

IWDS 2.0 Customer Journey

CHAPTER 5

Career Plan & Services

A structured guide to career planning, service delivery, progress tracking, case notes, and program exit under WIOA.

What Is a Career Plan in IWDS 2.0

Definition

The Career Plan is an **electronic**, jointly developed, living document that identifies a customer's educational and employment goals, achievement steps, career pathway, supportive service needs, and required services.

Purpose

It serves as the primary instrument for documenting service decisions and ensuring all assessed needs are fully addressed — continuing through exit and follow-up.

 No more paper Career Plans — the Career Plan is now fully housed in the system.

A Living Document

The initial Career Plan is informed by intake assessments, including the Pre-Screen, Application, and Getting Started Assessment.

As additional assessments are conducted and more information is gained and input into the system, the Career Plan continues to evolve and is updated to reflect new information.

Adults & Dislocated Workers

Career Plan incorporates the **Individual Employment Plan (IEP)**

Youth

Career Plan incorporates the **Individual Service Strategy (ISS)**

Career Plan: Three Sections

Recommendations

System-generated Goals, Steps, and Services based on assessments. Career Planners select, add, and finalize.

Plan

Finalized hierarchical plan — Goals, Steps, Services. Actionable, realistic, and tailored to the customer.

Signatures

Electronic signatures by the customer and Career Planner confirm mutual understanding and commitment.

- For youth, the plan can be forwarded to parents and guardians for electronic signatures.



Customers will also have access to a customer-friendly version of their Career Plan.

Building the Career Plan- The Recommendation Page

The Recommendations tab displays **system-triggered** assessments, Goals, Steps, and Services based on customer responses.

What It Displays

The Recommendations tab displays **system-triggered** assessments, Goals, Steps, and Services based on customer responses.

Selecting Items

Check boxes to select items for inclusion in the Career Plan

Purpose of the Recommendations Page

What It Does

The Recommendations page helps Career Planners provide personalized, goal-focused guidance. Suggestions are created by the system based on each person's data — interests, skills, past activities, and assessment results.

Suggestions May Include

- Assessments to better understand the individual's skills, interests, or readiness
- Goals that align with the individual's overall career path and/or development needs
- Clear steps to achieve those goals
- Services that support progress toward those steps and, ultimately, broader goals

How Career Planners Should Use the Recommendation Page

Starting Point

Use this page as a starting point for conversations with each customer. The recommendations are meant to guide planning, not make decisions for you.

Review & Adjust

Review each suggestion based on the person's needs, preferences, and goals. Accept, change, or ignore recommendations as needed — make sure the final choices are useful and realistic.

