



Illinois SNAP Employment & Training System



System Training Session 1

Intake and Referral Process

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

ISETS

INTAKE AND REFERRAL PROCESS

Learning Objectives

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

ACCESS OPTIONS

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

ISETS PARTNER GUIDE

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

GROUPS - SEARCH

GROUP SEARCH

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

Group Name: ISETS - Catholic
Show Advanced Search

Search

entries

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

to 2 of 2 entries

Partner Tools

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

ISETS
Illinois SNAP Employment & Training System

ISETS
Illinois SNAP Employment & Training System

ACCESS ISETS

Illinois SNAP Employment & Training System

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

MULTIPLE GROUPS

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

The screenshot shows the top navigation bar with 'MENU', 'ILLINOIS workNet CENTER', and 'americanjobcenter' logos. Below the navigation bar, there are links for 'My Dashboard', 'Messages (177)', 'Bookmarks', 'Resumes', and 'Skills & Interests'. The main heading is 'ISETS PARTNER GUIDE'. A back arrow points to 'Back to Workforce & Education Partner Resources.' followed by the URL <https://illinoisworknet.com/isetspartners>. Below the URL, there is a paragraph of text: 'This guide is intended to be used by Workforce Partners participating in the Illinois SNAP Employment & Training System (ISETS). This site will be updated ongoing as the project progresses and materials are needed. If you send a request for assistance to info@illinoisworknet.com please include a reference to the ISETS program to enable easy routing of your help request.' Another paragraph states: 'Only partner accounts that have been granted access will see this program listed in their Customer list.' Below this, there is a home icon and the text 'ISETS Dashboards and Partner Tools'. At the bottom, there is an infographic link: 'Infographic: What you need to know about the 2021 Launch'. On the right side, there is a box with the ISETS logo and text: 'ISETS Illinois SNAP Employment & Training System'.

The screenshot shows the 'Partner Tools' dashboard. The top navigation bar is the same as in the previous screenshot. Below the navigation bar, there are two columns of tools. The left column is titled 'Personal Tools' and includes icons for 'Dashboard', 'Profile', 'Password', 'Messages', 'Bookmarks', 'Assessments', 'Interests', 'Employment 101', 'Resumes', 'Disability Estimator', 'Career Plan Tools', 'Virtual Job Fair', and 'Attendance'. The right column is titled 'Partner Tools' and includes icons for 'Customer Support Center/IWIS', 'ISETS', 'Illinois Employment Business System (EBS)', 'Incumbent Worker Tracking System (IWTS)', and 'More Tools'. A blue arrow points from the 'Log-in to ISETS' item in the first screenshot to the 'ISETS' icon in this dashboard.

SEARCH



ISETS

Illinois SNAP Employment & Training System

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

The screenshot shows the ISETS web application interface. At the top, there are navigation links for DASHBOARDS, CUSTOMERS, and a user profile icon. The main header displays the ISETS logo and name. Below the header, there is a search form with fields for Name, Intermediary/Provider (a dropdown menu), Case Number, and Individual Number. There are buttons for Search, Export, Billing Packet/Staffing Tool, and a Search IES Customer button. Below the search form, it indicates 'Show 10 entries'. A table lists customer records with columns for Last Name, First Name, Provider, Assessment Date, and E&T Status.

