Automatic Exit in IWDS 2.0: What to Expect

November 20, 2026

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Illinois Department of Commerce & Economic Opportunity
OFFICE OF EMPLOYMENT & TRAINING

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01

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02

Then select "Q&A" - this will place the Q&A feature on the toolbar for easy access.



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- **Minimize Background Sounds** – Mute your phone or computer microphone to keep the session clear and focused for all participants
- Please use the **Q&A Feature to submit questions** which our team will be monitoring. We will be stopping periodically to answer questions. If you have questions, please hold them for this time or put them in the Q&A at any point.
- **Engage Everyone** – turn on your camera if comfortable. Comments can go in the chat, but questions should be added to the Q&A Feature.

Presenters:

Paula Barry

Performance Specialist

Office of Employment and Training

Illinois DCEO

Olivia Miller

Information Technology Manager

Center For Workforce Development (CWD)

Southern Illinois University

Lora Dhom

Policy Manager

Office of Employment and Training

Illinois DCEO

Kelly Trimble

Outreach Manager – IWDS Transition

Southern Illinois University

Agenda

- Welcome and Purpose
- Overview of Automatic Exit Rule
- Technical Walkthrough of Auto Exiting System Features
- Review of Participants Nearing Exit Report
- Next Steps – Timeline & Reviewing your caseload before activation (Webinar)

This training will be of value for me when…

To complete this sentence, please consider:

- What are you most interested in learning today?
- What information or practices will make the training valuable for you?
- What do you already know about our topics for today?

Learning Goals for Today

- Awareness of automatic exit process and the related policy rules.
  - What starts or resets the exit clock, and which services count.
- How to run and use the Participants Nearing Exit Report.
- Preparation for the auto-exit activation.

Why our topic today matters

- **Federal Standards:** USDOL rules (TEGL 10-16) require 90 days of inactivity before an exit is valid, making automated logic essential to prevent reporting errors.
- **Built into IWDS 2.0:** IWDS 2.0 automates exits to enforce federal 90-day lookback and retroactive dating rules.
- **Ongoing Data Management:** Because the system automatically locks exits at 90 days, staff must continuously maintain customer data rather than manually triggering exits.

Level Setting:

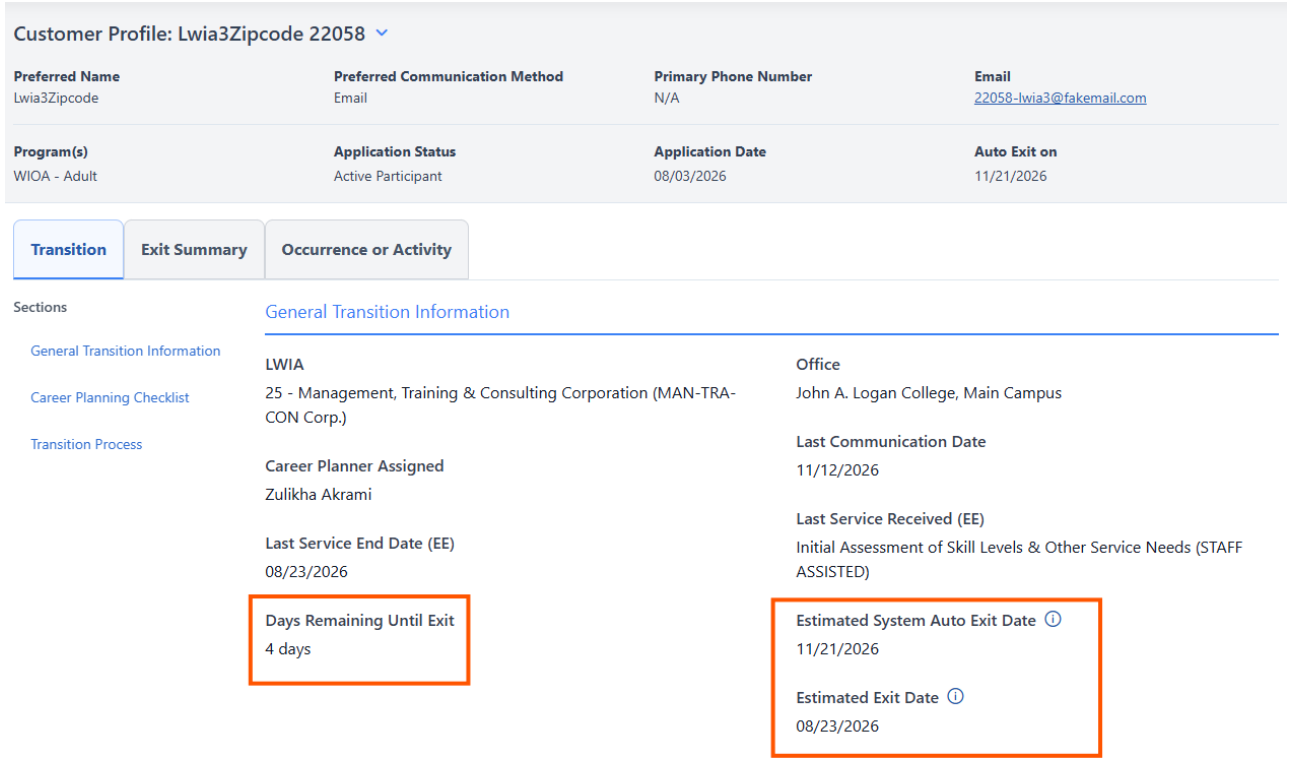
How familiar are you with current policies related to IWDS 2.0?

