



Illinois
Department of Commerce
& Economic Opportunity
OFFICE OF EMPLOYMENT & TRAINING
JB Pritzker, Governor

WIOA NOTICE NO. 25-NOT-04

TO: Chief Elected Officials
Local Workforce Innovation Board Chairpersons
Local Workforce Innovation Board Staff
WIOA Fiscal Agents and Grant Recipients
WIOA Program Services Administrators
Illinois workNet® Operators
WIOA State Agency Partners
Other Interested Persons

SUBJECT: LWIB Policies, Procedures, and Practices for Deployment of the Customer-Centered Design Under the Updated IWDS 2.0

DATE: May 15, 2026

I. PURPOSE

This notice informs Local Workforce Innovation Boards that they must ensure local policies and procedures align with the Illinois Workforce Innovation System 2.0 updates.

II. ISSUANCES AFFECTED

A. References:

None

B. Rescissions:

None

III. BACKGROUND

Under the Workforce Innovation and Opportunity Act (WIOA), Local Workforce Innovation Boards (LWIBs) must provide strategic and operational oversight in collaboration with required and additional partners and workforce stakeholders. This includes supporting the development of a comprehensive, high-quality workforce system; advancing the State's strategic vision outlined in the Unified State Plan; and continuously improving service quality, customer satisfaction, and program effectiveness.

IV. COMPONENTS

Due to the upcoming sunset of the current WIOA Title I case management system, the Office of Employment and Training (OET) has developed the Illinois Workforce Development System (IWDS) 2.0 to ensure continued progress toward Illinois' streamlined, customer-centered vision. IWDS 2.0 will support universal access to career services and training while improving the timeliness of service delivery.

OET will be publishing guidance for LWIBs to ensure each local area has the information and resources to prepare for IWDS 2.0 alignment and launch. These resources include the preparation training series for LWIA Directors titled "IWDS 2.0 – LWIA Title I Director Preparation Series" and published guidance on the [Director Training page on Illinois workNet](#). LWIBs must review these materials and ensure that all local policies, procedures, and practices align with IWDS 2.0 guidance and reflect a customer-centered service design.

In addition to this review, LWIBs must ensure that all required data migration and system preparation activities are completed in accordance with guidance and timelines provided by the OET. This includes reviewing data for accuracy and completeness, addressing any identified gaps, and coordinating with appropriate staff to ensure readiness for system transition. LWIBs should also establish internal timelines and assign responsibility to ensure all required activities are completed by the designated due dates.

As LWIBs implement IWDS 2.0 and update local policies and websites, the data migration, oversight and monitoring, and sunshine provisions are included to support a smooth and accountable transition while reinforcing the LWIB's statutory responsibilities under WIOA. These requirements ensure continuity of services, strengthen system integrity and performance accountability, and promote transparency and public trust in how workforce services are delivered.

V. ACTION REQUIRED

LWIBs must conduct a review of the required and optional policies, including internal procedures and practices that guide local service delivery. Once reviewed, LWIBs must make necessary revisions to them and determine if there are any that need to be developed to strengthen coordination, understanding, and alignment with the statewide procedures and upcoming implementation of IWDS 2.0.

Given the complexity and importance of these tasks, the impending deployment of IWDS 2.0, the OET is requiring LWIBs to do the following:

- Inventorying and reviewing all required and optional local policies, procedures, and practices to ensure alignment with IWDS 2.0 guidance, identifying any areas that require updates, development, or clarification.
- Developing any required policies, procedures, or practices that do not currently exist, ensuring they are aligned with IWDS 2.0 guidance.
- Ensuring all updates to policies, procedures, and practices are communicated to staff and that appropriate training and technical assistance are provided to support consistent implementation.

LWIBs must plan to finalize all policies, procedures, and practices and have a plan for implementation that addresses how frontline staff will be trained, ensure staff have the tools and flexibility to meet individual customer needs, and that they are being implemented consistently across locations in accordance with the following dates:

- Local procedures aligning with IWDS 2.0 must be finalized and in practice and communicated to all local area staff with the launch of IWDS 2.0 on July 1, 2026.
- Finalized policies must be LWIB-approved by September 2026 and submitted to OET by October 1, 2026.

LWIBs must ensure that all required data migration and system preparation activities are completed in accordance with guidance and timelines provided by OET. This includes reviewing data for accuracy and completeness, addressing any identified gaps, and coordinating with appropriate staff to ensure readiness for system transition.

LWIBs should establish internal timelines and assign responsibility to ensure all required activities are completed by the designated due dates and aligned with system launch expectations.

All LWIAs, recipients, and subrecipients shall review this notice and distribute it to all appropriate individuals within the organization.

VI. INQUIRIES

During this time, the OET Regional Managers and Technical Assistance Unit will be available to provide technical assistance if needed.

VII. EFFECTIVE DATE

This notice is effective upon release.