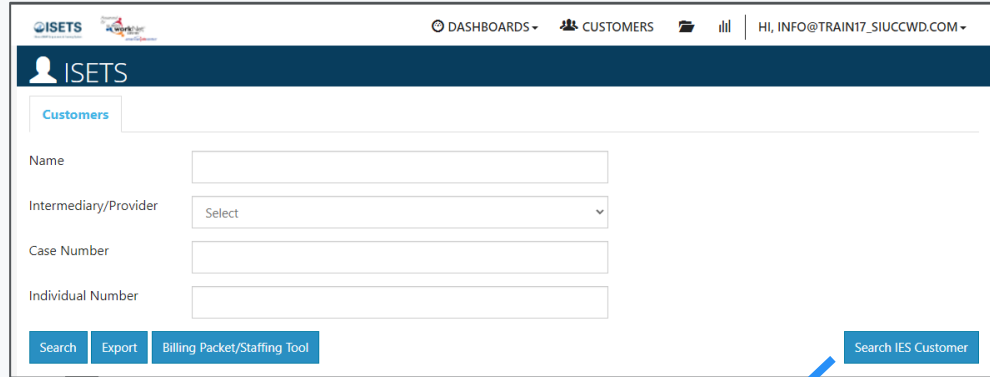
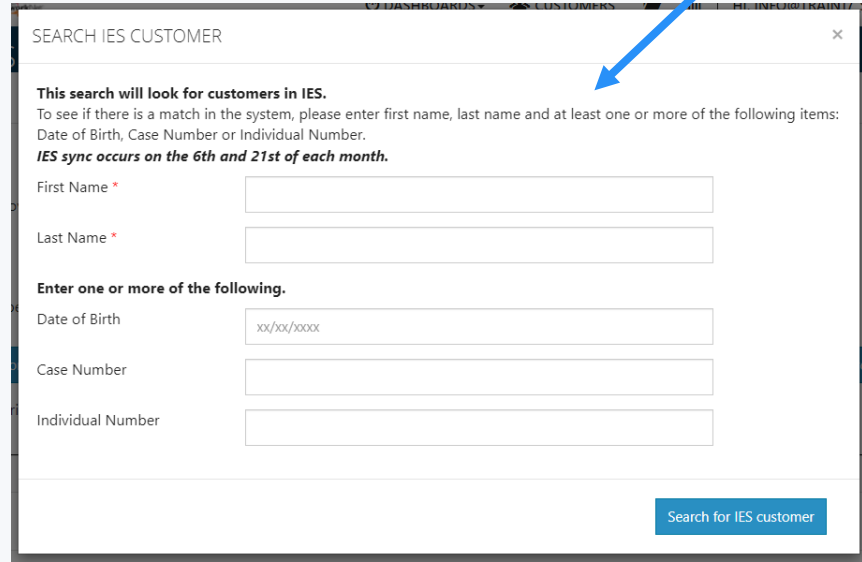
Last Name	First Name	Provider	Assessment Date	E&T Status
Tart	Ben	Benton Township	5/14/2021	Active
Boop	Betty	Lower North - Cook County	8/27/2021	
Brooker	Bev	Asian Human Services	9/29/2021	
Thick	Bill	Benton Township	5/16/2021	Active
Cabet	Bill	Asian Human Services	10/7/2021	Active
Crawford	Blair	Lower North - Cook County	Not Submitted	
Thorn	Bob	Benton Township	5/4/2021	Active
Taylor	Brad	Benton Township	5/17/2021	Active

SEARCH CUSTOMER

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

TIPS

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

ADD CUSTOMER

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

IES MATCH FOUND

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

Case Number: 1C [redacted] 40

SSN Last 4: 9 [redacted] 6

Individual Number: 10 [redacted] 9

Enter the following information.

First Name *: S [redacted] ia

Last Name *: W [redacted] e

Date of Birth *: 1 [redacted] 4

ZipCode *: E [redacted] 5

No Email Address

Email *: [redacted]

Confirm Email *: [redacted]

[Search for ISETS account](#)

IES MATCH NOT FOUND

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

First Name *: K [redacted] n

Last Name *: A [redacted] n

Date of Birth *: 0 [redacted] 5

ZipCode *: [redacted]

No Email Address

Email *: [redacted]

Confirm Email *: [redacted]

[Continue](#)

POTENTIAL DUPLICATE ACCOUNT

The information entered to search for an ISETS account potentially matches multiple accounts. If one of these is a match click Select. 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 5 entries