Automatic Exit in Policy

- An exit occurs when a customer has not received a WIOA Title I service for ninety (90) calendar days, and no further services have been planned.
- The official exit date is the last date of a qualifying staff-assisted service. *However,* this exit cannot be determined until ninety (90) consecutive calendar days have passed without qualifying services and there are no planned future services.

Automatic Exit in IWDS 2.0

- An exit occurs when a customer has not received a WIOA Title I service that Extends Enrollment (EE) for ninety (90) calendar days.
- If the customer never engages in an EE service then they are exited ninety (90) calendar days after no active service.



Qualifying Services

A qualifying service is a staff-assisted service that keeps a customer active (extends enrollment/exit) in WIOA.

Examples include:

- Basic Staff-Assisted Career Services;
- Individualized Career Services;
- Training Services; or
- Work-Based Learning Activities such as On-the-Job Training (OJT) or work experience.

Finding EE Services in IWDS 2.0

Recommendations | Plan | Signatures

Manage Goals, Steps & Services

Changes or additions to the career plan Goals will require a new set of signatures from the Career Planner and the Customer before the system will allow the associated services to be started. Please record those signatures in the Signatures tab.

Key: Goals Steps Services

View: Services

Select a Goal or Step: Select a Goal or Step...

Delete Career Plan | Add Service

EE	Name	Status	Start Date	End Date	Actions
☐	Accommodations Support (1 episodes)	Open	10/13/2026	10/13/2026	
☑	Career Planning (2 episodes)	Planned/Not Started			
☑	OJT - Private Sector	Planned/Not Started			
☑	Initial Assessment of Skill Levels & Other Service Needs (STAFF ASSISTED) (1 episodes)	Successful Completion	07/14/2026	07/14/2026	
☑	Comprehensive and Specialized Assessment (1 episodes)	Successful Completion	07/14/2026	07/14/2026	
☐	Transportation Assistance (3 episodes)	Successful Completion	07/14/2026	07/14/2026	
☐	Uniforms, Work Attire, and Tools (1 episodes)	Successful Completion	07/21/2026	07/21/2026	
☐	Housing Assistance (1 episodes)	Successful Completion	07/15/2026	07/15/2026	
☑	Occupational Skills Training (3 episodes)	Successful Completion	10/01/2026	10/02/2026	

9 Services

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Non-Qualifying Services

Services that do not keep a customer active, (extend enrollment/exit) include:

- Self-Service Activities;
- Information-Only Services or Contacts;
- Supportive Services;
- Follow-up Services;
- Routine Contact Attempts (such as reminder calls);
- Administrative Case Notes; or
- Youth Cash Incentives

Scenario: Does it Reset the 90-Day Clock?

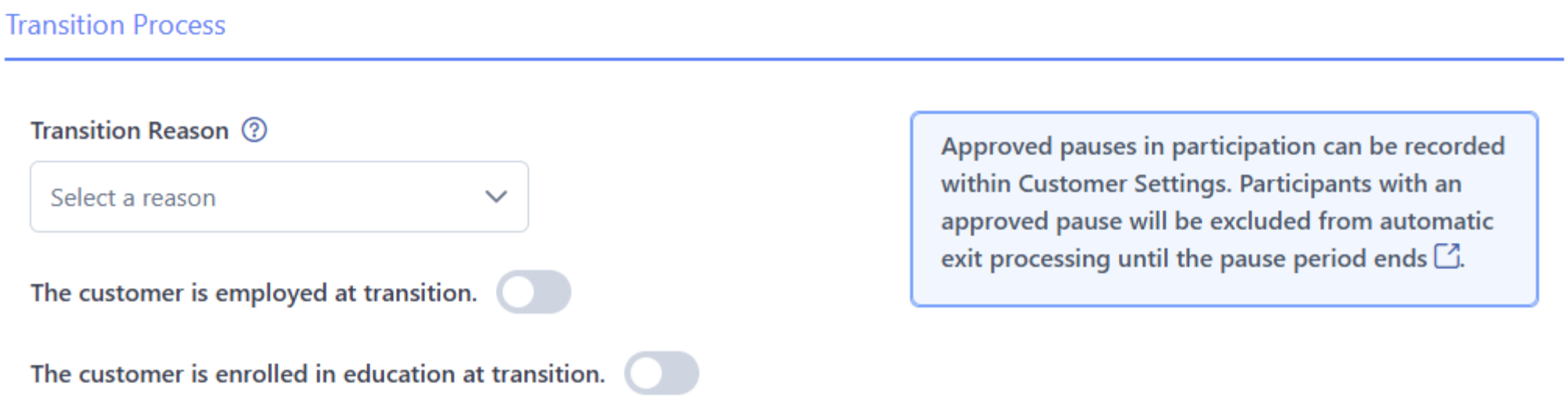
A customer last received Career Planning on August 1. Which action on October 15 resets their 90-day exit clock?

Correct Answer: Option C Only
Individualized Career Counseling carries the EE indicator and resets the 90-day timer. Supportive Services (gas cards), case notes, and self-service activities do NOT extend enrollment.

