

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

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 MANAGEMENT ADD ACTIVITY/SERVICES - ISETS

Overview Intake/Referral **1. IEP/Case Management** Customer Forms Summary Tools

Overview 1. Review Assessment 2. Set Goals **2. 3. Add Activities/Services** Update Log

ADD ACTIVITY/SERVICES CASE NOTES (4) ▲

Profile: S... d

Email
...noisetsemail.com
[Update Contact Info](#)

DOB 12/12/1971

Last 4 SSN 7999

Individual Number 1... 3

Recert Date 1/4/2023

E&T Provider Benton Township

Program Enrollment N/A

[See All](#)

[Reset Password](#)

STEP 1: Add Services / Activities

[Add Activities](#) [Add Support Services](#) [Add Referral To Services](#)

STEP 2: Assign Activity/Service(s) to a Goal

Search:

Activity/Service	Note	Status	Other Items
No data available in table			

Showing 0 to 0 of 0 entries Previous Next

STEP 3: Manage Activity/Service(s) in Goal

3. SERVICES/ACTIVITIES FOR: PARTICIPATE IN FARNFARE PROGRAM (3)

Search:

Activity/Service	Note	Status	Other Items
CW - Community Workfare 4		Started/Open	Start Date: 8/5/2024

5. 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 CUSTOMER SERVICE

Overview Intake/Referral **EP/Case Management** Customer Forms Summary Tools Outcomes

Status (Default) Service Provider **Attendance** Earned Credentials

Career Plan / Add Activities/Services / Edit Customer Service

EDIT CUSTOMER SERVICE

Profile: 10Testdog Dogtwo

Email
10testdog@noemail1234.com
[Update Contact Info](#)

DOB 05/24/1991

User Name 1Dog

Last 4 SSN 8191

Individual Number

Redetermination Date 04/01/2025 **5**

Enrollment Date 09/13/2023

E&T Provider(s) Asian Human Services

Provider(s) Pending Referral N/A

DHS Office DuPage County

JST - Job Search Training

Planned Start Date: 8/5/2024
Planned Completion Date: 8/25/2025

of planned weekly hours: 5:00
Status: Started/Open
% Required Attendance:

Week	Total hours/week	Verified
8/4/2024-8/10/2024	4	<input checked="" type="checkbox"/> Three Programs - 2/28/2025 11:37:41 AM
8/11/2024-8/17/2024	4	<input checked="" type="checkbox"/> Three Programs - 2/28/2025 11:38:03 AM
8/18/2024-8/24/2024	4	<input checked="" type="checkbox"/> Three Programs - 2/28/2025 11:38:20 AM
8/25/2024-8/31/2024	4	<input type="checkbox"/> Not Verified
9/1/2024-9/7/2024	0	<input type="checkbox"/> Not Verified

6. **Enter** end date for activity.
7. **Enter** Subsidized End Date – same date as End date.
8. **Enter** zero in subsidized wage.

[Remove Worksite Job](#)

<p>Job Title <input type="text" value="Laundry and Dry-Cleaning Workers"/></p> <p>Employment Type <input type="text" value="Earnfare"/></p> <p>Minimum Wage for Placement * <input type="text" value="12.00"/></p> <p>Hourly Wage for Placement * <input type="text" value="12.00"/></p> <p>Subsidized Wage or Training Wage Match * <input type="text" value="12.00"/></p> <p>Unsubsidized/Employers Wage Match * <input type="text" value="0.00"/></p> <p>Position Type * <input type="text" value="Part Time"/></p> <p>Status * <input type="text" value="Started (Open)"/></p>	<p>Employer <input type="text" value="Young Drycleaners"/></p> <p>Worksite <input type="text" value="Young Drycleaners"/></p> <p>Start Date * <input type="text" value="10/3/2022"/></p> <p>Planned Due Date * <input type="text" value="3/31/2023"/></p> <p>End Date <input type="text" value=""/></p> <p>Subsidized Start Date <input type="text" value="10/3/2022"/></p> <p>Subsidized End Date <input type="text" value=""/></p>
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STATUS HISTORY

9. **Verify follow-up.**

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

Previous 1 Next

Showing 1 to 2 of 2 entries

Total Subsidized days for all items: 137

- 30 Days Follow-Up Due on 11/2/2022
- 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? *

Costs associated with activities are added to Support Services.

Other Notes

Service addresses the following situations

[Show More Situations](#)

10 [Update Customer Service](#)

This Customer Service was updated by ISETS 6Partner on 11/18/2022 at 2:55 PM

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.

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

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

Email
10testdog@noemail1234.com
[Update Contact Info](#)

DOB 05/24/1991

User Name 1Dog

Last 4 SSN 8191

Individual Number

Redetermination Date
04/01/2025

Enrollment Date 09/13/2023

E&T Provider(s) Asian Human Services

Provider(s) Pending Referral
N/A

DHS Office DuPage County

Program Enrollment SNAP Job Placement

[See All](#)

[Reset Password](#)

JST - Job Search Training

Total Subsidized days for all items: 0

Goal* Complete the Program 6 **Status*** Successful Completion

Planned Start Date* 08/05/2024

Planned Completion Date* 08/25/2025 7 **Completion Date*** xx/xx/xxxx

Average weekly hours? *
5.00

Costs associated with activities are added to Support Services.

Other Notes 9 Add a closing casenote.

Service addresses the following situations
[Show More Situations](#)

[Add Case Note](#) 8 [Update Customer Service](#)

This Customer Service was updated by Three Programs on 2/28/2025 at 10:38 AM