

IWDS 2.0 Launch Readiness


Preparing frontline staff, local area managers, and career planners for a successful Blackout, Migration, and Go-Live experience.

GO-LIVE: JULY 1, 2026



Recording Notice

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Virtual Meeting Guidelines

To make this session productive and respectful for everyone, please follow these simple guidelines throughout the webinar.

Minimize Background Sounds

Mute your phone or computer microphone when you are not speaking to keep the session clear and focused for all participants.

Be Present

Use the "Raise Hand" reaction to indicate you'd like to speak aloud. Wait until you're called on and stay engaged — minimize distractions during the session.

Engage Everyone

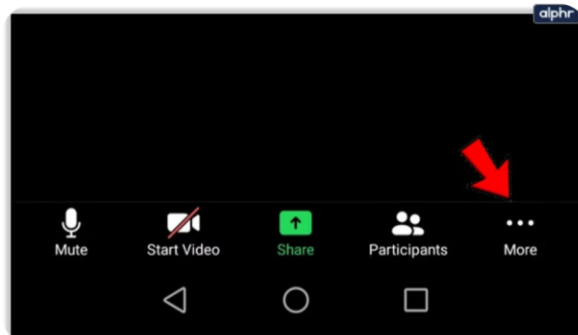
Turn on your camera if comfortable. Post questions in the **Q&A** and comments in the **Chat** so everyone can benefit from the discussion.

How to Use the Q&A Feature

We encourage all participants to submit questions using the **Q&A feature** — not the chat — so our team can track and respond to every question. Here's how to find it:

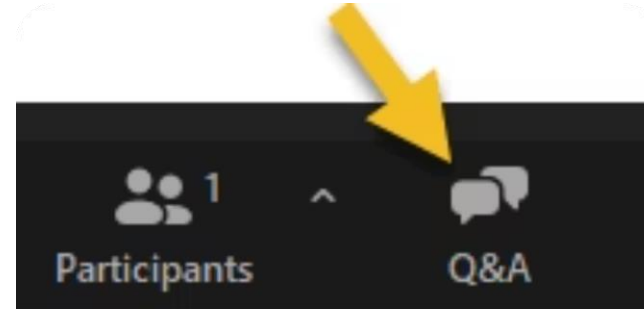
01

To locate the Q&A feature, click on the "More" icon on the toolbar the bottom of your screen



02

Then select "Q&A" - this will place the Q&A feature on the toolbar for easy access.



- Once Q&A is pinned to your toolbar, you can submit questions at any time during the session. Our facilitators will address questions throughout and at the end of the webinar.

Today's Webinar Support



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Chat Storm – Let's Hear From You!

Before we dive in, take a moment to introduce yourself in the chat. This helps build community and lets the facilitators know who's in the room today.

Your Name

Introduce yourself so the group knows who's in the room today.

Your LWIA

Let us know which Local Workforce Innovation Area you're representing.

Your Excitement

What are you most excited to explore or learn about in IWDS 2.0?



Today's Discussion

Here's what we'll cover to ensure every team member is confident and ready before, during, and after the IWDS 2.0 launch.



Before Blackout

- Key dates and deadlines
- Local area preparation
- Career planner readiness

During Blackout

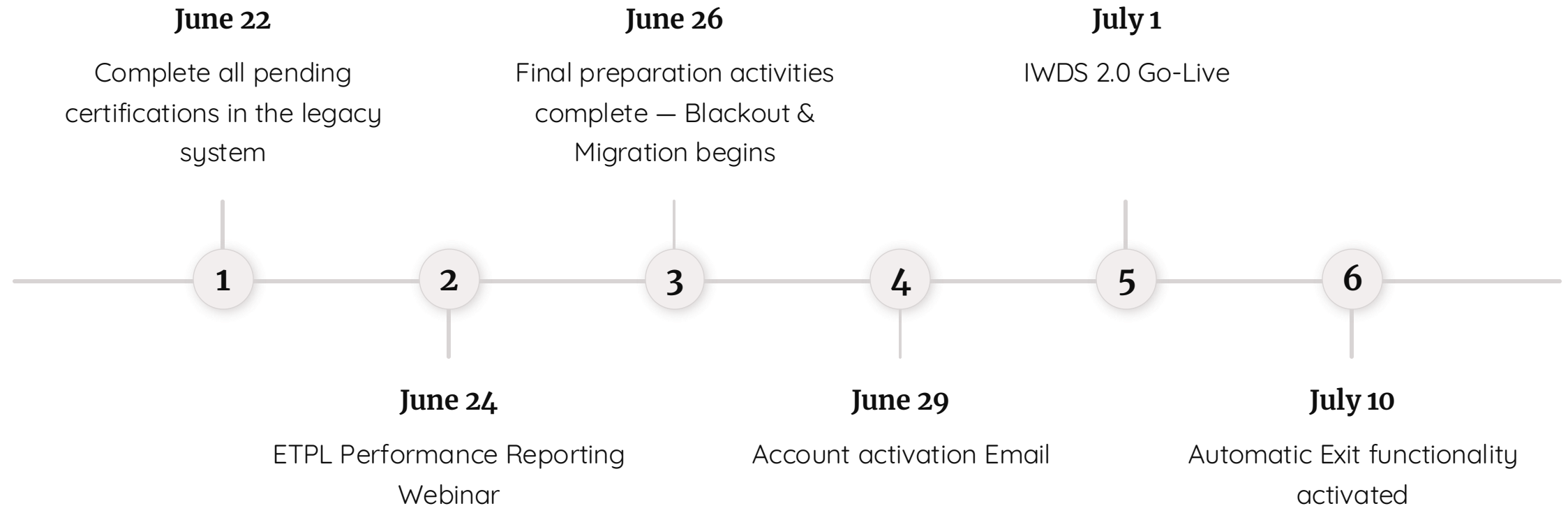
- What activities can continue
- Serving customers during migration