Transition from Services

- Transition is an active case-management period, not simply waiting for the system to close a record.
- The transition period begins when the customer receives their last anticipated system-recorded qualifying service and continues through the ninety (90) calendar-day period of inactivity that results in an automatic exit.
- Career Planners must actively review customers approaching inactivity through their IWDS 2.0 dashboard, homepage, or report and begin transitioning customers from active participation before the system-generated exit occurs.
- Proactive monitoring of customers' needs helps prevent unnecessary or premature exits and supports compliance with performance accountability requirements.

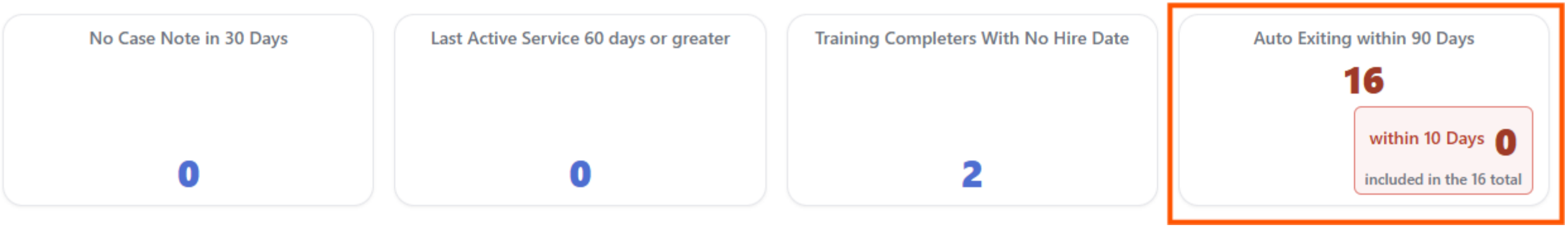
Transition from Services - System



Approaching Automatic Exits: IWDS 2.0 Home Page

- **The Career Planner Homepage** contains counts of customers who are approaching exit.
  - Users: Career Planners
  - The two information boxes are “Auto Exiting within 90 Days” and “Auto Exiting within 10 Days”.
- Career Planners must ensure that customers are approaching exit properly transitioned to exit and do not anticipate a need for additional services before the automatic exit.

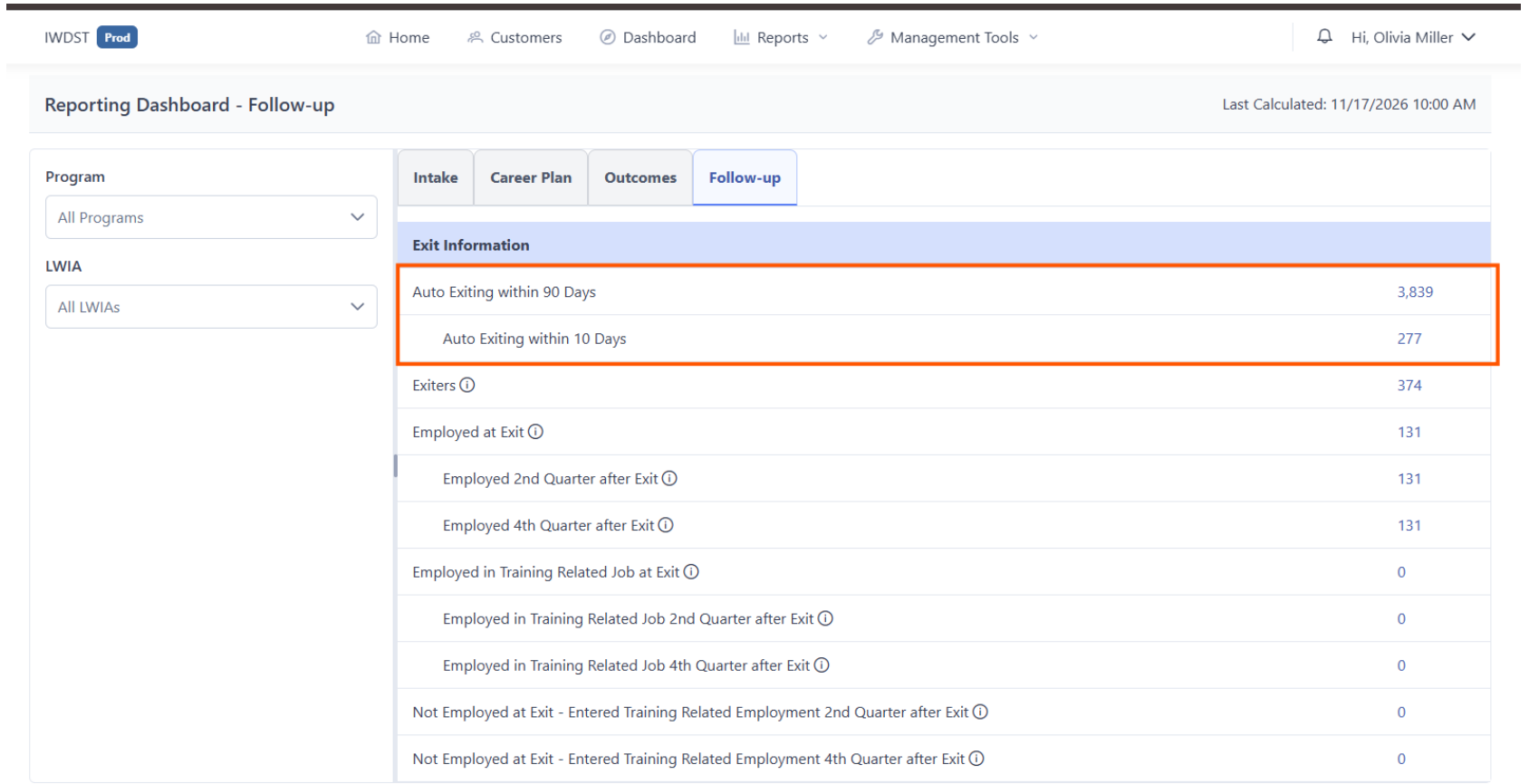
Approaching Automatic Exits: IWDS 2.0 Home Page



