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## 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 customer profile allows quick access to many parts of the customer profile.

## Who Enters/Maintains Data

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

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

## Access Customer Profile Page

1. Log into [www.illinoisworknet.com](http://www.illinoisworknet.com).
2. Select **My Dashboard**.
3. Select **Partner Tools**.
4. Select the icon for **ISETS**. Partner lands on the customer list.
5. Select the **customer's name** to access their information.
6. Partners land on the Overview tab.

### Shortcut Tip:

Go to [www.illinoisworknet.com/ISETSPartners](http://www.illinoisworknet.com/ISETSPartners).  
Select the link for **ISETS Partner Tools**.

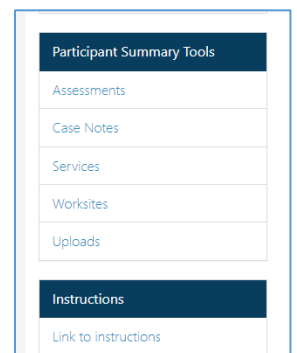
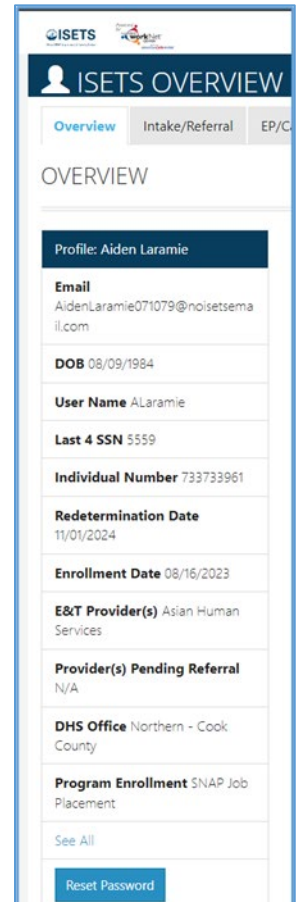
## How is the Overview Tab organized?

- Left menu – provides information about the customer and their current status. This is visible on each page.
- Referrals – when opened displays all referrals for the customer.
- Status – provides details on important dates and statuses relative to the customer's participation in the program.
- Case Management items:
  - Integrated Resource Team – displays the members of the partner agency who have been added to the customer team.
  - Attendance – provides a quick look at the customer attendance.
  - Activities / Case Management – provides a quick look at the customer activities.
  - 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 customer details including:

- Profile name (must match IES)
- Customer 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 recertification date.
- ISETS program enrollment date
- E&T provider(s)
- Pending Referrals to other Providers
- Local DHS FCRC office assignment.
- The program in which the customer is enrolled for ISETS.
- Additional items:
  - Phone Number (must match IES)
  - Most Recent Credential
  - Address (must match IES)
  - County of Residence (must match IES)
  - Illinois workNet ID
  - Initial Assessment Date
  - Training Program Name
  - Most Recent Work Experience
  - Permanent Placement
- The partner can Reset Password for the customer.
- 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.



## 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 from that point in time.

**Referrals**

Add Referral

Search:

