



# ISETS

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Illinois SNAP Employment & Training System

## User Manual

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For State SNAP E&T Providers



## Table of Contents

<a href="#"><u>Access to ISETS</u></a>	3
<a href="#"><u>Username Menu</u></a>	6
<a href="#"><u>Viewing and Editing Provider Information</u></a>	7
<a href="#"><u>Dashboard</u></a>	17
<a href="#"><u>Viewing and Editing Customer Information</u></a>	21
<a href="#"><u>Assessments</u></a>	31
<a href="#"><u>Making and Receiving Referrals</u></a>	35
<a href="#"><u>Enrolling Customers</u></a>	43
<a href="#"><u>Individual Employment Plans</u></a>	48
<a href="#"><u>Adding and Managing Activities</u></a>	53
<a href="#"><u>Worksite Placements (Work Experience Activities)</u></a>	60
<a href="#"><u>Adding and Managing Supportive Services</u></a>	62
<a href="#"><u>Adding and Managing Referrals to Outside Services</u></a>	69
<a href="#"><u>Adding and Managing Employment &amp; Retention</u></a>	71
<a href="#"><u>Ensuring Customer Data is Accurate</u></a>	74
<a href="#"><u>Exiting Customers from E&amp;T in ISETS</u></a>	75
<a href="#"><u>Reporting</u></a>	77
<a href="#"><u>Where to Get Help</u></a>	82
<a href="#"><u>Definitions</u></a>	89

\*Screenshots are for demonstration purposes only. Some personal identifying information has been redacted or changed for security.



## Access to ISETS

ISETS is powered by Illinois workNet. This means that you will go to [ISETS](#) inside [www.illinoisworknet.com](http://www.illinoisworknet.com) and log into your Illinois workNet account. We suggest using Chrome or Edge. Internet Explorer is no longer supported.

If you already have an Illinois workNet account created, you would have received an ISETS/Illinois workNet username and password in your email.

If you do not know or remember your password, click on the forgot password link below the log-in information as shown to the right.

You can recover your password via email. If you do not receive the information, look for an email in your junk folder. If you have any issues, access the Help Request link found on the bottom of any page on [Illinoisworknet.com](http://Illinoisworknet.com). Indicate that you are a partner and need to regain access to your account.

## ISETS Security

For security reasons, when you are logged into ISETS, screens are set to TIME-OUT after 30 minutes of inactivity. There is a 5-minute notification period during which time you can click on the screen to renew your activity. After the notification period you will be logged out. If you have been logged out, enter your Illinois WorkNet/ISETS password and return to ISETS.

You are required to update your ISETS/ Illinois WorkNet password quarterly.

## Best Practice

Close tabs when you are not using them so you don't time out and have to log back in.

## Accessing ISETS Tools

Once you are logged in, you can access the ISETS Dashboard and partner tools.

**Option 1** – Use the direct link. If you use this option, you may want to bookmark the link. <https://apps.illinoisworknet.com/SiteAdministration/IDHSET/Admin/Index/>

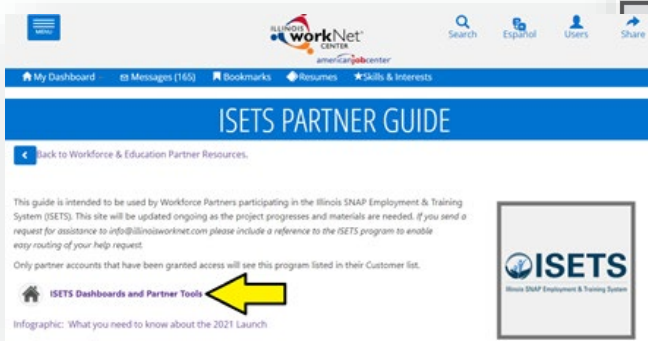
**Option 2** – Use the ISETS logo that is available in your Illinois workNet Dashboard Partner Tools.





**Option 3** – Use the ISETS tile located on the Illinois WorkNet Programs page.

**Option 4** – Use link that is listed on the ISETS Partner Page:  
(<https://www.illinoisworknet.com/isetspartners>)



### To become an ISETS partner user:

1. In order to gain access to any IDHS data system your organization must have approval of a Security and Privacy Controls Questionnaire: please complete and submit an [SPCQ to DHS.ISETS.ACCESS](#). (If your SPCQ has already been submitted and approved, proceed to step 2)
2. Each ISETS user must complete HIPAA and Security Awareness Training Modules and Attestations found at [IES Access and Support Center for External Partners](#). Keep Attestations at your agency.
3. Each ISETS user must complete a Confidentiality Agreement found at [IES Access and Support Center for External Partners](#). Keep these at your agency also.
4. Submit an initial user list saved as a Microsoft excel file with your organization's name in place of "Organization Name" in the file name. If you have already submitted an initial user list, each subsequent user must be requested by submitting an IL444-2022 form (step 6)
5. IDHS staff will forward all forms to the correct department and once we have a final DHS signature, users will be uploaded to ISETS. You will receive a system generated notification once you have been added.



6. New users can be added after the initial user list by submitting a Help Request in ISETS. The requester must submit the IL444-2022 form and provide a birth date in their Help Request ticket. Instructions for submitting a Help Request are outlined in the “Where to get Help” section in this manual.

Access Forms:

[IDHS\\_SPCQ\\_v4.1\\_03.2018.pdf](#)

[IL444-2022.pdf](#)

[ISETS User List - Organization Name .pdf](#)

7. If you don't access ISETS for 30 days, your account will require a password reset.

**Please remember that if you fail to notify IDHS of a user who is no longer employed with your organization, this could constitute a breach of your Data Sharing Agreement.**

## Best Practice

Make it a part of your offboarding process to notify IDHS IMMEDIATELY if a staff person with ISETS access has left your organization and needs to be removed from ISETS. Also review your user list every few months to ensure it is up to date.



## Username Menu

In the upper right-hand corner of the screen in ISETS you will see your username displayed. If you click on your name, you will see a dropdown menu. The following are the available options you can select:

### **My Training**

Connects to training videos associated with the program in which the partner is working.

### **Groups**

Returns the user to the initial group menu in the event the user has access to more than one project.

### **Worksite Placement**

Links to the Worksite Placement dashboard to add worksites and payroll associated with a project/program.

### **Help Request**

Links to the help desk ticketing system where users may report issues happening in the system.

### **Illinois workNet**

Returns the user to the main Illinois workNet page.

### **IWN Messages**

Links the user to messages sent in case notes and messaging within Illinois workNet.

### **Illinois workNet**

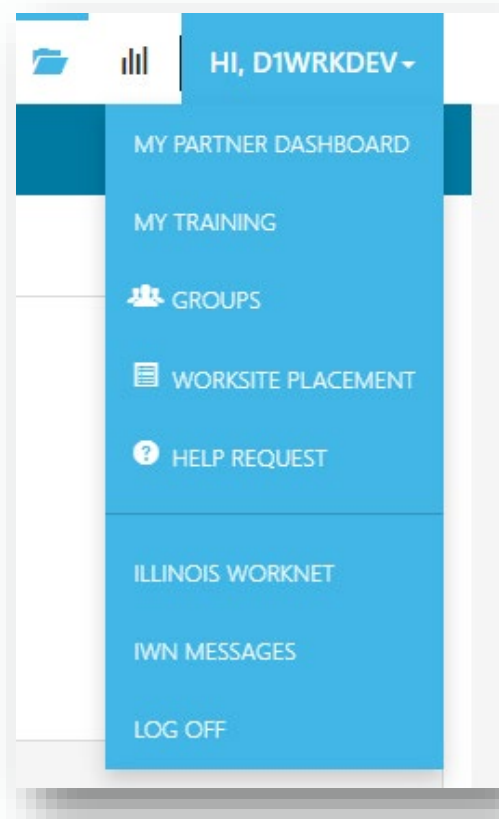
Returns the user to the main Illinois workNet page.

### **IWN Messages**

Links the user to messages sent in case notes and messaging within Illinois workNet.

### **LOG OFF**

Allows you to log out of ISETS or Illinois workNet.





## Viewing and Editing Provider Information

The Provider Information section of the ISETS helps grantees add, track and follow items related to the grant and the agency. This area does not deal with specific customers. Tabs may vary based upon the grant parameters.

Below is a table of which roles have access to edit information in this section of ISETS.

Workforce Development (IDHS)	Provider Managers (IDHS)	Program Manager (CBO)
View contract	View contracts	View Contracts
Edit Programs	Edit Programs	Edit Programs
View Worksites	View Worksites	Edit Worksites
View Services/Activities	Edit Services/Activities	Edit Services/Activities

1. Inside ISETS, click on the “Provider Information” icon on the top right menu: the partially open folder icon.

The screenshot shows the ISETS interface. At the top right, there is a navigation menu with 'DASHBOARDS', 'CUSTOMERS', and a folder icon. A red arrow points to the folder icon. Below the navigation bar is the 'PROVIDER INFO' section. It has tabs for 'Appointments', 'File Uploads', 'ISETS Provider Details', 'ISETS E&T Programs', and 'Case Notes'. There are dropdown menus for 'Project' and 'Provider', a 'Filter' button, and a table with columns 'Name/Location', 'Notes', and 'Details'.



## Appointments

For agencies who want to offer intake appointments, office hours, or orientations, follow these instructions:

1. Select ISETS as the Project for the first dropdown field.
2. Select the appropriate Program and Provider name.
3. Click “Filter” to see locations for the project/agency.
4. Click the “Add Appointment Site” button if a new appointment site is required.
5. Name the appointment site.
6. Add instructions for the location i.e., Bring an I.D., bring referral form

\*Enhancements to add recurring appointments are coming.

To edit an existing site:

1. Click on the “Edit Site” button and make any changes to the Appointment Site information.
2. Click on the “Edit Schedule” button and add scheduled appointments by clicking on the “Add Appointment” button.
3. To add an appointment, click on the “Appointment Date and Start Time” field and pick a day on the calendar. You can choose a time by toggling the the time listed with up or down arrows (appointments are automatically given one hour).
4. Edit the end time.
5. Select the number of openings.
6. Click the “Add Appointment” button.

Steps 1, 2 and 3

## Best Practice

Adding appointment times helps IDHS staff when making referrals to your agency. When making referrals, IDHS staff will be able to provide the customer with specific date/times and this reduces the lag time between when a referral is made and when a customer appears for intake/orientation.

ADD APPOINTMENT





## File Uploads

These are typically files that are associated with your agency, grant or staff – NOT individual customers.

1. Select ISETS as the Project for the first dropdown field.
2. Select the appropriate Program and Provider name.
3. Click “Upload File”
4. Select type of upload category
5. Select a file to upload
6. Add a description of the file so that each file doesn’t have to be opened.
7. Click the Upload button.

The screenshot shows the 'PROVIDER INFO' page with the 'File Uploads' tab selected. The 'Project' dropdown is set to 'ISETS', 'Program' to 'SNAP Job Placement', and 'Provider' to 'Select a Provider'. The 'Upload File' button is highlighted with a red arrow labeled '3'. The 'UPLOAD FILE' modal is open, showing a list of categories including Agency MOU, Agency Contracts, Agency Staff Training, Credentials, Fiscal Report, Incentive/Stipends Paid, Performance Improvement Plan, Performance Report, and Worksite Agreement. The 'Upload' button in the modal is highlighted with a red arrow labeled '7'.

## ISETS Provider Details

This tab represents grant specific information. Access is granted to Providers participating in that grant. Access to edit information is limited to IDHS staff and designated Provider Management staff. Items in the tables can be filtered by clicking the column header.

1. Select the Project and select Provider and click “Select”.
2. The “Add New Provider” button allows a new grantee to be added to the system. (Available only to specific roles)

The screenshot shows the 'PROVIDER INFO' page with the 'ISETS Provider Details' tab selected. The 'Program' dropdown is set to 'SNAP Job Placement' and the 'Provider' dropdown is set to 'Select a Provider'. Below the dropdowns are buttons for 'Select', 'Print', 'Add New ISETS Provider', and 'Reset Filters'. A red arrow points to the 'ISETS Provider Details' tab.



The **Associated Contracts** section contains IDHS contract information. This section can only be edited by certain users. These users can add or update the contract information. IDHS staff enters the initial contract information. The Provider Program Manager and IDHS Super Users can update the contract information. This information should be updated any time a contract is amended.

Number	Provider	Start Date	End Date	Program Offered	Total Amount	
FCSAG	Chicago	7/1/2021	6/30/2022	SNAP Job Placement	\$	Remove
FCSBC	Chicago	7/1/2022	6/30/2023	SNAP Job Placement	\$	Remove

The **Locations** section lists program locations where your program serves SNAP E&T customers. Each provider partner should have at least one location added. Programs are assigned by location. IDHS uses distance from program to participant as one factor to match when making a referral to a partner agency.

Location Name	Address	
		Remove

To add a location:

1. Click on the “Add Location” button.
2. If no locations are available to add, submit a Help Request ticket to have your location added to the Illinois WorkNet database of Provider locations.

The **Audits** section lists periodic audits of the program/contract. These can only be entered by IDHS Super User Administrative staff or IDHS Provider Managers.

\*If a new audit is added, a copy of the Performance Improvement Plan document (linked in this section) must also be uploaded to the File Uploads section for reference.

ADD AUDIT

Date \* 01/31/2023

Type\* Select

Select

No Corrective Action Required

Recommendation

Finding

Due Date \*

Status\* Select

Close Save



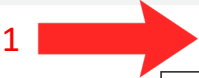
The **E&T Programs** section contains information related to the E&T programs offered by the provider. These are only programs which are directly related to IDHS contracts. More detailed information about E&T Programs for each Provider can also be found in the next tab: “ISETS E&T Programs”. See the next section for that information.

The **Worksites** section contains information about worksite placements. As opposed to Employment Placements, worksites are only locations/employers where E&T Work Experience Activities or Earnfare/OJT takes place.

**WORKSITES**

Show  entries

Search:

**1**  [Add/Edit Worksite](#)

Employer	Worksite	Job Title	Job Type	Wages	Total Openings	Full Time Positions Filled	Part Time Positions Filled
Township	Township	Office Clerks, General	N/A	\$12.00	8	0	0
Township	City of Wamac	Grounds Maintenance Workers, All Other	N/A	\$12.00	4	0	0
Township	Salvation Army	Stock Clerks and Order Fillers	N/A	\$12.00	10	0	1

Showing 1 to 3 of 3 entries

Previous  Next

To add a worksite:

1. Click on the “Add/Edit Worksite” button. This will load a new page titled “Worksite Placement”.
2. Select ISETS as the Project and select the appropriate Provider and Employment Type from the dropdown lists. \*Note: if you do not select an Employment Type, all employment types will be listed.


**WORKSITE PLACEMENT**

Employers **Worksite Placement** Payroll

Project:

Grantee/Provider:

Employment Type:



Related Instructions: [Worksite Placement Instructions](#)

[Add Employer/Worksite](#)

**WORKSITE, AND JOB POSTING INFORMATION.**

Illinois SNAP Employment & Training System - Updated January 2023

Search:

Total Number of Openings	Full Time Positions Filled	Part Time Positions Filled
--------------------------	----------------------------	----------------------------



3. Click on “Add New Worksite” to add a new Worksite or click on the name of the worksite in the resulting list to edit that worksite.
4. If you are adding a new worksite, you will be taken to a page asking you to “Select Employer or Enter information for a new Employer”. Choose your Provider as the Employer by clicking the blue “Select” button next to your organization’s name.
5. In the next page, select an existing worksite or click the “Add New Worksite” button.
6. Enter all information including a Primary Contact for the worksite and click on the “Next Step” button.
7. The next screen will prompt you to add the placement information. This is the actual job your customer will be doing at the worksite.
8. Click the “Finish” button.

**WORKSITE PLACEMENT**

RETURN TO WORKSITE LIST

Select Employer ✓ Select Worksite ○ Add Worksite Placement Information ○

**STEP 2 - SELECT WORKSITE OR ENTER INFORMATION FOR A NEW WORKSITE**

Name \*

Is this worksite the same as the employer?

Primary Phone (Format: XXX-XXX-XXXX) \*

Secondary Phone (Format: XXX-XXX-XXXX)

Address 1 \*

Address 2

City \*

State \*

Illinois

ZIP Code \*

**PRIMARY CONTACT**

First Name \*

Last Name \*

Title \*

**WORKSITE PLACEMENT**

RETURN TO WORKSITE LIST

**STEP 3 - ADD PLACEMENT INFORMATION**

SOC Code - Select a SOC Code/Job Title that best represents the job for this worksite placement \*

Lookup SOC Codes

Title - You can update this title as needed \*

Description \*

Employment Type \*

Select

Hourly Wage For Placement \*

Total Number of Openings \*

Estimated Length in Weeks \*

Previous Step **Finish**

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## ISETS E&T Programs

This tab represents program specific information. You can filter by clicking the radio buttons near the top of the page. Choose the type of program, the Provider name, Contract Number, or Fiscal Year and click “Filter”. Program information may be viewed or edited based on user access levels.



PROVIDER INFO

Appointments File Uploads ISETS Provider Details **ISETS E&T Programs** Case Notes Grantee Details Training Programs

Search by  Program  Provider  Contract Number  Fiscal Year

Program: SNAP 2 Success

Filter Reset Filters

Show 10 entries

Program Name	Provider	Contract Number	Fiscal Year	Location Name	Program Schedule	Program Offering	Training Activities	Other Training	Options
SNAP 2 Success	Revolution Workshop	FCSAG04847-3				None			Edit - Remove
SNAP 2 Success	YWCA of Metropolitan Chicago	FCSAG04847-4							
SNAP 2 Success	Growing Home Inc.	FCSAG04847-5							

1. To remove the program, click on “Remove”.
2. To edit program information, click on “Edit” next to the item you want to edit on the resulting list. A new page will load with all of the program details.

\*Note: Providers should only remove a program if they no longer wish to receive referrals to that program. Programs for past years should never be removed.

PROVIDER INFO

Appointments File Uploads ISETS Provider Details **ISETS E&T Programs** Case Notes Grantee Details Training Programs

Search by  Program  Provider  Contract Number  Fiscal Year

Provider: Select a Provider

Select a Provider

- ABE Customer Care Call Center - 1055 175th St, Ste 202 Homewood IL 60430
- Able Career Institute/IT Career Lab - 567 W. Lake St. Ste 1150 Chicago IL 60661
- Adams (Satellite Office) - 2005 E US Hwy #136 Carthage IL 62321
- Adams County - 300 Maine St, 2nd Floor Quincy IL 62301
- Asian Human Services - 4820 N. Broadway Chicago IL 60640
- Asian Human Services of Chicago - 4753 North Broadway, Suite #700 Chicago IL 60640-4995
- Aunt Martha's Youth Svc Ctr Inc. - 440 Forest Blvd, Park Forest IL 60466
- Benton Township - 104 North Tenth Street Benton IL 62812
- Bureau County - 225 Backbone Rd E, #2 Princeton IL 61356
- Calumet Park - Cook County - 831 W 119th Street Chicago IL 60643
- CARA Program - 237 S. Desplaines Chicago IL 60661
- Cass County - 300 E 2nd Street Beardstown IL 62618
- Catholic Charities - 5645 W. Corcoran Plance Chicago IL 60644
- Center for New Horizons - 4150 S. King Drive Chicago IL 60653
- Champaign County - 705 N Country Fair Drive Champaign IL 61821
- Champaign County Reg. Planning Com. - 1776 E Washington St Urbana IL 61802
- Chinese American Service League - 2141 S. Tan Ct, Chicago IL 60616
- Christian County - 1100 N Cheney Street Taylorville IL 62568

PROVIDER INFO

Appointments File Uploads ISETS Provider Details **ISETS E&T Programs** Case Notes Grantee Details Training Programs

Search by  Program  Provider  Contract Number  Fiscal Year

Provider: Able Career Institute/IT Career Lab - 567 W. Lake St. Ste 1150 Chicag

Filter Add Program

Show 10 entries

Program Name	Provider	Contract Number	Fiscal Year	Location Name	Program Schedule	Program Offering	Training Activities	Other Training	Options
SNAP 2 Success	Able Career Institute/IT Career Lab	FCSAG04847-1				None			Edit - Remove

Showing 1 to 1 of 1 entries

Previous 1 Next



IDHS staff may have added basic information from the contract, however the specifics of your program must be edited by Program staff to ensure accuracy.

**\*Note:** this information is used to match your program to customers seeking services, so please choose your answers to all of these questions based on which customers would best be served by this program.

Multiple programs may be entered under the same contract if they serve different types of customers or serve customers in different locations.

1. Make sure the correct contract number is selected.
2. Choose the correct location where that program is administered.
3. Choose the correct Program type.
4. Choose the correct Fiscal Year. **\*Note** Fiscal Years run from July 1 – June 30 of the following year.
5. Check all appropriate boxes for the activities your program is contracted to provide to customers through this program. **\*As a default** JRS will be selected for every Program.
6. Check boxes for Full Time and/or Part Time.
7. Enter a program description. You may enter anything here that describes your program to someone looking to possibly participate or refer a customer to you. This text will show up in the referral box when matching with customers.



