IWDS 2.0 Entity Management Clean Up

November 20, 2026

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

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Accessibility Reminders

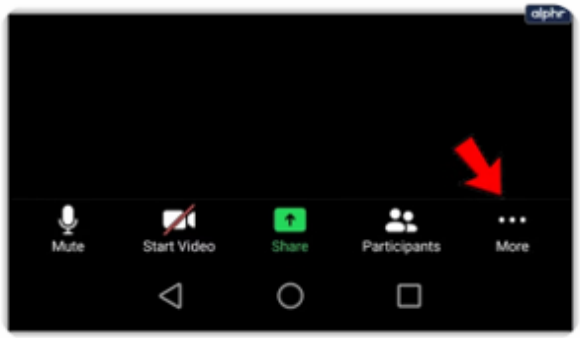
- The Closed-Captions have been enabled and you can turn them on and off by clicking the show or hide caption button on your toolbar.

- A transcript is also available by clicking on transcript on your toolbar.

Q&A Feature

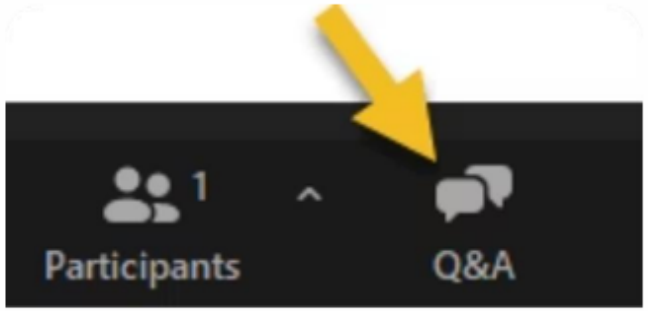
01

To locate the Q&A feature, click on the "More" icon on the toolbar the bottom of your screen



02

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



Meeting Expectations

- **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:

Kris Theilen

Management Systems Specialist

Office of Employment and Training

Illinois DCEO

Robert Kelch

Business Analyst

Center For Workforce Development (CWD)

Southern Illinois University

Kelly Trimble

Outreach Manager – IWDS Transition

Southern Illinois University

Agenda

- Welcome and Purpose
- The Benefits of Effective Entity Management
- Overview of new Entity Management process in IWDS 2.0
  - Review of entity, location, contact, and relationship management
- System Demo and Workshop: Technical Walkthrough of Entity Management in IWDS 2.0
- Recap & Next Steps
- Questions & Answers

Entity Management Cleanup Guide for LWIA Entity and Location Records

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Part 5: Managing Contacts 16
Part 6: Managing Relationships 18

[Entity Management Clean-up Guide Link]

Purpose

- What Entity Management is.
- Why it matters.
- Why participants are being asked to complete this cleanup effort.

- Maintaining accurate Entity Management records in IWDS 2.0 helps ensure proper system functionality and reduces errors related to locations, contacts, and service delivery. IWDS users with the Provider Management role are responsible for reviewing and maintaining their LWIA entity and associated locations. *(Entity Management Cleanup Guide for LWIA Entity and Location Records, p. 2)*

Purpose: Learning Goals for Today

Upon completion of the cleanup process, each LWIA should have:

- One active LWIA entity record.
- One active record for each physical location.
- Duplicate and closed locations deactivated.
- Accurate contacts associated with active locations.
- Active relationships associated with the correct LWIA locations.
- Government Entity records are retired when duplicate LWIA records exist.
- Accurate location functions and social services configured for future system use.

(Entity Management Cleanup Guide for LWIA Entity and Location Records, p. 2)

The Benefits of Effective Entity Management

Benefits of Effective Entity Management

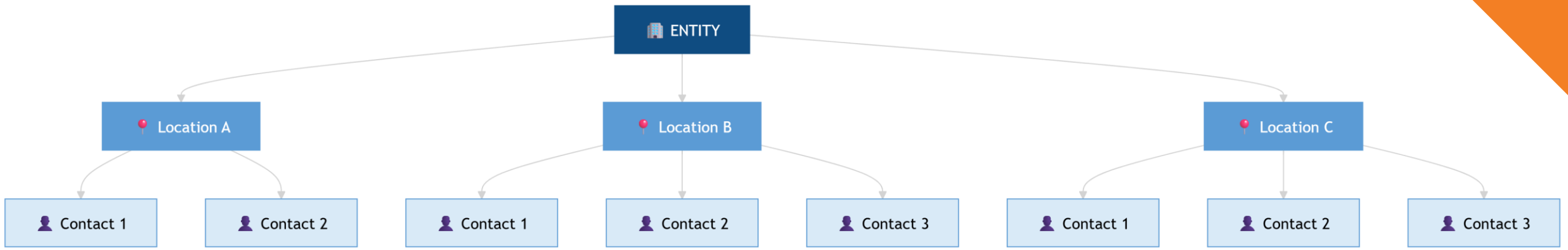
- Maintains one authoritative LWIA record and one active record per location.
- Reduces duplicates, outdated information, and reporting errors.
- Improves service delivery, referrals, and provider identification.
- Supports future system enhancements with accurate location and relationship data.

How familiar are you with the benefits of effective Entity Management?