After Launch

- Go-live expectations
- Navigating customer information
- Hyper Care support

Key Dates to Remember

Mark your calendars. Each milestone below is critical to a smooth transition. Missing a deadline could impact customer records and go-live readiness.



By June 22: Complete Certifications



Eligibility Determinations

Complete all eligibility determinations and certifications for customers currently awaiting certification before this deadline.



By June 26

Caseload Review

\Career Planners- review and verify all active customer caseloads. Ensure every active participant service has been entered into the legacy system before the blackout begins.

Exits & Documentation

Review customers approaching exit and confirm that recent services and activities are documented appropriately. Exit any customers who have already completed services.

Printed Reference Materials

Save or print active caseload lists so staff can reference them during the migration period when the system is unavailable.

Staff Readiness*

Confirm user role assignments and submit any needed updates. Ensure all staff understand blackout procedures and know what to expect during migration.

Career Planner Readiness Checklist

Use this checklist to confirm your team is fully prepared before the June 26 blackout deadline. Every item should be completed and verified in advance.

Complete Before June 26

All tasks must be finished before the blackout window opens. Coordinate with your local area manager to confirm completion.

- Review active caseload and verify all customer records are current
- Confirm all participant services have been entered into the legacy system
- Complete all open case notes and close out pending documentation
- Review customers nearing exit and take appropriate action
- Save or print your active caseload list for offline reference
- Identify customers who will need immediate follow-up after July 1 launch

On June 29

Account Activation Email

- **Production account access** - If you've used UAT for training, watch for an email to claim your production account. No other action is needed on your part.
- **Requesting an account** - If you've not used UAT, you will need to request an account. Step-by-step instructions are available in the [Logging into IWDS 2.0](#) guide.
- **Recommended Next Step** - Anyone who plans to use IWDS 2.0 should create their login now at <https://iwdsqa2.dceo.illinois.gov>



If you've used UAT for training, you will receive an email from *State of Illinois* to claim your production account on June 29 or 30. **No other action is needed.**



Blackout Period: June 26–30

The five-day blackout window is when the technical work happens behind the scenes. IWDS will be unavailable as the team completes the following critical activities to ensure a stable and accurate launch.



Customer Data Migration

All participant records and case data are transferred from the legacy system to IWDS 2.0.



Staff & Security Migration

User accounts, roles, and security permissions are migrated and validated for all staff.



System Validation

Technical teams conduct thorough testing to confirm data integrity and system stability.



Launch Readiness

Final configuration and readiness activities are completed in preparation for July 1 go-live.

Data Levels and Migration

Customer Profile Only (No Engagement):

Customers who have only created a profile, have not enrolled in services or have a certified application will NOT be migrated.

Reportable Individuals (Self-Service Only):

Customers who have received one or more self-service/information-only services within the last 1 year will be retained as reportable individuals.

Certified but Not Enrolled:

Customers who have a certification/eligibility determination date but have not started an enrolling service will be retained if the certification date is within the last 90 days.

Active Customers (Enrolled):

Customers who have started an enrolling service and have not been exited will be considered active. Active customer records will be retained going back 10 years looking at their enrolling date.

