



ISETS

Illinois SNAP Employment & Training System

User Manual

For State SNAP E&T Staff



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*All images are fictional examples only and any resemblance to actual persons is coincidental only



Access to ISETS

ISETS is powered by Illinois workNet. This means that you will go to [ISETS](#) inside www.illinoisworknet.com and log into your Illinois workNet account. We suggest using Chrome or Edge. Internet Explorer is no longer supported.

If you already have an Illinois workNet account created, you would have received an ISETS/Illinois workNet username and password in your email.

If you do not know or remember your password, click on the forgot password link below the log-in information as shown to the right.

You can recover your password via email. If you do not receive the information, look for an email in your junk folder. If you have any issues, access the Help Request link found on the bottom of any page on Illinoisworknet.com. Indicate that you are a partner and need to regain access to your account.

ISETS Security

For security reasons, when you are logged into ISETS, screens are set to TIME-OUT after 30 minutes of inactivity. There is a 5-minute notification period during which time you can click on the screen to renew your activity. After the notification period you will be logged out. A best practice is to **close tabs when you are not using them**. If you have been logged out, enter your Illinois WorkNet/ISETS password and return to ISETS.

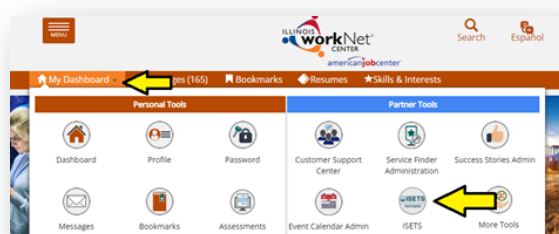
You are required to update your ISETS/ Illinois WorkNet password quarterly.

Accessing ISETS Tools

Once you are logged in, you can access the ISETS Dashboard and partner tools.

Option 1 – Use the direct link. If you use this option, you may want to bookmark the link. <https://apps.illinoisworknet.com/SiteAdministration/IDHSET/Admin/Index/>

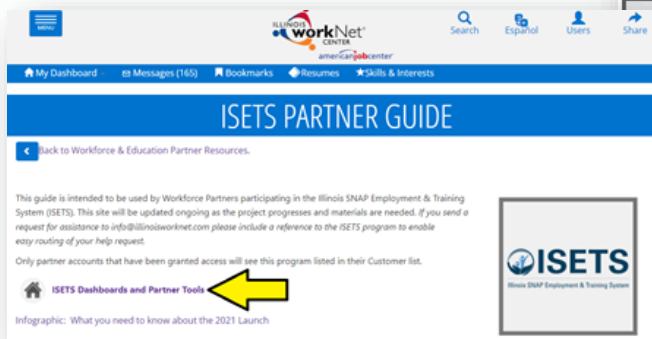
Option 2 – Use the ISETS logo that is available in your Illinois workNet Dashboard Partner Tools.





Option 3 – Use the ISETS tile located on the Illinois WorkNet Programs page.

Option 4 – Use link that is listed on the ISETS Partner Page:
(<https://www.illinoisworknet.com/isetspartners>)



The process to become an ISETS partner user:

1. In order to gain access to any IDHS data system your organization must have approval of a Security and Privacy Controls Questionnaire: please complete and submit an [SPCQ to DHS.ISETS.ACCESS](#). (If your SPCQ has already been submitted and approved, proceed to step 2)
2. Each ISETS user must complete HIPAA and Security Awareness Training Modules and Attestations found at [IES Access and Support Center for External Partners](#). These are kept at the Partner agency.
3. Each ISETS user must complete a Confidentiality Agreement found at [IES Access and Support Center for External Partners](#). These are kept at the Partner agency also.
4. Providers must submit an initial user list saved as a Microsoft excel file with your organization's name in place of "Organization Name" in the file name. If you need to access a blank copy of this template, Provider Managers should ask their manager for a copy. If you have already submitted an initial user list, each subsequent user must be requested by submitting an IL444-2022 form (step 6)
5. IDHS staff will forward all forms to the correct department and once we have a final DHS signature, users will be uploaded into ISETS. Each user will receive a system generated notification once they have been added.
6. New users can be added after the initial user list by submitting a Help Request in ISETS. The requester must submit the IL444-2022 form and provide a birth date in their Help Request ticket. Instructions for submitting a Help Request are outlined in the "Where to get Help" section in this manual.