Approaching Automatic Exits: IWDS 2.0 Dashboard

- **The Dashboard** contains counts of customers who are approaching exit.
  - Users: Managers or Career Planners
  - The two rows on the **Follow-Up** tab of the dashboard “Auto Exiting within 90 Days” and “Auto Exiting within 10 Days”.
- Career Planners must ensure that customers are approaching exit properly transitioned to exit and do not anticipate a need for additional services before the automatic exit.

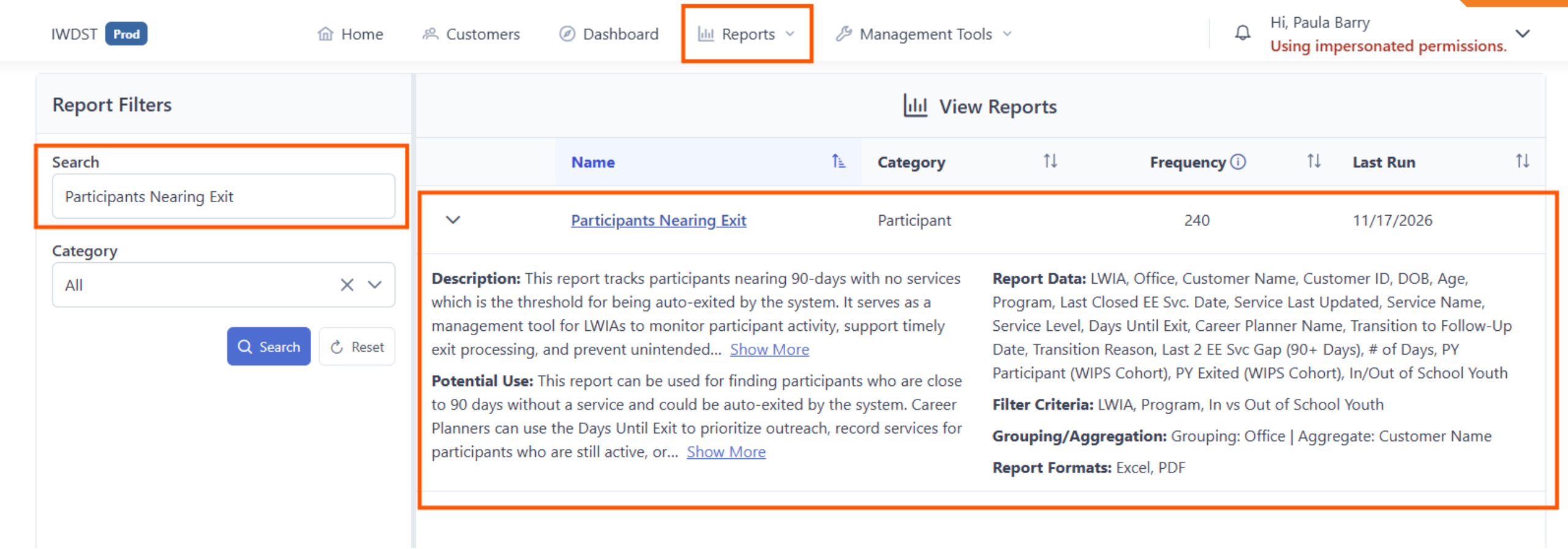
Approaching Automatic Exits: IWDS 2.0 Dashboard



