



Illinois SNAP Employment & Training System



System Training Session 1

Intake and Referral Process

Illinois Department of Human Resources working in conjunction with
Illinois workNet® sponsored by the Department of Commerce and Economic Opportunity
December 2022

ISETS

INTAKE AND REFERRAL PROCESS

Learning Objectives

- Search Customers
- Add Customers
- Assess Customers
- Refer Customers
- Enroll Customers
- Referral portion of Dashboard for Customers

ACCESS OPTIONS

Access ISETS from the partner page, partner dashboard or through group search in IWIS.

ISETS PARTNER GUIDE

Messages (177) | Bookmarks | Resumes | Skills & Interests

GROUPS - SEARCH

GROUP SEARCH

Customer Support Center Groups to organize customers and view information so to get started. [Learn more](#)

Group Name: ISETS - Catholic
Show Advanced Search

Search

entries

Name
ISETS - Catholic Charities
ISETS - Catholic Charities of the Arch of Chicago

to 2 of 2 entries

Partner Tools

- Customer Support Center/IWIS
- ISETS
- Illinois Employment Business System (IEBS)
- Illinois Workforce Training System (IWTS)
- More Tools

ISETS
Illinois SNAP Employment & Training System

ISETS
Illinois SNAP Employment & Training System

Workforce & Education Partner Resources.

led to be used by Workforce Partners participating in the Illinois SNAP Employment & Training site will be updated ongoing as the project progresses and materials are needed. *If you send a message to info@illinoisworknet.com please include a reference to the ISETS program to enable us to help request.*

Partners that have been granted access will see this program listed in their Customer list.

Partner Dashboards and Partner Tools

you need to know about the 2021 Launch

ACCESS ISETS

Illinois SNAP Employment & Training System

- Complete SPCQ
- Submit
- Watch for email with Username and Password
- Log-in to ISETS

MULTIPLE GROUPS

- If you have access to multiple grant programs/groups, you may access the group from the Customer Support Center/IWIS icon as well.

The screenshot shows the top navigation bar with 'MENU', 'ILLINOIS workNet CENTER', and 'americanjobcenter' logos. Below the navigation bar, there are links for 'My Dashboard', 'Messages (177)', 'Bookmarks', 'Resumes', and 'Skills & Interests'. The main heading is 'ISETS PARTNER GUIDE'. A back button is visible with the text 'Back to Workforce & Education Partner Resources.' Below this is the URL <https://illinoisworknet.com/isetspartners>. The text explains the guide's purpose and provides contact information for assistance. A section titled 'ISETS Dashboards and Partner Tools' includes an infographic link: 'Infographic: What you need to know about the 2021 Launch'. A blue arrow points from the 'Log-in to ISETS' bullet point in the left sidebar to the 'ISETS' icon in the 'Partner Tools' section of the screenshot.

The screenshot shows the 'Partner Tools' dashboard with a grid of icons. The 'ISETS' icon is highlighted with a blue arrow pointing from the left sidebar. Other icons include 'Dashboard', 'Profile', 'Password', 'Customer Support Center/IWIS', 'Illinois Employment Business System (EBS)', 'Messages', 'Bookmarks', 'Assessments', 'Incumbent Worker Tracking System (IWTS)', 'More Tools', 'Interests', 'Employment 101', 'Resumes', 'Disability Estimator', 'Career Plan Tools', 'Virtual Job Fair', and 'Attendance'.

SEARCH



ISETS

Illinois SNAP Employment & Training System

- Customer List
- Search by:
 - Name
 - Case Number
 - Individual Number
- Filter list columns
- Export

The screenshot shows the ISETS web application interface. At the top, there are navigation links for 'DASHBOARDS', 'CUSTOMERS', and 'HI, 6PARTNER'. The main header includes the ISETS logo and a user profile icon. Below the header, there is a 'Customers' section with several search filters: Name, Intermediary/Provider (a dropdown menu), Case Number, Individual Number, Fiscal Year (a dropdown menu), and E&T Status (a dropdown menu). Below the filters are buttons for 'Search', 'Export', 'Reset Filters', 'Billing Packet/Staffing Tool', 'Group Attendance Tool', and 'Search IES Customer'. A 'Show 10 entries' dropdown is visible above the table. The table has columns for Last Name, First Name, Provider, Assessment Date, Fiscal Year, and E&T Status. The table contains four rows of data.