3. Add a Target Occupation only if your program targets a specific job or industry.
4. Click “Save and Go to Next Page”.
5. Check the appropriate boxes to add criteria that will help match participants to the program when IDHS makes a referral to the agency. If your program is appropriate for everyone, check all of the boxes to ensure your program is matched with the largest number of customers.
6. Click Finish

ADD TARGET OCCUPATION

First, lookup SOC Codes and Occupations  
Second, lookup CIP Codes

SOC Code

Occupation

CIP Code

DASHBOARDS - CUSTOMERS - GROUPS - HI, DREINHARDT -

**PROVIDER INFO**

Add Program Information
Add Baseline Requirements
Add Recommended Criteria

ADD RECOMMENDATION CRITERIA FOR ABLE CAREER INSTITUTE/IT CAREER LAB

**RECOMMENDED CRITERIA** 2nd Page

Skills

What type of work related skills would be a good match for this program?

Technology

Mechanical/Trades

Administrative

Care-taking

Leadership/Management

Sales

Teaching/Training Others

Art/Music

Food Preparation/Service

Customer Service/Retail

Cleaning/Facility Maintenance

Financial/Math/Accounting

Participants that would be a good match for this program may be good at the following school subjects:

Math

Reading/English

Social Studies

Gym/Sports

Art/Music

Trade/Shop

Computer Science

Chemistry

Business

Biology

Engineering

History

Chess

Debate

Interests

## Case Notes

This tab contains case notes associated with your agency, grant or staff – NOT individual customers.

To view case notes:

1. Select ISETS from the Project dropdown.
2. Select the appropriate Program type and Provider from the drop-down menus.
3. Click “Select”.

You may filter case notes by clicking on the top of any column.

DASHBOARDS - CUSTOMERS - HI, DIWRKDEV -

**PROVIDER INFO**

Project:

Program:

Provider:

Case Notes

Show  entries

Search:

Provider	Contact Date	Subject	Comment	Delivery Method	Entered By	Entered
Asian Human Services	7/23/2021	Test message	The messages will be about the agency. Participants should not be a part of this at all. Emails should be anyone who has access to the agency or all of the agencies.	As Illinois workNet Message and Email	ISETS 6Partner	7/23/2021 2:37 PM
Asian Human Services	7/26/2021	Test	Test	Save as case note without sending a message/email	Edgar Vizcaino	7/26/2021 11:06 AM



To add a case note:

1. Click the “Add Case Note” button.
2. Select a task about which the case note is being written.
3. Type a subject
4. Type a message
5. Select how the case note is to be saved.
6. If being sent as a message, select to whom the message is to be sent.
7. Click the “Add Case Note” button at the bottom.

© DASHBOARDS CUSTOMERS

ADD CASE NOTE

Select A Task

Contact Date: 1/30/2023

Subject

Add your message

Send Case Note As:

- As Illinois workNet Message
- As Illinois workNet Message and Email
- Save as case note without sending a message/email

Send Message/Email to:

- Illinois workNet Team
- Heather Baseler
- Pranath Sommineni
- John Brechbuhl
- John Brechbuhl
- Erik Delcomyn
- Andrea Grabmeyer
- Jerome Grimmer
- George Hampton
- Charles Hookins

Add Case Note

## Best Practice

Six essential things every case note must include:

1. Date of entry (ISETS automatically records this)
2. Date the contact took place (this is not necessarily the same as 1.)
3. Type of contact (phone, office visit, third party contact, virtual meeting, employment verification, referral)
4. DAP:
  1. Data – what you are told, what you observed, what happened
  2. Analysis – your professional opinion on what the situation is, what is helping/hindering the process.
  3. Plan – your plan for moving forward, your solution, or resolution
5. The person making the note (ISETS automatically records this for you)

Other guidelines to follow:

- To correct an error, enter another case note explaining that the previous note is in error. Deleting case notes is not a best practice.
- To add something your forgot, enter another case note and write “Addendum:”
- If you write a note out of sequence, make sure you note that the case note is “out of order”.
- Refer to yourself in the 2<sup>nd</sup> person “This writer” or 3<sup>rd</sup> person as your title and initials “Case Manager RP”.
- Refer to the customer or participant by that term or by initials.
- Refer to 3<sup>rd</sup> party contacts by full name and if possible email or phone.
- Refer to others in your organization by title and initials “Manager DC”
- Never reference other customers/participants in a file that is not their own.





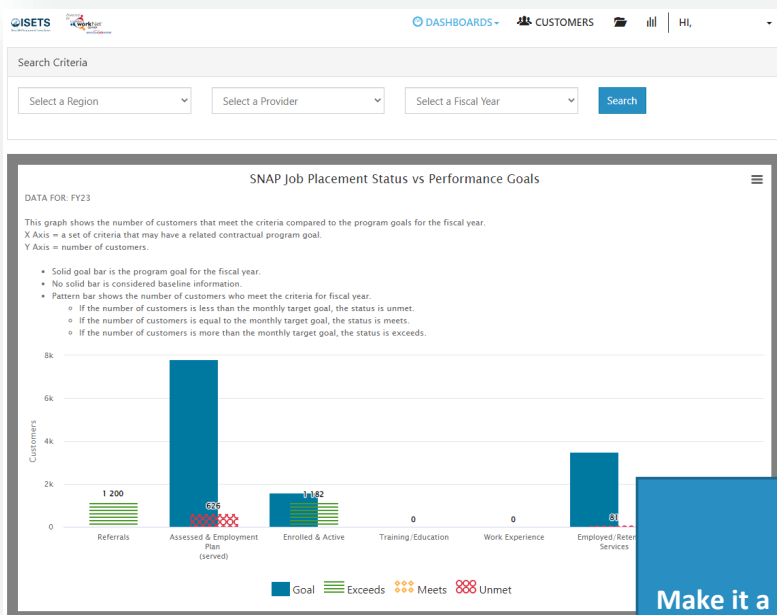
## ISETS Dashboard

All customer data in ISETS is displayed on a dashboard. This dashboard provides a window into

- how customers are moving through the stages of your program
- how your organization is performing measured against contractual benchmarks
- what action or next steps need to be taken with customers

Because the dashboard contains a lot of data, it may take longer to load. Please be patient and allow it a few minutes before assuming it isn't working or hitting refresh.

The first bar graph (right) is a year-to-date count of how many customers you have in various categories. The blue bars labeled "Goal" represents your program year goal for that category. This goal is taken directly from the contract that was entered into the system. If you believe there are any errors in the Goal numbers, please review your organization contract.



If something on the dashboard needs to be corrected, please submit a Help Request ticket and/or contact your Provider Manager.

## Best Practice

Make it a part of your daily routine to check the dashboard to see the progress of your organization, your customers, and to guide your work.

Check the following frequently:

- referrals which have been sent or need to be accepted,
- redetermination dates coming up,
- customers in retention or other activities who may need follow-up.

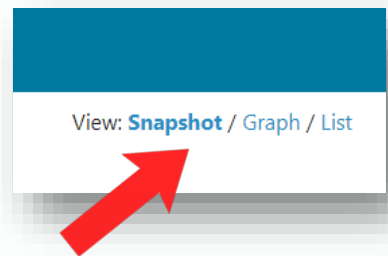
\*Dashboard updates are in progress and should go live in early FY24



Below this graph are sections with additional data. Each of these sections can be viewed as a “Snapshot”, a “Graph”, or a “List”. To change your view, click on the linked words at the upper right corner of the section. Different data may be available in different views.

Some of these will be listed as “Good” indicating that no action needs to be taken. Some may be listed as “Needs Action” which

means that a referral may be pending. Some may be listed as “Red Flags” which means that action is overdue.



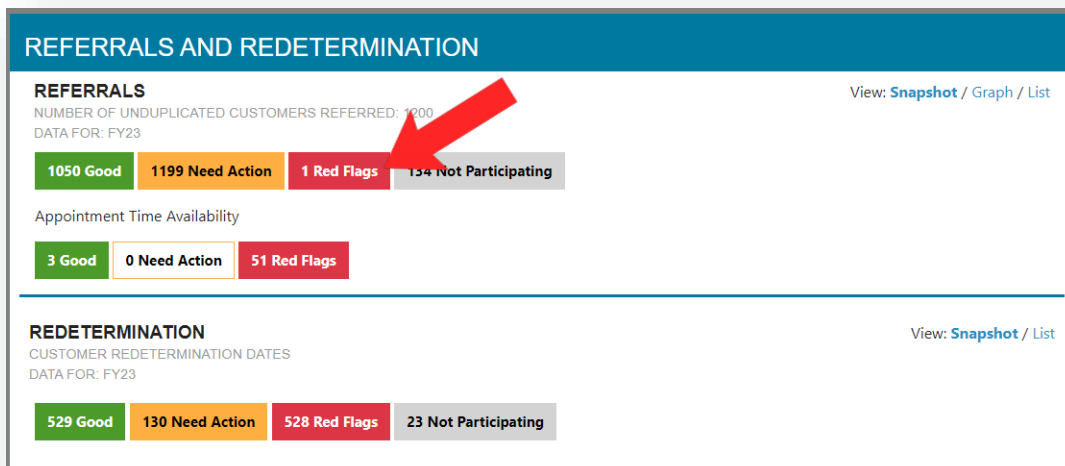
Further is an explanation of the lower sections on the dashboard that contain more detail.

### Referrals and Redetermination

This section gives an accounting of how many referrals your organization has sent, received, accepted, or rejected. In the case of referrals, if 48 business hours have passed since action needed to be taken, these will be listed as “Red Flags”.

The Redetermination list tells you how many people have a redetermination date (to renew their SNAP benefits) within 60 days. Those with less than 30 days until their redetermination will be listed as “Red Flags” indicating that these customers may need to make an appointment with an FCRC to renew their benefits or they will lose them and their E&T eligibility.

To view the list of customers in each section, simply click on that block or the linked blue number in the list view.





### REFERRALS AND REDETERMINATION

**REFERRALS**  
NUMBER OF UNDUPLICATED CUSTOMERS REFERRED: 1200  
DATA FOR: FY23

Appointment Time Availability [View: Snapshot / Graph / List](#)

**13 FCRC Referrals to Providers: Unduplicated Customers Count**

- 7 Provider has not responded to FCRC Referral
- 1 Provider has not responded within 48 Hours of Orientation Date
- 0 Client Assessment Completed
- 12 Client Assessment Incomplete
- 0 Client Placed on Waiting List
- 0 Client Services Initiated
- 0 No Contact from Client
- 0 Referral Rejected
- 13 Total FCRC Referrals to Providers

## Activities

This section indicates how many customers have been assessed and have an IEP completed, how many are enrolled in E&T and active, and how many are enrolled in Training/Education SNAP Activities with your organization. Clicking on the List view for Enrolled & Active customers will give an accounting and demographic breakdown of your customer list. Clicking on the List view of the Training/Education data will give a breakdown of what kind of progress customers are making and the duration of their Training/Education activity.

## Services

This section contains data on Support Services given to customers throughout the program year and of customers receiving retention services. Clicking on the List view for Support Services will give a count of each instance broken down by type of service. Clicking on the List view for Retention Services will give a count of customers receiving Retention services, the duration, and the wage ranges.

### SERVICES

**SUPPORT SERVICES**  
DATA FOR: FY23

Number of unduplicated customers with Support Services: 482

- 415 Transportation
- 141 Clothing
- 13 JR - Job Readiness
- 19 Housing/Utilities
- 62 Personal Hygiene
- 38 Educational/Credential Testing
- 1 Receive transportation related assistance.
- 66 Books & Training Supplies
- 2 Support Service - Transportation
- 2 Support Service - Other Supportive Services
- 14 Childcare/Medical
- 6 SJ - Supervised Job Search
- 3 VT - Vocational Training
- 12 JRS - Job Retention Services
- 4 INACTIVE - Initial Expense Payments
- 1 IU - Internship Unsubsidized
- 1 BE - Basic Education (ABE/GED)
- 2 INACTIVE - State ID Required for Participation in SNAP E&T Activities
- 2 Complete an IEP
- 1 JT - Job Search Training
- 1 E - Employment (subsidized or unsubsidized)

### EMPLOYED/RETENTION SERVICES

DATA FOR: FY23

Number of customers employed or in retention services: 283

**Wage Ranges**

- 41 Above/Meets Average
- 65 Below Average
- 0 Wage not captured

**Retention Service Duration**

- 11 30 days
- 36 60 days
- 139 90 days



## Outcomes

This section contains a breakdown of how many customers you have exited from the program and the reason, how many customers have attained credentials throughout the program year, and how many have gained employment. Clicking on the List view for Completed/Exited will list a count of customers who have completed training and the reason for their exit (successful or unsuccessful). Clicking on the List view for Credentials will give a count of how many customers different types of credentials such as Apprenticeship Certificates, Diploma/GED, Associates, or Bachelors degrees while in the E&T program.

\*Note: All data displayed in the dashboard is dependent on the data your organization enters into the system. For example, an Associates degree is not an official E&T Activity and is optional to enter into ISETS. However, if you choose not to enter this information, no one will see this reflected in the dashboard list of credentials.

## Best Practice

A Best Practice is to enter data as it happens (or as you receive it). Entering data in a once weekly or monthly session is not recommended. This ensures that the data in the system is up-to-date on any given day and that data entry is not an arduous task but simply part of the day-to-day use of the system.

IDHS will consider data in ISETS as Official. Any supporting documentation or reports submitted outside of ISETS will be considered as unofficial. If you make a mistake, correct it as soon as possible and if you need help to correct some data, please request help (see the Help Request section of this manual). A good rule of thumb is: **“If it isn’t reflected in the ISETS system, it officially didn’t happen”**.



## Viewing and Editing Customer Information

Customer data is imported into ISETS twice per month on the 5<sup>th</sup> and the 20<sup>th</sup>. This data comes from IES and is considered current.

It is the policy of IDHS that any customer data which needs to be updated **MUST** be reported directly to IDHS by the customer. Customers may do this by accessing their [ABE](#) (Application for Benefits Eligibility) account and submitting an update. Alternately, customers may contact an FCRC directly to officially change their contact information with IDHS. Name changes require a [IL444-2149](#) form and must be completed by the customer. Any changes that take place will be entered into IES and then transferred to ISETS upon the next data import. We strongly recommend Providers enter a case note into ISETS when a customer changes their contact information lest that change take some time to take effect and anyone viewing the customer record will be able see the updated information in the meantime.

### Finding a customer in ISETS

1. After you log into ISETS the default page is the “Customers” page.
2. If you are performing intake for a new customer and you want to look for their IES data and potentially associate them with your agency, click the “Search IES Customer” button on the right.
3. A popup box will appear like the one to the right.
4. You must type a first name and last name. Please ensure that both names are spelled correctly.
5. You must also add one or more of the other fields to get a more specific match. Individual number is the best way to ensure that you find the correct individual you are looking for. Dates of birth must be two digits for the month and day and four digits for the year.
6. Click the “Search for IES Customer” button.

The screenshot shows the ISETS interface. The top navigation bar includes 'DASHBOARDS', 'CUSTOMERS', and a user profile 'HI, AGRABEMEYER'. The main content area is titled 'ISETS Customers'. It contains a search form with the following fields: 'Name' (text input), 'Intermediary/Provider' (dropdown menu), 'Include FCRCs' (checkbox), 'Case Number' (text input), 'Individual Number' (text input), 'Fiscal Year' (dropdown menu), and 'E&T Status' (dropdown menu). At the bottom of the form are three buttons: 'Search', 'Export', and 'Reset Filters'. On the right side of the page, there are three more buttons: 'Billing Packet/Staffing Tool', 'Group Attendance Tool', and 'Search IES Customer'. A red arrow points from the 'Search IES Customer' button in the main form to the 'Search IES Customer' button in the popup window below.

The screenshot shows a popup window titled 'SEARCH IES CUSTOMER'. It contains the following text: 'This search will look for customers in IES. To see if there is a match in the system, please enter first name, last name and at least one or more of the following items: Date of Birth, Case Number or Individual Number. IES sync occurs on the 6th and 21st of each month.' Below this text are input fields for 'First Name \*', 'Last Name \*', 'Date of Birth' (with a placeholder 'xx/xx/xxxx'), 'Case Number', and 'Individual Number'. At the bottom right of the popup is a blue button labeled 'Search for IES customer'. A red arrow points from the 'Search for IES customer' button in the main form to this button.



7. If you receive a message like the one to the right, it means that the person you searched for was found but that the data suggests they are most likely ineligible. In order to verify this, you should contact your Provider Manager who can look them up in IES and confirm.
8. If you would like to add them to your ISETS customer list anyway and send a referral to verify eligibility, you can enter their email address and click “Search for ISETS account”. \*Note: this searches Illinois WorkNet for an existing IWN account associated with that individual.
9. If you receive a message like the one to the right, the customer has been found in the IES data and you should continue by entering their email address and click the “Search for ISETS account” button.

**IES MATCH FOUND - NOT ELIGIBLE FOR E&T SERVICES**

Sorry, your customer is listed as not currently eligible for E&T services. Please either assist the customer in applying for benefits or check for a pending application by logging into the customers ABE account. Please complete the assessment, but you will not be able to enroll the customer in E&T benefits at this time.

Aareon Rice matched with information in IES. This information is available on the ISETS overview tab for this person. Enter remaining information to search for an ISETS account.

Case Number: 123456  
SSN Last 4: 1234  
Individual Number: 123456

**Enter the following information.**

First Name \*: Bob  
Last Name \*: Ross  
Date of Birth \*: 01/02/1983  
Zip Code \*: 62205  
No Email Address:   
Email \*:   
Confirm Email \*:

[Search for ISETS account](#)

**IES MATCH FOUND**

This search will use the customer's IES information to look for an ISETS account.

Aaron Radcliff matched with information in IES. This information is available on the ISETS overview tab for this person. Enter remaining information to search for an ISETS account.

Case Number: 208511872  
SSN Last 4: 8092  
Individual Number: 1006767589

**Enter the following information.**

First Name \*: Aaron  
Last Name \*: Radcliff  
Date of Birth \*: 12/20/1990  
Zip Code \*: 60406  
No Email Address:   
Email \*:   
Confirm Email \*:

The Confirm Email field is required.

[Search for ISETS account](#)



1. To search for a particular customer you know is already in ISETS, type their name, case number, or individual number in the appropriate fields and click the “Search” button.
2. To see a list of all customers already associated with your agency, choose your agency from the “Intermediary/Provider” dropdown and click the “Search” button.
3. You will see a list of customers below.
4. To view a customer’s record, click on their last name which is blue and links to their customer record.

**ISETS**

Customers

Name: Rogers

Intermediary/Provider: Select

Include FCRCs:

Case Number:

Individual Number:

Fiscal Year: All Fiscal Years

E&T Status: All E&T Statuses

Search Export Reset Filters

Billing Packet/Staffing Tool Group Attendance Tool Search IES Customer

**ISETS**

DASHBOARDS CUSTOMERS HL AGRABEMEYER

Customers

Name:

Intermediary/Provider: Asian Human Services

Include FCRCs:

Case Number:

Individual Number:

Fiscal Year: All Fiscal Years

E&T Status: All E&T Statuses

Search Export Reset Filters

Billing Packet/Staffing Tool Group Attendance Tool Search IES Customer

Show 10 entries

Last Name	First Name	Provider	FCRC	Assessment Date	Fiscal Year	E&T Status
Asadyan		Asian Human Services	West Suburban - Cook County	11/18/2022	2023	Completed
Ghaffari		Asian Human Services	West Suburban - Cook County	07/26/2022	2023	Retention
Malek		Asian Human Services	Northside - Cook County	07/06/2022	2023	Exited
Khalilqyar		Asian Human Services	Northside - Cook County	Not Submitted	Not Submitted	Not Enrolled
Agnew	Adrienne	Asian Human Services	Cottage Grove FCRC	12/13/2022	2023	Never Active
Adam	Ahmed	Asian Human Services	N/A	Not Submitted	Not Submitted	Completed
Mamedova	Albina	Asian Human	Special	01/26/2023	2023	Active

## Must Do

If a customer is not found in the IES data, please double check the spelling of their name, case/individual number, and birth date. This information must be an exact match to locate the customer. If you still cannot find the customer in the IES data and you are sure they are receiving SNAP benefits, contact your Provider Manager to verify their personal information prior to adding a new record into ISETS.



5. A new tab will open with the customer record. The default view is the “Overview” tab.
6. You will find Profile information on the left-hand vertical menu and quick links below that.
7. Any section with a light blue color is expandable but will be collapsed by default to save space.

### Referrals Section

You will find Referrals in the Referrals section. Please refer to the “Making and Processing Referrals” section in this manual for more information about these.