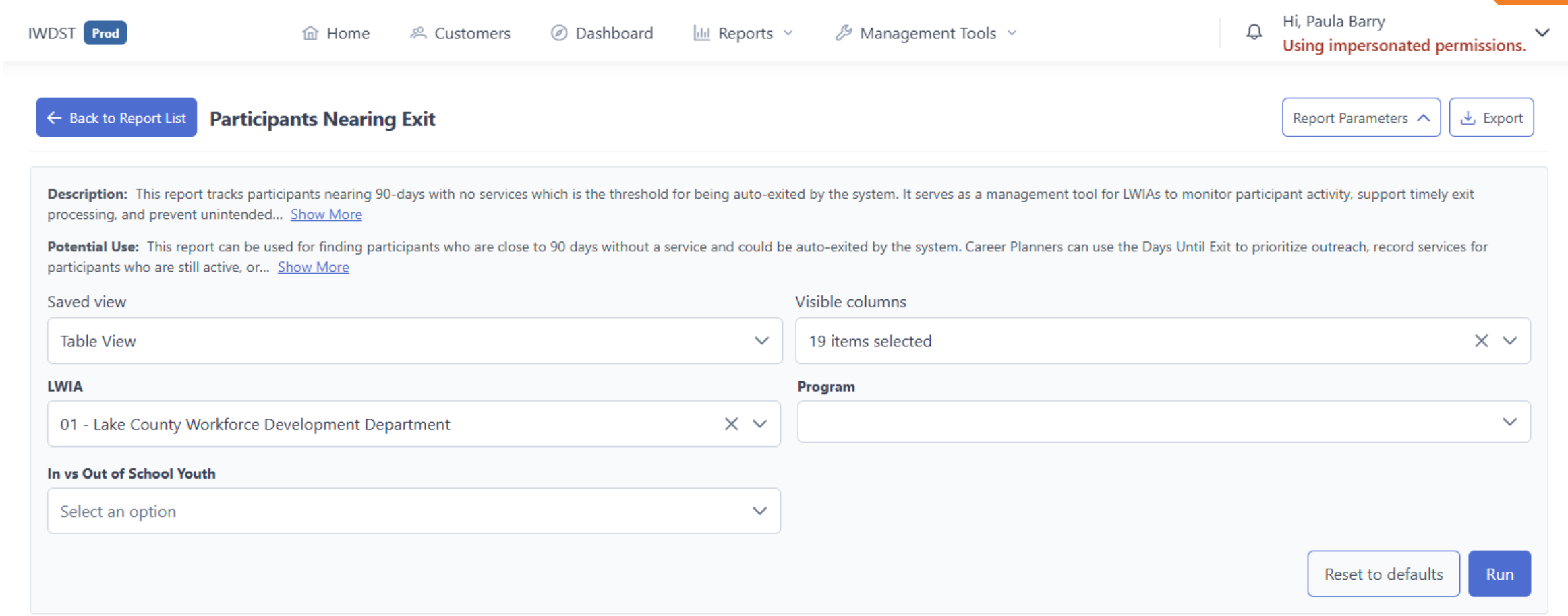
Approaching Automatic Exits: IWDS 2.0 Reports

- Participants Nearing Exit Report
  - Users: Managers or Career Planners
  - This report tracks participants nearing 90-days with no services which is the threshold for being auto-exited by the system. It serves as a management tool for LWIAs to monitor participant activity, support timely exit processing, and prevent unintended auto-exits when participants are still actively engaged in services
- Career Planners must ensure that customers approaching/nearing exit are properly transitioned to exit and do not anticipate a need for additional services before the automatic exit.

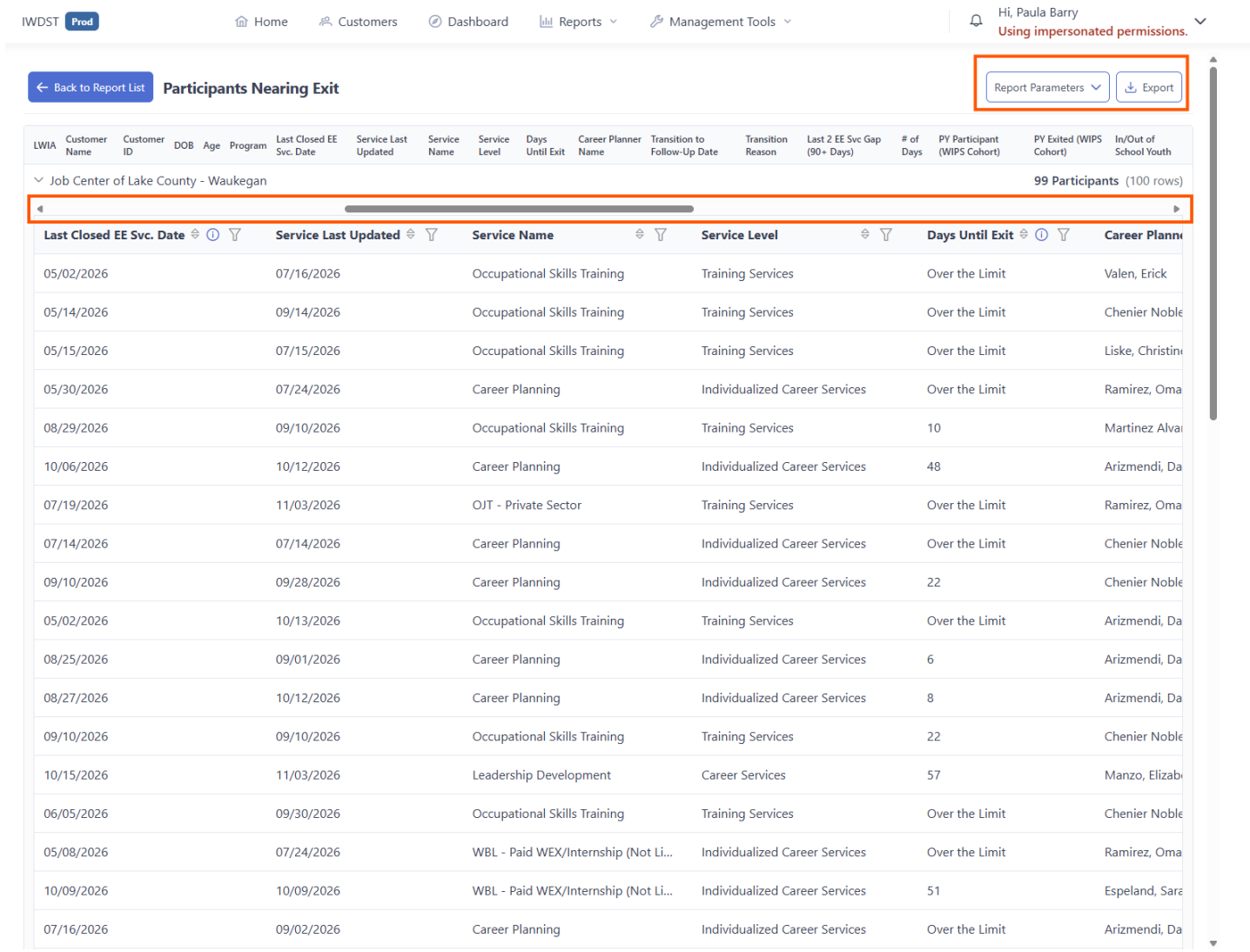
Approaching Automatic Exits: IWDS 2.0 Reports



