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Purpose and Users

Purpose

ISETS Intake tools to check the customer’s SNAP eligibility status, complete a universal assessment, view recommended providers/programs, send reverse referrals, and make referrals to other providers.

Users

- **IDHS State Level Admin** - Will have access to all tools and provider/customer information. They will set up provider, contract information, and partner accounts.
- **IDHS Provider Managers** - Will have access to all tools and provider/customer information in their assigned agencies.
- **IDHS Case Managers** - Will have access to all Provider tools and customers that are associated with their assigned customers.

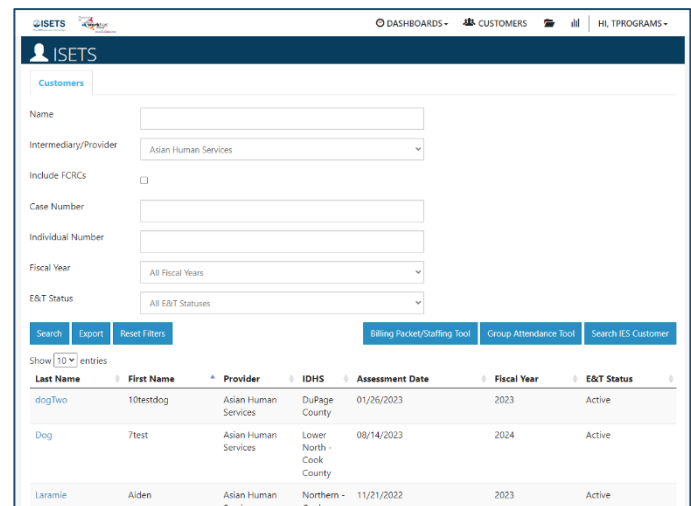
- **CBO/Other E&T Providers** - Will have access to all Provider tools and customers that are associated with their organization.
- **CBO Program Managers** – Will have access to all Provider tools and customers that are associated with their organization.
- **Intermediaries** - Will have access to all Provider tools and customers that are associated with their assigned agencies.
- **IDHS Billing Managers** - Will have access to the billing module. They cannot access the customer level profile/data collection tools.

Definitions

- **Referral** – made from IDHS to an agency.
- **Reverse Referral** – made from an agency to IDHS for approval for customer participation.
- **Add Activities / Services** – for any activities/services to be reimbursed, a referral must be approved and accepted.

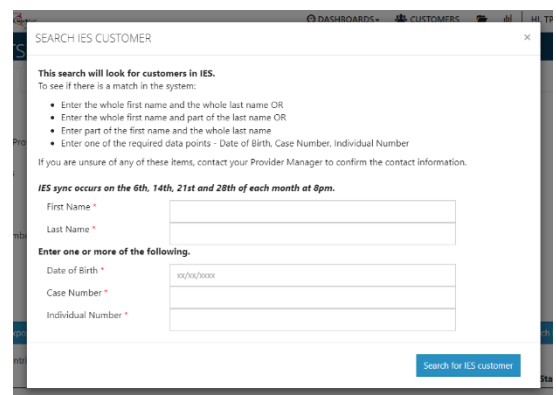
Adding a New Customer – Provider Staff

1. Log into <https://apps.illinoisworknet.com/SiteAdministration/IDHSET/Admin> and
2. Click on **ISETS** in the group list.
3. A list will be opened of existing customers. Click the **Search IES Customer** button to search for an existing customer from the IES database or add a new customer.
4. Fill in the required information.
 - a. Enter the name.
 - i. Whole first name and whole last name
 - ii. Partial first name and whole last name
 - iii. Whole first name and partial last name
 - iv. When using a partial name select the match from the list. **If there is not a match, contact the provider manager to find out the proper spelling or associated data points.**
 - b. Include at least one of the numbers:
 - i. Social Security number
 - ii. Case Number
 - iii. Individual Number
 - c. Click **Search for existing customer**.
5. ISETS will search for an existing customer against the IES database.
 - a. If an IES match IS found, enter the other required fields to search for an ISETS account.



The screenshot shows the ISETS Customers page. At the top, there are navigation tabs: DASHBOARDS, CUSTOMERS, and HI PROGRAMS. Below the tabs is a search bar and a dropdown menu for 'Intermediary/Provider' set to 'Asian Human Services'. There are input fields for 'Name', 'Case Number', 'Individual Number', 'Fiscal Year', and 'E&T Status'. Below these fields are buttons for 'Search', 'Export', and 'Reset Filters'. To the right of these buttons are links for 'Billing Packet/Staffing Tool', 'Group Attendance Tool', and 'Search IES Customer'. Below the search form is a table with columns: Last Name, First Name, Provider, IDHS, Assessment Date, Fiscal Year, and E&T Status. The table contains three rows of customer data.

Last Name	First Name	Provider	IDHS	Assessment Date	Fiscal Year	E&T Status
dogTwo	10testdog	Asian Human Services	DuPage County	01/26/2023	2023	Active
Dog	7test	Asian Human Services	Lower North - Cook County	08/14/2023	2024	Active
Laramie	Aiden	Asian Human Services	Northern - Cook	11/21/2022	2023	Active



The screenshot shows the 'SEARCH IES CUSTOMER' dialog box. It contains instructions on how to search for a customer in the IES database. Below the instructions are input fields for 'First Name', 'Last Name', 'Date of Birth', 'Case Number', and 'Individual Number'. At the bottom right is a button labeled 'Search for IES customer'.

SEARCH IES CUSTOMER

This search will look for customers in IES. To see if there is a match in the system:

- Enter the whole first name and the whole last name OR
- Enter the whole first name and part of the last name OR
- Enter part of the first name and the whole last name
- Enter one of the required data points - Date of Birth, Case Number, Individual Number

If you are unsure of any of these items, contact your Provider Manager to confirm the contact information.