Access Forms:

[IDHS_SPCQ_v4.1_03.2018.pdf](#)

[IL444-2022.pdf](#)

[ISETS User List - Organization Name .pdf](#)

Please remember that if a Provider fails to notify IDHS of a user who is no longer employed with them, this could constitute a breach of their Data Sharing Agreement. Instruct your Providers to review their user list every few months to ensure it is up to date.

For IDHS Staff to gain access to the system, please have your manager submit a written request to dhs.isets.access@illinois.gov with your name, email address, phone number, zip code, birth date, and what role you need. The role you are assigned will determine what information you have access to.

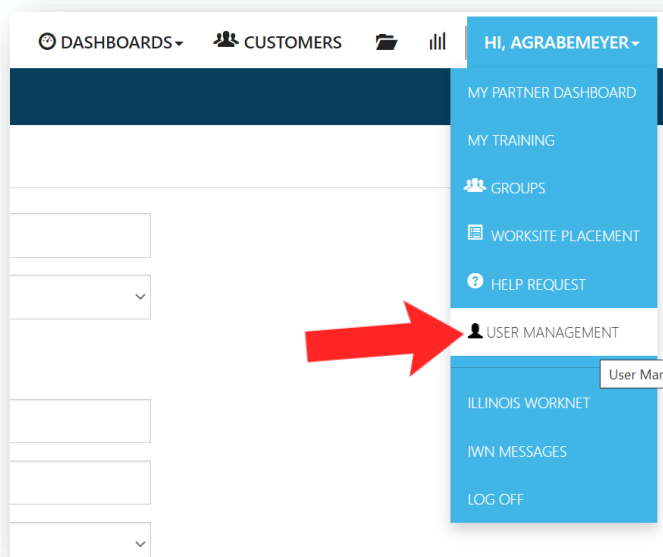
Provider Managers will also need to ensure that they have access to the Providers they are assigned to. While ISETS staff do their best to update this information periodically, it is your responsibility to ensure you have access to and are reviewing your Providers' data regularly. If you are reassigned to a different Provider, please email dhs.isets.access@illinois.gov immediately to update the list of Providers you have access to in ISETS.

Adding new Providers and New Users in ISETS (for Super Users)

IDHS staff are responsible for monitoring the DHS.ISETS.Access@illinois.gov mailbox and are responsible for adding new Providers and new users for existing providers. Providers may only be added if they have an executed contract with IDHS and have a current approved SPCQ.

Adding a new user in ISETS

1. Confirm that the organization has a current SPCQ approved.
2. Confirm that the IL444-2022 form is filled out and signed and that a DOB was provided.
3. In ISETS, click on the upper right-hand corner of the screen with your username and expand the dropdown menu. Choose "User Management".





4. Ensure that the user isn't already added to the system or listed with another organization by searching their name. Make sure to click the "Search" button; simply hitting "Enter" after typing into the system does not prompt a search.
5. If no user already exists, click on the "Add Partner to Group" button.

The screenshot shows the ISETS User Management page. At the top, there are navigation links for DASHBOARDS, CUSTOMERS, and a user profile for HI, AGRABEMEYER. The main heading is 'USER MANAGEMENT'. Below this, there is a search bar with 'John smith' entered. To the right of the search bar is a button labeled 'Add Partner to Group', which is highlighted with a red arrow. Below the search bar are filters for Group and Role, both set to 'Select'. There is also a 'Show 10 entries' dropdown. Below the filters is a table with columns: Last Name, First Name, Username, Group, Email, IwN Role, LWIA, and Add/Remove Partner. The table is currently empty, displaying 'No data available in table'. At the bottom, it says 'Showing 0 to 0 of 0 entries' and has 'Previous' and 'Next' navigation buttons.

6. A pop-up window with all the fields will appear.

7. Fill in all the fields and search for the organization in the last field. This organization name must begin with "ISETS" as with the highlighted option to the right.

The screenshot shows the 'ADD PARTNER' pop-up window. The form contains the following fields: First Name (John), Last Name (Smith), Birth Date (03/12/1978), Phone Number (7732321671), and ZIP Code (60623). The Email field is populated with 'ISETS - Central States SER (SERCO)'. A 'Search' button is visible. Below the form, there is a message: 'No Account has been found with this information. Would you like to search non-active accounts?' with a 'Search Non-Active Accounts' button. At the bottom right, there are 'Add Partner' and 'Close' buttons.



- If no account already exists in the Illinois Worknet system, you will receive a message like the one below. If this is the case, click on "Search Non-Active Accounts".

