



11:38:20 AM

Not Verified

Not Verified

# Close Activity on Customer EP

Find the customer in the customer for the agency. Click the last name to access the customer profile in ISETS

**L** CAREER PLAN - EDIT CUSTOMER SERVICE

8/25/2024-8/31/2024

9/1/2024-9/7/2024

### CW and TJ Items

- 1. Click on EP/Case Management tab
- 2. Click on 3. Add Activities/Services
- 3. Open purple box
- 4. Click on pencil for any activity.

👤 IEP CASE MANAGI	EMENT ADD ACTIVIT	Y/SERVICES	- ISETS			
Overview Intake/Referra	se Management Customer Forms	Summary Tools				
Overview 1. Review Assessment	2. Set Goal 3. Add Activities/Service	es Update Log				
ADD ACTIVITY/SERVICES				C	ASE NOTE	S (4) 🔺
Profile: S d	STEP 1: Add Services / Activities					
Email	Add Activities Add Support Services	Add Referral To Serv	vices			
noisetsemail.com	STEP 2: Assign Activity/Service(s)	to a Goal				
<b>DOB</b> 12/12/1971			_	Search:		
Last 4 SSN 7999	Activity/Service	No data available	Status		Other Items	
Individual Number 1 3	Showing 0 to 0 of 0 entries				Brovious	Novt
Recert Date 1/4/2023					Frevious	Next
E&T Provider Benton Township	STEP 3: Manage Activity/Service(	s) in Goal				
Program Enrollment N/A	3 SERVICES/ACTIVITIES FOR: PARTICI	PATE IN EARNFARE PF	ROGRAM (3)			
See All				Search:		
Reset Password	Activity/Service	Note	Status	(	Other Items	
	CW - Community Workfare 💉	4	Started/Open Start Date:	I		

 Check that all Attendance hours have been added and verified. Once the activity is closed, a partner no longer has access to make changes.

Services

N/A

Provider(s) Pending Referral

DHS Office DuPage County

Overview	Intake/Referral	EP/Case Management	Customer Forms	Summary Tools	Outcomes				
Status (Defa	ault) Service Pro	ovider <b>Attendance</b> E	arned Credentials						
Career Plan	/ Add Activities/Serv	rices / Edit Customer Service							
DIT CU	STOMER SE	RVICE							
Profile: 10Te	estdog Dogtwo	JST - Job Search T	raining						
Email 10testdog@	noemail1234.com	Planned Start Da Planned Comple	te: 8/5/2024 tion Date: 8/25/2025		# of planned weekly hours: 5.00 Status: Started/Open				
DOB 05/24	/1991			20 required Attendunce 80					
User Name	1Dog	Week	*	Total hou	rs/week	÷	Verified		•
Last 4 SSN	8191	8/4/2024-8/1	10/2024	4	4		🖸 Three Pr	ograms - 2/29/2025	
Individual	Number					11:37:41 AM			
<b>Redetermi</b> 04/01/2025	nation Date	8/11/2024-8,	/17/2024		4		Three Pr 11:38:03	ograms - 2/28/2025 AM	
Enrollment	t Date 09/13/2023	8/18/2024-8,	/24/2024	4	4		Three Pr	ograms - 2/28/2025	

4

0





- 6. Enter end date for activity.
- Enter Subsidized End Date

   same date as End date.
- 8. Enter zero in subsidized wage.

9. Verify follow-up.

- 10. Click Update Customer Service.
- 11. Complete case note. Repeat steps 4-11 for other activities.

	February 2025 V2
	Remove Worksite Job
Job Title	Employer
Laundry and Dry-Cleaning Workers	Young Drycleaners
Employment Type	Worksite
Earnfare	Young Drycleaners
Minimum Wage for Placement *	Start Date *
12.00	10/3/2022
Hourly Wage for Placement *	Planned Due Date *
12.00	<b>3/31/2023</b>
Subsidized Wage or Training Wage Match *	End Date
12.00	6
Unsubsidized/Employers Wage Match *	Subsidized Start Date
0.00	10/3/2022
Position Type *	Subsidized End Date
Part Time	7
Started (Open)	
Started (open)	
STATUS HISTORY	
(Open)	
Showing 1 to 2 of 2 entries	Previous 1 Next
Total Subsidized days for all items: 137	
□ 30 Days Follow-Up Due on 11/2/20229	
G 60 Days Follow-Up Due on 12/2/2022	
□ 90 Days Follow-Up Due on 1/1/2023 □ 180 Days Follow-Up Due on 4/1/2023	
270 Days Follow-Up Due on 6/30/2023	
How many hours a week are you planning on working on this? *	1
10.00	
Costs associated with activities are added to Support	Services.
Other Notes	
	Complete case note.
Service addresses the following situations	
Show More Situations	
**This Customer Service was updated by ISETS 6Partn	er on 11/18/2022 at 2:55 PM**





#### ISETS Close Activity on Customer Profile February 2025 v2

## **Regular Activities**

- 1. Click on EP/Case Management tab
- 2. Click on 3. Add Activities/Services
- 3. Open purple box
- 4. Click on pencil for any activity.