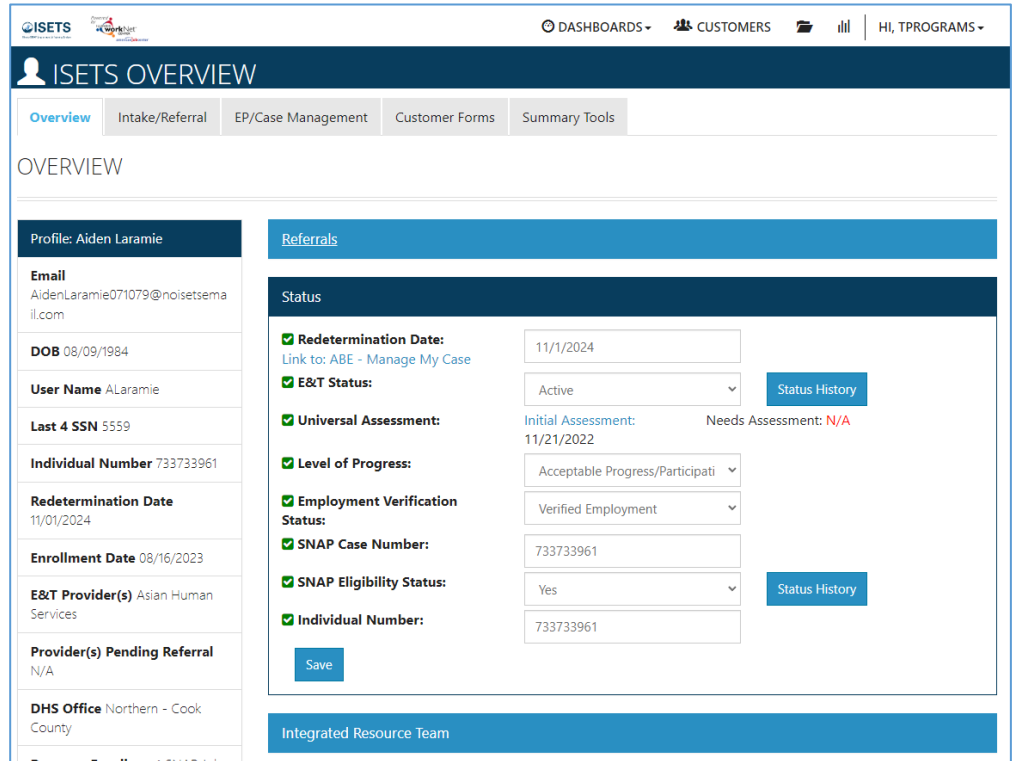
#	Referred To	Referred From	Date Submitted	Referral Form	Response	Responded By	Response Date	SNAP/E&T Eligible
1	Northern - Cook County	Asian Human Services	11/06/2023	<a href="#">Print</a>	Accepted	Amelia Telger	11/06/2023	✔ Yes
1.1	Northern - Cook County	Asian Human Services	11/06/2023	<a href="#">Print</a>	⚠ <b>Historical Reference</b>			
1.2	Northern - Cook County	Asian Human Services	11/06/2023	<a href="#">Print</a>	Accepted	Amelia Telger	11/06/2023	✔ Yes
2	Northside - Cook County	Asian Human Services	04/06/2023	<a href="#">Print</a>	Accepted	DHS 1wrkdev	04/06/2023	✔ Yes

Showing 1 to 6 of 6 entries

## Status

The status section displays date and eligibility information.

- If a customer needs to update information like address, phone, or email, they must complete that in the ABE system. That information is moved to IES and ISETS receives a weekly sync of data. The profile will be updated during the data sync.
- Redetermination date and mid-point date - are listed so that a customer can keep their DHS account current. This information is synced with IES.
- E&T status – will have several automated features that will update when specific actions are taken on a customer 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
  - Initial Assessment Complete
  - Pending Referral Approval
  - Not Enrolled
  - Pending Activity Start Date
  - Wait list
  - Referral Rejected
  - Active
  - Inactive
  - Retention
  - Never Active
  - Exited
- 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 will display when the update is due. The Needs Assessment should be completed in the first 30 days of activity with a customer.
- Level of Progress – designates the level at which a customer is participating. The options include:
  - Acceptable Progress/Participation



**Profile: Aiden Laramie**

**Email:** Aiden.Laramie071079@noisetsema.il.com

**DOB:** 08/09/1984

**User Name:** ALaramie

**Last 4 SSN:** 5559

**Individual Number:** 733733961

**Redetermination Date:** 11/01/2024

**Enrollment Date:** 08/16/2023

**E&T Provider(s):** Asian Human Services

**Provider(s) Pending Referral:** N/A

**DHS Office:** Northern - Cook County

**Referrals**

**Status**

**Redetermination Date:** 11/1/2024  
[Link to: ABE - Manage My Case](#)

**E&T Status:** Active [Status History](#)

**Universal Assessment:** Initial Assessment: 11/21/2022 Needs Assessment: N/A

**Level of Progress:** Acceptable Progress/Participati

**Employment Verification Status:** Verified Employment

**SNAP Case Number:** 733733961

**SNAP Eligibility Status:** Yes [Status History](#)

**Individual Number:** 733733961

[Save](#)

**Integrated Resource Team**

- 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 verification that has been uploaded 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 customers can change depending upon with whose case the individual is associated. i.e. parent, live-in, or the customer's own number.
- SNAP Eligibility Status – is synced with IES. A customer 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 customer is working in the Earnfare program, the profile will display an additional set of information in the Status section.
  - 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.
  - Monthly Benefit Hours - is calculated based upon the benefit amount and the current rate of benefit wage per hour.
  - 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.