IES sync occurs on the 6th, 14th, 21st and 28th of each month at 8pm.

First Name *

Last Name *

Enter one or more of the following:

Date of Birth *

Case Number *

Individual Number *

Search for IES customer

- b. If the ISETS account is created, assign the customer to an agency and complete the initial assessment.

POTENTIAL NAME LIST

The information entered to search for an IES user potentially matches multiple people. If one of these is a match click Select. If not, please contact your Provider Manager or click IES Match Not Found. If you click Select a window will open in which you can continue the Match Found process.

Show 1 - 5 entries

First Name	Last Name	ZipCode	Birthdate	Individual #	Case #	Eligibility Status	Action
Stella	Reed1	60453	7/1/1988	722722731	172272731	Eligible	Select
Stella	Reed5	60453	7/1/1988	722722735	172272735	Eligible	Select
Stella	Reed9	60453	7/1/1988	722722739	172272739	Eligible	Select
Stella	Reed13	60453	7/1/1988	722722743	172272743	Eligible	Select
Stella	Reed17	60453	7/1/1988	722722747	172272747	Eligible	Select

Showing 1 to 5 of 42 entries

Previous 1 2 3 4 5 Next

IES MATCH FOUND

This search will use the customer's IES information to look for an ISETS account.
Stella Reed1 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: 722722731
SSN Last 4: 2731
Individual Number: 1722722731

Enter the following information.

First Name *: Stella
Last Name *: Reed1
Date of Birth *: 07/01/1988
Zip Code *: 60453
No Email Address: ☐
Email *: stellareed1@isetstest.com
Confirm Email *: stellareed1@isetstest.com

Search for ISETS account

ISETS ACCOUNT CREATED/UPDATED

Stella Reed1 will be able to access this information using the Illinois workNet account listed below. Continue with Assessment Search.

Username: SReed1901
Password: Reed1070188
Status: ISETS Profile Created
Add to Agency: Select a Provider

Assign to My Agency and Create a New Assessment

- c. If ISETS match is found but there are potential duplicate accounts, determine if any of the potential accounts are a match, click the **Select** button. Make any updates in the fields, click **Continue** button. If ISETS match is found and there are potential duplicate accounts but none of the potential matches are correct, click **Create New Account**. Complete the required information and click **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. If not, click Create New Account to have an ISETS account created. If you click Select a window will open in which you can make edits.

Show 10 - 20 entries

Last Name	First Name	Address	Phone	Email	Username	Birthdate	Action
Wallace	Shakela	123 Spring Street, Apt 1, TestCityOne, IL 12345	(217) 123-4567	swallace@normal.com	SWallace	12/08/1974	Select
Wallace	Shakela	321 Spring Street, Apt 2, TestCityOne, IL 54321	(217) 765-4321	swallace@normal.com	SWallace1	12/08/1974	Select

Showing 1 to 2 of 2 entries

Previous 1 Next

Create New Account Continue

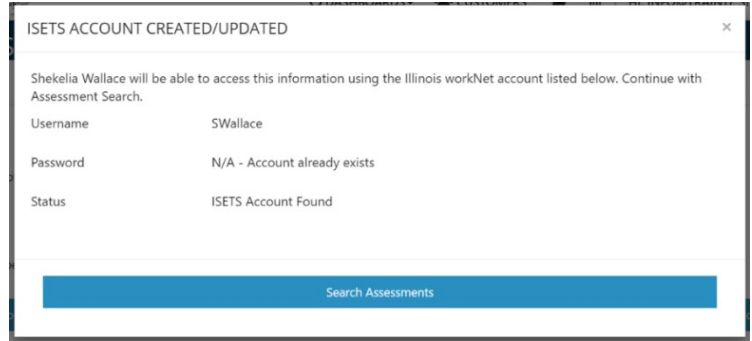
CREATE/UPDATE ISETS PROFILE

Username: SWallace
Case Number: 105468540
Individual Number: 1004179429

First Name *: Shakela
Last Name *: Wallace
Date of Birth *: 12/08/1974
No Email Address: ☐
Email *: swallace@normal.com
Confirm Email *: swallace@normal.com
Phone Number: 2171234567
Alternate Phone Number: 555-555-5555
Address Line 1: 123 Spring Street
Address Line 2: Apt 1
City: TestCityOne
State Code: IL
ZipCode: 12345
ZipCode + Four Code:
Secret Question *: In what city were you born?
Secret Answer: Chicago

Continue

- d. Upon addition of the customer, the next window that shows contains the customer username and password (if it is a new account). *Note: It is a good idea to write down the Username and temporary Password for the customer.*
6. Click the button to **Search for assessment**.
- a. If a SNAP customer is found, **Complete the Universal Assessment – Initial Screening**. At minimum, this must be done before sending a Reverse Referral.
 - b. The provider should also complete the universal assessment before clicking **Send a Reverse Referral**.
 - c. NOTE: The Universal Assessment and Referrals can also be completed from the Intake page on the customer profile.

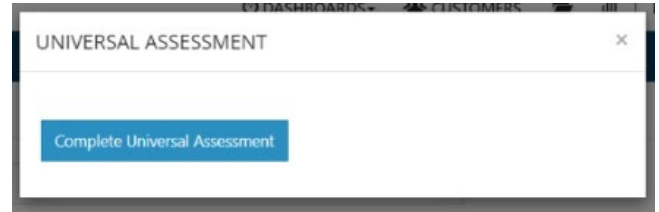


ISETS ACCOUNT CREATED/UPDATED

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

Username	SWallace
Password	N/A - Account already exists
Status	ISETS Account Found