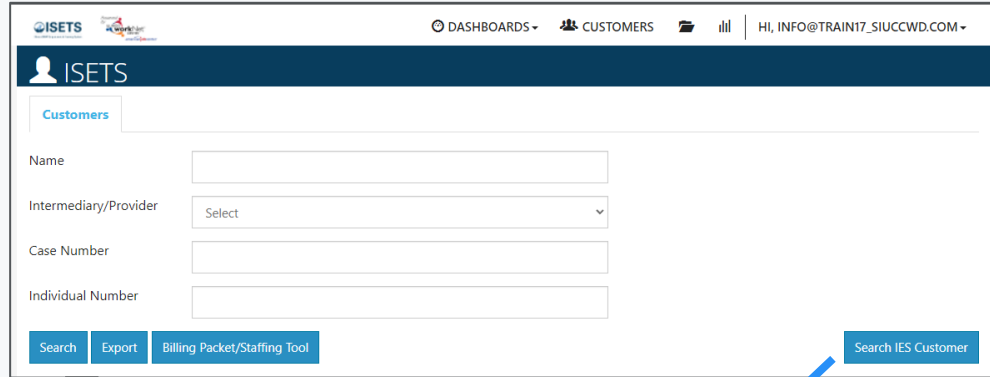
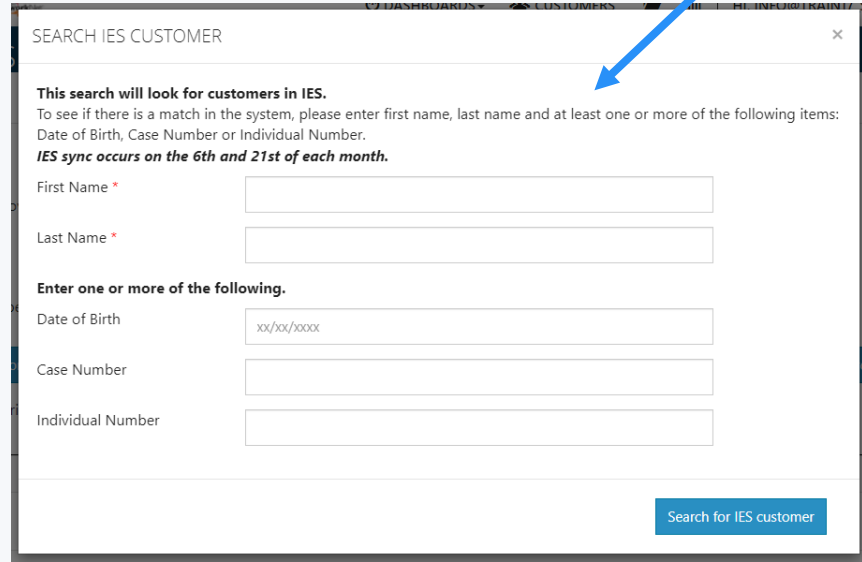
Last Name	First Name	Provider	Assessment Date	Fiscal Year	E&T Status
East	Adam	Asian Human Services of Chicago	05/19/2021	2021	Active
Laramie	Aiden	Asian Human Services	11/21/2022	2023	Active
Franklin	Alfred	Asian Human Services	11/10/2021	2022	Active
Cramden	Alice	Asian Human Services	11/10/2021	2022	Referral Rejected

SEARCH CUSTOMER

- Search IES Customer
- Enter Name and one or more of:
 - Date of Birth
 - Case Number
 - Individual Number
- Click “Search for IES customer”

TIPS

- Matches are based upon IES data entered, if you don't receive a match check your typing.
- Case number is unique to a family unit.
- Individual number is unique to a person.