**EARNFARE PARTICIPATION**

**Benefit Amount:**  [Benefit Amount History](#)

**Monthly Benefit Hours:** 14

---

**Earnfare Work Hours - Current Month: February 2024**  
**Current Month - Community Workfare Hours: 0 / 14**

0%

---

**Current Month - Transitional Job Hours: 0 / 35**

0%

---

**Current Month - Payment Verification/Calculation: February 2024**

Total Hours:		0
SNAP Work-Off Hours (CW - Community Workfare):	-	0
Stipend (TJ - Transitional Job) Hours:	=	0
State Minimum Wage:	x	\$14.00
Stipend (TJ - Transitional Job) Issued:	=	\$0.00

---

**Earnfare Work Hours - Previous Month: January 2024**  
**Previous Month - Community Workfare Hours: 0 / 14**

0%

---

**Previous Month - Transitional Job Hours: 0 / 35**

0%

---

**Previous Month - Payment Verification/Calculation: January 2024**

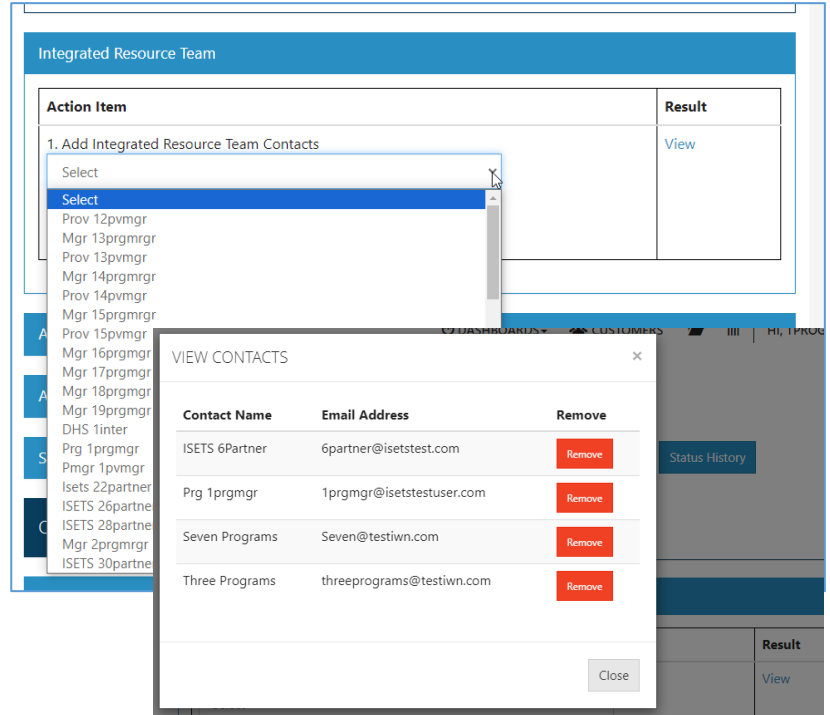
Total Hours:		0
SNAP Work-Off Hours (CW - Community Workfare):	-	0
Stipend (TJ - Transitional Job) Hours:	=	0
State Minimum Wage:	x	\$14.00
Stipend (TJ - Transitional Job) Issued:	=	\$0.00

