


# IWDS 2.0

**Blackout Prep**  
**HyperCare**



# Recording Notice

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-  Your participation in this meeting without expressing an objection to recording will be treated as consent. Any participant who prefers to participate via audio only should disable their video camera so only their audio will be captured.




# Virtual Meeting Guidelines


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 **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**

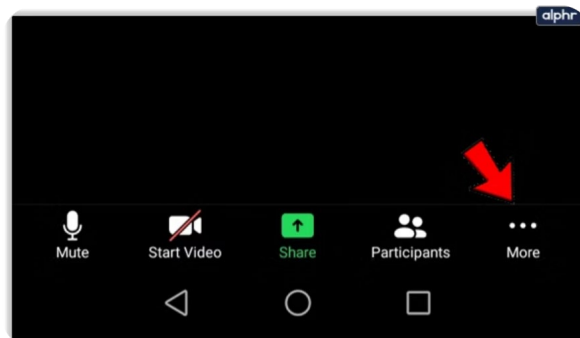
Turn on your camera if comfortable. Post questions in the **Q&A** and comments in the **Chat** so everyone can benefit from the discussion.

# How to Use the Q&A Feature

Learn how to use the Q&A feature in your webinar. This guide will walk you through the steps to enable and use the Q&A feature during your session.

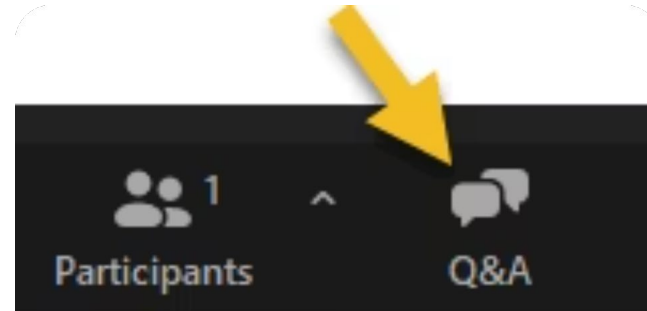
01

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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**Kelly Trimble**  
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# Today's Agenda

**1 Caseload Preparation**

**2 Migration Data**

**3 Blackout**

**4 Hypercare**

**5 Go Live**

**6 Reminders**

**7 Upcoming Training**

# Dates to Remember

## Blackout Period

# June 26–30

Certain system activities will be unavailable while customer and staff data are migrated.

## Go-Live

# July 1

IWDS 2.0 launches and staff resume normal operations in the new system.

# Key Deadlines

1

## **Today; June 25**

Review customer caseloads

Verify services are entered accurately in IWDS 1.0

Have a list of their caseloads

2

## **Blackout; June 26-30**

Continue serving current customers

Help direct new customers to making a post-launch appointments or partner referrals

3

## **July 1**

IWDS 2.0 goes live. Staff resume normal operations in the new system.

**01**

**Caseload Prep**

# CASELOAD PREP BY CLOSE OF BUSINESS 6-25-26

Every item must be completed and verified in advance. Coordinate with your local area manager to confirm completion status across your team.

## 1 Verify Active Caseload

Review all active customer records and confirm they are current and accurate in the legacy system.

## 2 Confirm Participant Services & Documentation

Ensure all participant services are entered, case notes are complete, and pending documentation is closed out.

Review customers nearing exit and take appropriate action.

## 3 Prepare Blackout

Save or print your caseload list for offline reference and identify customers needing immediate follow-up after go-live.



**All tasks must be finished before the blackout window opens on June 26. No extensions will be granted.**

# **How To Review If A Customer Is Close To Exit Or Should Be Exited**

## **iPATS Demo**

iPATS: <https://apps.illinoisworknet.com/ipats/>

# 02

## **Migration & Data**

Who migrates, what to expect, and critical reminders before go-live.

# Migration Reminders

As the blackout window approaches, keep these critical reminders front of mind. The shortened blackout period means no fallback options — your team must be ready to adapt from June 26 through June 30.

## ✗ NOT AVAILABLE DURING BLACKOUT

- No new intakes may begin in the legacy **or** IWDS 2.0 system during the blackout period (June 26–30).
- Due to the shortened blackout period, no temporary intake process, supporting environment, or paper intake resources will be created for use during these dates.

## ✓ STILL AVAILABLE

- Career planning activities should be provided as needed throughout the blackout period.
- All activities must be **documented on paper** and entered into IWDS 2.0 following go-live on July 1.
- A **case note template** and a **career plan resource** will be available on the website for Career Planners to use during this time.

# Data Levels and Migration

Not every customer record will migrate to IWDS 2.0. Understanding these tiers ensures your team can plan caseloads accurately and set appropriate expectations before the blackout window opens.