Exited Customers:

- Customers who have exited a program will be retained if their exit date
 - Youth - April 1, 2020
 - Adults and Dislocated Workers - July 1, 2020

What You *Cannot* Do During Blackout

Because IWDS will be unavailable June 26–30, the following system-based activities are not possible. Plan ahead so customers are not impacted by these limitations.

New Customer Intake

No new customer intake or enrollment can be initiated in the system during the migration window.

New Applications

Creating or processing new applications within IWDS is not available during blackout.

System Certifications

Certifications cannot be completed or recorded within the system during the blackout period.

Service Entry

Entering new participant services or updating existing records is not possible while the system is offline.

New Participant Records

Creating new participant profiles or records in IWDS is restricted until go-live on July 1.

What You *CAN* Do During Blackout

Blackout does not mean a stop to services — it means adapting how you deliver them. Your team can continue providing meaningful support to customers throughout the migration period.



Conduct Career Planning

Meet with customers one-on-one to continue career counseling and goal-setting conversations.



Provide Referrals

Connect customers to community resources, partner agencies, and employment opportunities.



Schedule Appointments

Book customer appointments for July 1 and beyond so your caseload is ready on go-live day.



Document on Paper

Record all activities, notes, and services manually. These will be entered into IWDS 2.0 after launch.

5

Continue Testing & Training

During the blackout period – Career Planners and Local Area staff can utilize the DoIT QA Environment for additional training and practice. <https://iwdsqa2.dceo.illinois.gov/>

Serving Customers During Blackout

Customers should never feel the impact of the system transition. Your team's ability to continue delivering quality service during June 26–30 is critical to maintaining trust and momentum.

New Customers

- Welcome all new customers.
- Since intake cannot be completed in the system, schedule their enrollment appointments for July 1 or after.
- Offer referrals or other resources to meet immediate needs during the gap.

Existing Customers

Continue all active services without interruption. Maintain your regular communication and meeting schedules. Document all activities, case notes, and service updates on paper — these records will be entered into IWDS 2.0 once go-live begins on July 1.

July 1: IWDS 2.0 Go-Live

The moment we've been preparing for. On July 1, IWDS 2.0 goes live and normal operations resume. Here's how to hit the ground running on day one.

01

Log In and Begin Working in IWDS 2.0

Access the new system using your migrated credentials and familiarize yourself with the updated interface.

02

Resume Intake

Begin processing new customer applications and enrollments in IWDS 2.0 right away.

03

Enter Blackout-Period Activities

Transfer all paper-documented activities, case notes, and services from June 26-30 into the system.

04

Review Migrated Records

Verify that customer data, caseloads, and service records migrated accurately. Report any discrepancies immediately.

05

Resume Normal Operations

Return to full operational capacity – intake, services, certifications, and case management are all available.

Career Planner- Migrated Services Demo

Al Menke




July 10

Automatic Exit Functionality Activated

- Beginning July 10, 2026, IWDS 2.0 will automatically exit customers who meet exit criteria. This is a critical post-launch date that requires proactive preparation.

What You Need to Do Before July 10

- Review all customers who are approaching their exit dates
- Verify that all required documentation and services are recorded correctly
- Confirm exit data is accurate to avoid unintended automatic exits
- Coordinate with your team to prioritize high-risk cases in the first week of go-live

-  Do not wait until July 10 — begin reviewing exit-eligible customers on July 1 to allow time for corrections.

Hyper Care Support

During the weeks following go-live, a dedicated Hyper Care support structure will be in place to help your team resolve issues quickly and maintain service continuity. Don't hesitate to use these resources early and often.



Office Hours

Regularly scheduled live sessions where staff can ask questions and get real-time guidance from the support team.



Issue Escalation

Defined escalation paths ensure that critical problems are routed quickly to the right people for resolution.



Statewide Communications

Updates, known issues, and resolutions will be communicated statewide to keep all local areas informed.



Ongoing Training

Training recordings, job aids, and quick reference guides remain available throughout the Hyper Care period.

Final Reminders

Keep these four milestones front and center for your team. A smooth IWDS 2.0 launch depends on everyone knowing their role at every stage of the transition.

Before June 26

Prepare. Complete caseload reviews, verify service entry, confirm user roles, and save printed reference lists.

June 26–30

Keep serving. Continue career planning, referrals, and customer meetings. Document all activities on paper.

July 1

Go Live. Log into IWDS 2.0, verify migrated records, enter backlogged activities, and resume full operations.

July 10

Stay alert. Automatic Exit activates. Ensure all exit-eligible customers have accurate, complete documentation.

Thank you for your commitment to a successful IWDS 2.0 launch. Your preparation makes the difference for the customers you serve.

