



Illinois SNAP Employment & Training System



# System Training Session 3

Employment & Retention

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

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# ISETS

# EMPLOYMENT AND RETENTION

Learning Objectives

- **Add participant employment**
- **Attendance Report**
- **Retention Service**
- **Employment Verification**
- **Customer status on Overview**
- **Dashboard**

# 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)
- ISETS
- More Tools

**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'. 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 logo for 'ISETS Illinois SNAP Employment & Training System'.

The screenshot shows the 'Partner Tools' dashboard. The 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 list on the left to the 'ISETS' icon in the 'Partner Tools' column.

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# PREVIOUS SESSIONS

## Intake & Referral

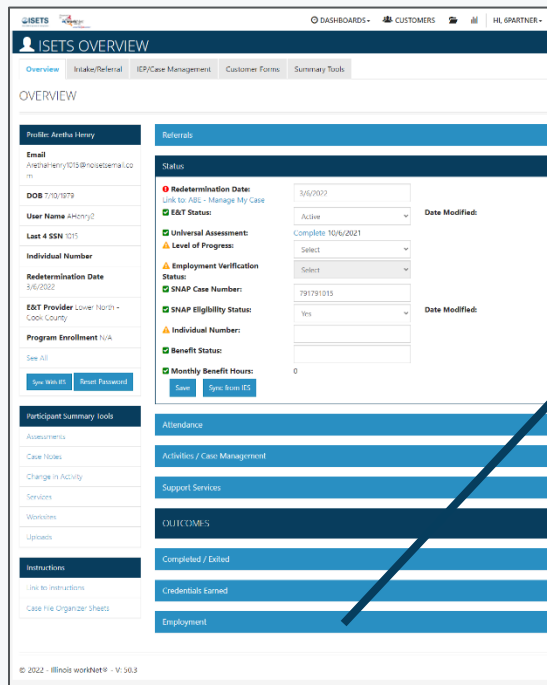
- Search Customers
- Add Customers
- Assess Customers
- Refer Customers
- Enroll Customers \*\*\*
- Referral portion of Dashboard for Customers

## Enrollment & Case Mgt.

- Enrolling a customer
- Add Activities and Services to a customer profile
- Track Attendance
- Track Supportive Services
- Document progress
- Ending an Activity

# ADD EMPLOYMENT

- Overview page
- Employment section
- Add Employment
- Add E – Employment “service”



ISETS Overview

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

OVERVIEW

Profile: Anetha Henry

Email: AnethaHenry013@holocaustmemo...  
DOB: 7/10/1979  
User Name: ahenny02  
Last 4 SSN: 1015  
Individual Number:  
Redetermination Date: 5/6/2022  
E&T Provider: Lower North - Cook County  
Program Enrollment: N/A

Referrals

Status

Redetermination Date: 5/6/2022  
Link to ABL: Manage My Case  
E&T Status: Active  
Date Modified:  
Universal Assessment: Complete 10/6/2021  
Level of Progress: Select  
Employment Verification Status: Select  
SNAP Case Number: 791791015  
SNAP Eligibility Status: Yes  
Date Modified:  
Individual Number:  
Benefit Status:  
Monthly Benefit Hours: 0

Participant Summary Tools

Assessments  
Case Notes  
Change in Activity  
Services  
Workshops  
Uploads

Instructions

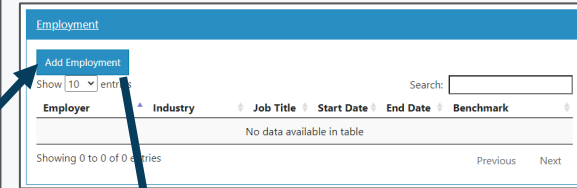
Link to Instructions  
Case File Organizer Sheets

