

IWDS 2.0 Timeline Reminders

As a follow up to the email on IMPORTANT-IWDS 2.0 Timeline Reminders, please see the following additional action items and deadlines.

By June 26

- Have Career Planners review and verify customer caseloads.
 - Ensure all active participant services have been entered into the legacy system.
- Review customers approaching exit and ensure recent services and activities have been documented appropriately.
 - Exit any customers who have completed services
- Save or print active caseload lists for reference during migration.
- Confirm user role assignments and submit any needed updates.

June 26-29 (Blackout)

- The statewide blackout period will occur June 26–30.
- No new customer intake into the system will occur during the blackout period.
- Customers seeking services should be guided to available local options or prompted to make an appointment.
- Existing customers should continue to receive services, with activities documented outside the system as needed.

By June 29

- Alert staff to watch for account activation or email confirmation messages from the State of Illinois.
- Remind staff not to delete these emails and to complete any required activation steps.

By July 1 (Go-Live)

- Review and confirm generic/shared email addresses for offices that accept applications and certify customers.
 - This email will be sent by [@Kelly Trimble](#) to the workNet to each LWIA representative

- Ensure staff are aware of blackout period procedures and available support resources.
 - These will be shared on upcoming trainings and Director Prep meetings. They will also be posted on Illinois workNet.
- Encourage staff to attend or review applicable virtual training sessions.
 - Virtual training opportunities, recordings, and resources continue to be available on the [IWDS Transition and Training page](#).

Before July 10

- Review participants approaching exit and verify that all applicable services, activities, and documentation have been entered into IWDS 2.0.
- Resolve any outstanding customer record issues that could impact exit calculations.

Ensure staff understand IWDS 2.0 exit policies and procedures, **as automatic exit functionality will be activated on July 10.**