1

## Profile Only — No Engagement

Customers who created a profile but never enrolled in services or obtained a certified application **will NOT be migrated**.

2

## Reportable Individuals (Self-Service Only)

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

3

## Certified but Not Enrolled

Customers with a certification or eligibility determination date but no enrolling service will be retained if the **certification date is within the last 90 days**.

4

## Active Customers (Enrolled)

Customers with an active enrolling service will be retained, with records going back **10 years** from their enrolling date.

5

## Exited Customers

Retained if exit date is after **April 1, 2020** (Youth) or **July 1, 2020** (Adults and Dislocated Workers).

# Customer Migration Overview


Not all customer records will migrate to IWDS 2.0. Understanding who migrates — and who does not — is critical for caseload planning before the June 26 blackout and for managing customer expectations at go-live.

## WILL MIGRATE TO IWDS 2.0

- **Recent reportable individuals** — those with self-service activity within the last year
- **Recently certified customers** — certification date within the last 90 days
- **Active participants and their services** — with records going back up to 10 years
- **Eligible exited participants** — based on program-specific exit date thresholds

## WILL NOT MIGRATE

- **Profile-only customers** with no application, certification, or services on record

 Identify profile-only customers in your caseload before June 26 and take appropriate action to preserve relationships and ensure continuity of service after July 1.

**03**

**The Blackout Period**

# Blackout Period: June 26–30

The five-day blackout window is when the critical technical work happens behind the scenes. IWDS will be completely unavailable as the team completes essential migration activities to ensure a stable and accurate July 1 launch.



## Customer Data Migration

All participant records and case data are transferred from the legacy system into IWDS 2.0 with full integrity checks.



## Staff & Security Migration

User accounts, roles, and security permissions are migrated and validated for all staff across every local area.



## System Validation

Technical teams conduct thorough testing to confirm data integrity and overall system stability before go-live.



## Launch Readiness

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

# What You *Cannot* Do During Blackout

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

## **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. Services continue; only the system is offline.



## **Conduct Career Planning**

Meet with customers one-on-one to continue career counseling and goal-setting conversations without interruption.



## **Provide Referrals**

Connect customers to community resources, partner agencies, and employment opportunities in your local area.



## **Schedule Appointments**

Book customer appointments for July 1 and beyond so your caseload is primed and 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 on July 1.

# 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 with every individual you serve.

## New Customers

- Welcome all new customers warmly — the system pause does not change your commitment to service.
- Since intake cannot be completed in the system, schedule enrollment appointments for **July 1 or after**.
- Offer referrals or other immediate resources to meet customer needs during the gap period.

## Existing Customers

Continue all active services without interruption. Maintain your regular communication and meeting schedules as planned.

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**.

**04**

**Hypercare**

# HyperCare: Where Do I Go for Help?

You only need to know two things: **check the Quick Start Guide**, then **join the HyperCare Zoom Room**. We'll take it from there. Here's how our support tiers work — from self-service to escalation.



 TIER 0

## Try These First

- Review the **Quick Start Guides**
- Ask a **coworker** nearby

 TIER 1

## Join the HyperCare Zoom Room

- Regional Trainers, OET Staff & Illinois workNet Team
- General troubleshooting & process questions

# HyperCare Support Tiers 2 and 3



 TIER 2

## Specialized Support

- Functional SMEs
- Technical Experts & Program Specialists

Note: No need to contact these groups directly — HyperCare coordinates for you.

 TIER 3

## Development Team

- Confirmed system issues or bugs
- HyperCare documents & escalates for investigation

Note: Issues are tracked and routed directly to developers for resolution.



Remember: Start with the Quick Start Guide → then join your HyperCare Zoom Room. You never need to figure out who to call — we handle the rest.

# IWDS TRANSITION & TRAINING

[Back to Workforce & Education Partner 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 (IWN) 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 2026. 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 workforce development ecosystem. This approach prioritizes the participant ensuring efficient and streamlined services for all, regardless of their entry point.

### IWDS 2.0 Virtual Training Series:

The Full list of Refresher Trainings are below in the Upcoming Events Table - please find the resources, recordings and trainings you need from past sessions. Prepa 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

### 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
- Manage training providers/programs (ETPL)**
  - ETPL Training
- Need to understand referrals**
  - Referral System Training
  - Referral System Partner Guide
- Manage performance or reporting**
  - Performance & Reporting
- Find Tools and guidance for implementation & planning**
  - Directors
- Regional training resources**
  - Regional Trainer Resources



Career Planner Training



ETPL Training



Referral System Training



Performance or Reporting



Directors



Grant Management



Full List of Resources

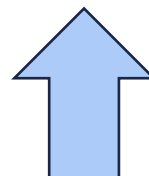


FAQs

# IWDS 2.0 Resources

## IWDS Training and Transition Hub

- Quick Start Guides
- FAQs
- Refresher Training





**05**

**Go-Live & Beyond**

# 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 and make the most of a well-prepared launch.

01

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## Log In & Begin Working

Access IWDS 2.0 using your migrated credentials and familiarize yourself with the updated interface and workflows.