Attendance  
Activities / Case Management  
Support Services

OUTCOMES

Completed / Exited  
Credentials Earned  
Employment

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Employment

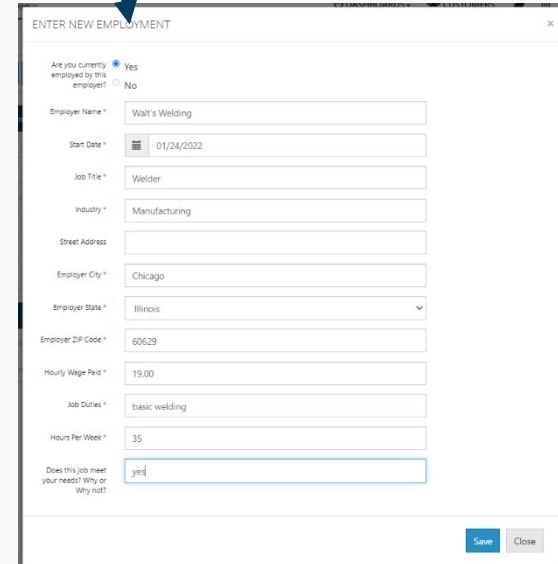
Add Employment

Show 10 entries

Employer	Industry	Job Title	Start Date	End Date	Benchmark
No data available in table					

Showing 0 to 0 of 0 entries

Previous Next



ENTER NEW EMPLOYMENT

Are you currently employed by this employer?  Yes  No

Employer Name \* Walt's Welding

Start Date \* 01/24/2022

Job Title \* Welder

Industry \* Manufacturing

Street Address \*

Employer City \* Chicago

Employer State \* Illinois

Employer ZIP Code \* 60629

Hourly Wage Paid \* 19.00

Job Duties \* basic welding

Hours Per Week \* 35

Does this job meet your need? Why or why not? \* yes

Save Close

## TIPS

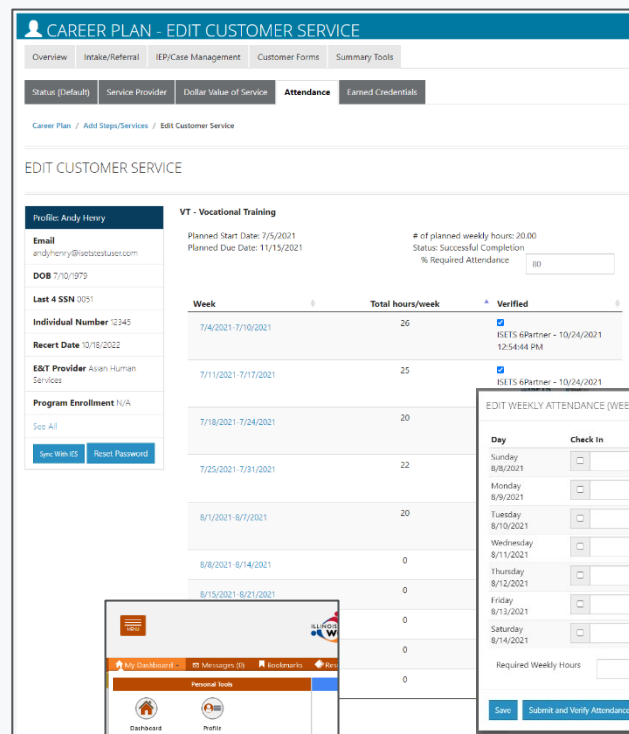
- This is in addition to the service in the customer IEP

# TRACK ATTENDANCE

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

## TIPS

- Enter time daily or weekly
- Use attendance to track hours for 2610



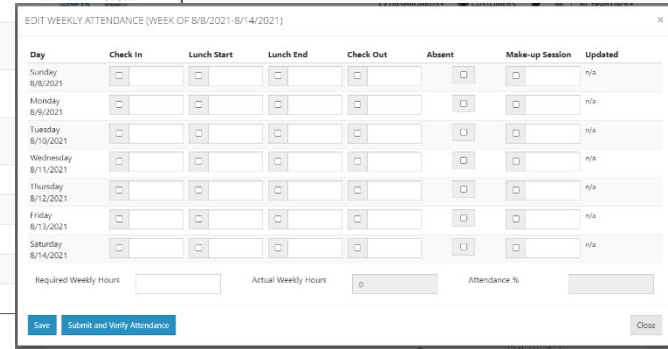
**Profile: Andy Henry**

Email: andyhenry@isetscustomer.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**

Planned Start Date: 7/5/2021  
 Planned Due Date: 11/15/2021  
 # of planned weekly hour: 20.00  
 Status: Successful Completion  
 % Required Attendance: 80