Search Assessments



UNIVERSAL ASSESSMENT

Complete Universal Assessment

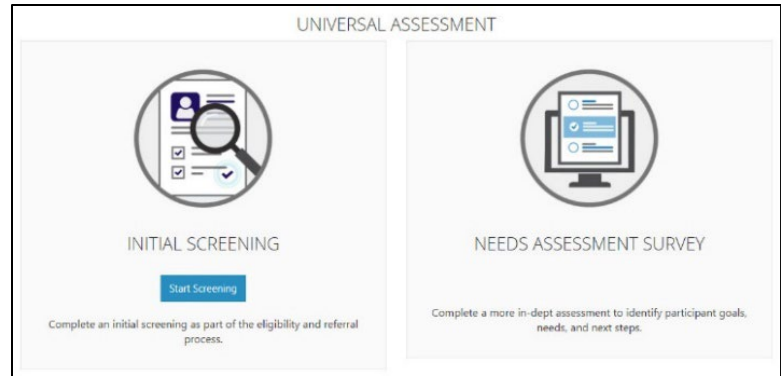
IES Match Not Found

Contact the provider manager for your agency. The provider manager can check IES to ascertain whether a potential customer has an active SNAP case and can enter the customer into the system and assign the customer to an agency. The partner can then complete the Initial Screening.

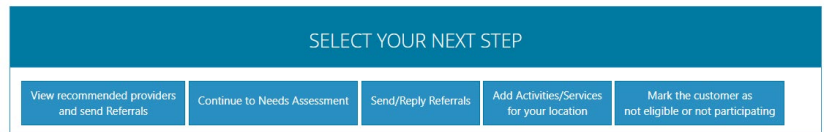
Complete the Universal Assessment (UA)

Initial Screening

1. Select **Complete the Universal Assessment**.
2. Select **Start Screening**.
3. Complete each section of the Assessment. As sections are completed the row across the top will show the progress and the current section.

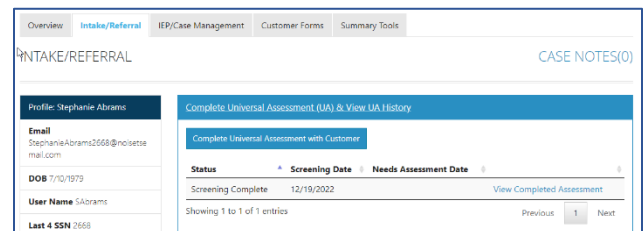
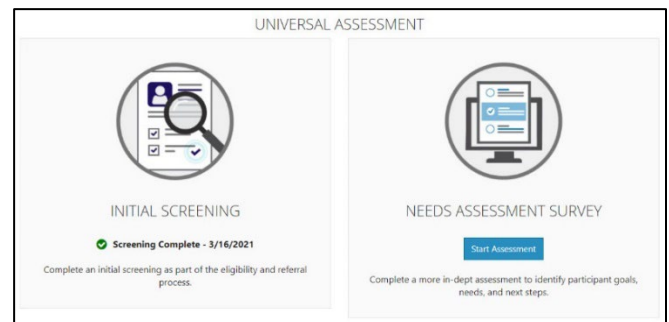



4. On the last tab, click **Save and Go To Next Page**.
5. Review the information in the Pre-Screening Summary for the customer. Click the section to make edits to that section's information. Save the information before leaving the page.
6. Click **Save and Return to Summary** when done.



Complete the UA Needs Assessment

7. Select **Complete the Universal Assessment – Needs Assessment Survey**.
 - a. Select **Continue to Needs Assessment** from the Next Steps.
 - b. On the **Intake/Referral** tab, select **Complete Universal Assessment with Customer**.
8. Select **Start Assessment**.
9. If the “Show/Hide Initial Screening questions” is visible, then the section was completed on the initial part of the assessment. Complete more details for each section of the Universal Assessment. As sections are completed the row across the top will show the progress and the current section.
10. On the last tab, click **Save and Go to Next Page**.
11. Review the information in the Pre-Screening Summary with the customer. Click any of the sections to make edits to that section's information.
12. Click **Save and Return to Summary** when done.
13. At the bottom of the summary select your next step.


SELECT YOUR NEXT STEP

View recommended providers
and send Referrals

Send/Reply Referrals

Add Activities/Services
for your location

Mark the customer as
not eligible or not participating

Return to Intake

Note: for an agency to provide any services a reverse referral must be approved by an E&T representative and the customer enrolled with an active SNAP E&T activity or costs associated with services provided prior to approval may be disallowed.

Send Reverse Referral to FCRC

- From Select Your Next Step, click on **Send/Reply Referrals**
- Click **Add Referral**.
- The Referral form modal opens. Select the type of referral to complete: **IDHS (Reverse Referral)**.
- From the dropdown, select the FCRC location assigned to the customer (if known.) The locations are sorted by distance from the customer's address.
- Complete the **Customer Consent** form:
 - Option 1:** upload a signed consent form. Include description of document.
 - Option 2:** enter the customer username and customer password. (Username appears on the modal. New account password is Lastname and six-digit date of birth i.e. Smith123456.) *If the customer had an existing account, the password may be reset from the left-hand menu on the customer profile.* Check the box after the customer reads and agrees to the terms.
 - Click **Submit Consent**.
- Select a **Customer Status**, enter the appropriate dates.
- Select **Refer From** agency. Some partners may have access to more than one agency.
- Select **Service Needed**. Based upon the agency's contract with IDHS.
- Add any additional notes.
- Click **Submit**.
- If the customer would like a printed copy of the referral: Open the Referrals header on the Overview tab. Select **Print** in the referral form column. A pdf document should open on the agency computer to print the referral form for the customer.

CUSTOMER CONSENT: (ADAM EAST)

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

I hereby authorize (Macon County - 36.2 miles) to view Employment & Training Program information for the providing me with service coordination. Information entered into the system will be disclosed to Department 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 has been done before I revoked it. I understand that I have the right to inspect and copy the information that is disclosed previously revoked, this consent will terminate upon the completion of the service coordination, but in no event exceed one year from today.