Last Name	First Name	Address	Phone	Email	Username	Birthdate	
V [redacted]	S [redacted]	1234 South Wabash Apt 1 Chicago, IL 60642	(2 [redacted]) 4C [redacted]	af [redacted]@rocketfunders.com	S [redacted]	1 [redacted] 4	Select
V [redacted]	S [redacted]	321 Spring Street Apt 2 Trenton, IL 54321	(2 [redacted]) 4C [redacted]	av [redacted]@gmail.com	S [redacted]	1 [redacted] 4	Select
V [redacted]	S [redacted]	2 [redacted] P [redacted]	TE [redacted] 1	No Phone Number On Record.	SI [redacted]	cc12074@noisetsemail.com	S [redacted]
V [redacted]	S [redacted]	2 [redacted] P [redacted]	TE [redacted] 2	No Phone Number On Record.	SI [redacted]	cc12074@noisetsemail.com	S [redacted]
V [redacted]	S [redacted]	2 [redacted] P [redacted]	TE [redacted] 5	No Phone Number On Record.	SI [redacted]	cc12074@noisetsemail.com	S [redacted]

Showing 1 to 5 of 34 entries

Previous [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) Next

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

UNIVERSAL ASSESSMENT




[Complete Universal Assessment](#)


TIPS

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

ASSESS CUSTOMER

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

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

 ISETS APPLICATION FOR ALFRED FRANKLIN

NEEDS ASSESSMENT SUMMARY FOR: ALFRED FRANKLIN

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

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

Open All Sections

- ▼ Personal Information
- ▼ Skills and Interests
- ▼ Situations to Plan Around
- ▼ Assessments
- ▼ Education History
- ▼ Work Experience
- ▼ Employment Goals
- ▼ Training Interests

SELECT YOUR NEXT STEP


View recommended providers
and send Referrals

Send/Reply Referrals


Add Activities/Services
for your location

Mark the customer as
not eligible or not participating

Return to Intake

 ISETS APPLICATION


UNIVERSAL ASSESSMENT



INITIAL SCREENING

Start Screening

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



NEEDS ASSESSMENT SURVEY

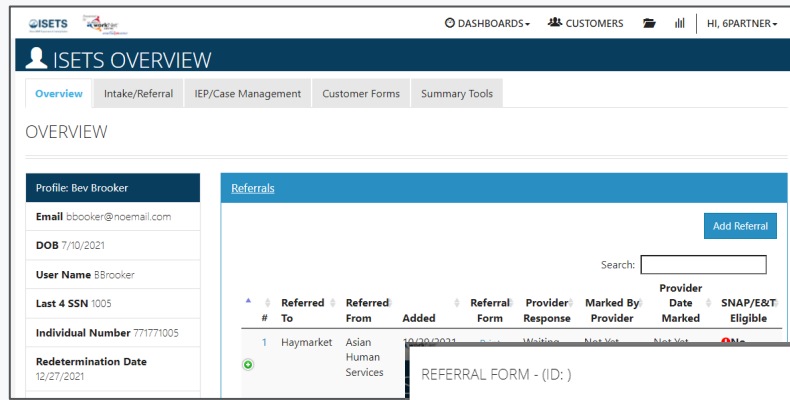
Complete a more in-depth assessment to identify participant goals, needs, and next steps.

ADD REFERRAL

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

TIPS

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



Profile: Bev Brooker

Email: bbrooker@noemail.com
 DOB: 7/10/2021
 User Name: BBrooker
 Last 4 SSN: 1005
 Individual Number: 77171005
 Redetermination Date: 12/27/2021

Referrals

Search:

#	Referred To	Referred From	Referral Added	Provider Form	Provider Response	Marked By Provider	Provider Date Marked	SNAP/E&T Eligible
1	Haymarket	Asian Human Services						

Add Referral

REFERRAL FORM - (ID:)

Refer To: Provider FCRC (Reverse Referral)

Participant Being Referred:

Participant Username:

Participant Birthday:

Status: Client Assessment Completed
Completed Date Expected Start Date

Client Placed on Waiting List

Refer From:

Other Notes:

Active Customer Consent for the provider selected has been found:
 Customer Name: F [redacted]
 Customer Username: F [redacted] 1
 Consent Date: 5/16/2022