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

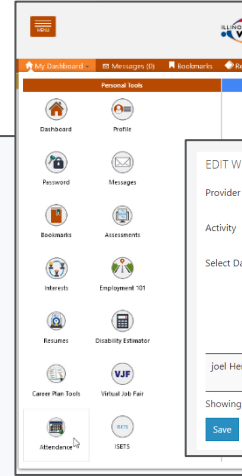


**EDIT WEEKLY ATTENDANCE (WEEK OF 8/8/2021-8/14/2021)**

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

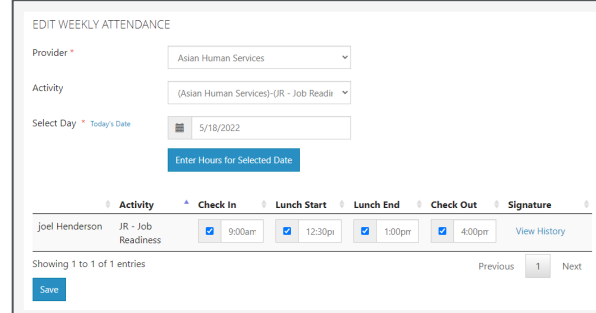
Required Weekly Hours:  Actual Weekly Hours:  Attendance %:

[Save](#) [Submit and Verify Attendance](#) [Close](#)



Personal Tools

- Dashboard
- Profile
- Password
- Messages
- Bookmarks
- Assessments
- Interests
- Employment '01
- Resumes
- Disability Estimator
- 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	<a href="#">View History</a>

Showing 1 to 1 of 1 entries

[Save](#) [Previous](#) 1 [Next](#)

# ADD RETENTION SERVICE

- Add Activities & Services for your location
- View recommended providers and add activities
- Edit service in IEP

## TIPS

- If a participant has an employment related service, they will also need a Job Retention Service.

SELECT YOUR NEXT STEP

View recommended providers and send Referrals

Complete/Edit Needs Assessment

Send/Reply Referrals

Add Activities & Services for your location

**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?**

Enroll in Program & Add Activities

Send Referral

Select activities to add to IEP/Case Management

WE - Work Experience     JR - Job Readiness

JRS - Job Retention Services     E - Employment (subsidized or unsubsidized)

Add

ADD STEPS/SERVICES

**Profile: Andy Henry**

Email: andy.henry@settsuser.com  
 DOB: 7/10/1979  
 Last 4 SSN: 0001  
 Individual Number: 12345  
 Recert Date: 10/18/2022  
 E&T Provider: Asian Human Services  
 Program Enrollment: N/A

See All  
[See with ID](#)   [Reset Password](#)

**Related Instructions**  
 Career Plan Overview

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

STEP 1: Add Step/Service  
[Add Step/Service](#)

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

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

Showing 1 to 2 of 2 entries

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

STEPS FOR COMPLETE PROGRAM (5)

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	S
Transportation	✗	Started/Open Start Date: 6/1/2021	S
VT - Vocational Training	✗	Successful Completion Start Date: 7/5/2021 Completion Date: 11/15/2021	#

Showing 1 to 5 of 5 entries

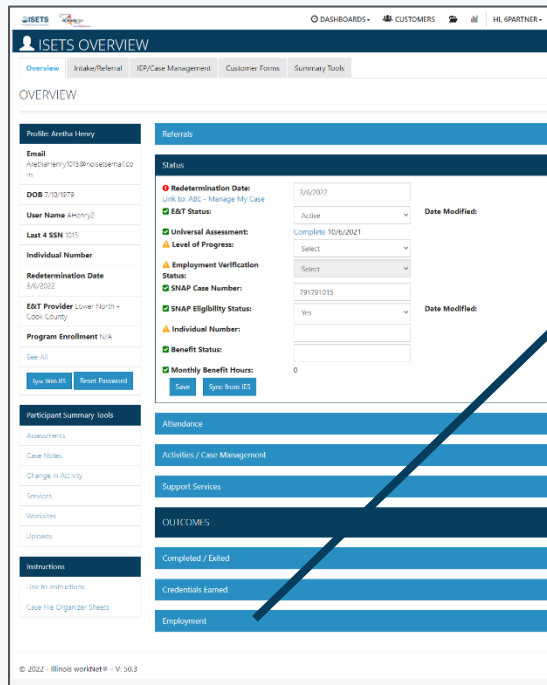


# EMPLOYMENT VERIFICATION

- Overview
- Select Employment
- Add verification documents
- Add case note
- Designated DHS will verify uploaded information