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

Submit Consent

MAKE A NEW REFERRAL

Revoke Consent X

Refer To: ☐ Provider ☒ IDHS Office

Participant Name: Aiden Laramie

Participant Username: ALaramie

Participant Birthday: 8/9/1984

Review Assessment

Refer From: ☒ Provider ☐ IDHS Office

Refer From Marked By: Not Yet Marked

Refer From Date Marked: Not Yet Marked

Services Needed: ☐ Earnfare ☒ Snap Job Placement

Status: ☒ Client Assessment Completed ☐ Client Placed on Waiting List

Completed Date Expected Start Date

Notes:

Active Customer Consent for the provider selected and current customer has been found.

Submit

The **Revoke Consent** button is for any customer who already has consent with an office or agency already in the system. When marking this button, the action is immediate and cannot be undone. New consent forms would need to be completed.

Referral will show pending in the list until DHS approves the referral.

To see the history of the referral, click the Green “+” sign next to the referral. To close, click the Red “-”.

Note: for an agency to provide any services a reverse referral must be approved by DHS or costs associated with services you provide prior to approval may be disallowed.

Approve / Reject Referrals

1. View the referrals to your location. From the ISETS Dashboard, click on the **Referrals and Redetermination** section of the dashboard.
2. Click the **list view**. Find the section: *DHS Referrals to Providers: Unduplicated Customers Count*

3. Click the **number** next to *Provider has not responded to IDHS Referral OR Provider has not responded to IDHS Referral within 10 Business Days*. This will yield a list of customer names.

Referrals								
Add Referral								
Search: <input type="text"/>								
#	Referred To	Referred From	Date Submitted	Referral Form	Response	Responded By	Response Date	SNAP/E&T Eligible
1	Northside - Cook County	Asian Human Services	12/23/2022	Print	Pending	Not Yet Marked	Not Yet Marked	⚠ Pending Application
1.1	Northside - Cook County	Asian Human Services	12/23/2022	Print	Pending	Not Yet Marked	Not Yet Marked	⚠ Pending Application
Showing 1 to 2 of 2 entries								



4. Click the **customer last name** to open the customer profile.

5. Click the **Referrals** header on the overview page.

6. Click the **Plus** icon by the referral from IDHS.

7. Click the **1.1** to respond to the referral

8. Scroll to the Provider Response section to update the Status.

- Client Assessment completed – auto filled with the date the initial assessment was finished.
- Client Placed on Waiting List – do not enter an expected start date if customer is to be placed on a waiting list.
- No Contact from Client – partner reached out and can document lack of contact – this rejects the referral
- Referral Rejected – this is for a reason other than no contact and a note should be added on the referral.
- No Contact and Referral Rejected return to Workforce Development for follow-up with another agency if one is close.

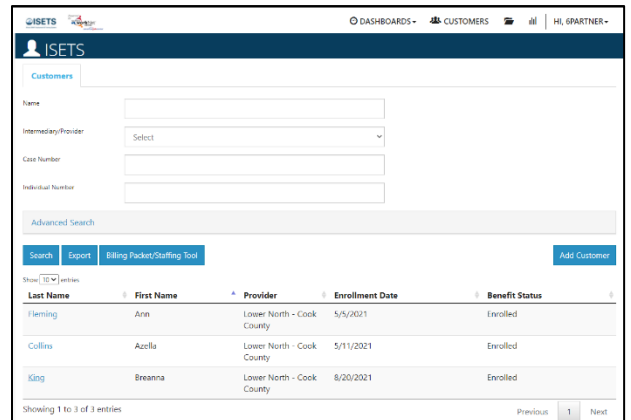
9. Enter the appropriate dates when an action was taken.

10. Click **Respond**

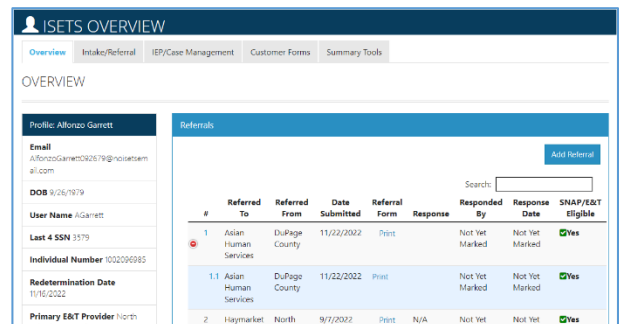
Clients Placed on Waiting List

On the referral form, the service/activity provider marks whether the client is placed on a waiting list.

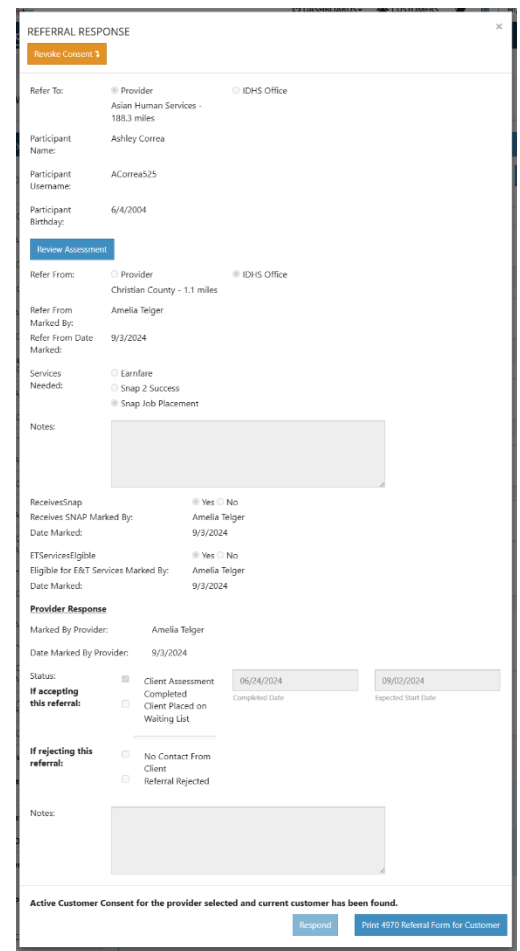
Clients should remain on the waiting list for no more than 14 days before a follow-up action is taken.



