ILLINOIS DEPARTMENT OF HUMAN SERVICES

ISETS

Illinois SNAP Employment & Training System

User Manual

For State SNAP E&T Providers

Table of Contents

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

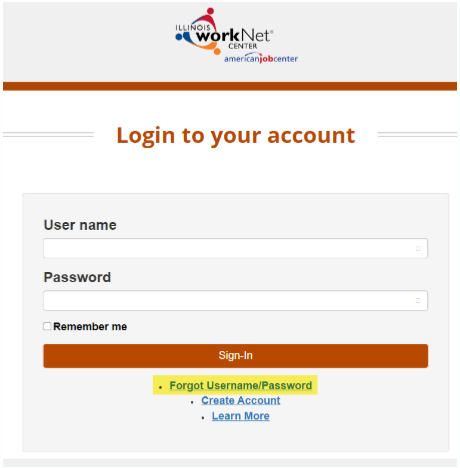
Access to ISETS

ISETS is powered by Illinois workNet. This means that you will go to [ISETS] inside www.illinoisworknet.com 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 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.

Best Practice

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

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

Accessing ISETS Tools

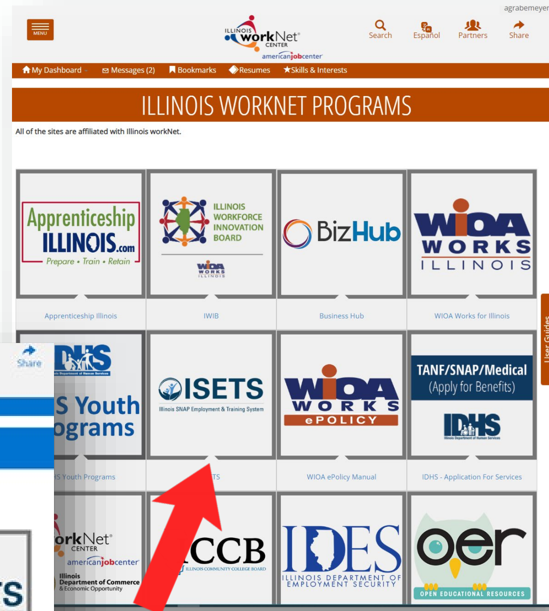
Once you are logged in, you can access the ISETS Dashboard and partner tools.

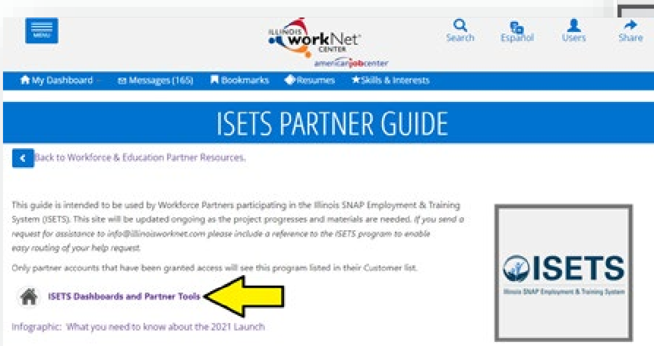
Option 1 – Use the direct link. If you use this option, you may want to bookmark the link. https://apps.illinoisworknet.com/SiteAdministration/IDHSET/Admin/Index/

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.

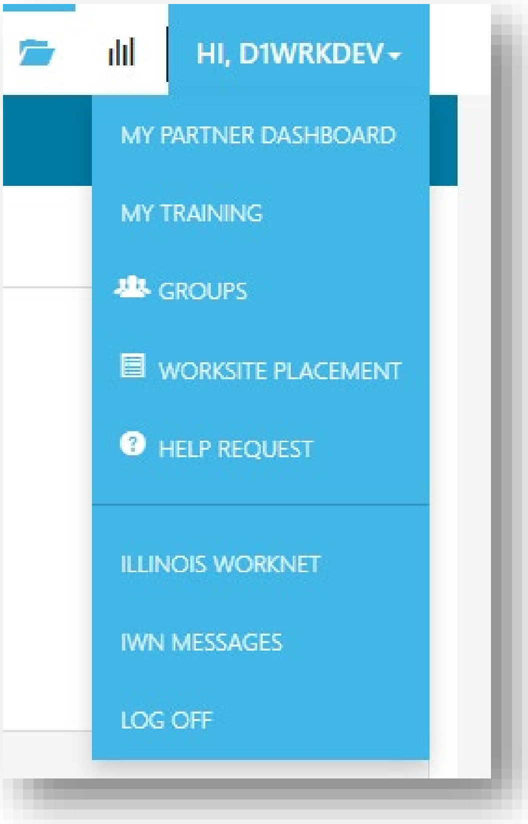
Best Practice

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.

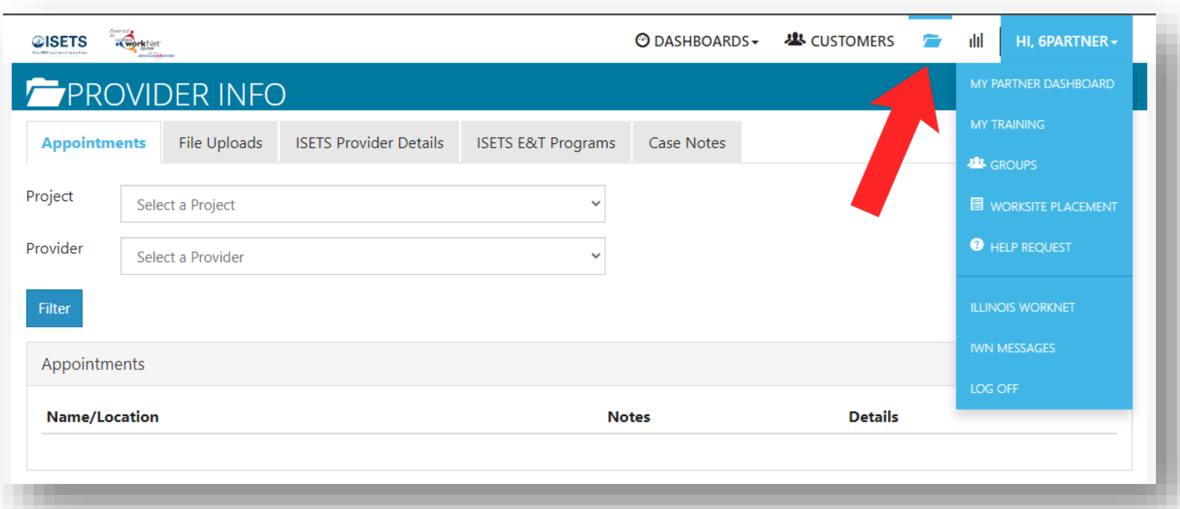
Viewing and Editing Provider Information

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

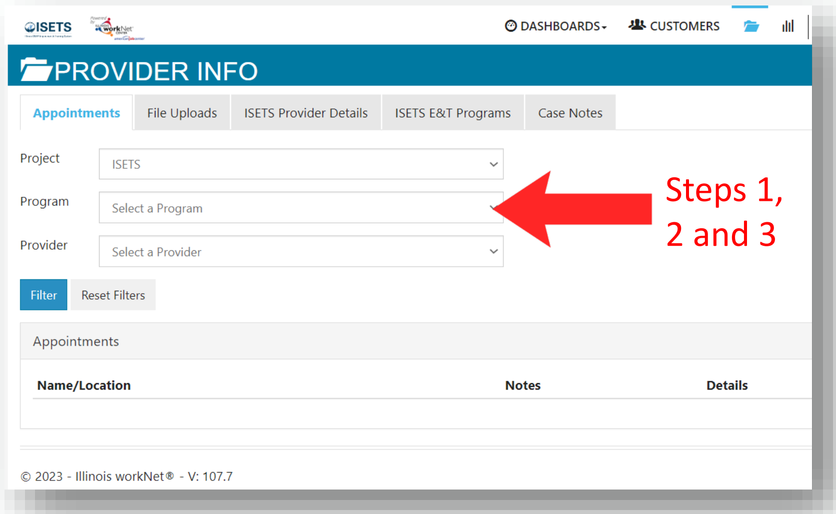
1. Inside ISETS, click on the “Provider Information” icon on the top right menu: the partially open folder icon.



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



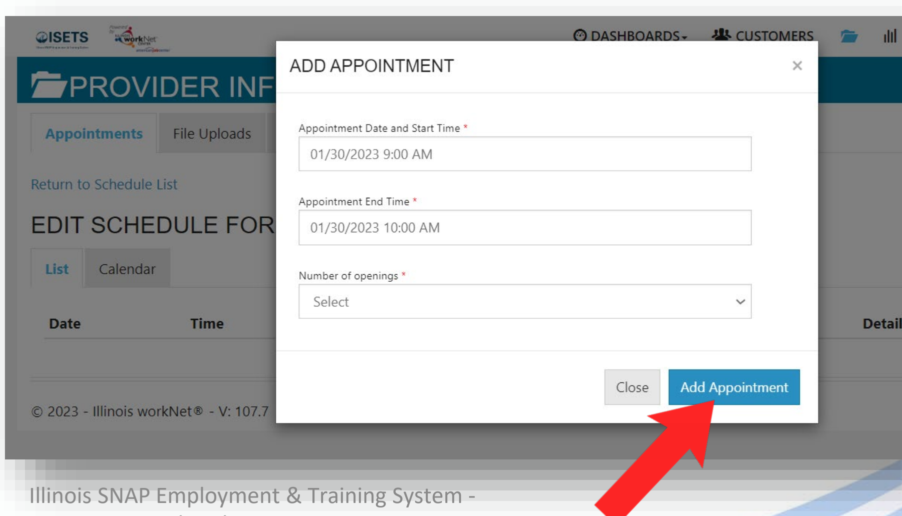
*Enhancements to add recurring appointments are coming.

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.

To edit an existing site:

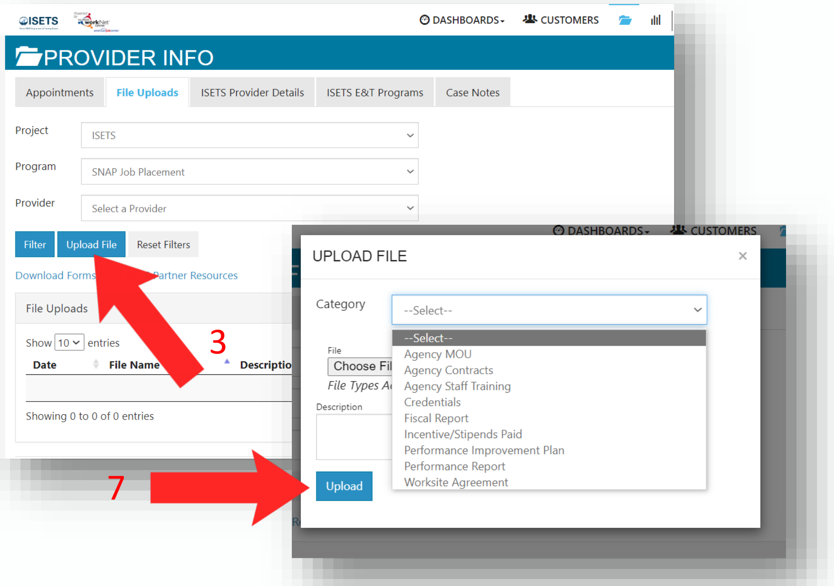
1. Click on the “Edit Site” button and make any changes to the Appointment Site information.
2. Click on the “Edit Schedule” button and add scheduled appointments by clicking on the “Add Appointment” button.
3. To add an appointment, click on the “Appointment Date and Start Time” field and pick a day 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.



File Uploads

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

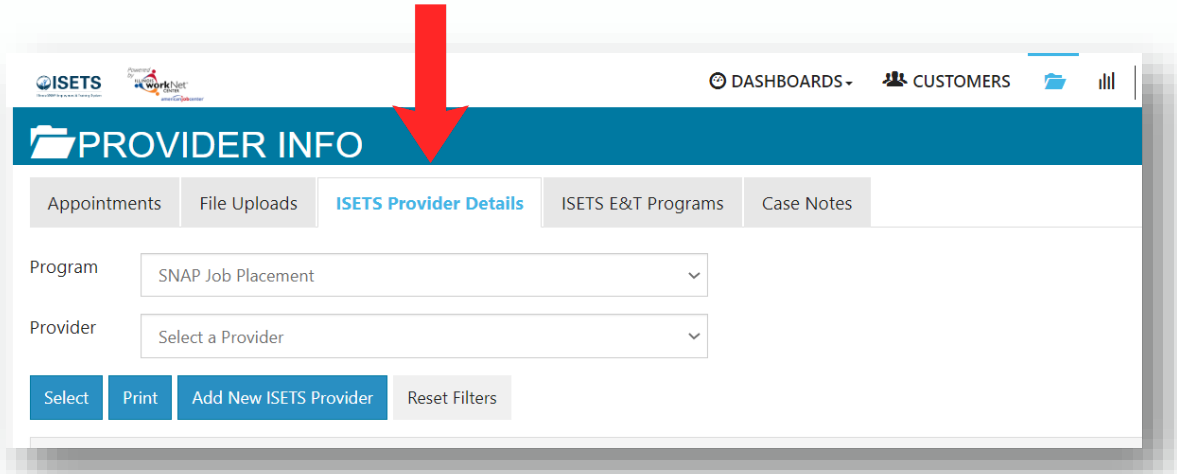
1. Select ISETS as the Project for the first dropdown field.
2. Select the appropriate Program and Provider name.
3. Click “Upload File”
4. Select type of upload category
5. Select a file to upload
6. Add a description of the file so that each file doesn’t have to be opened.
7. Click the Upload button.



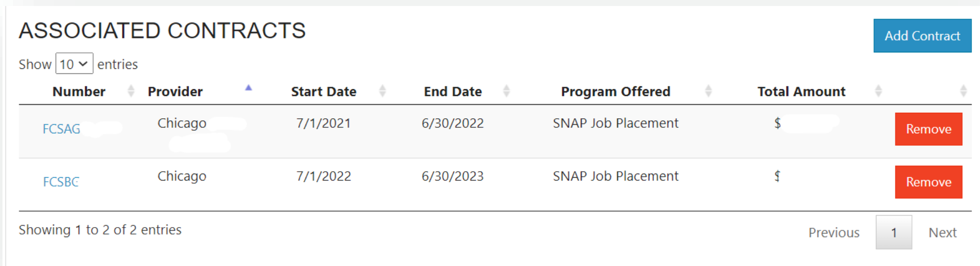
ISETS Provider Details

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.

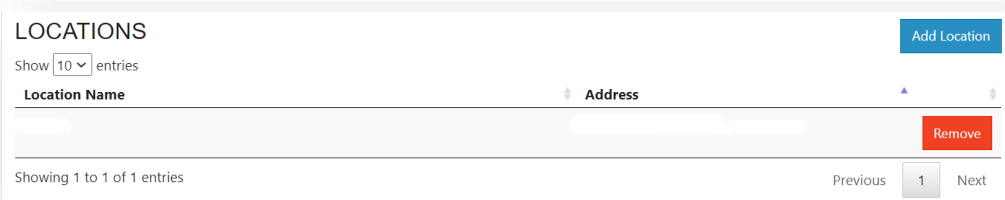
1. Select the Project and select Provider and click “Select”.
2. The “Add New Provider” button allows a new grantee to be added to the system. (Available only to specific roles)



The **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.



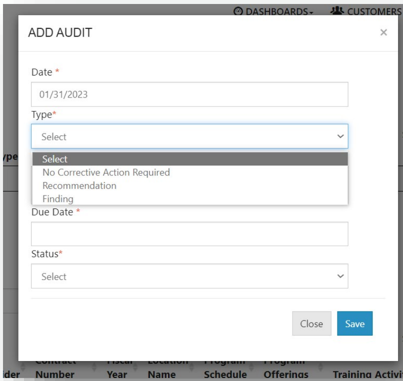
The **Locations** section lists program locations where your program serves SNAP E&T customers. Each provider partner should have at least one location added. Programs are assigned by location. IDHS uses distance from program to participant as one factor to match when making a referral to a partner agency.



To add a location:

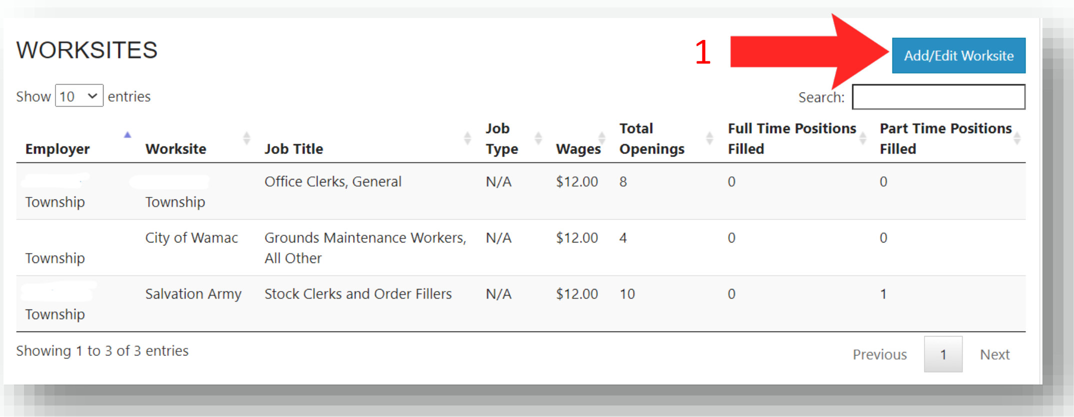
1. Click on the "Add Location" button.
2. If no locations are available to add, submit a Help Request ticket to have your location added to the Illinois WorkNet database of Provider locations.

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.



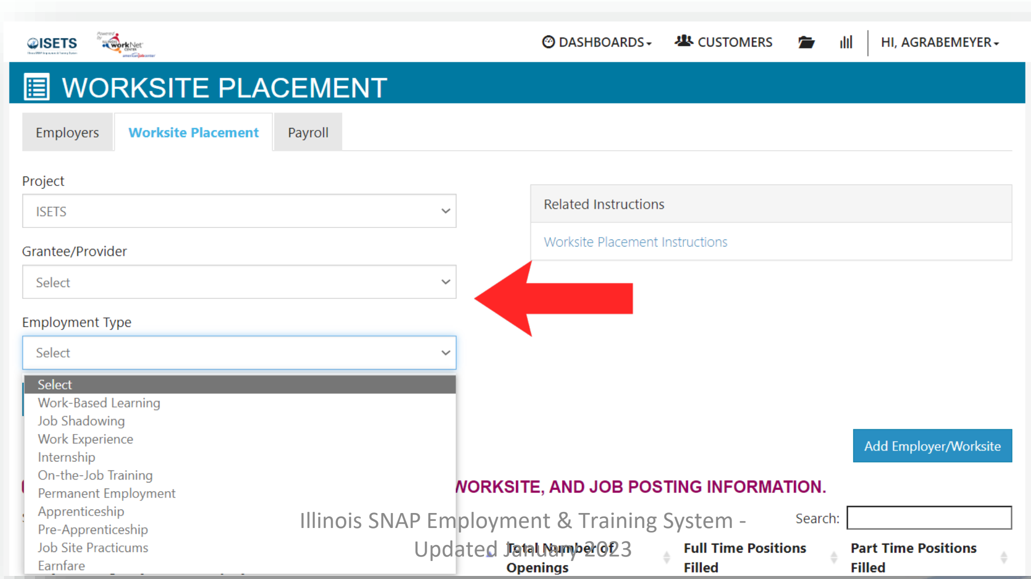
The **E&T Programs** section contains information related to the E&T programs offered by the provider. These are only programs which are directly related to IDHS contracts. More detailed information about E&T Programs for each Provider can also be found in the next tab: “ISETS E&T Programs”. See the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

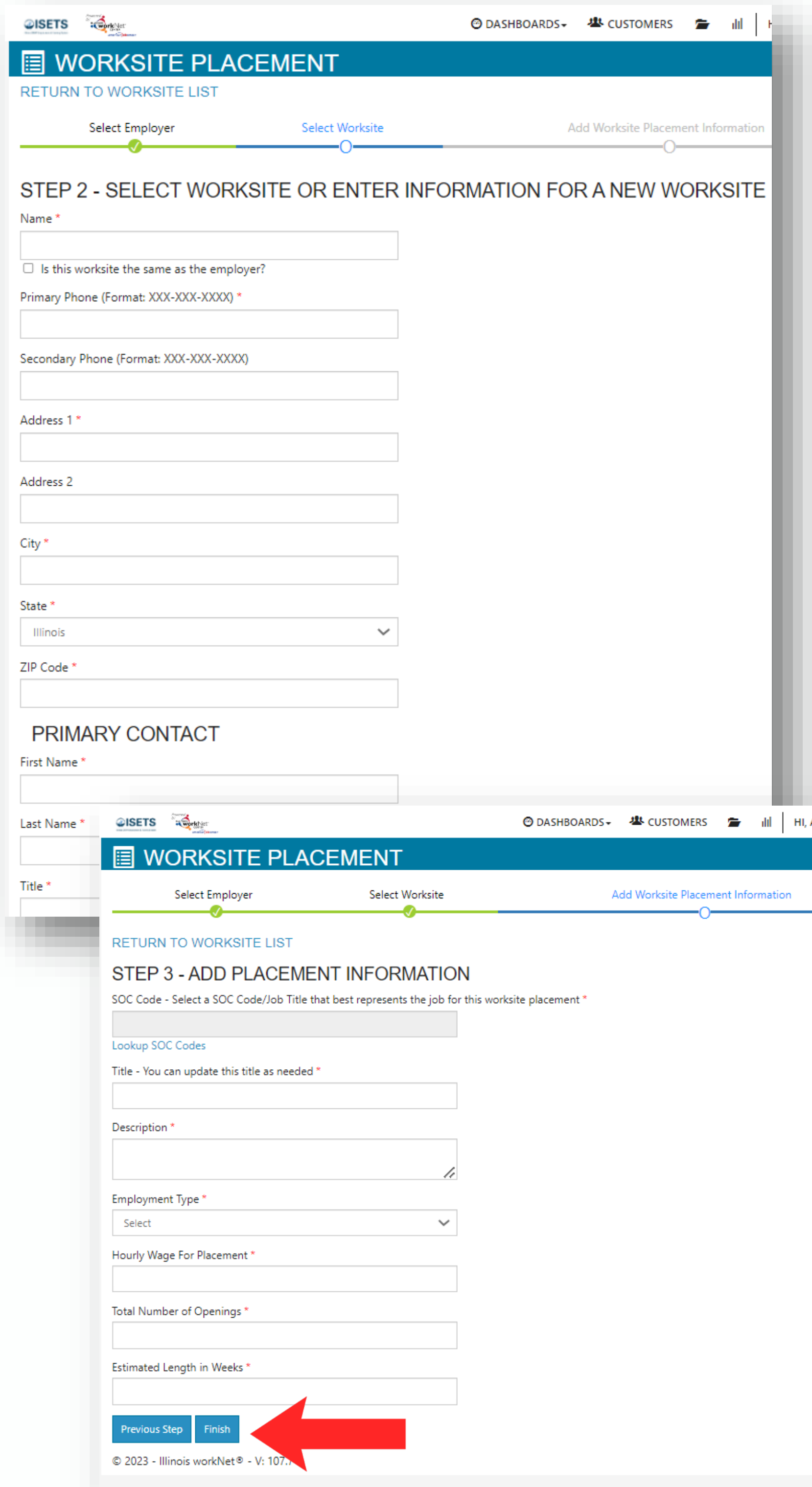


To add a worksite:

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.



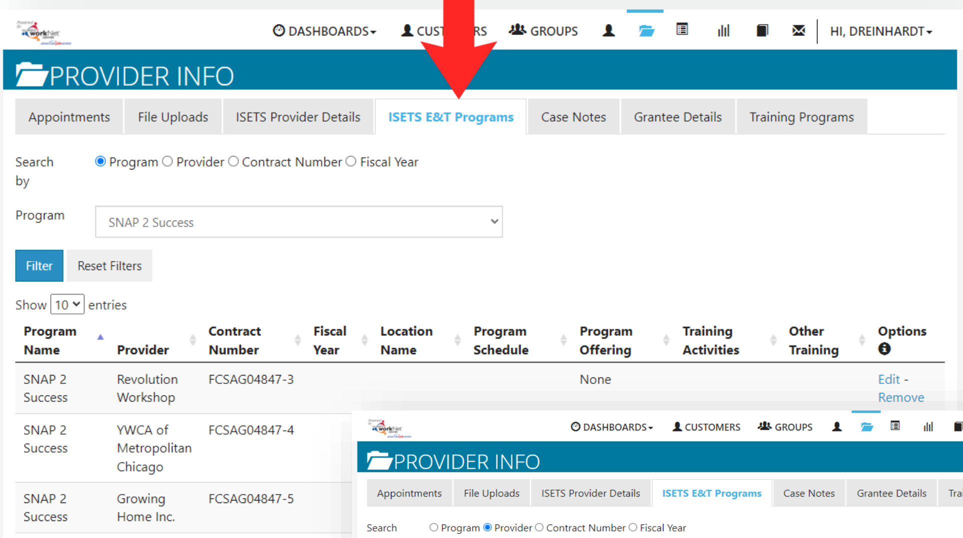
3. Click on “Add New Worksite” to add a new Worksite or click on the name of the worksite in the resulting list to edit that worksite.
4. If you are adding a new worksite, you will be taken to a page asking you to “Select Employer or Enter information for a new Employer”. Choose your Provider as the 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.