## TIPS

- Paystub
- IDHS Employment verification forms
- The Work Number



**OVERVIEW**

Participant: Anetha Henry

**Status:**

- Redetermination Date: 3/6/2023
- E&T Status: Active
- Universal Assessment: Complete 10/6/2021
- Level of Progress: Select
- Employment Verification Status: Select
- SNAP Case Number: 791791015
- SNAP Eligibility Status: Yes
- Individual Number: [Empty]
- Benefit Status: [Empty]
- Monthly Benefit Hours: 0

**Participant Summary Tools:** Attendance, Assignments, Case Notes, Change in Activity, Services, Workshops, Uploads, Instructions.

**OUTCOMES:** Completed / Exited, Credentials Earned, Employment.



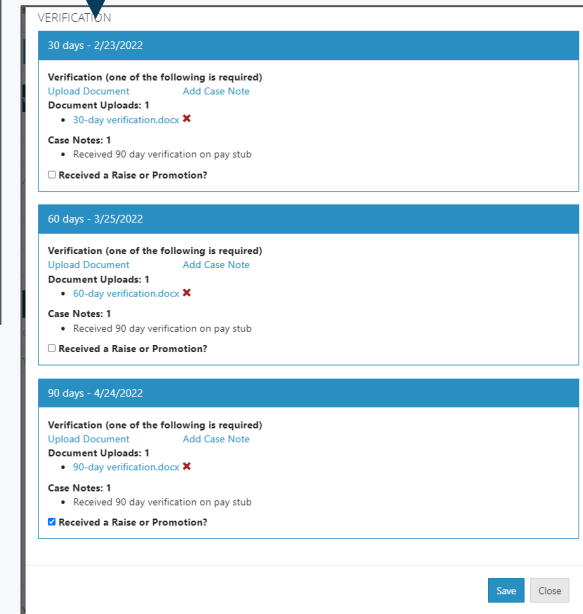
**Employment**

Add Employment

Show 10 entries

Employer	Industry	Job Title	Start Date	End Date	Benchmark
Walt's Welding	Manufacturing	Welder	1/24/2022	Present	30.60.90 - Receive Raise or Promotion

Showing 1 of 1 entries



**VERIFICATION**

30 days - 2/23/2022

Verification (one of the following is required)

Upload Document Add Case Note

Document Uploads: 1

- 30-day verification.docx ✗

Case Notes: 1

- Received 90 day verification on pay stub

Received a Raise or Promotion?

---

60 days - 3/25/2022

Verification (one of the following is required)

Upload Document Add Case Note

Document Uploads: 1

- 60-day verification.docx ✗

Case Notes: 1

- Received 90 day verification on pay stub

Received a Raise or Promotion?

---

90 days - 4/24/2022

Verification (one of the following is required)

Upload Document Add Case Note

Document Uploads: 1

- 90-day verification.docx ✗

Case Notes: 1

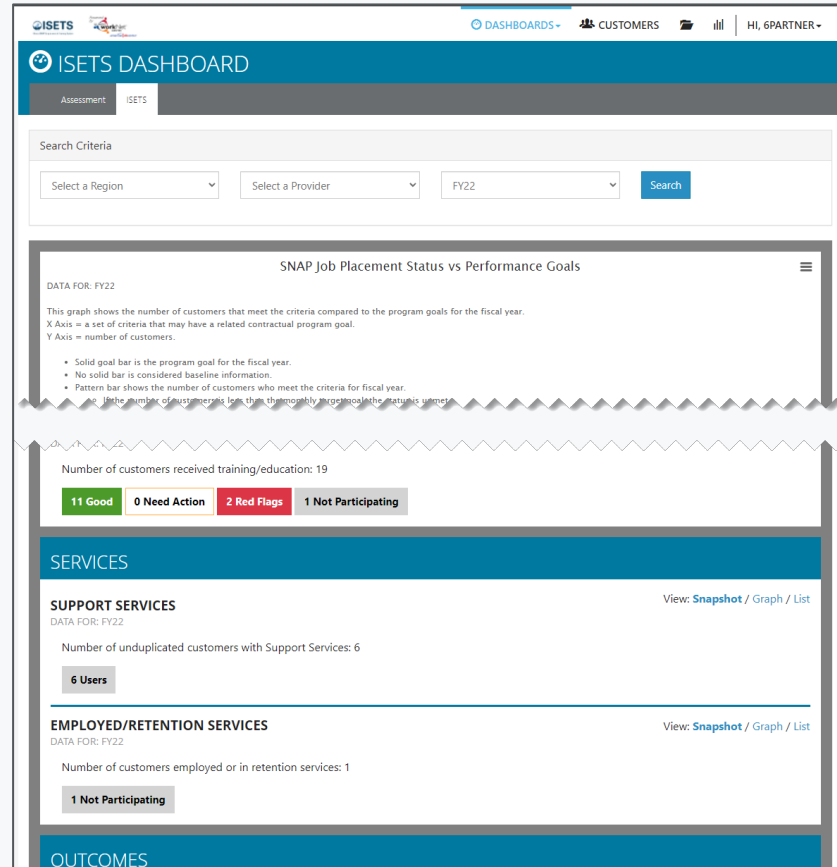
- Received 90 day verification on pay stub