### Status Section

Status information about a customer’s E&T involvement is in the Status section. This section includes the redetermination date for their SNAP case, the status of their involvement in SNAP E&T, the completion and date of their last assessment, level of progress, employment verification, SNAP Case Number, SNAP Eligibility status, and Individual Number. You may also see the SNAP Benefit amount here for some customers (Earnfare).

Fields which should be kept up to date by the Provider regularly are the E&T Status, Level of Progress, and Employment Verification fields. If one of these fields has a yellow triangle icon next to it, as above, that indicates that this field needs to be updated.

SNAP Eligibility Status and Benefit Amount should only be updated by IDHS staff.

The screenshot shows the ISETS Overview page for a customer named Alkina Mamedova. The page is divided into several sections. On the left, there is a vertical menu with sections like Profile, Referrals, Status, and Summary Tools. The main content area is titled 'OVERVIEW' and contains a 'Referrals' section with a 'Status' sub-section. The Status section includes fields for Redetermination Date (6/26/2023), E&T Status (Active), Universal Assessment (Complete 1/26/2023), Level of Progress (Select), Employment Verification Status (Select), SNAP Case Number (123456), SNAP Eligibility Status (Yes), and Individual Number. A 'Save' button is visible at the bottom of the Status section. Below the Status section are sections for Integrated Resource Team, Attendance, Activities / Case Management, Support Services, OUTCOMES, and Completed / Exited.

## Best Practice

If a customer is injured, sick, or otherwise needs to take a break from SNAP E&T, you can use the “Inactive” status. This should be for a maximum of 30 days as a best practice. However, a customer is allowed to be marked as “Inactive” for longer. It is recommended to Exit the customer at the end of the program year/fiscal year if they have been marked as “Inactive” for more than 30 days.

If a customer leaves SNAP E&T and is Exited, then returns to SNAP E&T later, a new referral, new enrollment, and new activities must be added.





### Status Definitions

- **Inactive:** still enrolled officially in SNAP E&T but not participating (no attendance) temporarily.
- **Active:** actively attending SNAP E&T Activities
- **Exited:** No longer enrolled in SNAP E&T
- **Retention:** Employed and participating in Job Retention services
- **Pending Referral Approval:** referred but not accepted yet
- **Wait List:** eligible but not enrolled in a program because the program is at capacity
- **Never active:** a customer was possibly recruited, assessed, and/or referred but never active in any SNAP E&T Activities
- **Referral Rejected:** a referral was made but rejected
- **Not Enrolled:** (default status) customer has not yet been enrolled in SNAP E&T

### Integrated Resource Team Section

This section allows Provider & IDHS contacts to be added to a customer's Integrated Resource Team (IRT). An IRT is the group of professionals working collaboratively with the customer and with each other to ensure the customer's success in moving toward self sufficiency and meeting their goals. Anyone having contact with the customer or who might need to be notified via email of changes should be added to the IRT. Even contacts from other Providers who are working with the customer may be added to improve coordination.

To add a team contact, click the dropdown menu, select a person from the list and click "Save".

The screenshot shows a web interface titled "Integrated Resource Team". It contains a table with two columns: "Action Item" and "Result".

Action Item	Result
1. Add Integrated Resource Team Contacts <input type="text" value="Select"/>	<a href="#">View</a>

Below the table is a blue "Save" button. A red arrow points to the dropdown menu in the "Action Item" cell.



## Attendance Section

This section allows a Provider to add an individual's attendance to their record. If you prefer to use the Group Attendance Tool (best for entering a group learning session or orientation), click on the "Group Attendance Tool" button. Attendance may only be entered for an activity in which the customer has been enrolled and has an "Started/Open" status and a start date.

Attendance

Activities display if start and end date are both within the dates you enter.

Group Attendance Tool

Start Date  End Date

Provider

Activity

Search

Attendance may be entered by any Provider staff (or instructor) in ISETS or by customers in their Illinois workNet account. All attendance **must** be verified by authorized Provider staff to ensure that attendance is correct before saved as a final record.

Paper copies may be kept by a Provider but is not required to be uploaded to ISETS. A copy of attendance may be requested by IDHS in the case of an audit. Therefore IDHS recommends Providers keep a copy at their facility in case these records are requested.

## Attendance for Earnfare

Attendance for Earnfare customers must be entered separately for the Community Workfare Activity and the Transitional Job Activity. Progress toward completing required hours is calculated based on attendance and participation limits are calculated based on the number of months which include attendance hours.

Profile: Andre Hughes

Email

DOB

User Name

Last 4 SSN

Individual Number

Redetermination Date

Primary E&T Provider

Secondary E&T Provider N/A

DHS Office

Program Enrollment Earnfare

See All

Reset Password

Participant Summary Tools

Assessments

Case Notes

Services

Referrals

Status

Redetermination Date: 4/17/2023  
Link to: ABE - Manage My Case

E&T Status: Active Modified By: LaDonna Sutton  
Date Modified: 11/17/2022

Universal Assessment: Complete 11/17/2022

Level of Progress: Acceptable Progress/Particip

Employment Verification Status: Not able to verify employe

SNAP Case Number:

SNAP Eligibility Status: Yes Modified By: LaDonna Sutton  
Date Modified: 11/17/2022

Individual Number:

EARNFARE PARTICIPATION

Benefit Amount: 281.00 Modified By: DReinhardt  
Date Modified: 2/9/2023

Monthly Benefit Hours: 21

Earnfare Work Hours  
Community Workfare Hours - 0 / 21

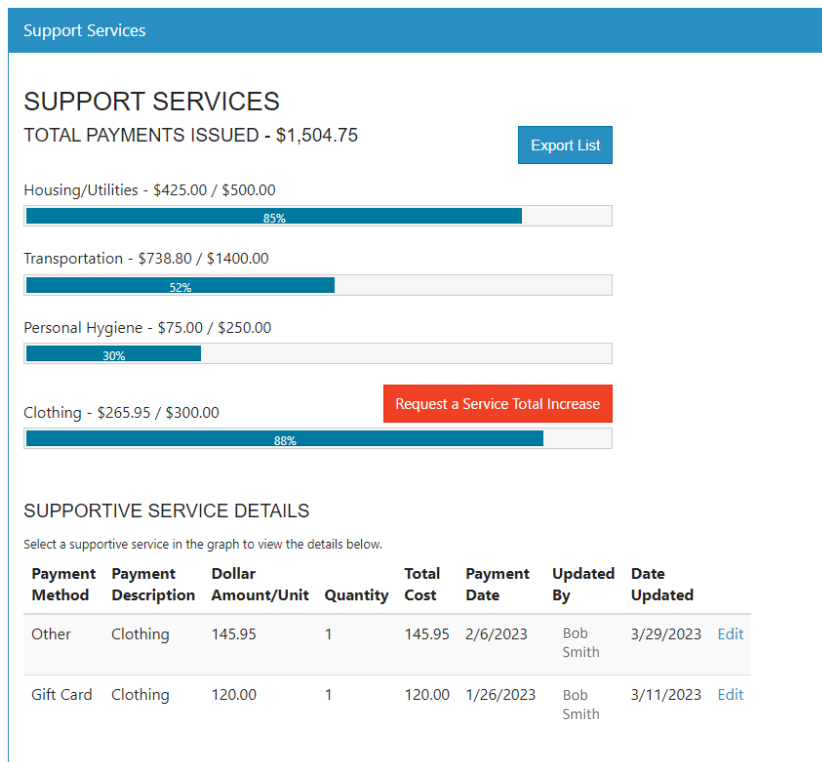
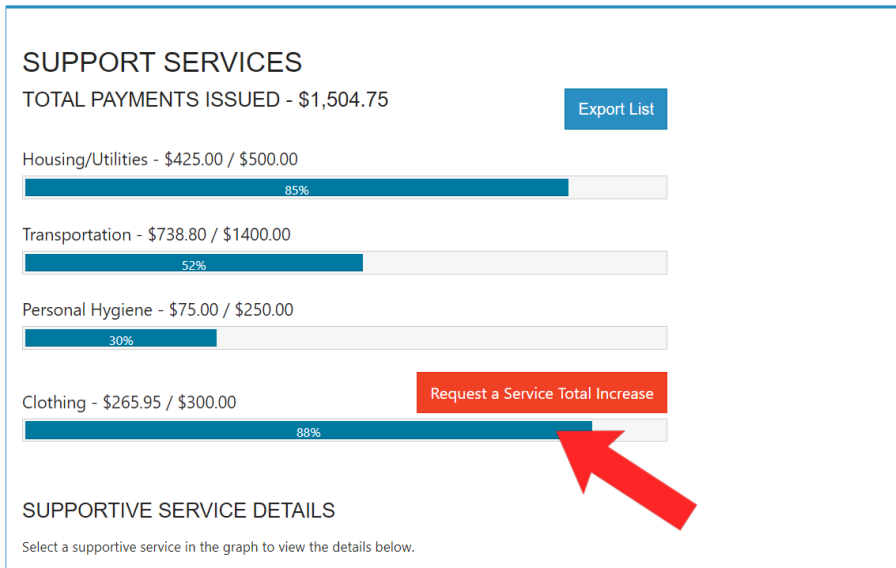
Transitional Job Hours - 0 / 35

Save



## Support Services Section

This gives an overview of the Supportive Services issued and their totals. Click on the blue graph in order to view details of each instance/payment.





An additional detailed summary can be found in the “Summary Tools” tab at the top of the Customer Record.

**ISETS SUMMARY TOOLS**

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

**SUPPORT SERVICES SUMMARY**

Profile: Everett Bernard

**SUPPORT SERVICES**

TOTAL PAYMENTS ISSUED - \$41.00

Transportation - \$41.00 / \$1400.00

2%

**SUPPORTIVE SERVICE DETAILS**

Select a supportive service in the graph to view the details below.

## Outcomes Sections

### Completed/Exited Section

This section is where a Provider may exit a customer from their SNAP E&T program.

1. Choose your Program/Provider from the Program dropdown list
2. Choose an exit status from the “Program Completion Status” dropdown list.
3. Click “Save”.

**Completed / Exited**

Program: SNAP Job Placement - CARA Proç

Program completion status: Select

Save

Credentials Earned

### Credentials Earned Section

This section is where a Provider may enter a credential a customer has earned while participating in SNAP E&T.

1. To add a credential, click the “Add Credential” button.

**Credentials Earned**

Add Credential

Show 10 entries

Search:

Name	Credential Type	Date Attained	SOC Code	Occupation	CIP Code	Edit Credential	Remove Credential
No data available in table							

Showing 0 to 0 of 0 entries

Previous Next



5. A new popup window will open labeled “Add/Edit Credential”.
6. Add all information about the credential and click the “Save” button.
7. SOC Codes and CIP Codes are used to determine the industry and occupation the credential pertains to.

ADD/EDIT CREDENTIAL

Title \*

Institution \*

Date Earned \*

Credential Type \*

Credential Source \*

First, lookup SOC Codes and Occupations

Second, lookup CIP Codes

SOC Code \*

Occupation \*

CIP Code \*

Save Close

## Employment Section

This section allows a Provider to add an employment placement (any employment gained while participating in the SNAP E&T program). This section also provides a quick link to the Employment Notification form. This form is used to notify IDHS/an FCRC of a customer’s employment and revised income so that we can budget the income, which may affect the customer’s benefits. For more about adding and managing employment see the section in this manual on Adding and Managing Employment & Retention.

Employment

Add Employment

IDHS CONTRACT REPORT-NOTIFICATION OF EMPLOYMENT RETENTION (IL444-3085 Form)

Show 10 entries

Search:

Employer	Industry	Job Title	Start Date	End Date	Benchmark
No data available in table					

Showing 0 to 0 of 0 entries

Previous Next



### **Editing Customer Information**

Currently most customer information such as name, address, phone, email, case number, individual number, redetermination date are all provided to ISETS by IES. This data is imported approximately once every 8 days. To ensure the accuracy and integrity of this critical data for IDHS the only place where edits take place is in the Integrated Eligibility System (IES). To make changes to this information a customer must report changes directly to IDHS through the [ABE](#) (Application for Benefits Eligibility). Then when the next import to ISETS happens (possibly up to 2 weeks) the data will be updated in ISETS.

Information which can be edited includes any assessments, referrals, enrollments, activities, services, or case notes you enter into ISETS regarding a customer. Most information retains a historical record of past entries to ensure data integrity, but if you make changes the most recent version will show and that is the version you should review.

In the case of assessments, these should be redone every 12 months at least and reviewed at least every 6 months. Multiple providers may be working with a customer so before you take the time to do a new assessment with a customer, ensure that another provider hasn't already entered a more recent version. More on this in the next section (Assessments).

### **Best Practice**

Whenever you receive information that a customer's contact or other information has changed, enter a case note with the new data and the date the change occurred.




## Assessments

The first step in the customer intake process is to complete a universal assessment. This assessment will allow you to view recommended providers/programs, send reverse referrals, and make referrals to other providers.


The Universal Assessment developed specifically for IDHS/ISETS is conveniently structured in two parts:

1. The Initial Screening – this part of the assessment contains all critical information to determine a customer’s basic eligibility and suitability for enrollment into SNAP E&T.
2. The Needs Assessment Survey – this part of the assessment contains additional information that may be necessary for specific program entry, employment placement, and/or persistence and successful completion of a program. It gives the Provider more context and information about how to best serve the customer including identifying supports the customer may need.

Both parts may be completed inside ISETS or using the paper version of the form which can be entered into ISETS later.

 ISETS APPLICATION


UNIVERSAL ASSESSMENT



INITIAL SCREENING

[Start Screening](#)

Complete an initial screening as part of the eligibility and referral process.



NEEDS ASSESSMENT SURVEY

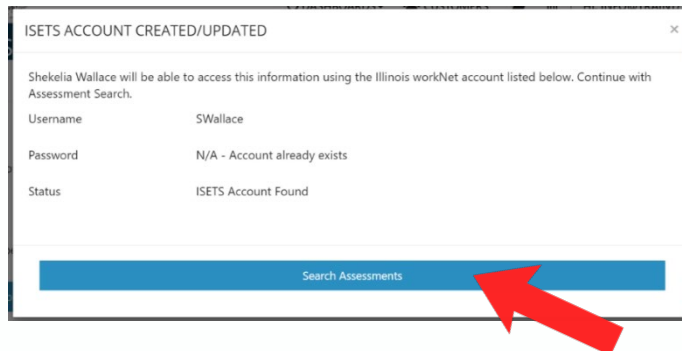
Complete a more in-depth assessment to identify participant goals, needs, and next steps.

## Best Practice

**We strongly recommend that both parts of the Universal Assessment be completed for every customer you work with. The Initial Screening at least must be done in order to send a referral and enroll a customer. The Needs Assessment Survey may be completed at a later date after the customer is verified as eligible and is enrolled in a program. Your agency’s process for when and how you complete these assessments should be determined by your agency’s leadership.**

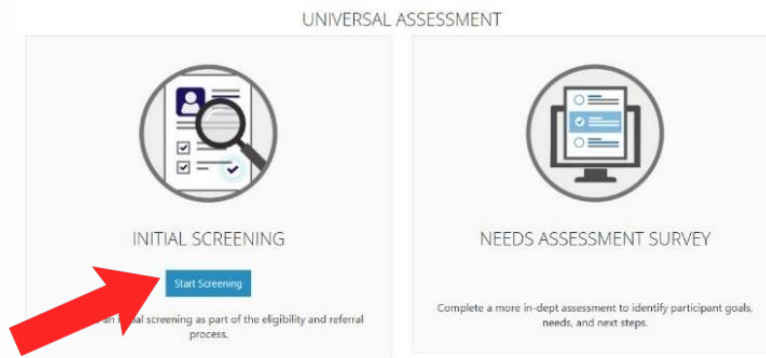


If this is a new customer, follow the instructions for searching IES and adding the new account for the customer. If this is a new account, or if you are adding the customer to ISETS from IES for the first time, you will see a screen like this:



### Complete the Initial Screening

1. Click on the “Search Assessments” button. This will take you to the Universal Assessment page.
2. Click on the blue “Start Screening” button.



3. Complete each section of the Assessment. As sections are completed the row across the top will show the progress and the current section.



4. Review the information. To make edits, click the section (remember blue bars and text are links) and make your changes. Make sure you save the information before leaving the page.
5. On the last tab, click Submit Application.





To locate if an existing customer already has an assessment completed, go to that customer's record and click on the Intake/Referral tab. You may need to click on the "ISETS Universal Assessment and Recommendations" blue bar to expand the section as shown below.

If there is already an assessment with a date within the last 12 months, no additional assessment is needed, simply review the assessment that is there with the customer and determine if updates need to be made.

If there is no assessment listed, please complete a new one for the customer.

The screenshot shows the ISETS Intake/Referral interface. At the top, there are navigation tabs: Overview, Intake/Referral (highlighted with a red arrow), IEP/Case Management, Customer Forms, and Summary Tools. The user is logged in as HI, AGRABEMEYER. The main section is titled 'INTAKE/REFERRAL' and includes a 'CASE NOTES(4)' link. On the left is a profile sidebar with fields for Profile, Email, DOB, User Name, Last 4 SSN, Individual Number, Redetermination Date, Primary E&T Provider, Secondary E&T Provider (N/A), and DHS Office. The main content area has a blue header 'Complete Universal Assessment (UA) & View UA History'. Below this is a button 'Complete Universal Assessment with Customer' (highlighted with a red arrow). A table shows assessment history with columns for Status, Screening Date, and Needs Assessment Date. One entry is shown: Needs Assessment Complete, 9/13/2022, 9/13/2022, with a 'View Completed Assessment' link. Below the table is a 'SELECT YOUR NEXT STEP' section with five buttons: 'View recommended providers and send Referrals', 'Complete/Edit Needs Assessment', 'Send/Reply Referrals', 'Add Activities & Services for your location', and 'Mark the customer as not eligible or not participating'.

Status	Screening Date	Needs Assessment Date	
Needs Assessment Complete	9/13/2022	9/13/2022	<a href="#">View Completed Assessment</a>



## Complete the Needs Assessment

If you see a screen like the one below it means that the initial screening was completed, and the Needs Assessment was not.

1. Click on the “Start Assessment” button.

UNIVERSAL ASSESSMENT

**INITIAL SCREENING**  
✓ Screening Complete - 3/16/2021  
Complete an initial screening as part of the eligibility and referral process.

**NEEDS ASSESSMENT SURVEY**  
Start Assessment  
Complete a more in-dept assessment to identify participant goals, needs, and next steps.

2. Complete the details for each section of the assessment. As sections are completed the row across the top will show the progress and the current section (as with the Initial Screening).
3. You may also make edits to these sections. If you click on the blue title of that section, it will take you back to that section.

Personal Information Skills and Interests Situations to Plan Around Assessments

Education History Work Experience Employment Goals Training Interests

Show/Hide Initial Screening questions

4. On the last tab click the “Submit Application” button.
5. Click Save and Return to Summary when done. You may also choose to print the assessment if you need a paper copy.
6. At the bottom of the summary select your next step.

SELECT YOUR NEXT STEP

View recommended providers and send Referrals

Send/Reply Referrals

Add Activities/Services for your location

Mark the customer as not eligible or not participating

Return to Intake



## Making and Receiving Referrals

Customers may be referred to SNAP E&T in two ways: 1. referral from IDHS to a Provider (Referral) or 2. referral from a Provider to IDHS (Reverse Referral). Before enrolling a customer in a SNAP E&T program, a Provider must either receive a referral from IDHS or send a reverse referral to IDHS. This ensures that the customer is confirmed as eligible and prevents ineligible customers from being enrolled and served.

If a customer has a referral within the last 45 days but was never enrolled, a new referral is not required. If a customer has participated in the past but has not participated in the past 45 days a new referral is also not required. However, in both these scenarios, verifying eligibility and updating the assessment is required.

### Making Reverse Referrals to IDHS

1. After you have completed the Initial Screening, you may make a reverse referral to IDHS to verify eligibility.
9. You can click the “Send/Reply Referrals” button to create a new reverse referral, or you can go back to the Overview tab on the customer record and expand the Referrals box.
10. Click on the “Add Referral” button.
11. If you see the “Please complete the Universal Assessment before adding Referrals.” message in the Referrals box, that means this customer does not have an assessment yet and it must be completed before creating a referral.
12. Click on the message and it will take you to the Initial Assessment to complete.

Complete Universal Assessment (UA) & View UA History

Complete Universal Assessment with Customer

Status	Screening Date	Needs Assessment Date
Screening Complete	12/21/2022	

Showing 1 to 1 of 1 entries

Previous 1 Next

SELECT YOUR NEXT STEP

- View recommended providers and send Referrals
- Complete/Edit Needs Assessment
- Send/Reply Referrals
- Add Activities & Services for your location
- Mark the customer as not eligible or not participating

ISETS OVERVIEW

Overview Intake/Referral IEP/Case Management Customer Forms Summary Tools

OVERVIEW

Profile: [Redacted]

Email: [Redacted]

DOB: [Redacted]

User Name: [Redacted]

Referrals

Add Referral

Referred #	To	Referred From	Date Submitted	Referral Form	Response	Responded By	Response Date	SNAP/E&T Eligible
------------	----	---------------	----------------	---------------	----------	--------------	---------------	-------------------

Search: [Input Field]

11

Referrals

Please complete the Universal Assessment before adding Referrals.