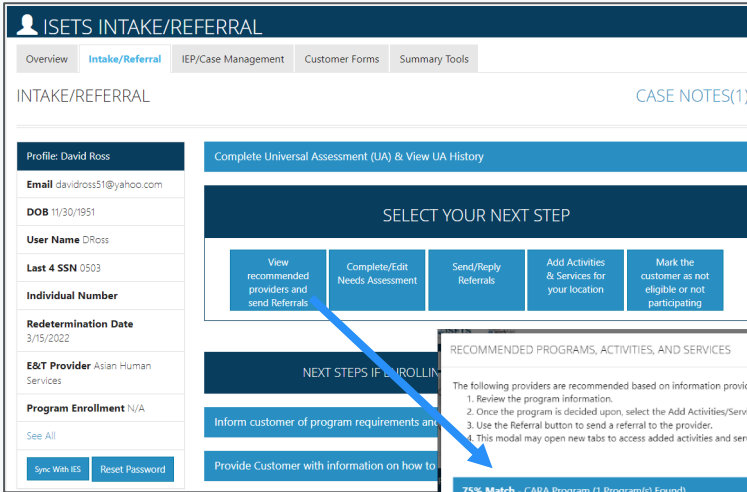
Submit

ENROLL CUSTOMER

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

TIPS

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



ISETS INTAKE/REFERRAL

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

INTAKE/REFERRAL CASE NOTES(1)

Profile: David Ross
 Email: davidross51@yahoo.com
 DOB: 11/30/1951
 User Name: DRoss
 Last 4 SSN: 0503
 Individual Number
 Redetermination Date: 3/15/2022
 E&T Provider: Asian Human Services
 Program Enrollment: N/A

Complete Universal Assessment (UA) & View UA History

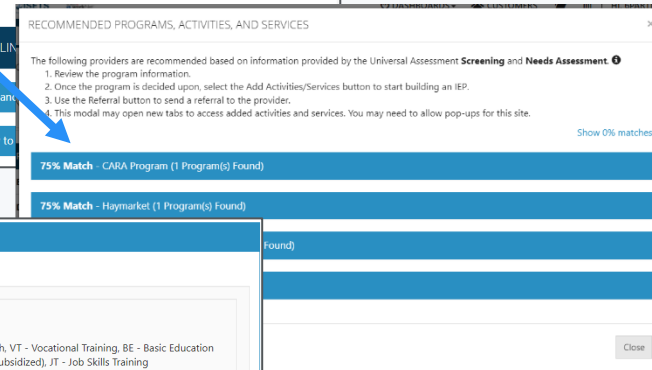
SELECT YOUR NEXT STEP

View recommended providers and send Referrals | Complete/Edit Needs Assessment | Send/Reply Referrals | Add Activities & Services for your location | Mark the customer as not eligible or not participating

NEXT STEPS IF ENROLLING

Inform customer of program requirements and... | Provide Customer with information on how to...

Sync With IES | Reset Password



RECOMMENDED PROGRAMS, ACTIVITIES, AND SERVICES

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

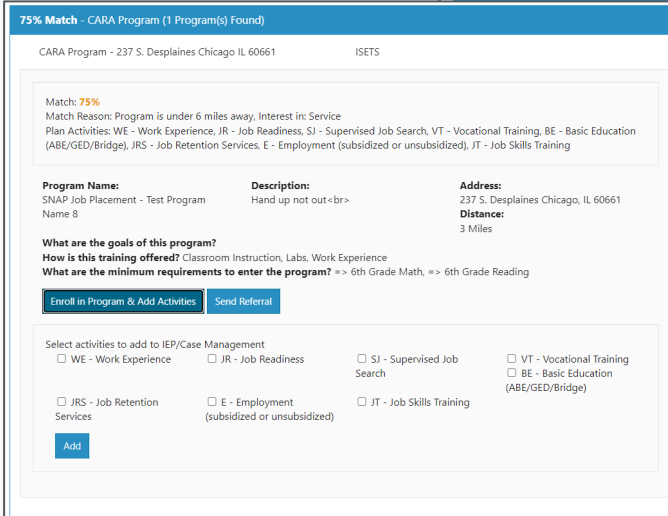
1. Review the program information.
2. Once the program is decided upon, select the Add Activities/Services button to start building an IEP.
3. Use the Referral button to send a referral to the provider.
4. This modal may open new tabs to access added activities and services. You may need to allow pop-ups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