The screenshot shows the ISETS Customers page. At the top, there are tabs for 'Customers', 'Advanced Search', 'Search', 'Export', and 'Billing Packet/Staffing Tool'. Below these is a table with columns: Last Name, First Name, Provider, Enrollment Date, and Benefit Status. The table contains three entries: Fleming, Ann; Collins, Azella; and King, Breanna. At the bottom, there is a 'Showing 1 to 3 of 3 entries' indicator and 'Previous' and 'Next' buttons.



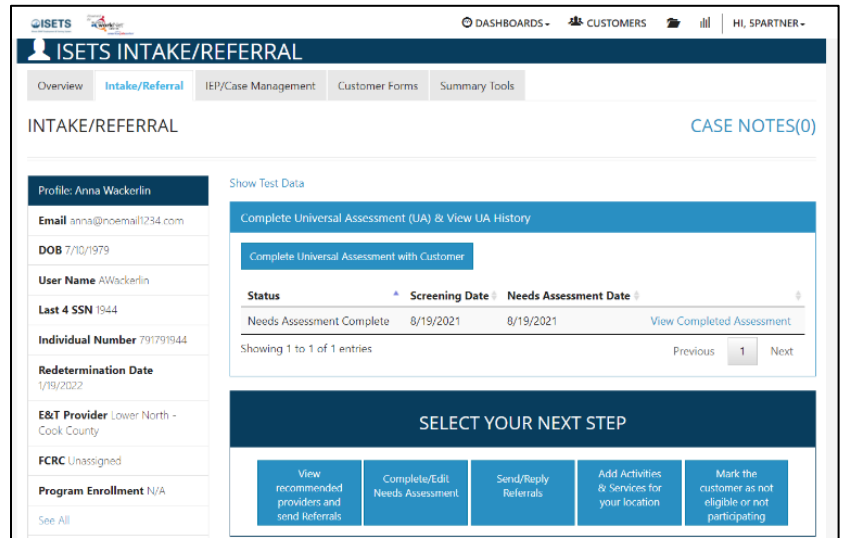
The screenshot shows the ISETS Overview page. On the left, there is a profile for Alfonso Garrett with fields for Email, DOB, User Name, Last 4 SSN, Individual Number, Redetermination Date, and Primary E&T Provider. On the right, there is a 'Referrals' section with a table. The table has columns: #, Referred To, Referred From, Date Submitted, Referral Form, Response, Responded By, Response Date, and SNAP/E&T Eligible. There are three rows of referrals, with the first two having a '+' icon next to them.



The screenshot shows the Referral Response form. It has sections for 'Refer To', 'Participant Information', 'Refer From', 'Services Needed', 'Notes', 'Provider Response', and 'Status'. The 'Status' section has two main options: 'If accepting this referral' and 'If rejecting this referral'. The 'If accepting this referral' section has two sub-options: 'Client Assessment Completed' and 'Client Placed on Waiting List'. The 'If rejecting this referral' section has two sub-options: 'No Contact From Client' and 'Referral Rejected'. At the bottom, there is a 'Respond' button and a 'Print 4970 Referral Form for Customer' button.

Send Referral to an Other Provider

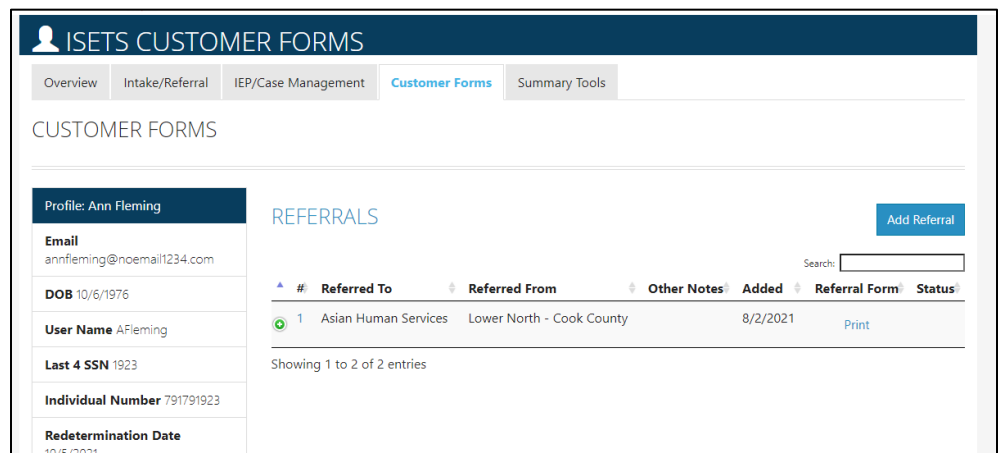
1. Select Your Next Step click on **Send/Reply Referrals**
2. Click on **Add Referral**.
3. The Referral form modal opens. Select which type you want to **Provider**.
4. Select an **approved provider**. Select the organization from the dropdown list sorted by closest to furthest away.
5. Complete the **Customer Consent** form by entering the customer username and customer password. OR by uploading a signed consent document. Check the box after the customer reads and agrees to the terms. Then click **Submit Consent**.
6. Select the **Refer From** agency if you have access to more than one.
7. Add the status of your progress with the customer.
8. Add any additional notes.
9. Click **Submit**.
10. **Print** the referral form for the customer.



