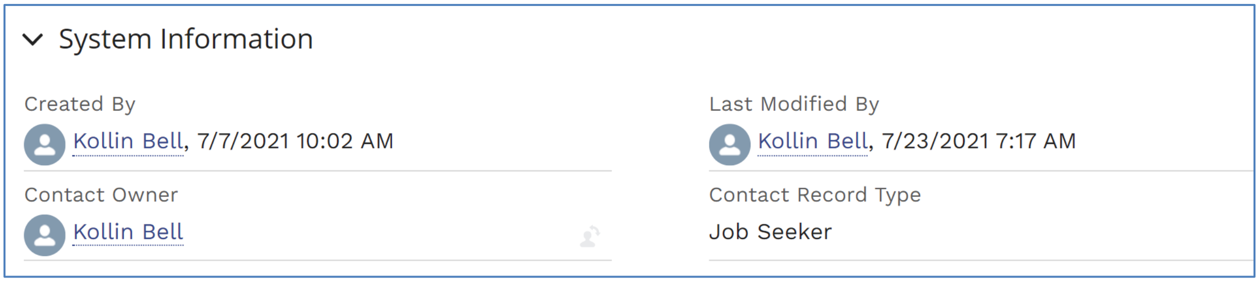
WSW Job Seekers

Name	Phone	Email	Contact Owner
KollinBell Training		hellodarkness@myoldfriend.com	Kollin Bell

Bottom

Figure 18

Profile Bottom



System Information

Created By
Kollin Bell, 7/7/2021 10:02 AM

Last Modified By
Kollin Bell, 7/23/2021 7:17 AM

Contact Owner
Kollin Bell

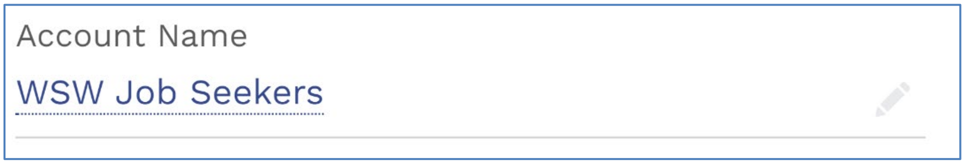
Contact Record Type
Job Seeker

Account Name

The email address of the TDS will determine the account name/source for the customer. The account name will auto populate.

Figure 19

Account Name



Account Name
WSW Job Seekers

Stage

TDSs assists participants through-out their career development journey. This piece is important to fill out and update.

***One required:** Select one option for the stage that the participant is in.

Assessment: a job seeker is being qualified for services or training.

Outreach: staff are trying to connect with job seekers who attended a hiring event.

Enrollment: Registering participant into a program or programs.

Services: Services provided to participants through service provider.

Training: Associated with a program or course with a set outcome date and skill.

Exit: Participant has exited program due to training or employment.

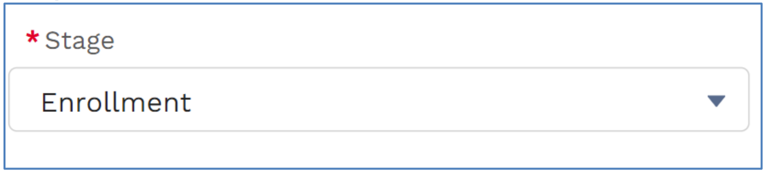
Follow-up: TDS followed-up with participant.

Closed: Participant has not been active in the minimum of one to two months and will not continue within the program.

Click "Enrollment"

Figure 20

Stage



* Stage

Enrollment

SOC Code (Standard Occupational Classification)

This is the name of the occupation that the participant is interested in pursuing. The SOC Code is located under **Job Search Information**. To find the SOC code enter in the name of occupation into the SOC Code tab and add an asterisk at the end of it. If this does not work the second way is to google the SOC code:

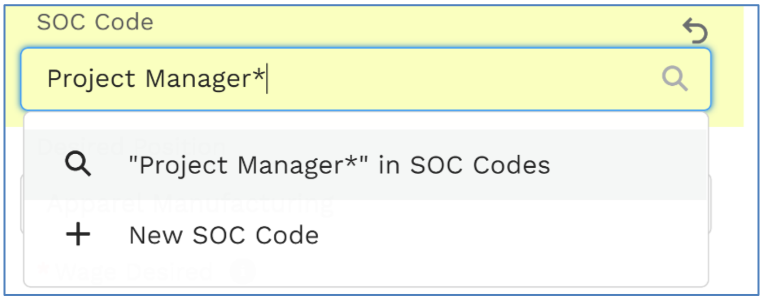
*Enter Project Manager*****

*Google Project Manager SOC Code

SOC Code: 49-1011

Database Search

Figure 21
Data Search

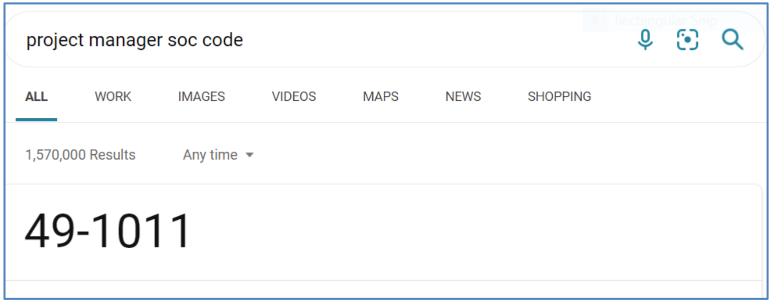


SOC Code

Project Manager*

"Project Manager*" in SOC Codes

Figure 22
Google Search



project manager soc code

1,570,000 Results

49-1011

Quick Action Bar

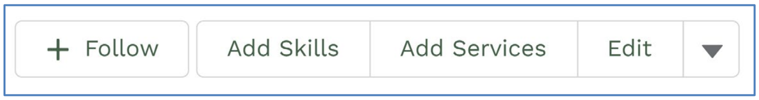
Next to user profile is the **Quick Action Bar** to alter a profile. In this tab, the Case Manager can **Follow** an individual contact, add skills, add services, or edit the profile. A drop-down tab enables additional changes to a profile.

Add Skills: Used to add skills that will show in the **Client Skills** card below.

Add Services: Used to add services that will show in the **Client Services** menu bar.

Figure 23

Quick Action Bar



These options include adding new notes and changing the owner of the contact and changing record type.

New Notes

Used to add services that will show in the **Notes** card.

