

VETS ON SET

Stakeholder briefing

What Impact Desk is built to do for VetsOnSet, why staff verification matters, and the choices that shape the next phase

Purpose	A walkthrough of Impact Desk, the platform proposed to run VetsOnSet's programme operations.
Companion video	A 3-minute-25-second interface walkthrough (fictional/staged data) accompanies this briefing.
Status	A proposal. The software is built and working, but it is not deployed, holds no real records, and is not yet approved for real data.
Decision focus	Minimum useful data, verification, opportunity design, outcomes and real-data readiness.

The one-sentence proposition. Impact Desk is built to give VetsOnSet's small programme team one accountable place to steward veteran and employer relationships, make referrals, and build honest outcome evidence — with people, not automation, accountable for the judgements.

What stakeholders should take away

- Impact Desk already connects staff records, veteran self-service, employer contact and outcome evidence in bounded workflows — as working software, not as a plan on paper.
- Nothing is live. The build holds no real veteran or employer records, and adopting it is the decision this briefing asks stakeholders to consider.
- The public Impact Desk demonstration is a separate, fictional portfolio application; it is not a place for real applications or portal access.
- The next phase depends on operational choices: what to collect, what to verify, how to share opportunities, and who owns privacy, retention and service operations.

The service pipeline

1. Contribute	Veteran submits a short application; employer submits an enquiry.
2. Review	Staff assess the lead or application, surface possible duplicates and record a decision.
3. Establish trust	Approved records receive the appropriate, limited portal access; self-reported information remains identifiable as such.
4. Act	Staff manage relationship work, referrals, placement progress and follow-ups.
5. Evidence	Staff and employer assertions are retained with source and date, supporting careful outcome reporting.

What the current build does

For veterans

- A short application route that creates an application for staff review, not a live veteran record.
- A passwordless portal for an approved veteran to maintain personal details, availability, target roles, credits, certifications and relevant links.
- Placement feedback on their own placement only.
- Clear separation between veteran-submitted information and staff verification; portal users cannot access staff records, referrals or other people's data.

For employers

- A public enquiry route that creates an employer lead, not an employer account or portal session.
- Staff review and promotion to one employer plus a named contact, which avoids automatic trust based solely on a form submission.
- A bounded employer-contact portal to correct own details, express referral interest, and answer a placement outcome check-in.
- Immediate access revocation when a contact is deactivated; employer contacts cannot browse veterans or staff information.

For staff

- Dashboard, searchable veteran and employer directories, profile records, interactions, follow-ups and auditable staff attribution.
- Referrals and placements with controlled status transitions and a record of the decision path.
- Reports and CSV export designed around programme counts, referral funnels and placement outcomes.

- Queues for veteran applications, employer leads and recent portal-originated profile changes.

The two figures below show the current staff interface behind the bullets above: the dashboard, and a referral carried through to a placement.

