



Illinois SNAP Employment & Training System



System Training Session 2

Enrollment and Case Management

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

ISETS

ENROLLMENT & CASE MANAGEMENT

Learning Objectives

- **Enroll Customers**
- **Add Activities and Services**
- **Track Attendance**
- **Track Support Services**
- **Document Progress**
- **End an Activity**

ACCESS OPTIONS

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

The image displays three overlapping screenshots from the ISETS website, illustrating different access points:

- Top Screenshot:** Shows the main navigation bar with the Illinois WorkNet Center and American Job Center logos. It includes a search icon, a language selector for 'Español', and a user profile icon. Below the navigation bar is a blue header for the 'ISETS PARTNER GUIDE'.
- Middle Screenshot:** Shows a search interface titled 'GROUPS - SEARCH'. It features a search bar with the text 'ISETS - Catholic' and a 'Search' button. Below the search bar, there is a list of search results, including 'ISETS - Catholic Charities' and 'ISETS - Catholic Charities of the Arch of Chicago'.
- Bottom Screenshot:** Shows a 'Partner Tools' dropdown menu. The menu includes several icons and labels: 'Customer Support Center/IWIS', 'ISETS', 'Illinois Employment Business System (IEBS)', 'Illinois Workforce Training System (IWTS)', and 'More Tools'. The ISETS logo is also visible in the background of this screenshot.

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 a menu icon, the Illinois WorkNet Center logo, and utility icons for search, Spanish, users, and share. Below the navigation bar is a blue banner with the text "ISETS PARTNER GUIDE". A back arrow icon is followed by the text "Back to Workforce & Education Partner Resources." and a large blue link: <https://illinoisworknet.com/isetspartners>. Below the link 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." Below this is another paragraph: "Only partner accounts that have been granted access will see this program listed in their Customer list." Below that is a home icon followed by the text "ISETS Dashboards and Partner Tools" and an infographic link: "Infographic: What you need to know about the 2021 Launch". On the right side of the page is a large ISETS logo.

The screenshot shows the "Personal Tools" and "Partner Tools" sections of the website. The "Personal Tools" section includes icons for Dashboard, Profile, Password, Messages, Bookmarks, Assessments, Interests, Employment 101, Resumes, Disability Estimator, Career Plan Tools, Virtual Job Fair, and Attendance. The "Partner Tools" section 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 left sidebar to the ISETS icon in the Partner Tools section.

PREVIOUS SESSION

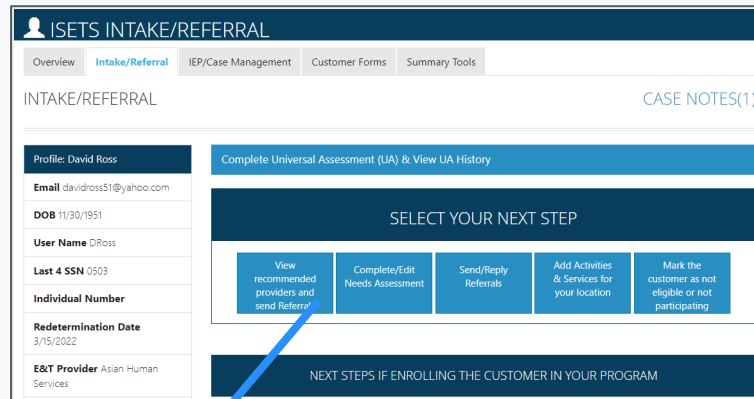
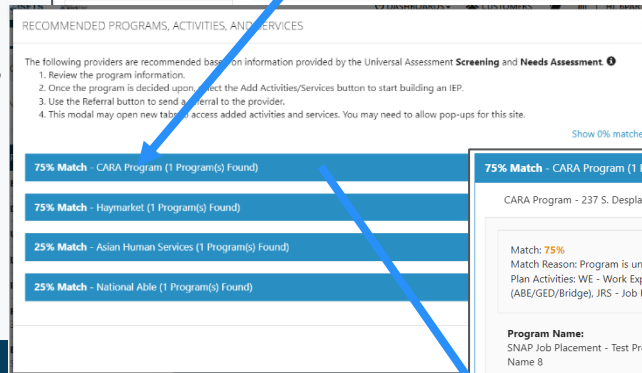
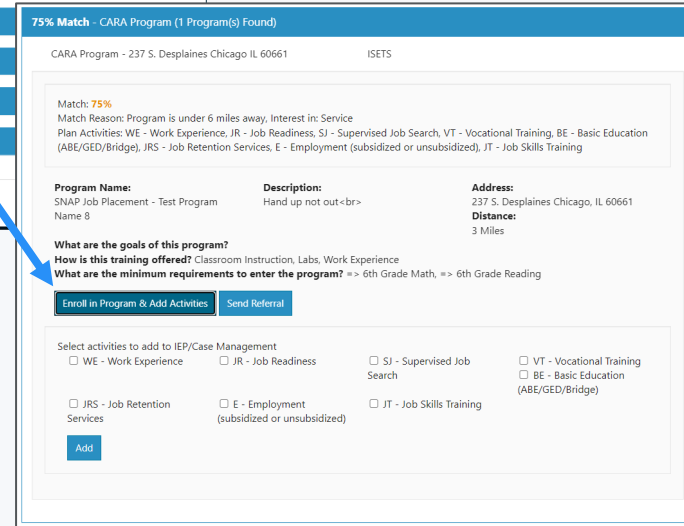
- Search Customers
- Add Customers
- Assess Customers
- Refer Customers
- Enroll Customers ***
- Referral portion of
Dashboard for Customers

