

Customer Flow Tracker 2.0 Update

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April 21st 2025

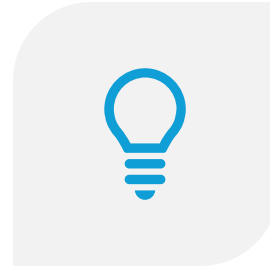
Why is CFT 2.0 getting an update?



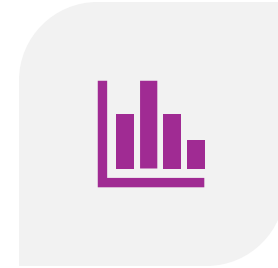
WE HEARD
YOU!



CONTINUOUS
IMPROVEMENT



ALWAYS BEING
INNOVATIVE



IMPROVE THE
DATA

What is changing?

Definitions for visits is being refined

A check box for – laid off federal employees is being added (with new verbiage)

We are adding one on one assistance under Employer

Seminar has been combined with Workshop under Job Seeker (group)

Resource Fair under Job Seeker (group) has been added

Revised note on top of form



When?

- The CFT 2.0 Update will go live **Thursday May 1, 2025**.
 - Update will be done after 5 pm on Wednesday April 30th, 2025
 - Once the update is done there will be no turning back.
 - Please make sure all your entries for April are entered before 5 pm on April 30th – if not possible, make a late entry on May 1st.
-

Customer Flow Tracker 2.0 Update

What do the changes look like?

NEW - Verbiage based
On feedback from
leadership team.



Who was the in person service delivered to? *

- ☒ Job seeker (individual)
- ☐ Job seeker (group)
- ☐ Employer

Was this persons last employer the Federal Government?

☐ <-- If yes, check this box.

Reason for visit?

(select all that apply) *

- ☐ Use WorkSource resources
- ☐ One on one assistance
- ☐ Unemployment Insurance claim assistance
- ☐ Receive information about WA Cares or Paid Family Medical Leave



Who was the in person service delivered to? *

- ☐ Job seeker (individual)
- ☒ Job seeker (group)
- ☐ Employer

of people in the Group? *

How many people in this group identified their last employer as the Federal Government? *

Reason for visit?

The type of event will be selected based on how it was advertised. *

Ex: Hiring events often include resource information but will be tracked as hiring events only.

(select one)

- ☐ Hiring event
- ☐ Resource Fair
- ☐ Workshop/Seminar

NEW - added based on
feedback from
Leadership team

Employer

Who was the in person service delivered to? *

- ☐ Job seeker (individual)
- ☐ Job seeker (group)
- ☒ Employer

Reason for visit?

(select one) *

- ☐ Job fair
- ☐ Hiring event
- ☐ Interviews
- ☐ Onboarding
- ☐ One on one assistance
- ☐ Training

Let's do a walk thru

<https://app.smartsheet.com/b/form/57a16f1a075f40199524da16f86ff5c6>

01

Meet

- Meet with your supervisors

02

Reinforce

- Reinforce the tool and the changes

03

Make

- Make sure everyone has all entries in for April by 5:00 pm on April 30th.

04

Let

- Let any partners know so there are no surprises

Call to action for you!

Pop Quiz

When is CFT 2.0 getting an update?

Why is CFT 2.0 getting an update?

What is changing?

What do I need to do?

Q&A

Thank you!

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