Tracking Automatic Exits: IWDS 2.0 Reports



Tracking Automatic Exits: IWDS 2.0 Reports



Last Closed EE Svc. Date	Service Last Updated	Service Name	Service Level	Days Until Exit	Career Planne
05/02/2026	07/16/2026	Occupational Skills Training	Training Services	Over the Limit	Valen, Erick
05/14/2026	09/14/2026	Occupational Skills Training	Training Services	Over the Limit	Chenier Noble
05/15/2026	07/15/2026	Occupational Skills Training	Training Services	Over the Limit	Liske, Christine
05/30/2026	07/24/2026	Career Planning	Individualized Career Services	Over the Limit	Ramirez, Oma
08/29/2026	09/10/2026	Occupational Skills Training	Training Services	10	Martinez Alva
10/06/2026	10/12/2026	Career Planning	Individualized Career Services	48	Arizmendi, Da
07/19/2026	11/03/2026	OJT - Private Sector	Training Services	Over the Limit	Ramirez, Oma
07/14/2026	07/14/2026	Career Planning	Individualized Career Services	Over the Limit	Chenier Noble
09/10/2026	09/28/2026	Career Planning	Individualized Career Services	22	Chenier Noble
05/02/2026	10/13/2026	Occupational Skills Training	Training Services	Over the Limit	Arizmendi, Da
08/25/2026	09/01/2026	Career Planning	Individualized Career Services	6	Arizmendi, Da
08/27/2026	10/12/2026	Career Planning	Individualized Career Services	8	Arizmendi, Da
09/10/2026	09/10/2026	Occupational Skills Training	Training Services	22	Chenier Noble
10/15/2026	11/03/2026	Leadership Development	Career Services	57	Manzo, Elizab
06/05/2026	09/30/2026	Occupational Skills Training	Training Services	Over the Limit	Chenier Noble
05/08/2026	07/24/2026	WBL - Paid WEX/Internship (Not Li...	Individualized Career Services	Over the Limit	Ramirez, Oma
10/09/2026	10/09/2026	WBL - Paid WEX/Internship (Not Li...	Individualized Career Services	51	Espeland, Sara
07/16/2026	09/02/2026	Career Planning	Individualized Career Services	Over the Limit	Arizmendi, Da

Generation of Automatic Exits in IWDS 2.0

- Automatic exits are generated in IWDS 2.0 at 4:00 AM on the ninety-first (91st) calendar day after the customer's last qualifying service end date.
- No data lag is allowed when entering documented services to determine an exit.
- Once the system generates the exit date, Career Planners cannot reverse it.