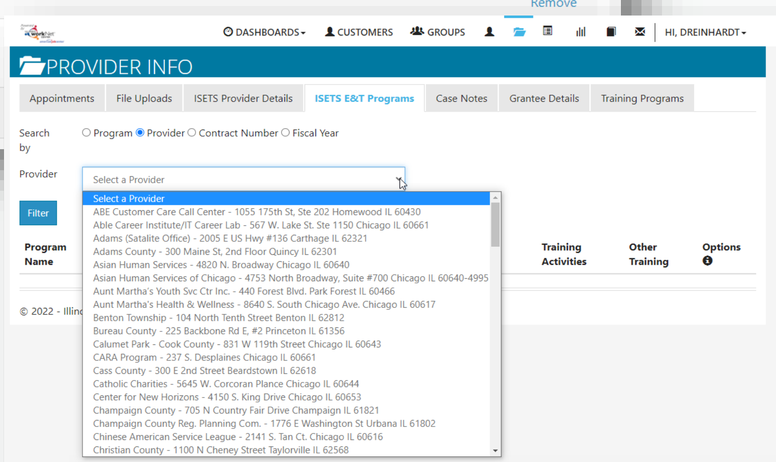


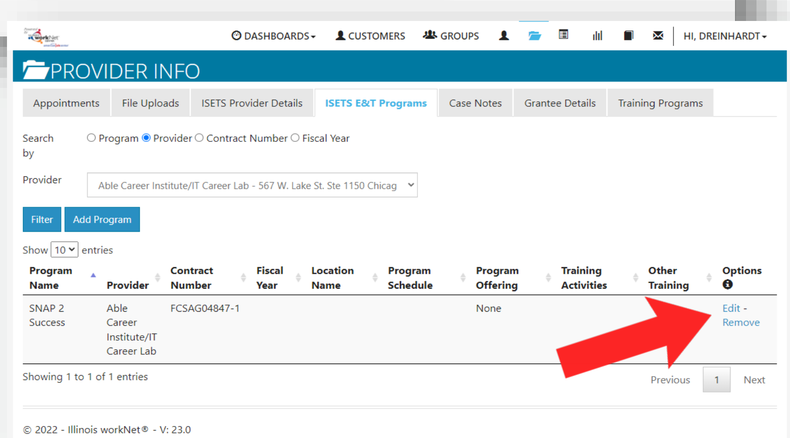
7. The next screen will prompt you to add the placement information. This is the actual job your customer will be doing at the worksite.
8. Click the “Finish” button.

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.







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.

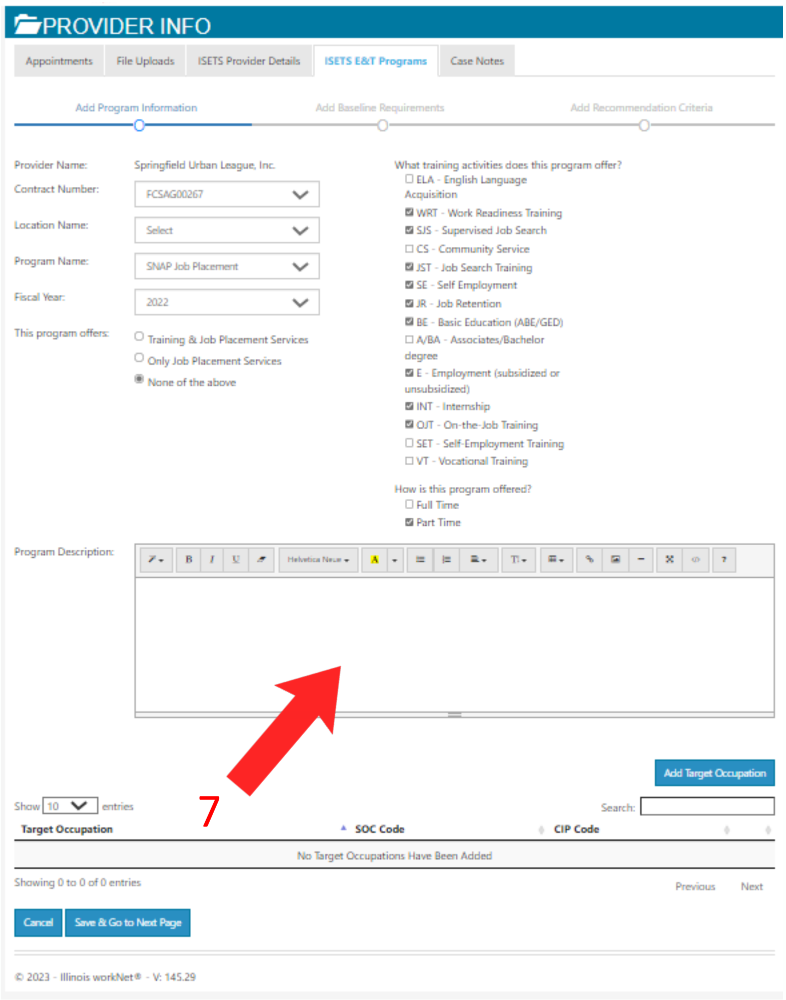
*Note: Providers should only remove a program if they no longer wish to receive referrals to that program. Programs for past years should never be removed.

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.

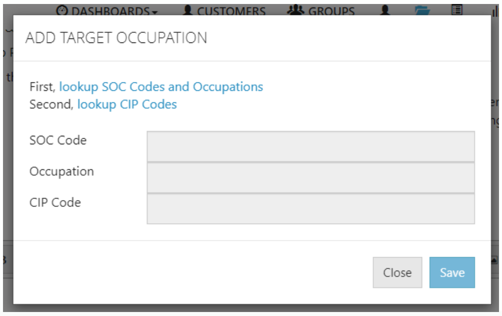
*Note: this information is used to match your program to customers seeking services, so please choose your answers to all of these questions based on which customers would best be served by this program.

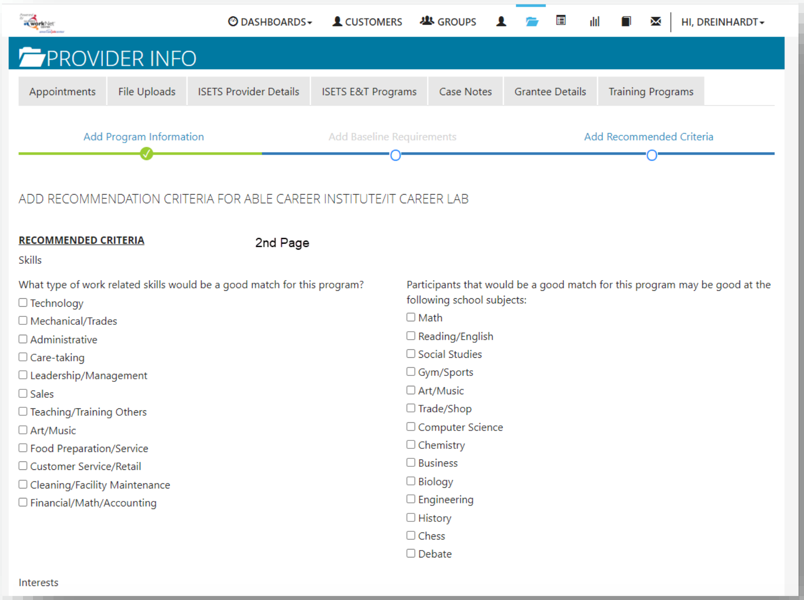
Multiple programs may be entered under the same contract if they serve different types of customers or serve customers in different locations.

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



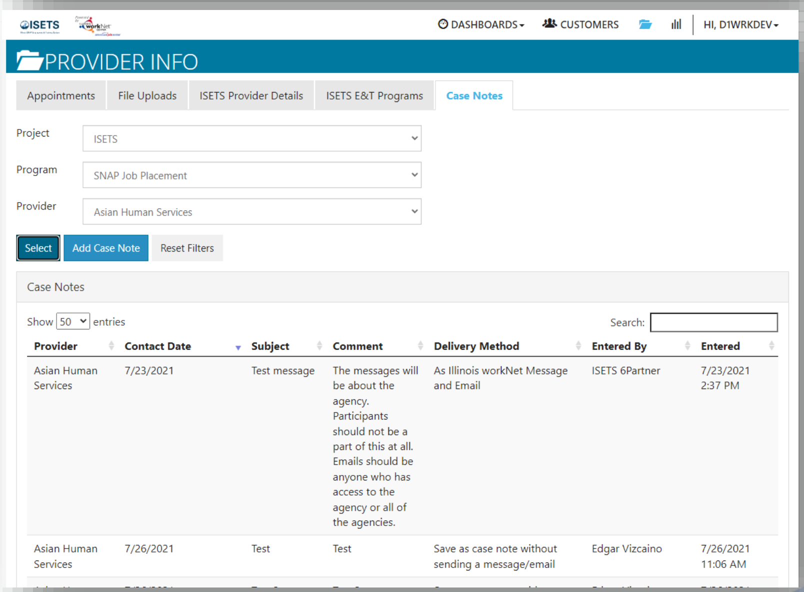


Case Notes

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

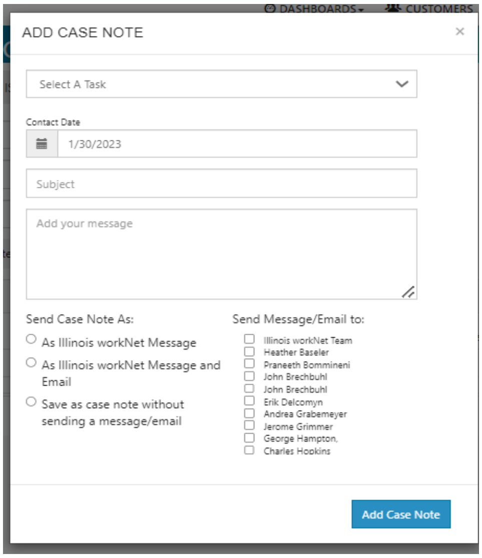
1. Select ISETS from the Project dropdown.
2. Select the appropriate Program type and Provider from the drop-down menus.
3. Click "Select".

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



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.



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 2nd person “This writer” or 3rd person as your title and initials “Case Manager RP”.**
- **Refer to the customer or participant by that term or by initials.**
- **Refer to 3rd 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.**

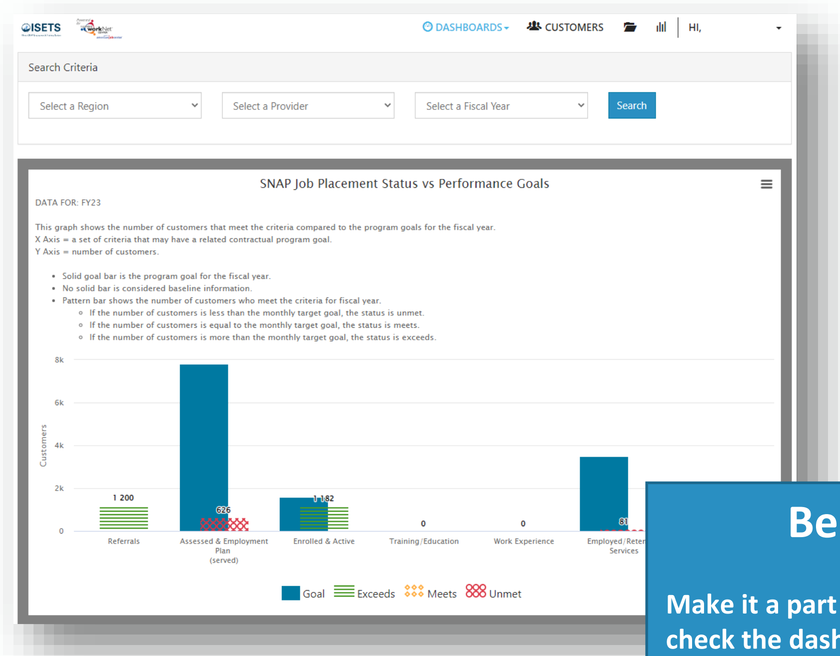
ISETS Dashboard

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.



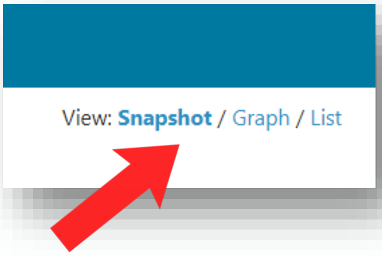
If something on the dashboard needs to be corrected, please submit a Help Request ticket and/or contact your Provider Manager.

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



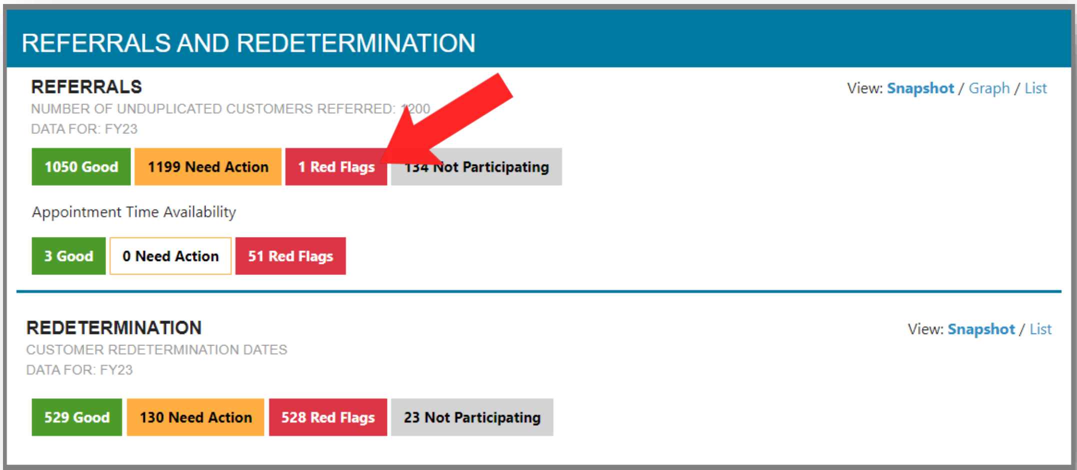
Below this graph are sections with additional data. Each of these sections can be viewed as a “Snapshot”, a “Graph”, or a “List”. To change your view, click on the linked words at the upper right corner of the section. Different data may be available in different views.
Some of these will be listed as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

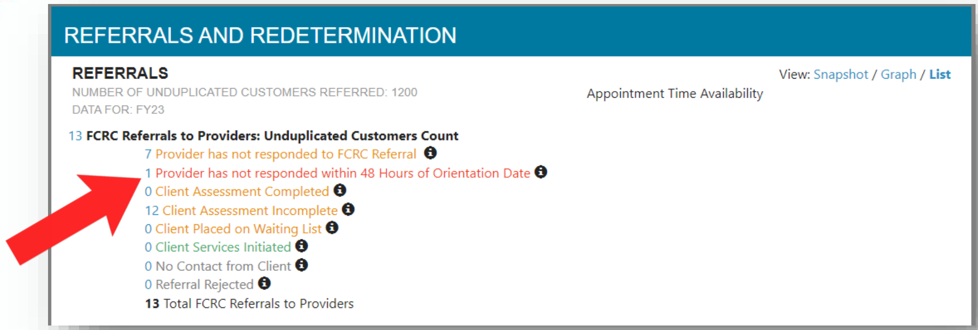
Further is an explanation of the lower sections on the dashboard that contain more detail.

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.





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.

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**".

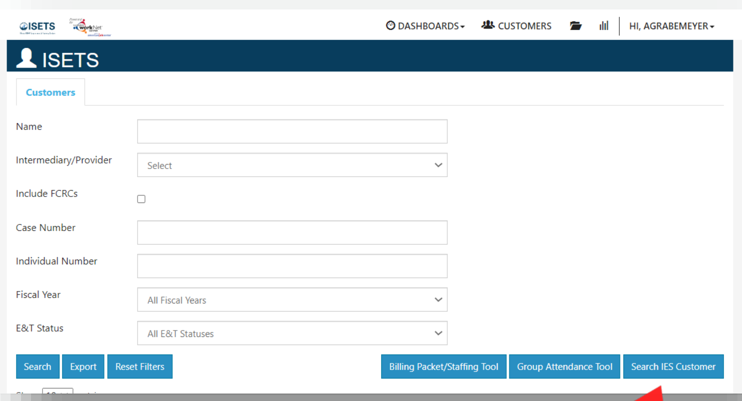
Viewing and Editing Customer Information

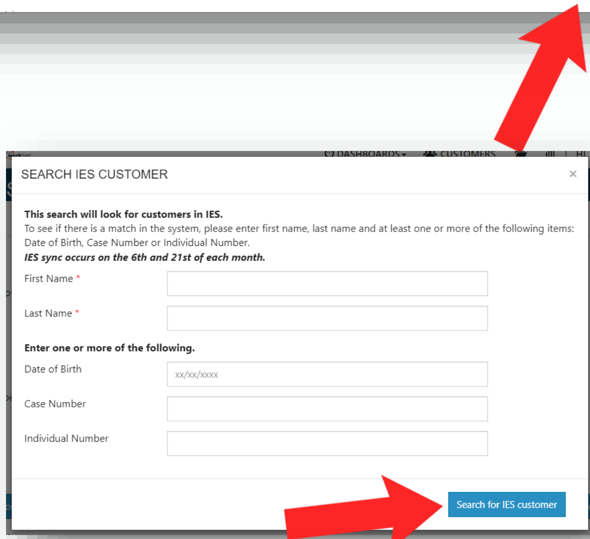
Customer data is imported into ISETS twice per month on the 5th and the 20th. This data comes from IES and is considered current.

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.

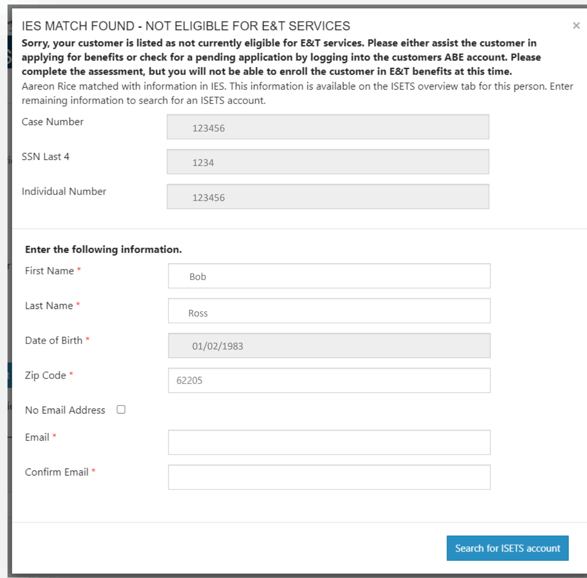
Finding a customer in ISETS

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.

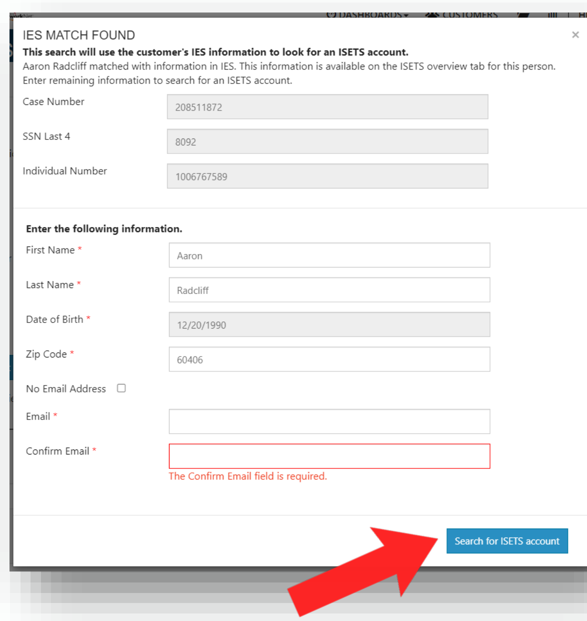




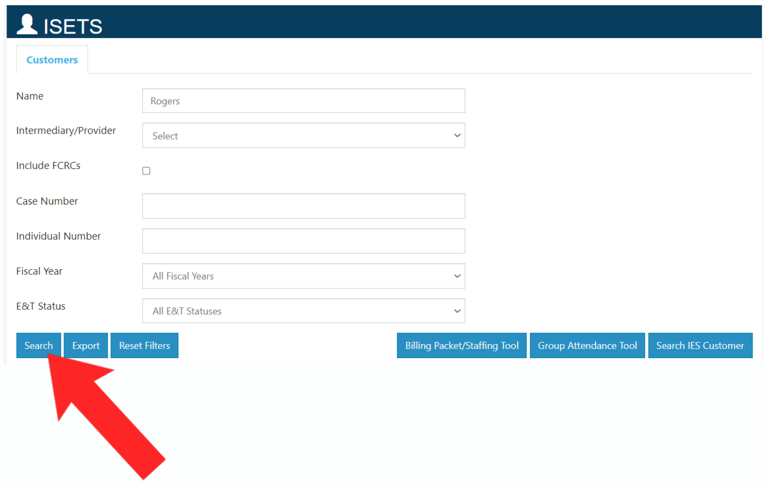
7. If you receive a message like the one to the right, it means that the person you searched for was found but that the data suggests they are most likely ineligible. In order to verify this, you should contact your Provider Manager who can look them up in IES and confirm.
8. If you would like to add 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.

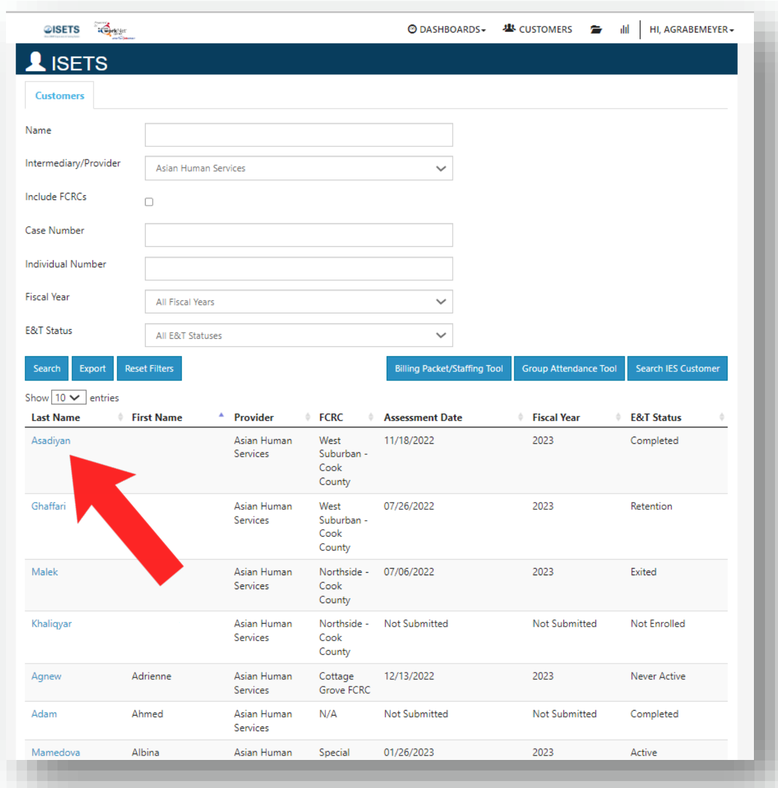


9. If you receive a message like the one to the right, the customer has been found in the IES data and you should continue by entering their email address and click the "Search for ISETS account" button.



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.



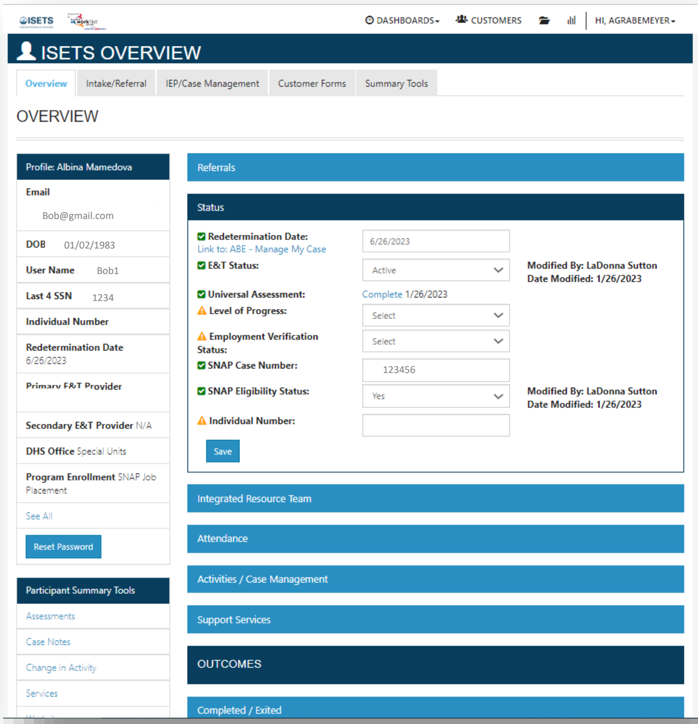


Last Name	First Name	Provider	FCRC	Assessment Date	Fiscal Year	E&T Status
Asadiyan		Asian Human Services	West Suburban - Cook County	11/18/2022	2023	Completed
Ghaffari		Asian Human Services	West Suburban - Cook County	07/26/2022	2023	Retention
Malek		Asian Human Services	Northside - Cook County	07/06/2022	2023	Exited
Khaliqyar		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.

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.

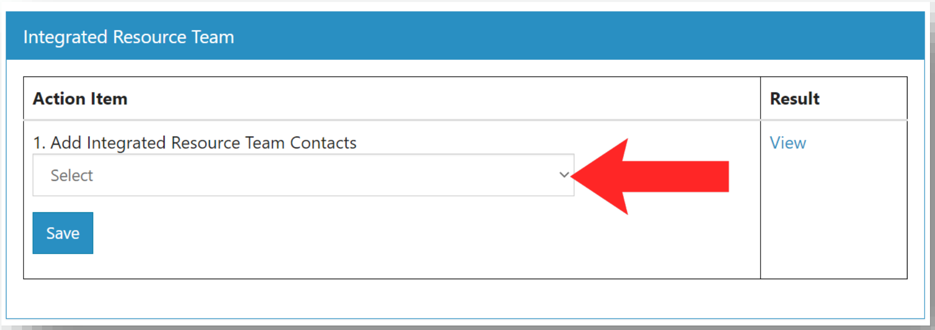
Status Definitions

- **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

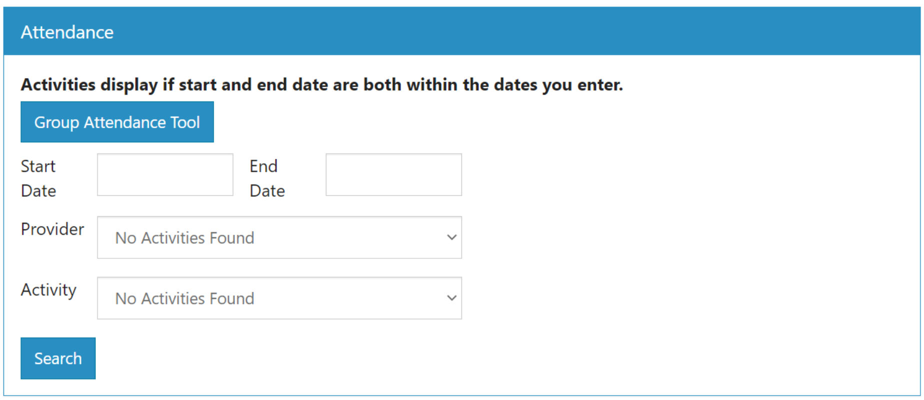
This section allows Provider & IDHS contacts to be added to a customer's Integrated Resource Team (IRT). An IRT is the group of professionals working collaboratively with the customer and with each other to ensure the customer's success in moving toward self sufficiency and meeting their goals. Anyone 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".



