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## Overview

### Purpose:

The EP/Case Management is a tool for provider agencies to manage participant case records:

- Review assessment results
- Create goals based on assessment results
- Identify steps/services needed to achieve those goals and,
- Document status and flags when intervention is needed.

Highlights:

- Customer information submitted during the application process is used to populate the record.
- The provider reviews the information and identifies recommended next steps that include start/end dates, status, notes, associate cost and earned credentials (when applicable upon successful completion of the credential).
- The service provider adds recommended activities & services by selecting from a list of activities & services.

Who Enters/Maintains Data

Only staff and customers that have been given access to the program can view the EP/Case Management.

- **Statewide User Roles**- Statewide staff view/edit EP/Case Management for all customers.
- **Program Manager, Intermediary, and Provider Partners** - Staff can view/edit EP/Case Management for customers in their assigned partner locations.
- **Customers**- Customers can access their information from their program tools located in My Dashboard.

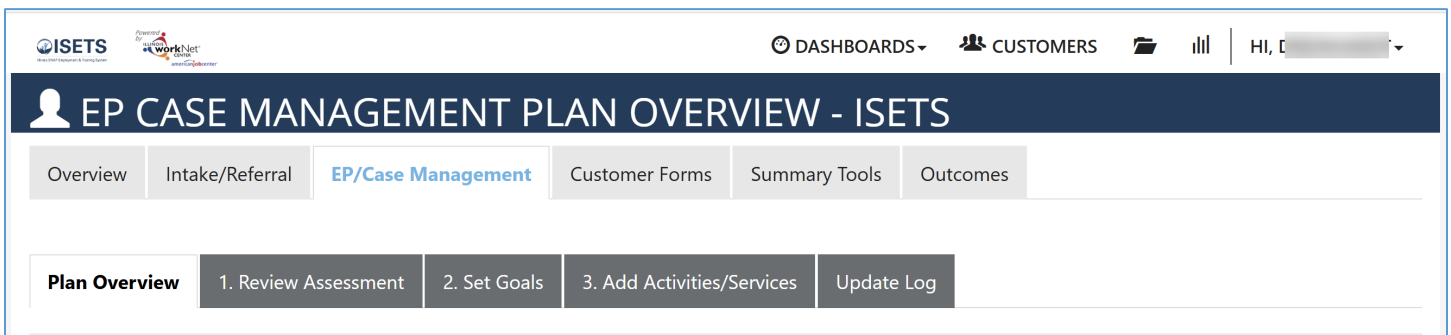
Access Customer Profile Page

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. Select the **EP/Case Management** tab.

Link to bookmark for direct link to Customer Support Center - <https://apps.illinoisworknet.com/SiteAdministration/IDHSET/Admin/Index/>

How is the EP/Case Management organized?

The Main EP/Case Management Navigation



**Overview** provides a summary view of assessments, career goals, accomplishments, and the steps to achieve their goals.

1. **Review Assessments** provides assessment results that are saved in Illinois workNet and an area to write a summary of the assessment results.
2. **Set Goals** provides an area to identify goals and categorize them as short/long term, type, and status. Prepopulated goals and steps can be added.

3. **Add Activity/Services** provides system generated recommended services/steps and can be added to the plan after the initial services have been added in the Enrollment process.
4. **Update Log** - provides a log of EP/Case Management updates and upload for customer EP/Case Management agreements.

## EP/Case Management Sections

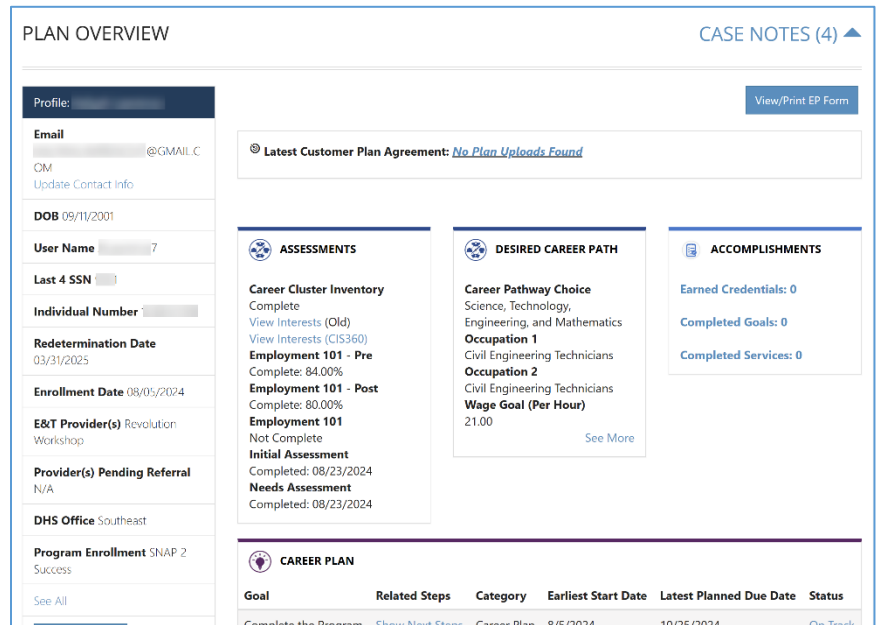
### Overview

**Case Notes** allows career planners/partner to enter case notes to document changes, updates, and other notes.

**Overview** provides a:

- Summary of customer information

**Customer Goal/Plan Agreement** – This section provides the evidence that the customer participated in the development of their EP/Case Management. Use the **print customer copy button** and have the customer sign the bottom of the document. Then upload the agreement to the EP/Case Management.



**PLAN OVERVIEW** CASE NOTES (4) ▲

Profile: [Redacted] [View/Print EP Form](#)

Email: [Redacted]@GMAIL.C  
 OM  
[Update Contact Info](#)

DOB: 09/11/2001

User Name: [Redacted] 7

Last 4 SSN: [Redacted]

Individual Number: [Redacted]

Redetermination Date: 03/31/2025

Enrollment Date: 08/05/2024

E&T Provider(s): Revolution Workshop

Provider(s) Pending Referral: N/A

DHS Office: Southeast

Program Enrollment: SNAP 2 Success  
[See All](#)

Latest Customer Plan Agreement: [No Plan Uploads Found](#)

**ASSESSMENTS**

Career Cluster Inventory Complete  
[View Interests \(Old\)](#)  
[View Interests \(CIS360\)](#)  
 Employment 101 - Pre Complete: 84.00%  
 Employment 101 - Post Complete: 80.00%  
 Employment 101 Not Complete  
 Initial Assessment Completed: 08/23/2024  
 Needs Assessment Completed: 08/23/2024

**DESIRED CAREER PATH**

Career Pathway Choice  
 Science, Technology, Engineering, and Mathematics  
**Occupation 1**  
 Civil Engineering Technicians  
**Occupation 2**  
 Civil Engineering Technicians  
**Wage Goal (Per Hour)**  
 21.00 [See More](#)

**ACCOMPLISHMENTS**

Earned Credentials: 0  
 Completed Goals: 0  
 Completed Services: 0

**CAREER PLAN**

Goal	Related Steps	Category	Earliest Start Date	Latest Planned Due Date	Status
Complete the Program	Show Next Steps	Career Plan	8/5/2024	10/25/2024	On Track

The customer will be required to agree to the plan changes when a goal is added or marked as off track. The customer will have a customer view where they can login and click agree. The provider partner may also upload a signed copy. If the provider partner cannot reach the customer, they will be able to select that option.