1. After clicking the “Add Referral” button, a window will pop-up with the Referral Form.
2. Click the radio button next to “IDHS (Reverse Referral)”.
3. Choose an FCRC from the dropdown list. This can be the closest one to the customer or the one the customer says they have been working with. The choice can always be changed later as IDHS has a “No Wrong Door” policy for customers seeking help from FCRCs.

REFERRAL FORM - (A NEW REFERRAL IS BEING CREATED)

Refer To:  Provider  IDHS (Reverse Referral)

Select One

Participant Being Referred: Select One

- Southern Cook County FCRC - 1.4 miles
- Northwest - Cook County - 1.5 miles
- Ogden - Cook County - 2.5 miles
- Lower North - Cook County - 3.0 miles
- Humboldt Park - Cook County - 3.4 miles
- South Loop - Cook County - 3.4 miles
- West Suburban - Cook County - 6.0 miles
- Englewood - Cook County - 6.8 miles
- Northside - Cook County - 7.7 miles
- Special Units - 7.7 miles
- South Suburban - Cook County - 7.9 miles
- Mid-South - Cook County - 9.2 miles
- Northern - Cook County - 10.0 miles
- Woodlawn - Cook County - 10.4 miles
- Cottage Grove FCRC - 11.8 miles
- Southeast - 11.9 miles
- FCRC Cottage Grove - 12.6 miles
- Calumet Park - Cook County - 15.1 miles
- Roseland - Cook County - 15.2 miles

Review Assessment

Please select a Provider

Submit

Provider Chicago

4. A button will appear saying “Submit for Customer Consent”. This button will give you two options for gaining the customer’s consent to send a referral to IDHS.
  - a) If you are with the customer and can read the statement to them or allow them to read it, enter their Illinois WorkNet username and password and click the box indicating they have read and agree to the terms, and the “Submit Consent” button.
    1. \*Note: if the customer does not know their username and login, you can look for their username in the customer record on the lefthand side. If they do not know their password, you can click the “Reset Password” button and reset their IWN password for them. You will need to exit out of the Referral Form to do this and then you will need to click the “Add Referral” button again to begin again.

Profile: albine murphy

Email

DOB

User Name amurphy5

Last 4 SSN

Individual Number

Redetermination Date

Primary E&T Provider Chicago

Secondary E&T Provider N/A

DHS Office Cook County

Program Enrollment N/A

See All

Reset Password



- b) If you have a signed form to upload and do not have a customer present to consent, you can click the attestation box and click the “Submit Consent” button.
1. \*Note: this form must be either a 2151 form from 2022 or a 4790 form from 2023. Any form must be signed by the customer indicating that they give consent to share their information with IDHS for the purposes of enrolling in the SNAP E&T program.

CUSTOMER CONSENT: (ALBINE MURPHY)

If you do not understand something or have questions, be sure to ask.

I hereby authorize (Southern Cook County FCRC - 1.4 miles) to view Employment & Training Program information for the purpose of providing me with service coordination. Information entered into the system will be disclosed to Department of Human Services only as necessary in order to administer the service coordination or for audit and evaluation purposes.

I understand that I may revoke this consent at any time in writing, but that revoking it will not cancel what was already done before I revoked it. I understand that I have the right to inspect and copy the information that is disclosed. If not previously revoked, this consent will terminate upon the completion of the service coordination, but in no event shall exceed one year from today.

It has been explained to me that if I refuse to consent to this disclosure or if I revoke my consent during the case coordination I may not receive case coordination services and my public assistance may be affected. I understand that I may, however, receive mental health services and substance abuse treatment services without agreeing to this consent.

OPTION 1 - UPLOAD A SIGNED REFERRAL FORM (SIGNED 2151, IDHS INFORMATION RELEASE FORM, PROVIDER INFORMATION RELEASE FORM)

I attest that the uploaded form contains a customer signature

OPTION 2 - ENTER CUSTOMER USERNAME AND PASSWORD

Customer Username

Password

I have read and agree to the terms

- c) A box will open allowing you to upload the file.
- d) Click “Choose File”, find the file on your computer, and add a description indicating what form you are uploading, and click “Upload”.

UPLOAD FILE

Please upload only .pdf, .docx, .doc, .xlsx, and .xls files. Do not upload any files that contain the customer's full social security number.

File  No file chosen

Category: Customer Consent

Description



5. Click the “Client Assessment Completed” radio button and add the date the assessment was completed.
6. Add an expected start date.
7. Select the “Service Needed”. This is an indication of what program you are proposing to enroll the customer in.
8. Add any notes you deem appropriate.
9. Skip the “DHS Response” section and click the “Submit” button.

IDHS Workforce Development department is responsible for reviewing and responding to reverse referrals within 48 business hours. If your referral has not been processed or you have questions, please email your Provider Manager for assistance.

**Earnfare Providers should send a new referral if a customer has**

Refer To:  Provider  FCRC (Reverse Referral)  
North Suburban - Cook County - 15.1 miles

Participant Being Referred: Wayne, John

Participant Username: JWayne1

Participant Birthday: 7/10/1979

**Review Assessment**

Status:  Client Assessment Completed  Client Placed on Waiting List  
Completed Date: 6/15/2022 Expected Start Date: 6/17/2022

Refer From: Asian Human Services

Refer From Marked By: ISETS 6Partner

Refer From Date Marked: 6/21/2022

Service Needed:  Earnfare  SNAP 2 Success  SNAP Job Placement  SNAP Special Projects

Other Notes:

**DHS RESPONSE**

Receives SNAP:  Yes  No  
Receives SNAP Marked By: Not Yet Marked  
Date Marked: Not Yet Marked

Eligible for E&T Services:  Yes  No  
Eligible for E&T Services Marked By: Not Yet Marked  
Date Marked: Not Yet Marked

**Active Customer Consent for the provider selected has been found:**  
Customer Name: John Wayne  
Customer Username: JWayne1  
Consent Date: 6/21/2022

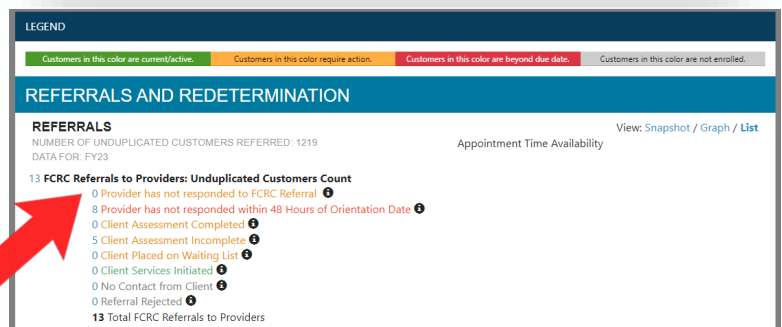
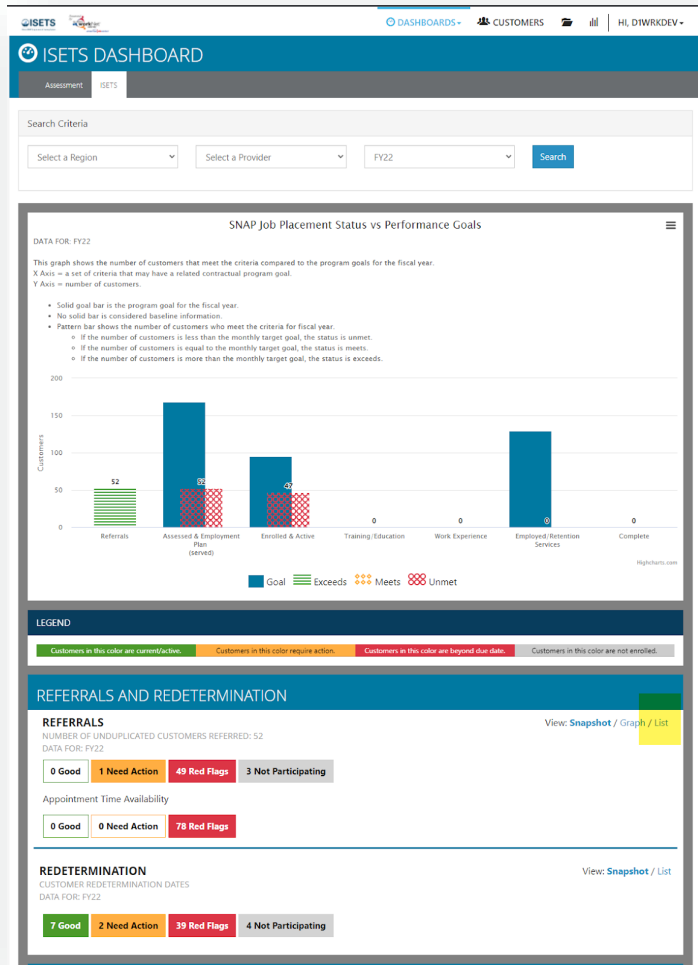
**Submit**

Showing 1 to 6 of 6 entries



## Processing Referrals from IDHS

1. Customers who have been referred from IDHS may be found from the dashboard list.
2. To access customers from ISETS Dashboard, click on the dashboard menu option at the top right of your screen and choose ISETS from the dropdown list.
3. Scroll down to the “Referrals and Redetermination” section.
4. In the upper right corner of this section, select “List” to see detailed items.
5. Click the number by the row of customers you want to review. i.e. referrals pending a Provider response. These are customers who have been referred to you that require a response.





5. A new tab will open with the list of customers.

6. Click on a customer's name to go to the customer profile.



Last Name	First Name	Provider	Assessment Date	E&T Status
Franklin	Alfred	Lower North - Cook County	11/10/2021	Active
Cramden	Alice	Northwest - Cook County	11/10/2021	
Fleming	Ann	Lower North - Cook County	5/11/2021	Active
Apple	Airi	Asian Human Services	5/11/2021	Active
Collins	Azella	Lower North - Cook County	10/13/2021	Active
Townsend	Barb	Benton Township	10/19/2021	Exited
Cabot	Bill	Asian Human Services	10/7/2021	Active
King	Breanna	Lower North - Cook County	8/20/2021	Active

8. From the Overview tab on the customer profile, check the E&T Status, the SNAP Status, the Redetermination date that were all synced from IES.

**Profile: Alfred Franklin**

**Email:** a.franklin@noemail.com

**DOB:** 9/24/1974

**User Name:** aFranklin

**Last 4 SSN:** 2115

**Individual Number:**

**Redetermination Date:** 3/22/2022

**E&T Provider:** Lower North - Cook County

**Program Enrollment:** SNAP Job Placement

**Referrals:**

- Status:**
- Redetermination Date:** 3/22/2022
- E&T Status:** Active
- Universal Assessment:** Complete 11/10/2021
- Level of Progress:** Select
- Employment Verification Status:** Select
- SNAP Case Number:**
- SNAP Eligibility Status:** Yes
- Individual Number:**
- Benefit Status:**
- Monthly Benefit Hours:** 0

9. Select the Intake/Referrals tab on the customer profile.



**Profile: Alfred Franklin**

**Email:** a.franklin@noemail.com

**DOB:** 9/24/1974

**User Name:** aFranklin

**Last 4 SSN:** 2115

**Individual Number:**

**Redetermination Date:** 3/22/2022

**E&T Provider:** Lower North - Cook County

**Program Enrollment:** SNAP Job Placement

**Case Notes(8):**

**Complete Universal Assessment (UA) & View UA History**

**Complete Universal Assessment with Customer**

Status	Screening Date	Needs Assessment Date
Needs Assessment Complete	10/22/2021	11/10/2021

Showing 1 to 1 of 1 entries

**SELECT YOUR NEXT STEP**

- View recommended providers and send Referrals
- Complete/E&T Needs Assessment
- Send/Reply Referrals
- Add Activities & Services for your location
- Mark the customer as not eligible or not participating





- Click on “Complete Universal Assessment (UA) & View UA History” in the first blue bar to expand the Assessment information section if not already viewable.
- Verify that the initial screening is complete.
- Select “View Completed Assessment” for the most current assessment if you would like to review the assessment.
- Review the full assessment and determine whether this person is suitable for your program.
- Click on the “Send/Reply Referrals” button and a screen will open up with the referral for you to accept or reject.
- Click on the green “+” button to expand the referral versions. You will see all historical versions of the referral listed.
- Click on the last version’s blue number link (usually 1.1) to open the referral.

Complete Universal Assessment (UA) & View UA History

Complete Universal Assessment with Customer

Status	Screening Date	Needs Assessment Date
Screening Complete	12/21/2022	

Showing 1 to 1 of 1 entries

13

View Completed Assessment 11

Previous 1 Next

### SELECT YOUR NEXT STEP

- View recommended providers and send Referrals
- Complete/Edit Needs Assessment
- Send/Reply Referrals
- Add Activities & Services for your location
- Mark the customer as not eligible or not participating

Select a form

### REFERRALS

Add Referral

Search:

Referred To	Referred From	Date Submitted	Referral Form	Response	Responded By	Response Date	SNAP/E&T Eligible
Southern Illinois Collegiate (SICCM)	Williamson County	1/31/2023	<a href="#">Print</a>		Not Yet Marked	Not Yet Marked	Yes

Showing 1 to 2 of 2 entries

14

Select a form

### REFERRALS

Add Referral

Search:

#	Referred To	Referred From	Date Submitted	Referral Form	Response	Responded By	Response Date	SNAP/E&T Eligible
1	Southern Illinois Collegiate (SICCM)	Williamson County	1/31/2023	<a href="#">Print</a>		Not Yet Marked	Not Yet Marked	Yes
1.1	Southern Illinois Collegiate (SICCM)	Williamson County	1/31/2023	<a href="#">Print</a>		Not Yet Marked	Not Yet Marked	Yes

Showing 1 to 2 of 2 entries



16. Review the information in the referral.
17. You also have the option to review the assessment by clicking on the “Review Assessment” button.
18. Select the Appointment site where you will perform intake for this customer from the dropdown list.
19. Enter an expected start date. \*Note: this date is what constitutes an acceptance for the customer. It may mean that you need to contact the customer to determine what their orientation/start date will be before filling in this date.
20. Choose any other appropriate statuses. If you are rejecting the referral, do not enter a start date and check the Referral Rejected box.
21. Add any additional notes. \*Note: if you are rejecting a referral, you must add a note detailing why.
22. Click Respond.

The screenshot shows a web-based form titled "REFERRAL FORM - (ID: 1.1)". The form contains several sections: "Refer To:" (Provider selected, Southern Illinois Collegiate (SICCM) - 17.6 miles), "Participant Being Referred:" (Kemp, Amber), "Participant Username:" (AKemp4), and "Participant Birthday:" (12/12/1981). A "Review Assessment" button is visible. The "Appointment Site:" dropdown menu is highlighted with a red arrow and the number 18. Below it, "Service Needed:" is set to "SNAP Job Placement" and "Other Notes:" is an empty text area. The "Refer From:" section includes "Williamson County", "Refer From: Shain Tooley", "Refer From Date Marked: 1/31/2023", and checkboxes for "Receives SNAP" and "Eligible for E&T Services", both marked "Yes" with dates "1/31/2023". The "Provider Response" section has "Marked By Provider" and "Date Marked By Provider" both set to "Not Yet Marked". The "Status:" section has "Client Assessment Completed" checked, with "Completed Date" and "Expected Start Date" input fields. A red arrow points to the "Expected Start Date" field with the number 19. Below the status section is a "Provider Notes:" text area. At the bottom, a message states "Active Customer Consent for the provider selected has been found:" followed by "Customer Name: Amber Kemp", "Customer Username: AKemp4", and "Consent Date: 12/21/2022". Two buttons are at the bottom right: "Respond" (highlighted with a red arrow and the number 22) and "Print 2151 Referral Form for Customer".



## Enrolling Customers

After assessment is completed and a referral accepted, you may officially enroll your customer in the program. In order to be included on monthly reporting for your agency, you must perform the enrollment for a customer.

In the Intake/Referral Tab on the Customer's record, you should see the completed assessment listed with dates. Below that you will see your options for next steps.

1. Click on the "Add Activities/Services for your location" button.

The screenshot shows the ISETS Intake/Referral interface. The top navigation bar includes 'DASHBOARDS', 'CUSTOMERS', and 'HI, AGRABEMEYER'. The main header is 'ISETS INTAKE/REFERRAL'. Below the header, there are tabs for 'Overview', 'Intake/Referral', 'IEP/Case Management', 'Customer Forms', and 'Summary Tools'. The 'Intake/Referral' tab is active. The main content area is titled 'INTAKE/REFERRAL' and includes a 'CASE NOTES(4)' link. On the left, there is a profile section with fields for Profile, Email, DOB, User Name, Last 4 SSN, Individual Number, Redetermination Date, Primary E&T Provider, Secondary E&T Provider (N/A), and DHS Office. The main content area has a section for 'Complete Universal Assessment (UA) & View UA History' with a button 'Complete Universal Assessment with Customer'. Below this is a table with columns for Status, Screening Date, and Needs Assessment Date. The table shows one entry: 'Needs Assessment Complete' with dates '9/13/2022' and '9/13/2022', and a link 'View Completed Assessment'. Below the table is a pagination control showing 'Showing 1 to 1 of 1 entries' and 'Previous 1 Next'. At the bottom, there is a 'SELECT YOUR NEXT STEP' section with five buttons: 'View recommended providers and send Referrals', 'Complete/Edit Needs Assessment', 'Send/Reply Referrals', 'Add Activities & Services for your location', and 'Mark the customer as participating'. A red arrow points to the 'Add Activities & Services for your location' button.

2. A box will pop open with "Recommended Programs, Activities, and Services". Find your agency in the list. If you don't see your agency, click on the "Show 0% matches" link in the upper right corner.

## Best Practice

If you don't see your agency listed in the matches, it likely means either;

1. Your agency isn't a good fit for this customer based on their assessment answers or
2. Your agency doesn't have enough information in the Provider Information section to match with customers.

To remedy this, edit your Provider Information and add more details.



RECOMMENDED PROGRAMS, ACTIVITIES, AND SERVICES

The following providers are recommended based on information provided by the Universal Assessment **Screening** and **Needs Assessment**.

1. Review the program information.
2. Once the program is decided upon, select the Add Activities/Services button to start building an IEP.
3. Use the Referral button to send a referral to the provider.
4. This modal may open new tabs to access added activities and services. You may need to allow pop-ups for this site.

Show 0% matches

- 50% Match - Benton Township (1 Program(s) Found)
- 50% Match - Employment Connection (1 Program(s) Found)
- 50% Match - Harrisburg Township (1 Program(s) Found)
- 50% Match - Asian Human Services (1 Program(s) Found)
- 50% Match - CARA Program (2 Program(s) Found)
- 50% Match - Jane Adams Resource Corp (1 Program(s) Found)
- 50% Match - Springfield Urban League, Inc. (1 Program(s) Found)
- 50% Match - Two Rivers Regional Council (1 Program(s) Found)
- 50% Match - Rebuilding Exchange (1 Program(s) Found)

3. Click on the blue bar with your agency to expand the program details. If there are multiple programs, make sure you choose the correct one.
4. Click on “Enroll in Program & Add Activities”.

RECOMMENDED PROGRAMS, ACTIVITIES, AND SERVICES

The following providers are recommended based on information provided by the Universal Assessment **Screening** and **Needs Assessment**.

1. Review the program information.
2. Once the program is decided upon, select the Add Activities/Services button to start building an IEP.
3. Use the Referral button to send a referral to the provider.
4. This modal may open new tabs to access added activities and services. You may need to allow pop-ups for this site.

Show 0% matches

- 50% Match - Benton Township (1 Program(s) Found)
- 50% Match - Employment Connection (1 Program(s) Found)

Employment Connection - 225 N. 9th St. East St. Louis IL 62201 ISETS

Match: **50%**  
Match Reason: Unable to calculate distance., Interest in: Service, School Subject: Professional/Technical, School Subject: Clerical, Skill fit: Management/Officials/Proprietor, Skill fit:  
Plan Activities: JR - Job Readiness, SJ - Supervised Job Search, JRS - Job Retention Services, E - Employment (subsidized or unsubsidized), JT - Job Search Training, TJU - Transitional Job

Program Name:	Description:	Address:
SNAP Job Placement		225 N. 9th St. 2838 Market St., St. Louis MO East
Fiscal Year:		St. Louis, IL 62201
2023		Distance:
		N/A

What are the goals of this program?  
How is this training offered?  
What are the minimum requirements to enter the program?

**Enroll in Program & Add Activities** **View Program**



5. Choose the activities you will be engaging the customer in by checking the boxes and click "Add". Note: customers must be enrolled with at least one SNAP Activity prior to Job Retention.