Integrated Resource Team

### Integrated Resource Team

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

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

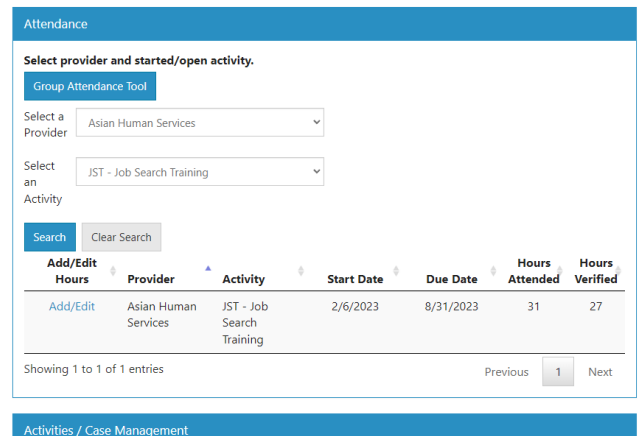


The screenshot shows the 'Integrated Resource Team' section with a table containing one row: '1. Add Integrated Resource Team Contacts' with a 'View' link in the 'Result' column. A dropdown menu is open over the 'Action Item' column, listing various roles like 'Prov 12pvmgr', 'Mgr 13prgmgr', etc. A 'VIEW CONTACTS' modal window is also open, displaying a table of contacts with columns for 'Contact Name', 'Email Address', and 'Remove'.

Contact Name	Email Address	Remove
ISETS 6Partner	6partner@isetstest.com	Remove
Prg 1prgmgr	1prgmgr@isetstestuser.com	Remove
Seven Programs	Seven@testiwn.com	Remove
Three Programs	threeprograms@testiwn.com	Remove

### Attendance

The Attendance section allows you to select an active activity to enter attendance. Select the agency, then the active activities will show in the list. Select the one that needs to be updated, click Add/Edit. User is redirected to the attendance tab of that activity. Select the appropriate week to add/edit attendance, then save or save and verify.



The screenshot shows the 'Attendance' section with a search form. The 'Select a Provider' dropdown is set to 'Asian Human Services' and the 'Select an Activity' dropdown is set to 'JST - Job Search Training'. Below the search form is a table with columns: 'Add/Edit Hours', 'Provider', 'Activity', 'Start Date', 'Due Date', 'Hours Attended', and 'Hours Verified'. The table contains one entry for 'Asian Human Services' and 'JST - Job Search Training' with a start date of 2/6/2023, a due date of 8/31/2023, 31 hours attended, and 27 hours verified.

Add/Edit Hours	Provider	Activity	Start Date	Due Date	Hours Attended	Hours Verified
Add/Edit	Asian Human Services	JST - Job Search Training	2/6/2023	8/31/2023	31	27

Showing 1 to 1 of 1 entries      Previous 1 Next

## Activities / Case Management

The Activities / Case Management section allows a quick view of the activities by goal on a customer 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.

## Support Services

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

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.

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	<a href="#">Hide Next Steps</a>	Career Plan	02/06/2023	02/28/2023	On Track
	<a href="#">JST - Job Search Training</a>	Asian Human Services	02/06/2023	02/28/2023	Successful Completion
	<a href="#">JR - Job Retention</a>	Asian Human Services	03/01/2023	N/A	Started/Open
	<a href="#">SJS - Supervised Job Search</a>	Asian Human Services	07/03/2023	N/A	Started/Open
	<a href="#">SET - Self-Employment Training</a>	Asian Human Services	09/04/2023	N/A	Started/Open
	<a href="#">BE - Basic Education (ABE/GED)</a>	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

SUPPORT SERVICES

TOTAL PAYMENTS ISSUED - \$1,430.00 [Export List](#)

Transportation - \$1425.00 / \$1400.00 [Service Override Pending](#)

Books & Training Supplies - \$5.00 / \$1000.00

Clothing - \$0 / \$300.00

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	<a href="#">Edit</a>
Bus Pass	Public Transportation/Fuel Cards	50.00	1	50.00	7/10/2023	ISETS 6Partner	6/1/2023	<a href="#">Edit</a>
Direct Payment	Public Transportation/Fuel Cards	25.00	1	25.00	7/5/2023	Three Programs	9/21/2023	<a href="#">Edit</a>
Bus Pass	Public Transportation/Fuel Cards	50.00	2	100.00	6/5/2023	ISETS 6Partner	6/1/2023	<a href="#">Edit</a>
Direct Payment	Bike Repair	100.00	1	100.00	5/23/2023	Markee Waldron	6/23/2023	<a href="#">Edit</a>
Bus Pass	Public Transportation/Fuel Cards	28.00	1	28.00	3/1/2023	ISETS 6Partner	4/19/2023	<a href="#">Edit</a>
Gift Card	Auto Repair	500.00	1	500.00	4/4/2022	ISETS 6Partner	6/1/2023	<a href="#">Edit</a>