**Assessments** view a high level of completed assessments. Click the See More to review additional assessment information.

**Desired Career Path** is part of the Employment Goal assessment. Click the See More to edit the career goal information. This information can be updated at any time.

**Accomplishments** provides a quick count of earned credentials, completed goals, and completed services that link to a list of those items.

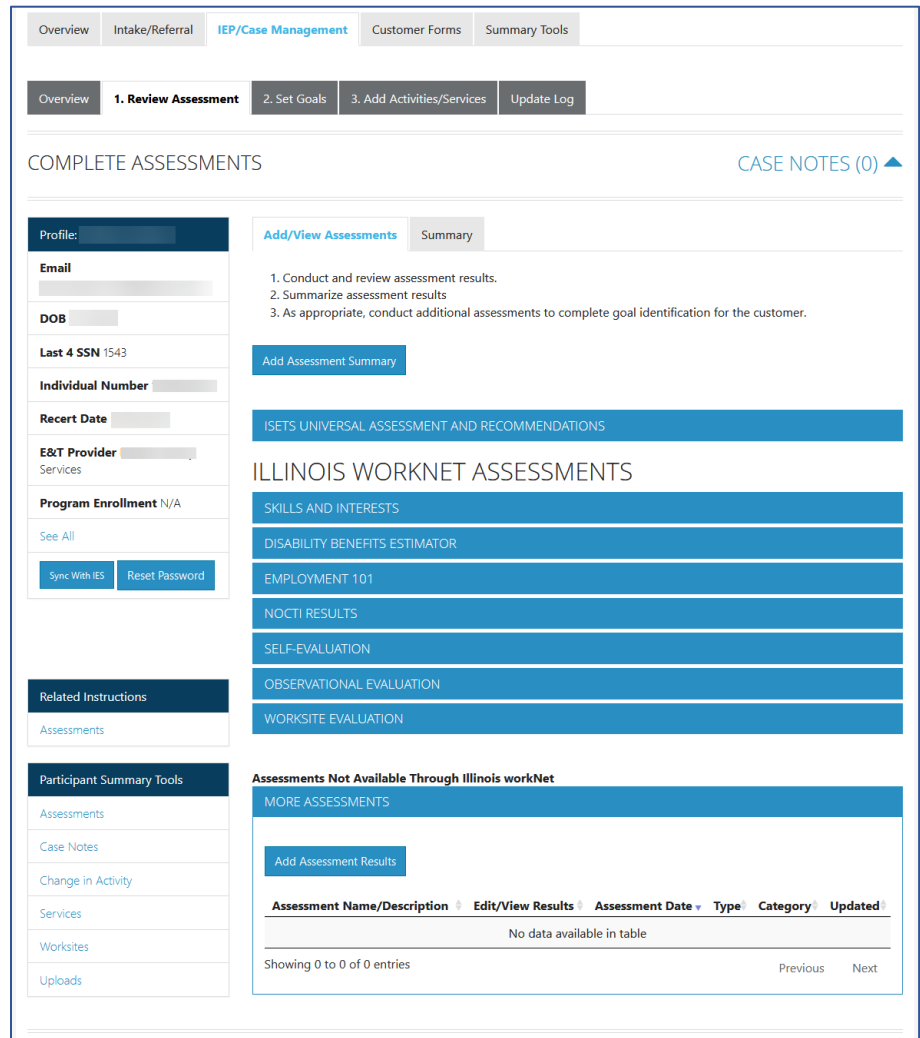
**Career Plan (Pre-populated Goals/Steps)** are associated with performance measures and are automatically added to a customer file. These can be updated with the current status or marked as Evaluated/Not required. See more information in Customer Services Report.

The **EP/Case Management section** is organized by goals. It includes a list of the steps/services associated with each goal. The start and end dates for the goals are automatically generated by the steps/service for that goal. Goal status is set by the provider partner and is used to identify not started, on track, off track, or complete.

## Review Assessments

It is important to complete assessments to identify customer skills, interests, goals, and barriers. Some of this information is collected when the customer completes the initial assessment. This information is saved in the **ISETS Universal Assessment and Recommendations** section.

1. Go through each of the assessment sections.
2. Add an **Assessment Summary**. Saved assessment summaries are available in the Assessment History link.



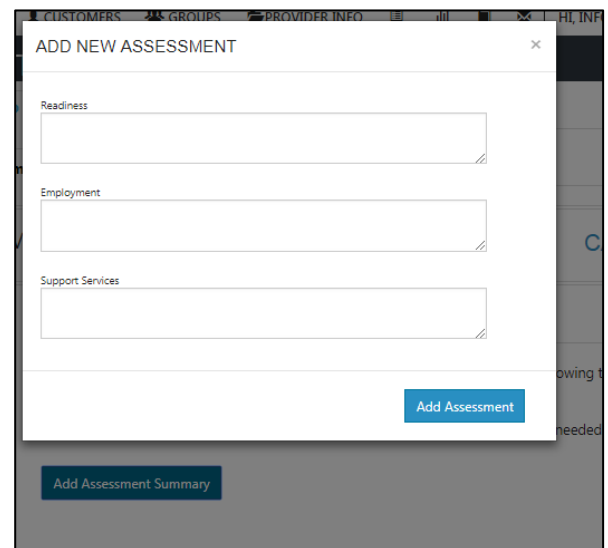
The screenshot shows the 'IEP/Case Management' interface. At the top, there are tabs for 'Overview', 'Intake/Referral', 'IEP/Case Management', 'Customer Forms', and 'Summary Tools'. Below these are sub-tabs for 'Overview', '1. Review Assessment', '2. Set Goals', '3. Add Activities/Services', and 'Update Log'. The main content area is titled 'COMPLETE ASSESSMENTS' and includes a 'CASE NOTES (0)' link. On the left, there is a 'Profile' section with fields for Email, DOB, Last 4 SSN (1543), Individual Number, Recert Date, E&T Provider Services, and Program Enrollment (N/A). Below the profile are 'Related Instructions' and 'Participant Summary Tools' sections. The main content area has 'Add/View Assessments' and 'Summary' tabs. It lists steps: 1. Conduct and review assessment results, 2. Summarize assessment results, 3. As appropriate, conduct additional assessments to complete goal identification for the customer. There is an 'Add Assessment Summary' button. Below this is a list of assessment categories: ISETS UNIVERSAL ASSESSMENT AND RECOMMENDATIONS, ILLINOIS WORKNET ASSESSMENTS, SKILLS AND INTERESTS, DISABILITY BENEFITS ESTIMATOR, EMPLOYMENT 101, NOCTI RESULTS, SELF-EVALUATION, OBSERVATIONAL EVALUATION, and WORKSITE EVALUATION. At the bottom, there is a section for 'Assessments Not Available Through Illinois workNet' with a 'MORE ASSESSMENTS' button and a table with columns: Assessment Name/Description, Edit/View Results, Assessment Date, Type, Category, and Updated. The table currently shows 'No data available in table' and 'Showing 0 to 0 of 0 entries'.

