



Illinois SNAP Employment & Training System



## ISETS System Launch FAQ

### Q. What is ISETS?

ISETS stands for Illinois SNAP Employment & Training System. It is the new online data system IDHS will use to track SNAP Employment & Training activities. The ISETS system is built inside the IllinoisWorknet Platform but is not integrated as a part of IllinoisWorknet.

For more information visit: <https://www.illinoisworknet.com/isetspartners>

### Q. Why do we need ISETS when we have IES/WVS?

The new system will have a direct impact on Illinois' capacity to accurately track outcomes for SNAPE&T participants; increase understanding of effective strategies to improve employment and earnings outcomes for SNAP E&T participants; and increase a State's ability to use outcomes data to continuously improve its SNAP E&T programs including:

- Higher engagement of customers in E&T activities
- Better fit between customer skills/ interest and E&T opportunities
- Lower administration costs and error rates
- Better understanding of effective strategies to improve outcomes and program

Currently IES works well for determining a customer's eligibility and tracking that eligibility and benefits over time. WVS is a module inside IES that currently tracks TANF customers but there is no system to adequately track SNAP E&T activities and data. It is our intent that these systems should all work together seamlessly over time for more accurate data collection and reporting and to ensure a more user-friendly experience for everyone.

### Q. Who needs to use ISETS?

Any IDHS staff or Provider working with SNAP E&T customers will need access to be able to check eligibility, perform assessments, create employment plans, enroll customers in activities, track attendance, and report outcomes (education, training, and employment). Reports will also be available in ISETS so Program Managers and IDHS Provider Managers will also need access to submit

and review those reports. FCRC staff who are working with SNAP E&T customers or making referrals to Providers will find the new referral and recommendation tool helpful also.

### Q. What can I do in the new system that I was doing manually before?

The new system is designed to be user-friendly and intuitive. It is also designed to reduce the amount of manual work users were doing, to reduce communication lags, and increase security of data. Here are some things that can be accomplished inside ISETS that you may have been doing manually or via email:

- Determining eligibility for SNAP E&T
- Assessing customers and making referrals
- Creating Individualized Employment Plans
- Documenting skills, experience, and assessment scores
- Tracking customer attendance and progress in an E&T activity
- Monthly and Periodic Performance Reporting, especially when preparing or holding Staffings
- Documenting and tracking supportive service payments and determining maximum allowable payments
- Tracking Provider performance and spending relative to their contracted benchmarks

### Q. Can I get ISETS client information inside IES instead?

No. At this time eligibility information is passed from IES into ISETS so users can determine if someone is eligible for SNAP E&T but no information from ISETS is pushed back into IES. We do have more integration enhancements planned but for now, the systems do not “talk” to each other in that way.

### Q. I understand Security is important to IDHS, our Providers, and our Customers. Is the data secure?

Yes. The ISETS system meets all rigorous security standards set by DoIT and IDHS Security. No one has access to the system who is not an IDHS employee or contracted Provider. Referrals between partners may only be made with signed customer consent.

In addition, although the ISETS system lives within IllinoisWorknet (IWN), no customer data is passed from ISETS to IWN.

### Q. What about the forms we currently use? Will they be available still?

All approved forms are still available for use. The ISETS system was designed to auto-fill certain frequently used forms and those can be either submitted through the system, emailed, or printed if necessary.

## Q. What must I do in order to set up my access?

- **IDHS Staff Users:** Your manager must submit a list of staff who need access from your department or FCRC. Then the ISETS team will contact you and ask you to sign a data confidentiality statement. Once received, your username and password will be sent to your work email provided by your organization. If your department/office needs to remove a user, they will need to enter a ticket within the system after it goes live.
- **CBO/Provider Users:** Your organization must submit your name and information to the ISETS team to set up a user account for you. Then the ISETS team will contact you and ask you to sign a data confidentiality statement. Once received, your username and password will be sent to your work email provided by your organization. If your organization needs to remove a user, they will need to enter a ticket within the system after it goes live.

## Q. How do I sign up for training and what will that look like?

The vendor in charge of developing ISETS (Southern Illinois University) will be providing training through online webinars. These webinars will be focused on different user groups so you will sign up for the training that applies to you. Here's how to sign up:

- a. Go here: <https://www.illinoisworknet.com/isetspartners>
- b. Click on the registration link that is most appropriate for your role:
  - ISETS User Experience - CBO/Other E&T Provider Program Manager
    - this training/test session is for CBO/Provider Management or Administrative staff who need to monitor program performance, contract expenditures, and participate in staffings.
  - ISETS User Experience - CBO/Other E&T Provider Case Managers
    - this training/test session is for CBO/Provider staff working directly with clients and need to perform intake/assessment, enroll customers in E&T activities, document attendance, and monitor customer progress.
  - IDHS (FCRC) with no referral partners
    - this training/test session is for IDHS State level staff or FCRC staff who will NOT be referring customers to CBO/E&T Providers and may need to provide direct E&T services to customers and document them in the system
  - IDHS (FCRC) making referrals to CBO's for E&T Services
    - this training/test session is for IDHS State level staff or FCRC staff who will be referring customers to CBO/E&T Providers who will be providing E&T services to customers.

