

IWDS 2.0:

Leadership Prep Series

Today's Agenda

- 1

Pre - Launch Preparation
Key deadlines and actions before June 26
- 2

The Blackout Period
What happens June 26–30 and how to serve customers
- 3

Migration & Data
Who migrates, what to expect, and critical reminders
- 4

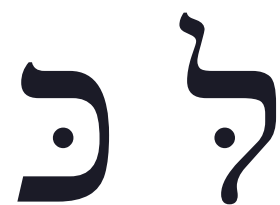
Go- Live & Beyond
Account activation, July 1 launch, and July 10 auto-exits
- 5

Post - Launch Support
Hyper Care resources and ongoing assistance
- 6

Phased Rollout
Phased rollout decisions and what's changing
- 7

Forms & Packets
Forms, packets, and what this means for your office
- 8

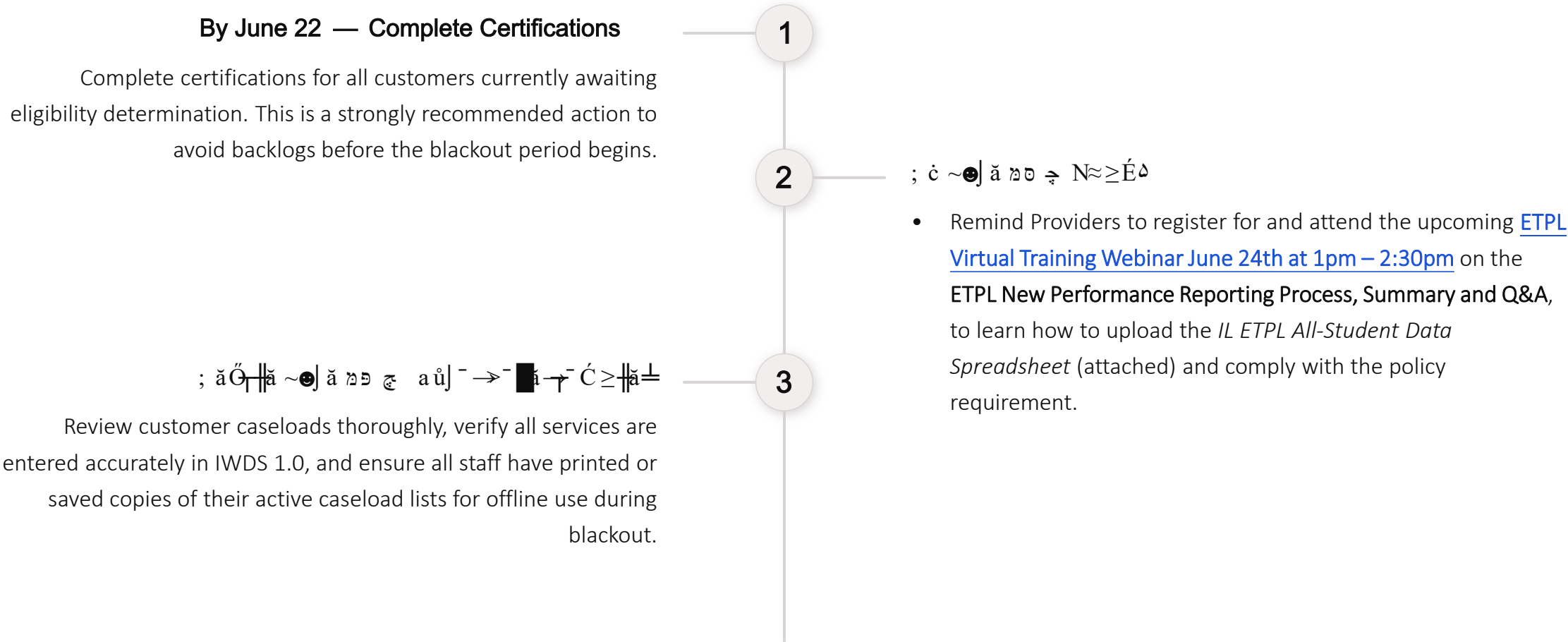
Upcoming Training
What's next for your team — sessions, resources, and how to stay prepared.