## Set Goals

Goals should be written so they address barriers, employment goals, education/training, and related stackable credentials that can be earned to advance the customer through their career pathway. Goals should be realistic, measurable, and attainable.

Use completed assessments as a resource to discuss and develop goals with the customer. The customer will need to agree to the overall initial plan. If customer goals are added or marked as off track, the customer will need to agree to the update.

1. Select **Set Goals** tab and **add a goal statement**.
2. Enter a **goal statement** that is 144 characters or less.
3. Select a **category** (Support Services, Career Plan, Education/Training Plan).
4. Identify if the goal is a **short term** or **long-term** goal.
5. Set **goal status**.



The screenshot shows the 'ADD NEW ASSESSMENT' form. It has three text input fields labeled 'Readiness', 'Employment', and 'Support Services'. At the bottom right, there is an 'Add Assessment' button. At the bottom left, there is an 'Add Assessment Summary' button.

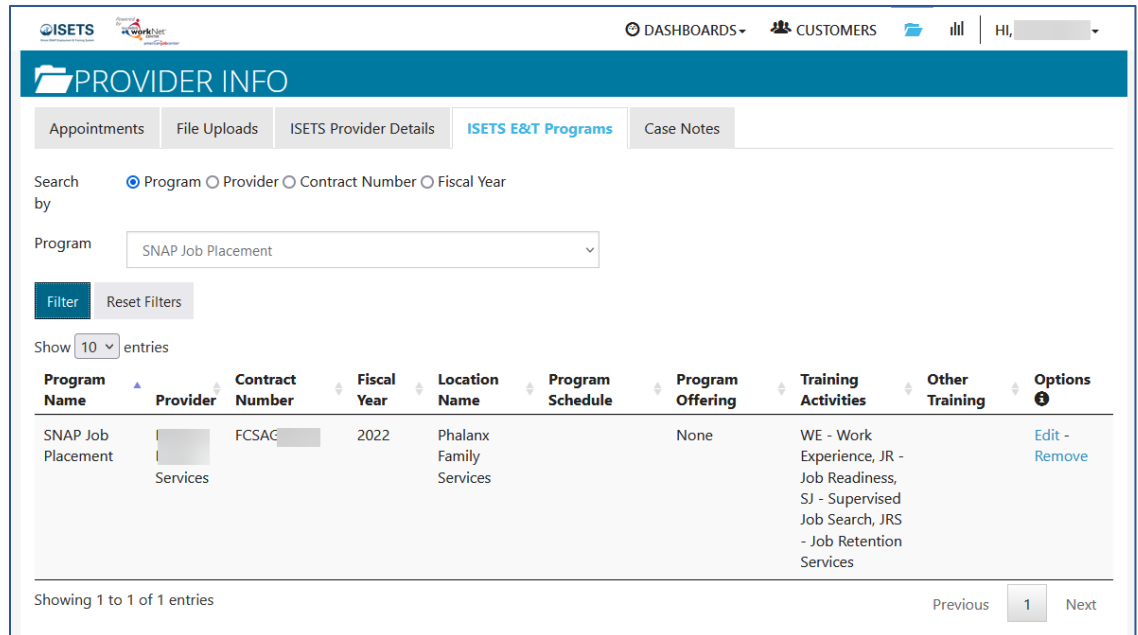
- Not Started = This status is the default setting. The career planner should update when the customer has started working towards this goal
- On Track = The customer is continuing to progress through the steps in this section of the plan at an acceptable rate.
- Off Track = The customer is not progressing through the steps in this section of the plan at an acceptable rate. *(Coming soon enhancement - A notification is sent to the customer to let them know the plan has been as off track and the career planner would like to work with them to help them get back on track.)*
- Complete = The career planner has verified the customer has completed this section of the plan.

Add Goal Statement					
Goal Statement	Category	Short/Long Term	Status	Plan Services	
Get support services lined up to help ensure workplace success.	Support Services	Short Term Goal	On Track	Transportation assistance	<a href="#">Edit</a>
Gain permanent employment with an employer in the Health Science industry.	Career Plan	Short Term Goal	Not Started	Get permanent employment as part of this program., Explore jobs, required skill/credentials, and wage information., Prepare your resume.	<a href="#">Edit</a>
Get training/certified as a care giver.	Education/Training Plan	Long Term Goal	Not Started		<a href="#">Edit</a>

## Add Activities/Services in ISETS E&T Programs

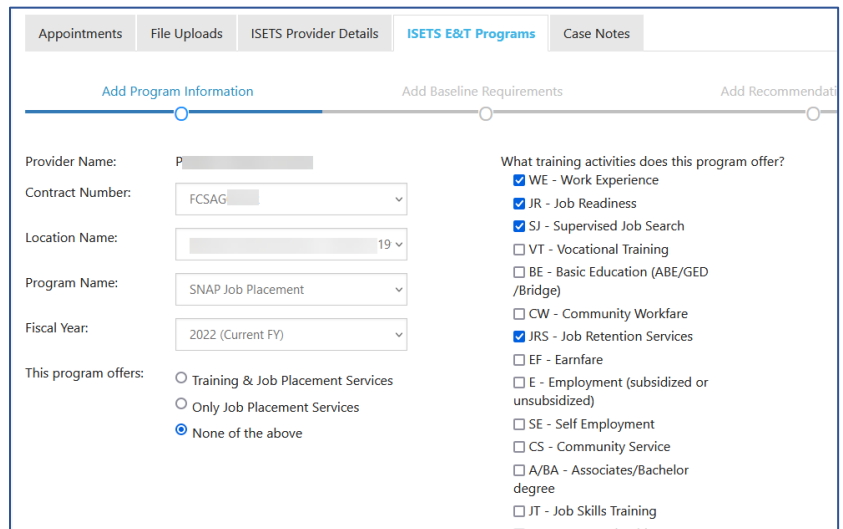
*Services are added by contract agreement. The agency's program manager would make these updates.*

1. In the ISETS system select **Provider Information** tab. (Icon is a folder.)
2. Select the **ISETS Provider Details**. To update the program details, select the **ISETS E&T Programs**.
3. Select the EDIT button at the far-right side. The program will be added by a program administrator. Check all applicable boxes for the Services/Activities provided in the grant to which your agency is assigned. These are the services that are available to add to customer EP/Case Management along with Support Services and Referrals to Support Services.
4. Complete all aspects of the program information including skills and interests. This is what will match participants with the provider programs.
5. Click **Save** at the end.