The screenshot shows the 'ISETS INTAKE/REFERRAL' interface. On the left, a profile card for Anna Wackerlin lists her email, DOB, user name, last 4 SSN, individual number, redetermination date, E&T provider, FCRC status, and program enrollment. The main area is titled 'INTAKE/REFERRAL' and includes a 'CASE NOTES(0)' link. Below this, there's a 'Show Test Data' link and a 'Complete Universal Assessment (UA) & View UA History' section. This section contains a table with columns for Status, Screening Date, and Needs Assessment Date. The table shows one entry: 'Needs Assessment Complete' with dates 8/19/2021 and 8/19/2021. Below the table is a 'SELECT YOUR NEXT STEP' section with five buttons: 'View recommended providers and send Referrals', 'Complete/Edit Needs Assessment', 'Send/Reply Referrals', 'Add Activities & Services for your location', and 'Mark the customer as not eligible or not participating'.

Customer Forms - Referral

Another location for the referral forms to be found is in the Customer Forms section of the customer profile. The process is the exact same. This is just another option to create/access.



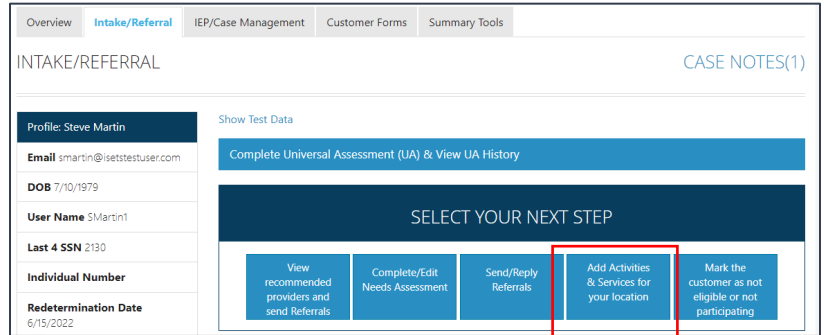
The screenshot shows the 'ISETS CUSTOMER FORMS' interface. On the left, a profile card for Ann Fleming lists her email, DOB, user name, last 4 SSN, individual number, and redetermination date. The main area is titled 'CUSTOMER FORMS' and includes a 'REFERRALS' section. This section has an 'Add Referral' button and a search bar. Below the search bar is a table with columns for #, Referred To, Referred From, Other Notes, Added, Referral Form, and Status. The table shows one entry: '1 Asian Human Services Lower North - Cook County 8/2/2021'. Below the table is a 'Showing 1 to 2 of 2 entries' message.

Add Activities/Services

After sending or accepting referrals for participants, the referral is approved, enroll the customer by following these steps. **Enrollment is completed by adding a minimum of one service from the Intake/Referral section.** Services are associated with the contract in place for the Service Provider.

Add Activities & Services for your location

1. Upon referral approval - Select **Add Activities & Services for your location** from the Intake/Referral tab.
2. Suggested program matches will open in a list with the percentage of match noted. 100% matches will be at the top of the list for any organization that matches with the participant. Click the **blue bar** with the match to open the match information. *Click the 0% matches to see other possibilities and why they were not a match.*
3. Click **Enroll in Program and Add Activities** to add an activity to the customer's IEP/Case Management. **This is how the customer is enrolled.**
4. Click activity boxes for the services to be provided.
5. Select **Add** to add to the customer's IEP.
6. If a referral was not already sent, click **Send Referral** to open the screen to send a referral to a provider for a service you do not provide. Follow the reverse referral steps above.



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

INTAKE/REFERRAL CASE NOTES(1)

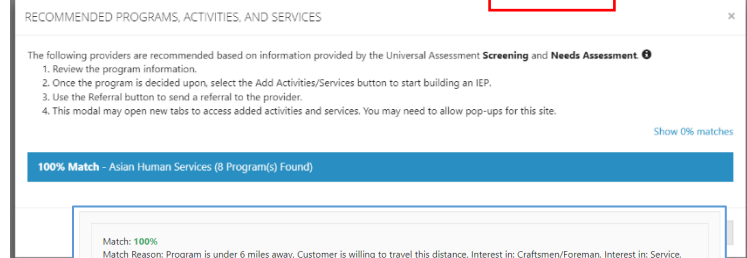
Profile: Steve Martin
Email: smartin@isetsuser.com
DOB: 7/10/1979
User Name: SMartin1
Last 4 SSN: 2130
Individual Number
Redetermination Date: 6/15/2022

Show Test Data

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



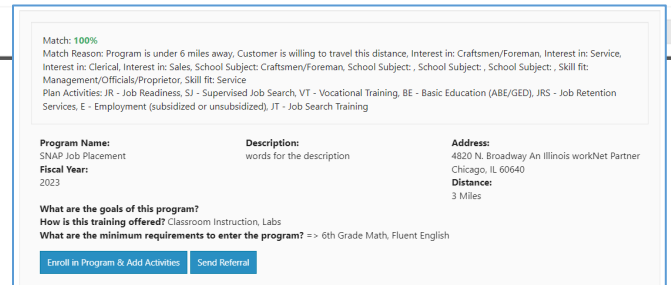
RECOMMENDED PROGRAMS, ACTIVITIES, AND SERVICES

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

100% Match - Asian Human Services (8 Program(s) Found)



Match: 100%

Match Reason: Program is under 6 miles away, Customer is willing to travel this distance, Interest in: Craftsmen/Foreman, Interest in: Service, Interest in: Clerical, Interest in: Sales, School Subject: Craftsmen/Foreman, School Subject: School Subject, School Subject, Skill fit: Service Management/Officials/Proprietor, Skill fit: Service

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

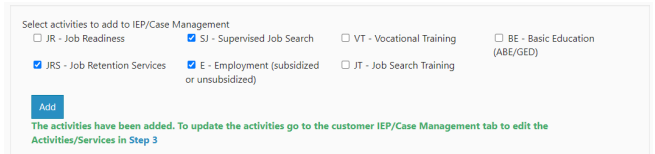
Program Name: SNAP Job Placement
Fiscal Year: 2023

