

# Customer Application Migration

Legacy System → IWDS 2.0 | Training & Update Material

A structured guide to help staff understand how customer application data is transitioning to the new system — what migrates, what doesn't, and what actions are required before the cutoff.

# The Big Picture: A Low-Risk, Structured Approach

Because the legacy system and IWDS 2.0 were built differently, the state is **not recreating full applications** in the new system. Instead, the migration focuses on three priorities:

## **Program Eligibility**

Preserving what the customer was certified for

## **Services & Exits**

Ensuring services, outcomes, and exits migrate correctly

## **Reporting Data**

Retaining application data for reporting purposes only — not for user viewing

# What This Means for Staff

## ✘ You Will NOT See

Full legacy application answers in IWDS 2.0 — question-by-question responses will not be accessible.

## ✔ You WILL See

Which programs a customer is eligible for, clearly indicated on the migrated record.

## ✔ You CAN Do

Continue serving active customers without interruption throughout the transition.

**i** To view original application responses, refer to **uploaded documents** or **locally retained copies** (paper or digital).

# Customer Record Types: What You Need to Know

Understanding customer status is critical to knowing how — and whether — a record will migrate.

**1**

## Customer Profile

Basic system entry, no application started. **Low risk** Migration still being finalized- based on a OET determined date.

**2**

## Inquirant

Application started but, not completed. Self-service or minimal engagement only. Migration still being finalized- based on a OET determined date. **High risk before cutoff.**

**3**

## Applicant

Application submitted, but not yet certified. These will not be migrated unless they have been certified. **High risk before cutoff.**

**4**

## Registrant (Certified)

Application completed and eligibility approved. **Will migrate with eligibility.**

**5**

## Exited Customer

Previously participated and exited. **Will migrate** Migration still being finalized- based on a OET determined date.

 **Critical Deadline: June 22,  
2026**

# Application Cutoff Date

## What Must Be Done by June 22

All applications must be fully completed and certified before this date to be eligible for migration.

## If the Deadline Is Missed

The application will NOT migrate to IWDS 2.0. Staff will need to complete a **new application** in the new system for that customer.



# Local Area Responsibilities: Signed Application Records

Local areas are **required** to retain signed applications for all customers exited after **June 30, 2022**.

Paper files for all other documentation that supports customer participation must continue to be maintained in accordance with policy. *All historical documentation can be uploaded.*



## Physical Paper Files

Retain signed paper applications in local office files per records retention policy.



## Digital Uploads — Legacy IWDS

Documents uploaded to the legacy system will migrate to IWDS 2.0 automatically.



## Digital Uploads — CareerConnect


Documents stored in CareerConnect are also an accepted method and will migrate.

# Why Document Retention Is Critical


After migration, **uploaded documents will be the only way** to view detailed application responses. IWDS 2.0 will not display question-by-question answers from legacy applications.


Local areas that fail to retain or upload signed applications will have **no way to retrieve** that original data after the transition is complete.

## Retained Docs

 Viewable after migration

## Not Retained

 Permanently inaccessible

 Do not wait — ensure all required documents are uploaded or filed **before the June 22, 2026 cutoff.**

# Key Takeaways for Staff

→ **Complete & certify all applications before June 22, 2026**

Incomplete applications will not migrate and must be restarted in IWDS 2.0.

→ **Upload or retain all signed applications for post-June 30, 2022 exits**

This is the only way to access detailed application responses after migration.

→ **Watch for further guidance on unfinalized migration rules**

Applicant/inquirer definitions, date ranges, and exception processes are still pending.

# Referral Training

Group A – Updates due by April 17 - 1, 2, 3, 4, 5, 7, 13, 14, 20, 23, 25, 26

Group B – Updates due by May 1 - 6, 10, 11, 15, 17, 18, 19, 21, 22, 24

## **LWIA's Will:**

- Use lists to update information for the following for referral partners:
  - Contacts
  - Program Information
  - Services Offered
- Consider leveraging your One Stop Operator to assist

## **Support Provided:**

- Weekly Office Hours – Tuesday's at 2pm
- One on One Service Finder Update  
Meetings with your LWIA we can schedule

# Upcoming Referral Training

**Group A** – Updates due by April 17 - 1, 2, 3, 4, 5, 7, 13, 14, 20, 23, 25, 26

**Group B** – Updates due by May 1 - 6, 10, 11, 15, 17, 18, 19, 21, 22, 24

## Referral System Orientation

- Friday May 1, 2026
  - 11:00-12:30 PM
- Who should attend:
  - Group A & B; Title I staff responsible for Service Finder Updates and Referrals Module
  - Any Referral Partners across the State

## Group A Training:

- Two Training Options:
  - May 5; 3-4 PM *or*
  - May 8; 11-12 PM
- Who should attend?
  - Group A's Title I staff responsible for Service Finder Updates and Referrals Module
  - \*Referral Partners within Group A

## Group B Training:

- Two Training Options:
  - May 12; 3-4 PM *or*
  - May 15; 11-12 PM
- Who should attend?
  - Group B's Title I staff responsible for Service Finder Updates and Referrals Module
  - \*Referral Partners within Group B

 LWIAs in each group are responsible for reaching out to their Referral Partners to join this meeting.

# workNet Training Hub

Additional resources, updates, and announcements about IWDS 2.0 Training Page are available through the Illinois workNet page. Bookmark it to stay current as launch approaches.

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



Thanks!