Dashboard

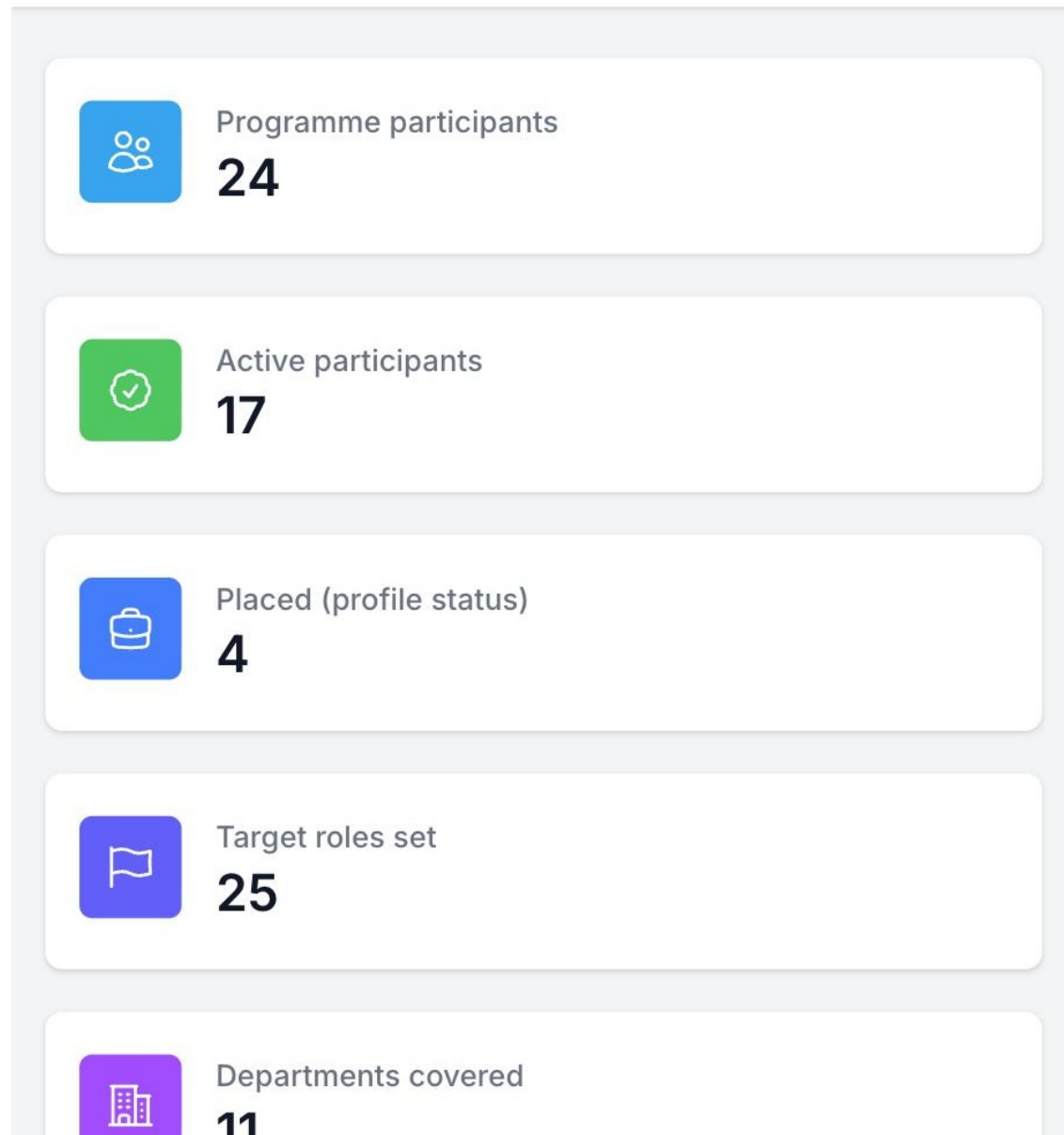


Figure 1. Staff dashboard from the Impact Desk build, captured with a seeded fictional dataset. No real records exist; the figures shown are invented.