Received a Raise or Promotion?

Save Close

# DASHBOARD

- Services
  - Snapshot or List
  - Employed/Retention Services



## TIPS

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

# RESOURCES

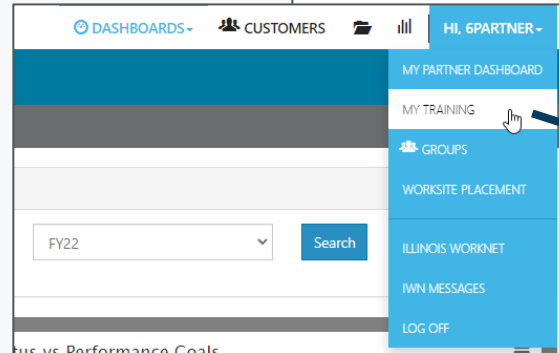
- Partner Page
  - <https://illinoisworknet.com/isetspartners>
- My Training
  - Access by log-in within ISETS

## TIPS

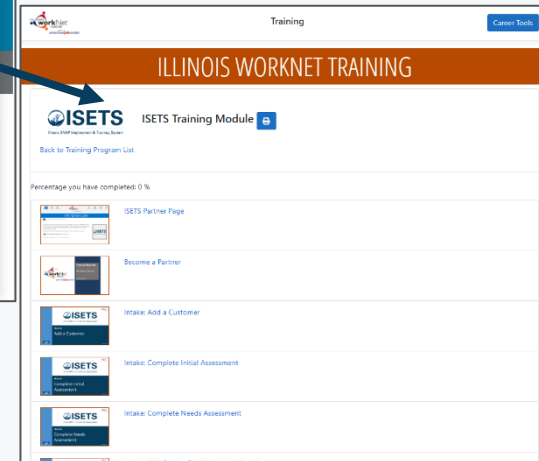
- Partner guide has:
  - Instructions
  - System Updates
  - Recordings of TA sessions



The screenshot shows the 'ISETS PARTNER GUIDE' page. At the top, there is a navigation bar with 'My Dashboard', 'Messages (177)', 'Bookmarks', 'Resumes', and 'Skills & Interests'. The main heading is 'ISETS PARTNER GUIDE'. Below the heading, there is a link to 'Back to Workforce & Education Partner Resources.' A paragraph of text explains the purpose of the guide: '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 a dashboard menu for a partner user. The user is logged in as 'HI, 6PARTNER'. The menu options are: 'MY PARTNER DASHBOARD', 'MY TRAINING' (highlighted with a mouse cursor), 'GROUPS', 'WORKSITE PLACEMENT', 'ILLINOIS WORKNET', 'IWN MESSAGES', and 'LOG OFF'. There is also a search bar with 'FY22' entered and a 'Search' button.



The screenshot shows the 'ILLINOIS WORKNET TRAINING' page. The page title is 'ILLINOIS WORKNET TRAINING'. Below the title, there is a section for 'ISETS Training Module'. A progress bar indicates 'Percentage you have completed: 0%'. There is a list of training modules with buttons to launch them: 'ISETS Partner Page', 'Become a Partner', 'Intake Add a Customer', 'Intake Complete Initial Assessment', and 'Intake Complete Needs Assessment'. There is also a link for 'Intake Link Service Provider Intake Assessments'.

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# 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](http://www.illinoisworknet.com).*