ADD CUSTOMER

- Options:
 - Not Active SNAP recipient
 - Active SNAP recipient
 - Not in ISETS
 - ISETS account exists
- Search for Universal Assessment

TIPS

- Matches are based upon IES data entered, if you don't receive a match check your typing.
- Case number is unique to a family unit.
- Individual number is unique to a person.

IES MATCH FOUND ✕

This search will use the customer's IES information to look for an ISETS account.
 S [redacted] e matched with information in IES. This information is available on the ISETS overview tab for this person.
 Enter remaining information to search for an ISETS account.

Case Number: 1C [redacted] 40

SSN Last 4: 9 [redacted] 6

Individual Number: 10 [redacted] 9

Enter the following information.

First Name *: S [redacted] ia

Last Name *: W [redacted] e

Date of Birth *: 1 [redacted] 4

ZipCode *: E [redacted] 5

No Email Address

Email *: [redacted]

Confirm Email *: [redacted]

[Search for ISETS account](#)

IES MATCH NOT FOUND ✕

Ka [redacted] on was **not found in IES**. Complete the information below to continue in order to submit a referral for SNAP E&T participation.

First Name *: K [redacted] n

Last Name *: A [redacted] n

Date of Birth *: 0 [redacted] 5

ZipCode *: [redacted]

No Email Address

Email *: [redacted]

Confirm Email *: [redacted]

[Continue](#)

POTENTIAL DUPLICATE ACCOUNT

The information entered to search for an ISETS account potentially matches multiple accounts. If one of these is a match click Select. Select a window will open in which you can make edits.
 Show 5 entries

Last Name	First Name	Address	Phone	Email
V [redacted]	S [redacted]	1234 South Wabash Apt 1 Chicago, IL 60642	(7 [redacted] 45)	[redacted]@rocketfuelers.com
V [redacted]	S [redacted]	321 Spring Street Apt 2 TimiCityTwo, IL 54321	(7 [redacted] 45)	[redacted]@mail.com
V [redacted]	S [redacted]	2 [redacted] P [redacted]	TE [redacted] 1	No Phone Number On Record. SI [redacted] ce12074@noisetsemail.com
V [redacted]	S [redacted]	2 [redacted] P [redacted]	TE [redacted] 2	No Phone Number On Record. SI [redacted] ce12074@noisetsemail.com
V [redacted]	S [redacted]	2 [redacted] P [redacted]	TE [redacted] 5	No Phone Number On Record. SI [redacted] ce12074@noisetsemail.com

Showing 1 to 5 of 34 entries

Previous 1 2 3 4 5 6 7 Next

[Create New Account](#) [Close](#)

ISETS ACCOUNT CREATED/UPDATED ✕

John Kennedy will be able to access this information using the Illinois workNet account listed below. Continue with Assessment Search.

Username: JKennedy1

Password: Kennedy071079

Status: ISETS Profile Created

Add to Agency: Asian Human Services


[Assign to My Agency and Create a New Assessment](#)

UNIVERSAL ASSESSMENT ✕

[Complete Universal Assessment](#)

ASSESS CUSTOMER

- Assess each customer
- Complete all sections
- Select “Next Steps”

@ISETS
DASHBOARDS ▾ CUSTOMERS  | HI, INFO@TRAINI7_SIUCCWD.COM ▾

👤 ISETS APPLICATION FOR ALFRED FRANKLIN

NEEDS ASSESSMENT SUMMARY FOR: ALFRED FRANKLIN

The Universal Assessment Summary is populated with information entered in the Screening and Needs Assessment sections.

- Select each section to view the customer's responses.
- If information is missing or needs updated, select the link to return to the specific section. Update the information and save changes.
- Information entered into the Employment Goals section is used to populate the customer's IEP.