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.

ADD ACTIVITIES & SERVICES

- Add Activities & Services for your location
- View recommended providers and send Referrals
- Services cannot be added unless the customer is enrolled

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

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 Name 8	Description: Hand up not out 	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

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

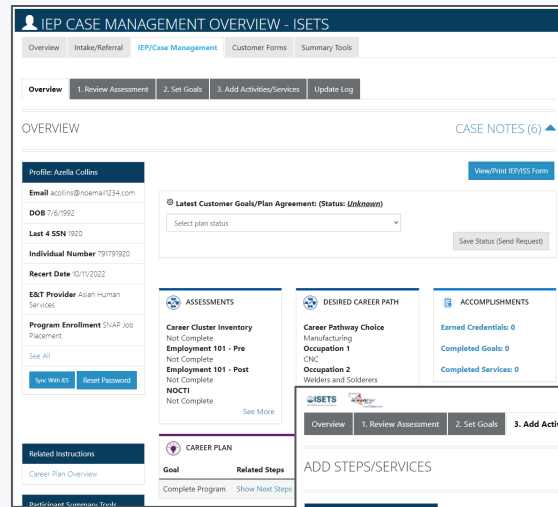
Add

TIPS

- Support services may be added from the IEP.
- Return to this screen to add other services.

ADD ACTIVITIES & SERVICES

- IEP/Case Management
 - Add goals
 - one automatic goal upon enrollment
 - Add support activities
 - Manage activities and services



IEP CASE MANAGEMENT OVERVIEW - ISETS

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

Overview | 1. Review Assessment | 2. Set Goals | 3. Add Activities/Services | Update Log

OVERVIEW CASE NOTES (6)