LIEP CASE MANAGI	EMENT ADD ACTIVIT	Y/SERVICES	- ISETS			
Overview Intake/Referra	se Management Customer Forms	Summary Tools				
Overview 1. Review Assessment	2. Set Goal	ices Update Log				
DD ACTIVITY/SERVICES				(	CASE NOTE	S (4)
Profile: S d	STEP 1: Add Services / Activities					
imail	Add Activities Add Support Service	Add Referral To Serv	vices			
noisetsemail.com	STEP 2: Assign Activity/Service(s	) to a Goal				
OOB 12/12/1971				Search:		
	Activity/Service	^ Note	Status		Other Items	
ast 4 SSN /999		No data available	e in table			
ndividual Number 1 3	Showing 0 to 0 of 0 entries				Previous	Next
lecert Date 1/4/2023						
&T Provider Benton Township	STEP 3: Manage Activity/Service	(s) in Goal				
Program Enrollment N/A	3 SERVICES/ACTIVITIES FOR: PARTIC	IPATE IN EARNFARE PF	ROGRAM (3)			
See All				Search:		
Reset Password	Activity/Service	Note	Status		• Other Items	
	CW - Community Workfare 💉	4	Started/Oper Start Date:	n		

 Check that all Attendance hours have been added and verified. Once the activity is closed, a partner no longer has access to make changes.

CAREER PLAN -	EDIT CUSTO	MER SER	VICE				
Overview Intake/Referral EF	P/Case Management	Customer Forms	Summary Tools	Outcomes			
Status (Default) Service Provide	r Attendance Earn	ed Credentials					
areer Plan / Add Activities/Services	/ Edit Customer Service						
DIT CUSTOMER SERV	/ICE						
rofile: 10Testdog Dogtwo	JST - Job Search Train	ning					
mail	Planned Start Date:	3/5/2024	# of planned weekly hours: 5.00				
)testdog@noemail1234.com pdate Contact Info	Fiamled Completion	% Required Attendance 80					
<b>OB</b> 05/24/1991							
ser Name 1Dog	Week		Total hour	5/week	+ Verified		
ast 4 SSN 8191	8/4/2024-8/10/2024		4		Three Programs - 2/28/2025 11:37:41 AM		
ndividual Number							
4/01/2025 5	8/11/2024-8/17/	2024	4		Three Programs - 2/28/2025		25
nrollment Date 09/13/2023			4		11.30.03	73191	
<b>&amp;T Provider(s)</b> Asian Human ervices	8/18/2024-8/24/	2024	4		Three Programs - 2/28/2025 11:38:20 AM		25
rovider(s) Pending Referral	8/25/2024-8/31/	2024	4		🗆 Not V	erified	
	9/1/2024-9/7/20	24	0		Not Verified		





#### ISETS Close Activity on Customer Profile February 2025 v2

- 6. Update the status of the activity.
  - a. Successful Completion
  - b. Unsuccessful Completion
- 7. Enter a completion Date not in the future.
- 8. Click button for Update Customer Service.
- 9. Write a closing case note and submit.

Profile: 10Testdog Dogtwo	JST - Job Search Training
Email	Total Subsidized days for all items: 0
10testdog@noemail1234.com Update Contact Info	Goal* Complete the Program 6 Status* Successful Completion v
<b>DOB</b> 05/24/1991	Planned 🗰 08/05/2024
User Name 1Dog	Start Date*
Last 4 SSN 8191	Planned and page page Completion and statement
Individual Number	Completion 06/25/2025 Date*
Redetermination Date 04/01/2025	Average weekly hours? *
Enrollment Date 09/13/2023	5.00
E&T Provider(s) Asian Human Services	Costs associated with activities are added to Support Services.
<b>Provider(s) Pending Referral</b> N/A	Other Notes 9 Add a closing casenote.
DHS Office DuPage County	
Program Enrollment SNAP Job Placement	, k
See All	
Reset Password	Service addresses the following situations Show More Situations
	Add Case Note Update Customer Service
	**This Customer Service was updated by Three Programs on 2/28/2025 at 10:38 AM**