Open All Sections

▾ Personal Information

▾ Skills and Interests

▾ Situations to Plan Around

▾ Assessments

▾ Education History

▾ Work Experience

▾ Employment Goals

▾ Training Interests

SELECT YOUR NEXT STEP

View recommended providers
and send Referrals

Send/Reply Referrals


Add Activities/Services
for your location

Mark the customer as
not eligible or not participating

Return to Intake

👤 ISETS APPLICATION


UNIVERSAL ASSESSMENT



INITIAL SCREENING

Start Screening

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



NEEDS ASSESSMENT SURVEY

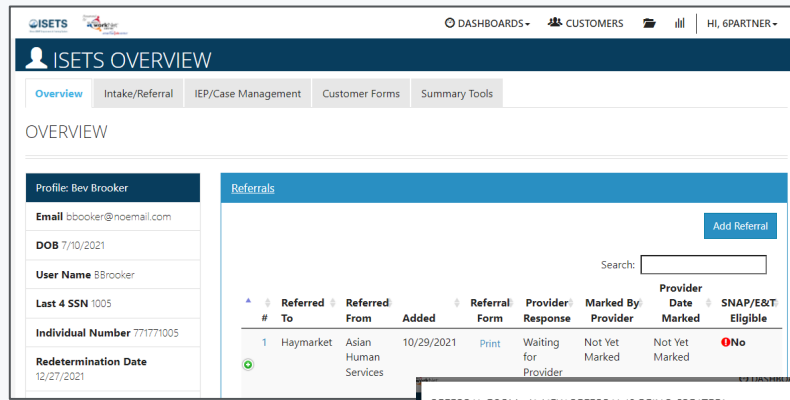
Complete a more in-depth assessment to identify participant goals, needs, and next steps.

ADD REFERRAL

- Referral to provider
- Reverse referral to DHS
- Provider referral to 2nd provider
 - Customer Consent required for all
- Approve referrals

TIPS

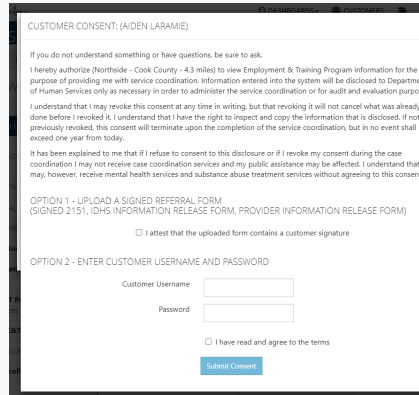
- Providers must receive an approved referral from DHS before enrolling the participant in services.



Profile: Bev Brooker

Email: bbrooker@noemail.com
 DOB: 7/10/2021
 User Name: BBrooker
 Last 4 SSN: 1005
 Individual Number: 771771005
 Redetermination Date: 12/27/2021

#	Referred To	Referred From	Referral Added	Referral Form	Provider Response	Marked By Provider	Provider Date Marked	SNAP/E&T Eligible
1	Haymarket	Asian Human Services	10/29/2021	Print	Waiting for Provider	Not Yet Marked	Not Yet Marked	No



CUSTOMER CONSENT: (AIDEN LARAMIE)

If you do not understand something or have questions, be sure to ask.
 I hereby authorize (Northside - Cook County - 4.3 miles) to view Employment & Training Program information for the purpose of providing me with service coordination. Information entered into the system will be disclosed to Department of Human Services only as necessary in order to administer the service coordination or for audit and evaluation purposes.
 I understand that I may revoke this consent at any time in writing, but that revoking it will not cancel what was already done before I revoked it. I understand that I have the right to inspect and copy the information that is disclosed. If not previously revoked, this consent will terminate upon the completion of the service coordination, but in no event shall exceed one year from today.
 It has been explained to me that if I refuse to consent to this disclosure or if I revoke my consent during the case coordination I may not receive case coordination services and my public assistance may be affected. I understand that I may, however, receive mental health services and substance abuse treatment services without agreeing to this consent.

