Contents

Overview

Acronyms

- IDHS – Illinois Department of Human Services
- SNAP – Supplemental Nutrition Assistance Program
- ISETS – Illinois SNAP Employment and Training System
- IwN – Illinois workNet
- IES – Integrated Eligibility System
- SNAP JP – SNAP Job Placement
- ABE – Application for Benefits Eligibility system

Purpose:

The Overview Tab on a participant profile allows quick access to many parts of the participant profile.

Who Enters/Maintains Data

Only staff that have been given access to the program can view the participant overview.

- Statewide User Roles- Statewide staff view/edit for all participants.
- Program Manager, Intermediary, and Provider Partners - Staff can view/edit for participants in their assigned partner locations.

Access Participant Profile Page

1. Log into www.illinoisworknet.com.
2. Select My Dashboard.
3. Select Partner Tools.
4. Select the icon for ISETS. Partner lands on the participant list.
5. Select the participant's name to access their information.
6. Partners land on the Overview tab.

Shortcut Tip:

Go to www.illinoisworknet.com/ISETSPartners.
Select the link for ISETS Partner Tools.

Direct link to ISETS tool - https://apps.illinoisworknet.com/siteadministration/Groups/Default

How is the Overview Tab organized?

- Left menu – provides information about the participant and their current status. This is visible on each page.
- Referrals – when opened displays all referrals for the participant.
- Status – provides details on important dates and statuses relative to the participant's participation in the program.
- Case Management items:
  - o Integrated Resource Team – displays the members of the partner agency who have been added to the participant team.
  - o Attendance – provides a quick look at the participant attendance.
  - o Activities / Case Management – provides a quick look at the participant activities.
  - o Support Services – displays a quick view of the issued support services and a link to update.
- Outcomes – provides details on completion, credentials, and employment.

Left Menu

In the left menu partners see a snapshot of important participant details including:

- Profile name (must match IES)
- Participant email address (must match IES)
- Date of Birth (must match IES)
- Illinois workNet username
- Last four digits of the Social Security Number (must match IES)
- IDHS Individual Number (must match IES)
- SNAP redetermination date.
- ISETS program enrollment date
- Midpoint Date (if applicable) comes from IES
- Enrollment Date
- E&T provider(s)
- Pending Referrals to other Providers
- Local DHS FCRC office assignment.
- The program in which the participant is enrolled for ISETS.
- Additional items:
  - Phone Number (must match IES)
  - Most Recent Credential
  - Address (must match IES)
  - County of Residence (must match IES)
  - ABAWD status
  - Illinois workNet ID
  - Initial Assessment Date
  - Training Program Name
  - Most Recent Work Experience
  - Permanent Placement
- The partner can Reset Password for the participant.
- Participant Summary Tools – available on all profile pages include:
  - Assessments
  - Case Notes
  - Services
  - Worksites
  - Uploads
- Instructions – each page should display associated instructions for the page.

Profile: 10Testdog Dogtwo
Update Demographic Information

Email
10testdog@noemail1234.com

DOB 05/24/1991

User Name 1Dog

Last 4 SSN 8191

Individual Number

Redetermination Date N/A

Midpoint Date 04/12/2024

Enrollment Date 09/13/2023

E&T Provider(s) Asian Human Services

Provider(s) Pending Referral N/A

DHS Office DuPage County

Program Enrollment SNAP Job Placement

See All

Reset Password

Assessments
Case Notes
Services
Worksites
Uploads

Instructions
Link to instructions

Referrals

This header bar is a lighter blue and can be opened or closed to see the information within the section.

The image on the right displays the section opened.

Add Referral is described in the Intake and Referral instructions.

Each referral is represented by a number. Click the plus sign next to the number to open the "Parent Record". Click the red minus sign to close the parent record.

The parent record will display the most recent information on the referral.

Click the number of the "Child Record" i.e. 1.1 or 1.2 to accept or reject the referral.

If needed, click the blue word "Print" to print the referral that represents the referral status at that time.

Status

The status section displays date and eligibility information.