What are the goals of this program?  
How is this training offered?  
What are the minimum requirements to enter the program?

[Enroll in Program & Add Activities](#) [Send Referral](#) [View Program](#)

Select activities to add to IEP/Case Management

JR - Job Readiness  SJ - Supervised Job Search  JRS - Job Retention Services  E - Employment (subsidized or unsubsidized)

JT - Job Search Training  TJU - Transitional Job

[Add](#)

6. Your customer should now have the program listed in their profile (shown below).

**ISETS OVERVIEW**

[Overview](#) [Intake/Referral](#) [IEP/Case Management](#) [Customer Forms](#) [Summary Tools](#)

**OVERVIEW**

Profile: Aareon Rice

Email

DOB

User Name

Last 4 SSN

Individual Number

Redetermination Date

Primary E&T Provider  
Employment Connection

Secondary E&T Provider N/A

DHS Office St. Clair County/East St. Louis

Program Enrollment SNAP Job Placement

See All

Reset Password

**Referrals**

Status

**Redetermination Date:** 2/13/2023  
[Link to: ABE - Manage My Case](#)

**E&T Status:** Inactive Modified By: Karla Humphrey  
Date Modified: 11/4/2022

**Universal Assessment:** Complete 9/13/2022

**Level of Progress:** Not Participating

**Employment Verification Status:** Select

**SNAP Case Number:**

**SNAP Eligibility Status:** Yes Modified By: Aretha Henry  
Date Modified: 9/13/2022

**Individual Number:**

[Save](#)

Integrated Resource Team



7. The activities you selected in the last step should now be added under the Activities/Case Management section of the Customer Overview.

Activities / Case Management

[Add Activity or Service](#)

Show  entries Search:

Goal	Related Steps	Category	Earliest Start Date	Latest Planned Due Date	Status
Complete SNAP JP Program	<a href="#">Hide Next Steps</a>	Career Plan			Not Started
	<a href="#">JR - Job Readiness</a>				Planned/Not Started (Scheduled)
	<a href="#">SJ - Supervised Job Search</a>				Planned/Not Started (Scheduled)
	<a href="#">JRS - Job Retention Services</a>				Planned/Not Started (Scheduled)
	<a href="#">E - Employment (subsidized or unsubsidized)</a>				Planned/Not Started (Scheduled)
	<a href="#">JT - Job Search Training</a>				Planned/Not Started (Scheduled)

Showing 1 to 6 of 6 entries Previous  Next

Enrolling a customer also adds a default goal to the customer's IEP. You can see in the above example the goal is "Complete SNAP JP Program". You'll notice that the goal's status is listed as "Not Started".

To edit the goal status

1. Click on the "Not Started" blue text and a window will pop up.
2. Click on the status drop down and select "On Track".
3. Click the "Save Changes" button.

In the next section you will find more information about adding and editing activities.

Note: In order to be considered "Active", an activity must have an "Open/Started" status and a start date.

EDIT GOAL

Goal Statement

Category

Short/Long Term

Status

Select One  
Not Started  
On Track  
Off Track  
Complete

[Save Changes](#)



## Best Practice

If a customer is exited at any time during the program year/fiscal year, then returns after 45 days for additional services and is eligible, the Provider must perform a new intake, referral and enrollment. Previously completed Activities are locked and may not be reopened after a customer is exited. So new Activities should also be added and Started/Opened with a new start date and Planned End date.



## Individual Employment Plans (IEPs)

It is a requirement of SNAP E&T that each customer have an IEP developed in collaboration with Provider staff. In performing the assessment and enrolling your customer, parts of the IEP in ISETS will be auto-populated with some information. Adding additional long-term goals and adding activities (steps) toward their goals is part of developing the IEP.

1. In the customer record, click on the “IEP/Case Management Tab”.
2. The default view is the “Overview” tab which provides a summary of customer information.

As previously stated in the Enrolling Customers section, when a customer is enrolled into a program a default short-term goal to “Complete the (appropriate) Program” is automatically added to the IEP to get you started. Any activities you chose to add to the IEP upon enrollment is included under that default goal.

The screenshot displays the IEP CASE MANAGEMENT OVERVIEW - ISETS interface. The top navigation bar includes tabs for Overview, Intake/Referral, IEP/Case Management (highlighted with a red arrow), Customer Forms, and Summary Tools. Below this, a sub-navigation bar shows Overview, 1. Review Assessment, 2. Set Goals, 3. Add Activities/Services, and Update Log. The main content area is titled OVERVIEW and includes a CASE NOTES (4) link. On the left, a profile card for Mursal Ahmadzai lists personal information and program enrollment details. The main area features a dropdown menu for 'Latest Customer Goals/Plan Agreement' (Status: Unknown) with a 'Save Status (Send Request)' button (highlighted with a red arrow). Below this are three summary cards: ASSESSMENTS, DESIRED CAREER PATH, and ACCOMPLISHMENTS. At the bottom, a CAREER PLAN table lists goals, steps, categories, start dates, due dates, and status.

Goal	Related Steps	Category	Earliest Start Date	Latest Planned Due Date	Status
Complete Program	Show Next Steps	Career Plan	7/1/2022	10/30/2022	Complete





3. On this page, click the dropdown menu for the “Latest Customer Goals/Plan Agreement Status” and choose the correct status. This field provides evidence that the customer participated in the development of their IEP.
4. Click on the “View/Print IEP” button and the current IEP will generate a printable version in a new tab. Click the “Print” button at the top and have the customer sign it.

The screenshot shows the IEP Case Management system interface. At the top, there are navigation tabs: Overview, Intake/Referral, IEP/Case Management (selected), Customer Forms, and Summary Tools. Below these are sub-tabs: Overview, 1. Review Assessment, 2. Set Goals, 3. Add Activities/Services, and Update Log. A red arrow points to a 'Print' button located below the sub-tabs. The main content area is titled 'SNAP EMPLOYMENT AND TRAINING - INDIVIDUAL EMPLOYMENT PLAN'. It displays client information (Client, Provider, Date: 2/17/2023) and case information (Case ID, FCRC, IDHS Staff). Below this is a section for 'Employment Goals/Interests' with a table of sections and selected responses. The table is as follows:

Section	Selected Responses
Job Interest	Human Services
Achievable Job Goals	Gain clerical/tech skills in current position
Immediate Job Goals	Human Service Assistants
Wage Expectation	17.00
Target Employment Date	8/1/2022
Long Term Job Interest	Human Services
Long Term Job Goals	Human Service Assistants
Wage Expectation	17.00
Target Employment Date	8/1/2022

Below the table is a section for 'Skills and Qualifications' with a sub-section for 'EDUCATION'. It contains a table with the following data:

Section	Selected Responses
High School Diploma or Equivalent	



- Once you have a digital copy of the signed IEP you must upload it to the customer record. Do this by clicking on “Uploads” the “Participant Summary Tools” menu and then click on the “Upload File” button.

Profile: Mursal Ahmadzai

View/Print IEP/ISS Form

Latest Customer Goals/Plan Agreement: (Status: **Customer Agreement Uploaded/On File**)

Select plan status: [v]

Save Status (Send Request)

ASSESSMENTS

Career Cluster Inventory  
Not Complete

Employment 101 - Pre  
Not Complete

Employment 101 - Post  
Not Complete

DESIRED CAREER PATH

Career Pathway Choice  
Human Services  
Occupation 1  
Human Service Assistants  
Occupation 2  
Human Service Assistants  
Wage Goal (Per Hour)  
17.00

ACCOMPLISHMENTS

Earned Credentials: 0

Completed Goals: 1

Completed Services: 1

CAREER PLAN

Goal	Related Steps	Category	Earliest Start Date	Latest Planned Due Date	Status
Complete Program	Hide Next Steps	Career Plan	7/1/2022	10/30/2022	Complete
JRS - Job Retention Services			7/1/2022	10/30/2022	Successful Completion

- A popup page will load.
- Click the dropdown menu and choose “Plan”.
- Click the “Choose File” button and upload the correct file.
- Click the “Upload” button.
- Return to the tab with the IEP page.
- Click on the “Latest Customer Goals/Plan Agreement Status” dropdown and update if necessary.

ISETS - UPLOADS

Overview Intake/Referral IEP/Case Management Customer Forms Summary Tools

UPLOADED DOCUMENTS

Profile: Mursal Ahmadzai

Upload File

Show 10 entries

Search: [ ]

UPLOAD FILE

Please upload only .pdf, .docx, .doc, .jpeg, .png and .xlsx files under 10 MB. Do not upload any files that contain the customer's full social security number.

Category: Plan

File: [Choose File] No file chosen

Description \*

Close Upload

You will notice on the IEP Overview page that all assessments are listed in the “Assessments” box. The “Desired Career Path” information is populated from the answers entered in the Universal Assessment. The “Accomplishments” box shows earned credentials, goals, activities and services which have been completed.



1. To view all assessments, click on the “Review Assessments” tab. The ISETS Universal Assessment as well as any other assessments available in ISETS are listed there. Some of these assessments are provided by Illinois workNet and are helpful but not required.

The screenshot displays the ISETS Universal Assessment interface. At the top, there are navigation tabs: Overview, Intake/Referral, IEP/Case Management (selected), Customer Forms, and Summary Tools. Below this, a secondary set of tabs includes Overview, 1. Review Assessment (highlighted with a red arrow), Activities/Services, and Update Log. The main content area is titled 'COMPLETE ASSESSMENTS' and includes a 'CASE NOTES (2)' link. On the left, a profile card for Jeffrey Whithers is visible, with fields for Email, DOE, Last 4 SSN, Individual Number, Recert Date, E&T Provider, and Program Enrollment. Below the profile are sections for 'Related Instructions' and 'Participant Summary Tools'. The main assessment area contains a list of assessments: ISETS UNIVERSAL ASSESSMENT AND RECOMMENDATIONS, ILLINOIS WORKNET ASSESSMENTS (with sub-items: SKILLS AND INTERESTS, DISABILITY BENEFITS ESTIMATOR, EMPLOYMENT 101, SELF-EVALUATION, OBSERVATIONAL EVALUATION, WORKSITE EVALUATION), and MORE ASSESSMENTS. A blue button labeled 'Add Assessment Results' is located at the bottom of the assessment list.

2. To view and/or edit goals, click on the “Set Goals” tab.
3. To add a goal, click on the blue “Add Goal Statement” button.
4. Select a “Category”, choose whether it is a Short Term or Long Term goal, and select the “Status” (usually “On Track” if starting new).
5. Click the “Add Goal” button.
6. To remove a goal, click on the blue “Remove” link on the right side of that goal listed.
7. To edit a goal, click on the blue “Edit” link on the right side of that goal listed. Note: This is what you will do to change a goal from “Not Started” status to “On Track” status.
8. Click the blue “Save Changes” button.



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

Overview 1. Review Assessment **2. Set Goals** Update Log

### SET GOALS CASE NOTES (2) ▲

**Profile: Jeffrey Whithers**

**Email:**  
[Update Contact Info](#)

**DOB**

**Last 4 SSN**

**Individual Number**

**Recert Date** N/A

**E&T Provider**

**Program Enrollment** SNAP Job Placement

[See All](#)

[Reset Password](#)

Goals should be written so they address barriers, employment goals, education/training and related stackable credentials that can be earned to advance the customer through their career pathway. They should be realistic, measurable and attainable.

Use completed assessment information to develop goals with your customer. The customer will need to agree to the overall initial plan. If additional changes are made to the customer's goal, the customer will need to agree to the update.

[Add Goal Statement](#)

Goal Statement	Category	Short/Long Term	Plan Services	Status
Complete the SNAP program	Career Plan	Short Term Goal	<a href="#">View</a>	Not Started <a href="#">Edit</a> <a href="#">Remove</a>

DASHBOARDS CUSTOMERS

#### ADD NEW GOAL

Goal Statement \*

Category \*

Short/Long Term \*

Status \*

[Add Goal](#)

DASHBOARDS CUSTOMERS

#### EDIT GOAL

Goal Statement

Category

Short/Long Term

Status

[Save Changes](#)



## Adding and Managing Activities

After you've enrolled a customer, you can add and edit activities. Activities are added underneath IEP goals, therefore a goal must be added to the IEP in order to add activities. There are two types of activities in the system:

1. **SNAP E&T Activities:** These are SNAP E&T Activities which are included in the Illinois SNAP State Plan and have been approved by FNS (Department of Agriculture Food and Nutrition Service).
2. **Other Activities:** These are allowable activities for customers enrolled in SNAP E&T but are not officially part of Illinois SNAP E&T. Note: customers cannot be enrolled in "Other E&T Activities" exclusively; customers enrolled in SNAP E&T MUST be enrolled in at least one SNAP E&T Activity (Job Retention cannot be the only SNAP E&T Activity).

### Best Practice

Keep activities updated and make sure that estimated end dates are edited and extended if an activity goes longer than originally expected. Make sure when your customer completes an activity and moves on to a new one, you close out the old activity and add the new one to their IEP.

Each customer enrolled in SNAP E&T must be enrolled in at least one SNAP E&T Activity. In addition, a new SNAP E&T customer must be enrolled in a SNAP E&T Activity prior to starting Job Retention.

Upon enrollment a default goal will be added to the IEP in ISETS.

To edit this first set of goals:

1. View the existing Activities in the Activities section in the Overview of a customer's record.
2. Click on the blue text with the title of the goal.

The screenshot shows the 'Activities / Case Management' interface. At the top, there is a search bar and a 'Show 10 entries' dropdown. Below this is a table with columns: Goal, Related Steps, Category, Earliest Start Date, Latest Planned Due Date, and Status. The table lists several activities under the goal 'Complete SNAP IEP Program'. The activities are: 'JR - Job Readiness', 'SJ - Supervised Job Search', 'JRS - Job Retention Services', 'E - Employment (subsidized or unsubsidized)', and 'JT - Job Search Training'. The status for the first activity is 'Not Started', while the others are 'Planned/Not Started (Scheduled)'. At the bottom, there is a pagination bar showing 'Showing 1 to 6 of 6 entries' and 'Previous 1 Next'.

Goal	Related Steps	Category	Earliest Start Date	Latest Planned Due Date	Status
Complete SNAP IEP Program	Hide Next Steps	Career Plan			Not Started
	JR - Job Readiness				Planned/Not Started (Scheduled)
	SJ - Supervised Job Search				Planned/Not Started (Scheduled)
	JRS - Job Retention Services				Planned/Not Started (Scheduled)
	E - Employment (subsidized or unsubsidized)				Planned/Not Started (Scheduled)
JT - Job Search Training					Planned/Not Started (Scheduled)



3. You can also edit activities by clicking on the “IEP/Case Management” tab in the customer record, clicking on the “Add Activities/Services” tab and expanding the purple bar listing “Services/Activities” for the goal.
4. Click on the blue pencil icon next to the activity.

**IEP CASE MANAGEMENT - ADD ACTIVITY/SERVICES - ISETS**

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

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

### ADD ACTIVITY/SERVICES CASE NOTES (0)

**Profile: Aareon Rice**

**Email**  
Update Contact Info

**DOB**

**Last 4 SSN**

**Individual Number**

**Recert Date**

**E&T Provider**

**Program Enrollment** SNAP Job Placement

See All

Reset Password

**Related Instructions**  
Career Plan Overview

**Participant Summary Tools**  
Assessments

**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
Transportation		Not Set	

Showing 1 to 1 of 1 entries Previous 1 Next

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

**SERVICES/ACTIVITIES FOR: COMPLETE SNAP JP PROGRAM (5)**

Search:

Activity/Service	Note	Status	Other Items
E - Employment (subsidized or unsubsidized)		Planned/Not Started (Scheduled)	
JR - Job Readiness		Planned/Not Started (Scheduled)	
JRS - Job Retention Services		Planned/Not Started (Scheduled)	
JT - Job Search Training		Planned/Not Started (Scheduled)	
<b>SJ - Supervised Job Search</b>		Planned/Not Started (Scheduled)	

Showing 1 to 5 of 5 entries Previous 1 Next

4.



3. A screen will load where you can edit the activity.
4. Click on the “Status” drop-down menu and choose the correct status (usually “Started/Open” to begin with).
5. Click on the “Planned Start Date” field and choose a start date.
6. Click on “Planned Completion Date” and choose an expected end date (estimate this or choose the end of the program year: June 30).
7. Enter how many hours you are planning on engaging this customer in this activity.
8. Add any Other Notes describing the activity.
9. Click on the “Update Customer Service” button.
10. Click on the “Service Provider” tab and make sure your agency is selected as the Service Provider.

Note: To show up in a 4333 (Staffing) report, a customer must have a SNAP E&T activity with the Started/Open status and with dates that span the month the report is for.

The screenshot shows the 'EDIT CUSTOMER SERVICE' page for a customer named Aareon Rice. The 'Status' dropdown menu is open, and a red arrow points to the 'Planned/Not Started (Scheduled)' option. The page includes fields for 'Planned Start Date', 'Planned Completion Date', and 'How many hours a week are you planning on working on this?'. There is also a section for 'Other Notes' and an 'Update Customer Service' button.

The screenshot shows the 'EDIT CUSTOMER SERVICE' page for the same customer, Aareon Rice. The 'Attendance' tab is selected, and the 'Service Provider' dropdown menu is open. A red arrow points to the 'Employment Connection - 225 N. 9th St. East St. Louis IL 62201' option. The page includes fields for 'Name', 'Address', 'City', 'State', and 'ZipCode', along with an 'Instructor' dropdown menu and an 'Update Customer Service' button.



11. If the customer is attending the Activity at a different agency/location (for example attending GED classes taught at a local Community College instead of at your agency) you may search for that location in the WIOA Provider section or you may type in the information in the “Other Provider” fields.
12. Click “Update Customer Service”

The screenshot displays the 'EDIT CUSTOMER SERVICE' page in the WIOA system. The interface includes a navigation bar with tabs for Overview, Intake/Referral, IEP/Case Management, Customer Forms, and Summary Tools. The main content area is divided into two columns. The left column contains a profile for Aaron Rice with fields for Email (aaronrice@gmail.com), DOB (4/26/2000), Last 4 SSN (2112), Individual Number (1200021346), Recert Date (2/13/2023), E&T Provider Employment Connection, and Program Enrollment (SNAP Job Placement). The right column is titled 'SJ - Supervised Job Search' and includes a dropdown menu for 'Other Provider' with options: No Provider, Employment Connection - 225 N. 9th St. East St. Louis IL 62201, St. Clair County/East St. Louis - 225 N 9th Street East St. Louis IL 62201, and Search WIOA Provider. Below this are input fields for Name, Address, City, State (set to Missouri), and ZipCode, along with an Instructor dropdown menu. A 'Reset Password' button is located at the bottom left of the profile section, and an 'Update Customer Service' button is at the bottom right. A status message at the bottom indicates the record was updated by Andrea Grabemeyer on 10/6/2022 at 3:11 PM.





## Adding New Activities

1. You can add new activities by clicking on the IEP/Case Management Tab in the customer record.
2. Click the “Add Activities/Services tab.
3. Click on the “Add Activities” button.
4. A pop up screen will load with a list of all activities.
5. To find a specific activity, you can type keywords in the search bar at the top right.
6. Click on the “Add” blue link on the right side to add the activity to the IEP.

1-3

7

ADD ACTIVITY/SERVICES

Profile: Aareon Rice

STEP 1: Add Selected Activities

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

Activity/Service	Note	Status	Other Items
Transportation	✗	Not Set	

Showing 1 to 1 of 1 entries

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

SERVICES/ACTIVITIES FOR: COMPLETE SNAP JP PROGRAM (5)

Activity/Service	Note	Status	Other Items
E - Employment (subsidized or unsubsidized)	✗	Planned/Not Started (Scheduled)	
JR - Job Readiness	✗	Planned/Not Started (Scheduled)	
JRS - Job Retention Services	✗	Planned/Not Started (Scheduled)	
JT - Job Search Training	✗	Planned/Not Started (Scheduled)	
SJ - Supervised Job Search	✗	Planned/Not Started (Scheduled)	

Showing 1 to 5 of 5 entries

5

6

ADD SERVICES / ACTIVITIES

Search:

Category	Service	Description	Action
Other E&T Activities	A/BA - Associates/Bachelor degree	A/BA - Associates/Bachelor degree	Add
Other E&T Activities	APU - Apprenticeship Unsubsidized	Apprenticeship that is unsubsidized employment.	Add
SNAP Activities	BE - Basic Education (ABE/GED)	<b>Adult Basic Education</b> Adult Basic Education (ABE) programs serve students ages 16 and over who are not enrolled in school and who want to improve their basic skills in reading, writing, math, listening, and speaking.	Add
Other E&T Activities	CS - Community Service	CS - Community Service	Add
SNAP Activities	CW - Community Workfare	Community work includes unpaid work a person performs at a public or not for profit organization, such as a school, church, or a government agency. The person chooses and arranges their own placement with input from the worker. Community work provides the person with employment skills and references that can help them get a job.	Add
SNAP Activities	E - Employment (subsidized or unsubsidized)	Employment	Add
SNAP Activities	ESL - English Language Acquisition	English Language Acquisition	Add
SNAP Activities	IU - Internship Unsubsidized	Internship Unsubsidized	Add
SNAP Activities	JR - Job Readiness	Job Readiness can include counseling, job placement services, skills assessment, job seeking skills training, life	Add

7. The activity will now show on the list at the top of the Activity/Service page.
8. Click the blue pencil icon.
9. A page will open where you can edit the new activity.