The screenshot shows the 'ISETS E&T Programs' tab in the 'PROVIDER INFO' section. It features a search bar with 'Program' selected and a dropdown menu showing 'SNAP Job Placement'. Below the search bar are 'Filter' and 'Reset Filters' buttons. A table displays one entry for 'SNAP Job Placement' with columns for Program Name, Provider, Contract Number, Fiscal Year, Location Name, Program Schedule, Program Offering, Training Activities, Other Training, and Options. The 'Options' column includes 'Edit' and 'Remove' links. At the bottom, it shows 'Showing 1 to 1 of 1 entries' and navigation buttons for 'Previous', '1', and 'Next'.

Program Name	Provider	Contract Number	Fiscal Year	Location Name	Program Schedule	Program Offering	Training Activities	Other Training	Options
SNAP Job Placement	[Redacted]	FCSAG [Redacted]	2022	Phalanx Family Services		None	WE - Work Experience, JR - Job Readiness, SJ - Supervised Job Search, JRS - Job Retention Services		Edit - Remove



The screenshot shows the 'Add Program Information' form in the 'ISETS E&T Programs' tab. It includes a progress bar with three steps: 'Add Program Information' (active), 'Add Baseline Requirements', and 'Add Recommendation'. The form fields are: Provider Name (text), Contract Number (dropdown: FCSAG), Location Name (dropdown: 19), Program Name (dropdown: SNAP Job Placement), and Fiscal Year (dropdown: 2022 (Current FY)). Below these are radio buttons for 'This program offers': 'Training & Job Placement Services', 'Only Job Placement Services', and 'None of the above' (selected). To the right, a list of training activities is shown with checkboxes: WE - Work Experience (checked), JR - Job Readiness (checked), SJ - Supervised Job Search (checked), VT - Vocational Training, BE - Basic Education (ABE/GED/Bridge), CW - Community Workfare, JRS - Job Retention Services (checked), EF - Earnfare, E - Employment (subsidized or unsubsidized), SE - Self Employment, CS - Community Service, A/BA - Associates/Bachelor degree, JT - Job Skills Training, and ABU - Associate's Degree.

## Build a Plan

Activities and Services are added on the Intake/Referral tab of the customer profile by selecting Add Activities & Services for your location buttons. After at least one service is added and the customer is enrolled (See Intake and Enrollment instructions), the partner is redirected to Step 3 of the EP/Case Management.

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

1. Select the purple box **Steps for: Complete Program** to see the activities or services added for the participant.
2. **Select** the appropriate blue button to add an Activity, Support service or Referral services to the EP/Case Management.
3. **Click** the pencil to update the activity/service as instructed below.

👤 IEP CASE MANAGEMENT ADD ACTIVITY/SERVICES - ISETS

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

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

### ADD ACTIVITY/SERVICES

CASE NOTES (0) ▲

Profile: Stephanie Abrams

**Email**  
StephanieAbrams2668@noisetsemail.com

**DOB** 7/10/1979

**Last 4 SSN** 2668

**Individual Number** 1008413651

**Recert Date** 3/26/2022

**E&T Provider** Asian Human Services

**Program Enrollment** SNAP Job Placement

See All

Reset Password

Related Instructions

Career Plan Overview

Participant Summary Tools

Assessments

Case Notes

STEP 1: Add Services / Activities

Add Activities
Add Services
Add Referral To Services

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

Search:

Activity/Service	Note	Status	Other Items
No data available in table			

Showing 0 to 0 of 0 entries Previous Next

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

SERVICES/ACTIVITIES FOR: COMPLETE THE SNAP PROGRAM (3)

Search:

Activity/Service	Note	Status	Other Items
BE - Basic Education (ABE/GED) ✎ ✖		Planned/Not Started (Scheduled)	
JT - Job Search Training ✎ ✖		Planned/Not Started (Scheduled)	
SJ - Supervised Job Search ✎ ✖		Planned/Not Started (Scheduled)	

Showing 1 to 3 of 3 entries Previous 1 Next

## Service/Activity Level Information (Not Worksite Placements)

### Status

All services include the related goal, status, start date, weekly hours, WIOA funded (answer no for this project), notes, and related barriers. A completion date is required if the status is complete.

### Service Provider (location of service)

Identify who is providing the service. The grantee will be the default provider. A service provider must be selected for group attendance to be entered or for an individual to enter their own attendance.

- The provider will be the default provider. If a different provider is providing the services for the step/activity, select from a list of WIOA providers, or add another provider.
- A provider is required for the participant to enter their own attendance or for group attendance to be entered.
- If there are two partner providers assigned the participant, verify that the proper agency is assigned to the activity.
- Update Customer Service.

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

Status (Default)
Service Provider

Career Plan
Add Activities/Services
Edit Customer Service

---

### EDIT CUSTOMER SERVICE

---

Profile: Stephanie Abrams

**Email**  
StephanieAbrams2668@noisetsemail.com

**DOB** 7/10/1979

**Last 4 SSN** 2668

**Individual Number** 1008413651

**Recert Date** 3/26/2022

**E&T Provider** Asian Human Services

**Program Enrollment** SNAP Job Placement

[See All](#)

[Reset Password](#)

**JT - Job Search Training**

Total Subsidized days for all items: 0

Goal\*

Status\*

Planned Start Date\*

Planned Completion Date\*

How many hours a week are you planning on working on this? \*

Costs associated with activities are added to Support Services.

Service addresses the following situations

Show More Situations

[Update Customer Service](#)

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**\*Get Started: Learn about exploring careers.**

Pick the initial service provider OR add a new one.