02

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## Resume Intake

Begin processing new customer applications and enrollments in IWDS 2.0 right away — the pipeline is open.

03

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## Enter Blackout-Period Activities

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

04

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## Review Migrated Records

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

05


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## Resume Full Operations

Intake, services, certifications, and case management are all available — return to full operational capacity.

# 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 milestone that requires proactive preparation starting on day one of go-live.

 **Do not wait until July 10.** Begin reviewing exit-eligible customers on July 1 to allow adequate time for corrections and documentation updates.

## What You Need to Do Before July 10

- Review all customers who are **approaching their exit dates** and flag high-priority cases immediately.
- Verify that all **required documentation and services** are recorded correctly in IWDS 2.0.
- Confirm exit data is accurate to **avoid unintended automatic exits** that could disrupt customer records.
- Coordinate with your team to **prioritize high-risk cases** in the first week following go-live.



# 06

## Reminders

Understanding the phased rollout and what is —and isn't—changing.

# Jobseeker Public Page

## TEMPORARILY POSTPONED

- Public-facing Job Seeker page on Illinois workNet
- Broad public promotion of customer self-registration
- Customer self-registration initiated from the public website

## ✓ UNCHANGED — PROCEEDING AS PLANNED

- IWDS 2.0 launches **July 1** as planned
- Career Planners continue using IWDS 2.0 as trained
- Customers can complete the Pre-Screen electronically
- Career Planners can send customers a Pre-Screen link directly from IWDS 2.0
- Intake, eligibility, assessment, career planning, and enrollment remain fully unchanged
- Customers may contact, visit, or be referred to local offices as they do today

# What This Means for Local Areas

## Day-to-Day Operations

For most local areas, daily operations will look **very similar to current processes**. No significant disruption is expected at the local level. Staff should continue their normal workflows using IWDS 2.0 exactly as trained during UAT.

## Directing Customers

When a customer contacts an office, attends orientation, is referred by a partner, or walks into an American Job Center, staff may continue directing them to complete the electronic Pre-Screen via the **Career Planner-generated link** within IWDS 2.0 — no change from current practice.

- ✔ The transition to IWDS 2.0 is designed to be as seamless as possible for local areas. Your preparation work before June 26 is the key to a smooth experience on July 1.



# On June 29: Account Activation

June 29 is when production account access becomes available. The steps you need to take depend on whether you participated in UAT training.

## Used UAT for Training?

Watch for an email from **State of Illinois** to claim your production account on June 29 or 30. **No other action is needed on your part.** Your credentials will carry over automatically.

## Did NOT Use UAT?

You will need to request an account. Step-by-step instructions are available in the [Logging into IWDS 2.0](#) quick start guide.



**Recommended Next Step:** Anyone planning to use IWDS 2.0 should create their login now at <https://iwdsqa2.dceo.illinois.gov> to get a head start before go-live.

**07**

**Upcoming Training**

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.illinois.gov/worknet/training-hub](#)

## 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

The screenshot shows the 'IWDS TRANSITION & TRAINING' page on the Illinois workNet website. The page includes a navigation bar with 'Login' and 'Sign Up' buttons, and a search bar. The main content area features a heading 'Revamping the Case Management System for WIOA Title I and Trade Programs' followed by a detailed paragraph about the system update. Below this, there is a section for 'IWDS 2.0 Virtual Training Series' with a list of sessions and a note about live attendance. A 'Find Your Upcoming Virtual Training Events' section follows, with a list of roles and corresponding training topics. At the bottom, there are icons for 'Career Planner Training', 'ETPL Training', 'Referral System Training', 'Performance or Reporting', 'Directors', and 'Regional Trainer Resources'. A 'Past Events' table is also visible at the bottom of the page.

Type	Audience	Date & Time	Topic	Recording
Webinar	IWDS and Career Connect Users	January 30, 2026	IWDS 2.0 Local Update	Webinar Recording: <a href="https://youtu.be/B45oia4Mly0">https://youtu.be/B45oia4Mly0</a>
Webinar	IWDS and Career Connect Users	August 14, 2024	IWDS 2.0 transition information	<a href="https://youtu.be/2qiax100Fg">https://youtu.be/2qiax100Fg</a> PowerPoint: <a href="#">IWDS Transition Introduction</a>