Description: words for the description

Address: 4820 N. Broadway An Illinois workNet Partner Chicago, IL 60640
Distance: 3 Miles

What are the goals of this program?
How is this training offered? Classroom Instruction, Labs
What are the minimum requirements to enter the program? => 6th Grade Math, Fluent English

Enroll in Program & Add Activities Send Referral



Select activities to add to IEP/Case Management

☐ JR - Job Readiness ☒ SJ - Supervised Job Search ☐ VT - Vocational Training ☐ BE - Basic Education (ABE/GED)

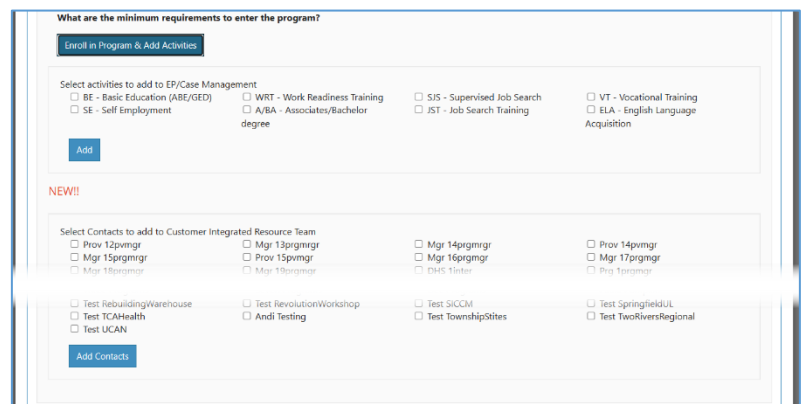
☒ JRS - Job Retention Services ☒ E - Employment (subsidized or unsubsidized) ☐ JT - Job Search Training

Add

The activities have been added. To update the activities go to the customer IEP/Case Management tab to edit the Activities/Services in Step 3

Add Integrated Resource Team Partners

Immediately following the program enrollment is a section to add Contacts to the Customer's Integrated Resource Team Members. Add any partner that may need to be included on communications about the participant.



What are the minimum requirements to enter the program?

Enroll in Program & Add Activities

Select activities to add to EP/Case Management

☐ BE - Basic Education (ABE/GED) ☐ WRT - Work Readiness Training ☐ SJ - Supervised Job Search ☐ VT - Vocational Training

☐ SE - Self Employment ☐ A/BA - Associates/Bachelor degree ☐ JST - Job Search Training ☐ ELA - English Language Acquisition

Add

NEW!!

Select Contacts to add to Customer Integrated Resource Team

☐ Prov 12pmgr ☐ Mgr 13pmgr ☐ Mgr 14pmgr ☐ Prov 14pmgr

☐ Mgr 15pmgr ☐ Prov 15pmgr ☐ Mgr 16pmgr ☐ Mgr 17pmgr

☐ Mgr 18pmgr ☐ Mgr 19pmgr ☐ DHS 11stcr ☐ Prov 19pmgr

☐ Test RebuildingWarehouse ☐ Test RevolutionWorkshop ☐ Test SICCM ☐ Test SpringfieldIL

☐ Test TCAHealth ☐ Andi Testing ☐ Test TownshipSites ☐ Test TwoRiversRegional

☐ Test UCAN

Add Contacts

After Enrollment

After the customer is enrolled, activities and services may be added from:

- the Overview tab > Activities / Case Management (see below)
- the Intake/Referral tab > Add Activities & Services for your location (see below) **This is how the customer may be enrolled in your program.**
- the EP/Case Management tab (see the IEP Case Management document)

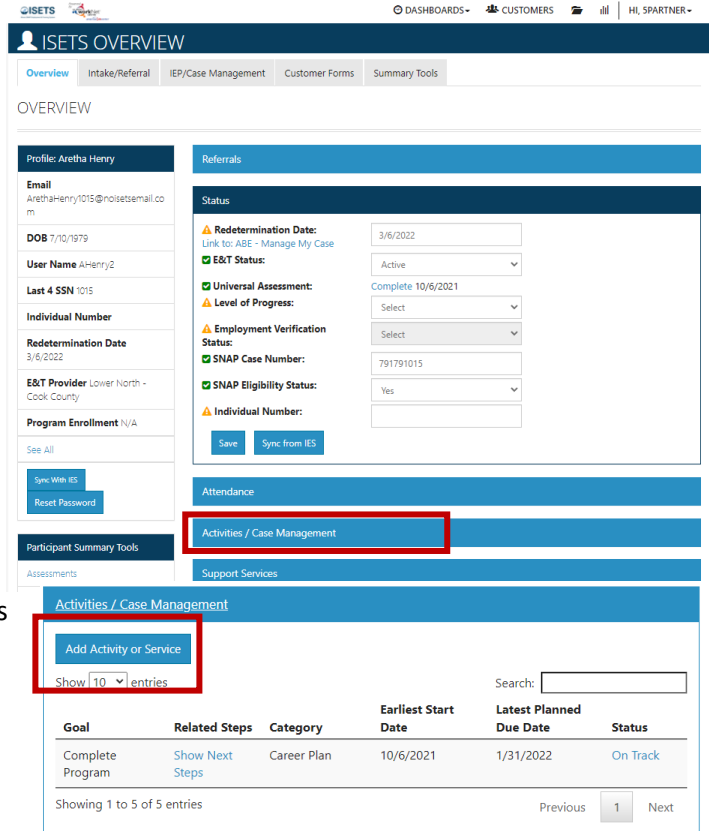
Overview tab > IEP / Case Management

When selecting this option, the user is taken to the Intake/Referral tab to Select a next step. Select Add Activities & Services for your location. Follow the directions below.