No Provider  
 Austin Peoples Action Center - 5125 W. Chicago Ave. Chicago IL 60644  
 Search WIOA Provider  
 Other Provider

Name \*

Address \*

City \*

State \*

ZipCode \*

\*\*This Customer Service was updated by Dee Reinhardt on 12/2/2021 at 10:04 AM\*\*

[Update Customer Service](#)



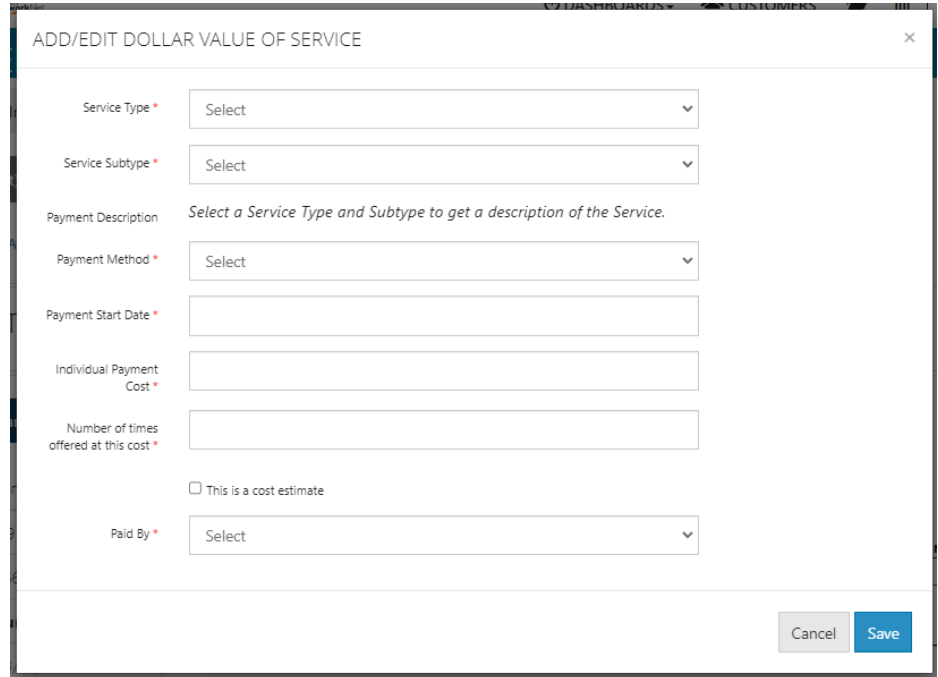
### Dollar Value

Can only be entered on Support Services in ISETS. Enter the dollar amount related to the service. Do not use this as payroll upload. Those costs should be added via payroll upload. Service must have a goal and be “Started/Open” before dollar value may be added. All items are prescribed by the current [WAG](#).

Track in this section:

- **Select** service type
- **Select** subtype
- **Select** method of payment,
- **Enter** start date of payment,
- **Enter** cost of that payment,
- **Enter** number of times you provided the payment on that date,
- **Select** from where the funds are coming.
- **Save**.

*Support service costs can only be added when the participant has an open/active SNAP E&T activity at the time the support service is issued.*



**Childcare/Medical**

[Add Service Cost](#)

Current Total: \$125

Search:

Payment Method	Service Description	Dollar Amount/Unit	Quantity	Total Cost	Payment Date	Updated By	Date Updated	Edit	Delete
Direct Payment	Childcare/Medical	125.00	1	125.00	12/19/2022	ISETS	12/30/2022		
	Childcare/Medical					6Partner			

Showing 1 to 1 of 1 entries

Previous 1 Next

To add additional items, select Edit pencil from the table. Add an additional occurrence with a new date and save.

Only one support service can be open and active at a time.

## Overrides

All items are prescribed by the current [WAG](#). Sometimes a participant may require additional monies for an item with a maximum allowable expense. Partners may submit an override request. The override request button will automatically be available once the service amount is within \$50 of the maximum.

Access the override request:

- On the Overview tab – Support Services Section
- On the Summary Tools tab
- On the service Dollar Value of Summary tab.

All avenues return to the actual service in the EP/Case Management section.

Add service costs as directed above. Service items with a maximum amount show that amount, along with the current total compared to the maximum. Once the dollar value reaches within \$50 of the maximum amount, the red button to Request a Service Total Increase displays.

*Support Service Override Requests must be approved before the total value of the support service is increased.*

*Override Requests are approved by an ISETS Administrative team member.*

Follow these steps:

- **Click** the Request a Service Total Increase button.
- **Enter** the dollar amount requested for the increase.
- **Enter** the reason for the dollar amount increase.
- **Click** submit request.

The screenshots show the following components:

- Support Services Overview:** A list of services with progress bars and 'Request a Service Total Increase' buttons. Services include Clothing, Housing/Utilities, Educational/Credential Testing, Childcare/Medical, Housing/Utilities, Personal Hygiene, Transportation, and Books & Training Supplies.
- Summary Tools:** A detailed view of 'SUPPORT SERVICES' with a table of items and their current vs. maximum values.
- Service Details:** A view for 'Housing/Utilities' showing a table of payments and a 'Request a Service Total Increase' button.
- Override Request Form:** A form titled 'ADD/EDIT SERVICE OVERRIDE REQUEST' with fields for 'How much do you wish to request?' (200) and 'Why are you requesting this increase?' (landlord is requesting all back payment for water and electric).

Service Override Requests display on a separate table.

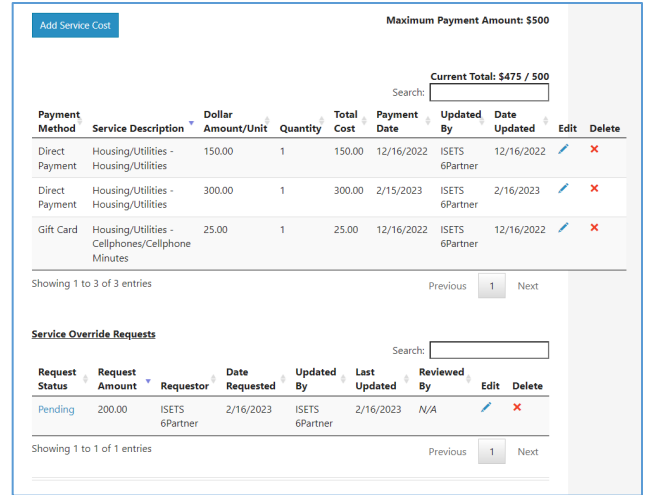
While the request is pending, another request for this service may not be initiated. However, the total may be increased prior to approval.

Before IDHS administrative staff approve the override request:

Select Pending to view the details of the request.

Select the pencil to edit the request.

Once a request is approved, the button will display again for additional override requests when the total reaches \$50 from the maximum.