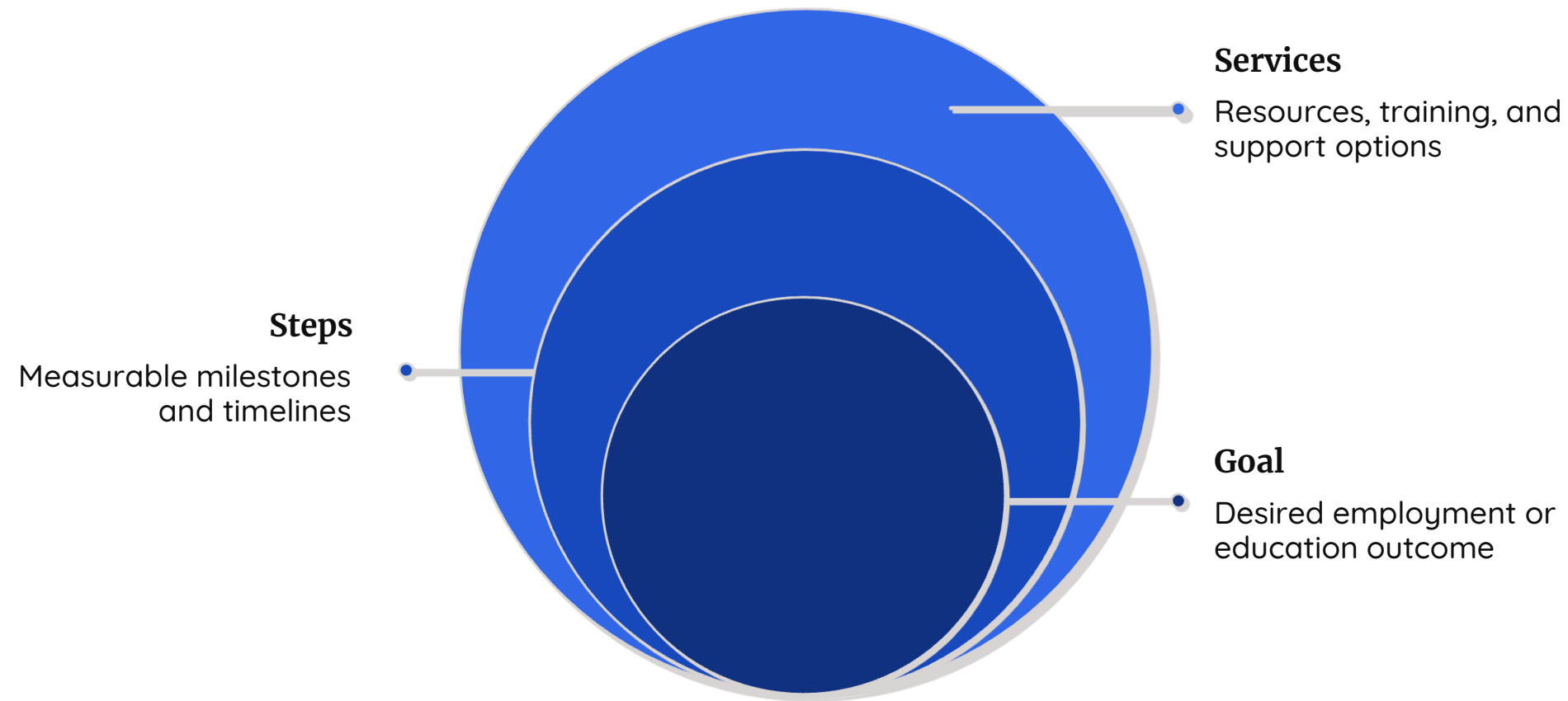
Stay Focused

Focus on the most important goals and steps to avoid overwhelming the individual. Selected Goals, Steps, and Services will build a clear plan and allow Career Planners and customers to track progress over time.

Key Reminder

Recommendations are based on data, but they are not required. Career Planners play an important role in reviewing and adjusting them to fit each person's needs and goals.

Career Plan Hierarchy



This structure ensures clarity and progression — from overarching aspiration down to the specific resources needed to succeed.

A Familiar Process, Redesigned

What Changed

Previously, Career Planners created unique goals for each individual and tracked them on paper or within their own systems. The OET team has now aligned goals and steps with the service matrix.

How It Works Now

Career Planners can select options that connect directly to data collected during intake, ongoing assessments, and career planning activities — ensuring each step is tied to a reportable service.

Why It Matters

We recognize that Career Planners were often already providing many of these services without receiving proper credit. The system has now been designed to better reflect and capture the work already being done.

Plan Tab & Enrollment Notes

Career Plan Tab

Shows selected Goals, Steps, and Services. Career Planners may add items not on the Recommendations tab using the **WIOA Title IB Services Matrix**.

Youth

Career Plan creation fulfills **one of three** required pre-enrollment activities. The other two: Eligibility Determination and Objective Assessment.

Tracking Customer Progress

Career Planners must maintain **regular two-way contact every 30 calendar days** — or sooner as needed — to learn of changes that may alter the Career Plan or require additional services.

- During the required 30-day contact, Career Planners may need to add or defer services based on what they learn about the customer's progress.



Continuity & Documentation

Same Career Planner

Customers should see the same Career Planner for check-ins until exit. Notify customer of any changes and offer an introductory meeting.