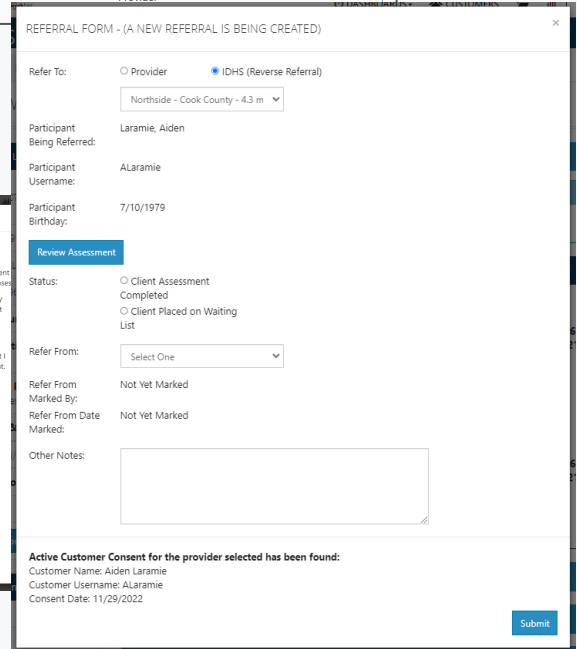
OPTION 1 - UPLOAD A SIGNED REFERRAL FORM (SIGNED 2151, IDHS INFORMATION RELEASE FORM, PROVIDER INFORMATION RELEASE FORM)

I attest that the uploaded form contains a customer signature

OPTION 2 - ENTER CUSTOMER USERNAME AND PASSWORD

Customer Username:
 Password:

I have read and agree to the terms



REFERRAL FORM - (A NEW REFERRAL IS BEING CREATED)

Refer To: Provider IDHS (Reverse Referral)
 Northside - Cook County - 4.3 m

Participant Being Referred: Laramie, Aiden
 Participant Username: ALaramie
 Participant Birthday: 7/10/1979

Status: Client Assessment Completed Client Placed on Waiting List

Refer From:

Refer From Marked By: Not Yet Marked
 Refer From Date Marked: Not Yet Marked

Other Notes:

Active Customer Consent for the provider selected has been found:
 Customer Name: Aiden Laramie
 Customer Username: ALaramie
 Consent Date: 11/29/2022

ENROLL CUSTOMER

- Review recommendations
- Open matches to see details
- Enroll participants based on program by selecting activities.

I ISETS INTAKE/REFERRAL

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

INTAKE/REFERRAL
CASE NOTES(1)

Profile: David Ross

Email davidross51@yahoo.com

DOB 11/30/1951

User Name DRoss

Last 4 SSN 0503

Individual Number

Redetermination Date 3/15/2022

E&T Provider Asian Human Services

Program Enrollment N/A

See All

Sync With IES
Reset Password

Complete Universal Assessment (UA) & View UA History

SELECT YOUR NEXT STEP

View recommended providers and send Referrals

Complete/Edit Needs Assessment

Send/Reply Referrals

Add Activities & Services for your location

Mark the customer as not eligible or not participating

NEXT STEPS IF ENROLLING

Inform customer of program requirements and

Provide Customer with information on how to

RECOMMENDED PROGRAMS, ACTIVITIES, AND SERVICES

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

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

Show 0% matches

75% Match - CARA Program (1 Program(s) Found)

75% Match - Haymarket (1 Program(s) Found)

Close

75% Match - CARA Program (1 Program(s) Found)

CARA Program - 237 S. Desplaines Chicago IL 60661 ISETS

Match: **75%**

Match Reason: Program is under 6 miles away, Interest in: Service

Plan Activities: WE - Work Experience, JR - Job Readiness, SJ - Supervised Job Search, VT - Vocational Training, BE - Basic Education (ABE/GED/Bridge), JRS - Job Retention Services, E - Employment (subsidized or unsubsidized), JT - Job Skills Training

Program Name: SNAP Job Placement - Test Program Name 8	Description: Hand up not out 	Address: 237 S. Desplaines Chicago, IL 60661
		Distance: 3 Miles

What are the goals of this program?