**Add Service Cost** Maximum Payment Amount: \$500

Current Total: \$475 / 500

Payment Method	Service Description	Dollar Amount/Unit	Quantity	Total	Payment Date	Updated By	Date Updated	Edit	Delete
Direct Payment	Housing/Utilities - Housing/Utilities	150.00	1	150.00	12/16/2022	ISETS 6Partner	12/16/2022		
Direct Payment	Housing/Utilities - Housing/Utilities	300.00	1	300.00	2/15/2023	ISETS 6Partner	2/16/2023		
Gift Card	Housing/Utilities - Cellphones/Cellphone Minutes	25.00	1	25.00	12/16/2022	ISETS 6Partner	12/16/2022		

Showing 1 to 3 of 3 entries

**Service Override Requests**

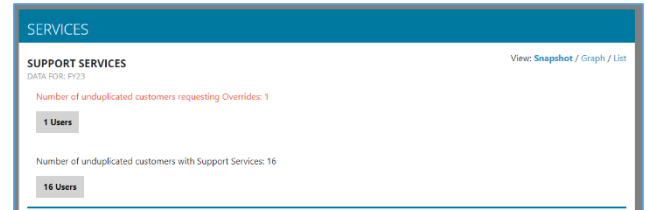
Request Status	Request Amount	Requester	Date Requested	Updated By	Last Updated	Reviewed By	Edit	Delete
Pending	200.00	ISETS 6Partner	2/16/2023	ISETS 6Partner	2/16/2023	N/A		

Showing 1 to 1 of 1 entries

### IDHS Override Response

From the ISETS dashboard:

- Scroll to the Services section.
- Select List view in the upper right corner.
- Click the number next to the service item that requires an override.
- Click the last name on the customer list that displays to access the customer profile.
- From the Support Service on the Overview or Summary Tools tab click the Review Override button



**SERVICES**

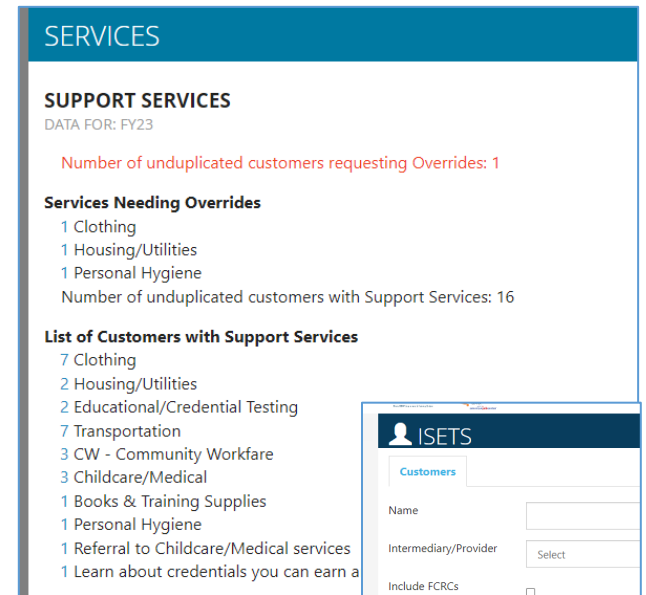
**SUPPORT SERVICES**  
DATA FOR: FY23

Number of unduplicated customers requesting Overrides: 1

1 Users

Number of unduplicated customers with Support Services: 16

16 Users



**SERVICES**

**SUPPORT SERVICES**  
DATA FOR: FY23

Number of unduplicated customers requesting Overrides: 1

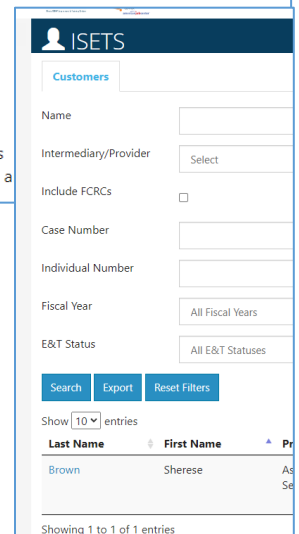
**Services Needing Overrides**

- 1 Clothing
- 1 Housing/Utilities
- 1 Personal Hygiene

Number of unduplicated customers with Support Services: 16

**List of Customers with Support Services**

- 7 Clothing
- 2 Housing/Utilities
- 2 Educational/Credential Testing
- 7 Transportation
- 3 CW - Community Workfare
- 3 Childcare/Medical
- 1 Books & Training Supplies
- 1 Personal Hygiene
- 1 Referral to Childcare/Medical services
- 1 Learn about credentials you can earn a



**ISETS**

Customers

Name:

Intermediary/Provider:

Include FCRCs:

Case Number:

Individual Number:

Fiscal Year:

E&T Status:

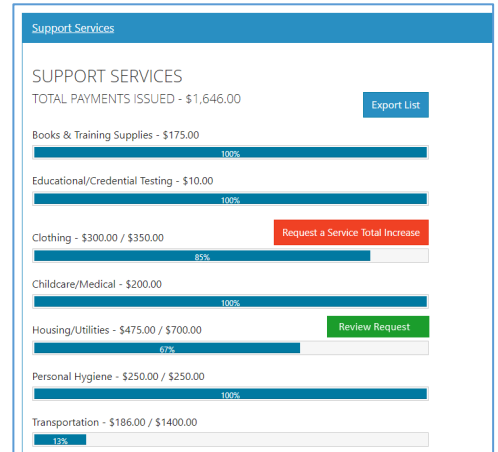
Search Export Reset Filters

Show 10 entries

Last Name	First Name	Pr
Brown	Sherese	Aq

Showing 1 to 1 of 1 entries

- Click the Dollar Value of Service tab on the activity.



Support Services

SUPPORT SERVICES

TOTAL PAYMENTS ISSUED - \$1,646.00 [Export List](#)

Books & Training Supplies - \$175.00  
100%

Educational/Credential Testing - \$10.00  
100%

Clothing - \$300.00 / \$350.00 [Request a Service Total Increase](#)  
85%

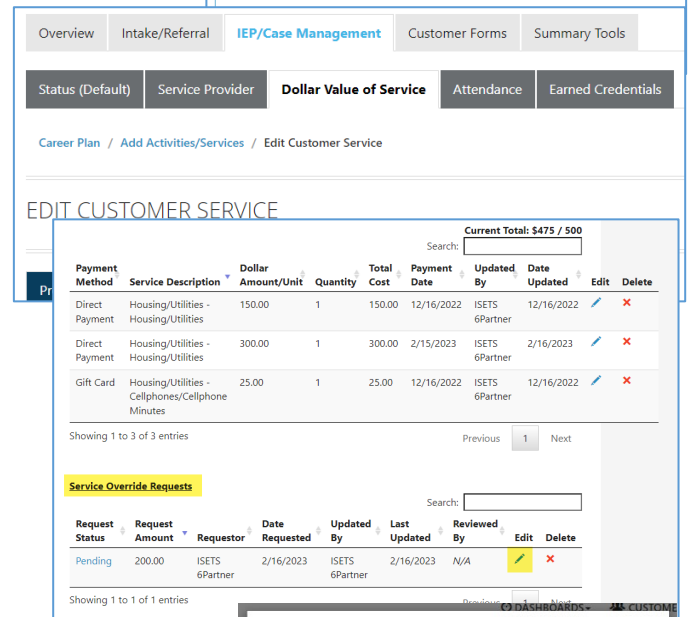
Childcare/Medical - \$200.00  
100%

Housing/Utilities - \$475.00 / \$700.00 [Review Request](#)  
67%

Personal Hygiene - \$250.00 / \$250.00  
100%

Transportation - \$186.00 / \$1400.00  
13%

- Click the pencil on the pending request.