Change Contact Owner

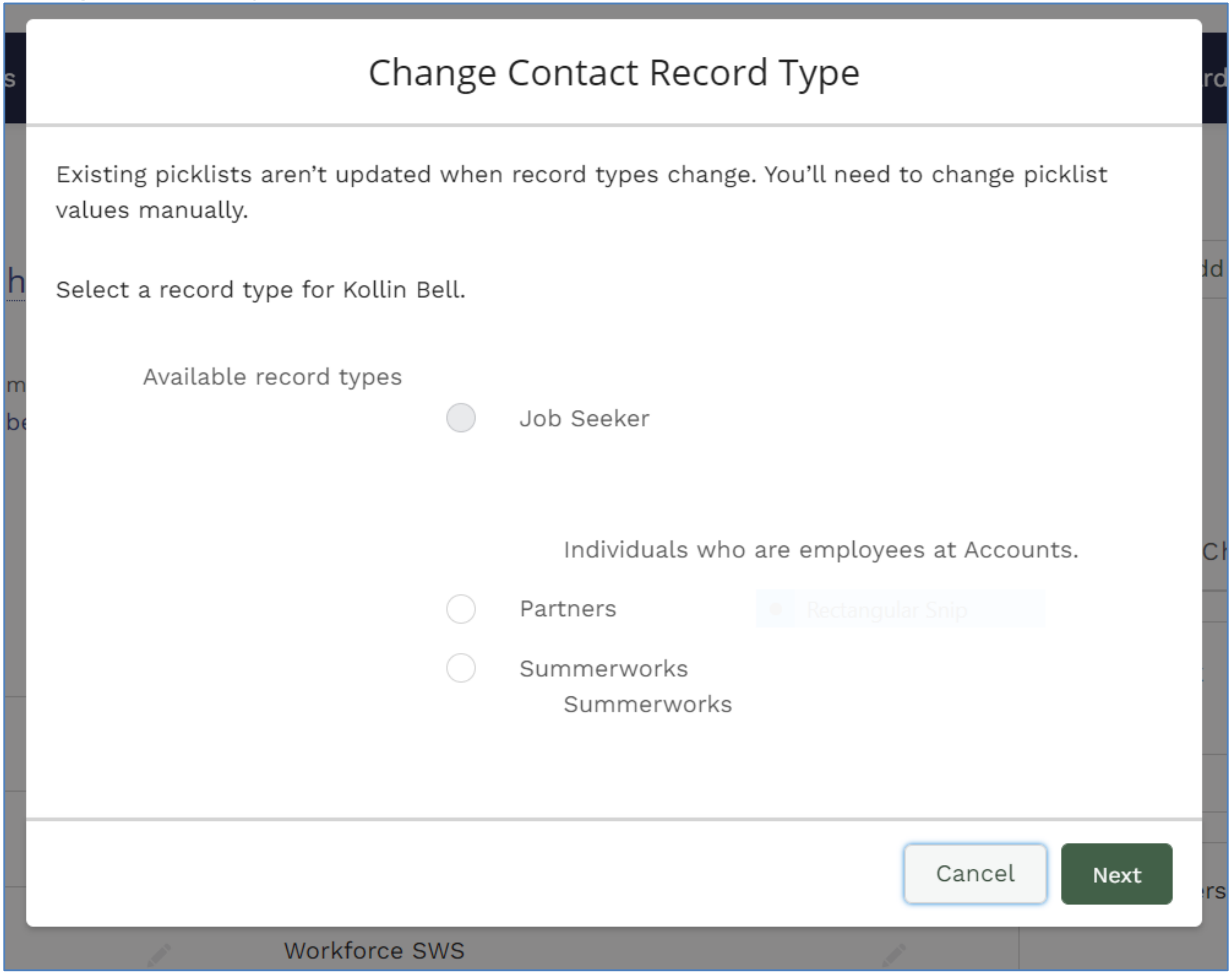
From time to time, a contact owner name may need to be changed. Please connect with WSW team to change contact owner.

Changing Record Type: There are three options to change a record type.

- **Job Seekers:** Program Participants/Clients.
- **Partners:** Organizations/Entities that are assisting in programs.
- **SummerWorks:** Program Participants

Figure 25

Change Record Type



Change Contact Record Type

Existing picklists aren't updated when record types change. You'll need to change picklist values manually.

Select a record type for Kollin Bell.

Available record types

○ Job Seeker

Individuals who are employees at Accounts.

○ Partners

○ Summerworks

Summerworks

Cards

This area specifically describes both **partner referrals** and **supportive services**. **Cards** function as the tools to monitor and update participant information.

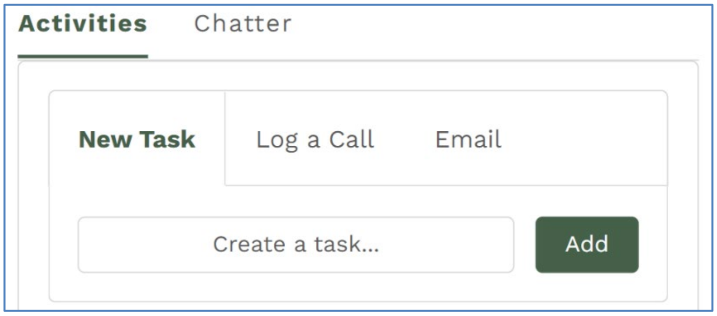
Find **Cards** within Launchpad in any individual **Contact** or **Contact Record** under "Name", on the right side of the screen, under the **Quick Actions Bar**.

Card 1:

Activities keeps track of interactions and meetings with a participant. It stores a record of interactions among TDSs and participants. Log in and monitor each encounter, call or appointment within this card. The three parts to this card include **New Task**, **Log a Call**, and **Email**.

Figure 26

Activities card



New Task allows Case Managers and Business Liaisons to add tasks to a participant's record for tracking purposes

***Subject:** Call, Send Letter, Send Quote, and Other. This is also a text field, so submit any specific information.

Type in "Met to deliver gas card."

Due Date: Date of appointment.

Input today's date.

***Assigned To:** Enter in the name of who will be responsible for completing task.

Name: This is the name of the participant.

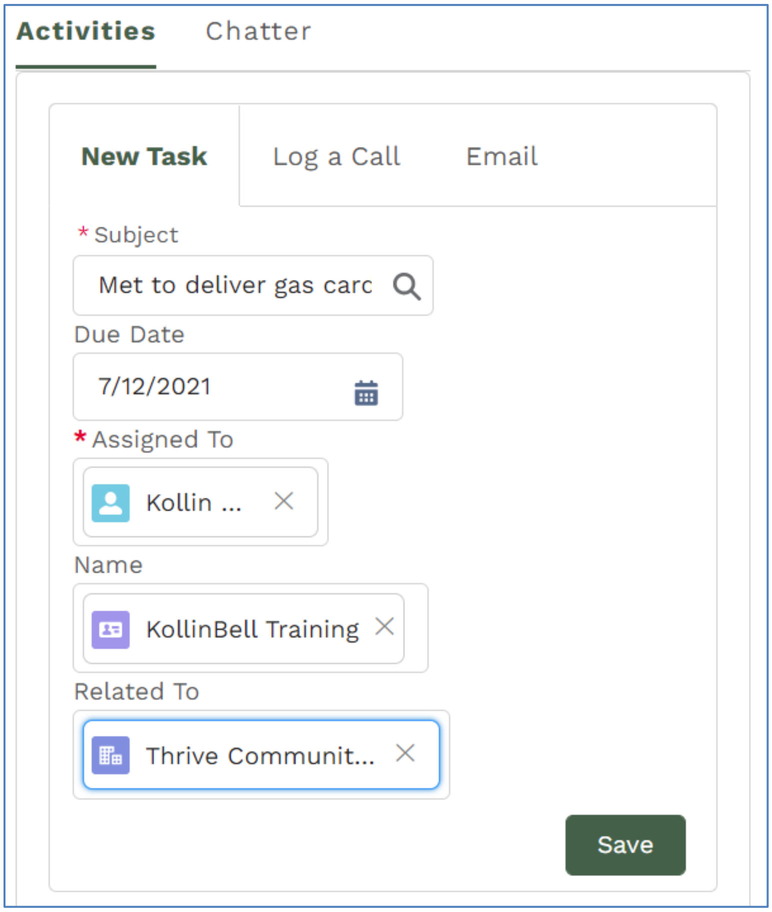
KollinBell Training

Related To: If this task is related to an Employers Account, it can be linked here.