Show 0% matches

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

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

Close



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

CARA Program - 237 S. Desplaines Chicago IL 60661 ISETS

Match: 75%
 Match Reason: Program is under 6 miles away, Interest in: Service
 Plan Activities: WE - Work Experience, JR - Job Readiness, SJ - Supervised Job Search, VT - Vocational Training, BE - Basic Education (ABE/GED/Bridge), JRS - Job Retention Services, E - Employment (subsidized or unsubsidized), JT - Job Skills Training

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

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

Enroll in Program & Add Activities | Send Referral

Select activities to add to IEP/Case Management

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

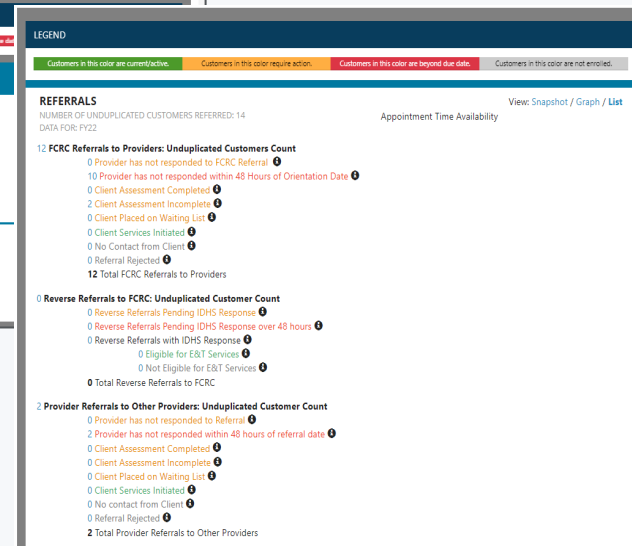
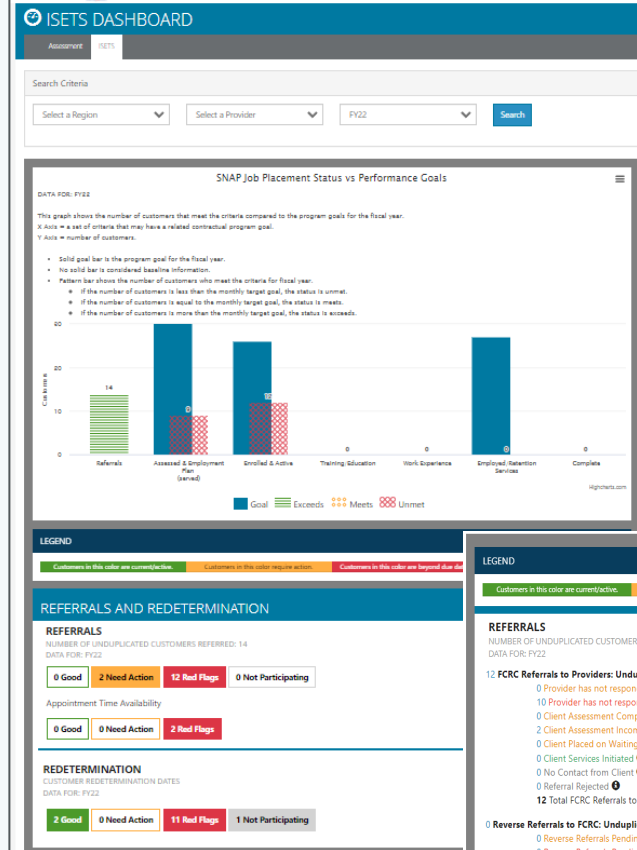
Add