10. Click on the “Goal” dropdown and choose a goal to associate this activity with. To open an activity, it must be associated with a goal.
11. Click on the “Status” drop down and choose a status (usually Started/Open).
12. Click on the “Planned Start Date” field and choose a start date.
13. Click on “Planned Completion Date” and choose an expected end date (estimate this or choose the end of the program year: June 30).
14. Enter how many hours you are planning on engaging this customer in this activity.
15. Add any Other Notes describing the activity.
16. Click on the “Update Customer Service” button.
17. Click on the “Service Provider” tab and make sure your agency is selected as the Service Provider. If this customer is attending this activity at another location, you may choose that location or enter one here.

Note: Costs can only be added for supportive services; costs are not added under activities.

The image displays two screenshots of the ISETS 'EDIT CUSTOMER SERVICE' form. The top screenshot shows the 'Supervised Job Search' section with red arrows pointing to the 'Goal' and 'Status' dropdown menus. The bottom screenshot shows the 'Attendance' tab with a red arrow pointing to the 'Service Provider' radio button options.

**17**



## Closing Activities

When a customer completes an activity each activity is closed. When a customer is exited from SNAP E&T altogether, all open activities must be closed.

1. Click the “Add Activities/Services” tab.
2. Click on the blue pencil icon next to the activity to edit the activity.
3. Change the Status to “Successful Completion” or “Unsuccessful Completion”, whichever is appropriate.
4. Add the actual “Completion Date” (this can be the exit date if the customer is exiting the program).
5. Click the “Update Customer Service” button.

The screenshot shows the ISETS system interface. On the left is a profile sidebar for 'Early Watkins' with fields for Email, DOB, Last 4 SSN, Individual Number, Recert Date, E&T Provider, and Program Enrollment. The main content area has three steps: 'STEP 1: Add Services / Activities' with buttons for 'Add Activities', 'Add Support Services', and 'Add Referral To Services'; 'STEP 2: Assign Activity/Service(s) to a Goal' with a search field and a table showing 'No data available in table'; and 'STEP 3: Manage Activity/Service(s) In Goal' with a table titled 'SERVICES/ACTIVITIES FOR: COMPLETE PROGRAM (3)'. The table lists activities: 'JRS - Job Retention Services', 'SJ - Supervised Job Search', and 'Transportation'. A red arrow points to the 'Transportation' activity, which has a pencil icon and a red 'X' icon next to it.

The screenshot shows the 'SJ - Supervised Job Search' form. It includes a 'Total Subsidized days for all items: 0' label. The 'Goal\*' dropdown is set to 'Successful Completion'. The 'Planned Start Date\*' is 12/5/2022 and the 'Planned Completion Date\*' is 12/8/2022. There is a field for 'How many hours a week are you planning on working on this?' with the value 20.00. A red arrow points to the 'Goal\*' dropdown, another red arrow points to the 'Planned Completion Date\*' field, and a third red arrow points to the 'Update Customer Service' button at the bottom right. The form also includes a section for 'Other Notes' and a footer with a timestamp: '\*\*This Customer Service was updated by Shikita Smith on 12/8/2022 at 10:48 AM\*\*'.

## Best Practice

Once a customer starts an activity, DO NOT delete an existing activity or change the start date of the activity. This is because data related to the dates of the activity will be lost (this activity will no longer show up in the 4333 for the months they were originally in the activity).



## Worksite Placements

When a customer is enrolled in a work experience activity such as:

- Community Workfare (SNAP E&T Activity)
- Transitional Job (SNAP E&T Activity)
- On the Job Training (SNAP E&T Activity)
- Internship (SNAP E&T Activity)
- Apprenticeship (Other Activity) or
- Pre-Apprenticeship (Other Activity)

The activity will prompt you to add a worksite placement. Worksites are added separate from Employers. Work Experience is different from employment placements as these are not traditional/permanent employment (an outcome) but are a part of the SNAP E&T program.

After adding the Activity as described above, you will see a screen like the one to the right.

1. Click on the “Goal” dropdown to associate the activity with a goal.
2. Click the blue “Add” text next to the available worksites for your organization to add the worksite to this activity.
3. Click on the blue linked text for the Employer or Worksite to edit the Worksite.
4. Add the “Planned Due Date”.
5. Click the “Update Customer Service” button.

The screenshot shows the 'EDIT CUSTOMER SERVICE' page for a customer named Aaron Giroux. The page has tabs for Overview, Intake/Referral, IEP/Case Management, Customer Forms, and Summary Tools. The 'IEP/Case Management' tab is active. Below the tabs, there are sections for Status (Default), Service Provider, Attendance, and Earned Credentials. The main content area is titled 'EDIT CUSTOMER SERVICE' and includes a profile summary for Aaron Giroux, a 'TIU - Transitional Job' section with a goal dropdown set to 'Complete Program', and a table of worksites. A red arrow points to the 'Add' button next to the first worksite entry.

	Employer	Worksite	Job	Total Number of Openings
Add	wit and wisdom	wit and wisdom	Healthcare Social Workers	8
Add	Jimmy Shine's	Jimmy Shines	Automotive Service Technicians and Mechanics	2
Add	Extreme Auto	Extreme Auto	Automotive Service Technicians and Mechanics	2
Add	Permaculture Farm Inc.	Permaculture Farm Inc.	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	6
Add	Permaculture Farm Inc.	Permaculture Farm Inc.	Grounds Maintenance Workers, All Other	1

Worksites are added to your organization or edited either by clicking on the blue “worksite placement” text at the top of the activity or by going to your agency’s Provider Information, selecting the “ISETS Provider Details” tab and scrolling down to the “Worksites” section (described in [Viewing and Editing Provider Information](#) in this manual).



7. Fill in all details of the worksite placement including start date, wage, planned due date (end date), and position type.
8. Update the “Status” dropdown to “Started/Open”.
9. Add the number of hours the customer is planning to participate in the worksite in whole numbers (no dashes or ranges).
10. As the follow-up dates occur, contact the customer and worksite and check those boxes.
11. Add any Other Notes relevant to this worksite placement.
12. Click the “Update Customer Service” button.

Employment Type: 0

Minimum Wage for Placement \*: 0.0

Hourly Wage for Placement \*: 0.0

Subsidized Wage or Training Wage Match \*: 0.0

Unsubsidized/Employers Wage Match \*: 0.0

Position Type \*: Select

Status \*: Planned/Not Started (Scheduled)

Worksite: [Empty]

Start Date \*: [Calendar]

Planned Due Date \*: 2/28/2023

End Date: [Calendar]

Subsidized Start Date: [Calendar]

Subsidized End Date: [Calendar]

STATUS HISTORY

Show: [Dropdown] entries

Status	Start Date	Inactive Date	Return Date	Subsidized Start Date	Subsidized End Date	Total Days Subsidized	Updated Date	Updated By
Started (Open)	9/1/2022			9/1/2022		90	11/29/2022	Michelle Kraus
Started (Open)	9/1/2022					0	11/29/2022	

Showing 1 to 2 of 2 entries

Total Subsidized days for all items: 147

30 Days Follow-Up Due on 1/31/0001

60 Days Follow-Up Due on 3/2/0001

90 Days Follow-Up Due on 4/1/0001

180 Days Follow-Up Due on 6/30/0001

270 Days Follow-Up Due on 9/28/0001

How many hours a week are you planning on working on this? \*: 14.50

Costs associated with activities are added to Support Services.

Other Notes: [Text Area]

Service addresses the following situations

Show More Situations

\*\*This Customer Service was updated by Michelle Kraus on 11/29/2022 at 10:07 AM\*\*

[Update Customer Service](#)





## Adding and Managing Supportive Services

After you've enrolled a customer, you can add and edit services. Services are added underneath IEP goals (like activities), therefore a goal must be added to the IEP in order to add services. As previously mentioned in the Enrolling Customers section, when the customer is enrolled, a default goal is automatically added.

Costs can also be added underneath supportive services where costs are not added under activities. Costs should be added and dated within the month the service is issued/happens. Customers are only eligible to receive Support Services while they are enrolled and active in a SNAP E&T Activity, therefore costs may only be added for dates that coincide with an active SNAP E&T Activity.

1. You can add new services by clicking on the IEP/Case Management Tab in the customer record.
2. Click the "Add Activities/Services" tab.
3. Click on the "Add Support Services" button.
4. A pop-up screen will load with a list of all services.
5. To find a specific service, you can type keywords in the search bar at the top right.
6. Click on the "Add" blue link on the right side to add the service to the IEP.
7. The activity will now show on the list at the top of the Activity/Service page.

The official published policy on supportive services can be found here: [IDHS: WAG 21-06-11: Supportive Service Payments \(state.il.us\)](#)

The screenshot displays the ISETS IEP Case Management interface. The main navigation bar includes 'Overview', 'Intake/Referral', 'IEP/Case Management', 'Customer Forms', and 'Summary Tools'. The 'Add Activity/Services' section is active, showing 'STEP 1: Add Services / Activities' with buttons for 'Add Activities', 'Add Support Services', and 'Add Referral To Services'. Below this, 'STEP 2: Assign Activity/Service(s) to a Goal' is visible, with a table listing 'Transportation' as an assigned activity. A search bar is present. A pop-up window titled 'ADD SERVICES / ACTIVITIES' is overlaid, showing a list of services with columns for 'Category', 'Service', and 'Description'. The services listed include 'Books & Training Supplies', 'Childcare/Medical', 'Clothing', 'Educational/Credential Testing', 'Housing/Utilities', 'Personal Hygiene', and 'Transportation'. Each service has an 'Add' link. A search bar is at the top of the pop-up. Red arrows and numbers 1-6 indicate the steps described in the text.



7. Click the blue pencil icon.
8. A page will open where you can edit the new service.
9. You'll notice that a new service not associated with a goal will display the message "Dollar value cannot be added to a service until they are assigned to a Goal and marked as Started/Open".
10. Click on the "Goal" dropdown and choose a goal to associate this service with.
11. Click on the "Status" drop down and choose a status (usually "Started/Open").
12. Click on the "Planned Start Date" field and choose a start date.
13. Click on "Planned Completion Date" and choose an expected end date (estimate this or choose the end of the program year: June 30).

ISSETS | DASHBOARDS | CUSTOMERS | HI, AGRABEMEYER

### IEP CASE MANAGEMENT ADD ACTIVITY/SERVICES - ISETS

Overview | Intake/Referral | IEP/Case Management | Customer Forms | Summary Tools

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

#### ADD ACTIVITY/SERVICES

CASE NOTES (0)

Profile: Aareon Rice

STEP 1: Add Services / Activities

Add Activities | Add Support Services | Add Referral To Services

STEP 2: Assign Activity Service(s) to Goal

Activity/Service	Note	Status	Other Items
Transportation		Not Set	

Showing 1 to 1 of 1 entries

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

SERVICES/ACTIVITIES FOR: COMPLETE SNAP JP PROGRAM (5)

ISSETS | DASHBOARDS | CUSTOMERS | HI, AGRABEMEYER

### CAREER PLAN - EDIT CUSTOMER SERVICE

Overview | Intake/Referral | IEP/Case Management | Customer Forms | Summary Tools

Status (Default) | Service Provider

Career Plan / Add Activities/Services / Edit Customer Service

#### EDIT CUSTOMER SERVICE

Profile: Aareon Rice

Transportation

Dollar value cannot be added to a service until they are assigned to a Goal and marked as Started/Open

Total Subsidized days for all items: 0

Goal\* | Status\*

Planned Start Date\*

Planned Completion Date\*

Other Notes

Service addresses the following situations

Show More Situations

\*\*This Customer Service was updated by Andrea Grabemeyer on 12/6/2022 at 2:19 PM\*\*

Update Customer Service



10. Enter how many hours you are planning on engaging this customer in this service (if the service doesn't necessarily have an hour component, just enter 1).
11. Add any Other Notes describing details of the service.
12. Click on the "Update Customer Service" button.
13. Click on the "Service Provider" tab and make sure your agency is selected as the Service Provider.

**Transportation**

Total Subsidized days for all items: 0

Goal\*  Status\*

Planned Start Date\*

Planned Completion Date\*  Completion Date\*

Other Notes

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

\*\*This Customer Service was updated by Tyrese Granger on 12/7/2022 at 10:15 AM\*\*

Status (Default) **Service Provider** Dollar Value of Service Attendance Earned Credentials

Career Plan / Add Activities/Services / Edit

**EDIT CUSTOMER SERVICE**

Profile: Amanda Beasley

**Transportation**

Pick the initial service provider OR add a new one.

No Provider  
 Employment Connection - 225 N. 9th St. East St. Louis IL 62201  
 St. Clair County/East St. Louis - 225 N 9th Street East St. Louis IL 62201  
 Search WIOA Provider  
 Other Provider

Name\*   
Address\*   
City\*   
State\*   
ZipCode\*   
Instructor

\*\*This Customer Service was updated by Tyrese Granger on 12/7/2022 at 10:15 AM\*\*





## Adding Costs to Services

1. Click on the “Dollar Value of Service” tab
2. Click the “Add Service Cost” button.
3. A pop-up window will load.
4. Add the “Service Type” and “Service Subtype” from the dropdown menus.
5. Enter the “Payment Method” (bus pass for example).
6. Enter the “Payment Start Date” (usually the date you gave the supportive service on). If the service is a monthly bus pass, for example, add the date the bus pass was given to the customer.
7. Enter the “Individual Payment Cost” (for example: a single monthly bus pass might cost \$75)
8. Enter the number of times you gave them the pass (usually 1).
9. Enter what source the service was paid by. Usually “Grant”.
10. Click the “Save” button.

If a customer exits SNAP E&T, all Services must be closed. Do this by editing the service and adding a “Completion Date”.

The screenshot shows the 'EDIT CUSTOMER SERVICE' interface. The 'Dollar Value of Service' tab is selected. A red arrow points to the 'Add Service Cost' button. Below it is a table with one entry: 'Bus Pass' for 'Transportation - Public transit fare/cards' with a cost of 74.66. A second red arrow points to the 'ADD/EDIT DOLLAR VALUE OF SERVICE' pop-up window, which contains fields for Service Type, Service Subtype, Payment Method, Payment Start Date, Individual Payment Cost, and Number of times offered.

## Best Practice

The Supportive Service is only added once for the entire period of time the customer is participating in SNAP E&T. When supportive service payments (bus passes, gift cards, direct payment, etc.) are made each one is entered as a new service cost.

The only scenario when a service should be added a second time is if the customer leaves SNAP E&T (is exited) and returns later and re-enrolled. Upon return, a new service may be added for the current stint in SNAP E&T.



## Viewing Supportive Services

Supportive Services can either be viewed in the “Support Services” section in the Overview of the customer record or by clicking on the “Summary Tools” tab in the customer record.

In both cases the service category (ie. transportation, clothing, etc.) will be listed and the total amount the customer has received (per FY) will be shown. The percentage of the total allowable (yearly) will also be shown so you can determine how close the customer is to reaching the maximum allowable amount for this service.

## Best Practice

If a customer gets close to the maximum allowable amount for a supportive service, it is a good idea to notify the customer and make plans for how you will either discontinue the service or request approval to exceed the maximum.

Exceeding the maximum is not automatically disallowed, however you must make the case that the service is reasonable and necessary for the customer to succeed in their goals.

The screenshot shows the ISETS Overview page for a customer named Early Watkins. The page is divided into several sections: Profile, Referrals, Integrated Resource Team, Attendance, Activities / Case Management, and Support Services. The Support Services section shows a bar chart for Transportation with a total payment of \$114.00 and a maximum allowable amount of \$1400.00. The percentage of the maximum allowable amount used is 8%. The page also includes a 'Summary Tools' tab, which is highlighted with a red arrow in the second screenshot below.

**Profile: Early Watkins**

Email  
DOB  
User Name  
Last 4 SSN  
Individual Number  
Redetermination Date  
Primary E&T Provider  
Secondary E&T Provider N/A  
DHS Office FCRC Cottage Grove  
Program Enrollment SNAP Job Placement  
See All  
Reset Password

**Referrals**

Status

Redetermination Date: 10/31/2023  
Link to: ABE - Manage My Case  
E&T Status: Retention - placed in ermc  
Universal Assessment: Complete 12/5/2022  
Level of Progress: Acceptable Progress/Part  
Employment Verification Status: Select  
SNAP Case Number: S25558065  
SNAP Eligibility Status: Yes  
Individual Number:   
Modified By: Shikita Smith  
Date Modified: 12/8/2022  
Modified By: LaDonna Sutton  
Date Modified: 12/5/2022

**Participant Summary Tools**

Assessments  
Case Notes  
Services  
Workbooks  
Uploads  
Instructions  
Link to instructions

**Support Services**

SUPPORT SERVICES  
TOTAL PAYMENTS ISSUED - \$114.00  
Transportation - \$114.00 / \$1400.00  
8%  
Export List

SUPPORTIVE SERVICE DETAILS  
Select a supportive service in the graph to view the details below.

**SUPPORT SERVICES SUMMARY**

**Profile: Early Watkins**

SUPPORT SERVICES  
TOTAL PAYMENTS ISSUED - \$114.00  
Transportation - \$114.00 / \$1400.00  
8%  
Export List

SUPPORTIVE SERVICE DETAILS  
Select a supportive service in the graph to view the details below.

In both cases, if you click on the graph, all support services under that category will expand and be listed below so you can see the details.



## Editing Costs to Services

1. To edit a cost to a service you must first open the service. You can do that from the “IEP/Case Management” tab on the customer record and click on the “Add Activities/Services” tab.
2. Alternately, from the customer record Overview tab, you can click the Support Service graph and display all of the details for that service.
3. There will be a blue “Edit” text on the right which will allow you to edit that cost.
4. This is also true from the Summary Tools tab.
5. Any of these methods will open the service where you can edit the dates of service, the Service Provider, or the Dollar Value of Service (to edit a cost or to add a new cost).
6. In the “Dollar Value of Service” tab, view the list of previously added service costs.
7. Click on the blue pencil icon to edit that cost.
8. Add additional distributions by clicking the “Add Service Cost” button and repeating steps mentioned for the initial addition of a cost.

**SUPPORT SERVICES**  
TOTAL PAYMENTS ISSUED - \$114.00  
Transportation - \$114.00 / \$1400.00

**SUPPORTIVE SERVICE DETAILS**  
Select a supportive service in the graph to view the details below.

Payment Method	Payment Description	Dollar Amount/Unit	Quantity	Total Cost	Payment Date	Updated By	Date Updated	Edit
Bus Pass	Public transit fare/cards	28.50	1	28.50	12/5/2022	Shikita Smith	12/5/2022	Edit
Bus Pass	Public transit fare/cards	28.50	1	28.50	12/13/2022	Shikita Smith	12/13/2022	Edit

**ISETS SUMMARY TOOLS**  
SUPPORT SERVICES SUMMARY

Profile: Early Watkins

**SUPPORT SERVICES**  
TOTAL PAYMENTS ISSUED - \$114.00  
Transportation - \$114.00 / \$1400.00

**SUPPORTIVE SERVICE DETAILS**  
Select a supportive service in the graph to view the details below.

Payment Method	Payment Description	Dollar Amount/Unit	Quantity	Total Cost	Payment Date	Updated By	Date Updated	Edit
Bus Pass	Public transit fare/cards	28.50	1	28.50	12/5/2022	Shikita Smith	12/5/2022	Edit
Bus Pass	Public transit fare/cards	28.50	1	28.50	12/13/2022	Shikita Smith	12/13/2022	Edit
Bus Pass	Public Transportation/Fuel Cards	28.50	1	28.50	1/10/2023	Shikita Smith	1/10/2023	Edit
Bus Pass	Public Transportation/Fuel Cards	28.50	1	28.50	12/21/2022	Dee Reinhardt	1/27/2023	Edit

**EDIT CUSTOMER SERVICE**

Profile: Amanda Beasley

**Transportation**  
Add Service Cost

Current Total: \$74.66

Payment Method	Service Description	Dollar Amount/Unit	Quantity	Total Cost	Payment Date	Updated By	Edit	Delete
Bus Pass	Transportation - Public transit fare/cards	74.66	1	74.66	12/6/2022		Edit	Delete

Showing 1 to 1 of 1 entries



## Requesting Cost Overrides

When entering supportive services that will exceed the maximum allowable payment for that category, ISETS will automatically prompt you to request a cost override. This means that an IDHS Program Manager must approve the overage, verifying that it is reasonable and necessary for the customer to reach their self-sufficiency and employment goals.