Organizations or Groups to Add Partner to*

× ISETS - Central States SER (SERCO)

No Account has been found with this information. Would you like to search non-active accounts?

- If an account already exists in the IWN system but not in ISETS you will see a message like the one below:

ADD PARTNER

First Name *

Last Name *

Birth Date *

Phone Number *

Email *

ZIP Code *

Organizations or Groups to Add Partner to*

× ISETS - Central States SER (SERCO)

A match has been found based on the information provided.

User Name: JSmith2023
Email: John.Smith@centralstatesser.org
First Name: John
Last Name: Smith
Birthday: 03/12/1978

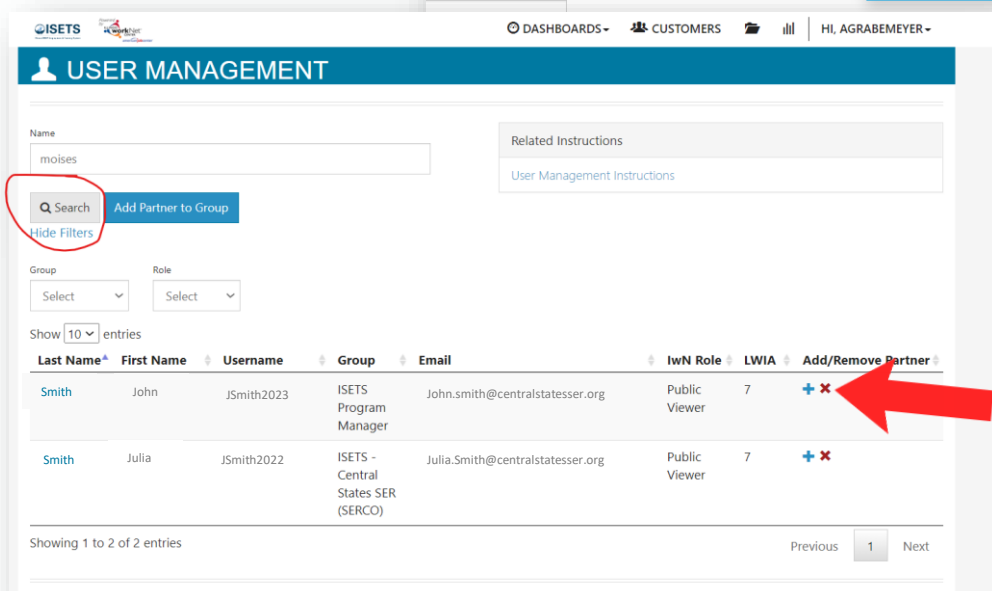
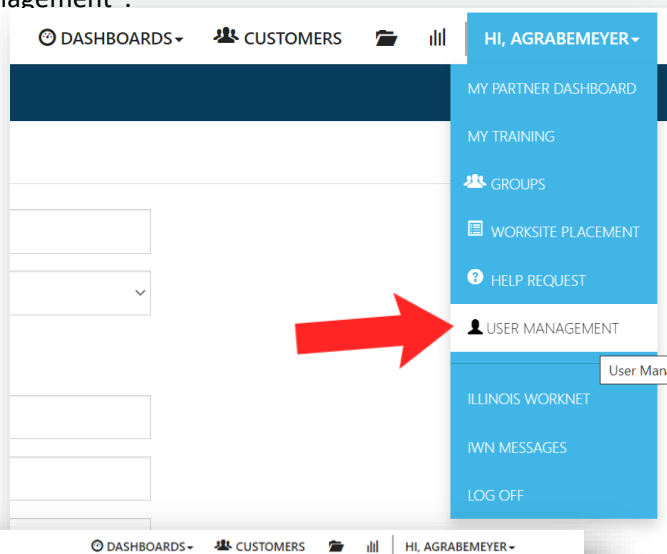
Is this the correct account? Yes No



10. If this is the correct person click on the “Yes” radio button and click “Add Partner” button. If no account is found, you will see a message saying that a new account is being created then you will need to click the “Add Partner” button.

Removing existing users

1. Confirm that the request to remove the user was made from an authorized organizational representative.
2. Go to [ISETS](#) and login.
3. Click on the upper right-hand corner of the screen with your username and expand the dropdown menu. Choose “User Management”.
4. Search their name. Make sure to click the “Search” button; simply hitting “Enter” after typing into the system does not work.
5. Click on the red X to remove the user from that Provider/Role. For management staff, please make sure you have removed them from all listings.