Save

Figure 27

New Task



* Subject
Met to deliver gas carc

Due Date
7/12/2021

* Assigned To
Kollin ...

Name
KollinBell Training

Related To
Thrive Communit...

***Related to:** Accounts, Client Services, Eligibilities, Eligibility Criteria, Enrollments, Hires, Jobs, List Emails, Opportunities, Programs, Quotes, SOC

Codes, Services and Solutions. This is also a text field, so submit any specific information.

Type in "Thrive"

Log a Call

***Subject:** Call, Send Letter, Send Quote, and Other. This is also a text field, so submit any specific information.

Select Call

Comments

Type in "Called to schedule gas card delivery."

Name: This is the name of the participant.

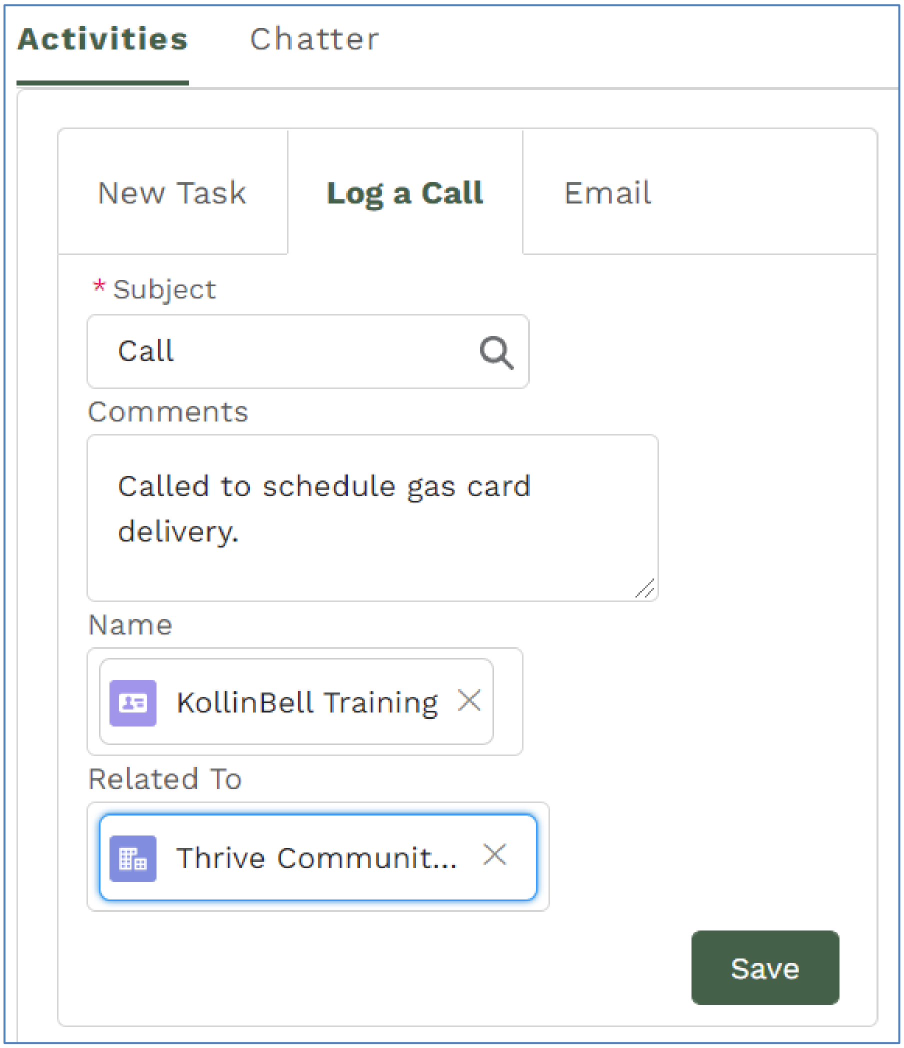
Related to: Launchpad Test Account, First Interstate Bank, Wickum Weld, or any specific information.

Type in "Thrive"

Save

Figure 28

Log a Call



* Subject: Call

Comments: Called to schedule gas card delivery.

Name: KollinBell Training

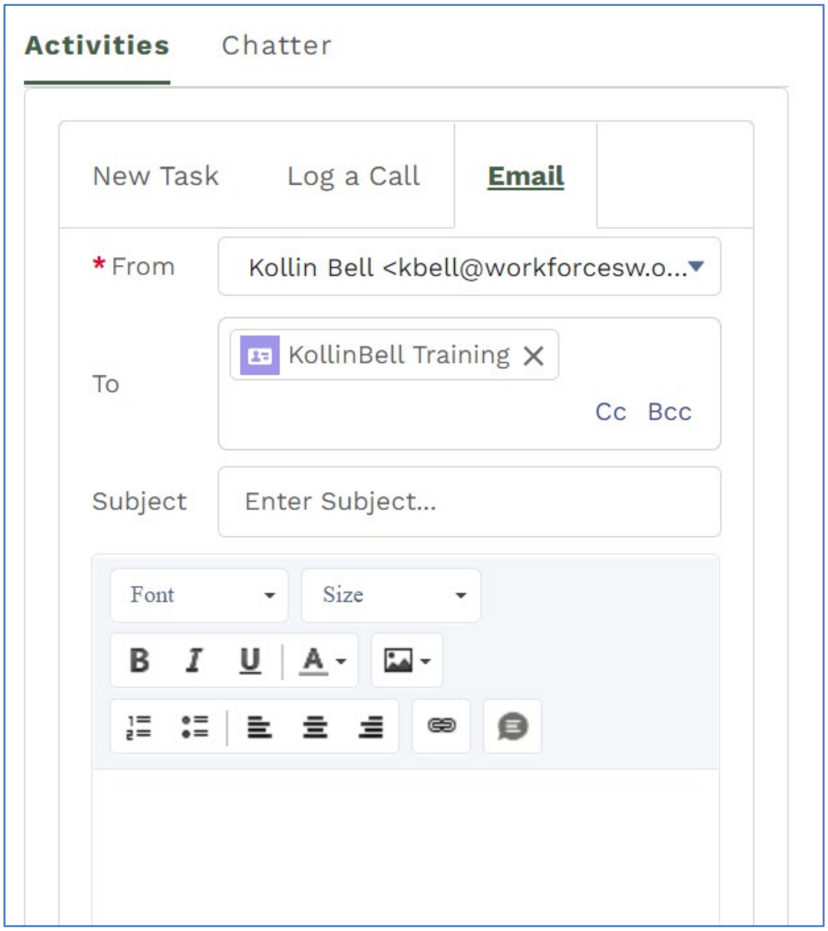
Related To: Thrive Communit...