When an override request is made, no additional requests or costs will be able to be added to that category of Support Service until the override request is approved or denied.

1. Edit a cost to a service as in the previous instructions.
2. In the “Dollar Value of Service” tab, click the “Add Service Cost” button.
3. Add the total cost even if it will exceed the maximum allowed for that category.
4. You will see a pop-up window prompting you to submit an override request. Click “OK”.
5. The amount of the overage will automatically be entered in the first field.
6. Add an explanation of why you are requesting an overage in the next field.
7. Click the blue “Respond to Request” button.
8. You will see a popup confirming your override request has been added.
9. Click “OK”.

**apps.illinoisworknet.com says**  
Service Cost record saved successfully. Please submit the override request to finish this submission.  
[OK](#)

**ADD/EDIT SERVICE OVERRIDE REQUEST**

How much do you wish to request?

Why are you requesting this increase?

[Respond to Request](#)

**apps.illinoisworknet.com says**  
Service override request has been added.  
[OK](#)



## Adding and Managing Referrals to Outside Services

After you've enrolled a customer, you can document when you make referrals to other services (not SNAP E&T providers). Some of these may be referrals to substance abuse or other counseling, homelessness prevention services, or others that may be listed.

Costs can also be added underneath referrals to services but are not associated with your SNAP E&T contract. Documenting these referrals is only to keep an accurate and thorough record of the service to the customer.

1. From the customer record, click on the IEP/Case Management tab.
2. Click on the Add Activities/Services tab.
3. Click on the "Add Referral to Services" button.

The screenshot shows the 'ADD ACTIVITY/SERVICES' page for a customer named Adam Lucki. The page has a navigation bar with tabs: Overview, Intake/Referral, IEP/Case Management (selected), Customer Forms, and Summary Tools. Below this is a sub-navigation bar with tabs: Overview, 1. Review Assessment, 2. Set Goals, 3. Add Activities/Services (selected), and Update Log. The main content area is titled 'ADD ACTIVITY/SERVICES' and includes a 'CASE NOTES (15)' link. On the left, there is a profile card for Adam Lucki with fields for Email, Update Contact Info, and DOB. The main area is divided into two steps: 'STEP 1: Add Services / Activities' and 'STEP 2: Assign Activity/Service(s) to a Goal'. Under Step 1, there are three buttons: 'Add Activities', 'Add Support Services', and 'Add Referral To Services' (highlighted with a red arrow). A search box is located at the bottom right of the main area.

4. A popup window will open listing all of the Referral to Services options.
5. Click the blue "Add" link next to the referral you would like to add for this customer.
6. The referral will be added to the planned services section of their IEP.
7. Click on the blue pencil icon next to the referral to edit the details.

The screenshot shows a popup window titled 'ADD SERVICES / ACTIVITIES'. It contains a search box and a table with columns for Category, Service, and Description. The table lists several referral options, each with an 'Add' button. A red arrow points to the 'Add' button for the entry: 'Referral to Services' with the description 'Referral to Drug/Alcohol Rehabilitation Counseling'.

Category	Service	Description	Action
Referral to Services	Referral to Childcare/Medical services	Referral to an agency that provides childcare/medical services	Add
Referral to Services	Referral to clothing provider	Referral to agency that provides work appropriate clothing...	Add
Referral to Services	Referral to Domestic Abuse Counseling	Domestic Abuse Counseling	Add
Referral to Services	Referral to Drug/Alcohol Rehabilitation Counseling	Referral to Drug/Alcohol Rehabilitation Counseling	Add
Referral to Services	Referral to homelessness counseling provider	Referral to agency that offers homelessness counseling	Add
Referral to Services	Referral to Housing and Utilities support	Referral to Housing and Utilities support provider	Add
Referral to Services	Referral to personal hygiene services	Referral to personal hygiene services provider	Add
Referral to Services	Referral to transportation services	Referral to transportation services provider	Add

The screenshot shows the 'ADD ACTIVITY/SERVICES' page with the 'Add Referral To Services' button highlighted by a red arrow. Below the navigation tabs, there is a table listing the added services. The table has columns for Activity/Service, Note, Status, and Other Items. The first entry is 'Personal Hygiene' with a status of 'Not Set'. The second entry is 'Referral to Childcare/Medical services' with a status of 'Not Set' and a blue pencil icon next to it.

Activity/Service	Note	Status	Other Items
Personal Hygiene		Not Set	
Referral to Childcare/Medical services		Not Set	



- In the next screen, you can associate the referral with a relevant goal and change the status to Started/Open to begin.
- Add the Planned Start date and Planned Completion Date and any Other notes.
- Click the “Update Customer Service” button.
- A popup will appear prompting you to enter a case note.
- After officially opening the referral service, click on the “Service Provider” tab and enter the place you referred the customer to. They may be a WIOA provider, in which case they will be already in the system. If it is another provider (as in this example) you may need to enter the name and address of the service provider.
- Click the “Update Customer Service” button to save the details.

Note: you may document costs here but you must make sure that the cost source is not listed as the SNAP E&T grant as these outside services are not paid for by SNAP E&T.

Program	Provider	City	
Addiction Counseling & Trmt AAS 25HD	College of Lake County	Grayslake	Select
Addiction Counseling & Treatment Cert 25HG	College of Lake County	Grayslake	Select
Human Services Substance Abuse Counseling VS	Elgin Comm. College District #509	Elgin	Select
Human Services Substance Abuse Counseling AAS	Elgin Comm. College District #509	Elgin	Select
Certified Alcohol and Other Drug Counselor Program	New Hope School of Counseling	Chicago	Select
Certified Alcohol & Other Drug Counselor Program	New Hope School of Counseling	Chicago	Select
Substance Use Disorder Counseling Certificate	Waubensee Community College	Sugar Grove	Select

Showing 1 to 7 of 7 entries (filtered from 4,355 total entries) Previous 1 Next Close

### Referral to Childcare/Medical services

*Dollar value cannot be added to a service until they are assigned to a Goal and marked as Started/Open*

Total Subsidized days for all items: 0

Goal\*  Status\*

Planned Start Date\*

Planned Completion Date\*

Other Notes

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

\*\*This Customer Service was updated by Andrea Grabemeyer on 2/14/2023 at 4:24 PM\*\*

### Referral to Childcare/Medical services

Pick the initial service provider OR add a new one.

No Provider

CABET Group, Inc. - 228 S. Wabash Chicago IL 60604

Southeast - 8001 S Cottage Grove Ave Chicago IL 60619

Search WIOA Provider

Other Provider

Name\*

Address\*

City\*

State\*

ZipCode\*

Instructor

\*\*This Customer Service was updated by Eugene Niles on 10/17/2022 at 4:30 PM\*\*



## Adding and Managing Employment & Retention

When a customer gains employment, that information should be added. In addition, 100% of employed customers working 20 hours per week or more must be offered Job Retention services. So, the customer must also be enrolled in the Job Retention activity. That process is described here.

1. To add new employment, go to a customer's record. In the Overview tab scroll down to the the Employment Section and click the "Add Employment" button.
2. A new popup box will appear.

The screenshot shows a software interface for managing employment. At the top, there is a blue header with the word "Employment". Below the header, there is a blue button labeled "Add Employment" with a red arrow pointing to it. To the right of the button, there is a link that says "IDHS CONTRACT REPORT-NOTIFICATION OF EMPLOYMENT RETENTION (IL444-3085 Form)". Below the button and link, there is a search bar and a dropdown menu showing "10" entries. Below the search bar, there is a table with columns: "Employer", "Industry", "Job Title", "Start Date", "End Date", and "Benchmark". The table is currently empty, displaying "No data available in table". At the bottom of the table, there is a pagination control showing "Showing 0 to 0 of 0 entries" and "Previous Next" buttons.

Click on the blue linked text at the top of this box to access the IL444-3085 form. This is the Employment verification form and will be needed to verify employment for outcomes reporting.



3. Enter the Employer Name, Start date, Job Title, SOC Codes and Industry (click the button to look these up), the address of the employer (the location of the work site), Hourly Wage, Job Duties, Hours Per Week (in whole numbers with no symbols).
4. Indicate whether this is seasonal employment.
5. Lookup whether this is a high demand occupation by clicking the “Demand Occupation Lookup” button.
6. Choose Full-time or Part-time
7. Enter some notes about whether the job meets the customer’s needs or not. If the job does not meet the customer’s needs (it may be temporary or part-time), indicate so here.
8. Click the “Save” button.
9. Add the Job Retention Activity to the customer’s IEP.
10. Change their SNAP E&T Status to “Retention”.

ENTER NEW EMPLOYMENT

Are you currently employed by this employer?  Yes  No

Employer Name \*

Start Date \*

End Date \*

Job Title \*

Previous Job Title if Promotion

[Lookup SOC Codes and Industry](#)

SOC Code \*

Job Industry \*

Street Address

Employer City \*

Employer State \*

Employer ZIP Code \*

Hourly Wage Paid \*

Previous Wage if Promotion

Date of First Paycheck \*

Insurance Provider

Date Insurance Effective \*

Job Duties \*

Hours Per Week \*

Is this seasonal employment?  Yes  No

[Demand Occupation Lookup](#)

Is this a high demand occupation?  Yes  No

Is this full-time or part-time?  Full-Time  Part-Time

Does this job meet your needs? Why or Why not?

Status

**Redetermination Date:** 12/29/2022  
[Link to ASE - Manage My Case](#)

**E&T Status:** Retention - placed in employ

**Universal Assessment:** Complete 7/29/2022

**Level of Progress:** Acceptable Progress/Particip

**Employment Verification Status:** Select

**SNAP Case Number:** 124577620

**SNAP Eligibility Status:** Yes

**Individual Number:**

Modified By: Regina Reed  
Date Modified: 7/29/2022

ADD SERVICES / ACTIVITIES

Search:

Category	Service	Description	
SNAP Activities	JRS - Job Retention Services	Job Retention Services - if a person is working 20 hours per week for SNAP Job Placement	<a href="#">Add</a>
		<a href="#">See More</a>	

Showing 1 to 1 of 1 entries (filtered from 18 total entries)





When adding employment of 20 hours or more per week, it is required to add the Job Retention Activity also. The Job Retention activity should start on the employment start date and should continue for 90 days.

At each 30-day increment, a case note is required in order to verify that Job Retention is happening. Simply go to the customer record, scroll down to the Employment Section and click on the blue linked job placement listed there.

1. The job placement will open in a popup window and you can scroll down to the Verification section.
2. Here you can add employment verification and a case note for each 30 day period.

Employer	Industry	Job Title	Start Date	End Date	Benchmark
KFC	Combined Food Preparation and Serving Workers, Including Fast Food	Team Member	7/29/2022	Present	

VERIFICATION

IDHS CONTRACT REPORT-NOTIFICATION OF EMPLOYMENT RETENTION (IL444-3085 Form)

30 days - 8/28/2022

Verification (one of the following is required)

Upload Document    Add Case Note

Document Uploads: 0

Case Notes: 0

60 days - 9/27/2022

Verification (one of the following is required)

Upload Document    Add Case Note

Document Uploads: 0

Case Notes: 0

90 days - 10/27/2022

Verification (one of the following is required)

Upload Document    Add Case Note

Document Uploads: 0

Case Notes: 0

Close

## Best Practice

When a customer gains employment and is enrolled in the Job Retention Activity, update their status to "Retention".

Pay attention to your customers in retention and follow up with them to offer supportive services. When they reach their 90 day benchmark it will be time to successfully exit them from the SNAP E&T program.

Note: Customers may gain employment that does not change their SNAP benefits or require them to exit the program after Job Retention (part-time, seasonal, or low wage employment may all qualify a customer to continue in SNAP E&T even after employment and retention).



## Ensuring Partner Data is Accurate

Data in ISETS should match all other data reported on external forms such as the Periodic Performance Tracking spreadsheet (PPTT) or the Periodic Financial Report (PFR). Periodic checks to make sure this data is complete and accurate is done by IDHS staff and findings may be reported to Providers to edit/fix.

### Roles

**Provider** staff are responsible for entering data on a day-to-day basis which populates monthly, quarterly, or year-end reports. Providers are responsible for ensuring the accuracy of this data. It is recommended that Providers review and ensure that data in an external report matches data in ISETS to prevent findings.

**Provider Managers** are responsible for reviewing their Providers' current data in ISETS monthly in preparation for a Staffing and comparing it to data reported in external forms.

**IDHS Workforce Development (WFD)** staff may assist periodically with reviewing past data reported in external forms and comparing that with ISETS and reporting inaccurate data. WFD staff also verifies eligibility for customers.

Providers will be given a written list of findings, if any, and given a reasonable timeframe to correct errors. If you have any questions about a finding or need help fixing data issues, you should contact your Provider Manager for clarification or help. If a Provider sees a data error they cannot fix or something they believe is an error after consulting with your Provider Manager in the ISETS system preventing them from fixing incorrect data, you should submit a Help Request ticket. However, ISETS staff will not be held responsible for changing/fixing data which a Provider's staff have the ability to fix themselves.



## Exiting Customers from E&T in ISETS

A customer may exit SNAP E&T for several reasons:

- a customer voluntarily exits the SNAP E&T program either before completing activities or after completing activities
- a customer becomes ineligible because either their SNAP benefits have stopped or they have started to receive TANF benefits
- a customer has become employed and completed their 90-day retention benchmark

When a customer is exiting SNAP E&T there are several actions that must be taken to ensure that they are Exited in ISETS.

1. In the customer record, locate the customer's activities and edit those activities to reflect the appropriate completed status and the date they have completed those activities (or the exit date if they never technically completed them). Please see the "Adding and Managing Activities" section in this manual on how to edit these.
2. After all activities have been closed with an actual end date, you may go to the Completed/Exited section in the Overview tab on the customer record.
3. Click on the dropdown menu and choose the appropriate Exited status.
  - a. Unsuccessful Completion: the customer never completed the SNAP E&T program but is exiting voluntarily or is no longer eligible.

Activities / Case Management

Add Activity or Service

Show 10 entries Search:

Goal	Related Steps	Category	Earliest Start Date	Latest Planned Due Date	Status
Complete SNAP JP Program	Hide Next Steps	Career Plan			Not Started
	JR - Job Readiness				Planned/Not Started (Scheduled)
	SJ - Supervised Job Search				Planned/Not Started (Scheduled)
	JRS - Job Retention Services				Planned/Not Started (Scheduled)
	E - Employment (subsidized or unsubsidized)				Planned/Not Started (Scheduled)
	JT - Job Search Training				Planned/Not Started (Scheduled)

Showing 1 to 6 of 6 entries Previous 1 Next

Completed / Exited

Program: SNAP Job Placement - CARA Proç

Program completion status: Select

Save

Credentials Earned

Dropdown menu options:  
Select  
Exited - Unsuccessful Completion  
Exited - Moved to another Program  
Exited - Successfully Employed

A red arrow points to the dropdown menu.



- b. Moved to another program: customer moved to TANF E&T, WIOA, or to another state.
  - c. Successful Completion: the customer successfully completed training, employment placement, and/or retention and is ready to end their participation.
4. Click the “Save” button.
  5. In the SNAP E&T Status field on the Overview of the customer record, click the “E&T Status” drop down, and mark their E&T Status as “Exited”.

The screenshot shows the ISETS OVERVIEW page for a customer named Aaron Rodgers. The page has a dark blue header with the ISETS logo and the text 'ISETS OVERVIEW'. Below the header are several tabs: Overview (selected), Intake/Referral, IEP/Case Management, Customer Forms, and Summary Tools. The main content area is titled 'OVERVIEW' and is divided into two columns. The left column contains a profile sidebar for Aaron Rodgers with fields for Email, DOB, User Name, Last 4 SSN, Individual Number, Redetermination Date, Primary E&T Provider, and Secondary E&T Provider (N/A). The right column is titled 'Referrals' and contains a 'Status' section. The 'Status' section has several fields: 'Redetermination Date' (with a link to 'ABE - Manage My Case'), 'E&T Status' (set to 'Active'), 'Universal Assessment' (checked), 'Level of Progress' (checked), 'Employment Verification Status' (warning icon), 'SNAP Case Number', and 'SNAP Eligibility Status'. A dropdown menu for 'E&T Status' is open, showing options: Inactive, Active, Exited, Retention - placed in employment and receiving retention services, Pending Referral Approval, Wait List, Never Active, Referral Rejected, and Not Enrolled. A red arrow points to the 'Exited' option. The 'Modified By' field is 'Tamakisha Burden' and the 'Date Modified' is '1/30/2023'.

You will be prompted to add case notes describing the circumstances of the customer’s exit. It is a good idea to note in this case note whether they are eligible to return to your agency later or not.

Once exited, a customer’s Activities and Services will be saved and locked.

## Best Practice

If a customer is exited and re-enrolls in SNAP E&T later, please conduct a new assessment, referral, and enrollment. Activities and Services will need to be added for the new SNAP E&T session.

**NEVER** edit Activities for a previous enrollment period after a customer is exited.



## Reporting

Reporting is an important part of fulfilling your contract with IDHS and is done through generating reports which pull data you have entered throughout time and submitting those reports in ISETS. IDHS staff will review the reports you submit. Reports are an indication of the services you are providing to customers, your agency's performance toward goals, and contribute to IDHS making data-driven policy and contract decisions. Future contract awards, details, and appropriations may be determined by reviewing these reports.

### Roles

**Provider** staff are responsible for entering data on a day-to-day basis which populates monthly, quarterly, or year-end reports. Providers are responsible for ensuring the accuracy of this data.

**Provider Managers** are responsible for reviewing their Providers' data including customer records and progress toward overall contract goals. They are responsible for scheduling and holding a monthly staffing meeting with each Provider to review the contents of reports. Provider Managers are also responsible for answering any questions, clarifying policies, and discussing any unusual situations with customers to reach resolution.

**IDHS Workforce Development (WFD)** staff are responsible for representing IDHS and verifying customers are eligible. WFD staff are also responsible for reviewing referrals from FCRCs and distributing those to appropriate Providers through ISETS.

1. Select the "Reports" icon on the top menu bar.

The screenshot shows the ISETS web application interface. At the top, there is a navigation bar with the following items: "ISETS", "DASHBOARDS", "CUSTOMERS", and "REPORTS". A red arrow points to the "REPORTS" icon. Below the navigation bar, the "REPORTS" section is active, showing a dropdown menu for "Project/Category" set to "ISETS". Below the dropdown, there is a list of report categories, each with a description and a "View" button. The categories are:

- ISETS: Staffing & Billing Tools  
Primary User: Provider manager, other workforce development staff (TANF/ E&T), or local FCRC staff  
Purpose: The ISETS: Staffing & Billing Tools allows management and review of monthly provider staffing.  
Access the ISETS: Staffing & Billing Tools to:
  - Verify case status.
  - Confirm Activities and number of hours.
  - Check SNAP Cert date, level of progress, and changes to employability plan.
- ISETS: All Participants Who Received Benefits Summary (4333)
- ISETS: Employment Report
- ISETS: Supportive Services Summary
- ISETS: Earmfare Referral and Attendance (2606) Summary
- ISETS: Earmfare Administrative Expenses Certification



All available reports will be listed individually as well as the “ISETS Staffing & Billing Tools” at the top.

### Staffing Tools

1. Select the blue “ISETS Staffing & Billing Tools” link and a page will open with filters at the top.
2. Select your Provider, Program, and the Month for which you need to complete your Staffing report. Note: Staffing reports are due on the 10<sup>th</sup> of the month following the close of a month. For example, July’s Staffing report is due August 10<sup>th</sup>.
3. To display all Staffing reports for all months, leave the “Staffing Month” dropdown blank.
4. Click the “Filter” button
5. You will see a list of your Staffing/Billing Packets, when they were submitted and when they were approved.
6. To view the details of a specific Staffing report, click the blue linked date on the left-hand side of the list. To edit or submit a report that has not yet been submitted, you must also click the blue linked date on the left-hand side of the list.

Back to Reports

Provider \*  
Angel Of God Resource Center

Staffing Month  
Select

Program \*  
SNAP Job Placement

Fiscal Year  
2023

FCRC Office  
Select

Download Performance Improvement Plan Form (Word)

Filter

Show 10 entries

Staffing/Billing Packet	Staffing Status	Billing Submittal Status	Billing Approval Status
<a href="#">1/1/2023</a>	Submitted 2/10/2023	Submitted 2/10/2023	Approved 2/14/2023
<a href="#">2/1/2023</a>	Not Submitted	Not Submitted	Not Approved



ISETS: STAFFING & BILLING TOOLS

Back to Reports

Provider \*  
Angel Of God Resource Center

Staffing Month  
February

Program \*  
SNAP Job Placement

Fiscal Year  
2023

FCRC Office  
Select

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Download Performance Improvement Plan Form (Word)

Filter

### 1. Complete Staffing Packet

Provider will check when sections have been reviewed and are ready to be submitted

- All Participants Who Received Benefits Summary (4333)
- Supportive Services Summary
- Employment Report

Required submission by the 10th of the month following service.