Add Activities & Services for your location

1. On the Intake Referral Page > Click to add a service or activity to the customer's EP/Case Management.
2. Click the name of the provider for which you want to add services.
3. Click **Enroll in Program & Add Activities**. If you are making a referral to another provider, complete the referral process above.
4. Check the boxes of the services to add to the client profile and click **Add**. *This is how the customer is enrolled in your program.*
5. The services will be added to the customer's EP/Case Management and can be managed from that location. Move immediately to the EP or click **Close** to add more referrals.

Other directions are available for managing the EP/Case Management.



OVERVIEW

Profile: Aretha Henry

Email: ArethaHenry1015@noisetsemail.com

DOB: 7/10/1979

User Name: AHenry2

Last 4 SSN: 1015

Individual Number

Redetermination Date: 3/6/2022

E&T Provider: Lower North - Cook County

Program Enrollment: N/A

See All

Sync With IES

Reset Password

Participant Summary Tools

Assessments

Referrals

Status

Redetermination Date: 3/6/2022

Link to: ABE - Manage My Case

E&T Status: Active

Universal Assessment: Complete 10/6/2021

Level of Progress: Select

Employment Verification Status: Select

SNAP Case Number: 791791015

SNAP Eligibility Status: Yes

Individual Number:

Save

Sync from IES

Attendance

Activities / Case Management

Support Services

Activities / Case Management

Add Activity or Service

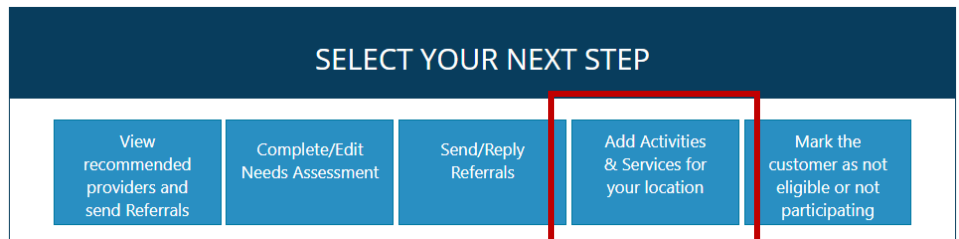
Show 10 entries

Search:

Goal	Related Steps	Category	Earliest Start Date	Latest Planned Due Date	Status
Complete Program	Show Next Steps	Career Plan	10/6/2021	1/31/2022	On Track

Showing 1 to 5 of 5 entries

Previous 1 Next



SELECT YOUR NEXT STEP

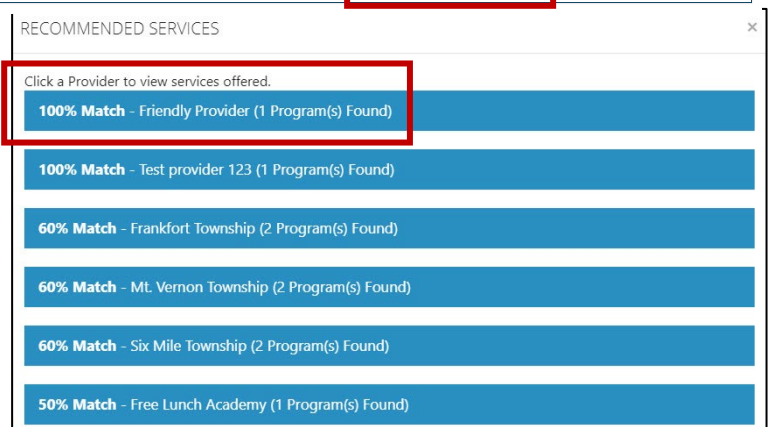
View recommended providers and send Referrals

Complete/Edit Needs Assessment

Send/Reply Referrals

Add Activities & Services for your location

Mark the customer as not eligible or not participating



RECOMMENDED SERVICES

Click a Provider to view services offered.

100% Match - Friendly Provider (1 Program(s) Found)

100% Match - Test provider 123 (1 Program(s) Found)

60% Match - Frankfort Township (2 Program(s) Found)

60% Match - Mt. Vernon Township (2 Program(s) Found)

60% Match - Six Mile Township (2 Program(s) Found)

50% Match - Free Lunch Academy (1 Program(s) Found)

<https://www.illinoisworknet.com/DownloadPrint/EP-Career%20Plan%20Instructions.pdf>

Alternate Options to Access ISETS

Go to <https://illinoisworknet.com>

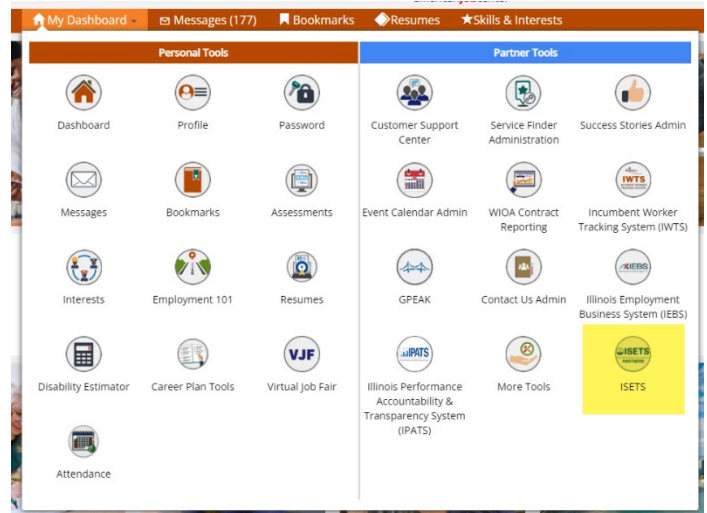
Log-in with username and password

Click dropdown by “My Dashboard”

Click the ISETS Icon on the Partner Tools side of the screen.

Select ISETS group

Follow the instructions on page 2.



Go to <https://www.illinoisworknet.com/isetspartners>

Click ISETS Dashboard and Partner Tools

Log-in with your username and password

Follow the instructions on page 2.