Profile: Azelia Collins View/Print EPSS Form

Email: acollins@ipema1234.com

DOB: 7/6/1992

Last 4 SSN: 1920

Individual Number: 797791920

Recert Date: 10/11/2022

E&T Provider: Alan Human Services

Program Enrollment: SNAP Job Placement

See All

Sync With ES | Reset Password

ASSESSMENTS

Career Cluster Inventory: Not Complete

Employment 101 - Pre: Not Complete

Employment 101 - Post: Not Complete

NOCTI: Not Complete

See More

DESIRED CAREER PATH

Career Pathway Choice: Manufacturing

Occupation 1: CNC

Occupation 2: Welders and Solderers

ACCOMPLISHMENTS

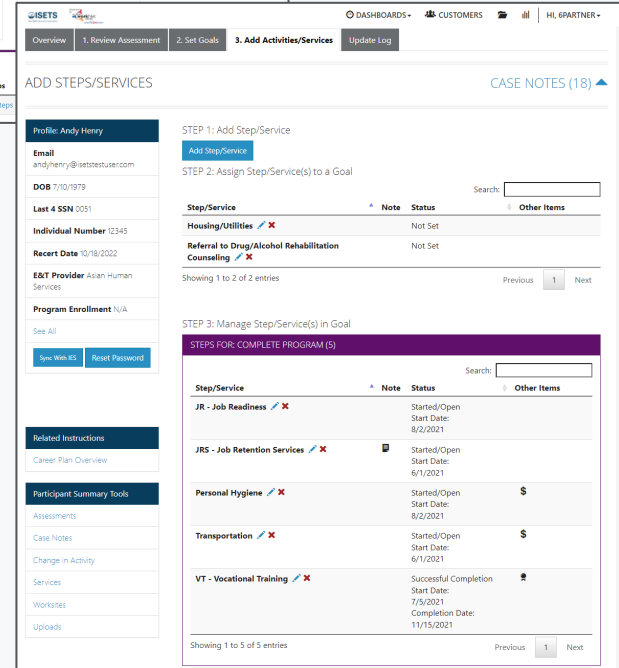
Earned Credentials: 0

Completed Goals: 0

Completed Services: 0

Related Instructions: Career Plan Overview

Participant Summary Tools: Assessments, Case Notes, Change in Activity, Services, Worksheets, Uploads



ADD STEPS/SERVICES CASE NOTES (18)

Profile: Andy Henry Add Step/Service

Email: andyhenry@setsbestuser.com

DOB: 7/10/1979

Last 4 SSN: 0051

Individual Number: 12345

Recert Date: 10/18/2022

E&T Provider: Alan Human Services

Program Enrollment: N/A

See All

Sync With ES | Reset Password

Related Instructions: Career Plan Overview

Participant Summary Tools: Assessments, Case Notes, Change in Activity, Services, Worksheets, Uploads

STEP 1: Add Step/Service

STEP 2: Assign Step/Service(s) to a Goal

Search:

Step/Service	Note	Status	Other Items
Housing/Utilities	✗	Not Set	
Referral to Drug/Alcohol Rehabilitation Counseling	✗	Not Set	

Showing 1 to 2 of 2 entries Previous 1 Next

STEP 3: Manage Step/Service(s) in Goal

STEPS FOR: COMPLETE PROGRAM (5)

Search:

Step/Service	Note	Status	Other Items
JR - Job Readiness	✗	Started/Open Start Date: 8/2/2021	
JRS - Job Retention Services	✗	Started/Open Start Date: 6/1/2021	
Personal Hygiene	✗	Started/Open Start Date: 8/2/2021	\$
Transportation	✗	Started/Open Start Date: 6/1/2021	\$
VT - Vocational Training	✗	Successful Completion Start Date: 7/5/2021 Completion Date: 11/15/2021	\$

Showing 1 to 5 of 5 entries Previous 1 Next

TIPS

- Services added from the recommendation next steps will show in the activity list.
- Add support services from this screen.

TRACK ATTENDANCE

- Provider tracking in IEP
- Customer from profile
- Group check-in

TIPS

- Enter time daily or weekly
- Use attendance to track hours for 2610
- Verified hours cannot be edited

CAREER PLAN - EDIT CUSTOMER SERVICE

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

Status (Default) | Service Provider | Dollar Value of Service | **Attendance** | Earned Credentials

Career Plan / Add Steps/Services / Edit Customer Service

EDIT CUSTOMER SERVICE

Profile: Andy Henry

Email: andyhenry@isetsuser.com
 DOB: 7/10/1979
 Last 4 SSN: 0051
 Individual Number: 12345
 Recert Date: 10/18/2022
 E&T Provider: Asian Human Services
 Program Enrollment: N/A

Sync With IES | Reset Password

VT - Vocational Training

Planned Start Date: 7/5/2021
 Planned Due Date: 11/15/2021
 # of planned weekly hours: 20.00
 Status: Successful Completion
 % Required Attendance:

Week	Total hours/week	Verified
7/4/2021-7/10/2021	26	<input checked="" type="checkbox"/> ISETS 6Partner - 10/24/2021 12:54:44 PM
7/11/2021-7/17/2021	25	<input checked="" type="checkbox"/> ISETS 6Partner - 10/24/2021
7/18/2021-7/24/2021	20	
7/25/2021-7/31/2021	22	
8/1/2021-8/7/2021	20	
8/8/2021-8/14/2021	0	
8/15/2021-8/21/2021	0	

EDIT WEEKLY ATTENDANCE (WEEK OF 8/8/2021-8/14/2021)

Day	Check In	Lunch Start	Lunch End	Check Out	Absent	Make-up Session	Updated
Sunday 8/8/2021	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	n/a
Monday 8/9/2021	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	n/a
Tuesday 8/10/2021	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	n/a
Wednesday 8/11/2021	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	n/a
Thursday 8/12/2021	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	n/a
Friday 8/13/2021	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	n/a
Saturday 8/14/2021	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	n/a

Required Weekly Hours: Actual Weekly Hours: Attendance %:

Save | Submit and Verify Attendance | Close

Dashboard | Messages | Bookmarks

Personal Tools

- Dashboard
- Profile
- Password
- Messages
- Bookmarks
- Assessments
- Interests
- Employment 101
- Resumes
- Disability Estimator
- Career Plan Tools
- Virtual Job Fair
- Attendance
- ISETS

EDIT WEEKLY ATTENDANCE

Provider: Asian Human Services

Activity: (Asian Human Services)-(JR - Job Readiness)

Select Day: Today's Date: 5/18/2022

Enter Hours for Selected Date

Activity	Check In	Lunch Start	Lunch End	Check Out	Signature
joel Henderson JR - Job Readiness	<input checked="" type="checkbox"/> 9:00am	<input checked="" type="checkbox"/> 12:30pm	<input checked="" type="checkbox"/> 1:00pm	<input checked="" type="checkbox"/> 4:00pm	View History

Showing 1 to 1 of 1 entries

Previous 1 Next

Save

TRACK SUPPORT SERVICES

- Add from service in IEP
- Review on Overview
- Review on Summary Tools
- All partners can access

CAREER PLAN - EDIT CUSTOMER SERVICE

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

Status (Default) | Service Provider | Dollar Value of Service | Attendance | Earned Credentials

Career Plan / Add Steps/Services / Edit Customer Service

EDIT CUSTOMER SERVICE

Profile: Andy Henry
 Email: andy.henry@isetstestuser.com
 DOB: 7/10/1979
 Last 4 SSN: 0051
 Individual Number: 0345
 Recert Date: 10/18/2022
 E&T Provider: Asian Human Services
 Program Enrollment: N/A

Transportation

Dollar Value of this Service (Optional)

[Add Service Cost](#)

Payment Method	Payment Description	Dollar Amount/Unit	Quantity	Total Cost	Payment Date	Unit
Bus Pass	one week pass because agency was out of	27.50	1	27.50	9/20/2021	IS

ISETS OVERVIEW

DASHBOARDS - CUSTOMERS | HI, 6PARTNER -

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

OVERVIEW

Profile: Andy Henry
 Email: andy.henry@isetstestuser.com
 DOB: 7/10/1979

Referrals

Status

Redetermination Date: 10/18/2022

Assessments

Case Notes
 Change in Activity
 Services
 Worksites
 Uploads

Activities / Case Management

Support Services

TOTAL PAYMENTS ISSUED - \$134.00
 Transportation - \$109.00 / \$750.00
 14%

Personal Hygiene - \$25.00 / \$250.00
 10%

SUPPORTIVE SERVICE DETAILS

Select a supportive service in the graph to view the details below.

OUTCOMES

TIPS

- If more than one provider is serving a participant, each of them can see what support services have added and money spent and when. This helps keep limits in check.
- Maximums in ISETS based on WAG.