Email

Send emails from data base to other TDSs and Business Liaisons.

Figure 29

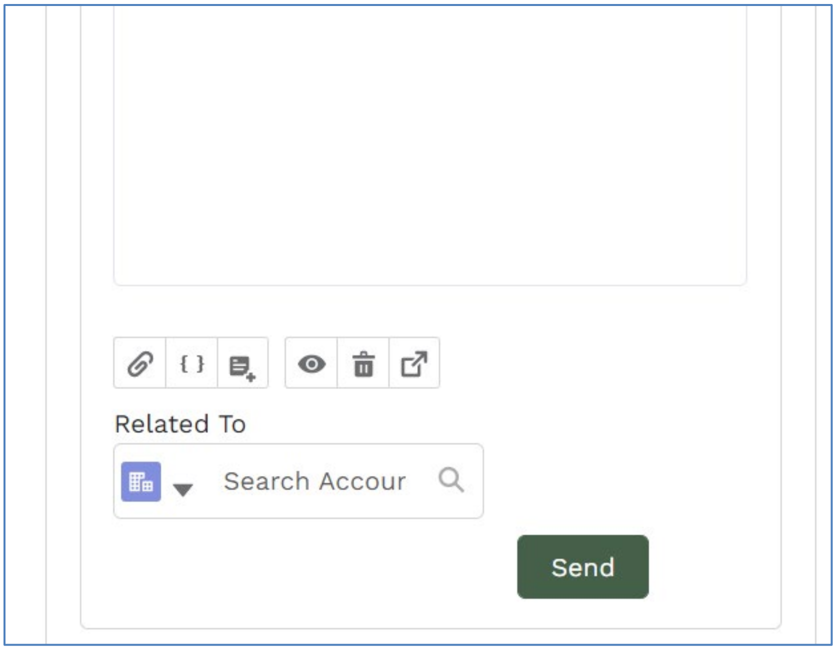
Email



* From: Kollin Bell <kbell@workforcesw.o...

To: KollinBell Training

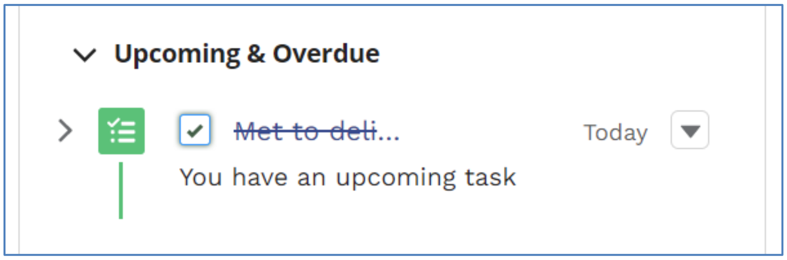
Subject: Enter Subject...



Input each encounter with each participant here. Make sure to check all Tasks, and Logs after time has passed on the date due.

Figure 30

Check Task

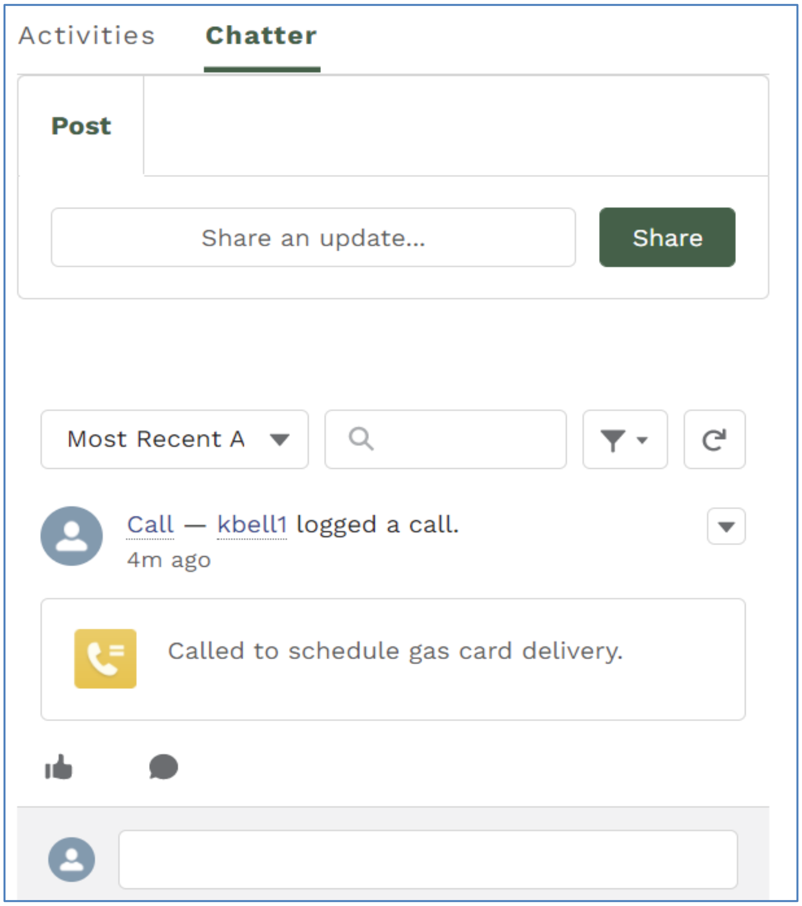


You have an upcoming task

Chatter: Allows for sharing updates to records. TDS can add a file or attach a record. Once shared the TDS can sort by most recent activity or by latest post. The TDS can also share by topic.

Figure 31

Chatter



Call — kbell1 logged a call.
4m ago

Called to schedule gas card delivery.

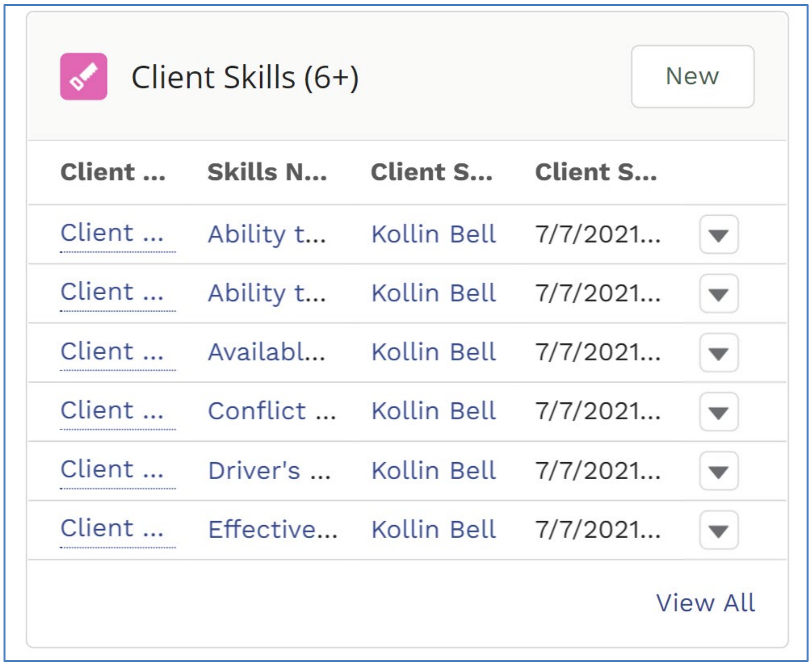
Card 2:

Client Skills show each skill that the participant possesses. Individually these show the participant skill name, the skill, the participant, and the creator of the skill profile.