IWDS 2.0 FAQ

How will career advisors receive notification or access credentials to log into IWDS 2.0 on go-live day? How long will any activation codes be valid?

- There is no separate activation code. Staff will use the same login they have been using during training. Lynette Tritz is working with DOIT on the 29th to transfer login information from the training environment to the production environment. A go-live communication will be sent on July 1 with all necessary details. The login method (authentication options) may vary based on how each user has set up authentication.

If staff cannot log in on go-live day — as happened during regional training — what does the help desk / support structure look like?

- Zoom rooms will be open from approximately 8am–5pm for at least the first 10 days after go-live, staffed by Illinois worknet and state and regional trainers. Details on the support structure are being covered in the June 25th Refresher Training.

Is certifying inquirants required for migration, or just a best practice? Will inquiry-only records or customer profiles with case notes but no application be migrated?

Certification is required for migration. The migration tiers are:

1. Customer profile only (no enrollment, no certified application) — **NOT migrated**
2. Reportable individuals (self-service or information-only services within the last year) — **retained**
3. Certified but not enrolled (certification date within last 90 days) — **retained**
4. Active enrolled customers (enrolling service started, not exited, going back 10 years) — **retained**
5. Exited customers — **retained** for Youth back to 4/1/2020 and Adults/Dislocated Workers back to 7/1/2020

Partial applications that are not certified as of end of day June 25 will not be migrated.

Regarding the five-day contact window: does it begin when a customer submits their application, when they select 'Find Local Help,' or when they complete the pre-screening? What happens if a customer completes pre-screening but does not hit submit?

The five-day window starts only when the customer clicks the Submit button on their application. If a customer completes pre-screening but does not submit, the LWIA is not on the hook for the five-day contact requirement. Staff can see those in-progress customers in the dashboard as an outreach opportunity, but no countdown has started. No expectation is set with the customer until they formally submit.

In the dashboard, can staff see all customers statewide, or only those in their LWIA's zip code area?

- Users can see customers more broadly in the dashboard and can filter down to their LWIA. Career planners will only see records they have been associated with; higher-level roles have wider dashboard views.

Where can staff access the migration breakdown document (showing which customer types will and will not be migrated)?

The migration breakdown will be covered in detail at the 3pm webinar on June 18 (Blackout Period and Hypercare Plans). A slide deck with this information will be posted after that call. Recordings are also posted to the training hub page as quickly as possible after each session.

For customers currently in progress, does starting an application ensure their data will be migrated? Is the determining factor starting the application or having it certified?

- Certification is required for migration, not just starting an application. Customers who have only created a profile, have not enrolled in services, and do not have a certified application will not be migrated. The first migration-tier bullet should be read as: customer has only a profile and no certified, active, or exited application.

For customers who are certified but not yet enrolled when migration occurs, will their alignment to their designated center/LWIA remain intact?

Yes. The migration will bring over key data points including the certification date, LWIA, and assigned career planner, so those customers will remain associated with the correct center and career planner and will be ready to move forward into career planning in IWDS 2.0.


As a director who manages career coaches, will directors also receive the same application/customer notifications so that coverage can be ensured when a coach is out of office?

- i** Yes. When a customer submits an application, it is assigned to the Title One Administrator (or equivalent role in IWDS 2.0) for that office to assign to a career planner. Higher-level users have a broader view across offices and career planners. Secondary career planners can be assigned to customers, allowing other staff to access files and handle critical items when the primary career planner is unavailable.

Is it still the case that two people will be designated at each receiving center to receive incoming customer applications? How would those two people be designated — through the relationship manager?

- Application receipt is role-based. Whoever holds the Title One Administrator role (or its IWDS 2.0 equivalent) at the office will be the default recipient of submitted applications. If more than one person holds that role, the system defaults to the first. Other users in that role can also view and reassign those records. Staff can be assigned to monitor the application dashboard rows.

Can staff continue to work in the IWDS 2.0 UAT system over the weekend (June 20–21)?

-  Staff may continue to access the UAT environment for familiarization and practice, but all UAT feedback must be submitted by end of day June 18. The team needs to stop development soon to begin running migration. The legacy IWDS 1.0 system will remain accessible until end of day June 25.

Can staff continue to work in the legacy IWDS 1.0 system through the weekend?

Yes. The legacy IWDS 1.0 system will be accessible until end of day June 25. IWDS will go down on the evening of June 25, migration will run June 26–29, system checks will occur June 30, and the IWDS 2.0 production site will be available July 1.

