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Profile

Pencil Symbol
Save Button
Top and Bottom of Profile
Account Name
Stage
SOC Code (Standard Occupational Classification)

Quick Action Bar

Add Skills
Add Services
New Notes
Change Contact Owner
Change Record Type

Cards

Card 1: Activities
  Log a Call
  Email
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Card 3: Client Services
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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.
**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**

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.
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

Thrive Only

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

<table>
<thead>
<tr>
<th>Demographic Information</th>
<th>Gender</th>
</tr>
</thead>
<tbody>
<tr>
<td>Birthdate</td>
<td></td>
</tr>
<tr>
<td>04/14/1995</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gender Pronoun</th>
<th>Race</th>
</tr>
</thead>
<tbody>
<tr>
<td>They/Them</td>
<td>Native Hawaiian/Other Pacific Islander</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ethnicity Hispanic/Latino</th>
<th>Veteran</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>
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 $\geq$ 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**
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**

<table>
<thead>
<tr>
<th>Desired Position</th>
<th>Wage Required (Estimated)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operation Manager</td>
<td>21.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Selected Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>Architecture, Construction and Trades</td>
</tr>
<tr>
<td>Availability and Capacity</td>
</tr>
<tr>
<td>Education</td>
</tr>
<tr>
<td>Healthcare</td>
</tr>
<tr>
<td>Information Technology</td>
</tr>
<tr>
<td>LinkedIn Learning</td>
</tr>
<tr>
<td>Manufacturing</td>
</tr>
<tr>
<td>Professional Credentials</td>
</tr>
<tr>
<td>Professional Skills</td>
</tr>
<tr>
<td>Retail</td>
</tr>
<tr>
<td>Soft Skills</td>
</tr>
<tr>
<td>Transportation</td>
</tr>
</tbody>
</table>
**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 | No |
| Disciplined | Yes | No |
| Exhausting TANF Within 2 Years | Yes | No |
| Adult, Dislocated Worker and Youth select NO unless fully enrolled in ETO in a program, then select Yes, Local Formula. Selective Service Registration: |
| Low Income | Yes | No |
| Low Levels of Literacy | Yes | No |
| Cultural Barriers | Yes | No |
| Basic Skills Deficient | Yes | No |
| Homeless | Yes | No |
| Youth Not Aged Out of the Foster Care | Yes | No |
| Parents / Parenting Youth | Yes | No |
| Displaced Homemaker | Yes | No |
| Exclusivity Reasons | Yes | No |
| Selective Service Registration | Yes | No |

---

**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**

<table>
<thead>
<tr>
<th>Location of Residence (required)</th>
<th>FPL and SNAP Eligible (required)</th>
<th>Eligible Non-Citizen</th>
</tr>
</thead>
<tbody>
<tr>
<td>Long Term</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Citizen (required)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Adult (required)</th>
<th>Unemployed Worker (required)</th>
<th>YES, Local Formula</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, Local Formula</td>
<td></td>
<td>YES, Local Formula</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Youth (required)</th>
<th>Selective Service Eligibility (required)</th>
<th>Eligible Non-Citizen</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>Yes, Registered</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Reason why Exempt from Registration</th>
<th>Migrant and Seasonal Farmworker Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>--None--</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Enrolled in Clark County Juvenile Court (required)</th>
<th>Enrolled in the Opportunity Partnership (required)</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

---

**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.
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

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
<th>Contact Owner</th>
</tr>
</thead>
<tbody>
<tr>
<td>KollinBell Training</td>
<td></td>
<td><a href="mailto:hellodarkness@myoldfriend.com">hellodarkness@myoldfriend.com</a></td>
<td></td>
</tr>
</tbody>
</table>