Submit Staffing Report

### 2. Submit Billing Packet

Provider Manager will check when sections have been reviewed and are ready to be submitted

- All Participants Who Received Benefits Summary (4333)
- Supportive Services Summary

Required submission by the 10th of the month following service.

Submit Billing Report

### 3. Approve Billing Packet

Billing staff will check when sections have been reviewed and are ready to be approved

- All Participants Who Received Benefits Summary (4333)
- Supportive Services Summary

Approval required by the last day of the month following submission.

Request Changes or More Information

Reviewed and Approved

- The first section titled “Complete Staffing Packet” is where Providers should begin.
- Click on the first blue linked report “All Participants Who Received Benefits Summary (4333)”. The 4333 report page will load.
- Ensure all filters are correct and click the “Filter” button. The 4333 report will load. This report lists all customers enrolled in your program who have an open activity during the month of the report.
- Review this list and ensure that all active customers are included. If a customer is missing, go to that customer’s record and ensure that the following are true:
  - Have an accepted referral
  - Are currently enrolled in a program. (This can be found on the left side of a customer record “Program Enrollment”) image below
  - Has an E&T Status of “Active”, “Completed”, “Pending Employment”, “Completed & Pending Employment”, or “Retention” image below
  - Have an open SNAP Activity with dates that indicate that activity is active within the month of the report run
  - The SNAP Activity has your program listed as the Provider in the “Provider” tab. Image below.

If the customer you are concerned about DOES meet all of these criteria and is still not showing up on the 4333 report, submit a Help Request and our staff will review all of the specific information you have provided (customer identification and screenshots) in your ticket and will look into the reason for this error. You will receive a response within 48 business hours.



11. For each customer, make sure that their Progress Level is correct and click the radio button indicating if a Full Staffing/4334 is required. Clicking this radio button means that you need to have a discussion with a Provider Manager (potentially including the customer) to discuss their progress and participation in the program.
12. Do not fill out any information on the other two editable columns (“IDHS Verification” and “Staffing Completed”). These fields are for IDHS staff to complete.
13. Return to the “Staffing & Billing Tools” page and check the box indicating that the 4333 report is complete and correct.
14. Click on each subsequent report, review that report and ensure that it is correct.
15. Return to the “Staffing & Billing Tools” page and check the box indicating that report is complete and correct.
16. When finished all three boxes should be checked. Click the “Submit Staffing Report” button.
17. IDHS staff will review the reports and schedule a Staffing meeting with your organization to review the reports and your progress toward performance goals.

Add 4334 If Required	IDHS Verification	Staffing Completed
<input type="radio"/> Not Required	<input type="radio"/> SNAP E&T Eligible	<input type="checkbox"/> Staffing Complete
<input type="radio"/> Required	<input type="radio"/> Not SNAP E&T Eligible	



## SNAP

1. Complete Staffing Packet

Provider will check when sections have been reviewed and are ready to be submitted

- All Participants Who Received Benefits Summary (4333)
- Supportive Services Summary
- Employment Report

Required submission by the 10th of the month following service.

[Submit Staffing Report](#)

## Earnfare

1. Complete Staffing Packet

Provider will check when sections have been reviewed and are ready to be submitted

- All Participants Who Received Benefits Summary (4333)
- Earnfare Referral and Attendance (2606) Summary
- Supportive Services Summary
- Earnfare Administrative Expense Certification

Required submission by the 10th of the month following service.

[Submit Staffing Report](#)

## SNAP

1. Complete Staffing Packet

Provider will check when sections have been reviewed and are ready to be submitted

- All Participants Who Received Benefits Summary (4333)
- Supportive Services Summary
- Employment Report

Required submission by the 10th of the month following service.

[Submit Staffing Report](#)



## Earnfare

1. Complete Staffing Packet

Provider will check when sections have been reviewed and are ready to be submitted

- All Participants Who Received Benefits Summary (4333)
- Earnfare Referral and Attendance (2606) Summary
- Supportive Services Summary
- Earnfare Administrative Expense Certification

Required submission by the 10th of the month following service.

[Submit Staffing Report](#)





### **PPTT**

At the time of last review, the PPTT (Periodic Performance Tracking spreadsheet) is still required in addition to the Staffing report in ISETS. In FY24 this separate spreadsheet will likely be discontinued. However, currently both are due on the 10<sup>th</sup> of the month following the close of a month. Please ensure that the data in your PPTT matches what is in all of your ISETS reports. You Provider Manager will be looking at both and will note findings or discrepancies during your monthly staffing.

### **Employment Report**

This report shows which customers have gained employment while participating in SNAP E&T. Each of these employed customers should be enrolled in Job Retention if the placement is over 20 hours/week. Each customer in retention should receive at least monthly contact while in retention, supportive services, and may only participate in Job Retention Activity for up to 90 days (SNAP E&T) or 180 days (SNAP 2 Success).

### **Supportive Services Report**

This report shows customers who have received supportive services and the amounts and categories of those services. Any amount in red indicates an override request within that month.

### **Earnfare Referral and Attendance Summary (2606)**

This report is for Earnfare Providers only and includes each customer served, the hours they are required to work, the actual hours they worked during the month and their progress toward the maximum Earnfare time.

### **Earnfare Administrative Expenses Certification**

This report actually provides a button labeled “Add Certification Form” where an Earnfare Provider may upload their Administrative Expenses Certification form which is due monthly.

### **50/50 Matching Report**

This financial report is only for SNAP 2 Success Providers and is currently in development.

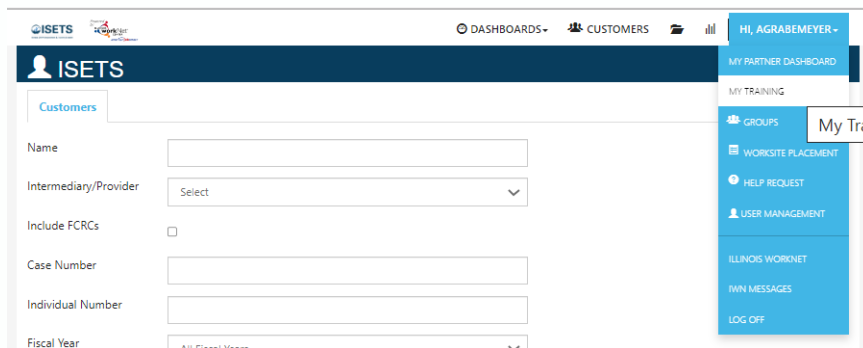


## Where to Get Help

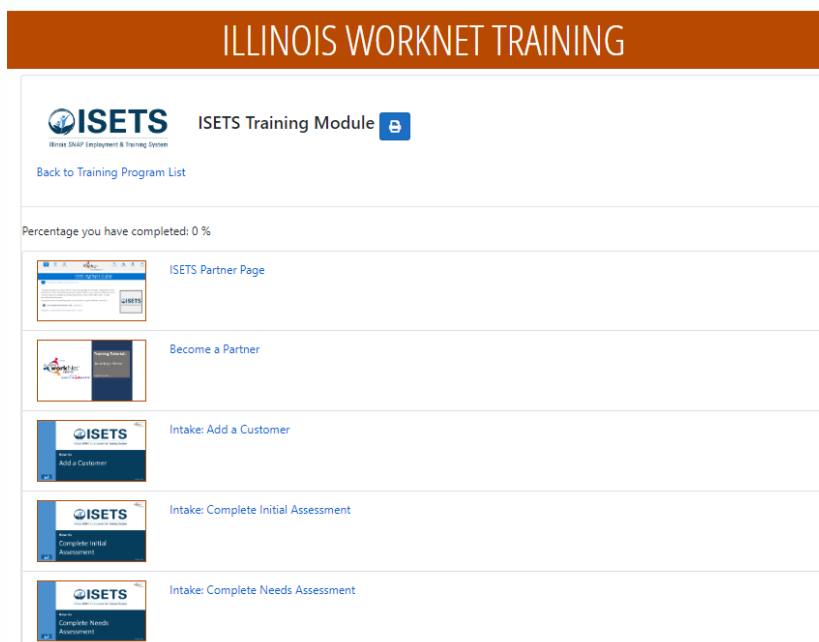
In ISETS there are several places to get help learning the new system or to get help with system issues. We also have [live virtual trainings](#) hosted by the Chicago Jobs Council and live virtual Technical Assistance calls every week. Resources, training recordings, and TA Calls can be found by accessing the ISETS Partner webpage: [Workforce and Education Partners isets Partner Guide \(illinoisworknet.com\)](#)

### Accessing Training in ISETS

1. In the Username menu, click on the dropdown and choose “My Training” from the menu.



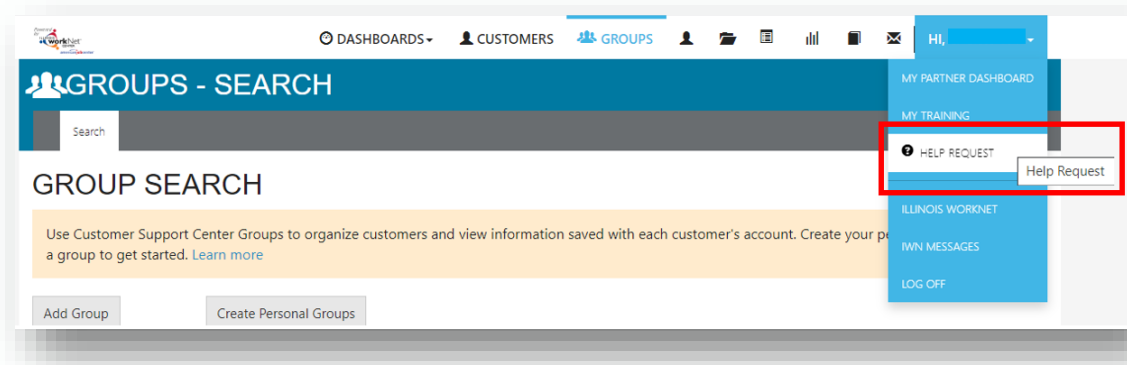
2. A new browser window will load called “Illinois Worknet Training”.
3. Click on the blue “Start the ISETS Training Module” link. Each module is listed there with a video walkthrough by subject matter.



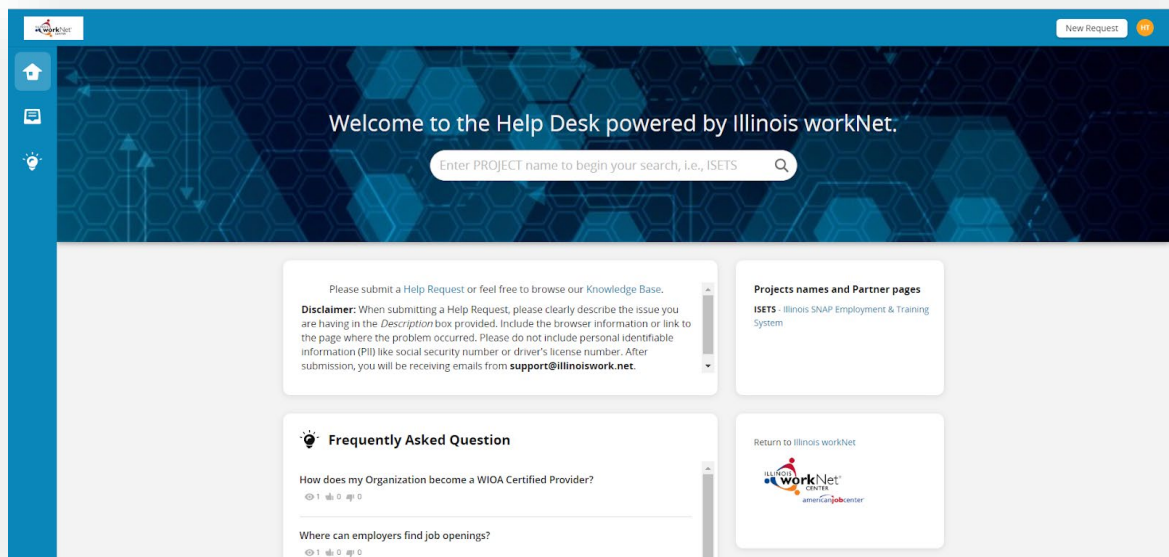


## Submitting a new Help Request

1. Click “Help Request” in the dropdown menu when in the Username Menu in ISETS.

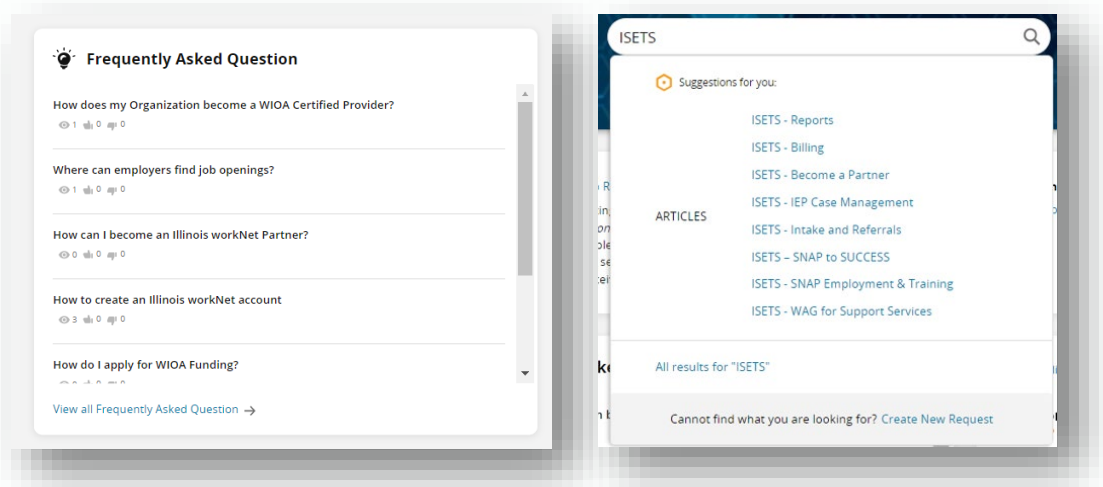


2. A new browser window will load called “Help Desk powered by Illinois workNet”.  
Options include:
  - Submit a new Help Request.
  - Browse Knowledge Base for answers to questions.
  - Browse Frequently Asked Questions.
  - Visit program partner pages.
  - Return to Illinois workNet.
  - View a video tutorial and/or written instructions.

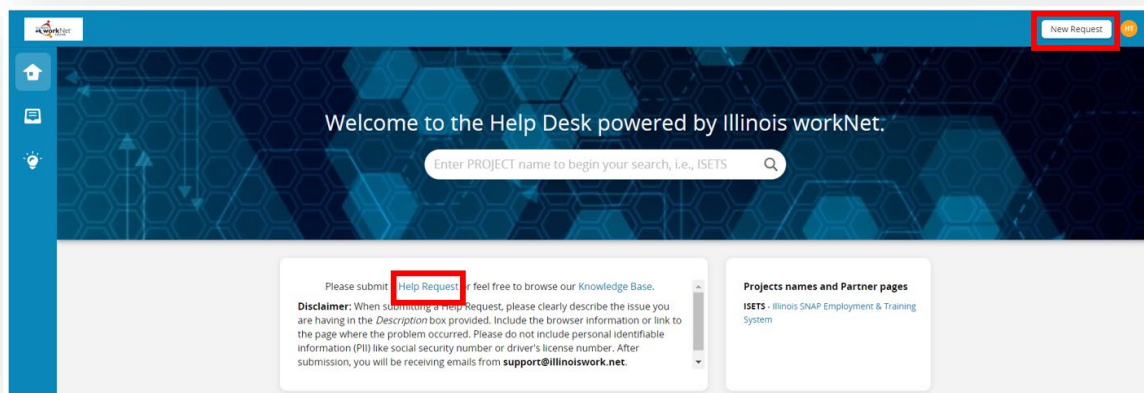




3. Before submitting a Help Request, utilize the Knowledge Base by browsing the **Frequently Asked Questions** and specific program articles. Articles can be searched by typing the program name in the search box.



4. On the Home screen, submit a new Help Request by clicking Help Request in the middle of the page or by clicking New Request on the top right.





5. Begin filling out the new request. Complete the “Help Request” and “Description” fields.

The “Help Request” field is a summary of the issue.

For example: *I cannot enter information into the search field on the Outcomes page.*

**This field is required.**

The “Description” field is for clearly describing the issue.

The Description box allows you to:

- Attach documents using the paperclip feature under the box.
  - Insert pictures.
  - Insert videos.
  - Insert links.
5. Click the “Category” drop down and select ISETS from the dropdown. This field is required.

6. Click the “Subcategory” drop down. This field is required.

## Best Practice

When describing an issue include the browser information or link to the page where the problem occurred. **DO NOT** include personal identifiable information (PII) like a social security number.



- The “CC” field is not a required field, however, ISETS users should. You may want to include co-worker or managers in this field to notify them of the Help Request. Additional emails that may be used also include:

ISETS Access - [DHS.ISETS.Access@illinois.gov](mailto:DHS.ISETS.Access@illinois.gov) – to add additional users

ISETS Policy - [DHS.ISETS.Policy@illinois.gov](mailto:DHS.ISETS.Policy@illinois.gov) – for questions about policy

cc

## Best Practice

**ALWAYS** include the provider manager assigned to the agency in the CC field in a Help Request.

- Add your name in the “Requester First Name” and “Requester Last Name” fields. Also add your email address in the “Requester Email Address” field. These are required fields.

Requester First Name \*

Requester Last Name \*

Requester Email address should prefill the box. If it does not, enter the email address associated with the requester’s Illinois workNet account.

Requester Email Address \*

- “Are you a Partner/Provider” is a required field. Select Yes or No.
- The “Organization” field is not required for individual users but is required for Partner/Providers.
- The “Phone Number” field is required for Partner/Providers. Add an Extension Number if applicable.

Are you a Partner/Provider? \*

Not Set ▼

Not Set

No

Yes



Are you a Partner/Provider? *	Organization *
<input type="text" value="Yes"/>	<input type="text"/>
Phone Number *	Extension Number
<input type="text"/>	<input type="text"/>

11. If this issue is related to a specific customer record, please select yes and add the customer email address, first and last name so ISETS staff can locate the correct customer record.

Is this an issue related to a specific customer?	Customer Email Address *
<input type="text" value="Yes"/>	<input type="text"/>
Customer First Name *	Customer Last Name *
<input type="text"/>	<input type="text"/>

12. If this issue is preventing you from moving forward, please click the check box to indicate that so we can prioritize your request.

Is the issue keeping you from moving forward?

13. After reviewing the information entered, click Create at the bottom of the page to submit the new Help Request.

A notification email is sent (within minutes) following submission of the Help Request. Check spam folder for emails from the Help Desk powered by Illinois workNet. Additional email notifications will arrive with follow-up comments and questions.

Reply to email messages within 14 business days or your Help Requests will be closed. Once the request is closed, a new help request will need to be created.

A final email notification is sent when requests are Resolved. Prior to marking an issue as resolved, the project manager for Illinois workNet, may send an update with actions taken to resolve the issue.



### Viewing Your Help Request Tickets

1. On the Help Desk main page, click the “My Tickets” icon on the left hand side of the screen.
2. Click on the Help Request to view more details or comments.



The following should always be sent through the ticketing system:

- New user requests provided you give a birth date and upload the II444-2022 form.
- Remove user requests provided the request comes from management staff authorized in ISETS.
- Errors or bugs in the system.
- Questions about where to find something or how to do something in ISETS.

SNAP Policy and program procedure questions will be directed to [DHS.ISETS.Policy@illinois.gov](mailto:DHS.ISETS.Policy@illinois.gov) and will cc your Provider Manager.

- Policy or procedure questions should be directed to your Provider Manager first.

All questions will be directed to the appropriate department and responded to within 48 business hours.





## Definitions

These definitions help clarify the language used in this manual and in the E&T Program.

- **Other Activity:** Other allowable activities which are able to be tracked in the ISETS system but are not SNAP E&T Activities. A customer must be enrolled in a SNAP E&T Activity prior to being enrolled in any Other Activities.
- **Referral** – made from an agency or FCRC to an agency.
- **Reverse Referral** – made from an agency to an FCRC for approval for customer participation.
- **SNAP E&T Activity:** SNAP E&T Activities outlined in the SNAP State Plan. A customer must be enrolled in a SNAP E&T Activity prior to being enrolled in any Other Activities. A customer must also be enrolled in **another** SNAP E&T Activity prior to enrolling a customer in the Employment Retention Activity.
- **Successful Completion:** When a customer completes a training class/activity earning a certificate of completion or an industry certification. This may also refer to a customer who obtains employment while participating in a SNAP E&T Activity.
- **Support Services** – SNAP E&T Support Services allowable under the [Support Service WAG 21-06-11](#)
- **Unsuccessful Completion:** When a customer stops participating in an activity without completing the activity/training. A more common term would be “dropping out” of the activity/training.