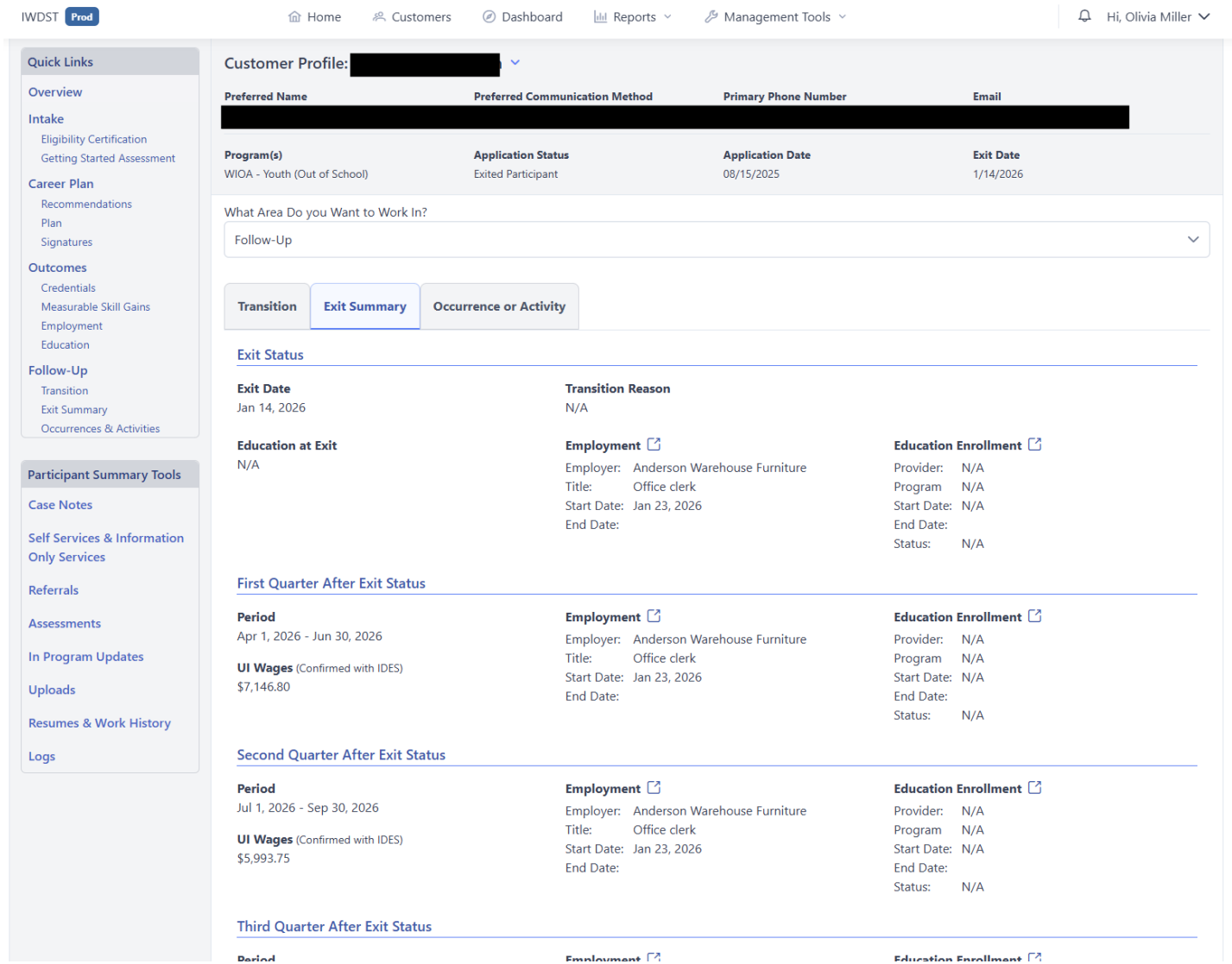
Reverse Exit Request

- There may be **rare** situations in which an auto exit may be reversed. They should occur only in **extenuating** circumstances, specifically when the required data was not entered to show active participation. Work with your data steward if this occurs.
    - Local Administration and the Office of Employment and Training will review any reversal request on a case-by-case basis. All requests must be documented (with a reason) and submitted in accordance with policy in the IWDS 2.0 Data Escalation Change Request Form. Forms submitted will be tracked for compliance with state policy.

Exit Status and Information

- IWDS 2.0 displays the exit information on the Exit Status tab of the Follow-Up Section on the Customer's Profile page. Career Planners can update any outcome information here, and it will populate the appropriate Outcomes Section on the Customer's Profile page.