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.

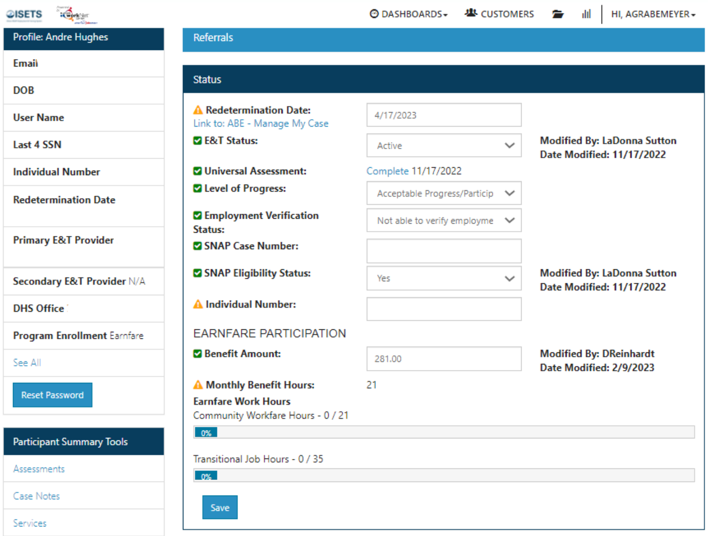


Attendance may be entered by any Provider staff (or instructor) in ISETS or by customers in their Illinois workNet account. All attendance **must** be verified by authorized Provider staff to ensure that attendance is correct before saved as a final record.

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.

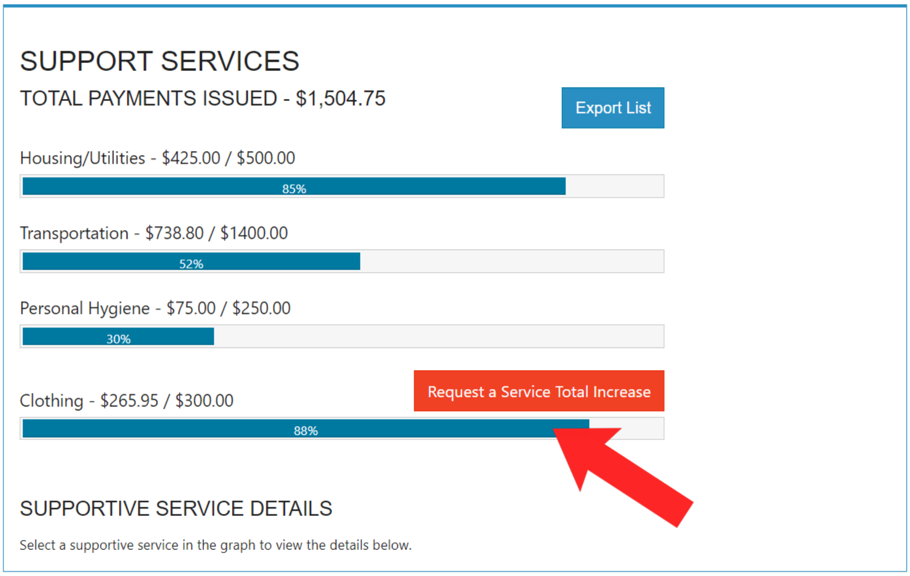
Attendance for Earnfare

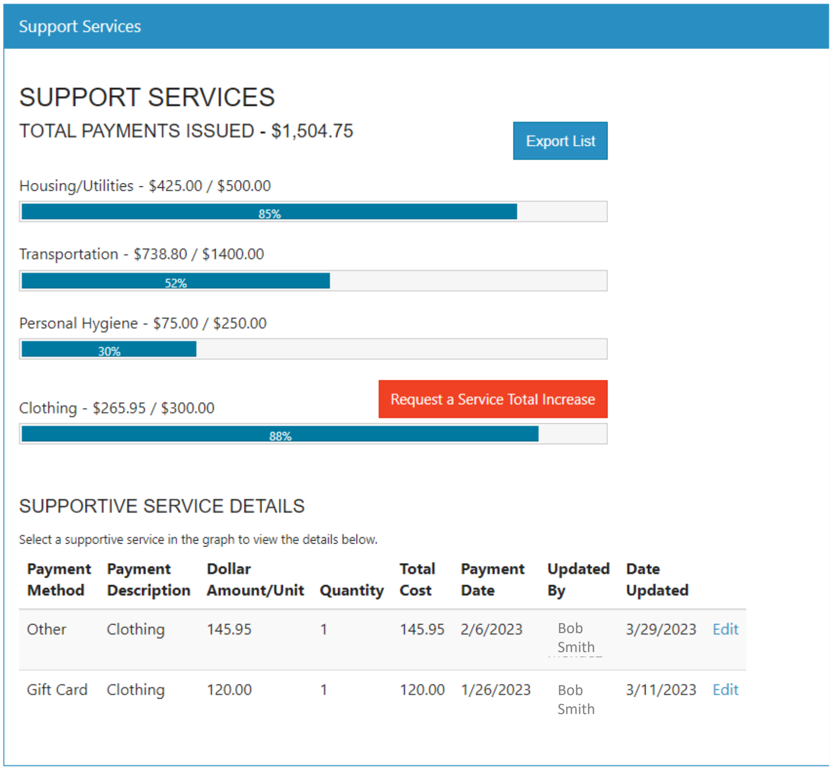
Attendance for Earnfare customers must be entered separately for the Community Workfare Activity and the Transitional Job Activity. Progress toward completing required hours is calculated based on attendance and participation limits are calculated based on the number of months which include attendance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



Support Services Section

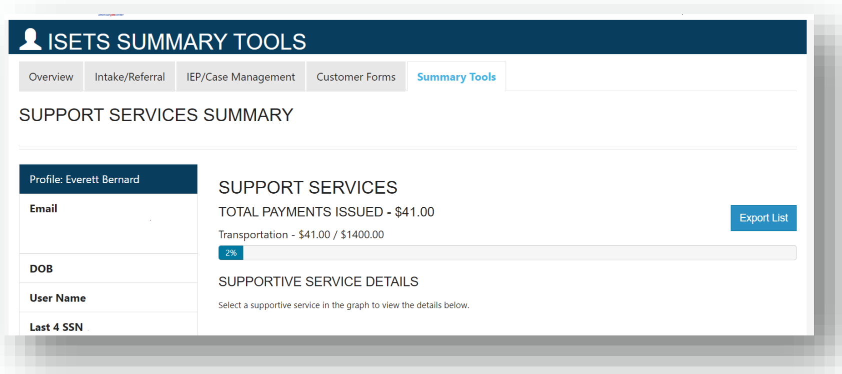
This gives an overview of the Supportive Services issued and their totals. Click on the blue graph in order to view details of each instance/payment.





Payment Method	Payment Description	Dollar Amount/Unit	Quantity	Total Cost	Payment Date	Updated By	Date Updated	
Other	Clothing	145.95	1	145.95	2/6/2023	Bob Smith	3/29/2023	Edit
Gift Card	Clothing	120.00	1	120.00	1/26/2023	Bob Smith	3/11/2023	Edit

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

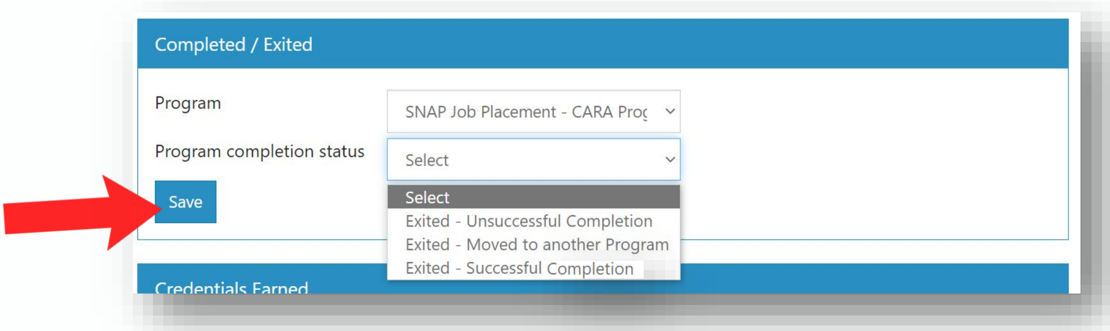


Outcomes Sections

Completed/Exited Section

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

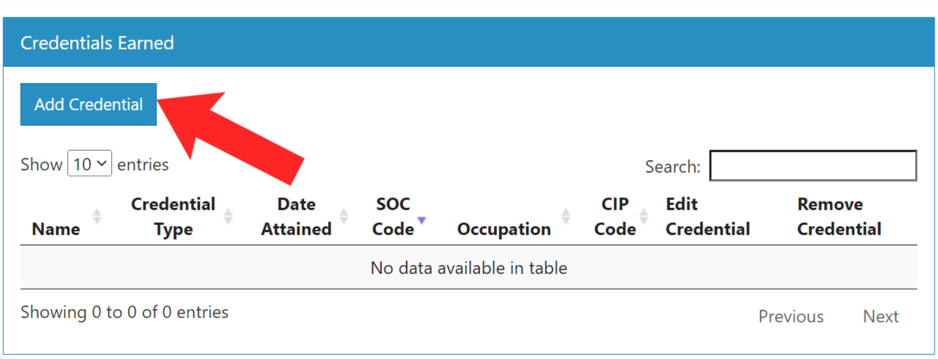
1. Choose your Program/Provider from the Program dropdown list
2. Choose an exit status from the “Program Completion Status” dropdown list.
3. Click “Save”.



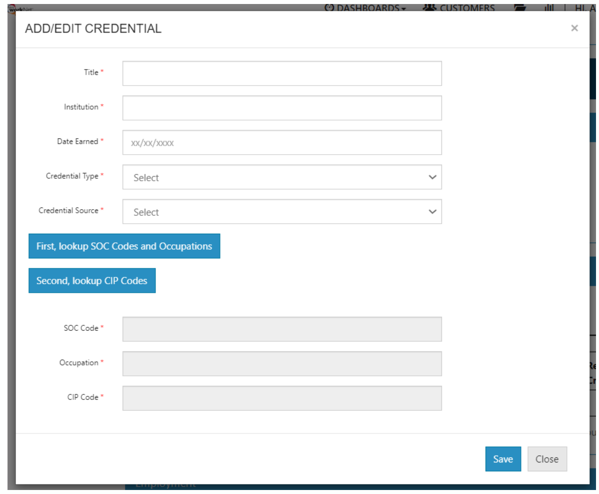
Credentials Earned Section

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.

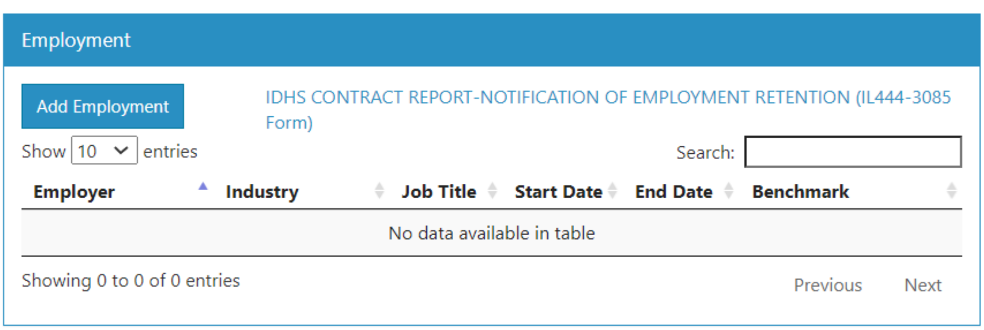


5. A new popup window will open labled “Add/Edit Credential”.
6. Add all information about the credential and click the “Save” button.
7. SOC Codes and CIP Codes are used to determine the industry and occupation the credential pertains to.



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.



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.

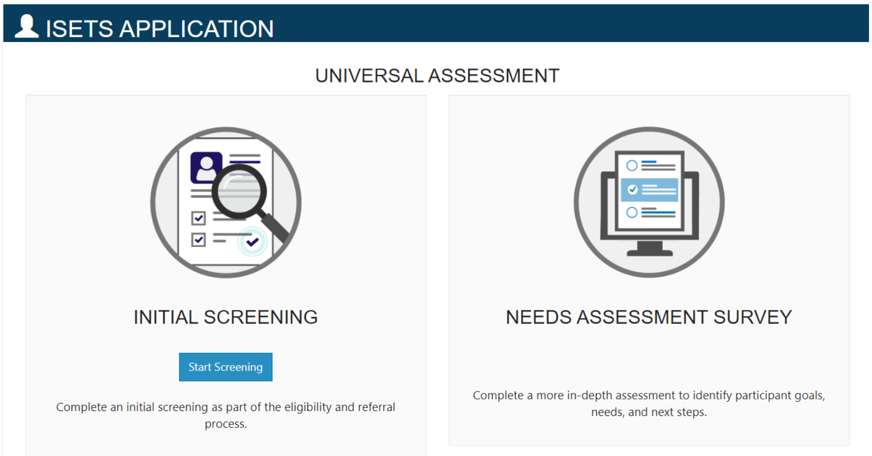
Assessments

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.

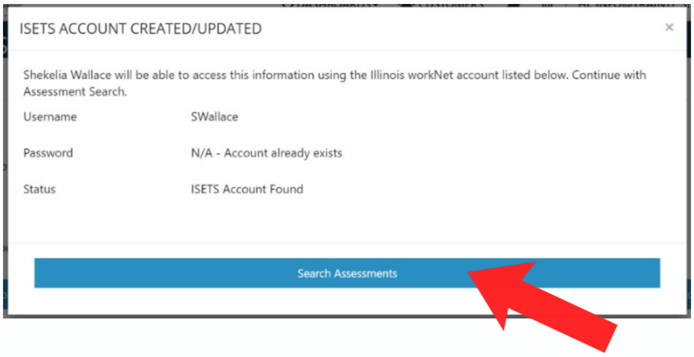
Both parts may be completed inside ISETS or using the paper version of the form which can be entered into ISETS later.



Best Practice

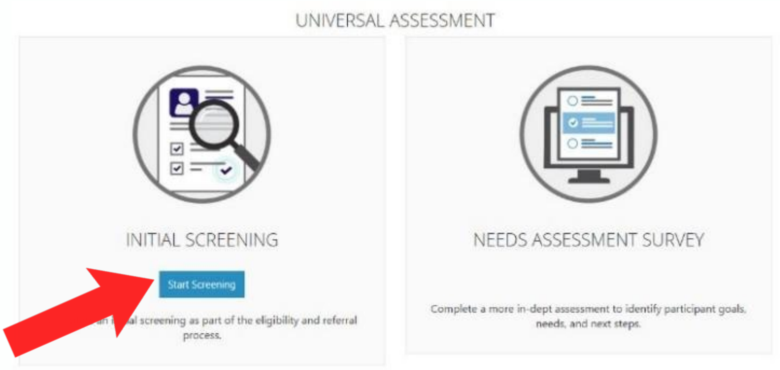
We strongly recommend that both parts of the Universal Assessment be completed for every customer you work with. The Initial Screening at least must be done in order to send a referral and enroll a customer. The Needs Assessment Survey may be completed at a later date after the customer is verified as 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.



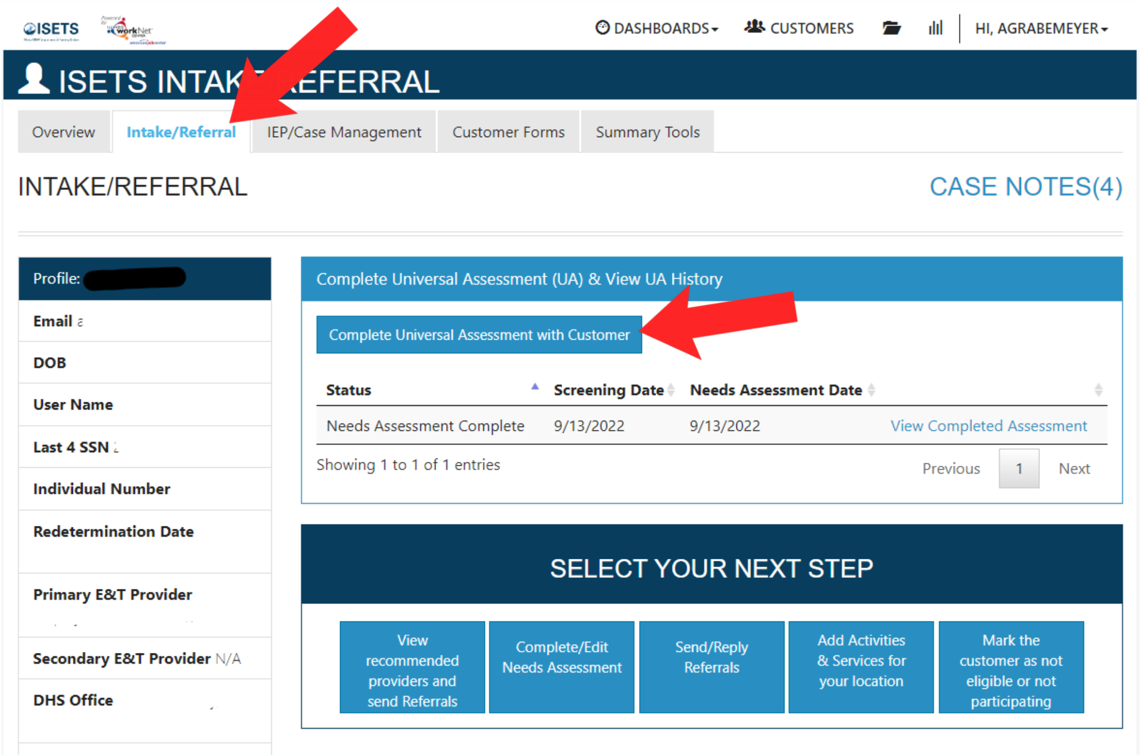
3. Complete each section of the Assessment. As sections are completed the row across the top will show the progress and the current section.

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.

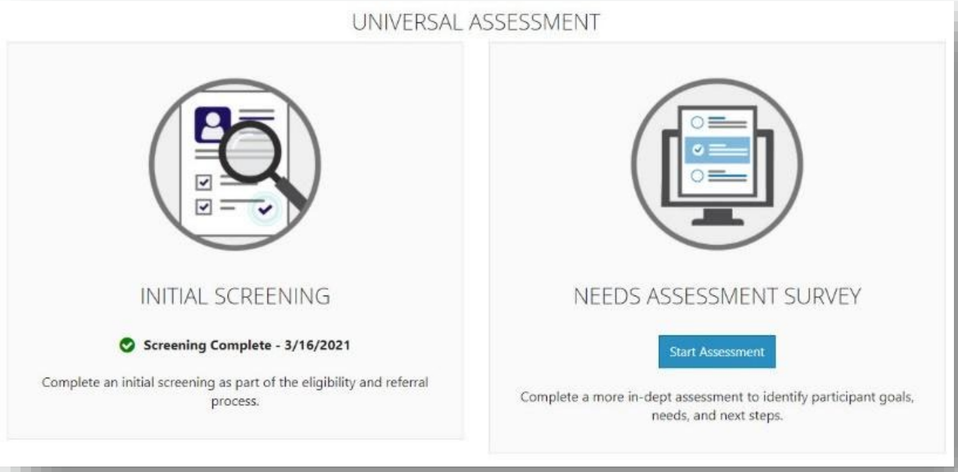
If there is no assessment listed, please complete a new one for the customer.



Complete the Needs Assessment

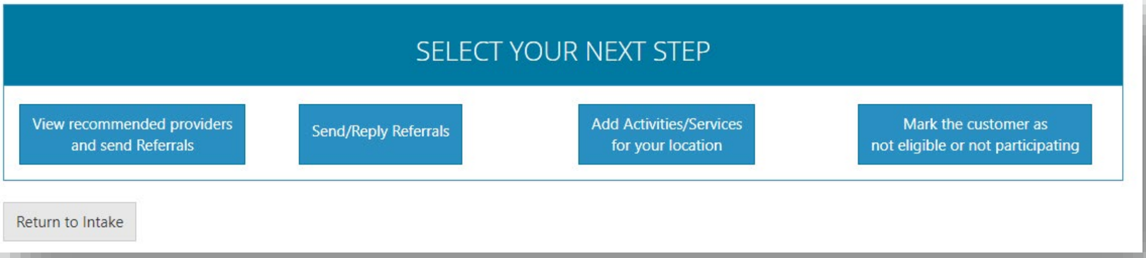
If you see a screen like the one below it means that the initial screening was completed, and the Needs Assessment was not.

1. Click on the “Start Assessment” button.



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.

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.



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.

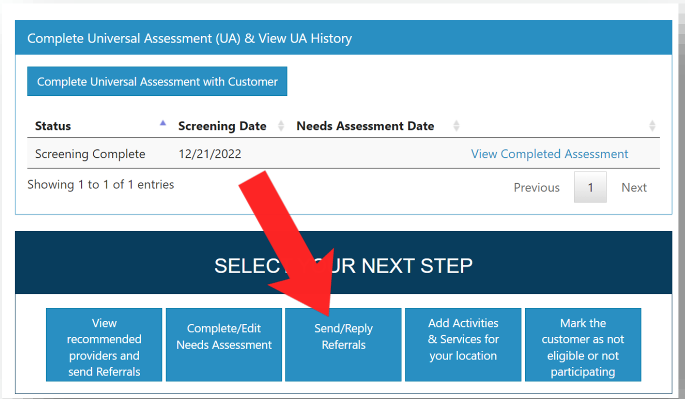
Making Reverse Referrals to IDHS

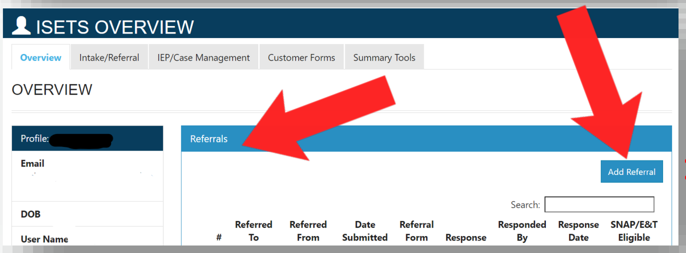
1. After you have completed the Initial Screening, you may make a reverse referral to IDHS to verify eligibility.
9. You can click the "Send/Reply Referrals" button to create a new reverse referral, or you can go back to the Overview tab on the customer record and expand the Referrals box.

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.





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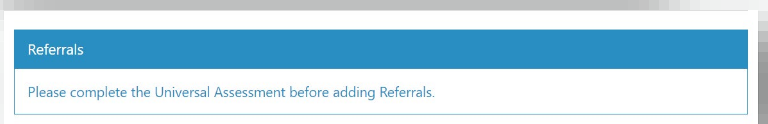
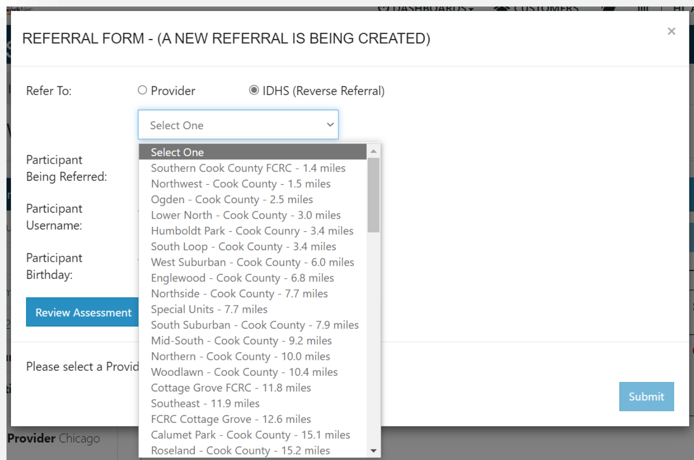
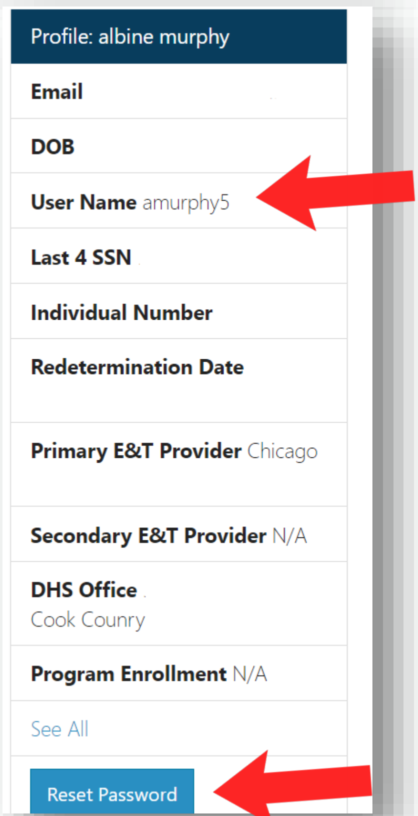


1. After clicking the “Add Referral” button, a window will pop-up with the Referral Form.
2. Click the radio button next to “IDHS (Reverse Referral)”.
3. Choose an FCRC from the dropdown list. This can be the closest one to the customer or the one the customer says they have been working with. The choice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



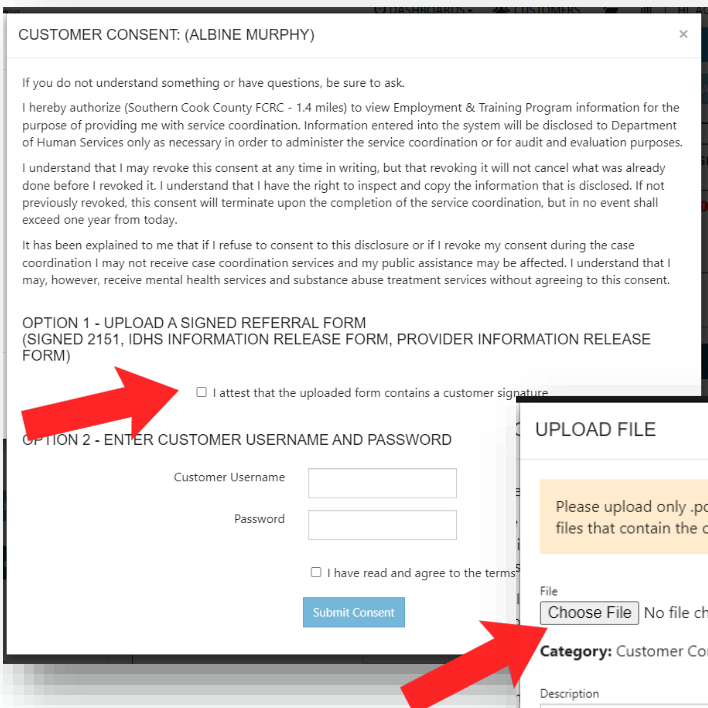
4. A button will appear saying “Submit for Customer Consent”. This button will give you two options for gaining the customer’s consent to send a referral to IDHS.
   a) If you are with the customer and can read the statement to them or allow them to read it, enter their Illinois WorkNet username and 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.