Local Area Prep

Director Action Items & Key Deadlines

Three critical deadlines define your preparation timeline. Each milestone builds on the previous one — staying on schedule ensures a smooth blackout and a strong July 1 go-live.



Career Planner Readiness Checklist

Use this checklist to confirm your team is fully prepared before the [June 26 blackout deadline](#). Every item must be completed and verified in advance. Coordinate with your local area manager to confirm completion status across your team.

1

Review all active customer records

and confirm they are current and accurate in the legacy system.

2

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

3

Prepare for July 1 Launch

Review customers nearing exit, take appropriate action, 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.

By June 24 – ETPL*

- Notify Providers of the **Eligible Training Provider Program of Study Performance Reporting Requirements**. This Notice is attached to **Policy Section 7.3** and located at www.illinoisworknet.com/ePolicy
- Remind Providers to register for and attend the upcoming [ETPL Virtual Training Webinar June 24th at 1pm – 2:30pm](#) on the **ETPL New Performance Reporting Process, Summary and Q&A**, to learn how to upload the *IL ETPL All-Student Data Spreadsheet* (attached) and comply with the policy requirement.



ô | ~😊| ã ₪ 7 □! ₣₣₣😊| ▶! ₣▶♠⁻ ▶♠₣|

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.

02

$$\approx \mathfrak{t} \, \mathfrak{a} \, ; \, \neg \rightarrow \mathbb{F} P \mathfrak{s} \mathfrak{t} \, \text{☺} \blacktriangleright \geq \mathfrak{a} \, \mathfrak{H} \mathfrak{u} \mathfrak{T} \acute{\mathcal{C}}$$

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.



User 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.



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.



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.



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

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.

03

å ŭŔ# ▶åTJ ١ D⁻ ▶

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.

D- ➤ Éă •ă-■-] Ć å ůŔ⦿ ➤ǎ_T]

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.**
- ƙ

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.
- †

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

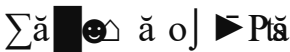
 Identify profile-only customers in your caseload before June 26 and take appropriate action to preserve relationships and ensure continuity of service after July 1.



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	02	03
		Enter Blackout - Period Activities
Access IWDS 2.0 using your migrated credentials and familiarize yourself with the updated interface and workflows.	Begin processing new customer applications and enrollments in IWDS 2.0 right away — the pipeline is open.	Transfer all paper-documented activities, case notes, and services from June 26–30 into the system promptly.
04	05	
Review Migrated Records	Resume Full Operations	
Verify that customer data, caseloads, and service records migrated accurately. Report any discrepancies immediately.	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.



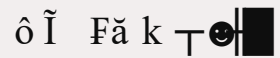
Confirm exit data is accurate to **avoid unintended automatic exits** that could disrupt customer records.



Coordinate with your team to **prioritize high-risk cases** in the first week following go-live.

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 — they are built for this moment.