Add skills from **Quick Action Bar**.

Add Training & Development

Figure 32
Client Skills Card



Client Skills (6+)

Client ...	Skills N...	Client S...	Client S...	
Client ...	Ability t...	Kollin Bell	7/7/2021...	▼
Client ...	Ability t...	Kollin Bell	7/7/2021...	▼
Client ...	Availabl...	Kollin Bell	7/7/2021...	▼
Client ...	Conflict ...	Kollin Bell	7/7/2021...	▼
Client ...	Driver's ...	Kollin Bell	7/7/2021...	▼
Client ...	Effective...	Kollin Bell	7/7/2021...	▼

Card 3:

Client Services are the services provided to the participant. Each participant will have different services provided depending on their needs.

Do not click **New** on the card. Add services from **Quick Action Bar** at the top of the page from **Add Services** then save.

Add Food Assistance, Job Club and Employed Q3 After Exit, then save

Figure 33

Client Services Card

Client Services (5)

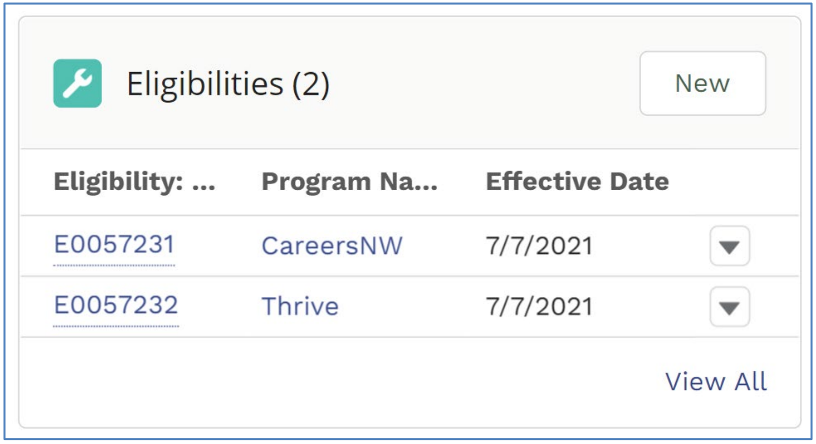
Client ...	Service ...	Date of ...	Client S...
CS-00...	Adult Ed...	7/9/2021	Kollin Bell
CS-00...	Food As...	7/9/2021	Kollin Bell
CS-002...	Job Club	7/9/2021	Kollin Bell
CS-002...	Veteran ...	7/9/2021	Kollin Bell
CS-002...	Basic Sk...	7/9/2021	Kollin Bell

Card 4:

Eligibilities show which Programs and Services a Job Seeker is eligible for, based on a match in Eligibility Criteria using demographic information. When creating a Contact or update that fulfills the Eligibility Criteria set on Programs, it in turn creates eligibility records.

Figure 34

Eligibilities Card



Eligibilities (2)

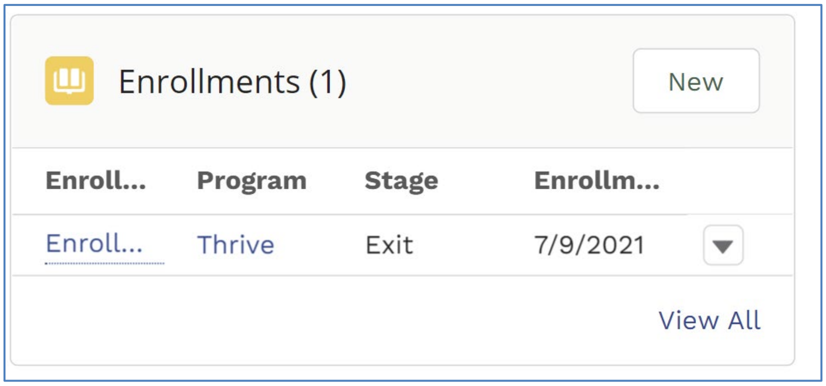
Eligibility: ...	Program Na...	Effective Date
E0057231	CareersNW	7/7/2021
E0057232	Thrive	7/7/2021

Card 5:

Enrollments indicate a Job Seeker has met the eligibility requirements program, approving them for funding and enters them into a specific program or event.

Figure 35

Enrollments Card



Enrollments (1)

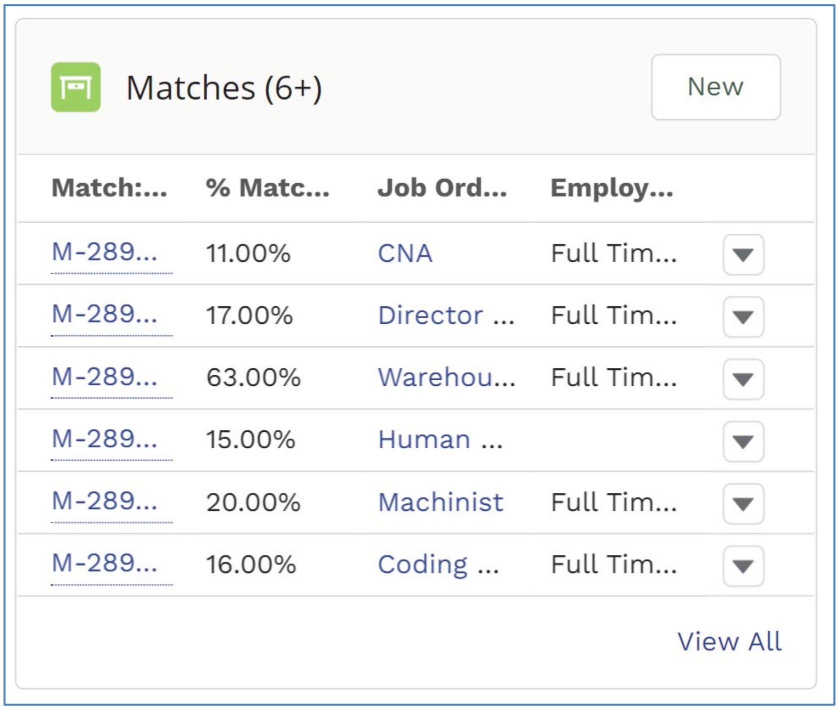
Enroll...	Program	Stage	Enrollm...
Enroll...	Thrive	Exit	7/9/2021

Card 6:

Matches show the variety of open positions and organizations for which each participant qualifies. Depending on profile these matches can vary in industry and wage. Select Matches to view appropriate referrals.