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

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

Career Plan / Add Activities/Services / Edit Customer Service

EDIT CUSTOMER SERVICE

Current Total: \$475 / 500

Payment Method	Service Description	Dollar Amount/Unit	Quantity	Total Cost	Payment Date	Updated By	Date Updated	Edit	Delete
Direct Payment	Housing/Utilities - Housing/Utilities	150.00	1	150.00	12/16/2022	ISETS 6Partner	12/16/2022		
Direct Payment	Housing/Utilities - Housing/Utilities	300.00	1	300.00	2/15/2023	ISETS 6Partner	2/16/2023		
Gift Card	Housing/Utilities - Cellphones/Cellphone Minutes	25.00	1	25.00	12/16/2022	ISETS 6Partner	12/16/2022		

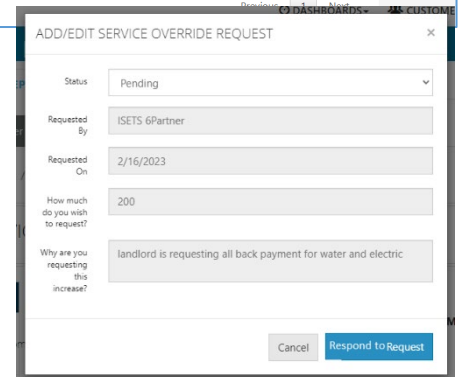
Showing 1 to 3 of 3 entries

**Service Override Requests**

Request Status	Request Amount	Requester	Date Requested	Updated By	Last Updated	Reviewed By	Edit	Delete
Pending	200.00	ISETS 6Partner	2/16/2023	ISETS 6Partner	2/16/2023	N/A		

Showing 1 to 1 of 1 entries

- Select Approved or Rejected in the Status.
- Click Respond to Request



ADD/EDIT SERVICE OVERRIDE REQUEST

Status: Pending

Requested By: ISETS 6Partner

Requested On: 2/16/2023

How much do you wish to request?: 200

Why are you requesting this increase?: landlord is requesting all back payment for water and electric

[Cancel](#) [Respond to Request](#)

Upon completion of the request review,

- The Maximum payment amount will show an increased amount,
- The Current Total will show the new maximum amount,
- The request button will display if current total is within \$50 of maximum,
- The override requests will show in the table but will not be editable,
- Previous requests may be viewed by clicking the request status.

**Clothing**

Maximum Payment Amount: \$350

Request a Service Total Increase

Current Total: \$300 / 350

Search:

Payment Method	Service Description	Dollar Amount/Unit	Quantity	Total Cost	Payment Date	Updated By	Date Updated	Edit	Delete
Gift Card	Clothing - Clothing	75.00	1	75.00	12/16/2022	ISETS 6Partner	12/16/2022		
Gift Card	Clothing - Clothing	225.00	1	225.00	2/15/2023	DHS 1wrkdev	2/16/2023		

Showing 1 to 2 of 2 entries Previous **1** Next

**Service Override Requests**

Search:

Request Status	Request Amount	Requestor	Date Requested	Updated By	Last Updated	Reviewed By	Edit	Delete
	25.00	DHS 1wrkdev	2/16/2023	ISETS 6Partner	2/16/2023	N/A		
Accepted	25.00	ISETS 6Partner	2/16/2023	DHS 1wrkdev	2/16/2023	DHS 1wrkdev		

## Attendance

This feature allows you to track the attendance of the participant for a specific activity.

- Service must be Started/Open with a start date and planned end date.
- **Select** the attendance tab.
- **Select** the week for which attendance is to be tracked.
- **Enter** the time for check-in, lunch, and check-out for each day.
- **Save**, or if the person entering the information can verify the attendance is correct, select Submit and Verify Attendance.
- Attendance may also be entered for groups of participants.
- Individuals may enter attendance from the tools in their personal account.
- Attendance may be accessed from the EP/Case Management or the Overview page.

The screenshot shows the 'Attendance' tab in the ISETS system. It includes a profile section with fields for Profile, Email, User Name, and Last 4 SSN. Below this is a table for tracking attendance by week. The 'EDIT WEEKLY ATTENDANCE' modal window shows a table with columns for Day, Check In, Lunch Start, Lunch End, Check Out, and Updated. The table lists days from Sunday to Saturday for the week of 11/28/2021-12/4/2021. At the bottom of the modal are buttons for 'Save', 'Submit and Verify Attendance', and 'Close'.

## Earned Credentials

This feature allows you to add credentials earned by the participant for this activity.

- **Select** Add the credential manually, OR Add Credential from Credential Registry.
- **Complete** all the fields when adding a credential manually. Credential Source and Type provide drop-down lists from which to select. Credential date requires an 8 digit date i.e. 03/03/2023
- **Save**. This will also add credentials to any outcome tabs associated with a participant file.

The screenshot shows the 'Earned Credentials' tab in the ISETS system. It includes a search bar and two buttons: 'Add Credential Manually' and 'Add Credential From Credential Registry'. Below this is a table with columns for Name, Type, Source, Institution, and Data Source. A message states 'No data available in table'. At the bottom is a form for adding/editing a credential with fields for Name, Credential Source, Date Attained, Credential Type, Institution, and Description. At the bottom right are 'Cancel' and 'Save' buttons.

## Service/Activity Level Information (Worksite Placements)

### Notes:

- Before entering worksite placements into the EP/Case Management, make sure that all employers and worksites have been identified in the worksite placement tool.
- Adding the customer to a worksite using the EP/Case Management will populate the worksite placement tool tracking of positions taken.
- If needed, payroll can be uploaded in worksite placement.

### Status

This type of activity includes worksite placement fields:

- Select **Add** to add the customer and enter the following information:
  - **Minimum wage** for placement based on state minimum wage.
  - **Hourly wage** will be prepopulated with the information that was entered with the job. Hourly wage must be equal to or greater than minimum wage.
    - Enter the subsidized wage.
      - The **subsidized wage** should be no more than the minimum wage.
      - On Earnfare, customer only receives 6 months of subsidized wages per calendar year.
  - Days in subsidized employment is listed with each placement.
- Select the **type of position**.
  - Full-time.
  - Part-time.
- Select a **Status**.
  - Planned/Not Started – No subsidized days tracking happens with this status.
  - Started (Open) – The start date begins the time limit for the subsidized wage.
  - Successful completion – ends subsidized wage counting.
  - Unsuccessful completion – ends subsidized wage counting.
- Enter in the Start Date.
- **Follow-up** can be tracked at 30, 60, and 90 days. The follow-up section will be available/activated once each of the

**CW - Community Workfare**

Add this customer to a worksite. If you do not have any worksites listed, add the employer/worksite in worksite placement. Once added, they will be available in the Career Plan.