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

Statewide Communications

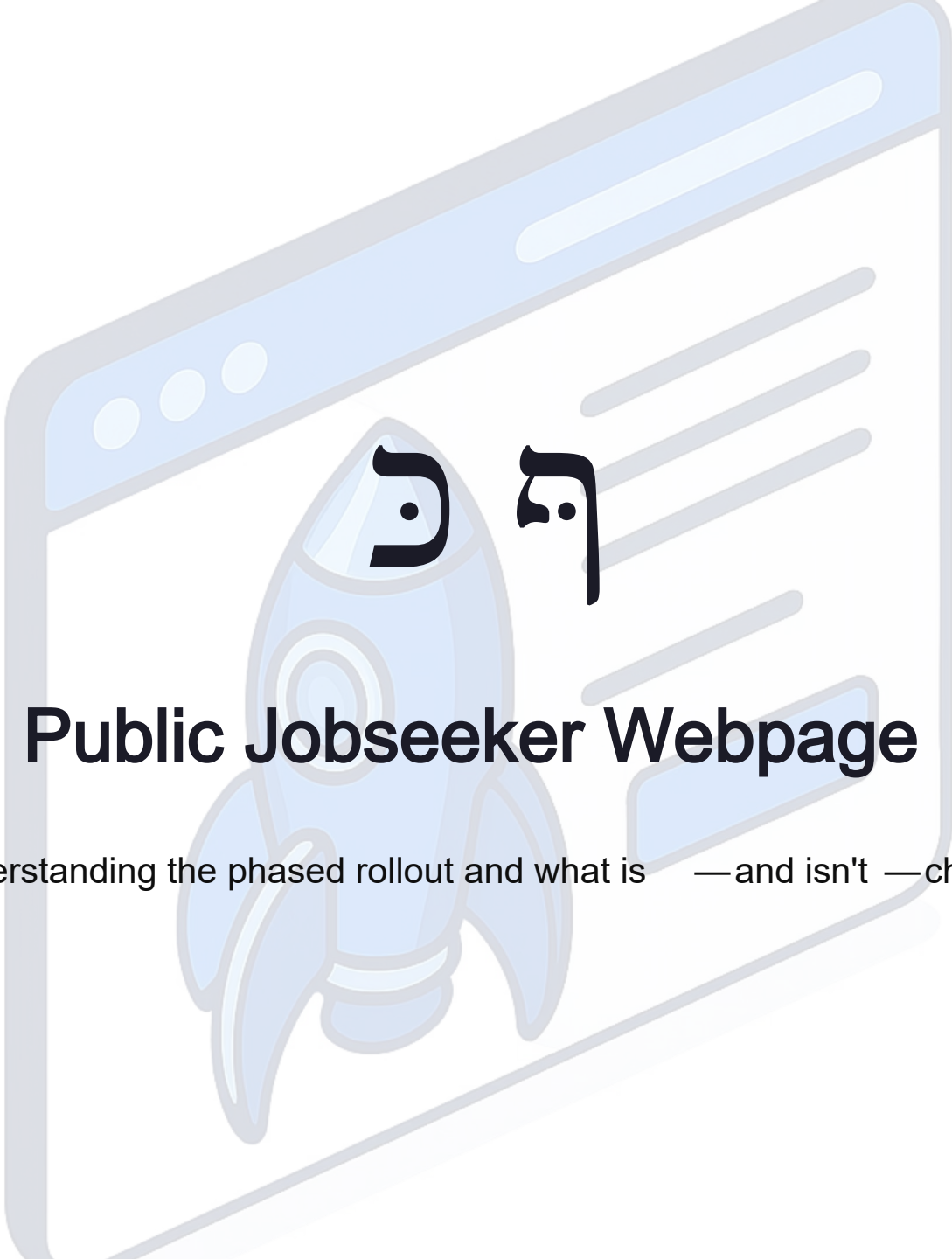
Updates, known issues, and resolutions will be communicated statewide to keep all local areas aligned and informed.

Issue Escalation

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

Ongoing Training

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

A stylized illustration of a computer monitor. Inside the monitor, there is a blue rocket ship pointing upwards. To the right of the rocket, the Hebrew words 'הפך' (Hafek) are written in black. The monitor has a blue header bar with three white circles and a white progress bar. There are also some grey lines representing text or UI elements on the screen.

הפך

Public Jobseeker Webpage

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

, t - ▶ ≈ t ü ■ å ä - J ■ Ö || É_T F - → || ä - ■

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.

Dü || ä F ▶ | R > e ■ ▶ △ ä - ■

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.