Figure 36

Matches Card


Matches (6+)

Match:...	% Matc...	Job Ord...	Employ...	
M-289...	11.00%	CNA	Full Tim...	▼
M-289...	17.00%	Director ...	Full Tim...	▼
M-289...	63.00%	Warehou...	Full Tim...	▼
M-289...	15.00%	Human ...		▼
M-289...	20.00%	Machinist	Full Tim...	▼
M-289...	16.00%	Coding ...	Full Tim...	▼

Card 7:

Job Applications record when a Job Seeker applies to a Job and progresses through the Stages of the job seeking process. This data links to Business Services and the Business Resource Center.

Press **New** tab

***Applicant**

***Job:** Various positions and create a New Job option.

Search for Job that is in the system

***Date of Interview**

If not yet set, use today's date

***Stage (choose one):** Applied, Interviewing, Offered, Hired, On Hold and Declined.

Select Applied

***Result (choose one):** Proceed to Next Stage and Declined

Select Declined

***Reason Given (if known choose one)**:

Available: Overqualified, underqualified, Skills mismatch, Late to interview, No-show interview, Org culture mismatch, Mistakes during interview, Wages, Location, Failed in background check, and Other.

Select option Other

Chosen: Selected reasons to why the participant is declined are moved to this box.

Click arrow toward Chosen.

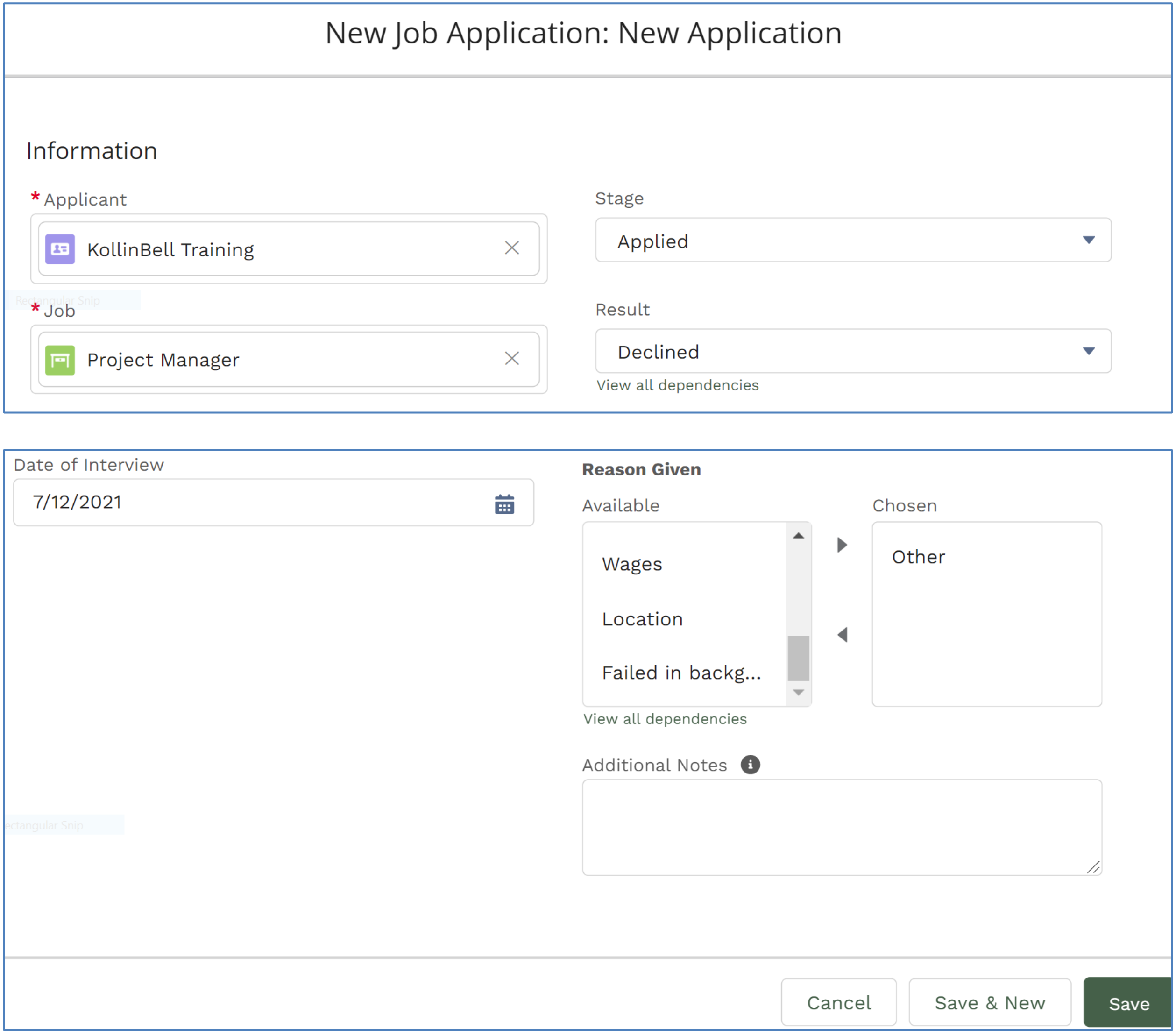
Select only if declined.

***Additional Notes:** Detail anything unusual about this interview or its results.

***Save**

Figure 37

New Job Application Portal



New Job Application: New Application

Information

* Applicant: KollinBell Training

* Job: Project Manager

Stage: Applied

Result: Declined

Date of Interview: 7/12/2021

Reason Given

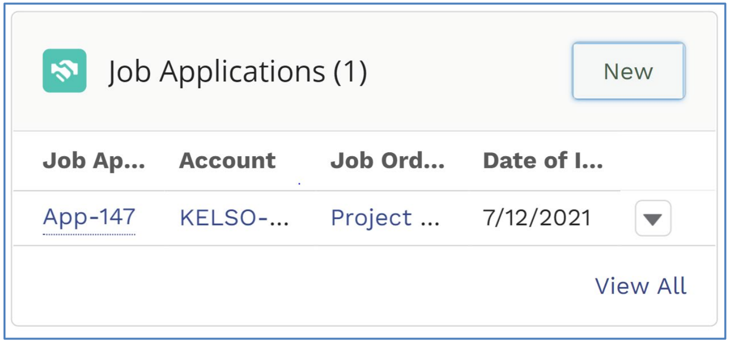
Available: Wages, Location, Failed in backg...

Chosen: Other

Additional Notes:

Figure 38

Job Application Card



Job Applications (1)

Job Ap...	Account	Job Ord...	Date of I...
App-147	KELSO-...	Project ...	7/12/2021

Card 8:

Hires document when a Job Seeker obtains employment while working with Training Providers. Enter Hires by either a One-Stop staff member or by a Training Provider when the job seeker obtains employment.