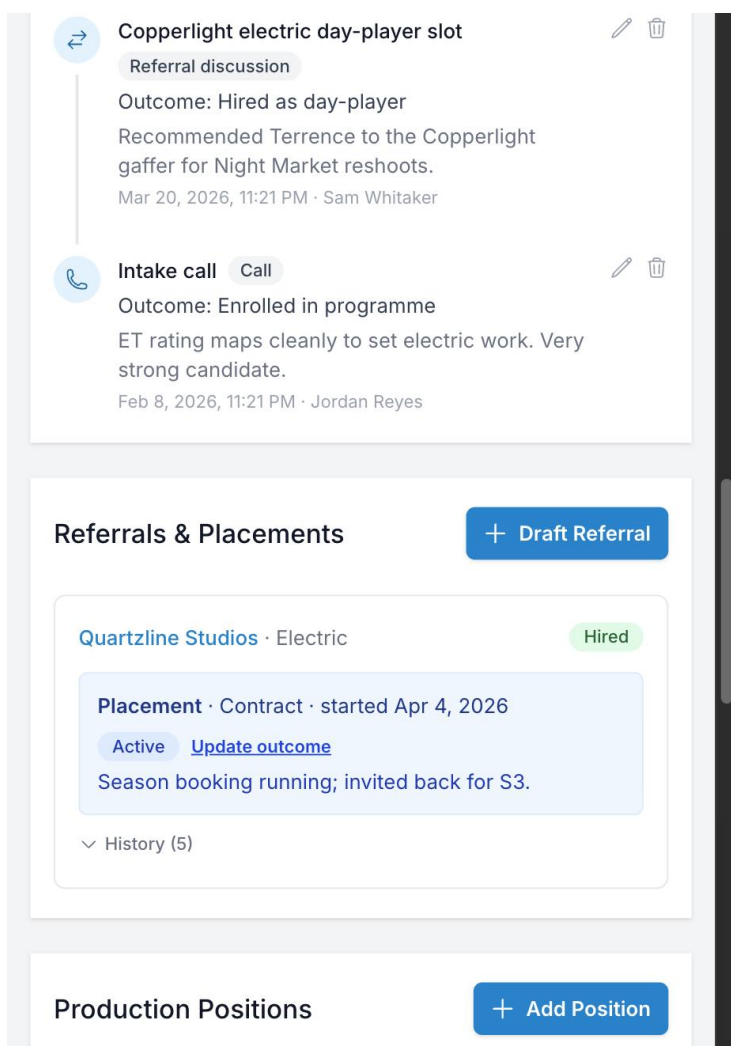


Figure 2. Referral and placement lifecycle from the Impact Desk build, captured with the same seeded fictional dataset.

Branding is a skin, not the product. Both figures show Impact Desk wearing VetsOnSet’s name and colours. That branding lives entirely in the presentation layer — page layouts, the wordmark, colour classes and mail templates — separate from the data model, workflows and permissions. VetsOnSet’s own logo, typeface and palette can therefore be applied in full, including on the public intake and portal pages that veterans and employers actually see; that is a contained development task rather than a settings change. It does not make Impact Desk an off-the-shelf product: the underlying schema is purpose-built for this programme, and re-skinning is not general reusability.

Why staff verification is built into the pipeline

Staff verification is not friction for its own sake. It is the point at which a contribution becomes information the organisation is prepared to use in a referral, a relationship decision, or reporting. The system preserves the difference between what a person says, what an employer later attests, and what a staff member has checked.

Reason	What the workflow prevents or enables
Veteran dignity and accuracy	No application, CV, free-text claim or training attendance is silently turned into a claim of fitness, readiness or qualification.
Employer trust	Employers are reviewed before becoming operational relationships; an employer contact has only the access needed to contribute to that relationship.
Defensible evidence	Reports can distinguish staff-recorded state from employer-attested outcome, rather than presenting a single unqualified number.
Accountability	Review, promotion and key changes retain source, actor and date, so a volunteer team can explain the basis of a decision.
Safeguarding and scale	The organisation can start with a manageable, relationship-led service rather than launch an unmoderated talent marketplace.

Important boundary. Verification is a staff process supported by the product. It is not an automated scoring system, a claim that the organisation has certified a person's readiness, or a substitute for an employer's own hiring judgement.

Security and data-safety posture

The application contains deliberate technical controls, but it is not yet approved to collect real data. These are controls and open gates, not a compliance certification.

- Structural separation from the fictional demo: different application, domain, database, keys, accounts, storage, logs and backups. The production build refuses demo configuration.
- Role and route boundaries: staff-only operational records; portal sessions are scoped to one veteran or one employer contact; inactive employer contacts lose access.
- Passwordless links are hashed in storage, single-use, time-limited and rate-limited. Ambiguous identities receive no link.
- Portal-originated changes record provenance. Contact/address edits are minimised so a change log does not become a shadow copy of personal data.
- Real-data deployment is fail-closed: public intake needs a published privacy notice; the portal needs HTTPS, secure cookies and a real mail transport.