Can career planners continue to use the training/QA environment (used during regional training) for homework exercises and practice through the blackout period?

- The training/QA environment will generally be available before and after the blackout period. However, during the blackout (approximately June 26–29), that environment may also be intermittently unavailable because migration must run through all environments, including training/QA, before reaching production. Staff are advised to check availability and expect some downtime during migration.

Can the DOIT platform be used for working with the team during the blackout period?

- YES 😊

New customers are still walking in every day interested in services. What should staff tell them, and what is the process for customers who cannot be fully certified before the blackout?

- Do not turn customers away. Staff should schedule those customers for an appointment after July 1 to go through the intake process in IWDS 2.0. If it is possible to complete the application and certification before end of day June 25, staff should do so. For customers already being served, staff may continue serving them and document activities on paper for later entry. Do not enter the old-format application for customers who will not be certified in time, as the old and new applications are significantly different.

Upcoming Virtual Training Series

OET has developed a comprehensive series of role-specific virtual trainings to support all staff through the IWDS 2.0 transition. Sessions are practical, hands-on, and recorded for on-demand review. Mark your calendars for these upcoming topics:



System & Access

Navigate the IWDS 2.0 interface, manage login credentials, and understand user roles and permissions.



Intake & Eligibility

Walk through the full intake process, eligibility determination workflows, and required documentation.



Case Management

Learn how to manage customer records, add services, track progress, and close cases appropriately.



Grants & Transitions

Understand grant-funded program entries, transitions between programs, and funding stream management.



Performance Reports

Pull and interpret performance data, understand outcome measures, and meet federal reporting requirements.

TRAINING

RESOURCES

IWDS 2.0 Illinois workNet Training Hub

OET has built a centralized online training hub to support all local area staff throughout the IWDS 2.0 transition. The hub provides on-demand resources, training recordings, guidance documents, and role-specific learning paths.

Access the Training Hub

Visit the Illinois WorkNet Training Hub to find training schedules, recorded sessions, and downloadable reference materials:

<https://www.illinoisworknet.com/iwdst>

What You'll Find

- Scheduled virtual training sessions by role
- Recorded webinars for on-demand review
- System walkthroughs and process guides
- Policy reference documents and cheat sheets
- Regional preparation resources

Revamping the Case Management System for WIOA Title I and Trade Programs

The Department of Commerce and Economic Opportunity (DCEO), Office of Employment and Training (OET), in collaboration with the Illinois workNet (iwl) team, is upgrading the Illinois Workforce Development System (IWDS) platform to create "IWDS 2.0". This new, more intuitive application will be the system of record for Workforce Innovation and Opportunity Act (WIOA) Title I programs starting July 2025. It will feature a modern, user-friendly interface designed with accessibility and responsive design standards, focusing on an ideal customer workflow to meet federal and state reporting and case management requirements for Title I and Trade data.

This system update is part of OET's broader commitment to a consistent, statewide customer-centered service delivery approach for the workforce development ecosystem. This approach prioritizes the participant's unique strengths, needs, goals, and challenges, ensuring efficient and streamlined services for all, regardless of their entry point. For more information

IWDS 2.0 Virtual Training Series:

Select your role below to find the resources and trainings you need to register for upcoming sessions. Prepare for the July 1 IWDS 2.0 launch by attending virtual training courses designed to support your role.

These sessions will:

- Provide foundational knowledge of IWDS 2.0
- Deliver role-specific system training

Note: Live attendance is highly encouraged, but all training will be recorded and posted to this page.

Find Your Upcoming Virtual Training Events:

The Office of Employment and Training (OET) is offering a series of virtual trainings to walk through key policy, procedures, and day-to-day workflows. Whether you're new to IWDS 2.0 or need a refresher, these sessions are designed to be practical, role-relevant, and immediately applicable.

Select the area that best aligns with your work:

- Support customers (intake through exit)
 - Career Planner Training
- Management training providers/programs (ETPL)
 - ETP Training
- Need to understand referrals
 - Referral System Training
- Manage performance or reporting
 - Performance & Reporting
- Find Tools and guidance for implementation & planning
 - Directors
- Regional training resources
 - Regional Trainer Resources

Past Events

Type	Audience	Date & Time	Topic	Recording
Webinar	IWDS and Career Connect Users	January 30, 2026	IWDS 2.0 Local Update	Webinar Recording: https://youtu.be/845oo4Mly0
Webinar	IWDS and Career Connect Users	August 14, 2024	IWDS 2.0 transition information	https://youtu.be/2j2jx100Fg PowerPoint: IWDS Transition Introduction - 8/14/2024