## OUTCOMES



## Outcomes on Overview

### Status table

The status table displays if a customer has accomplished objectives related to performance measures in green or in 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 customer 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.<sup>1</sup>
- All Industry Recognized Credentials are entered into the system.<sup>(1, 2)</sup>

<sup>1</sup> These are not required to Exit the Customer but are helpful to gauge success of the program.  
<sup>2</sup> Credentials must be the Industry Recognized Credential to count for Performance. Make sure you have all your supporting documentation in the file.

Program:

Program completion status:

Show  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  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 customer. 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							
<a href="#">Add Credential</a>							
Show <input type="text" value="10"/> entries				Search: <input type="text"/>			
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.	<a href="#">Edit</a>	<a href="#">Remove</a>

Showing 1 to 1 of 1 entries Previous  Next

ADD/EDIT CREDENTIAL ✕

Title \*

Institution \*

Date Earned \*

Credential Type \*

Credential Source \*

First, lookup SOC Codes and Occupations

Second, lookup CIP Codes

SOC Code \*

Occupation \*

CIP Code \*

## 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 customer achieved all of the benchmarks.

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

OUTCOMES

Completed / Exited

Credentials Earned

Employment

Number of Active Employments: 1

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

Show  entries Search:

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

Showing 1 to 2 of 2 entries Previous 1 Next

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.

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 added to the

Title	SOC Code	Demand Occupation Tier	Annual Openings	Education / OJT	Median Wage
Building Maintenance Workers Career Information Occupation Demand Details	49-9071	Growth	6,508	High school diploma or equivalent / Moderate-term OJT	20.11/hour
Sheet Metal Workers Career Information Occupation Demand Details	47-2211	Moderate Demand	572	High school diploma or equivalent / Internship/residency	35.99/hour
Welders and Solderers Career Information Occupation Demand Details	51-4121	Growth	1,490	High school diploma or equivalent / Moderate-term OJT	19.67/hour

customer’s EP - Employment Plan. If the employment is less than 20 hours the E-Employment Other E&T activity is added to the customer’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 customer’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 customer’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 is added the customer will not appear on the monthly employment report.

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

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

Save Close

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VERIFICATION

IDHS CONTRACT REPORT-NOTIFICATION OF EMPLOYMENT RETENTION (IL444-3085 Form)

30/60/90-Day Documents

Upload at least one verification document other uploads are optional

<b>30 Day - Document Uploads: 1</b> 30-day verific... <span style="background-color: #f00; color: white; padding: 2px 5px;">Remove</span>	<b>60 Day - Document Uploads: 1</b> 60-day verific... <span style="background-color: #f00; color: white; padding: 2px 5px;">Remove</span>	<b>90 Day - Document Uploads: 1</b> 90-day verific... <span style="background-color: #f00; color: white; padding: 2px 5px;">Remove</span>
<span style="background-color: #0070c0; color: white; padding: 5px 10px;">Upload Document</span>	<span style="background-color: #0070c0; color: white; padding: 5px 10px;">Upload Document</span>	<span style="background-color: #0070c0; color: white; padding: 5px 10px;">Upload Document</span>

30 days - 3/31/2023

**Verification (Case Note Required)**

Add Case Note

**Case Notes: 0**

Received a Raise or Promotion?  
Verified by 3manager on 08/10/2023

60 days - 4/30/2023

**Verification (Case Note Required)**

Add Case Note

**Case Notes: 0**

Received a Raise or Promotion?  
Verified by D1wrkdev on 08/10/2023

90 days - 5/30/2023

**Verification (Case Note Required)**

Add Case Note

**Case Notes: 0**

Received a Raise or Promotion?  
Verified by info@train17\_siuccwd.com on 08/10/2023

Close

## ISETS Activities and Services

**In order to be active in SNAP E&T a customer MUST have a SNAP E&T activity in Started/Open status. A customer 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