Still open before real data. Leadership must sign off hosting and encryption posture, access/offboarding and 2FA, backups and restores, retention/deletion and subject export, audit/log review, privacy notice and consent, incident response, patching ownership and continuity. Portal mail delivery, log redaction, trusted-proxy configuration and scheduler ownership also remain deployment gates.

What stakeholders need to decide

1. Minimum useful information

Start from the actions staff need to take today, not from an ideal future database. The current working direction is contact details, availability, target roles, experience/credits, certifications and reel/website links. Decide which fields belong on the short application and which should be completed later in the portal.

2. Skills, capability and programme outcomes

Do not add a generic “skills” catalogue by default. First define the actual questions it will answer: referral context, training eligibility, funder reporting, or something else. For each proposed field, decide whether it is self-reported, staff-verified, training-linked, or not collected. Define training completion precisely — attendance, assessment, supervised practice, certification or another stated result — before it is reported as an outcome.

3. The verification ladder

The present starting point is self-attestation plus staff review. If stronger eligibility evidence is genuinely required, decide whether a third-party check or staff document review is proportionate. Any future DD-214 document-review route should treat it as temporary evidence: limited authorised viewing, deletion on decision, automatic short-window deletion if abandoned, and a retained audit record only of method, reviewer, date and decision — not the document itself.

4. Opportunities and how veterans see them

- Who creates an opportunity: staff, verified employer contacts, or both?
- Which fields are necessary: role, location, schedule, requirements, pay/terms where appropriate, accessibility, expiry, and filled/closed state?
- Which opportunities are staff-curated or verified before display?
- Does a veteran register interest directly, receive a targeted invitation, or rely on staff referral?
- Should visibility be a current-opportunities board, opt-in email updates, targeted messages, or a combination?
- What consent, moderation, accessibility and volunteer capacity are required for each option?

5. Training and affiliated programmes

A later phase can record Vets on Set or affiliated training opportunities, enrolment and stated completion. It should keep the source and outcome explicit, and should not infer equipment competency or job readiness simply from a course record. The organisation needs to decide which programmes it will operate or recognise, who verifies completion, and whether the data affects referral decisions or provides staff context only.

Future options — intentionally not assumed today

Option	Potential value	Preconditions / decisions
Fuller DD-214 / eligibility review	More appropriate proof where a funder or operating rule truly needs it.	Vendor or staff-review model; permissions; deletion window; accessibility; data-sharing terms; documented operating procedure.
Employer opportunity listing	More structured employer demand and a visible route to referrals or interest.	Curation/authorisation; fields; expiry/close rules; moderation; visibility; referral/application decision; notification consent.
Veteran opportunity discovery	A board, targeted invitation or opt-in update can make relevant work more discoverable.	Accessibility; matching assumptions; contact preferences; staff capacity; no implied guarantee or automated ranking.
Training programmes	A way to plan, evidence and communicate organisation or affiliate learning routes.	Definition of completion; recognised providers; verification; whether records affect referrals; retention.
CV-assisted completion	Less manual re-entry while preserving the veteran's review and confirmation.	Temporary file storage; extraction provenance; deletion; no silent updates; manual route remains available.
Controlled communications	Acknowledgements, requests for information and accuracy reminders that reduce lost cases.	Approved templates; consent/marketing distinction; staff override; delivery/audit records; unsubscribe where appropriate.

Demonstration note

Every visual in this briefing and its accompanying walkthrough uses fictional or staged data only — the public Impact Desk demo's staff-interface visuals, and, where a veteran or employer portal appears, a separately approved staged account. None shows a real application, an email login link, a bearer token, a DD-214, a personal contact detail, or an unredacted production report.