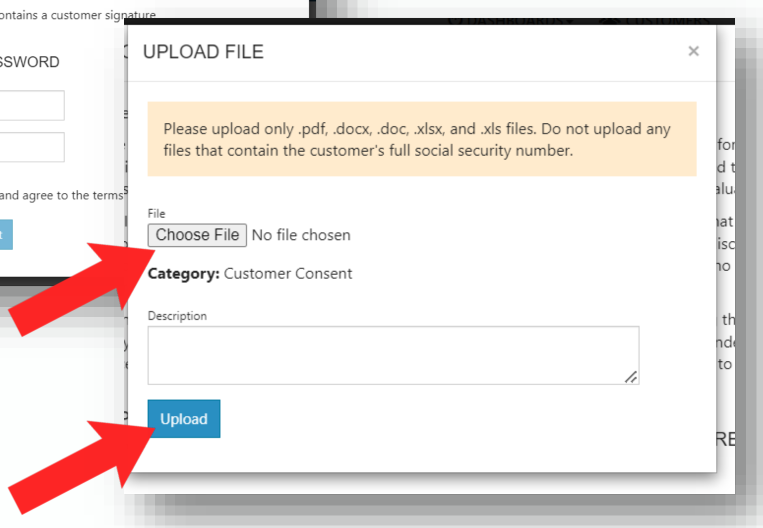


b) If you have a signed form to upload and do not have a customer present to consent, you can click the attestation box and click the “Submit Consent” button.
   1. *Note: this form must be either a 2151 form from 2022 or a 4790 form from 2023. Any form must be signed by the customer indicating that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

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”.

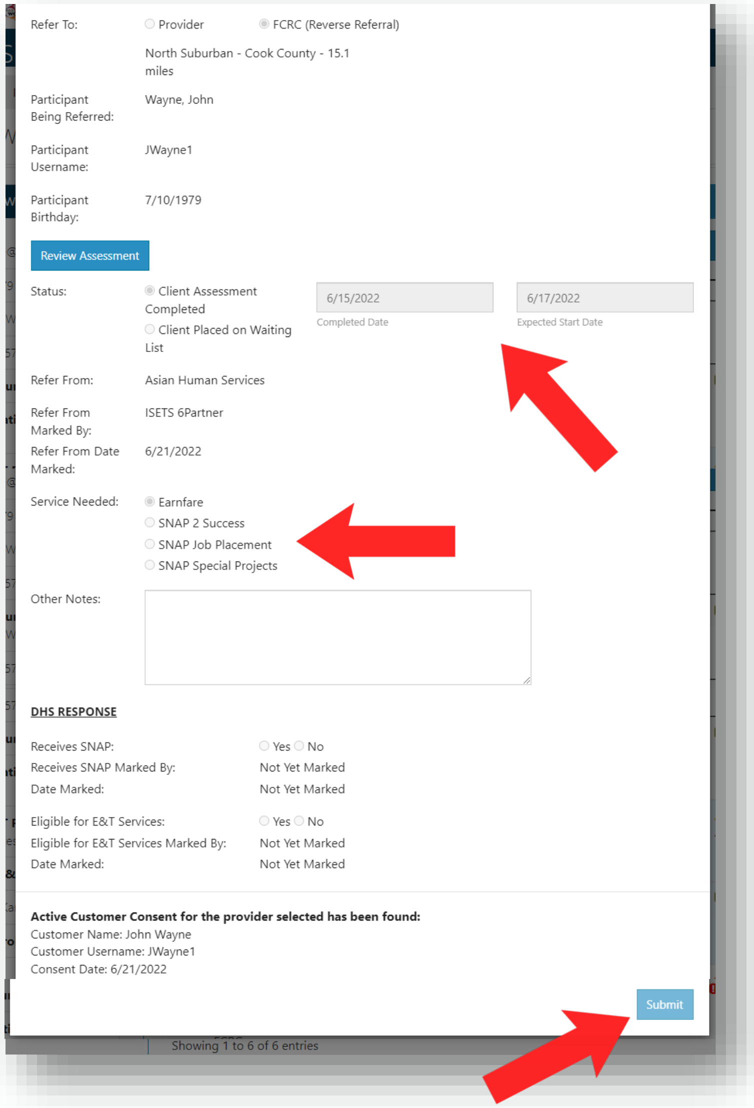




5. Click the “Client Assessment Completed” radio button and add the date the assessment was completed.
6. Add an expected start date.
7. Select the “Service Needed”. This is an indication of what program you are proposing to enroll the customer in.
8. Add any notes you deem appropriate.
9. Skip the “DHS 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
6/15/2022 Completed Date
6/17/2022 Expected Start Date
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

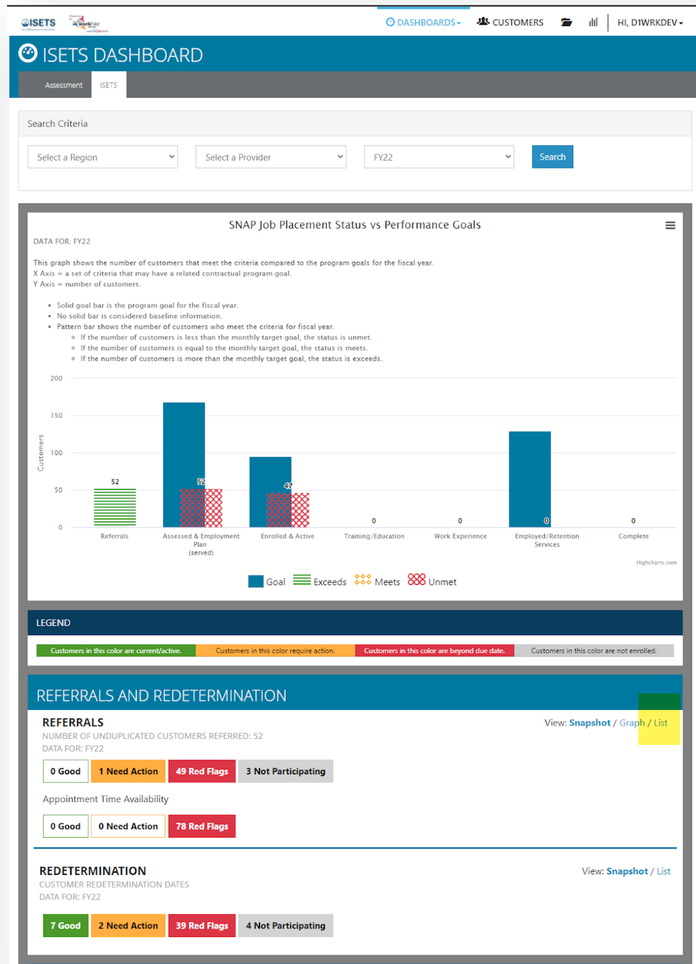
Active Customer Consent for the provider selected has been found:
Customer Name: John Wayne
Customer Username: JWayne1
Consent Date: 6/21/2022

Submit

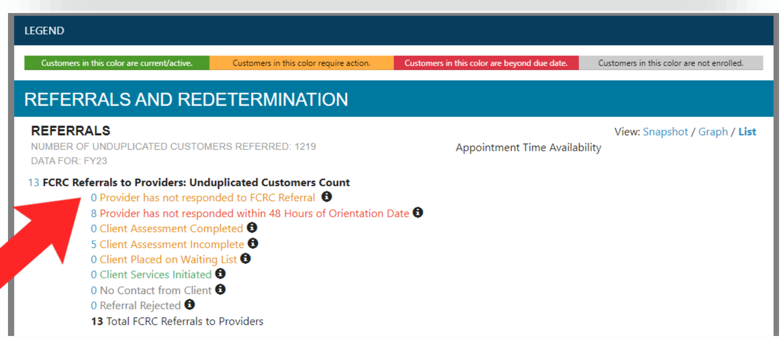
Showing 1 to 6 of 6 entries

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.

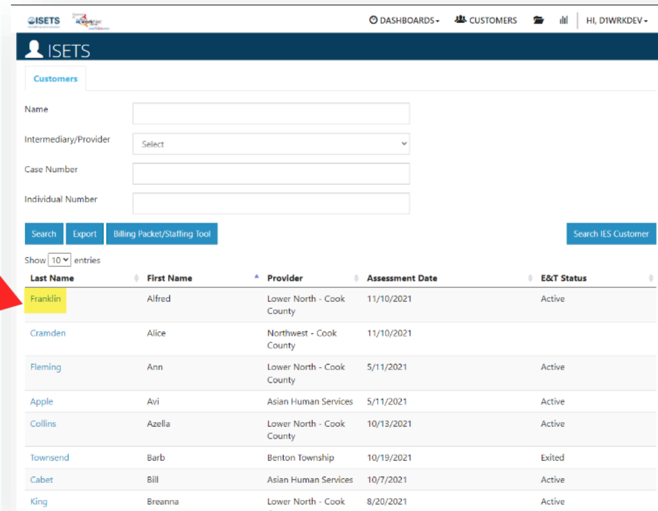


5. Click the number by the row of customers you want to review. i.e. referrals pending a Provider response. These are customers who have been referred to you that require a response.

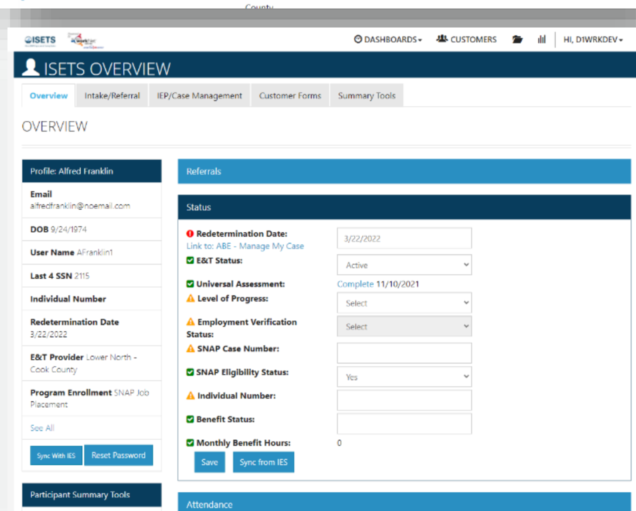


5. A new tab will open with the list of customers.

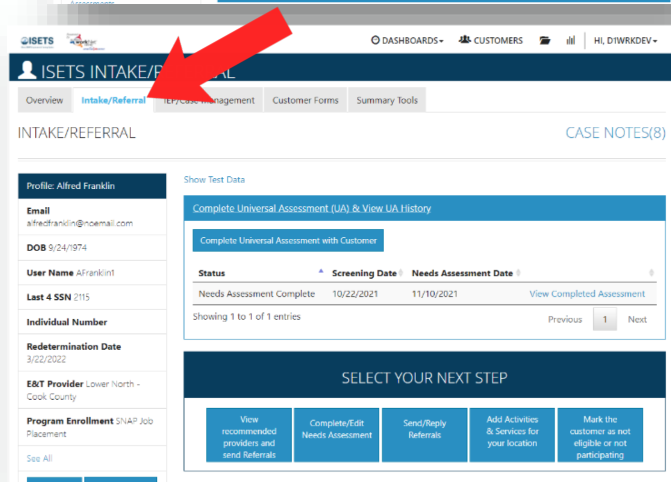
6. Click on a customer's name to go to the customer profile.



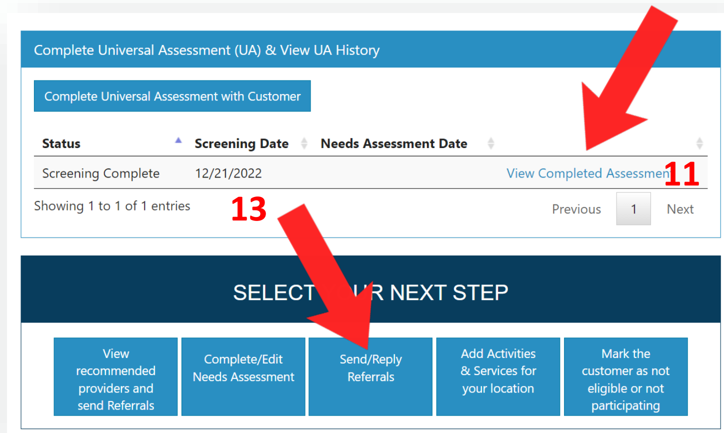
8. From the Overview tab on the customer profile, check the E&T Status, the SNAP Status, the Redetermination date that were all synced from IES.

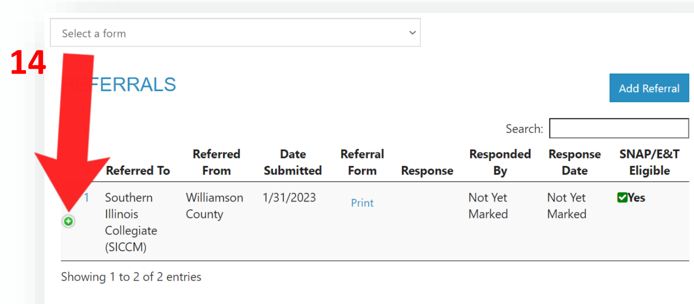


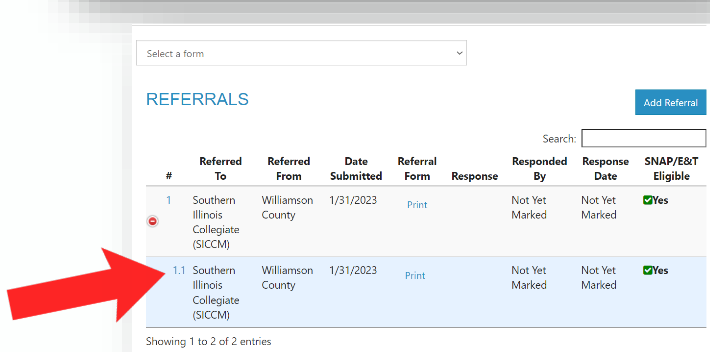
9. Select the Intake/Referrals tab on the customer profile.



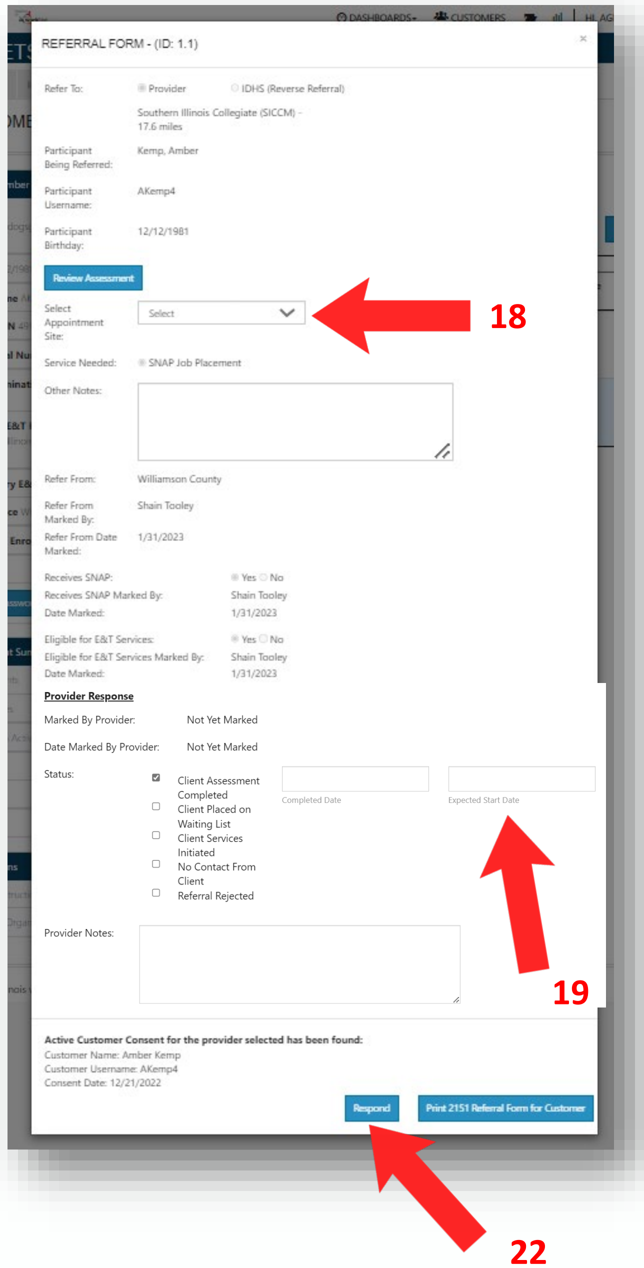
9. Click on "Complete Universal Assessment (UA) & View UA History" in the first blue bar to expand the Assessment information section if not already viewable.
10. Verify that the initial screening is complete.
11. Select "View Completed Assessment" for the most current assessment if you would like to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







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.

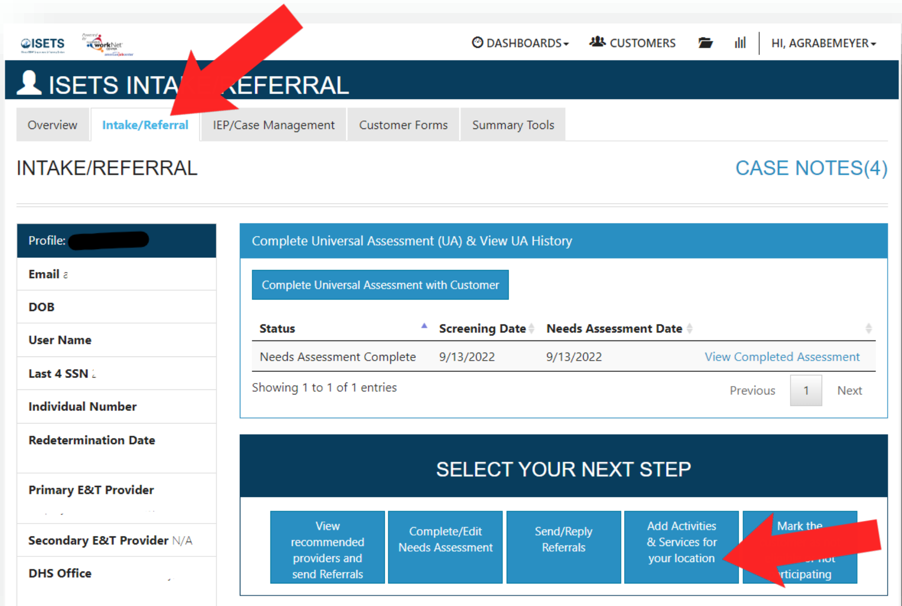


Enrolling Customers

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.



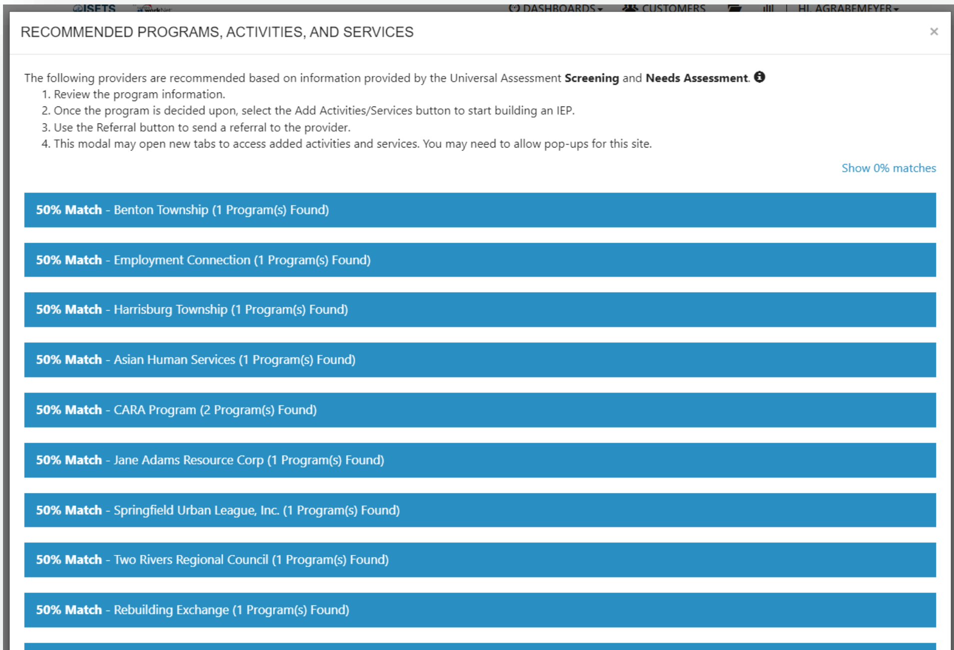
2. A box will pop open with "Recommended Programs, Activities, and Services". Find your agency in the list. If you don't see your agency, click on the "Show 0% matches" link in the upper right corner.

Best Practice

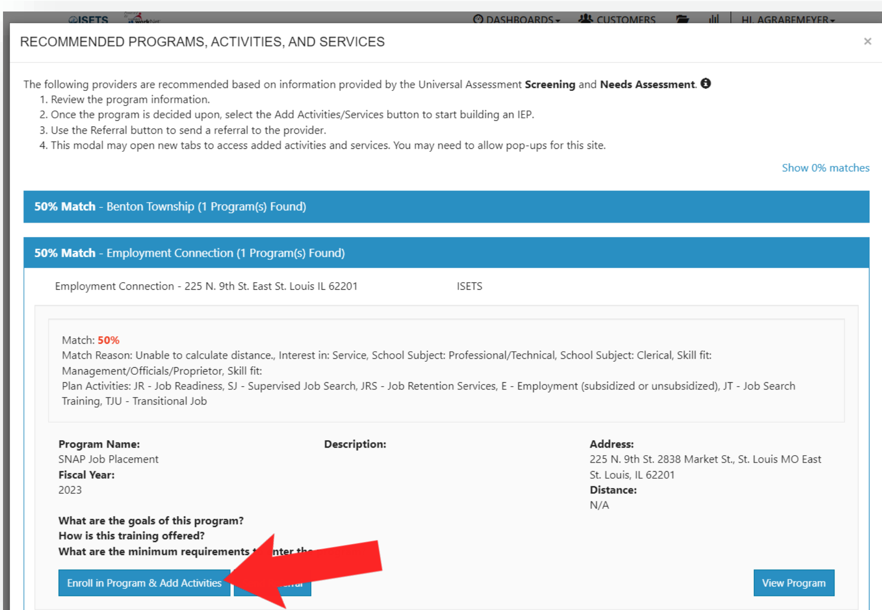
If you don't see your agency listed in the matches, it likely means either;

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.**

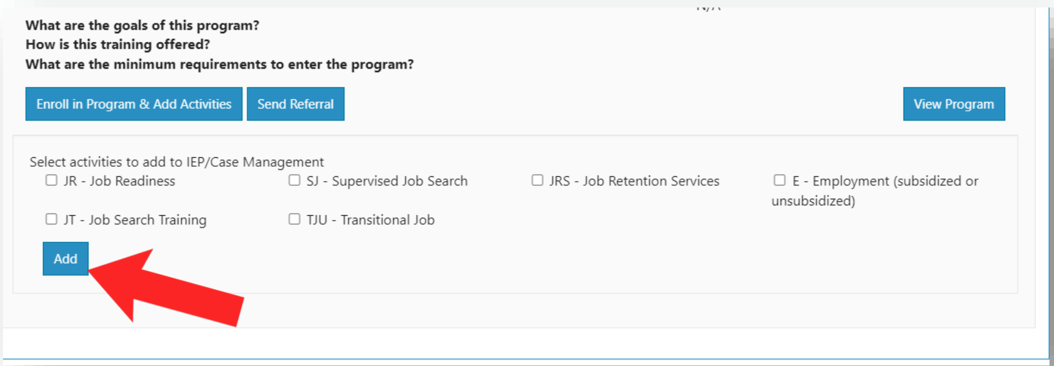
To remedy this, edit your Provider Information and add more details.



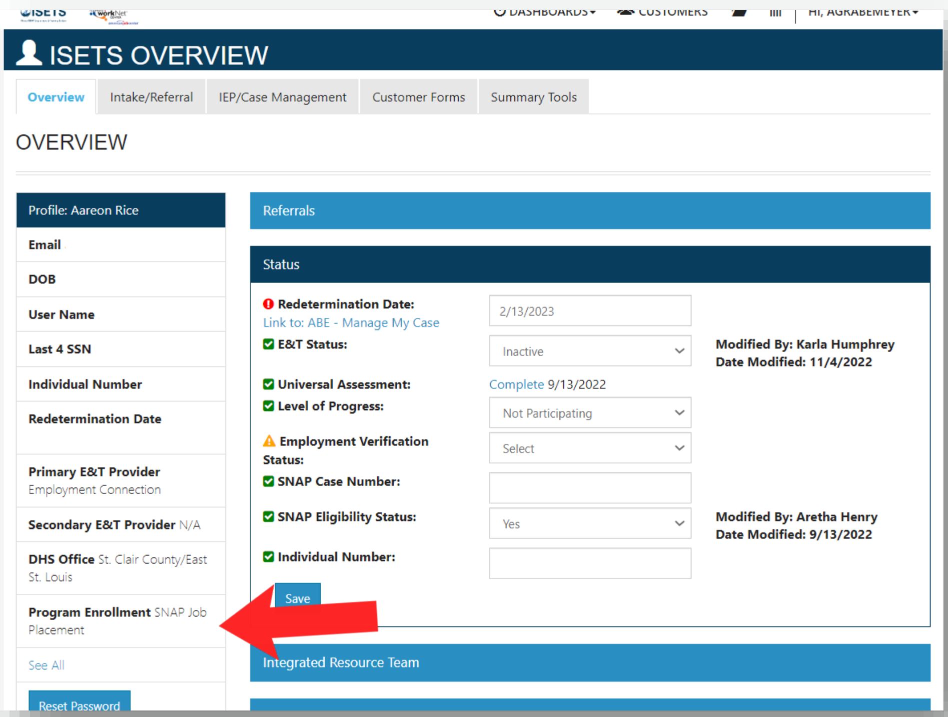
3. Click on the blue bar with your agency to expand the program details. If there are multiple programs, make sure you choose the correct one.
4. Click on “Enroll in Program & Add Activities”.