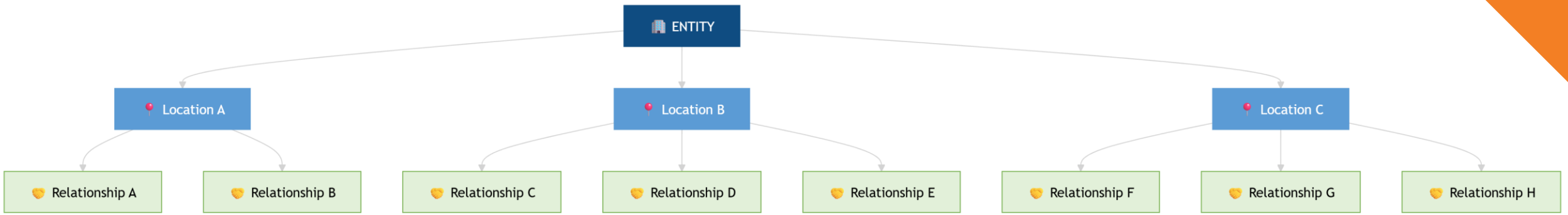
Poll

Overview of Entity Management Process

How Contacts and Locations are organized within the 2.0 Entity Management model

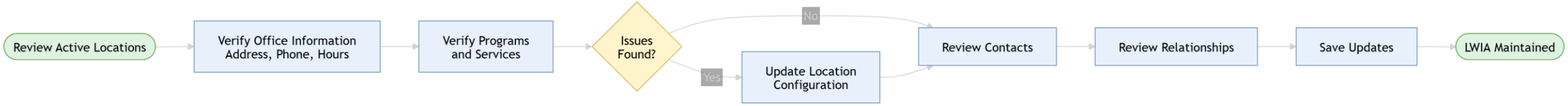


How Organizational Relationships are managed within the 2.0 Entity Management model

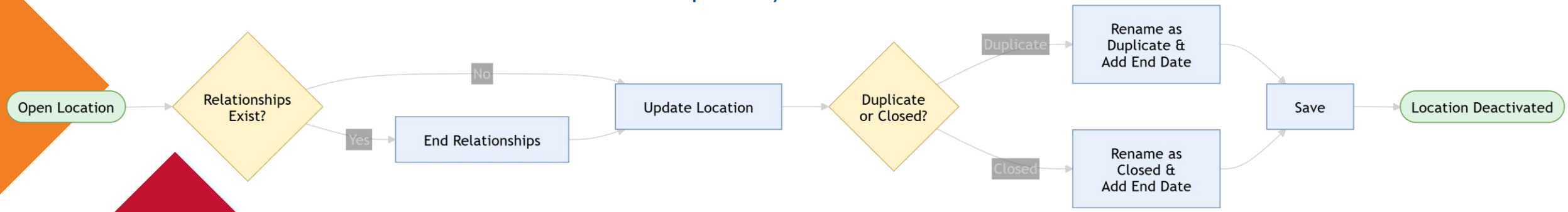


Location Management (At-a-glance)

Maintain Active Location

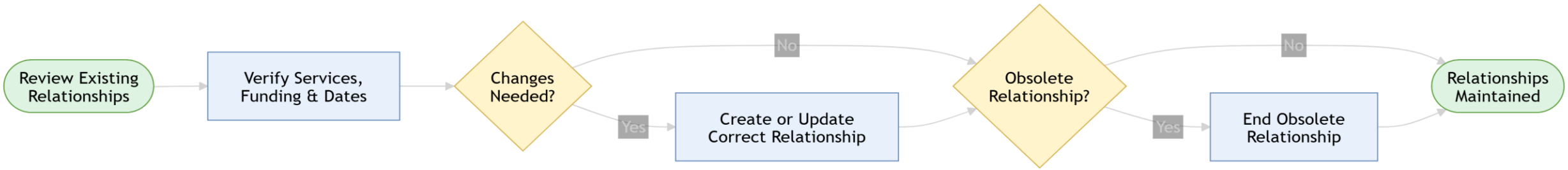


Deactivate Duplicate/Closed Location



(Entity Management Cleanup Guide for LWIA Entity and Location Records, p. 4)

Relationship Management (At-a-glance)



(Entity Management Cleanup Guide for LWIA Entity and Location Records, p. 18)

System Demo & Workshop

Entity Management Clean-up Guide Link

IWDS 2.0 Login here:
https://iwds2.dceo.illinois.gov/

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[Entity Management Clean-up Guide Link]

Recap: The Benefits of Effective Entity Management

Benefits of Effective Entity Management

- Maintains one authoritative LWIA record and one active record per location.
- Reduces duplicates, outdated information, and reporting errors.
- Improves service delivery, referrals, and provider identification.
- Supports future system enhancements with accurate location and relationship data.

Summary of Next Steps

Next Steps

- ✓ Review LWIA entities and locations.
- ✓ Deactivate duplicate or closed records.
- ✓ Verify contacts, relationships, social services, funding sources, and dates.
- ✓ Establish ongoing maintenance to keep IWDS data accurate and current.

Entity Management Clean-up Guide Link

Questions?

Reflection

When I imagine implementing the Entity Management Cleanup process, I feel…

Poll

Call to action – Next Webinars

- **Automatic Exit Webinars** *(this afternoon)*
- **Dec 4 – Reviewing Your Caseload in IWDS 2.0 Before Activation – First Offering, 2p-3p**
  https://us02web.zoom.us/meeting/register/0GjR6l6BRVKWZ17Z89LX4Q
- **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

Let's think back to your "why" (reason for attending). Were your goals met? What else do you need?

Thank you

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