

IWDS 2.0 Blackout & Migration Update

DIRECTOR BRIEFING

SYSTEM MIGRATION



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.

IWDS 2.0 Blackout Update



Director Action Items & Key Deadlines

1

By June 22

Complete certifications for customers currently awaiting eligibility determination. *(Recommended)*

2

Before June 26

- Review customer caseloads
- Verify services are entered accurately in IWDS 1.0
- Ensure staff have a list of their caseloads

3

July 1

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

Migration Reminders

✗ Not Available

- 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.
- During the blackout period, these activities should be **documented on paper** and entered into IWDS 2.0 following go-live.
- A case note and a career plan resource will be available on the website for career planners to use during this time.

Serving Customers During the Blackout

The blackout period does not mean closing your doors — customers should continue to be served.

New Customers

- We are **NOT** turning new customers away.
- Direct new customers to schedule an appointment for **after July 1** when IWDS 2.0 is live.
- Provide them with available resources (brochures, website info, referrals, etc.) while they wait.
- Ensure they feel welcomed and supported even if intake cannot be completed during this window.

Current Customers

- Current customers should continue to receive services and support as **normal** during the blackout period.
- Career planning activities can still be provided — document on paper and enter into IWDS 2.0 after go-live.
- Staff should reassure customers that their records and services will **carry over** into the new system.

 The goal is **continuity of service** — no customer should feel the impact of the system transition.

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.

Will Migrate

- Recent reportable individuals
- Recently certified customers
- Active participants and their services
- Eligible exited participants

Will NOT Migrate

- Profile-only customers with no application or services

User Roles and Access





Staff Access & Login Readiness

Illinois.gov Users

Staff with Illinois.gov accounts will continue using their **existing credentials**. No action required on login setup.

Non-Illinois.gov Users

These users will be migrated to production on **June 29** and may receive **account activation emails**. Directors should alert staff to watch for these messages.

Staff Login by User Type

Illinois.gov Users

Same access as before — staff use the same login they use to sign on to their computer for IWDS 2.0 in Prod or UAT.

✅ No additional action needed.

Non-Illinois.gov Users

Will be migrated to Production on June 29.

- Signed on in UAT: Will receive an email from State of Illinois to confirm their account.
- Did NOT sign on in UAT: Will use existing documentation to create an account.



IWN will send an email to LWIA Directors so staff know what to expect.

Local Contacts



Office Contacts

As we prepare for the IWDS 2.0 launch, our team needs to confirm that a general email address is active and in use for each office location. We have a list from IWDS 1.0 and will be sending out a spreadsheet with the email addresses we currently have on file.

 Which LWIAs have a general email address?

Spreadsheet will be Sent

OET/IWN will send out a spreadsheet following this communication. Please review and return it promptly to ensure all office contact information is accurate in IWDS 2.0.

Action Required — Review the Spreadsheet

When you receive the spreadsheet, please delete any email addresses that are not the general office email address for that location. Keep only the active, general-use address for each office.

Virtual Training



Upcoming Virtual Training



System & Access



**Intake &
Eligibility**



**Case
Management**



**Grants &
Transitions**



Performance Reports

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

IWDS TRANSITION & TRAINING

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 (iWNet) 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 2024. 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
- 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, 2024	IWDS 2.0 Local Update	https://youtu.be/3dG5u0k1y0
Webinar	IWDS and Career Connect Users	August 14, 2024	IWDS 2.0 transition information	https://youtu.be/2qz4t109f

Director Homework



Preparation Checklist for Directors

Customer Records

- ☐ Complete pending eligibility certifications by June 22 (recommended)
- ☐ Review and verify all customer caseloads before June 26
- ☐ Verify services are entered accurately in IWDS 1.0 before June 26
- ☐ Ensure staff have a printed list of their caseloads before June 26

Staff Readiness

- ☐ Confirm user and role assignments are accurate (per LWIA direction)
- ☐ Alert non-Illinois.gov users to watch for account activation emails on June 29
- ☐ Ensure staff attend applicable virtual trainings

Preparation Checklist for Directors (cont.)

Customer Service

- Brief staff on directing new customers to schedule appointments after July 1
- Ensure staff have resources for new customers during the blackout (brochures, website info, referrals)
- Remind staff that current customers continue to be served normally during the blackout
- Ensure staff know to document career planning activities on paper during the blackout and enter into IWDS 2.0 after go-live

Office Contacts

- Review the OET/IWN spreadsheet when received and delete any non-general email addresses