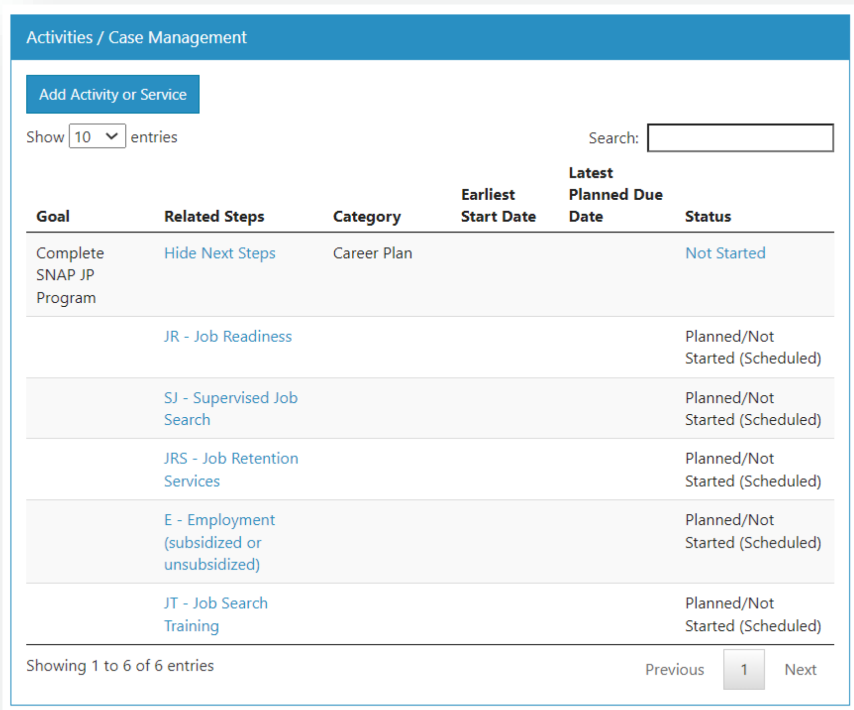
5. Choose the activities you will be engaging the customer in by checking the boxes and click “Add”. Note: customers must be enrolled with at least one SNAP Activity prior to Job Retention.



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



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 10 entries Search:

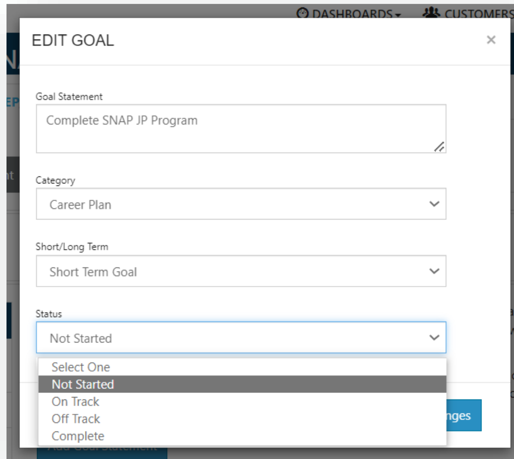
Goal	Related Steps	Category	Earliest Start Date	Latest Planned Due Date	Status
Complete SNAP JP Program	Hide Next Steps	Career Plan			Not Started
	JR - Job Readiness				Planned/Not Started (Scheduled)
	SJ - Supervised Job Search				Planned/Not Started (Scheduled)
	JRS - Job Retention Services				Planned/Not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

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.

Best Practice

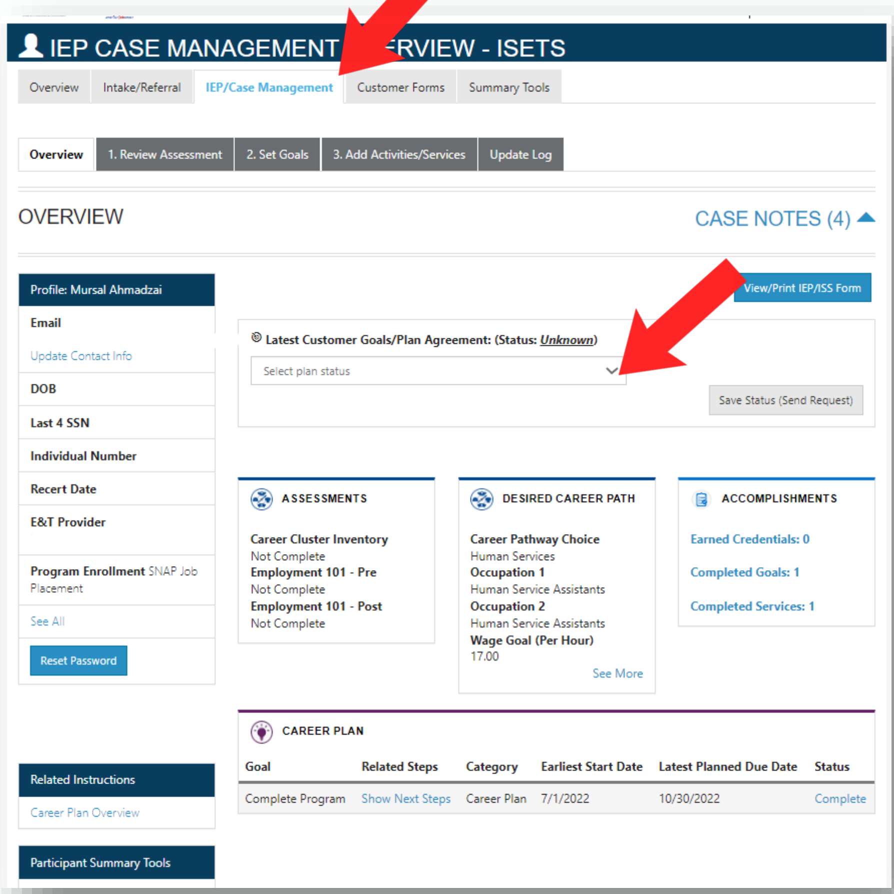
If a customer is exited at any time during the program year/fiscal year, then returns after 45 days for additional services and is eligible, the Provider must perform a new intake, referral and enrollment. Previously completed Activities are locked and may not be reopened after a customer is exited.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

Individual Employment Plans (IEPs)

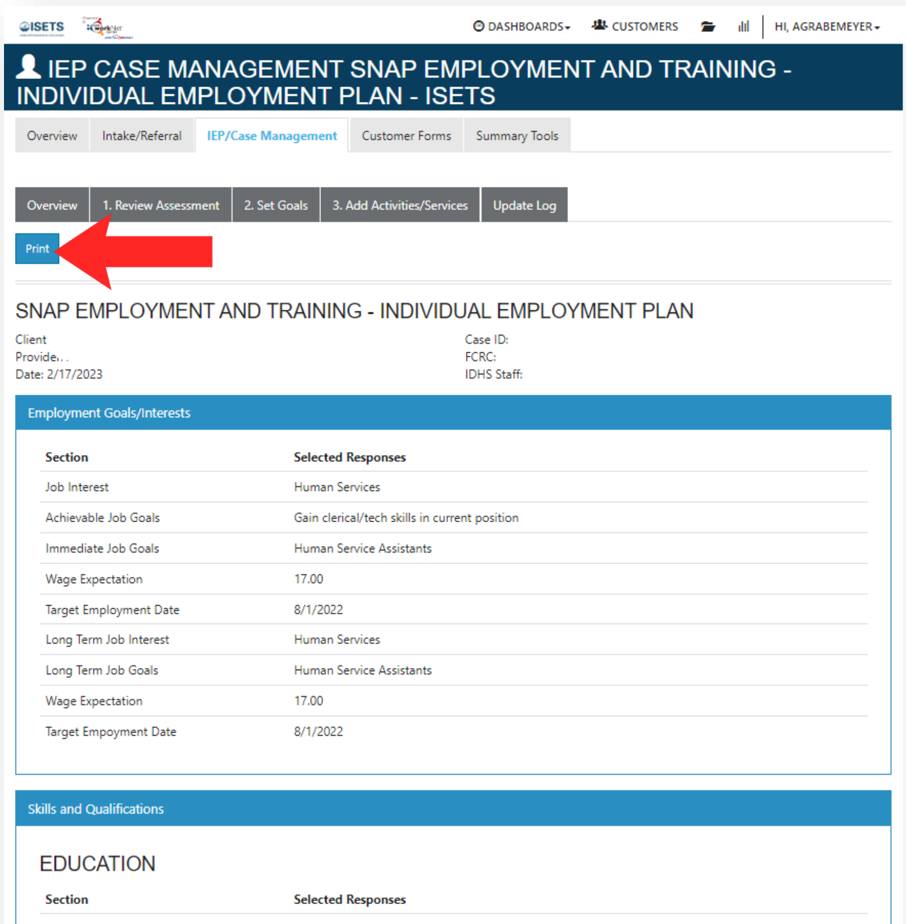
It is a requirement of SNAP E&T that each customer have an IEP developed in collaboration with Provider staff. In performing the assessment and enrolling your customer, parts of the IEP in ISETS will be auto-populated with some information. Adding additional long-term goals and adding activities (steps)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



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.



ISETS DASHBOARDS CUSTOMERS HI, AGRABEMEYER

IEP CASE MANAGEMENT SNAP EMPLOYMENT AND TRAINING - INDIVIDUAL EMPLOYMENT PLAN - ISETS

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

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

Print

SNAP EMPLOYMENT AND TRAINING - INDIVIDUAL EMPLOYMENT PLAN

Client
Provide...
Date: 2/17/2023

Case ID:
FCRC:
IDHS Staff:

Employment Goals/Interests

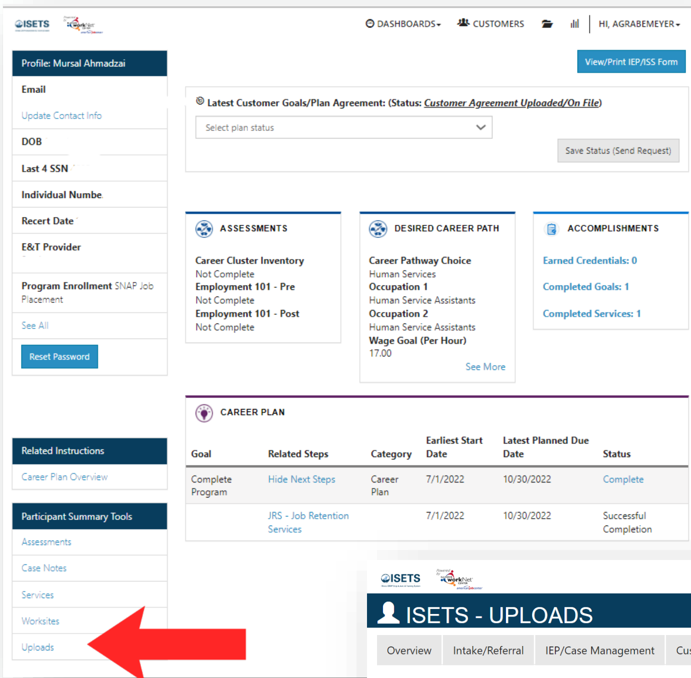
Section	Selected Responses
Job Interest	Human Services
Achievable Job Goals	Gain clerical/tech skills in current position
Immediate Job Goals	Human Service Assistants
Wage Expectation	17.00
Target Employment Date	8/1/2022
Long Term Job Interest	Human Services
Long Term Job Goals	Human Service Assistants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

Skills and Qualifications

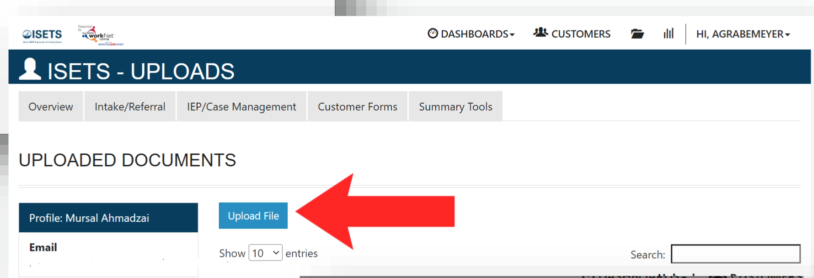
EDUCATION

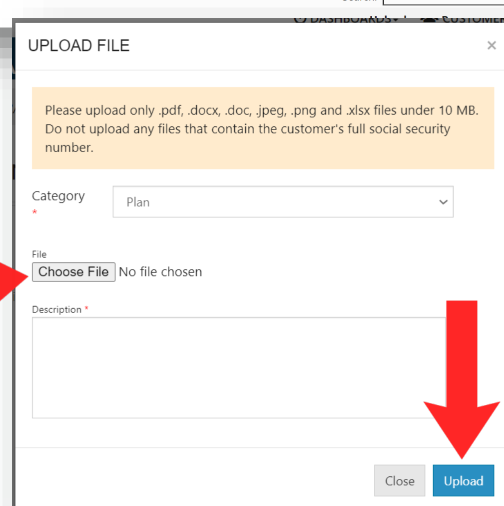
Section	Selected Responses
High School Diploma or Equivalent	

5. 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.



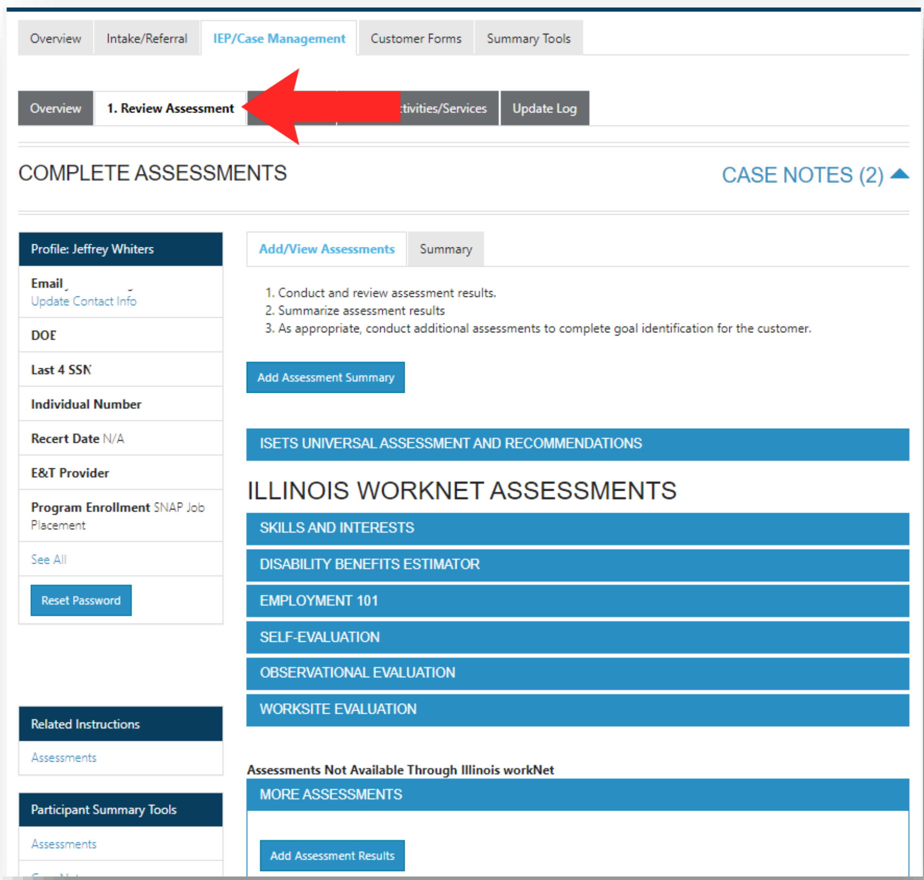
4. A popup page will load.
5. Click the dropdown menu and choose "Plan".
6. Click the "Choose File" button and upload the correct file.
7. Click the "Upload" button.
8. Return to the tab with the IEP page.
9. Click on the "Latest Customer Goals/Plan Agreement Status" dropdown and update if necessary.



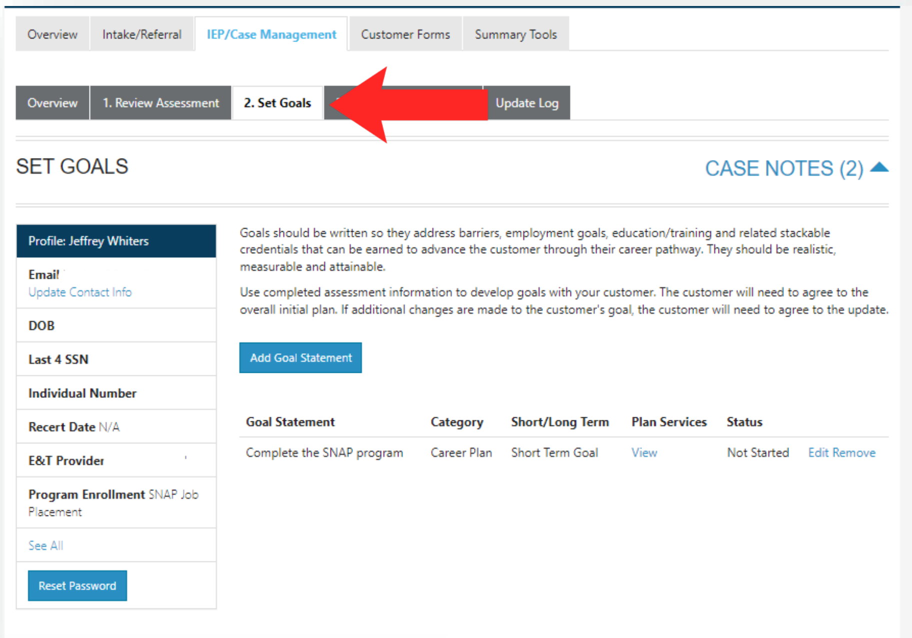


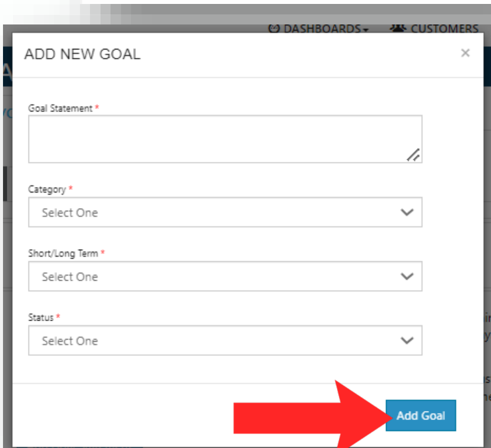
You will notice on the IEP Overview page that all assessments are listed in the "Assessments" box. The "Desired Career Path" information is populated from the answers entered in the Universal Assessment. The "Accomplishments" box shows earned credentials, goals, activities and services which have been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

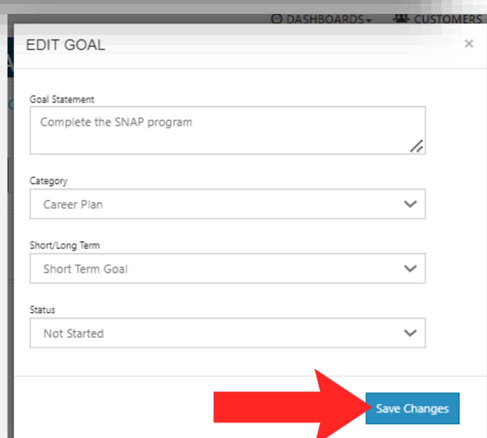
1. To view all assessments, click on the “Review Assessments” tab. The ISETS Universal Assessment as well as any other assessments available in ISETS are listed there. Some of these assessments are provided by Illinois workNet and are helpful but not required.



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 Whiters
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
View
Not Started
Edit Remove


DASHBOARDS
CUSTOMERS
ADD NEW GOAL
Goal Statement *
Category *
Select One
Short/Long Term *
Select One
Status *
Select One
Add Goal


DASHBOARDS
CUSTOMERS
EDIT GOAL
Goal Statement
Complete the SNAP program
Category
Career Plan
Short/Long Term
Short Term Goal
Status
Not Started
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).

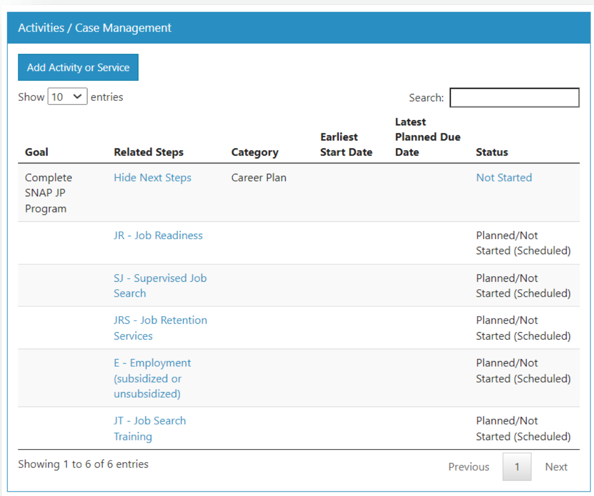
> **Best Practice**
>
> **Keep activities updated and make sure that estimated end dates are edited and extended if an activity goes longer than originally expected. Make sure when your customer completes an activity and moves on to a new one, you close out the old activity and add the new one to their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


Activities / Case Management

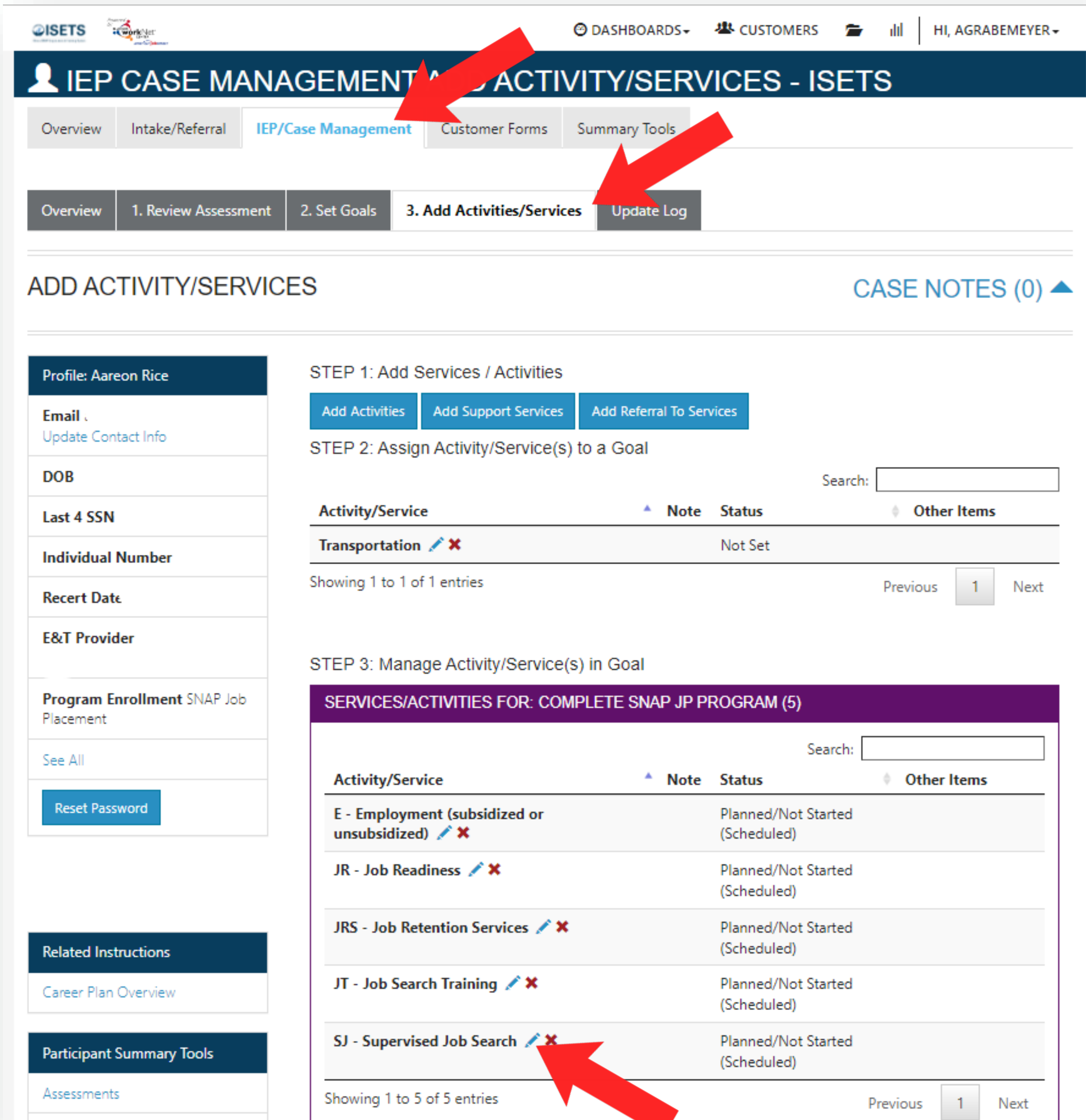
Add Activity or Service

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)

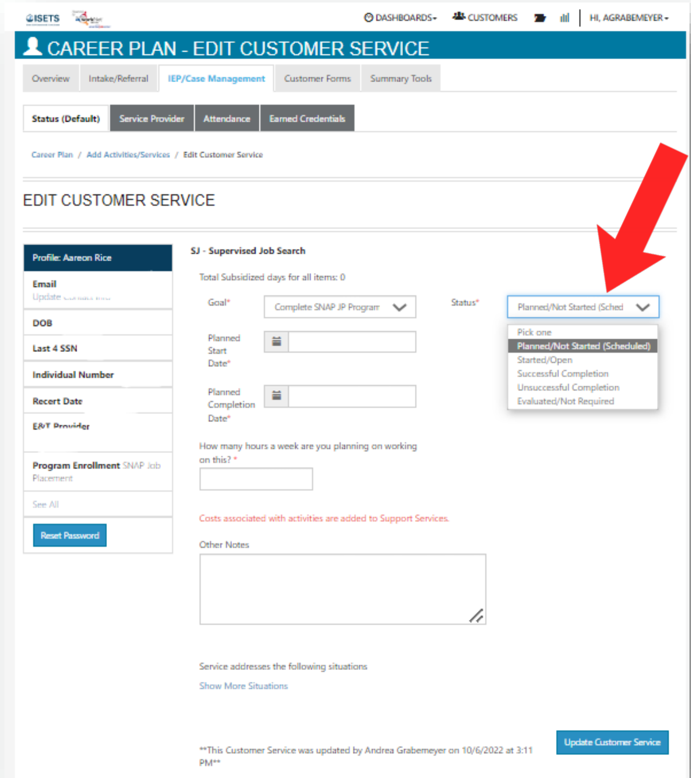
Showing 1 to 6 of 6 entries Previous 1 Next

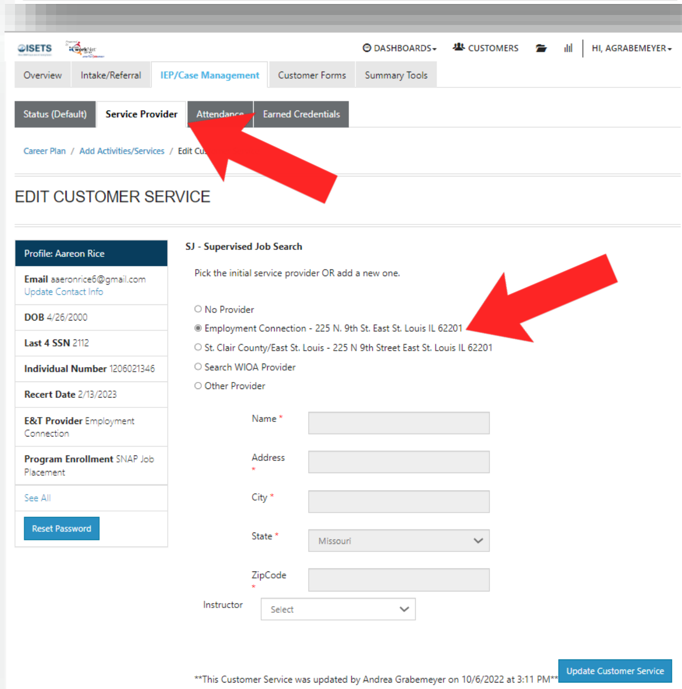
3. You can also edit activities by clicking on the “IEP/Case Management” tab in the customer record, clicking on the “Add Activities/Services” tab and expanding the purple bar listing “Services/Activities” for the goal.
4. Click on the blue pencil icon next to the activity.