Adding a new Provider in ISETS

When a new Provider contract is executed, an appropriate IDHS Super User must notify ISETS staff so that the Provider information can be added to ISETS including the dropdown menus.

The following steps must also be completed to ensure a new Provider has the access they need to get started in ISETS:

1. Add the new Provider by going to the Provider Info section and choosing the ISETS Provider Details tab.
2. Click the “Add New ISETS Provider” button and fill out all information for the provider.
3. Click “Save & Add Contract”.

The screenshot shows the ISETS web application interface. At the top, there are navigation links for 'DASHBOARDS' and 'CUSTOMERS'. The main heading is 'PROVIDER INFO'. Below this, there are several tabs: 'Appointments', 'File Uploads', 'ISETS Provider Details' (which is selected), 'ISETS E&T Programs', and 'Case Notes'. There are two dropdown menus: 'Program' with the text 'Select a Program' and 'Provider' with the text 'Select a Provider'. Below these are three buttons: 'Select', 'Print', and 'Add New ISETS Provider'. A red arrow points to the 'Add New ISETS Provider' button. Below the buttons, there is a section for 'ISETS Provider Info' with a form. A modal window titled 'ADD NEW ISETS PROVIDER' is overlaid on top of the main page. This modal contains the following fields: 'Provider Name *' (text input), 'Address *' (text input), 'City *' (text input), 'Zip *' (text input), 'State *' (dropdown menu with 'Illinois' selected), and 'Phone Number *' (text input). There is also a checkbox for 'FCRC'. At the bottom of the modal are three buttons: 'Close', 'Save', and 'Save & Add Contract'.



5. The “Add New Contract” window will open. Fill out all information for the new contract including Contract Number, Program Offered, Start Date, End Date, and all measurable goals included in the exhibits for the Provider. Also make sure that the dollar amounts for the contract are accurate.
6. Click the “Save” button.
7. Add a Location for the provider in the Provider Details screen. If one is not available to choose, please submit a Help Request ticket to ISETS so a Location can be added to Illinois WorkNet for reference.
8. Add an E&T Program associated with the new contract and prompt the organization (through their Provider Manager) to edit/complete the program. Please see the section on “[Editing Program Information](#)” for more instructions on how to do this.

ADD NEW CONTRACT

Contract Number*

Program Offered*

- Earnfare
- SNAP 2 Success
- SNAP Job Placement
- SNAP Special Projects
- SNAP Supportive Services
- TANF JP
- TANF Supportive Services
- Work First

Start Date

End Date

Recruited Participants Goal (Number of people recruited to the program)

Number Serving Goal (Number of people assessed)

Employed Participants Goal (Number of people employed)

Number of Participants Enrolled

Program Goals - Based on selected Program Offered

Contract Admin Amount \$

Contract Support Services Amount \$

Contract Wages Amount \$

Contract Total Amount \$

Close Save



5. Ensure that the Provider has all Activities and Services available to them by scrolling to the bottom of the ISETS Provider Details page and clicking the “Edit Services to Use on Career Plans” button. Make sure that all SNAP E&T Activities and Services are checked and added. And click “Save”.

The screenshot displays the 'SERVICES' section of the ISETS Provider Details page. The main interface shows a table of services with columns for Category, Name, Description, and a Remove button. A red arrow points to the 'Edit Services to Use on Career Plans' button in the top right corner of the main interface.

The 'ADD SERVICE' modal window is open, showing a list of services to be added. The modal has a search bar and a 'Show 10 entries' dropdown. The table in the modal has columns for Add, Category, Service, and Description. A red arrow points to the 'Add' checkbox for the first service, 'Other E&T Activities'.

Add	Category	Service	Description
<input type="checkbox"/>	Other E&T Activities	A/BA - Associates/Bachelor degree	A/BA - Associates/Bachelor degree... See More
<input type="checkbox"/>	Other E&T Activities	APU - Apprenticeship Unsubsidized	Apprenticeship that is unsubsidized employment... See More
<input type="checkbox"/>	SNAP Activities	BE - Basic Education (ABE/GED)	Adult Basic Education (ABE) programs serve students ages 16 ... See More
<input type="checkbox"/>	Support	Books & Training Supplies	Books & Training Supplies... See More
<input type="checkbox"/>	Support	Childcare/Medical	Childcare/Medical... See More
<input type="checkbox"/>	Support	Clothing	Clothing necessary to seek, accept and maintain employment o... See More
<input type="checkbox"/>	Other E&T Activities	CS - Community Service	CS - Community Service... See More
<input type="checkbox"/>	SNAP Activities	CW - Community Workfare	Community work includes unpaid work a person performs at a p... See More
<input type="checkbox"/>	SNAP Activities	E - Employment (subsidized or unsubsidized)	Employment... See More
<input type="checkbox"/>	Support	Educational/Credential Testing	Educational/Credential Testing... See More



