



ISETS

Illinois SNAP Employment & Training System

**Technical
Assistance**
Virtual Session

PURPOSE & AGENDA

Our purpose for today's meeting is to help all ISETS users understand best practices in how to use ISETS, where to get additional help and training. All ISETS users are welcome.

AGENDA

Introductions

ISETS Announcements

What's New

What's Coming

Q&A



Mixis SNAP Employment & Training System

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IDHS ANNOUNCEMENTS

Updates and reminders for everyone

- Sheena Panoor: Update on upcoming ISETS Management Changes
 - Pending hiring a new ISETS Product Owner, Andi Grabemeyer will be leaving us
 - TA Calls will be monthly in October and November
 - CJC will continue training for Provider users
 - Dee will continue Wednesday morning office hours
 - SIU will continue to triage Help Request tickets with IDHS staff support
 - Updates and fixes to ISETS will continue as planned

- Sheena Panoor: Update on upcoming ABAWD Policy Changes
- Update on ISETS changes to support these policy changes
- Referral deadlines previously announced are live in ISETS:
 - 2 days initial response
 - 5 days 3x contact attempts
 - 10 days enroll or final reject response
- Referral Accept/Reject options have changed (these will be demonstrated)
- Change SNAP E&T Status "Inactive" to "Excused Absence"
- ABAWD pop up warning message
- EP planned hours added
 - 80 hours/month unless enrolled in CW.
 - Must be in a mix of countable activities
 - SJS and JST must be 49% or less of total planned hours
 - CW hours = Benefit \$ / minimum wage



Both result in meeting the work requirement

WHAT'S NEW

Updates and recent fixes to ISETS

Last Update was Thursday 9/18

- **Bug Fix:** profile and assessment of common names
- **Bug Fix:** Single customer showing in dashboard but not associated with ISETS
- **Bug Fix:** System is discharging users
- **Bug Fix:** Cost on SSS not transferring to 4333
- **Bug Fix:** S2S financial report allows duplicate months
- **Bug Fix:** Dashboard Referral numbers all zero
- **Bug Fix:** Referrals closed but not responded
- **Bug Fix:** Fixes from Andi in Teams
- **Bug Fix:** Visual incongruity on Needs Verification
- **Update:** Change referral rejected reasons
- **Update:** Pending Referrals expire at end of business day 10
- **Update:** CHORE - delete doc uploaded in error
- **Update:** Add planned hours to EP columns
- **Update:** Add ABAWD to 4333
- **Update:** Change SNAP E&T Status "Inactive" to "Excused Absence"
- **Update:** Move ABAWD yes or no up in left menu

WHAT'S COMING

Planned fixes and enhancements

Next Update will be Thursday 10/2

- **Bug Fix:** Ending JR365
- **Bug Fix:** Cannot open Employment
- **Bug Fix:** Employer not showing on Work Experience activity
- **Bug Fix:** attendance on supportive services are cussing customers to show in a current report who were exited in 2023
- **Update:** Category total at bottom of SSS report by category
- **Update:** IES Task report for WFD
- **Update:** Super Admin allowed to delete financial reports in error/duplicates

Q&A



Need help?



Concerns?



Ideas for improvement?

Contacts



ISETS Mailbox

DHS.ISETS.Policy@illinois.gov

Or submit a Help Request ticket



**For training requests and questions go to
CJC: <https://www.cjc.net/snap>**