4.

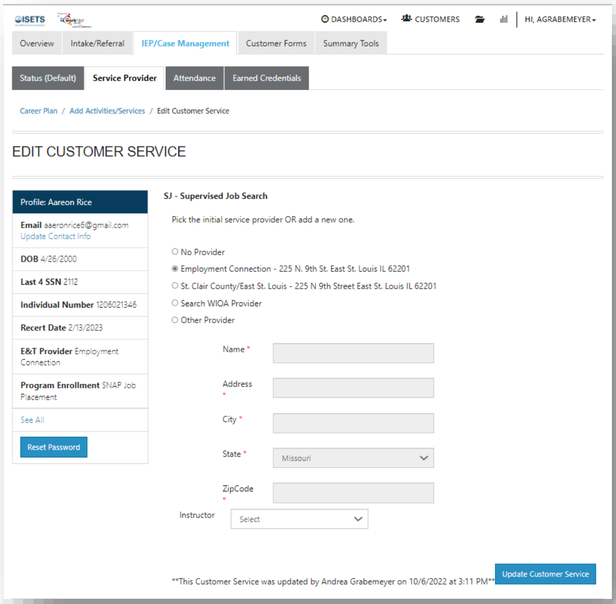
3. A screen will load where you can edit the activity.
4. Click on the “Status” drop-down menu and choose the correct status (usually “Started/Open” to begin with).
5. Click on the “Planned Start Date” field and choose a start date.
6. Click on “Planned Completion Date” and choose an expected end date (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.

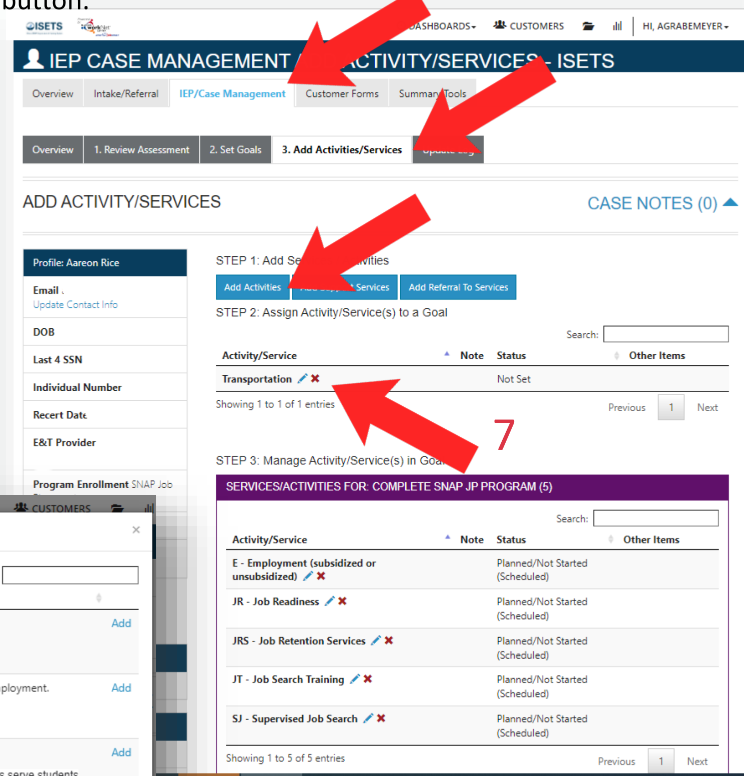
11. If the customer is attending the Activity at a different agency/location (for example attending GED classes taught at a local Community College instead of at your agency) you may search for that location in the WIOA Provider section or you may type in the information in the "Other Provider" fields.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

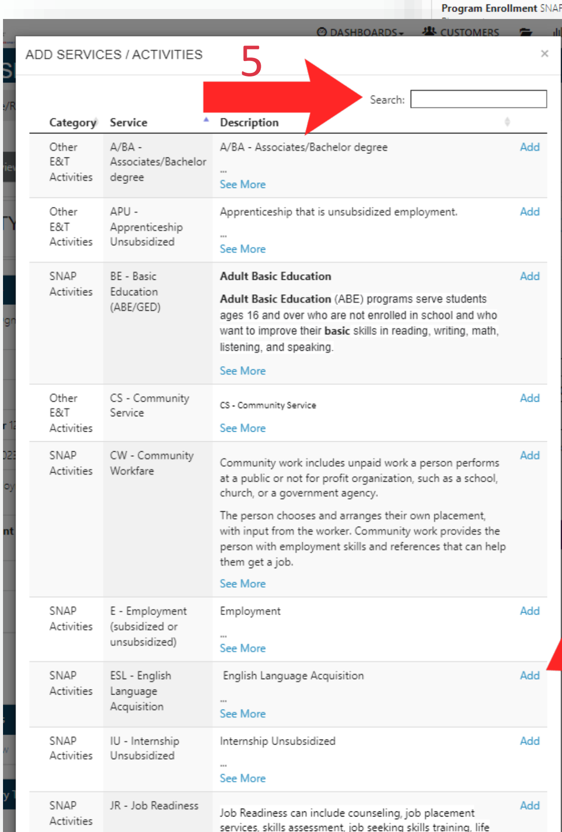


Adding New Activities

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



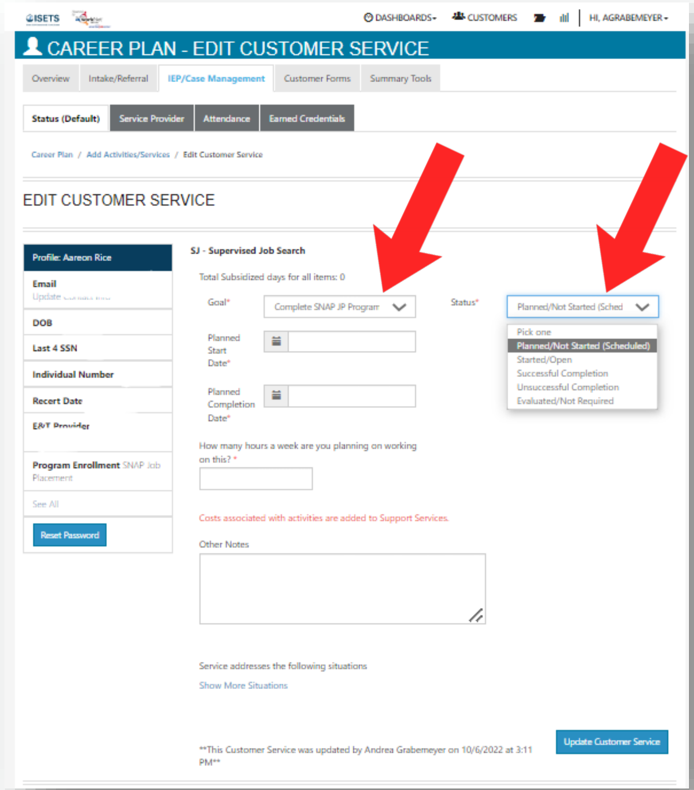


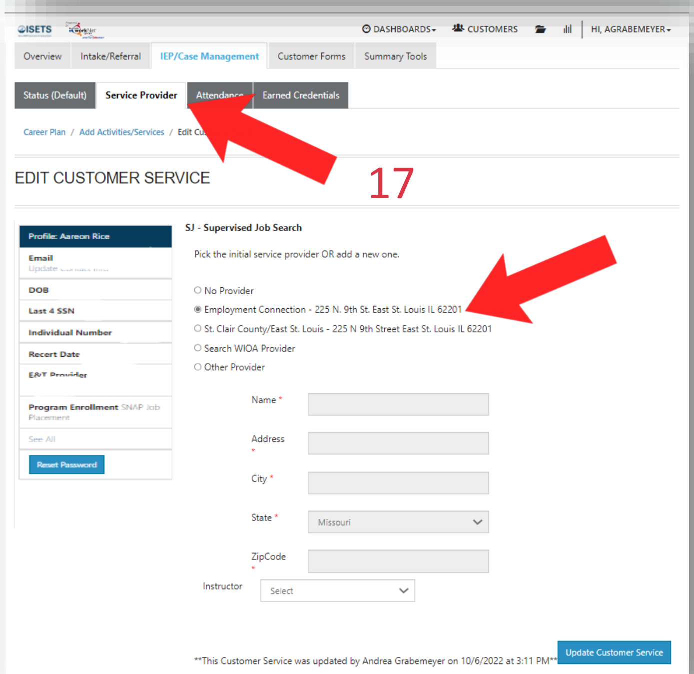
6

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.

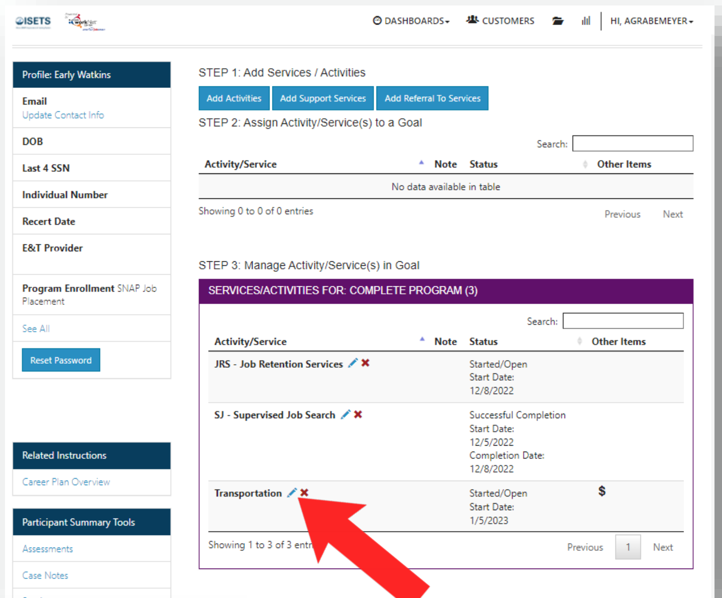


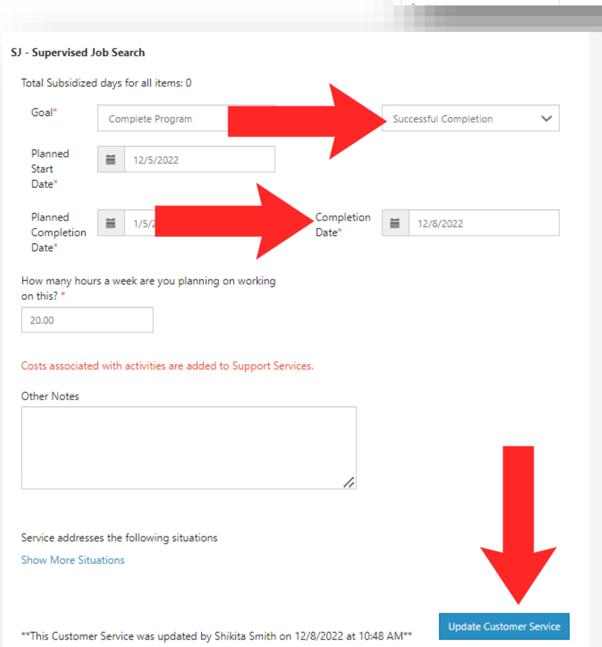


Closing Activities

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.





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

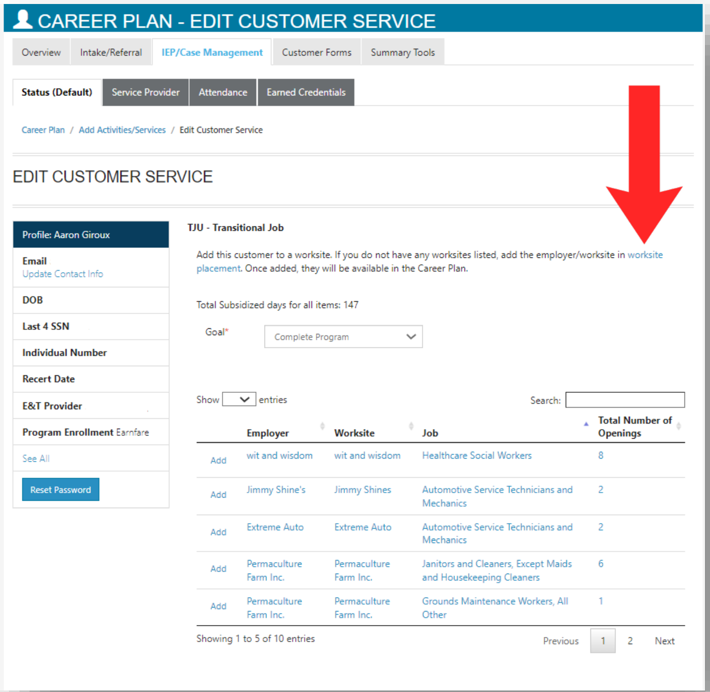
When a customer is enrolled in a work experience activity such as:

- 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.

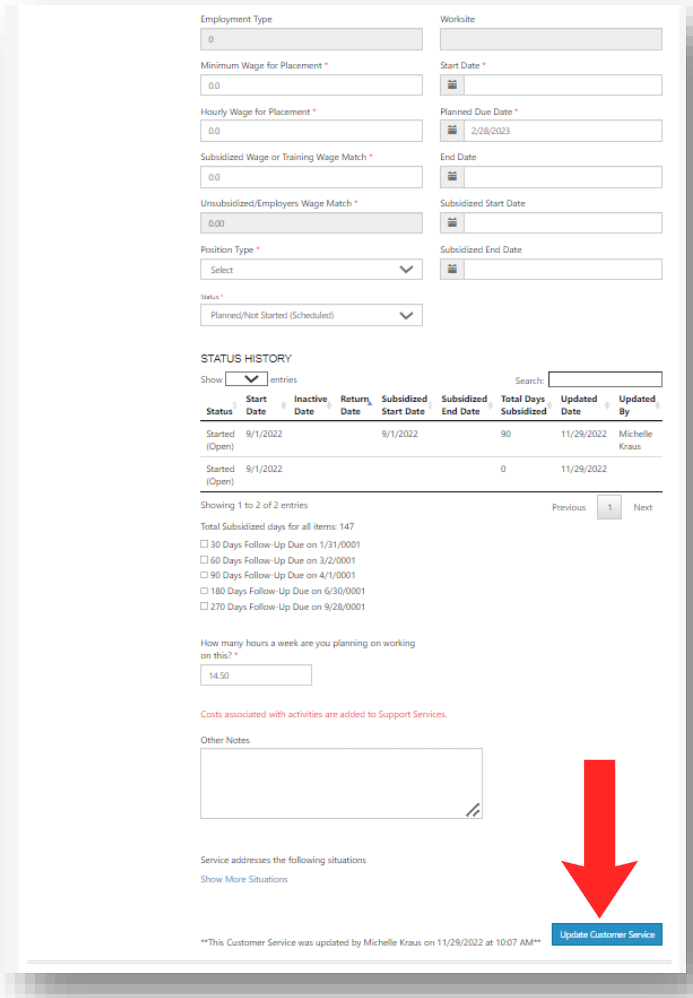
After adding the Activity as described above, you will see a screen like the one to the right.

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.



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).

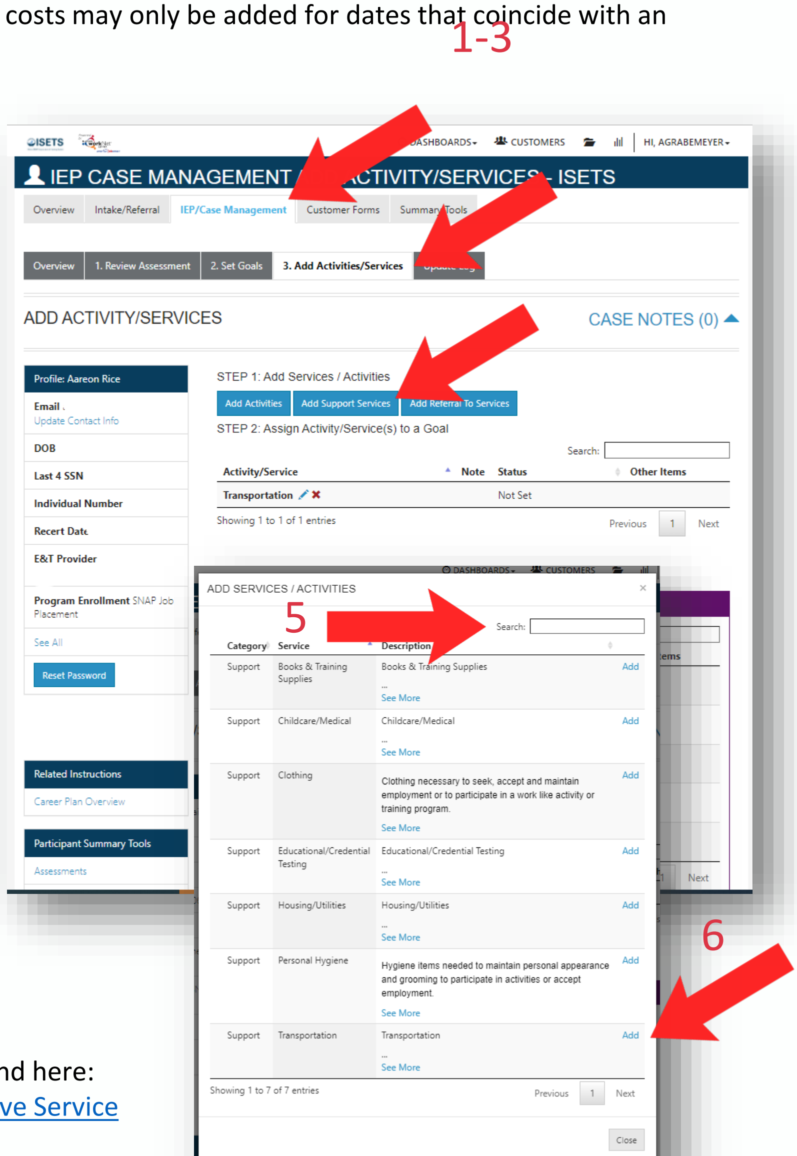
7. Fill in all details of the worksite placement including start date, wage, planned due date (end date), and position type.
8. Update the “Status” dropdown to “Started/Open”.
9. Add the number of hours the customer is planning to participate in the worksite in whole numbers (no dashes or ranges).
10. 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.



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.

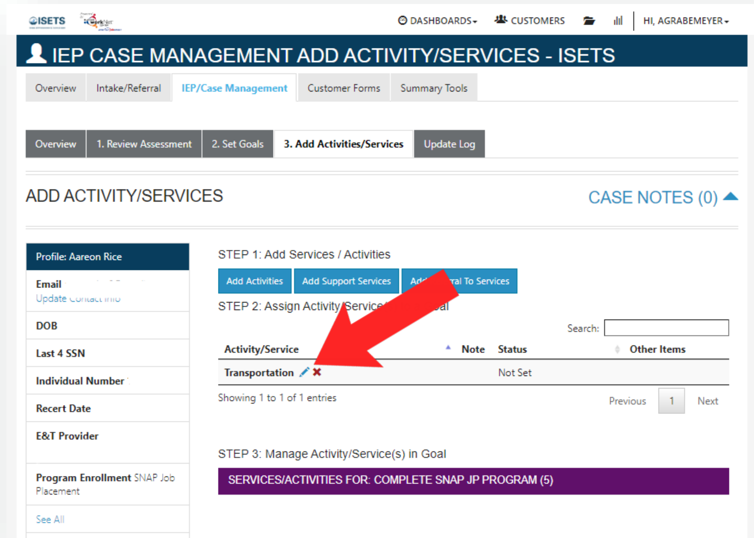
Costs can also be added underneath supportive services where costs are not added under activities. Costs should be added and dated within the month the service is issued/happens. Customers are only eligible to receive Support Services while they are enrolled and active in a SNAP E&T Activity, therefore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

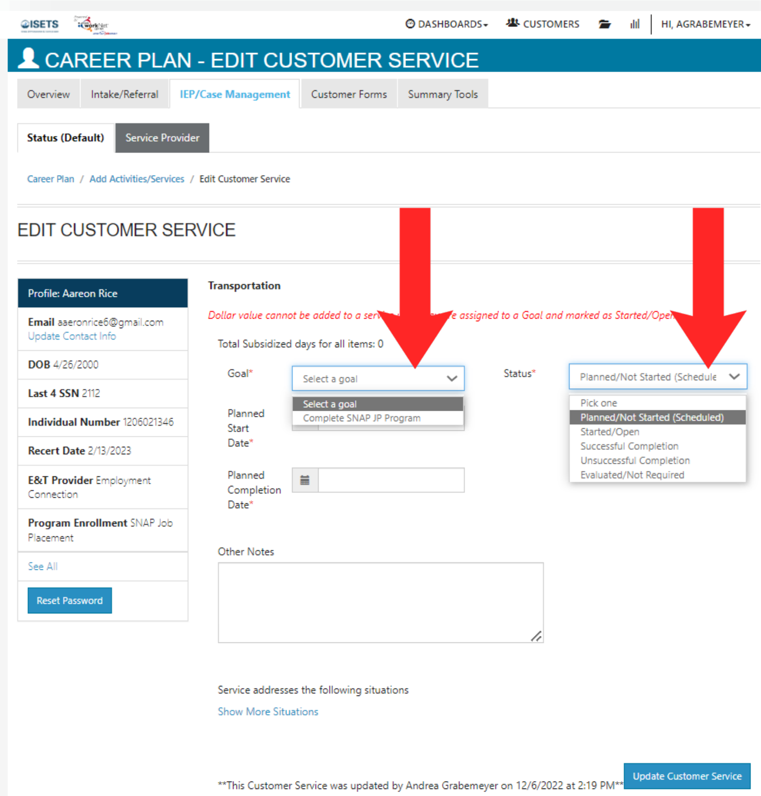


1. You can add new services by clicking on the IEP/Case Management Tab in the customer record.
2. Click the "Add Activities/Services tab.
3. Click on the "Add Support Services" button.
4. A pop-up screen will load with a list of all services.
5. To find a specific service, you can type keywords in the 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.

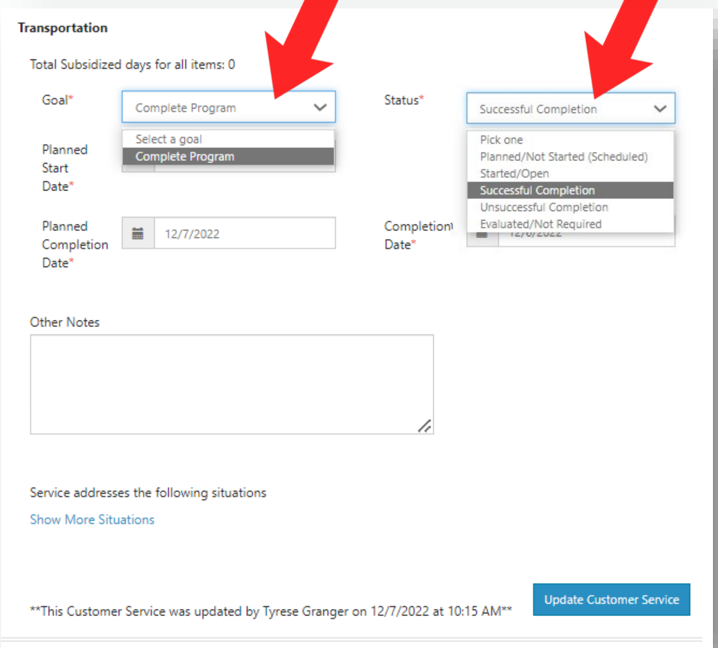
The official published policy on supportive services can be found here: [IDHS: WAG 21-06-11: Supportive Service Payments (state.il.us)]

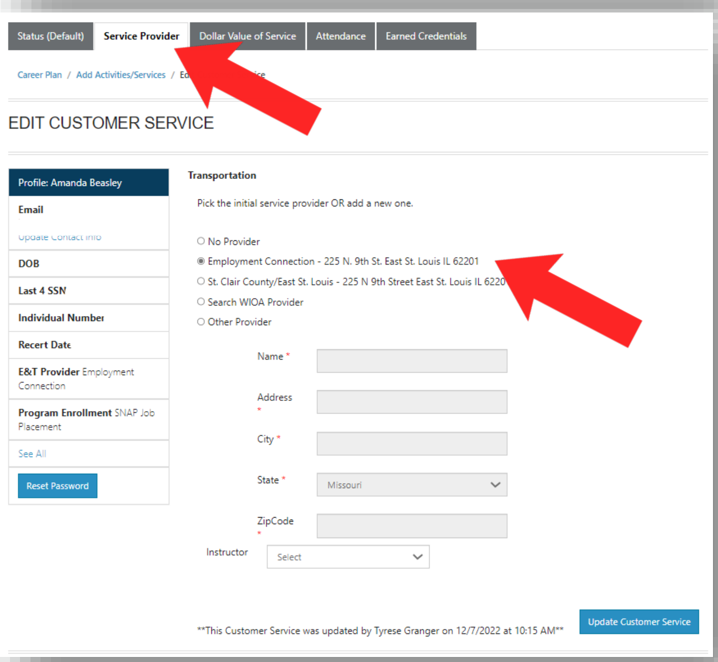
7. Click the blue pencil icon.
8. A page will open where you can edit the new service.
9. You'll notice that a new service not associated with a goal will display the message "Dollar value cannot be added to a service until they are assigned to a Goal and marked as Started/Open".
10. Click on the "Goal" 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).