ISETS SUMMARY TOOLS

DASHBOARDS - CUSTOMERS | HI, 6PARTNER -

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

SUPPORT SERVICES SUMMARY

Profile: Andy Henry
 Email: andy.henry@isetstestuser.com
 DOB: 7/10/1979
 User Name: AHenry1
 Last 4 SSN: 0051

TOTAL PAYMENTS ISSUED - \$134.00
 Transportation - \$109.00 / \$750.00
 14%

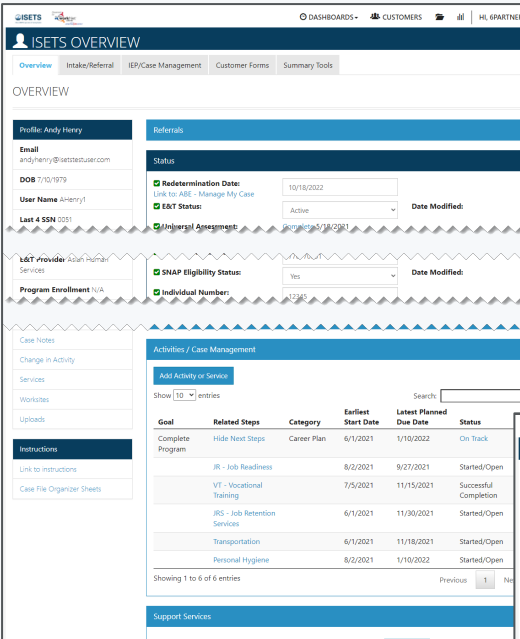
Personal Hygiene - \$25.00 / \$250.00
 10%

SUPPORTIVE SERVICE DETAILS

Select a supportive service in the graph to view the details below.

DOCUMENT PROGRESS

- Check on profile Overview
- IEP/Case Management Overview
- Update each service



ISETS OVERVIEW

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

Profile: Andy Henry

Email: andy.henry@isetsuser.com
 DOB: 7/10/1979
 User Name: ahenry1
 Last 4 SSN: 0051

Referrals

Status: Recertification Date: 10/18/2022
 Link to ASE - Manage My Case
 E&T Status: Active Date Modified:
 Universal Assessment: 8/26/2021

E&T Provider: Asian human Services
Program Enrollment: N/A
 SNAP Eligibility Status: Yes Date Modified:
 Individual Number: A1348

Activities / Case Management

Add Activity or Service

Goal	Related Steps	Category	Earliest Start Date	Latest Planned Due Date	Status
Complete Program	Hide Next Steps	Career Plan	6/1/2021	1/10/2022	On Track
	JR - Job Readiness		8/2/2021	9/27/2021	Started/Open
	VT - Vocational Training		7/5/2021	11/15/2021	Successful Completion
	IRS - Job Retention Services		6/1/2021	11/30/2021	Started/Open
	Transportation		4/1/2021	11/18/2021	Started/Open
	Personal Hygiene		8/2/2021	1/10/2022	Started/Open

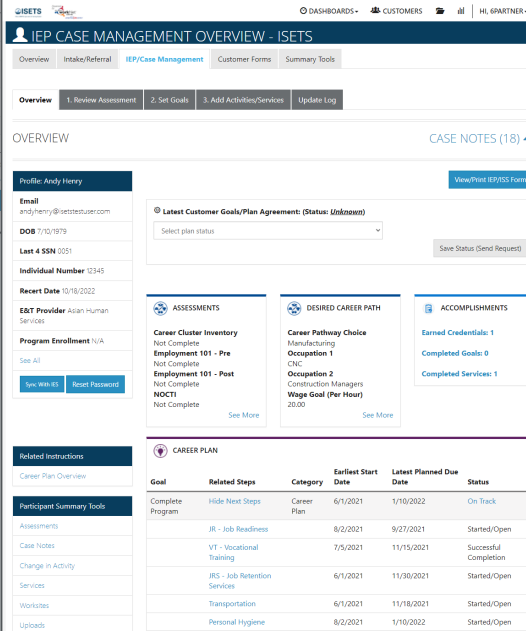
Showing 1 to 6 of 6 entries

Support Services

TOTAL PAYMENTS ISSUED - \$134.00

TIPS

- Track progress of participants for monthly reporting of activities.