How is this training offered? Classroom Instruction, Labs, Work Experience

What are the minimum requirements to enter the program? => 6th Grade Math, => 6th Grade Reading

Enroll in Program & Add Activities
Send Referral

Select activities to add to IEP/Case Management

<input type="checkbox"/> WE - Work Experience	<input type="checkbox"/> JR - Job Readiness	<input type="checkbox"/> SJ - Supervised Job Search	<input type="checkbox"/> VT - Vocational Training
<input type="checkbox"/> JRS - Job Retention Services	<input type="checkbox"/> E - Employment (subsidized or unsubsidized)	<input type="checkbox"/> JT - Job Skills Training	<input type="checkbox"/> BE - Basic Education (ABE/GED/Bridge)

Add

TIPS

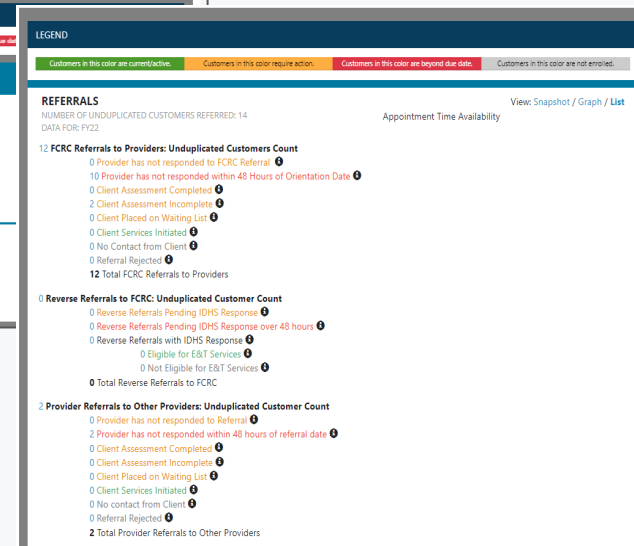
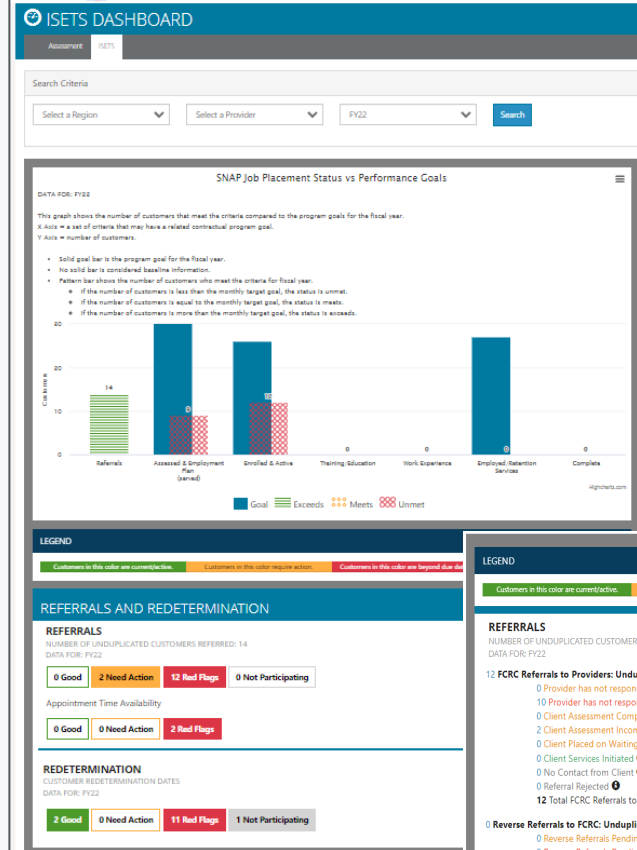
- Matches are based upon information added during assessments.
- Only support services and a few other items can be assigned by more than one provider.