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.

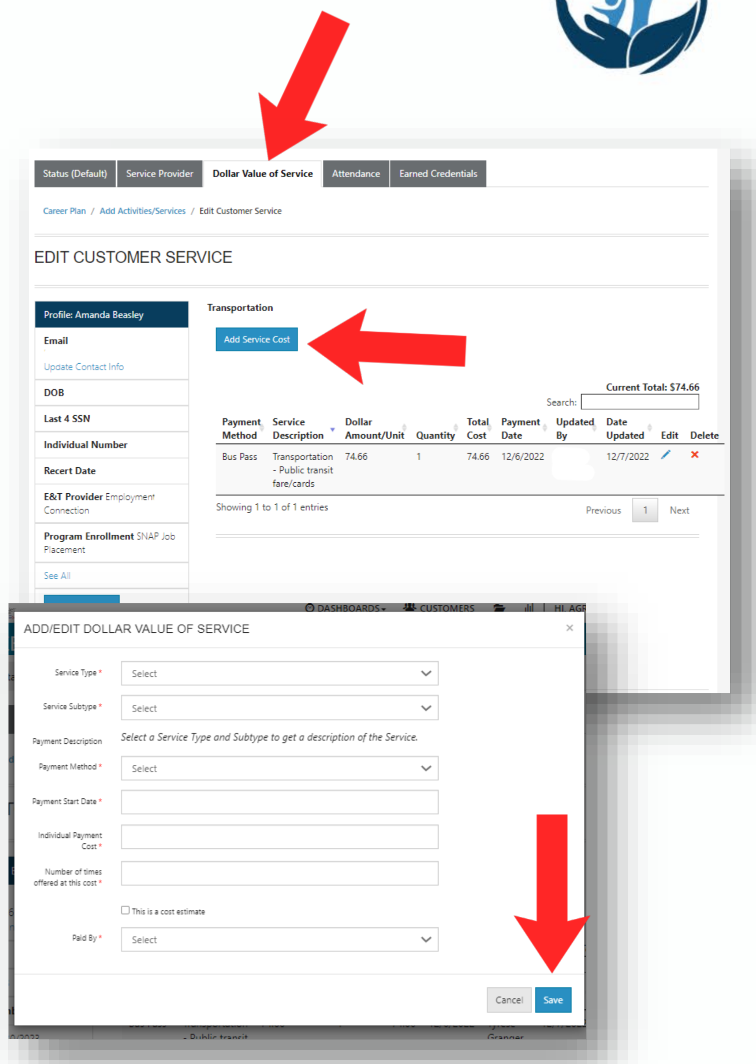




Adding Costs to Services

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”.



Best Practice

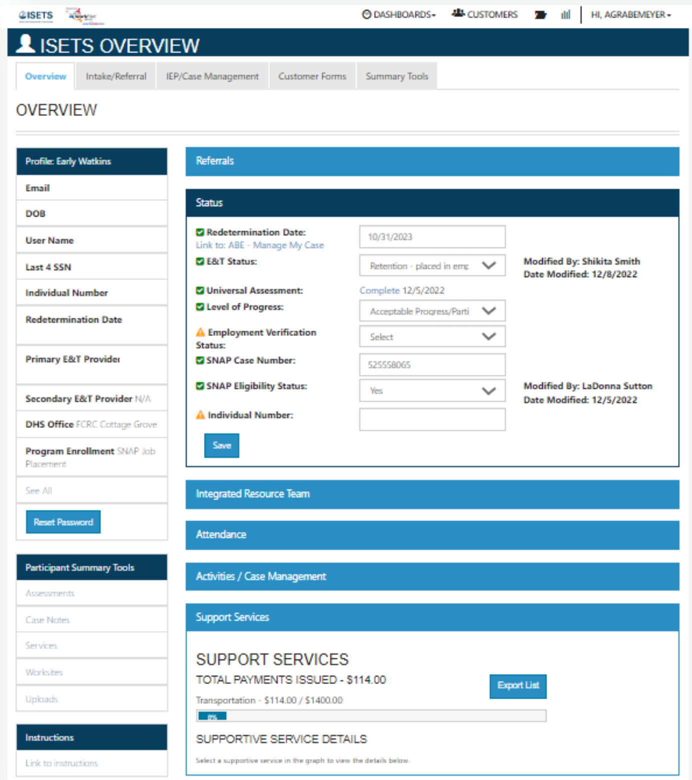
The Supportive Service is only added once for the entire period of time the customer is participating in SNAP E&T. When supportive service payments (bus passes, gift cards, direct payment, etc.) are made each one is entered as a new service cost.

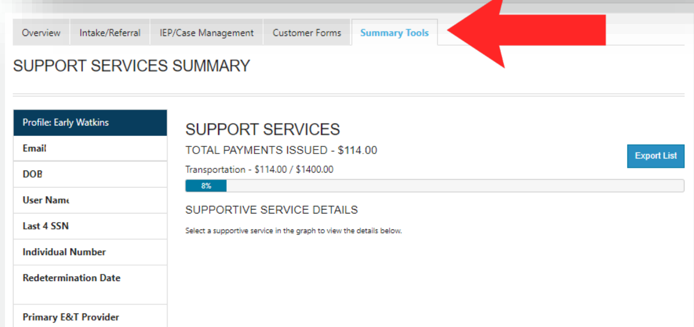
The only scenario when a service should be added a second time is if the customer leaves SNAP E&T (is exited) and returns later and re-enrolled. Upon return, a new service may be added for the current stint in SNAP E&T.

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.





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.

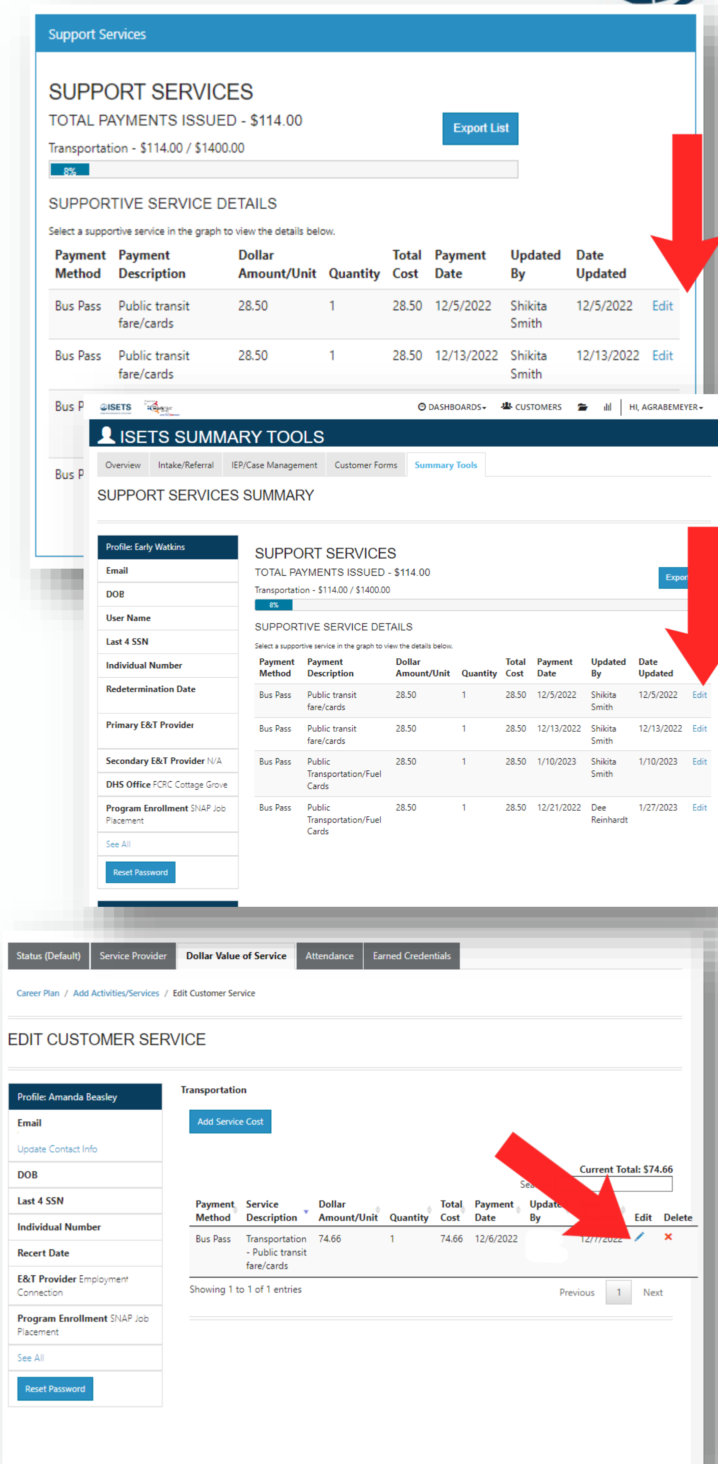
Best Practice

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.

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.

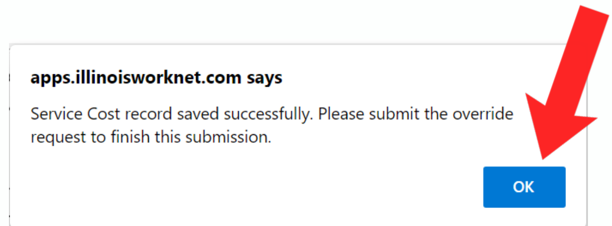


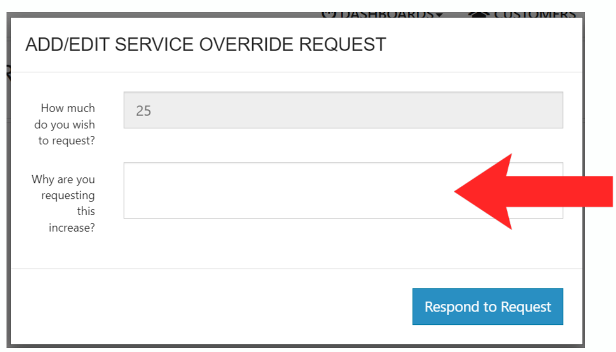
Requesting Cost Overrides

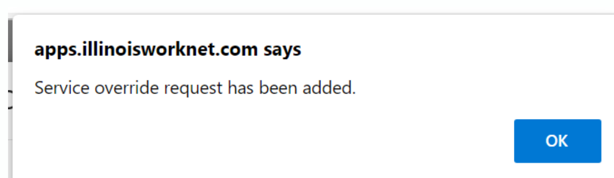
When entering supportive services that will exceed the maximum allowable payment for that category, ISETS will automatically prompt you to request a cost override. This means that an IDHS Program Manager must approve the overage, verifying that it is reasonable and necessary for the customer to reach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





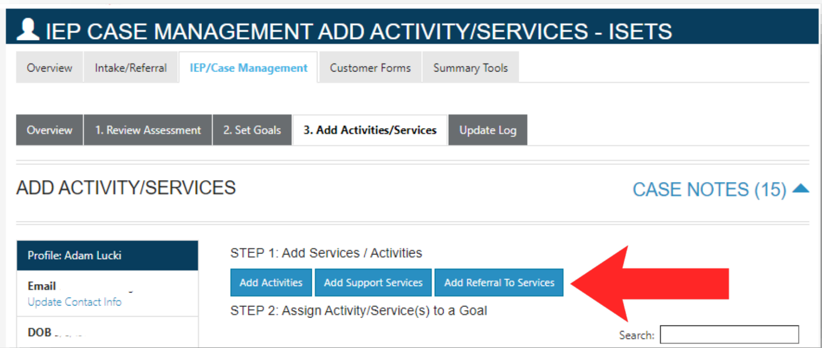


Adding and Managing Referrals to Outside Services

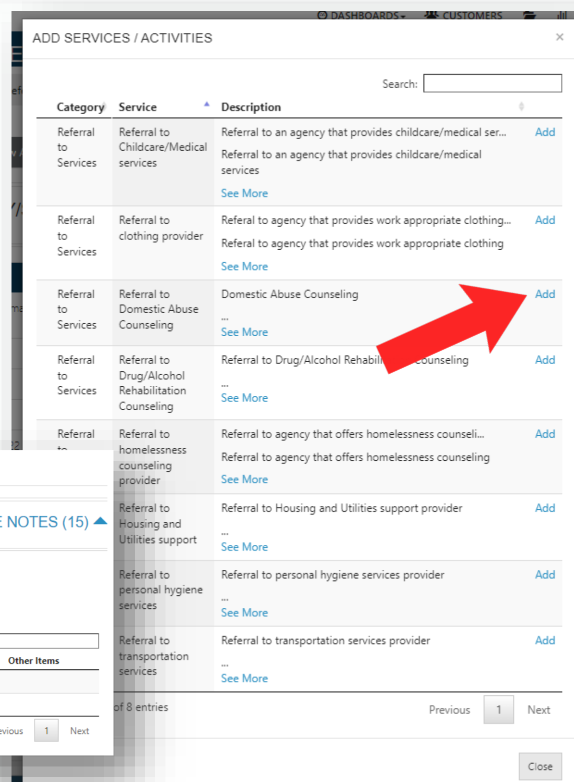
After you've enrolled a customer, you can document when you make referrals to other services (not SNAP E&T providers). Some of these may be referrals to substance abuse or other counseling, homelessness prevention services, or others that may be listed.

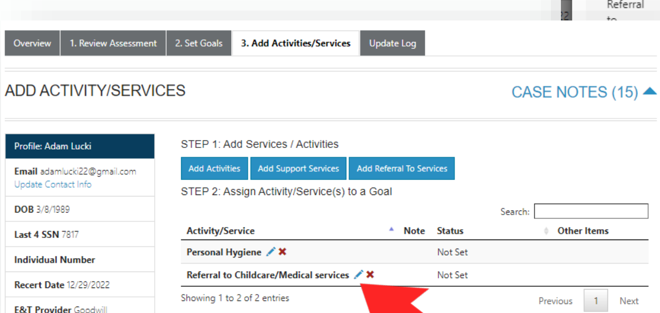
Costs can also be added underneath referrals to services but are not associated with your SNAP E&T contract. Documenting these referrals is only to keep an accurate and thorough record of the service to the customer.

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.



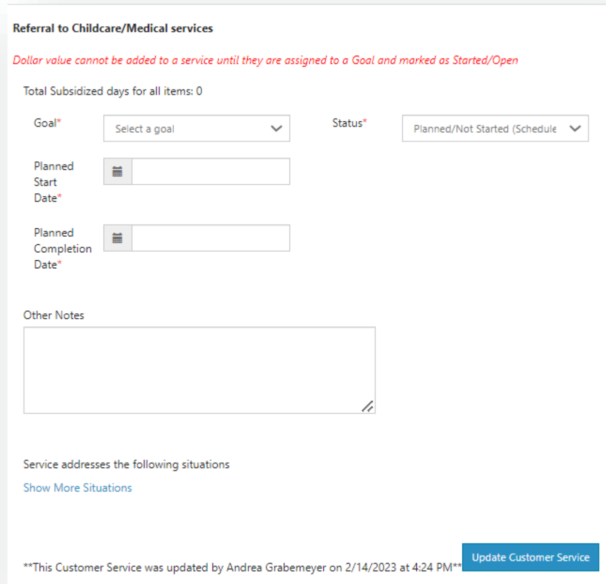
4. A popup window will open listing all of the Referral to Services options.
5. Click the blue "Add" link next to the referral you would like to add for this customer.
6. The referral will be added to the planned services section of their IEP.
7. Click on the blue pencil icon next to the referral to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

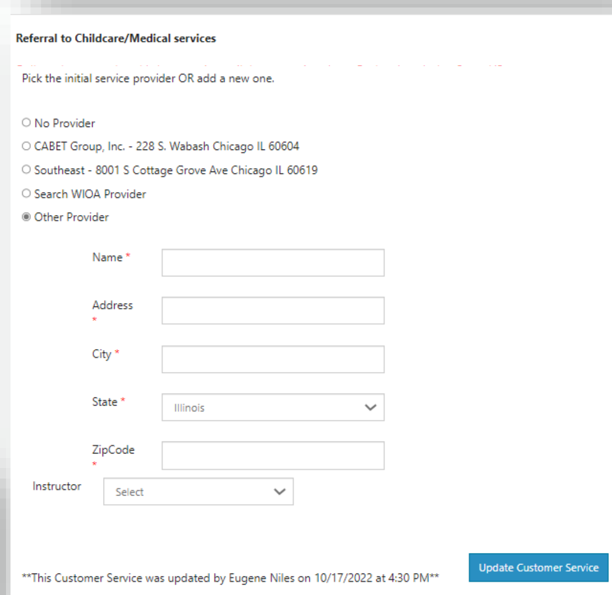


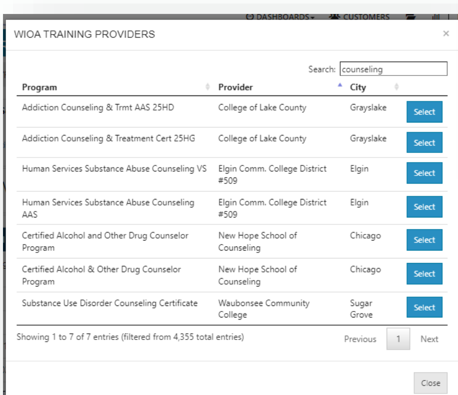


8. In the next screen, you can associate the referral with a relevant goal and change the status to Started/Open to begin.
9. Add the Planned Start date and Planned Completion Date and any Other notes.
10. Click the “Update Customer Service” button.
11. A popup will appear prompting you to enter a case note.
12. 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.
13. 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.



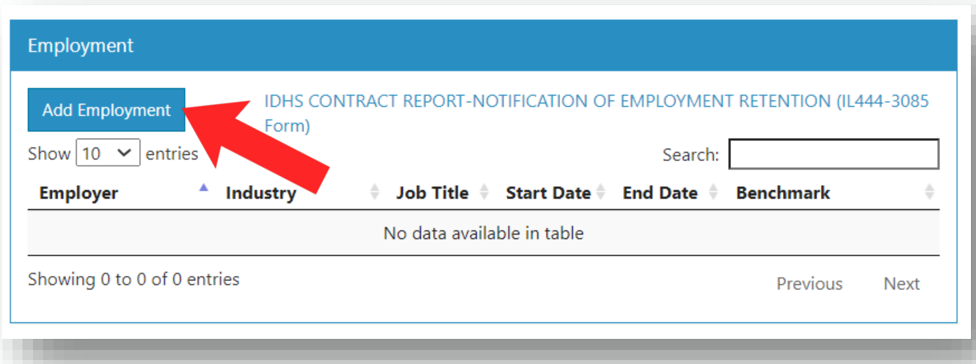




Adding and Managing Employment & Retention

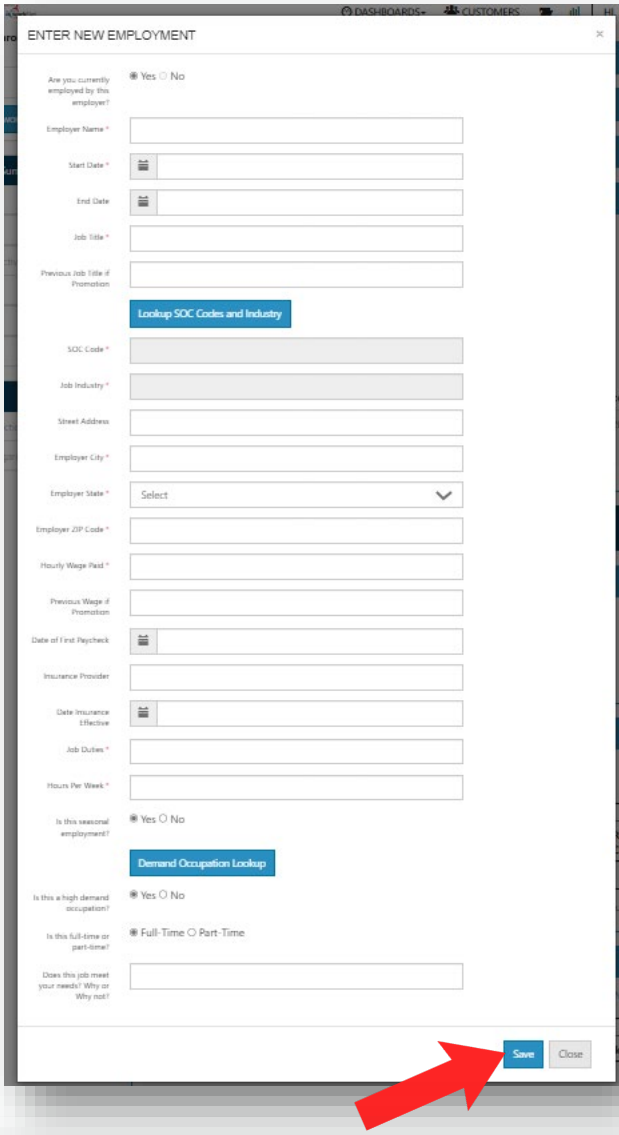
When a customer gains employment, that information should be added. In addition, 100% of employed customers working 20 hours per week or more must be offered Job Retention services. So, the customer must also be enrolled in the Job Retention activity. That process is described here.

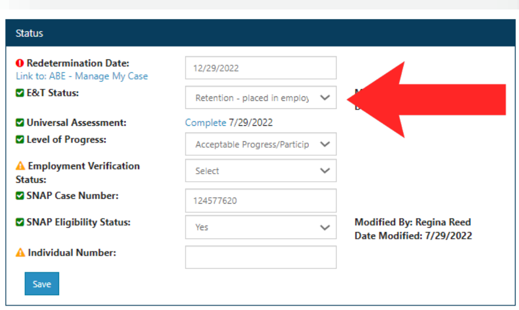
1. To add new employment, go to a customer's record. In the Overview tab scroll down to the the Employment Section and click the "Add Employment" button.
2. A new popup box will appear.

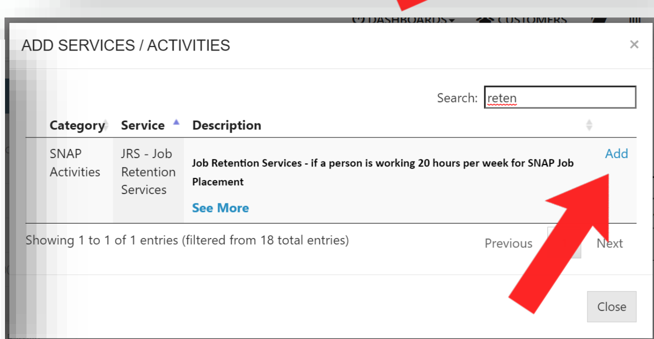


Click on the blue linked text at the top of this box to access the IL444-3085 form. This is the Employment verification form and will be needed to verify employment for outcomes reporting.

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”.



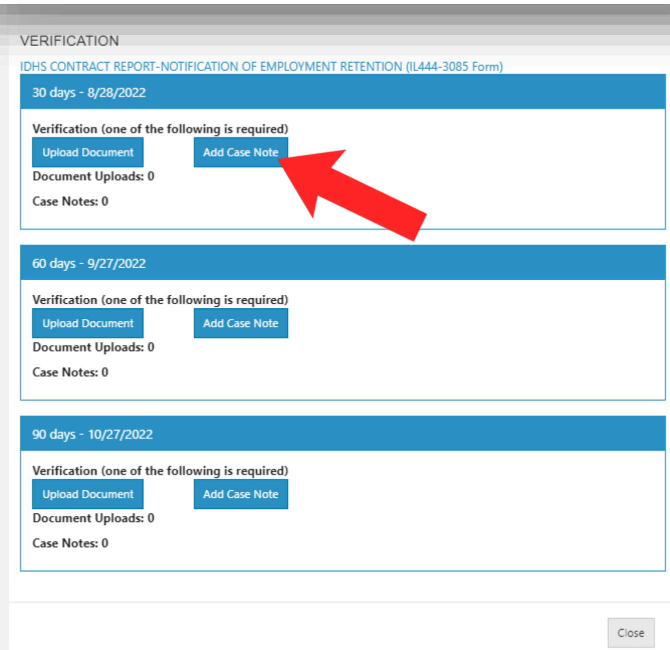




When adding employment of 20 hours or more per week, it is required to add the Job Retention Activity also. The Job Retention activity should start on the employment start date and should continue for 90 days.

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.



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.