- If a participant needs to update information like address, phone, or email, they must complete that in the ABE system – Applied Benefit System for IDHS. That information is moved to IES and ISETS receives a weekly sync of data. The profile will be updated during the data sync. IES and ISETS sync on the 5th, 13, 20th and 27th monthly.
    - The participant status section turns red and SNAP Eligibility is marked Needs Verification when a participant is no longer included in the IES data received by Illinois workNet. A member of the Workforce Development team will review and indicate if the participant is still eligible.
- Redetermination date and mid-point date - are listed so that a partner may help a participant keep their DHS account current. This information is synced with IES.
- E&T status – has automated features that will update when specific actions are taken on a participant profile. Check the Status History table to the right to see when the action was taken and who completed the action. The statuses include:

- - IES matched – automatic when matched with IES
  - Initial Assessment Complete – automatic when initial assessment is completed
  - Pending Referral Approval – automatic when referral has been sent or received
  - Not Enrolled – automatic after referral is approved
  - Pending Activity Start Date – automatic after enrollment and no activities have been started
  - Wait list – automatic after marked on the referral
  - Referral Rejected – automatic if a referral has been rejected
  - Active – automatic when activities have a started/open date
  - Inactive – manual update
  - Retention – automatic when JR is started/opened
  - Never Active – manual update
  - Exited – automatic when profile is closed/discharged
- **Most Recent Case Note** – record keeping requires that case notes are added at least every 14 days. This indicates the last time a case note was recorded on the participant record.
- **Universal Assessment** – is completed during the intake and referral process. The dates of the assessments are displayed if completed. Each assessment must be updated annually. An Update button displays when the update is due. The Needs Assessment should be completed in the first 30 days of activity with a participant.
- **Level of Progress** – designates the level at which a participant is participating. The options include:
  - Acceptable Progress/Participation
  - Not Participating
  - Not Progressing
  - No longer appropriate for provider services
- **Employment Verification Status** – is related to permanent employment added in the Outcomes section. It is updated when the uploaded verification documentation is approved by a Provider Manager.
- **SNAP Case Number** – is synced with IES. The number can be changed by any partner, however, it should always match what is in IES. Case numbers for participants can change depending on whose case the individual is associated. i.e. parent, live-in, or the participant's own number.
- **SNAP Eligibility Status** – is synced with IES. A participant may be Pending Application, Yes or No. This is displayed in the Status History table.
- **Individual Number** – is synced with IES. This is a unique number to the individual. It is **the** identifier used to sync IES with ISETS periodically.
- **Earnfare participation** – if a participant is working in the Earnfare program, the profile will display an additional set of information in the Status section.

- o Benefit amount – is initially set on the referral approved by Workforce Development staff. There may be updates to the benefit amount over time. View the Benefit Amount History to see who updated the amount and when the effective date is.
- o Monthly Benefit Hours - is calculated based upon the benefit amount and the current rate of benefit wage per hour.
- o Earnfare Work Hours – displays the current month and previous month of Community Workfare hours completed, Transitional hours completed, and the associated wage.

- When making any updates to the items, click Save at the bottom of the section.
- The changes display in the Customer Satus Change History by clicking the "Status History" button in the lower right corner of the Status section.
- To make a change to E&T Status or the Level of Progress for a date other than the current date, click the buttons for "Add E&T Status" or "Add Progress Level" to add a status and associated date.

Integrated Resource Team

The Integrated Resource Team section allows the provider to add other agency partners to a participant profile. At least one partner should be added per participant.

Click the View in the result side to see those in the list and remove partners who no longer need access.

Partners may be added to a participant record when the enrollment to a program occurs.

Attendance

The Attendance section allows you to select an active activity to enter attendance.

- Select agency
- Select active activities will show in the list.
- Select the activity that needs to be updated.
- Click Add/Edit.
- Partner is redirected to the attendance tab of that activity.
- Select the appropriate week to add/edit attendance
- Save or save and verify.
- If time is verified and has to be corrected, partners submit a help request.

