

Key Benefits

A user-friendly, intuitive, and comprehensive software solution to enhance workforce development activities around:

- Employer engagement
- Job seeker management
- Workforce case management
- Training programs & providers
- Workforce assessments
- Grants & funding programs
- Events & registrants
- Job opportunities & placements
- Career pathways
- Program compliance
- Outreach campaigns
- Participant communications
- Workforce analytics & dashboards
- Referral tracking
- Cross-agency collaboration
- Online submission

A Modular Solution

Our Workforce Development Accelerator is part of Summit's Civic Platform suite of government solutions. Implementing multiple modules enables collaboration and information sharing across departments and agencies. Available modules include::

- Economic Development
- Workforce Development
- Environmental Health and Safety
- Community Development (Planning, Permitting, & Code Enforcement)
- Citizen Relationship & Request Management
- Grant Tracking
- Public Safety Cadet Recruiting & On-Boarding
- Business Licensing

Workforce Development

Accelerate Workforce Engagement & Outcomes

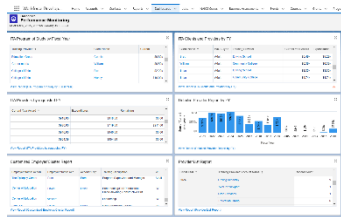
Today's workforce development organizations must manage increasingly complex relationships between job seekers, employers, training providers, grant programs, and community partners. Legacy systems and disconnected processes often create operational inefficiencies, limit visibility, and hinder timely service delivery.



Summit's Workforce Development Accelerator, built on the Salesforce Platform, provides a modern, scalable CRM solution designed specifically for workforce agencies and workforce ecosystem partners. The accelerator centralizes participant management, employer engagement, workforce programs, communications, reporting, and case management into a unified platform that improves collaboration, accountability, and measurable outcomes.

Whether supporting job seekers, coordinating employer outreach, managing grants and training programs, or tracking workforce initiatives, the Workforce Development Accelerator enables organizations to modernize operations while delivering a more connected and responsive experience.

Meet the Workforce Development Accelerator



Unlike proprietary workforce systems, Summit's Workforce Development Accelerator is built on the Salesforce Platform, giving organizations the flexibility, scalability, and security of a global enterprise ecosystem while remaining fully configurable to each agency's operational model.

Transform Public Safety Recruiting with a Scalable Solution

The accelerator supports workforce organizations with capabilities such as:

- **Participant & Case Management:** Create a comprehensive participant record that tracks interactions, assessments, services, referrals, milestones, and outcomes throughout the workforce journey. Case managers gain a complete view of participant progress, enabling more personalized support and improved outcomes.

Summit Civic Platform

The Summit Civic Platform product enables organizations in the adoption of civic engagement solutions for government. Through the proper implementation of civic engagement, we help enable and improve core processes for city, town, provincial and federal governments.

The Summit Civic Platform Government Modules on the Salesforce Platform implement solutions that uniquely address the diverse needs of government agencies and citizens by enhancing workflow and making publicly available information more accessible. Our modules are for:

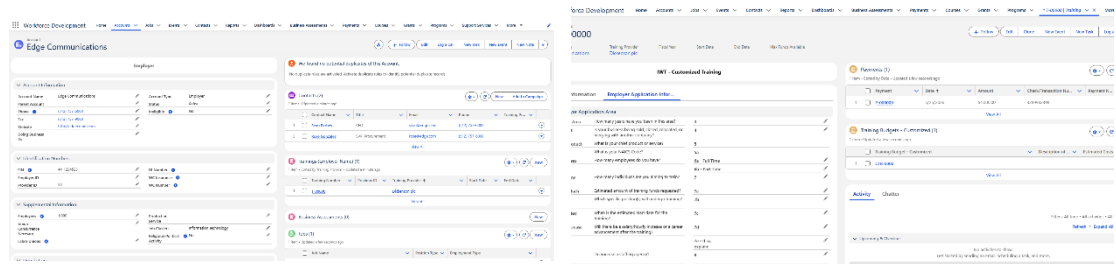
- Economic Development
- Workforce Development
- Environmental Health and Safety
- Community Development (Planning, Permitting, & Code Enforcement)
- Citizen Relationship & Request Management (311)
- Grant Tracking
- Public Safety Cadet Recruiting & On-Boarding
- Business Licensing

The Summit Civic Platform product empowers agencies to reduce workload, increase efficiencies, and provide their citizens and staff with easier, more convenient access to government services.