### Contact Information

<table>
<thead>
<tr>
<th>Name</th>
<th>Stage</th>
<th>Approval Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>KollinBell Training</td>
<td>Outreach</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Account Name</th>
<th>Case Number</th>
<th>Agency Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>WSW Job Seekers</td>
<td>33333333</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Student ID</th>
<th>Email</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><a href="mailto:hellodarkness@myoldfriend.com">hellodarkness@myoldfriend.com</a></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Work Phone</th>
<th>Email</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(360) 735-5022</td>
<td><a href="mailto:hellodarkness@myoldfriend.com">hellodarkness@myoldfriend.com</a></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Opt out of email</th>
<th>Mobile</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>LinkedIn Profile</th>
<th>Referral</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Inactive</th>
<th>Note</th>
<th></th>
</tr>
</thead>
</table>

### Address Information

<table>
<thead>
<tr>
<th>Mailing Address</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Vancouver, Washington</td>
<td>98660</td>
<td></td>
</tr>
</tbody>
</table>
## Demographic Information

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Birthdate</td>
<td>4/5/1993</td>
</tr>
<tr>
<td>Age</td>
<td>28</td>
</tr>
<tr>
<td>Race</td>
<td>Native Hawaiian/Other Pacific Islander</td>
</tr>
<tr>
<td>Ethnicity Hispanic/Latino</td>
<td>No</td>
</tr>
<tr>
<td>Gender</td>
<td>Male</td>
</tr>
<tr>
<td>Gender Pronoun</td>
<td>They/Them</td>
</tr>
<tr>
<td>Veteran</td>
<td>No</td>
</tr>
</tbody>
</table>

## Education/Employment Information

<table>
<thead>
<tr>
<th>School Status at Participation</th>
<th>Date Most Recent Educational Achievement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not attending school</td>
<td></td>
</tr>
<tr>
<td>Highest School Grade Completed</td>
<td>In-School Youth Qualification</td>
</tr>
<tr>
<td>16 = Some college</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Employment Status at Program Entry</th>
<th>Employer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Employed</td>
<td></td>
</tr>
<tr>
<td>Job Title</td>
<td></td>
</tr>
<tr>
<td>Hire Date</td>
<td></td>
</tr>
<tr>
<td>Wage</td>
<td></td>
</tr>
<tr>
<td>Hours per Week</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Enrolled in the Opportunity Partnership</th>
<th>Enrolled in Clark County Juvenile Court</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>
## Barriers

<table>
<thead>
<tr>
<th>Barrier</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>English Language Learner</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Single Parent</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Basic Skills Deficient</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Homeless</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Low Income</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Pregnant / Parenting Youth</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ex-Offender</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Low Levels of Literacy</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Exclusionary Reasons

<table>
<thead>
<tr>
<th>Exclusionary Reason</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exhausting TANF Within 2 Years</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disabled</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Youth Not Aged Out of the Foster Care</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If Employed, Individual is Underemployed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Displaced Homemaker</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cultural Barriers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Individuals 55 and over</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Migrant and Seasonal Farmworker Status</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Long-Term Unemployed</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Job Search Information

<table>
<thead>
<tr>
<th>Information</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>NAICS Sector</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SOC Code</td>
<td>49-1011</td>
<td></td>
</tr>
<tr>
<td>Desired Position</td>
<td>Project Manager</td>
<td></td>
</tr>
<tr>
<td>Wage Desired</td>
<td>$21.00</td>
<td></td>
</tr>
<tr>
<td>Driver’s License</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transportation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Weekly Availability</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work Shifts Available</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pass Drug Test</td>
<td>Distance Can Travel</td>
<td></td>
</tr>
<tr>
<td>----------------</td>
<td>---------------------</td>
<td></td>
</tr>
<tr>
<td>Background Issues</td>
<td>Years Experience</td>
<td></td>
</tr>
<tr>
<td>Has the job seeker been qualified?</td>
<td>Comment</td>
<td></td>
</tr>
<tr>
<td>Qualified by:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**SummerWorks**