07

Local Area Guidance

c ▲ēll ġRĒF1=Ŧĩ ġR▲ll ll n≠+Fi-▲≠ġR≠RṬ ≡Fiṭ=ġṬ ṬF≠ġṬ▲ēṬ ▲ñēṬ▲Ψ·ŦHO

Local Forms

IWDS 2.0 captures much of the information historically collected through local paper forms. Local areas must [review and eliminate forms that duplicate](#) information now collected within IWDS 2.0 to avoid redundancy and compliance risk.

• [Equal Opportunity \(EO\) Forms](#)

- Customer Rights & Complaint Forms
- Media Release & Customer Conduct Forms
- ITA Agreements & Cooperation Agreements
- Training Participation Forms
- Forms supporting locally approved 5% policies

MUST BE RETIRED

- Eligibility determination forms
- Application forms
- Suitability determination forms
- Any form conflicting with state policy or IWDS 2.0 processes



Suitability considerations are now incorporated into the **Getting Started Assessment (GSA)** and **Training & Education Assessment (TEA)** within IWDS 2.0.

a ▶ ã° üĆă c ă ▶▶ă] R^a ▶ ||ăĆ ≥⁻ FPtă ▶

OET has drafted a statewide customer-facing [Getting Started Packet](#) to support a consistent customer experience across all local areas. It is intended to **supplement — not replace** — your existing local orientation materials.

Workforce Services

An overview of services available through the workforce system to help customers understand what support is accessible to them.

Rights & Privacy

Clear guidance on customer rights, protections, privacy, and confidentiality under the workforce system.

Working with Staff

Follow-up expectations and guidance on working collaboratively with workforce staff toward employment and training goals.

a T F ũ → ā ā Ć ũ ! ≥ ☺ 1/2 ũ F > T ☺ ☺ ☺ | ũ F ▶ ā T J ■

A Toolkit Is Coming

OET and Illinois workNet are developing a **communications and media toolkit** with approved messaging, graphics, and promotional materials — to be released in conjunction with the public Job Seeker launch at a future date.

! F ▶ ä_T] Σ ä ≠ ☹ ä || ä Ć

As we finalize preparations for the IWDS 2.0 launch, OET needs to confirm that a [general email address is active and in use](#) for each office location. This information will carry over into IWDS 2.0 and must be accurate at launch.

Spreadsheet Has Been Sent

OET/IWN has sent out a spreadsheet following this communication containing the email addresses currently on file from the legacy system. Please review and return it promptly to confirm accuracy.

Action Required: Clean Up the List

When you receive the spreadsheet, **delete any email addresses that are not the general office email address** for that location. Keep only the single active, general-use address for each office. Accuracy here directly impacts how your office is contacted statewide in IWDS 2.0.

08

Upcoming Training

Ō⊥F_T⬜ ũ| Ŗ · ũ||▶☺ →⌘⦿ ũ| ũ| Ŗ

💻 ª ċ ▶⬜ă⬜ ! ₣Fă⬜

📋 Intake & Eligibility

👤 Case Management

👜 c ⦿ J ▶⬜
≈ ⦿ J ▶⬜

📊 Performance Reports

IWDS 2.0 Training - Items of Note

o, D^a m □ ≈ # ũ| ũ| R ↗ c # J ▶̣ā R△ ▶□c # J ▶
≈ # J ■ā+■

Fiscal & Grant Management Staff

Tuesday, 6/23, 3p-4p

IWDS 2.0 Training - The Dashboard

Career Planners, Managers, Directors

Thursday, 6/25, 3p-4:30p

TRAINING

» L° Ê» ; L—

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.

! FFă ■ ▶ ã ≈ ‡ ũ ũ ſ k ☺½

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

Login

Sign Up

workNet

Illinois

Illinois

Illinois

Search

Español

Users

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 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

Career Planner Training

ETPL Training

Referral System Training

Performance or Reporting

Directors

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/B4Soia4Mky0
Webinar	IWDS and Career Connect Users	August 14, 2024	IWDS 2.0 transition information	https://youtu.be/2jpxe105fg PowerPoint: IWDS Transition Introduction