IWDS 2.0 Release Notes

Illinois Workforce Development System | Release Date: November 12, 2026

Below are recent IWDS 2.0 updates. Please share these with the appropriate staff in your local area.

Career Planners and LWIA Staff

- The homepage now flags customers who will be automatically exited within 90 days and within 10 days, and the dashboard results match what the homepage displays, so that outreach can be prioritized.

Customer Workflow

- A customer's auto-exit date now shows the same everywhere: the customer header, Transition page, Dashboard, Home page, and Participants Nearing Exit report.
- On the eligibility certification page, a banner appears with Application Close and details for the closed application.
- Income Eligibility Calculator results can be exported or printed from the application. The output includes the customer's name, making it ready to attach as documentation.
- Every service now shows the Service Episodes table and the "Add Episode" button, so you can start another episode on any service. The existing rule still applies earlier episodes must be Completed or Discontinued first.
- The "Service Template not Found" error no longer appears when opening some services.
- The Labor Market Information service for a youth now opens without an error message.
- The Training program pages show Illinois Community College Board (ICCB) performance data again.

Training Programs, Providers, & ETPL Coordinators

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Reports

- The "Potential Use" section under the report's description explains what the report is for.
- Info bubbles have been added to help explain the filters.
- The ITA Funded Training report has been updated to the new standards.
- The "Training Programs Nearing Recertification" report has been updated to "Training Programs Nearing Expiration" with an expiration date and days until expiration.
- The application dates have been updated on the Target Population Summary report and the Active Participants with No Active Career Planner report.
- The Plan vs Actual Summary report layout has been updated along with updated labels.
- Added a Participants by Employment History report.
- Added an Active Caseload Summary report.
- **Reports Field Status Update**: See which reports are ready to use, ready for testing, or coming next, and which IWDS 1.0 reports each one replaces. IWDS 2.0 Reports Status — Field Update

As a reminder, the release updates have been posted on the IWDS Transition & Training page in the System Updates chart, located in the bottom-left corner. Please be sure to review these updates so you are aware of the latest changes and how they may affect your work.

New Feature: Intake Assignment Management

- **Intake Assignment Management** lets Data Stewards and Super Users pick which staff member automatically receives new applications for each office in their LWIA.
- Full Instructions Guide
- Watch the Tutorial Video

Upcoming Webinars

All times are Central Time.

- **Entity Management Clean Up**
  November 20, 9–11 a.m. | Register
  For staff with Provider Manager roles. Review the new IWDS 2.0 process for managing entities, locations, contacts, and relationships.

The Automatic Exit and caseload review webinars are for Data Stewards, Supervisors (Career Planners), and Super Users.

- **Automatic Exit: What to Expect**
  November 20, noon–1 p.m. | Register
  Review what starts or resets the exit clock, which services count, how to use the Participants Nearing Exit report, and the activation timeline.
- **LWIA 7 Automatic Exit: What to Expect**
  November 20, 2–3 p.m. | Register
  Review Automatic Exit rules and the Participants Nearing Exit report, with time for LWIA 7 coordination and support processes.
- **Reviewing Your Caseload Before Activation**
  December 4, 2–3 p.m. | Register
  December 7, 2–3 p.m. | Register
  Attend either of the offerings. Learn how to use reports, review service history, correct records, and address unresolved issues before activation.
- **Pre-Activation Office Hours**
  December 8 and December 10, 2–3 p.m. Drop in during Hypercare to ask questions and work through caseload review scenarios.

Hypercare

- **Hypercare hours are shifting to Tuesdays and Thursdays, 2–3 p.m. Central Time.** With fewer calls, this change gives OET more time to develop technical assistance based on the field's needs. Join Hypercare