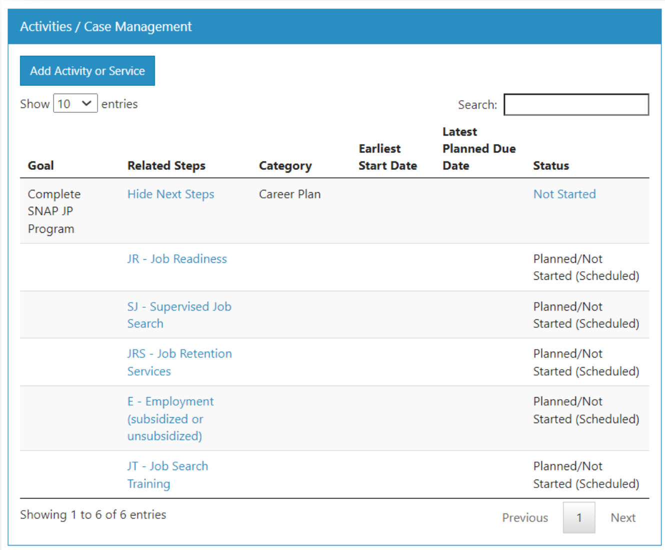
Exiting Customers from E&T in ISETS

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

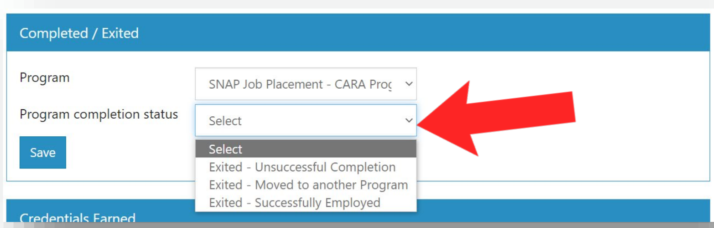
- a customer voluntarily exits the SNAP E&T program either before completing activities or after completing activities
- a customer becomes ineligible because either their SNAP benefits have stopped or they have started to receive TANF benefits
- a customer has become employed and completed their 90-day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

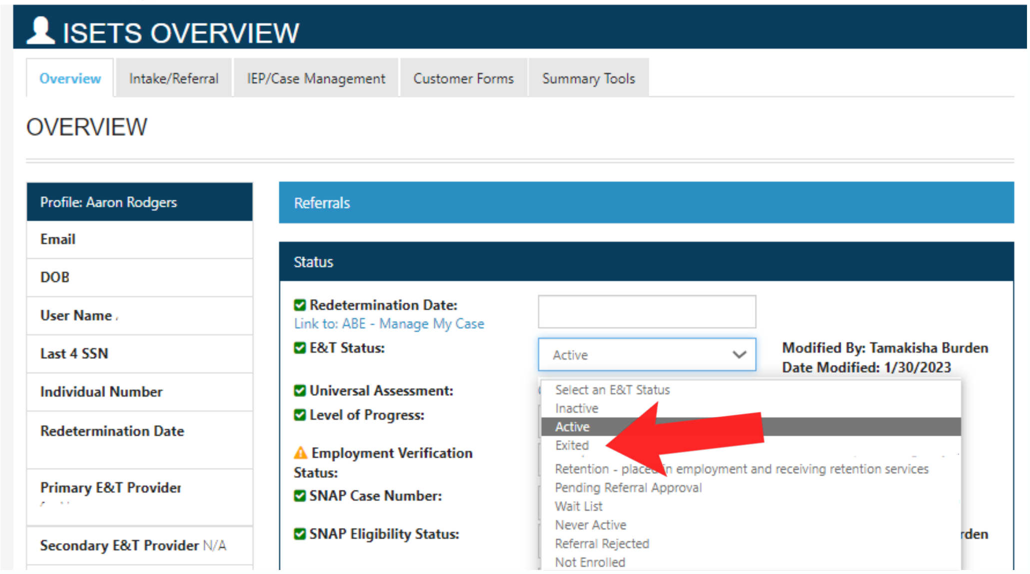


2. After all activities have been closed with an actual end date, you may go to the Completed/Exited section in the Overview tab on the customer record.
3. Click on the dropdown menu and choose the appropriate Exited status.
    a. Unsuccessful Completion: the customer never completed the SNAP E&T program but is exiting voluntarily or is no longer eligible.



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”.



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.

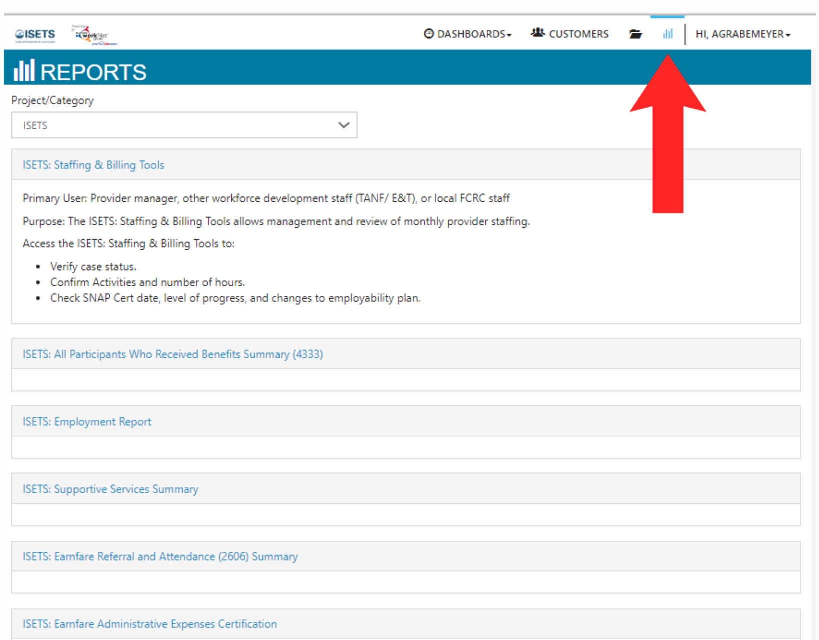
Roles

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.

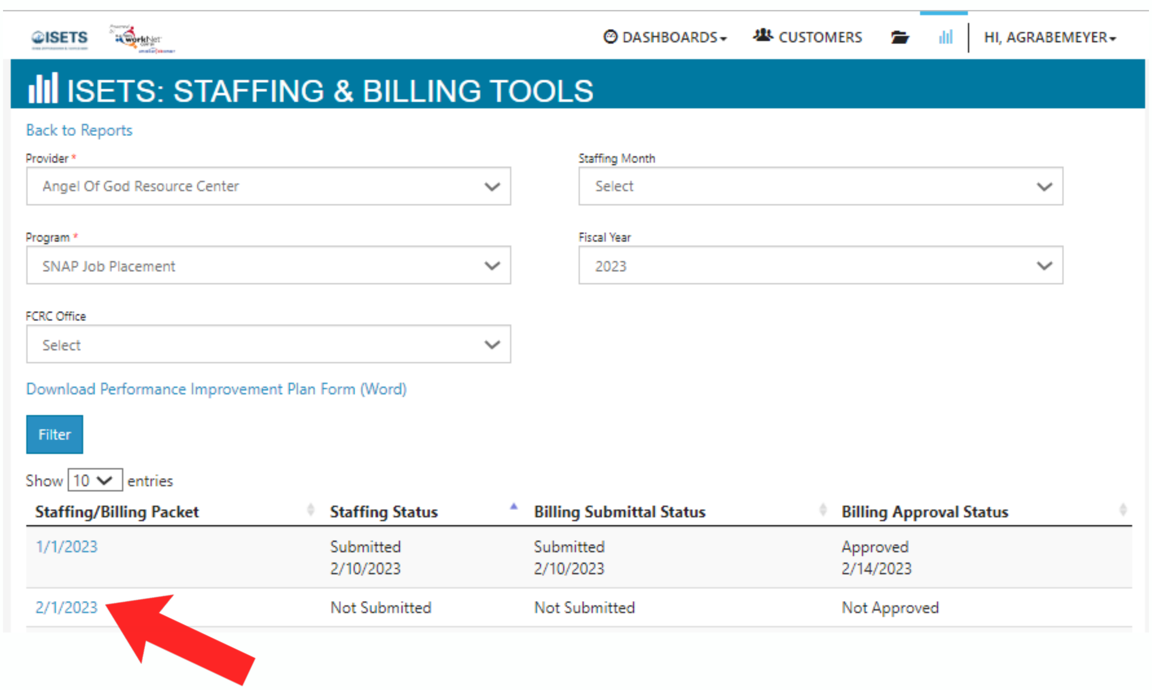
1. Select the "Reports" icon on the top menu bar.

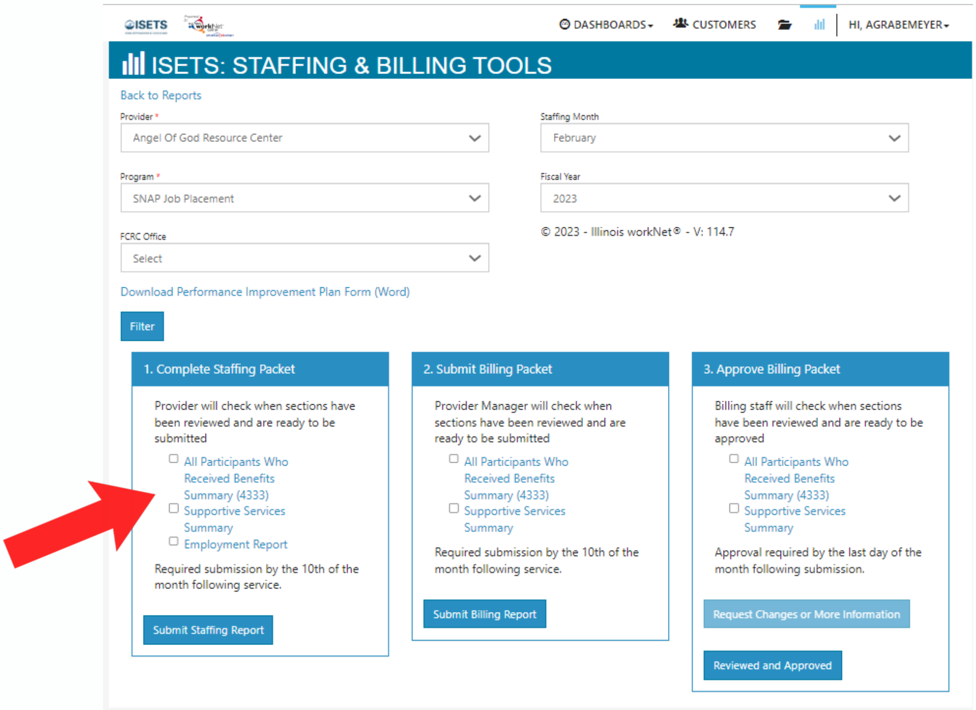


All available reports will be listed individually as well as the “ISETS Staffing & Billing Tools” at the top.

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 10th of the month following the close of a month. For example, July’s Staffing report is due August 10th.
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.

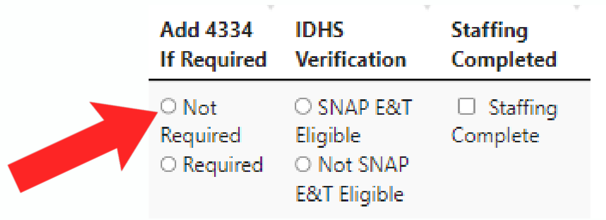




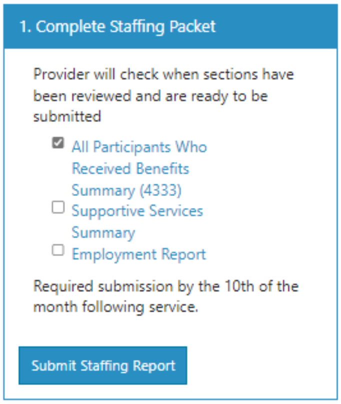
7. The first section titled "Complete Staffing Packet" is where Providers should begin.
8. Click on the first blue linked report "All Participants Who Received Benefits Summary (4333)". The 4333 report page will load.
9. Ensure all filters are correct and click the "Filter" button. The 4333 report will load. This report lists all customers enrolled in your program who have an open activity during the month of the report.
10. 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.

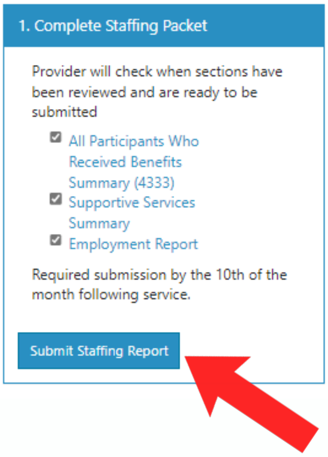


SNAP



Earnfare

SNAP



Earnfare

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 10th 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 labled “Add Certification Form” where an Earnfare Provider may upload their Administrative Expenses Certification form which is due monthly.

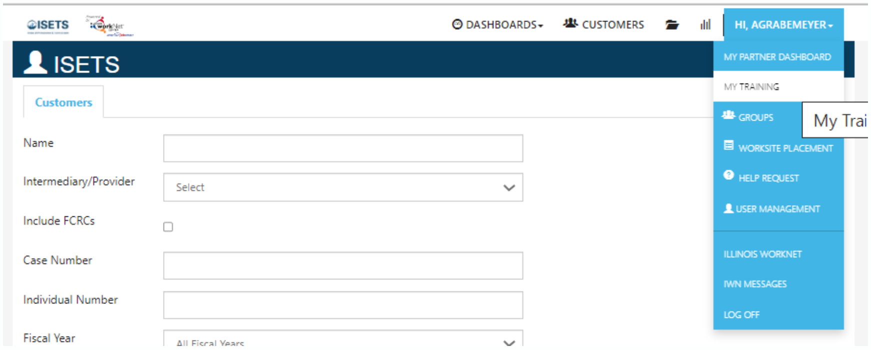
50/50 Matching Report
This financial report is only for SNAP 2 Success Providers and is currently in development.

Where to Get Help

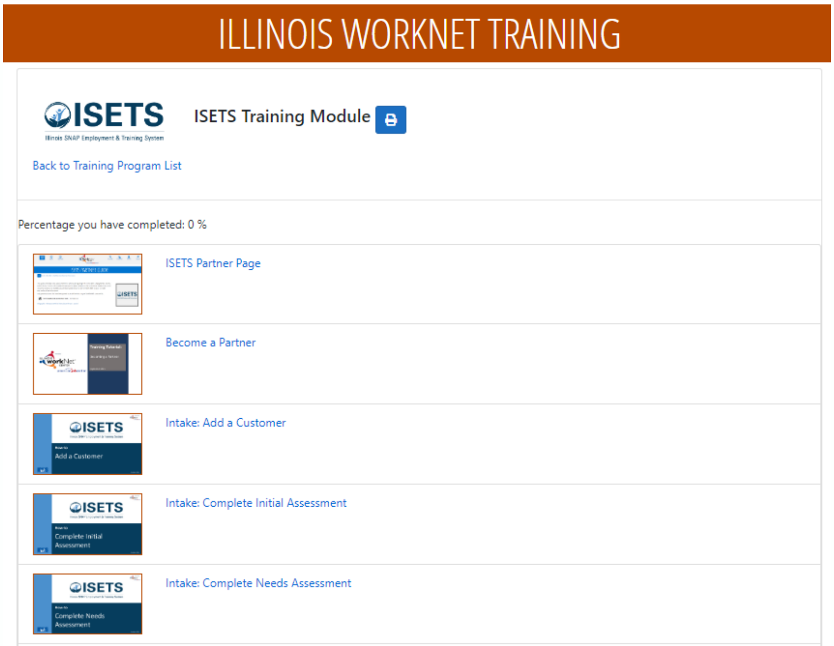
In ISETS there are several places to get help learning the new system or to get help with system issues. We also have [live virtual trainings](#) hosted by the Chicago Jobs Council and live virtual Technical Assistance calls every week. Resources, training recordings, and TA Calls can be found by accessing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

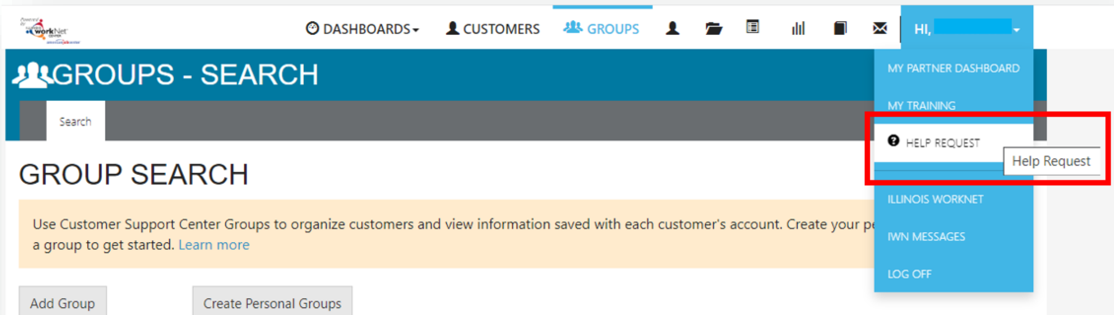


2. A new browser window will load called “Illinois Worknet Training”.
3. Click on the blue “Start the ISETS Training Module” link. Each module is listed there with a video walkthrough by subject matter.

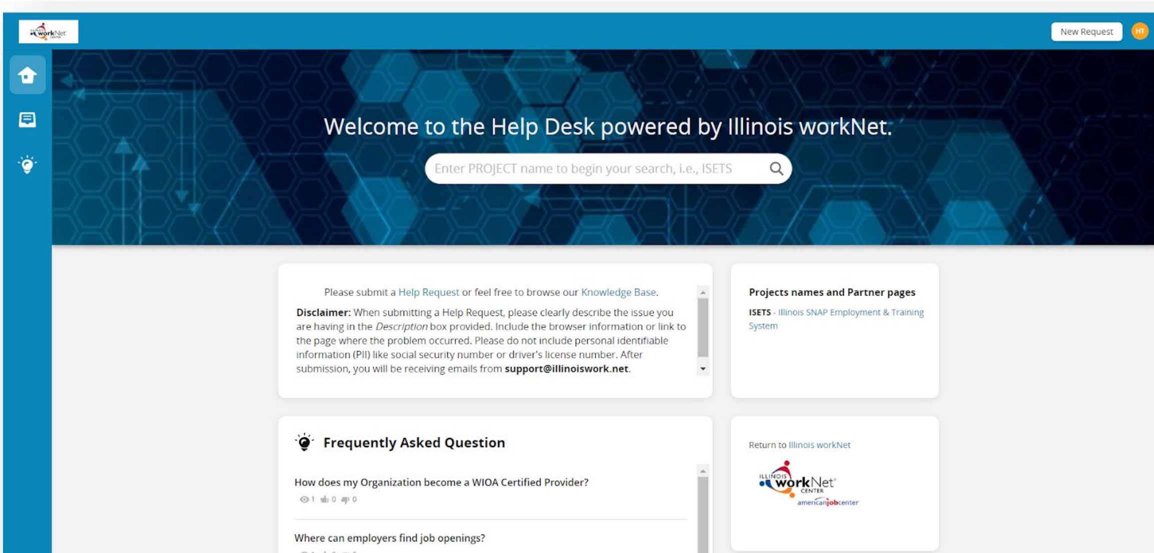


Submitting a new Help Request

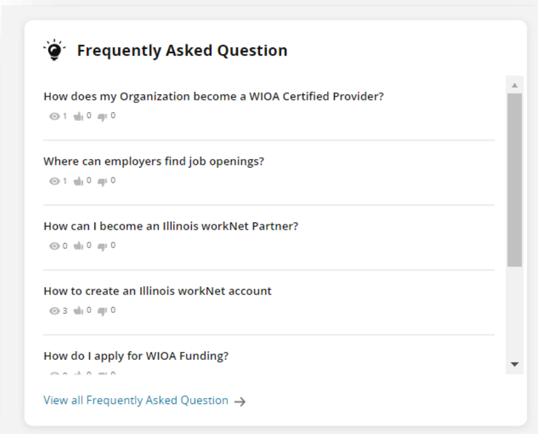
1. Click “Help Request” in the dropdown menu when in the Username Menu in ISETS.

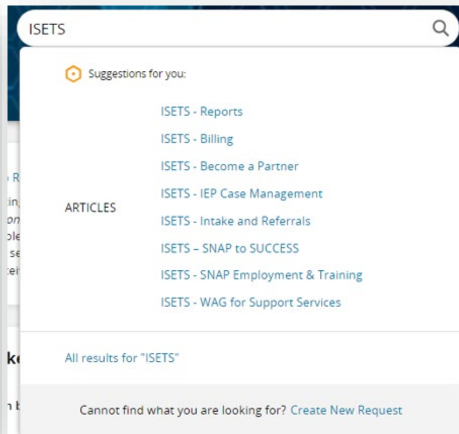


2. A new browser window will load called “Help Desk powered by Illinois workNet”.
   Options include:
   •Submit a new Help Request.
   •Browse Knowledge Base for answers to questions.
   •Browse Frequently Asked Questions.
   •Visit program partner pages.
   •Return to Illinois workNet.
   •View a video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

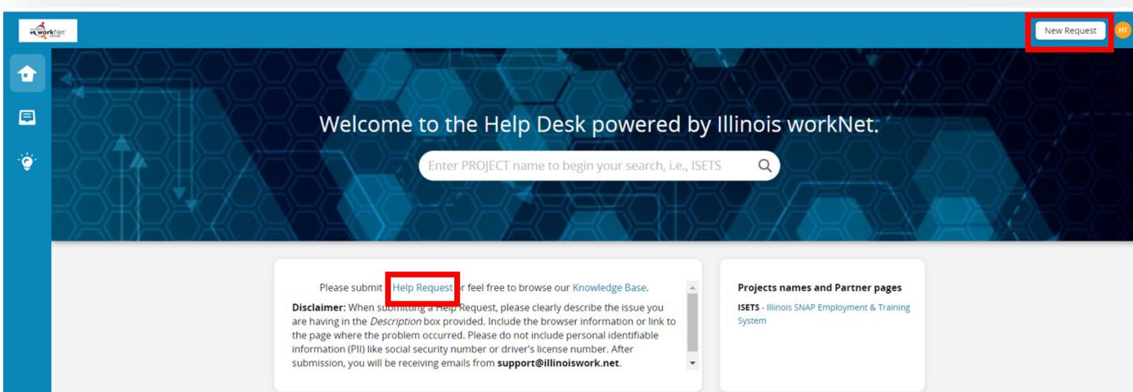


3. Before submitting a Help Request, utilize the Knowledge Base by browsing the **Frequently Asked Questions** and specific program articles. Articles can be searched by typing the program name in the search box.





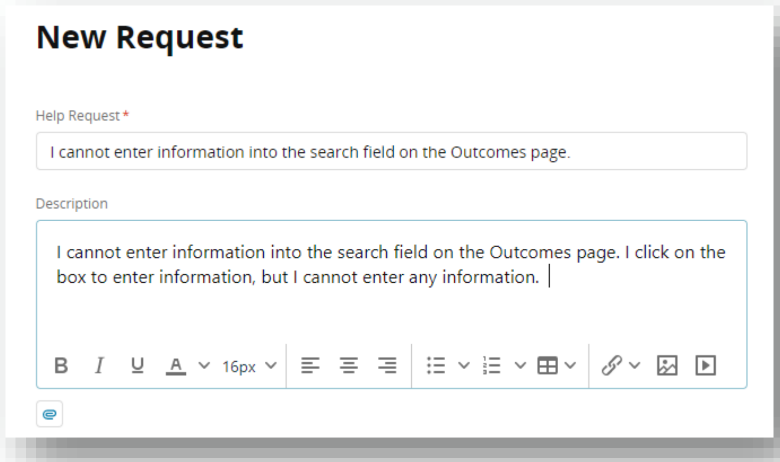
4. On the Home screen, submit a new Help Request by clicking Help Request in the middle of the page or by clicking New Request on the top right.



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:

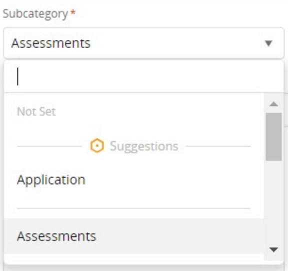
- Attach documents using the paperclip feature under the box.
- Insert pictures.
- Insert videos.
- Insert links.

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.

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.

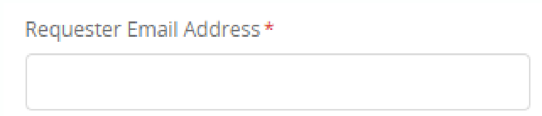


7. The “CC” field is not a required field, however, ISETS users should. You may want to include co-worker or managers in this field to notify them of the Help Request. Additional emails that may be used also include:
   ISETS Access - DHS.ISETS.Access@illinois.gov – to add additional users
   ISETS Policy - DHS.ISETS.Policy@illinois.gov – for questions about policy

Best Practice

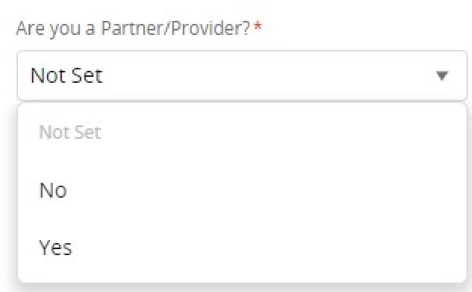
ALWAYS include the provider manager assigned to the agency in the CC field in a Help Request.

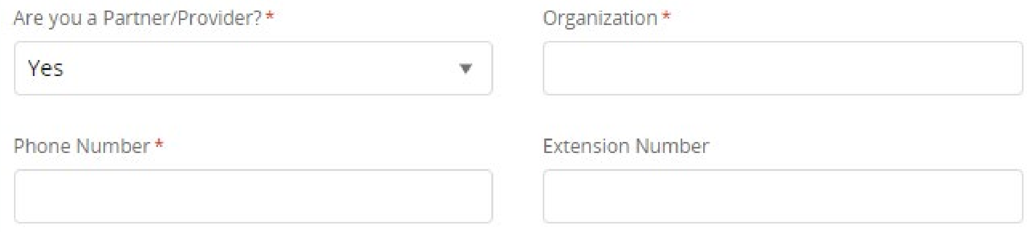
7. Add your name in the “Requester First Name” and “Requester Last Name” fields. Also add your email address in the “Requester Email Address” field. These are required fields.



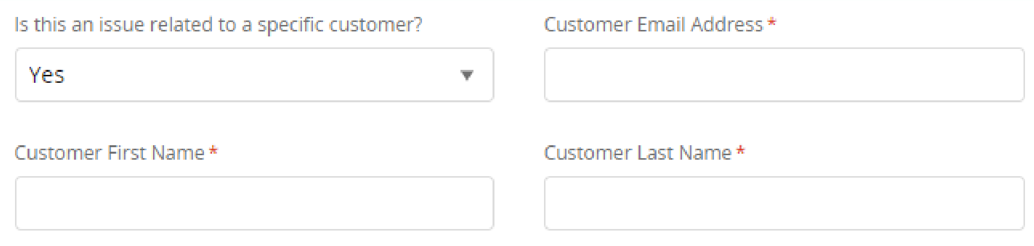
Requester Email address should prefill the box. If it does not, enter the email address associated with the requester’s Illinois workNet account.

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

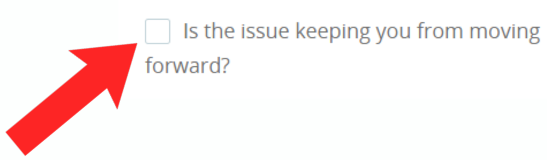




11. If this issue is related to a specific customer record, please select yes and add the customer email address, first and last name so ISETS staff can locate the correct customer record.



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



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 Il444-2022 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 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.