Co-Enrollment

If a customer is enrolled in partner or other WIOA/Non-WIOA programs, record on the **Co-Enrollment Across Partner Programs** screen.

File Uploads

All case file documentation must be uploaded to IWDS to support remote monitoring and data validation by the State and USDOL.

PHASE 6

Recording Outcomes

Accurately recording WIOA outcomes tracks customer progress, ensures accountability, and measures performance — supporting compliance with federal and state reporting requirements.

WIOA Performance Indicator Reminders

Employment Rate – Q2

% in unsubsidized employment during the **2nd quarter** after exit

Employment Rate – Q4

% in unsubsidized employment during the **4th quarter** after exit

Median Earnings

Median earnings in unsubsidized employment during the **2nd quarter** after exit

Credential Attainment

Customers attaining a postsecondary credential or secondary diploma during or within **1 year** after exit

Measurable Skill Gains

Documented academic, technical, or occupational progress toward a credential or employment. **Only non-exit-based measure.**

 Credentials and Measurable Skill Gains must be entered within **10 calendar days** of learning of attainment.

Transition & Exit

Why It Matters

A planned transition confirms goals are met, services delivered, and the customer understands next steps. It promotes long-term retention and accurate performance reporting.

Career Planner Responsibilities

Ensure all goals are closed, outcomes recorded, and employment or postsecondary entry documented before exit.

Transition Steps

- Active Services (goals met and outcomes recorded)
- Review & Confirm (verify progress and finalize plan)
- Exit & Follow-Up (self-sufficiency and continued engagement)

How Exit Works

Automated Process

Exit occurs in IWDS 2.0 when there is no service activity for 90 consecutive days and no future planned services *unless* there is a recorded, allowable, reason for a pause in the system.

Co-Enrolled Customers

Exit only when no staff-assisted services for **90 consecutive days across all DOL-funded programs** and no future services scheduled.

Exit Date

Applied **retroactively** to the last date of service in any program.

Key Takeaways

- The Career Plan is a **living document** — jointly developed, regularly updated, and followed through exit
- Services must be entered in IWDS within **10 days**; enrollment within **90 days** of certification
- Accurate outcome recording and a planned exit ensure **compliance, accountability, and customer success**

Potential Procedural Impact

Local areas should begin reviewing current workflows to identify procedural changes needed to align with IWDS 2.0

Document Current Workflows

Map your current procedures, including who conducts them, and what forms or systems are used.

Identify Policy Conflicts

Flag any local practices that diverge from the standardized IWDS 2.0 process.

Prepare for Updates

Revise local procedures and staff guidance documents to reflect the new IWDS 2.0 structure.

TRAINING

VIRTUAL

Virtual Training

To support the IWDS 2.0 launch on July 1, the Office of Employment and Training (OET) is offering a series of virtual trainings to prepare staff across all roles.

These trainings will:



Foundational Knowledge

Build core understanding of IWDS 2.0



Regional Prep

Prepare staff for in-person regional trainings



Role-Specific Instruction

Deliver targeted system guidance by role

Training Topics

Career Planner Journey	ETPL/Entity Management
Referral System	Performance & Reporting
Grant Management	

Phase 1 Focus: Staff who support Career Planners

CAREER PLAN & SERVICES

SYSTEM PROCESS

IWDS 2.0 Illinois workNet Training Hub

- Visit the Illinois WorkNet Training Hub:
- <https://www.illinoisworknet.com/iwdst>

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 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 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
- **Manage training providers/programs (ETPL)**
 - ETPL 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/B4SoIo4Mky0
Webinar	IWDS and Career Connect Users	August 14, 2024	IWDS 2.0 transition information	https://youtu.be/2zjiax100Fg PowerPoint: IWDS Transition Introduction - Career Connect Users

ACTION ITEMS

Input Requested: Submit Local Documents

 Submit your local intake documents to sarah.blalock@illinois.gov