- Job Shadow
- Informational Interview

**Workshop Hours**

**Internship Hours**

**Thrive Eligibility**

- Location of Residence
- Citizen: Yes
- Eligible Non-Citizen
- Adult: Yes, Both Local and Statewide
- Dislocated Worker: Yes, Both Local and Statewide

**FPL and SNAP Eligible**

Yes

- Youth: No

- WIOA Eligible

- Selective Service Registration: Yes, Registered

- Reason why Exempt from Registration

- Reason for Completion
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
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**

<table>
<thead>
<tr>
<th>Contact</th>
<th>WSW Job Seekers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Phone</td>
</tr>
<tr>
<td>KollinBell Training</td>
<td><a href="mailto:helldarkness@myoldfriend.com">helldarkness@myoldfriend.com</a></td>
</tr>
</tbody>
</table>

---

workforce
SOUTHWEST WASHINGTON
**Bottom**

**Figure 18**
**Profile Bottom**

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 throughout 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**

<table>
<thead>
<tr>
<th>Stage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrollment</td>
</tr>
</tbody>
</table>

**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*
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.
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
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

*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

Activities Chatter

New Task | Log a Call | Email

* Subject
Call

Comments
Called to schedule gas card delivery.

Name
KollinBell Training

Related To
Thrive Community...

Save
Email

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

Figure 29
Email
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**

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.
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**

<table>
<thead>
<tr>
<th>Client ...</th>
<th>Skills Name</th>
<th>Client Services</th>
<th>Client Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Kollin Bell</td>
<td>7/7/2021...</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Kollin Bell</td>
<td>7/7/2021...</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Kollin Bell</td>
<td>7/7/2021...</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Kollin Bell</td>
<td>7/7/2021...</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Kollin Bell</td>
<td>7/7/2021...</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Kollin Bell</td>
<td>7/7/2021...</td>
</tr>
</tbody>
</table>

**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.
**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.
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**

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.
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**

<table>
<thead>
<tr>
<th>Information</th>
<th>Stage</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Applicant</td>
<td>Applied</td>
<td>Declined</td>
</tr>
<tr>
<td>KollinBell Training</td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Job</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Project Manager</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date of Interview</th>
<th>Reason Given</th>
<th>Chosen</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/12/2021</td>
<td>Available</td>
<td>Other</td>
</tr>
<tr>
<td></td>
<td>Wages</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Location</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Failed in backg...</td>
<td></td>
</tr>
</tbody>
</table>

Additional Notes

[工作队]

**工作队**

**SOUTHWEST WASHINGTON**
**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**

<table>
<thead>
<tr>
<th>Information</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Position</td>
<td>Project Manager</td>
<td></td>
</tr>
<tr>
<td>Applicant</td>
<td>Kollin Bell Training</td>
<td></td>
</tr>
<tr>
<td>Employer</td>
<td>Dunder Mifflin Paper Co.</td>
<td></td>
</tr>
<tr>
<td>Job</td>
<td>Project Manager</td>
<td></td>
</tr>
<tr>
<td>Hire Date</td>
<td>7/12/2021</td>
<td></td>
</tr>
<tr>
<td>Hourly Comp</td>
<td>$18.00</td>
<td></td>
</tr>
<tr>
<td>Hours</td>
<td>Full Time</td>
<td></td>
</tr>
<tr>
<td>Program</td>
<td>OJT</td>
<td></td>
</tr>
</tbody>
</table>

Figure 39: New Hire Portal
After hired a participant’s stage must be changed manually.

Proceed to participant’s profile.

*Stage

**Change Stage from Enrollment to 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

*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.
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
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**

<table>
<thead>
<tr>
<th>Notes (1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
</tr>
<tr>
<td>Title</td>
</tr>
</tbody>
</table>

**Card 12:**

**Contact History** is the original creator of the profile.
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 may be 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**

- **Recent**
  - Created by Me
  - Private Reports
  - Public Reports
  - Rectangular Snip
  - All Reports

**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

- Recent
- Created by Me
- Private Dashboards
- All Dashboards
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.