ISETS IEP/CASE MANAGEMENT OVERVIEW - ISETS

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

Overview | 1. Review Assessment | 2. Set Goals | 3. Add Activities/Services | Update Log

Profile: Andy Henry

Email: andy.henry@isetsuser.com
 DOB: 7/10/1979
 Last 4 SSN: 0051
 Individual Number: 1348

Latest Customer Goal/Plan Agreement (Status: Unlocked)

Select plan status: Save Status (Send Request)

ASSESSMENTS

Career Cluster Inventory

Not Complete
 Employment 101 - Pre
 Not Complete
 Employment 101 - Post
 Not Complete
 NOCTI
 Not Complete

DESIRED CAREER PATH

Career Pathway Choice

Manufacturing
 Occupation 1
 CNC
 Not Complete
 Occupation 2
 Construction Managers
 Wage Goal (Per Hour)
 20.00

ACCOMPLISHMENTS

Earned Credentials: 1

Completed Goals: 0

Completed Services: 1

CAREER PLAN

Goal	Related Steps	Category	Earliest Start Date	Latest Planned Due Date	Status
Complete Program	Hide Next Steps	Career Plan	6/1/2021	1/10/2022	On Track
	JR - Job Readiness		8/2/2021	9/27/2021	Started/Open
	VT - Vocational Training		7/5/2021	11/15/2021	Successful Completion
	IRS - Job Retention Services		6/1/2021	11/30/2021	Started/Open
	Transportation		4/1/2021	11/18/2021	Started/Open
	Personal Hygiene		8/2/2021	1/10/2022	Started/Open

ENDING ACTIVITIES

- Profile Overview
- IEP Overview
 - Select Service
 - Update Status

Activities / Case Management

[Add Activity or Service](#)

Show entries Search:

Goal	Related Steps	Category	Earliest Start Date	Latest Planned Due Date	Status
Complete Program	Hide Next Steps	Career Plan	6/1/2021	1/10/2022	On Track
	JR - Job Readiness		8/2/2021	9/27/2021	Started/Open
	VT - Vocational Training		7/5/2021	11/15/2021	Successful Completion
	JRS - Job Retention Services		6/1/2021	11/30/2021	Started/Open
	Transportation		6/1/2021	11/18/2021	Started/Open
	Personal Hygiene		8/2/2021	1/10/2022	Started/Open

Showing 1 to 6 of 6 entries Previous Next

TIPS

- Some services may be added that are not actually provided to the participant. They may not need them after evaluation, or they may decline.

[Status \(Default\)](#)
[Service Provider](#)
[Dollar Value of Service](#)
[Attendance](#)
[Earned Credentials](#)

Career Plan / [Add Steps/Services](#) / [Edit Customer Service](#)

EDIT CUSTOMER SERVICE

Profile: Andy Henry

Email
andyhenry@isetstestuser.com

DOB 7/10/1979

Last 4 SSN 0051

Individual Number 12345

Recert Date 10/18/2022

E&T Provider Asian Human Services

Program Enrollment N/A

VT - Vocational Training

Total Subsidized days for all items: 0

Goal* Status*

Planned Start Date*

SOC Code of Program

Planned Due Date* Planned Completion Date*

Pick one

Planned/Not Started (Scheduled)

Started/Open

Successful Completion

Unsuccessful Completion

Evaluated/Not Required

Offered but declined

DASHBOARD

- Activities
 - Snapshot
 - List

TIPS

- Use this section of the dashboard to see who needs action right away.

ISETS DASHBOARD

Assessment | ISETS

Search Criteria

Select a Region | Select a Provider | FY22 | Search

SNAP Job Placement Status vs Performance Goals

DATA FOR: FY22

This graph shows the number of customers that meet the criteria compared to the program goals for the fiscal year.
X Axis = a set of criteria that may have a related contractual program goal.
Y Axis = number of customers.

- Solid goal bar is the program goal for the fiscal year.
- No solid bar is considered baseline information.
- Pattern bar shows the number of customers who meet the criteria for fiscal year.