Why Summit Civic Platform

- We have been building technology solutions for governments since 2016
- Having worked in municipal government, our leadership team understands the challenges that government leaders face
- We have a vision for government working in harmony with itself and its citizens, facilitated by affordable technology solutions
- Our mastery of the Salesforce platform, knowledge of government and pre-built solution accelerators allow us to deliver value quickly, predictably and cost effectively
- Our solutions are not cookie-cutter, one-size-fits-all. They are customized to your organization and needs, with input and feedback from your team every step of the way
- Extensive, customized training is part of every project
- The extensible nature of our solution allows for easy integration with other apps or programs you may be using
- The modular nature of our solution allows for different departments to work on the same platform, easily sharing data and collaborating
- Specialize in no-code or low-code solutions that are easily maintained and scale well

- **Employer & Business Engagement:** Manage relationships with employers, workforce partners, chambers, and community organizations from a centralized platform. Track outreach activities, workforce needs, hiring initiatives, and business services to strengthen employer engagement and collaboration.
- **Workforce Program Tracking:** Monitor workforce initiatives, career pathways, apprenticeships, and employment programs from enrollment through completion. Track participation, outcomes, performance metrics, and compliance requirements across multiple programs.
- **Grants & Funding Management:** Maintain visibility into grants, funding streams, workforce incentives, and reimbursement programs. Track eligibility, expenditures, reporting requirements, and performance obligations to maximize funding utilization and compliance.
- **Courses & Training Provider Management:** Manage training providers, educational institutions, certifications, and learning opportunities in a centralized repository. Track participant enrollment, completions, credentials earned, and workforce readiness outcomes.
- **Workforce Assessments:** Capture skills assessments, career interests, employment barriers, and participant readiness indicators. Use assessment results to guide service plans and align individuals with appropriate training and employment opportunities.
- **Event & Registrant Management:** Coordinate job fairs, hiring events, workshops, orientations, and training sessions. Track registrations, attendance, follow-up activities, and event outcomes to measure engagement and effectiveness.
- **Outreach Campaigns & Communications:** Develop targeted outreach campaigns for job seekers, employers, training providers, and community partners. Segment audiences, monitor engagement, and ensure consistent communication across workforce initiatives.
- **Email Templates & Automated Notifications:** Improve communication efficiency with standardized templates and automated reminders, confirmations, status updates, and follow-up notifications. Reduce administrative effort while keeping participants and partners informed.
- **Job & Opportunity Tracking:** Maintain a centralized inventory of employment opportunities, internships, apprenticeships, and workforce initiatives. Match participants with opportunities based on skills, qualifications, and career goals while tracking placement outcomes.
- **Dashboards & Workforce Analytics:** Provide real-time visibility into workforce performance through configurable dashboards and reports. Measure enrollments, placements, retention rates, training completions, employer engagement, and program outcomes to support informed decision-making.
- **Role-Based Security & Access Controls:** Protect sensitive workforce and participant data through configurable security controls. Ensure staff, managers, partners, and stakeholders have appropriate access while maintaining compliance with organizational policies.
- **Mobile & Anywhere Access:** Enable workforce professionals to access records, complete assessments, update cases, and conduct outreach from any location using desktop or mobile devices. Support field-based services and hybrid work environments.
- **Integration with Existing Systems:** Connect workforce operations with existing government, education, financial, labor market, and third-party systems. Eliminate data silos, improve data accuracy, and create a unified view of workforce activities.



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