- IDHS Provider Manager
  - this training/test session is for IDHS Provider Managers or State of Illinois Administrative staff who need to monitor program performance, contract expenditures, and participate in staffings
- c. You will receive an immediate Eventbrite confirmation and have the opportunity to add it to your calendar for both Outlook and Google. You will also receive a confirmation email 1 day prior to the training date with a login and instructions. Your login will remain active until the end of the day so that you can “play” in the test system. You will also receive a reminder 1 hour prior to the training.
- d. You may attend and observe trainings that are for other groups, but you may not receive a login if you are not actually a member of that training group.

### Q. What if I have problems? Is there anyone to help me?

Yes. Southern Illinois University (SIU) will be providing user support as well as periodic updates and upgrades to the system. **DoIT will NOT be servicing this system**, so if you contact DoIT about ISETS, they will refer you back to SIU for help.

If you need help, you can either email [support@isets.gov](mailto:support@isets.gov) to create a trouble ticket.

More instructions on submitting a trouble ticket inside the system will be added at a later date.

### Q. Will customers be able to access ISETS?

Yes. Customers will be prompted to create a user account. After they have created their account, they can access ISETS. They will be able to give signed consent to share their data with different partner organizations, see their own attendance and progress, and access additional optional helpful career tools through Illinois WorkNet.

### Q. What system requirements do I need to have for my computer and/or network to access ISETS? What if my computer is old and slow; can I still use ISETS?

We recommend using Google Chrome, Edge, Firefox or Internet Explorer 11 or newer browsers to access the system. The only other thing that is needed is a stable internet connection.

Supported browsers:

- Microsoft Edge Chromium:  
<https://www.microsoft.com/en-us/edge#platform>
- Firefox:  
<https://www.mozilla.org/en-US/firefox/new/>
- Google Chrome:

[https://www.google.com/chrome/?brand=YTUH&geo=US&gclid=Cj0KCQjw5JSLBhCxARIsAHgO2SdakdT5h7vhYyOk6V84muoTGx1t78LypYam0vpVM9jblgp-9Kpkb30aAmEyEALw\\_wcB&gclsrc=aw.ds](https://www.google.com/chrome/?brand=YTUH&geo=US&gclid=Cj0KCQjw5JSLBhCxARIsAHgO2SdakdT5h7vhYyOk6V84muoTGx1t78LypYam0vpVM9jblgp-9Kpkb30aAmEyEALw_wcB&gclsrc=aw.ds)

Unsupported Browsers:

- Internet Explorer 11: Manufacturer Support expired August 17, 2021
- Edge Legacy: Manufacturer Support expired March 9, 2021

**Q. Does ISETS give me tasks and reminders like IES?**

No. ISETS is not task based like IES. It will, however, give you a nice looking dashboard with lists of yellow and red flag items that need attention. It will be up to you to check your dashboard regularly to correct any issues or follow up with any clients which are red flagged. Your dashboard has been designed for your position for example, Provider Managers will have a different looking dashboard with different data than a Provider Case Manager will.

**Q. Can I send and receive emails through the system, or will I still use Outlook?**

Case notes at the organization and the customer level are stored within the system. Referrals and reports can also be submitted directly through the system. However, direct communication to another user, including customers, is not supported at this time. So if you need to send a direct email, you will still do that through your usual email client (Outlook for IDHS staff).

**Q. Can I use my mobile device or a tablet to access the system?**

Yes. The system is online, so it is accessible over the internet even on mobile devices and tablets. We expect that for users with tablets, taking attendance and documenting activities will be made easier because you can do it anywhere using a mobile device.

No personal data from your device will be accessible to the system.

**Q. I'm located in a downstate FCRC and my office provides E&T services, not external Providers. How does this work in the new system?**

FCRCs are set up in the system to be able to enroll E&T customers in activities as well as make referrals. If your FCRC has no external Providers, you will not need to make referrals to yourself; you will simply

enroll customers in activities that you provide. However, it is our hope that in the near future you will have access to make referrals to more Providers with remote services available.

If you know of organizations in your region who would like to sign on as E&T Providers, please contact [Charles Hopkins](#).