Total Subsidized days for all items: 145

Goal\*

Show  entries Search:

	Employer	Worksite	Job	Total Number of Openings
Add	Young Drycleaners	Young Drycleaners	Laundry and Dry-Cleaning Workers	8
Add	Eagles Range	Eagles Range	Grounds Maintenance Workers, All Other	6
Add	Route 39 Transportation	Route 39 Transportation	Logistics Managers	9
Add	Humphrey Hondas	Humphrey Hondas	Motorcycle Mechanics	9

Showing 1 to 4 of 4 entries Previous  Next

[Remove Worksite Job](#)

Job Title  Employer

Employment Type  Worksite

Minimum Wage for Placement \*  Start Date \*

Hourly Wage for Placement \*  Planned Due Date \*

Subsidized Wage or Training Wage Match \*  End Date

Unsubsidized/Employers Wage Match \*  Subsidized Start Date

Position Type \*  Subsidized End Date

Status \*

**STATUS HISTORY**

Show  entries Search:

Status	Start Date	Inactive Date	Return Date	Subsidized Start Date	Subsidized End Date	Total Days Subsidized	Updated Date	Updated By
Started (Open)	8/8/2022			8/8/2022		129	12/14/2022	ISETS 6Partner

Showing 1 to 1 of 1 entries Previous  Next

Total Subsidized days for all items: 145

30 Days Follow-Up Due on 9/7/2022

60 Days Follow-Up Due on 10/7/2022

90 Days Follow-Up Due on 11/6/2022

180 Days Follow-Up Due on 2/4/2023

270 Days Follow-Up Due on 5/5/2023

How many hours a week are you planning on working on this? \*

Costs associated with activities are added to Support Services.

Other Notes

Service addresses the following situations [Show More Situations](#)

\*\*This Customer Service was updated by ISETS 6Partner on 12/14/2022 at 2:34 PM\*\* [Update Customer Service](#)

timeframes have been met. When the customer reaches each of these milestones, review the information for accuracy, update the subsidized wage as needed, and select that you have verified employment.

- Days in subsidized employment – tracks from all positions entered in the EP/Case Management, i.e. if one job has 35 days and another has 13 days, the Days in Subsidized will show 48 days. The job with recent dates will have the most current count.

### Attendance

Use the attendance tool to track work hours. See the instructions above.

### 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

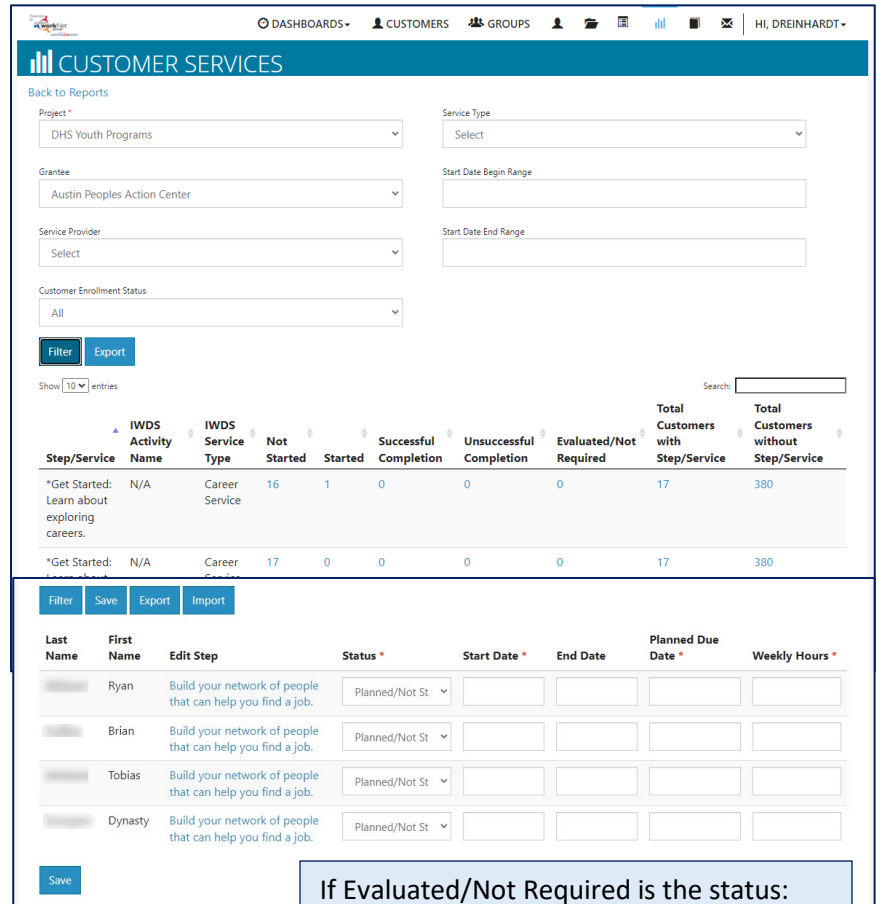
- Referral to Childcare/Medical services
- Referral to clothing provider
- Referral to Domestic Abuse Counseling
- Referral to Drug/Alcohol Rehabilitation Counseling
- Referral to homelessness counseling provider
- Referral to Housing and Utilities support
- Referral to personal hygiene services
- Referral to transportation services



## Customer Services Report

The Customer Services Report is a way to update multiple participants services/activities at one time. This is especially useful if a cohort of individuals are working through a series of services as a group and the participants all have the same dates associated with a step or service.

- **Select** Reports (bar graph icon in the Customer Support Center menu.)
- **Select** the appropriate filters
- **Select** Filter
- All services associated with any participant will show in the list of services.
- **Select** a number in one of the status columns to see a list of the participants who are included.
- Move through the list of participants by selecting the status; **entering** a start date, planned due date, and weekly hours.
- Statuses may be different for each participant when saving.
- **Save**. When the list is refreshed, the participants should then show in the appropriate column based upon the status saved in the step/service/activity.



Step/Service	IWDS Activity Name	IWDS Service Type	Not Started	Started	Successful Completion	Unsuccessful Completion	Evaluated/Not Required	Total Customers with Step/Service	Total Customers without Step/Service
*Get Started: Learn about exploring careers.	N/A	Career Service	16	1	0	0	0	17	380
*Get Started:	N/A	Career Service	17	0	0	0	0	17	380

Last Name	First Name	Edit Step	Status *	Start Date *	End Date	Planned Due Date *	Weekly Hours *
	Ryan	Build your network of people that can help you find a job.	Planned/Not St				
	Brian	Build your network of people that can help you find a job.	Planned/Not St				
	Tobias	Build your network of people that can help you find a job.	Planned/Not St				
	Dynasty	Build your network of people that can help you find a job.	Planned/Not St				

If Evaluated/Not Required is the status:

- Use the same date for Start Date and Planned Due Date.
- Enter 0 weekly hours