VIII. EXPIRATION DATE

This notice will remain in effect until amended or rescinded by DCEO, Office of Employment and Training.

Sincerely,

A handwritten signature in black ink, appearing to read 'Julio Rodriguez', with a stylized flourish at the end.

Julio Rodriguez, Deputy Director
Office of Employment and Training

Attachment(s): A – Ongoing Policy Guidance

JR:ld

Guidance/Homework Area	Guidance/Homework	Director Meeting Discussed <i>Resources and Recordings</i>	Date Added
No Additional Local Requirements	Under the customer-centered design principle, local boards may not add additional criteria, forms, or questions for customers at any stage of the process. This standardized statewide experience ensures consistent customer access.	March 16, 2026	
No Wrong Door	<p>A “No Wrong Door” approach ensures individuals can access workforce services through any entry point—online, in person, or through a partner agency—and still be connected to the full range of WIOA services. Customers should never be turned away or told they are in the wrong place. Instead, they must be guided to appropriate resources or referred as needed.</p> <p>Local boards retain authority to set funding priorities and identify target populations; however, they may not restrict access or limit customer choice based on where an individual lives or works.</p>	March 16, 2026	
Customer Entry	Under the customer-centered design model, local boards may not add additional requirements at any stage of the process as a condition of eligibility. This includes extra criteria, forms, or questions. A standardized statewide process must be followed to ensure consistent and equitable customer access.	March 16, 2026	
Assessments	<p>TABE or CASAS assessments should only be administered when necessary to establish eligibility. If a customer qualifies through another pathway, staff must not require these assessments</p> <p>However, the Basic Skills Screening Tool (BSST) must always be</p>	March 16, 2026	

	<p>completed at intake, as it is required to identify Basic Skills Deficiency (BSD) at program entry.</p> <p>TABE or CASAS may still be administered later if they support the customer's services or goals, but they cannot be required for eligibility or data collection. If a customer has a previously completed assessment, that test may be entered after enrollment and used to document BSD at program entry, provided the test date meets requirements. Previously completed assessments may also be used for SAM reporting.</p> <p>.</p>		
Certifying Eligibility	<p>If a customer is determined to be eligible after the application has been submitted and all required documentation has been uploaded into the system and verified, career planners must certify the customer eligible. As a reminder, certifying eligibility does not trigger performance metrics. The IWDS 2.0 customer and career planner process is designed for local area staff to have a conversation with each customer to ensure WIOA aligns with their goals and expectations prior to enrollment.</p> <p>To ensure consistent statewide access, supporting our customer-centered vision, local boards may not add extra forms, steps, or procedures beyond what is required in policy and IWDS 2.0.</p>	March 16, 2026	
Social Security Numbers (SSNs)	<p>Local board policy must include language that requests Social Security Numbers (SSNs) for performance reporting and wage matching purposes. Local policies cannot require SSN disclosure as a condition of service.</p>	March 16, 2026	

	<p>Career planners will request SSNs during the application process. Services <u>may not be denied</u> if a customer chooses not to provide their SSN. When an SSN is not provided, an alternative unique identifier will be used.</p> <p>In the instance where an alternate identifier is used, the career planner should routinely encourage the participant to provide the number. .</p>		
Responding to Customer Inquiries and Scheduling Appointments	<p>Local boards must have procedures in place to ensure the following actions occur within five (5) business days of application submission:</p> <ol style="list-style-type: none"> 1. Customer inquiries are addressed 2. Staff assigned 3. The customer is contacted to schedule an appointment <p>Career planners have thirty (30) calendar days from application submission to determine eligibility. If this timeframe is exceeded, information must be re-verified before proceeding.</p>	March 30, 2026	
Required Documentation	<p>While self-attestation is allowable, it should only be used when other source documentation isn't reasonably available. Reasonable efforts to obtain documentation should continue as career planners serve the customers after enrollment. Local policies must align with statewide guidance and cannot impose stricter documentation requirements.</p>	March 30, 2026	
Local Publications and Outreach Materials	<p>Local areas must ensure that all locally developed publications—including, but not limited to, flyers, websites, and social media posts—accurately reflect IWDS 2.0 processes and policies. Materials should be reviewed and</p>	N/A	

	<p>updated as needed to avoid referencing or reinforcing outdated local procedures that are not aligned with IWDS 2.0.</p> <p>In accordance with 16-NOT-03 and 21- NOT-03, the following language must be on every public-facing materials: <i>“This workforce product was funded by a grant awarded by the U.S. Department of Labor’s Employment and Training Administration. The product was created by the recipient and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it.”</i></p>		
Career Plan	Career plans in IWDS 2.0 are electronic, jointly developed, living documents that identify a customer's educational and employment goals, achievement steps, career pathway, supportive service needs, and required services. Local areas must only use the paper Career Plan as a last resort due to system outages, etc.	April 15, 2026	