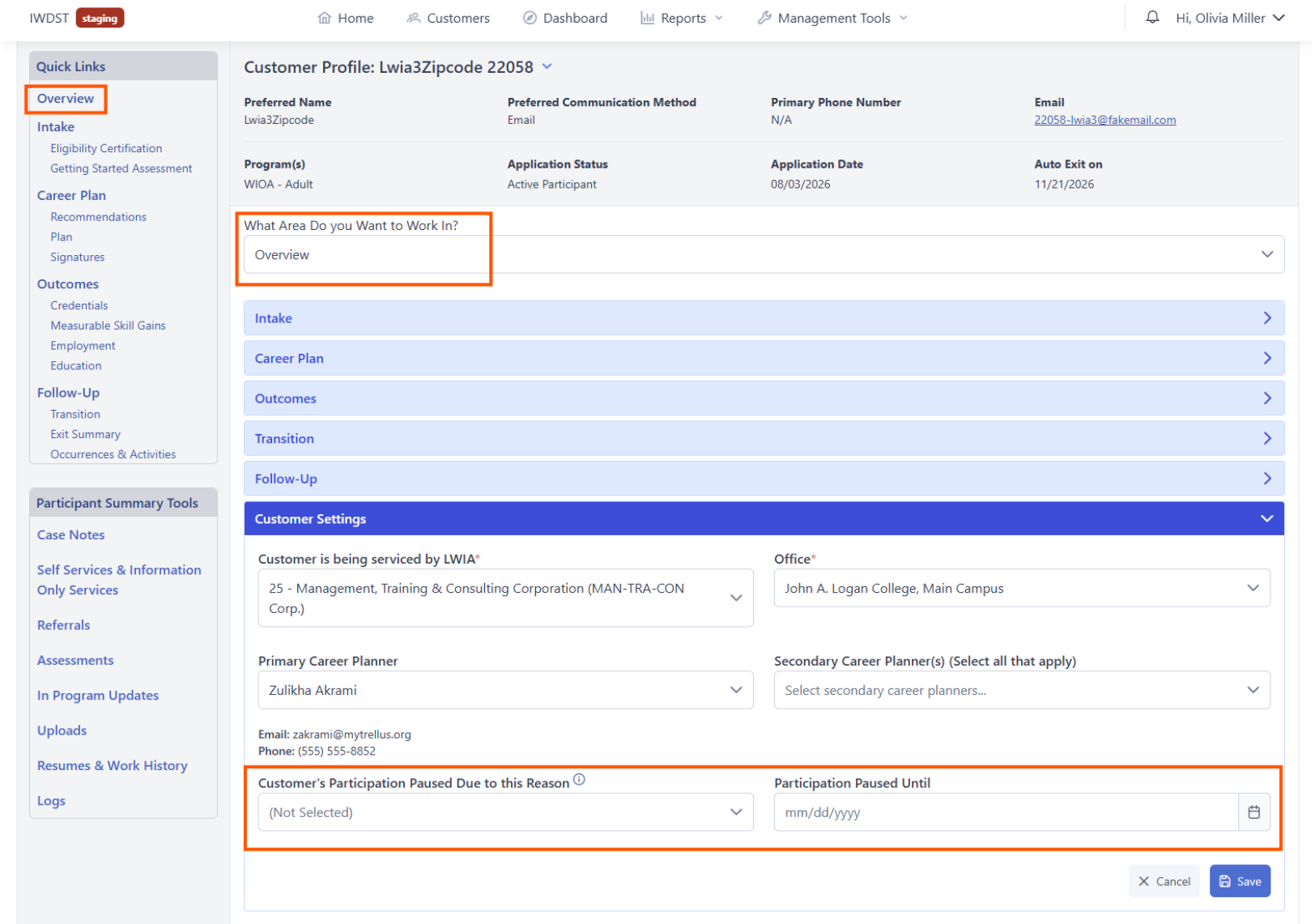
IWDS 2.0 Exit Summary Screen



Future Planned Services vs. Gap in Service (Participation Pause)

- There may be situations where a Career Planner would schedule future services, or there needs to be a gap in service.
  - Planning future services means the customer is still active and staff are preparing or coordinating upcoming services, but there is no defined gap in service.
  - Planning future services = normal, ongoing case management.
  - Future planned service must be started within 90 days of the last EE service.
  - A gap in service is explicitly defined in federal performance reporting rules as a period of time during which a customer is unable to continue services due to a **documented allowable reason** that prevents participation.
  - Gap in Service = pausing WIOA participation for an allowable reason.

IWDS 2.0 Participation Pause



Scenario: Planned Service vs. Pause

Maria finished her initial assessment on Sept 1. Her training was set for Nov 10, but on Oct 20 she has unexpected surgery and cannot start until Jan 15. What should you do in IWDS 2.0?

Correct Answer: Option B (Participation Pause)
Because her training will start more than 90 days after Sept 1, a Planned/Not Started service alone will NOT prevent auto-exit on Day 91. Entering an approved medical Participation Pause stops the clock.

Customer Co-Enrollment and Exit

- The state's common exit policy includes all three WIOA Title I programs and the Trade Adjustment Assistance program (TAA).
- A common exit occurs when a participant, enrolled in the programs listed above, has:
  - Not received services from any of those programs for at least ninety (90) consecutive days of no qualifying services; and
  - No future services are scheduled.
- Co-enrolled participants shall only be exited when all the criteria for a common exit are met for the programs in which they are co-enrolled.
- Ensure participants who are co-enrolled in the programs under the common exit policy are recording the same exit date for all applicable programs.

Overview of Automatic Exit Policy Rule

- ✓ 5 Business Day Data Lag Rule does not apply to exits.
- ✓ Non-EE services (i.e., Supportive Services) **do not** extend participation or delay exit.
- ✓ Service Matrix identifies which services extend participation (EE).
- ✓ Enter and close activities promptly.
- ✓ Record outcomes as soon as possible.
- ✓ Monitor upcoming automatic exits through the Career Planner homepage or reports.
- ✓ Review the Career Planning policy for Future Services and Gaps in Service.
- ✓ Consult the Transition from Services policy for pre-exit requirements.
- ✓ Determine whether the Co-Enrollment and Exit policy applies.

System Demo

Activation Timeline

- Automatic Program Exits in IWDS 2.0 will take effect on January 1, 2027 at 4:00 AM

- Will run daily thereafter

Call to action – Next Webinars

- **Dec 4 – Reviewing Your Caseload in IWDS 2.0 Before Activation – First Offering, 2p-3p**
  https://us02web.zoom.us/meeting/register/0GjR6I6BRVKWZ17Z89LX4Q
- **Dec 7 - Reviewing Your Caseload in IWDS 2.0 Before Activation – Second Offering, 2p-3p**
  https://us02web.zoom.us/meeting/register/oeJPYhMrRDyj8jvbfg83fg
- **Dec 8 and 10 – Pre-Activation Office Hours (Hypercare) 2p-3p**
  Office hours hosted by OET P&R Unit in a breakout room, utilizing Hypercare Link
- Find links to ETPL/Entity/Auto Exit Webinars here: https://www.illinoisworknet.com/iwds-etpl-training

Check for Understanding

How well did today's webinar cover policy and system tools that will assist you in the Automatic Exit process?

Questions?

Thank you

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