Activities / Case Management

The Activities / Case Management section allows a quick view of the activities by goal on a participant profile. When the goal is open it displays:

- Activities
- Provider to whom the activity is assigned.
- Earliest Start Date
- Latest Completion Date, and,
- Status of the activity.

Use this area to see if activities have been closed that should be or if there is an active SNAP E&T activity so that support services may be added for that period.

Activities / Case Management

Add Activity or Service

Show 10 ⌄ entries   Search: _____

Goal	Related Steps & Service Name	Category & Provider	Earliest Start Date	Latest Completion Date	Status
Complete SNAP program	Hide Next Steps	Career Plan	02/06/2023	02/28/2023	On Track
	JST - Job Search Training	Asian Human Services	02/06/2023	02/28/2023	Successful Completion
	JR - Job Retention	Asian Human Services	03/01/2023	N/A	Started/Open
	SJS - Supervised Job Search	Asian Human Services	07/03/2023	N/A	Started/Open
	SET - Self-Employment Training	Asian Human Services	09/04/2023	N/A	Started/Open
	BE - Basic Education (ABE/GED)	Asian Human Services	11/01/2023	N/A	Started/Open
Complete the SNAP program	No Services Added	Career Plan	N/A	N/A	Not Started

Showing 1 to 7 of 7 entries   Previous | 1 | Next

Support Services

The Support Services section displays the current Fiscal Year status of support services issued to the participant.

Click on the name of the support service to go directly to the services.

Click on the bar graph to see the related details in the Supportive Services Details section.

Click on the Service Override Pending to see the request that was submitted for that service. If it has not been approved in two weeks, submit a help request.

Once a support service is opened, it does not need to be closed. Click on the other services to see expenses from previous program years.

Support Services

SUPPORT SERVICES
TOTAL PAYMENTS ISSUED - $1,430.00

Export List

Service Override Pending

Transportation - $1425.00 / $1400.00
`100%`

Books & Training Supplies - $5.00 / $1000.00
`0%`
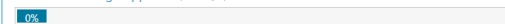
Clothing - $0 / $300.00
`0%`
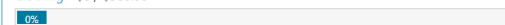
SUPPORTIVE SERVICE DETAILS
Select a supportive service in the graph to view the details below.

Payment Method	Payment Description	Dollar Amount/Unit	Quantity	Total Cost	Payment Date	Updated By	Date Updated	
Direct Payment	Auto Repair	1350.00	1	1350.00	7/31/2023	Amelia Telger	11/6/2023	Edit
Bus Pass	Public Transportation/Fuel Cards	50.00	1	50.00	7/10/2023	ISETS 6Partner	6/1/2023	Edit
Direct Payment	Public Transportation/Fuel Cards	25.00	1	25.00	7/5/2023	Three Programs	9/21/2023	Edit
Bus Pass	Public Transportation/Fuel Cards	50.00	2	100.00	6/5/2023	ISETS 6Partner	6/1/2023	Edit
Direct Payment	Bike Repair	100.00	1	100.00	5/23/2023	Markee Waldron	6/23/2023	Edit
Bus Pass	Public Transportation/Fuel Cards	28.00	1	28.00	3/1/2023	ISETS 6Partner	4/19/2023	Edit
Gift Card	Auto Repair	500.00	1	500.00	4/4/2022	ISETS 6Partner	6/1/2023	Edit

OUTCOMES

Outcomes on Overview

Status table

The status table displays if a participant has accomplished objectives related to performance measures in green or yellow if not completed.

OUTCOMES

Action Item	Result	Status
1. Successfully completed a SNAP E&T Activity.	Not Completed	🟡 Not Complete
2. Gained a credential.	At least 1 credential entered.	🟢 Complete
3. Gained employment.	At least 1 employment entered.	🟢 Complete
4. Retained employment for 90 Days.	Complete (111 Days)	🟢 Complete
5. Exited from program. (Successful/Unsuccessful)	Not Completed	🟡 Not Complete

Completed / Exited

Credentials Earned

Employment

Completed / Exited

To Exit a participant requires that the following parameters be met:

1. All SNAP E&T activities must be completed (successfully or unsuccessfully or deleted (if never started).
2. Option to add a Measurable Skill Gain.
3. Option to include Industry Recognized Credentials.
4. Select Program
   a. SNAP JP
   b. SNAP to Success
   c. Earnfare
5. Select Completion Status
   a. Exited - Unsuccessful Completion
   b. Exited – Moved to another program
   c. Exited – Successful Completion
6. Select Outcome reason (if available)
   a. Unsuccessful – Employed moved out of area
   b. Unsuccessful – Moved out of the area
   c. Unsuccessful – No longer eligible
   d. Unsuccessful – not the right fit / referred to a different program
   e. Unsuccessful – did not meet program requirements
   f. No Outcome reason for Moved to another program
   g. Successful – Pending employment – working with a person to get a job

Completed / Exited

This is an automatically updated checklist based on your provider. Once all provider activities have been completed, you can exit the customer.

☑ All SNAP E&T Activities (not including Supportive Services) have a completion status (successful/unsuccessful) or have been removed.

☑ At least 1 Measurable Skill Gain has been entered.[1]

☑ All Industry Recognized Credentials are entered into the system.[1,2]

[1] These are not required to Exit the Customer but are helpful to gauge success of the program.

[2] Credentials must be the Industry Recognized Credential to count for Performance. Make sure you have all your supporting documentation in the file.

Program: Earnfare - Asian Human Service

Program completion status: Exited - Moved to another Prog

Save

Show 5 entries   Search:

ISETS Program	Provider Name	Exit Status	Exit Reason	Date Exited	Exited By
Earnfare	Asian Human Services	Exited - Moved to another Program	N/A	3/21/2024	TPrograms

Showing 1 to 1 of 1 entries   Previous 1 Next

h. Successful – Unemployed

i. Successful – Retention

j. Successful – Employed beyond 90 days

7. Click Save – exit reason should display in table.

Credentials Earned

This section of the overview page provides a central location for any credentials earned by the participant. Credentials may be added to an activity in the EP/Case Management section on a specific activity or may be added in this overview page section.

Credentials Earned

Add Credential

Show 10 entries   Search:

Name	Credential Type	Date Attained	SOC Code	Occupation	CIP Code	Edit Credential	Remove Credential
SEP - Self Employment Proficient	Certification	11/6/2023	454022	Logging Equipment Operators	03.0502 - Forest Sciences and Biology.	Edit	Remove

Showing 1 to 1 of 1 entries   Previous 1 Next

ADD/EDIT CREDENTIAL   ×

Title *

Institution *

Date Earned *   xx/xx/xxxx

Credential Type *   Select

Credential Source *   Select

First, lookup SOC Codes and Occupations

Second, lookup CIP Codes

SOC Code *

Occupation *

CIP Code *

Save   Close

![ISETS - Illinois SNAP Employment & Training System, Powered by Illinois workNet]

Employment

This section of the overview page is where all permanent employment is entered and where retention will be tracked and verified.

The table displays the employment and records a start and end date, and any benchmarks achieved related to that employment. In this example the participant achieved all of the benchmarks.

Once the 90-day retention benchmark is achieved, the participant may be exited.

As of January 1, 2025 participants who are in retention may stay in retention for 365 days. To issue support services during that time, the partner must complete an employment verification upload to confirm retention is still in place.

To add a new employment, click the Add Employment button.

A modal opens where the partner enters all the information related to the employment.

The SOC Codes and Industry is an additional look-up. Click the button to enter a keyword related to the job to identify the SOC code. Pick the six-digit option when available.