REVIEW REFERRALS

- Dashboard
 - DHS referrals to providers
 - Reverse Referrals to DHS
 - Provider referrals to other providers

TIPS

- Yellow lines require action
- Red lines are past due
- Green lines are good
- Gray lines are informational

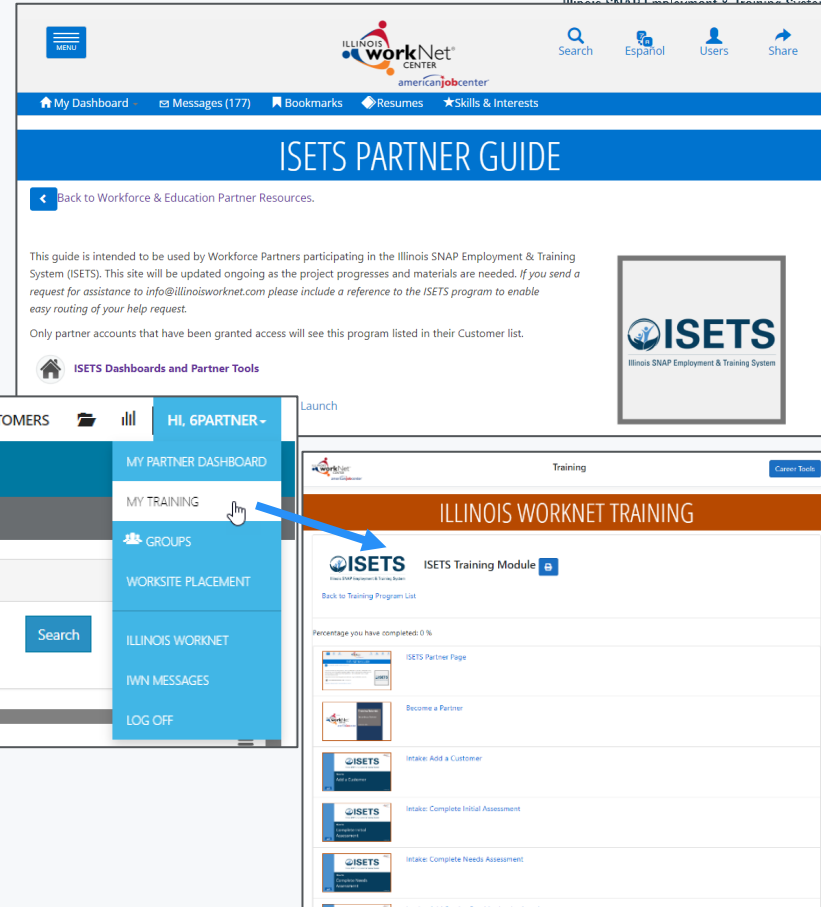


RESOURCES

- Partner Page
 - <https://illinoisworknet.com/isetspartners>
- My Training

TIPS

- Partner guide has:
 - Instructions
 - System Updates
 - Recordings of TA sessions



The image shows two screenshots of the ISETS web application. The top screenshot is the 'ISETS PARTNER GUIDE' page, which includes a navigation bar with 'My Dashboard', 'Messages (177)', 'Bookmarks', 'Resumes', and 'Skills & Interests'. The main content area contains a 'Back to Workforce & Education Partner Resources' link, a descriptive paragraph about the guide's purpose, and a link to 'ISETS Dashboards and Partner Tools'. The bottom screenshot shows the 'ILLINOIS WORKNET TRAINING' module page, featuring a 'Training' header, a 'Career Tools' button, and a list of training tasks such as 'ISETS Partner Page', 'Become a Partner', 'Intake Add a Customer', 'Intake Complete Initial Assessment', and 'Intake Complete Needs Assessment'. A blue arrow points from the 'MY TRAINING' menu item in the left sidebar of the top screenshot to the 'ILLINOIS WORKNET TRAINING' header in the bottom screenshot.

THANKS




Illinois SNAP Employment & Training System



ISETS System training

Contact us:

Dee Reinhardt

 847.833.9847 home office
708.822.2152 mobile

 dreinhardt@illinoisworknet.com

The Illinois workNet Center System, an American Job Center, is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers may be reached by persons using TTY/TDD equipment by calling TTY (800) 526-0844 or 711. This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. For more information, please refer to the footer at the bottom of www.illinoisworknet.com.