***New**

***Position:** Insert exact name of position.

Select Project Manager

***Employer:** Name of the participant's new employer.

Select PeaceHealth.

***Job:** Name of the job that the participant has acquired.

Select Program Manager

***Hire Date:** Date the participant has started their employment.

Select Today's date

***Hourly Compensation:** The participant's hourly wage.

Select $18.00

*__Hours:__ Full time or part time.

Select Fulltime

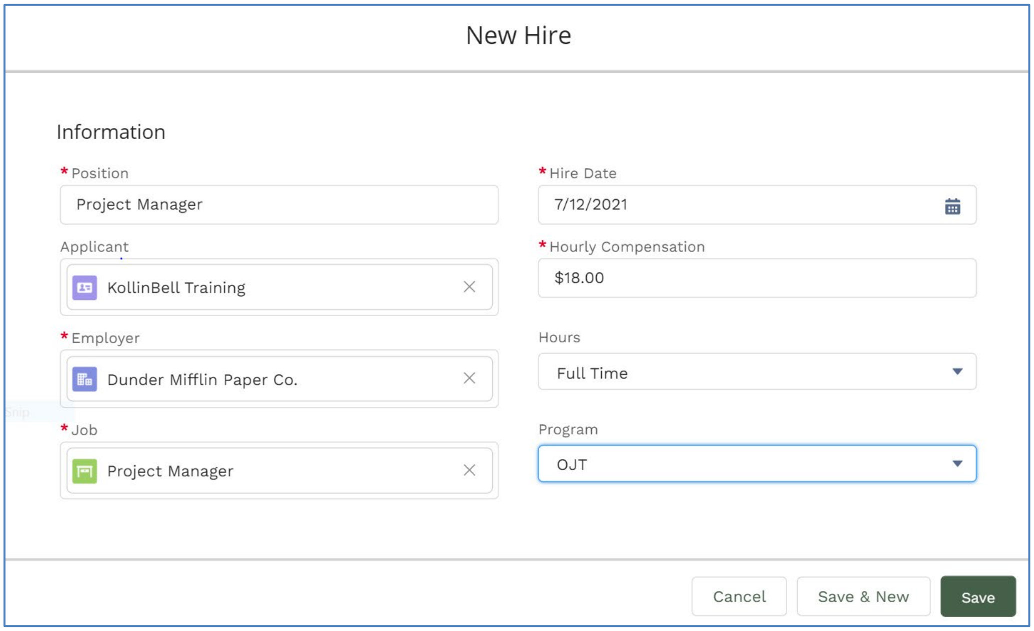
*__Program:__ Apprenticeship, Internship, OJT, Volunteer, Work Experience, Youth Employment and Thrive.

Select OJT

*Save

Figure 39

New Hire Portal



New Hire

Information

*Position: Project Manager

Applicant: KollinBell Training

*Employer: Dunder Mifflin Paper Co.

*Job: Project Manager

*Hire Date: 7/12/2021

*Hourly Compensation: $18.00

Hours: Full Time

Program: OJT

Figure 40

Hires Card

Hires (1)

Position	Employer	Job	Hire Date
Project...	Dunder ...	Project ...	7/12/2021

After hired a participant's stage must be changed manually.

Proceed to participant's profile.

*****Stage**

Change Stage from Enrollment to Exit

Figure 41

Stage

* Stage: Exit

*****Inactive:** Participant is no longer seeking employment.

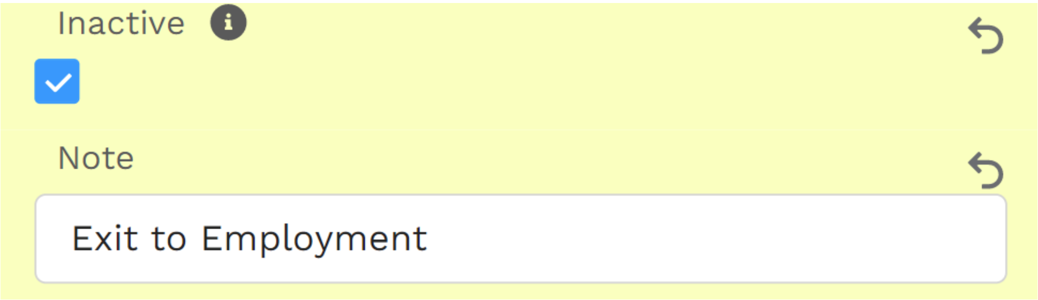
Mark as inactive

*****Note:** State reason why participant is inactive in Notes.

Type in "Exit to Employment"

Figure 42

Inactive and Note



Inactive

☑

Note

Exit to Employment

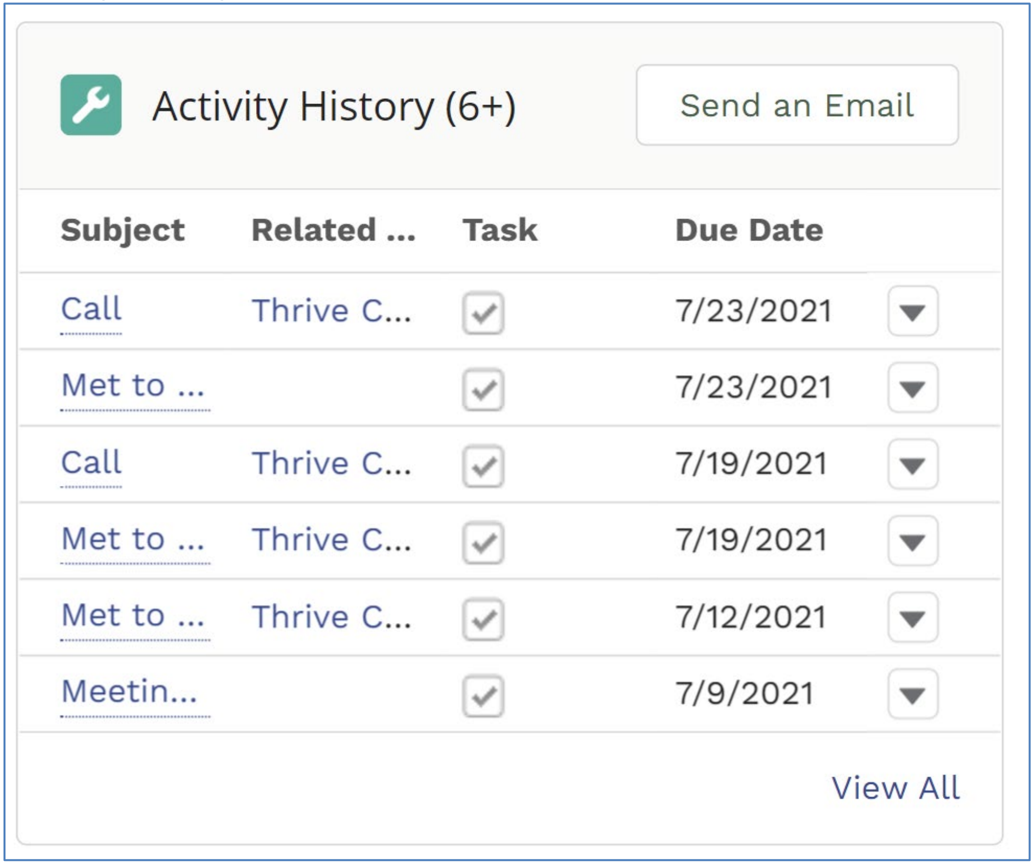
*Save

Card 9:

Active History provides a complete history of Tasks listed. This will show from the information in Activities described above. Update **Activities** after each encounter with a participant.