REVIEW REFERRALS

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

TIPS

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




RESOURCES

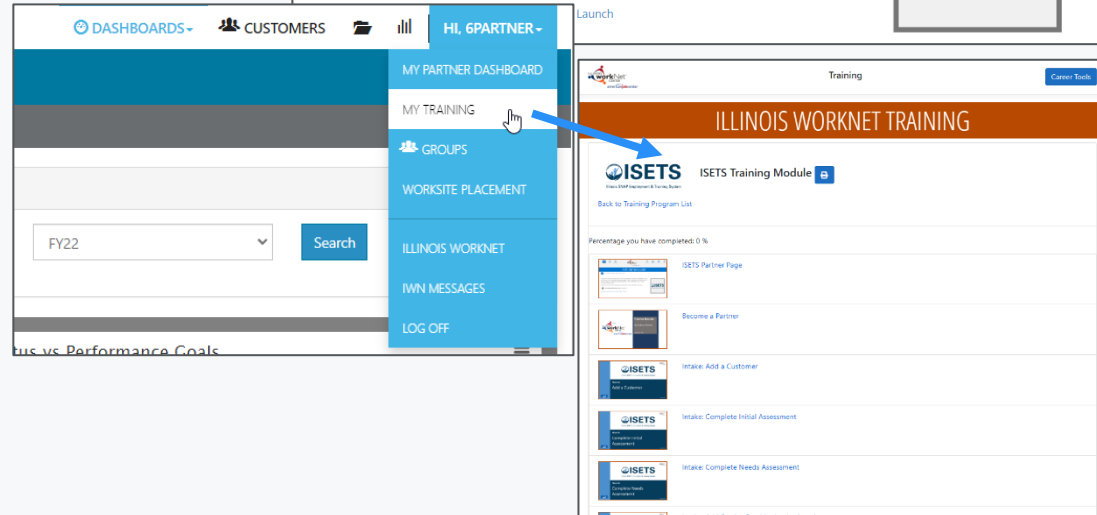
- Partner Page
 - <https://illinoisworknet.com/isetspartners>
- My Training
 - Access by log-in within ISETS

TIPS

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



The screenshot shows the ISETS Partner Guide page. At the top, there is a navigation bar with a menu icon, the Illinois WorkNet Center logo, and search, language, user, and share icons. Below this is a secondary navigation bar with links for My Dashboard, Messages (177), Bookmarks, Resumes, and Skills & Interests. The main heading is "ISETS PARTNER GUIDE". A back button is visible with the text "Back to Workforce & Education Partner Resources." The main content area contains introductory text: "This guide is intended to be used by Workforce Partners participating in the Illinois SNAP Employment & Training System (ISETS). This site will be updated ongoing as the project progresses and materials are needed. If you send a request for assistance to info@illinoisworknet.com please include a reference to the ISETS program to enable easy routing of your help request." Below this is a note: "Only partner accounts that have been granted access will see this program listed in their Customer list." At the bottom, there is a link for "ISETS Dashboards and Partner Tools" and a large ISETS logo on the right side.



The screenshot shows the ISETS Training Module page. At the top, there is a navigation bar with "DASHBOARDS -", "CUSTOMERS", and "HI, 6PARTNER -". Below this is a sidebar menu with options: MY PARTNER DASHBOARD, MY TRAINING (highlighted with a blue arrow), GROUPS, WORKSITE PLACEMENT, ILLINOIS WORKNET, IWN MESSAGES, and LOG OFF. The main content area has a "Training" header and a "Career Tools" button. Below the header is the "ILLINOIS WORKNET TRAINING" section, which includes the ISETS logo, "ISETS Training Module", and a "Back to Training Program List" link. A progress indicator shows "Percentage you have completed: 0%". Below this are several training modules listed, each with a thumbnail and a title: "ISETS Partner Page", "Become a Partner", "Intake Add a Customer", "Intake Complete Initial Assessment", and "Intake Complete Needs Assessment".

THANKS




Illinois SNAP Employment & Training System



ISETS System Training

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