2 Good | 0 Need Action | 11 Red Flags | 1 Not Participating

ACTIVITIES

ASSESSED & EMPLOYMENT PLAN COMPLETED

View: [Snapshot](#) / [Graph](#) / [List](#)

DATA FOR: FY22

Customers Assessed: 19

11 Good | 0 Need Action | 2 Red Flags | 1 Not Participating

ENROLLED & ACTIVE

View: [Snapshot](#) / [Graph](#) / [List](#)

DATA FOR: FY22

Enrolled Customers and not exited/completed: 12

Active/Inactive Status

2 Good | 10 Red Flags

Activity Hours Verification

Total Hours: 167

103 Good | 64 Need Action

TRAINING/EDUCATION

View: [Snapshot](#) / [Graph](#) / [List](#)

DATA FOR: FY22

Number of customers received training/education: 19

11 Good | 0 Need Action | 2 Red Flags | 1 Not Participating

SERVICES

SUPPORT SERVICES

View: [Snapshot](#) / [Graph](#) / [List](#)


DATA FOR: FY22

RESOURCES

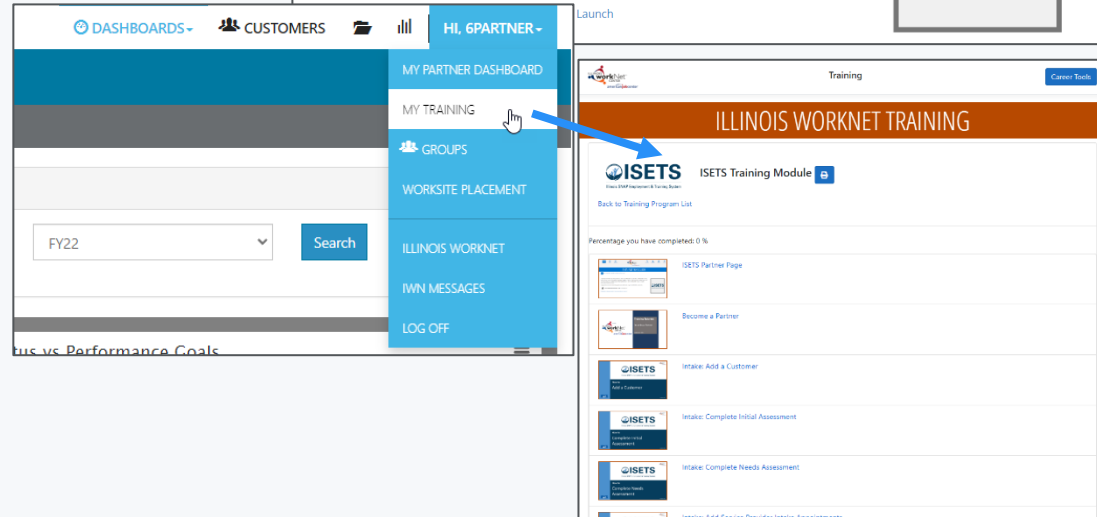
- Partner Page
 - <https://illinoisworknet.com/isetspartners>
- My Training
 - Access by log-in within ISETS

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, it states "Only partner accounts that have been granted access will see this program listed in their Customer list." 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 -". A dropdown menu is open, showing options: "MY PARTNER DASHBOARD", "MY TRAINING" (highlighted with a blue arrow), "GROUPS", "WORKSITE PLACEMENT", "ILLINOIS WORKNET", "IWN MESSAGES", and "LOG OFF". Below the navigation bar, there is a search bar with "FY22" and a "Search" button. The main heading is "ILLINOIS WORKNET TRAINING". Below this, there is a section for "ISETS Training Module" with a "Back to Training Program List" link. A progress indicator shows "Percentage you have completed: 0%". Below this, there is a list of training modules with icons and titles: "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

Contact us:

Dee Reinhardt

 847.833.9847 home office
708.822.2152 mobile

 dreinhardt@illinoisworknet.com

The Illinois workNet Center System, an American Job Center, is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers may be reached by persons using TTY/TDD equipment by calling TTY (800) 526-0844 or 711. This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. For more information, please refer to the footer at the bottom of www.illinoisworknet.com.