Figure 43

Activity History Card



Subject	Related ...	Task	Due Date	
Call	Thrive C...	☑	7/23/2021	▼
Met to ...		☑	7/23/2021	▼
Call	Thrive C...	☑	7/19/2021	▼
Met to ...	Thrive C...	☑	7/19/2021	▼
Met to ...	Thrive C...	☑	7/12/2021	▼
Meetin...		☑	7/9/2021	▼

Card 10:

Use **Files** to upload documents. These include resumes and other work-related documents. Do not enter sensitive or private information. Use this card to upload PDF of resume and other participant related documents. Do not copy and paste resume to Resume section in the participant’s profile. Do not upload personal information, ex. Social Security number.

Upload Files.

Add a resume or document

Figure 44

Files Card

Resume

Resumes should be uploaded with the following criteria:

- In a professional template.
- It should be free of any grammatical errors.
- Shows candidate meets minimum requirements specific to position.
- Directly targeted to position.

Card 11:

Notes are the narrative documentation of the progress throughout the engagement of the job seeker and reflect the achievement of employment and training goals. The Notes will have a subject line, much like an email. It is important that the subject line accurately reflects the reason for the note to easily locate specific information related to the job seeker.

The TDS will fill a Note for each service and appointment with the participant in detail. This will allow for a comprehensive overview of the participant’s time on program. Continue to update and log all interaction with participants in the Activities section. Use notes for added detail of participant interactions.

*Add new notes from Quick Action Bar located under drop down arrow tab.

Gave participant gas card at blank time and blank location. Will follow up next week.

Unlike other entries, notes automatically save.

Figure 45

Notes Card

Notes (1)

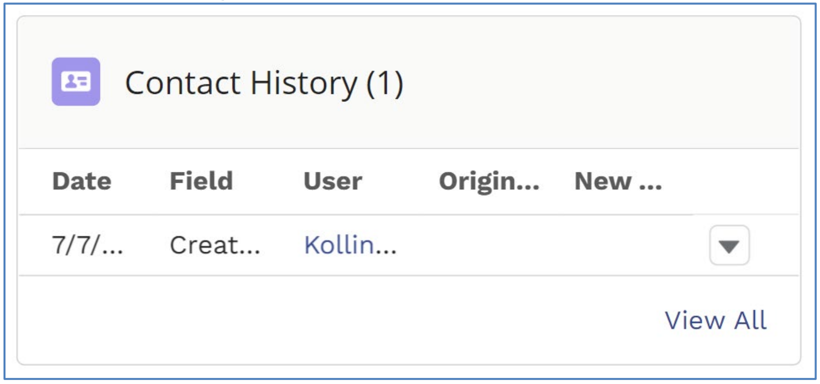
Title	Text Pre...	Created ...	Last Mo...
Title	body text	Kollin Bell	7/9/2021...

Card 12:

Contact History is the original creator of the profile.

Figure 46

Contact History Card



Contact History (1)

Date	Field	User	Origin...	New ...
7/7/...	Creat...	Kollin...		

Contacts

Find all participants in this objective. Options include All Contacts, Communications, Employer Contacts, Job Seekers, My Contacts, Partners, Recently Viewed and Recently Viewed Contacts. Any additional programs maybe included depending on the license and TDS.

Click drop down tab next to My Contacts.

Reports and Dashboard

Both objectives are found under the More tab in the Objectives banner.

Reports

Any information that is in the system is available from a report. Example SOC Code, Demographic Information, Barrier Information. This information shows the health of an investment.

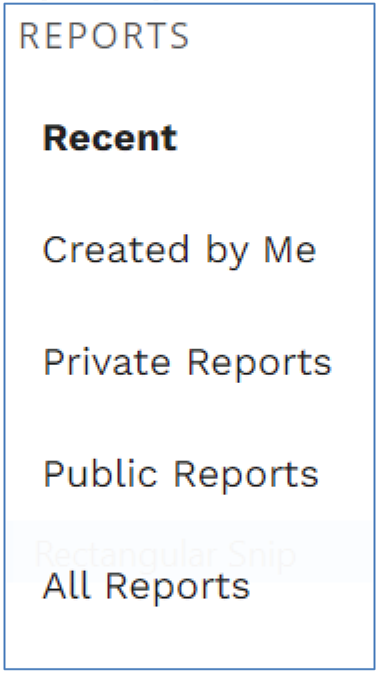
Automatically shown in Recent

Click on Reports to view accessible reports

Use All Reports Search bar to find specific reports

Figure 47

Reports Options



Dashboard

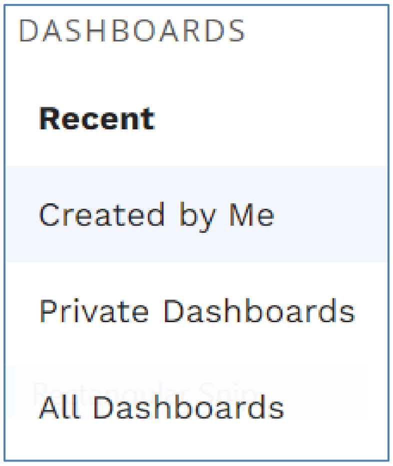
This is located within the “Home” icon or in **Dashboard** within the dark blue banner.

Automatically shown in Recent

Click on All Dashboards to view accessible reports

Figure 48

Dashboards Options



Closing Statements

The importance of the Launchpad User Guide is to create a user-friendly experience for the Talent Development Specialist to maintain, update and input the information of participants. Various components comprise this guide to creating an understanding of any TDS of varying knowledge of the Launchpad system. With the use of graphics, explanation of functions, a modified version of the user desk aid and an active assignment the guide instills the fundamental purposes and particle applications of the guide within the user.

This guide is a collaboration between TDSs, Business Liaisons and Workforce Southwest Washington personnel. As dedicated proponents of workforce development, these three entities understand the importance of service to the greater community by providing professional and equitable assistance to all participants.

The information used and collected exhibits detailed information concerning clients, programs, types of services provided and employment. Reaching out to work with diverse and disenfranchised communities is at the forefront of the workforce development system. The information collected within Launchpad should reflect the communities served. Making sure that these individuals are assisted in an equitable manner creates a better environment for them. Understanding and identifying the programs that are the most appropriate for each participant allows them to receive the assistance they need. Each client has different needs for support. Identifying the services that each client will need allows them to come one step closer to employment. With the guidance of the system and stakeholders we can be part of the process of pairing participants with quality jobs. Quality jobs pay well, are safe spaces and provide upward economic mobility for employees. Through the work of TDSs, participants can have better career development.