



How to Delete a Service from the Universal Career Plan

IWDS 2.0 TECHNICAL TRAINING DOCUMENTS



Purpose

This document explains how to delete an added service that is not needed.

Note: You cannot delete a Same-Day Service

Audience

This document is designed to guide Career Planners to delete unwanted services.

Access Customer Record

- From the Home Screen <https://iwds2.dceo.illinois.gov/>
- In the main menu, click **Customers**
- Select the **Customer** link from the list
- Select Access Case Management Tools on the Program Summary page
- Select **Plan** from Quick Links left panel; default view is All

Customer Profile: Robert F Pe4139654

Preferred Name: Robert, Preferred Communication Method: N/A, Primary Phone Number: (555) 555-4896, Email: bobentur@fakemail.com

Program(s): WIOA - Adult, Application Status: Active Participant, Application Date: 09/23/2024, Est. Auto Exit Date: N/A

What Area Do you Want to Work In? Career Plan

Recommendations Plan Signatures

Manage Goals, Steps & Services

Key: Goals Steps Services Legacy Services

View: All Select a Goal or Step Select a Goal or Step... + Add Goal and Steps + Add Service

Type	Name	Status	Start Date	Actions
Employment	Legacy IEP/ISS Migration Goal	In Progress	09/23/2024	
	Legacy IEP/ISS Migration Step	In Progress		
	Development of a Universal Career Plan (1 episodes)	Open	09/23/2024	
	Career Planning (1 episodes)	Successful Completion	12/04/2024	
	Occupational Skills Training	Open	01/21/2025	

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- Select the *Non-Same Day* **Service** to be removed.

- Click the view icon in the Actions column to view the Service.

Type	Name	Status	Start Date	Actions
Employment	Legacy IEP/ISS Migration Goal	In Progress	09/01/2026	
	Legacy IEP/ISS Migration Step	In Progress		
	Development of a Universal Career Plan (1 episodes)	Open	09/10/2026	
	Career Planning (1 episodes)	Successful Completion	09/10/2026	
	Occupational Skills Training	Open	09/01/2026	

- Click Edit button on the Service.

Occupational Skills Training

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Program(s): WIOA - Adult (1A) Service Level: Training Services

Sub Program: Adult (1A)

[Edit](#)

- Only *Planned Not Started* **Services** can be deleted. The Service status needs to be set back to Planned Not Started.
- In the example to the right the Completion Status is **Open**.

Weekly Hours *

6

Completion Status *

Open

Start Date *

09/01/2026

End Date

mm/dd/yyyy

Case Note

[Case Note History](#)

[Save](#) [Cancel](#)

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- Change the status to **Planned Not Started** and click the Save button.

Weekly Hours *

6

Completion Status *

Planned Not Started

Start Date *

mm/dd/yyyy

End Date

mm/dd/yyyy

Case Note

[Case Note History](#)

[Save](#) [Cancel](#)

- Select the **Edit** button again.

Occupational Skills Training

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Program(s): WIOA - Adult (IA) Service Level: Training Services

Sub Program

[Edit](#)

- Scroll down and click the **Delete** button.

Completion Status *

Planned Not Started

Start Date *

mm/dd/yyyy

End Date

mm/dd/yyyy

Case Note

[Case Note History](#)

[Save](#) [Cancel](#) [Delete](#)

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