OUTCOMES

Completed / Exited

Credentials Earned

Employment

Number of Active Employments: 1

[Add Employment]   IDHS CONTRACT REPORT-NOTIFICATION OF EMPLOYMENT RETENTION (IL444-3085 Form)

Show 10 entries   Search:

Employer	Industry	Job Title	Start Date	End Date	Benchmark
Test 1 Open	Software Quality Assurance Engineers and Testers	Tester	03/01/2023	01/03/2024	30,60,90 - Receive Raise or Promotion
Test Player Two	Non-Destructive Testing Specialists	Supervisor	03/01/2023	Present	30,60,90

Showing 1 to 2 of 2 entries   Previous 1 Next

SEARCH SOC CODES

Enter a keyword to search for a SOC Code or just select the search button to see a full list. If entering a SOC code, do not enter the hyphen (e.g. search for 172121 not 17-2121).

welding   [Search]

Show 10 entries   Search:

Select	SOC Code	Title
[Select]	514122	Welding, Soldering, and Brazing Machine Setters, Operators, and Tenders

Showing 1 to 1 of 1 entries   Previous 1 Next

ENTER NEW EMPLOYMENT

Are you currently employed by this employer?   ● Yes ○ No

Employer Name *

Start Date *

End Date

Job Title *

Previous Job Title if Promotion

[Lookup SOC Codes and Industry]

SOC Code *

Job Industry *

Street Address

Employer City *

Employer State *   Select

Employer ZIP Code *

Hourly Wage Paid *

Previous Wage if Promotion

Date of First Paycheck

Insurance Provider

Date Insurance Effective

Job Duties *

Hours Per Week *

Is this seasonal employment?   ● Yes ○ No

[Demand Occupation Lookup]

Is this a high demand occupation?   ● Yes ○ No

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

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

[Save] [Close]

When entering the wage, enter only a value with no more than 2 decimals. i.e. 17.50 Do not enter a wage range.

When entering the hours per week, enter only a whole number with no more than 2 decimals. i.e. 25.5 Do not enter a range of hours.

Demand Occupation Lookup is an additional look-up that will take you to Demand Occupations Search. If the training at your agency focuses on one employment type, i.e. welding, truck driving, Certified Nurse Assistant, etc. spending time looking up those occupations in advance could be beneficial.

Save the record. If the employment is 20+ hours per week, the JR-Job Retention SNAP E&T activity is automatically added to the participant's EP - Employment Plan. If the employment is less than 20 hours the E-Employment Other E&T activity is added to the participant's EP – Employment Plan.

To edit the employment, click the record in the table in the Employment section.

Employment Verification is required for permanent employment. For a participant's employment to be displayed on the monthly Employment Report, there must be at least one form of verification entered on the employment record.

To update verification on a participant's employment, select the employment from the table.

Scroll to the bottom of the page.

- Find a link for the IDHS employment verification form that can be sent to the employer. Partners may also use paystubs, and The Work Number to verify employment.
- The first section of the verification is to upload a document. Only one upload is required for the 90-day retention period. The partner can upload three times if desired.
- Each period requires, at minimum, a case note related to the 30, 60 and 90-day time period.
- The provider manager must verify that what was entered is appropriate.
- Unless a verification – document or case note - is added the participant will not appear on the monthly employment report.

ISETS Activities and Services

In order to be active in SNAP E&T a participant MUST have a SNAP E&T activity in Started/Open status. A participant can only be enrolled in Support Services or Other E&T Activities if they are also enrolled in a SNAP E&T Activity.

SNAP E&T Activities

BE - Basic Education (ABE/GED)
CW - Community Workfare
ELA - English Language Acquisition
INT - Internship
JR - Job Retention
JST - Job Search Training
OJT - On-the-Job Training
SJS - Supervised Job Search
TJ - Transitional Job
VT - Vocational Training
WRT - Work Readiness Training

Support Services

Books & Training Supplies
Childcare/Medical
Clothing
Educational/Credential Testing
Housing/Utilities
Personal Hygiene
Transportation

Other E&T Activities

A/BA - Associates/Bachelor degree
CS - Community Service
E - Employment (subsidized or unsubsidized)
SE - Self Employment
SET - Self-Employment Training

Referrals to other Services

Referral to Childcare/Medical services
Referral to clothing provider
Referral to Domestic Abuse Counseling
Referral to Drug/Alcohol Rehabilitation Counseling
Referral to homelessness counseling provider
Referral to Housing and Utilities support
Referral to personal hygiene services
Referral to transportation services