Username Menu

In the upper right-hand corner of the screen in ISETS you will see your username displayed. If you click on your name, you will see a dropdown menu. The following are the available options you can select:

My Partner Dashboard

Connects to the user's dashboard to complete tasks like change password or view their own status on activities.

My Training

Connects to training videos associated with the program in which the partner is working.

Groups

Returns the user to the initial group menu in the event the user has access to more than one project.

Worksite Placement

Links to the Worksite Placement dashboard to add worksites and payroll associated with a project/program.

Help Request

Links to the help desk ticketing system where users may report issues happening in the system.

Illinois workNet

Returns the user to the main Illinois workNet page.

IWN Messages

Links the user to messages sent in case notes and messaging within Illinois workNet.

Illinois workNet

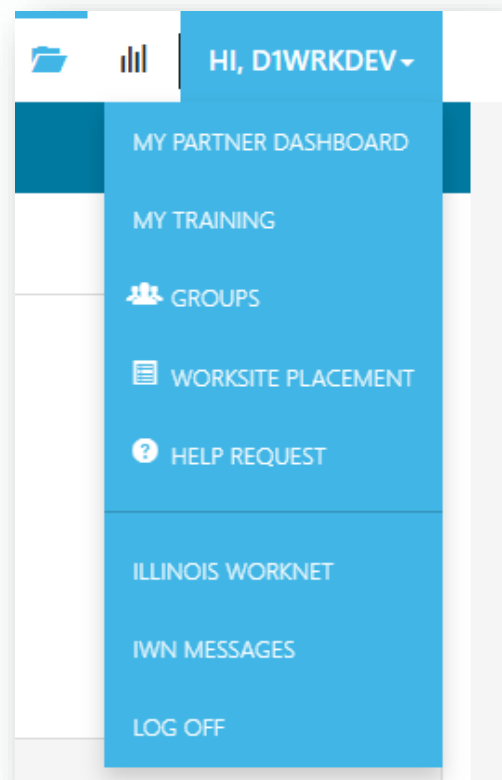
Returns the user to the main Illinois workNet page.

IWN Messages

Links the user to messages sent in case notes and messaging within Illinois workNet.

LOG OFF

Allows you to log out of ISETS or Illinois workNet.





Viewing and Editing Provider Information

The Provider Information section of ISETS helps grantees add, track and follow items related to the grant and the agency. This area does not deal with specific customers. Tabs may vary based upon the grant parameters.

Below is a table of which roles have access to edit information in this section of ISETS.

Workforce Development (IDHS)	Provider Managers (IDHS)	Program Manager (CBO)
View contract	View contracts	Edit Contracts
Edit Programs	Edit Programs	Edit Programs
View Worksites	View Worksites	Edit Worksites
View Services/Activities	Edit/Remove Services	View Services/Activities

1. Inside ISETS, click on the “Provider Information” icon on the top right menu: the partially open folder icon.

The screenshot shows the ISETS interface. At the top right, there is a navigation menu with 'DASHBOARDS', 'CUSTOMERS', and a folder icon. A red arrow points to the folder icon. Below the navigation bar is the 'PROVIDER INFO' section. It has several tabs: 'Appointments', 'File Uploads', 'ISETS Provider Details', 'ISETS E&T Programs', and 'Case Notes'. The 'Appointments' tab is selected. Below the tabs, there are two dropdown menus for 'Project' and 'Provider', both with 'Select a Project' and 'Select a Provider' options. There is a 'Filter' button. Below the filter is a table with the following structure:

Name/Location	Notes	Details



Appointments

Agencies who want to offer intake appointments, office hours, or orientations, can add them by following these steps:

1. Select ISETS as the Project for the first dropdown field.
2. Select the appropriate Program and Provider name.
3. Click “Filter” to see locations for the project/agency.
4. Click the “Add Appointment Site” button.
5. Name the appointment site.
6. Add instructions for the appointment i.e., bring an I.D., bring referral form, etc.
7. Appointments and Appointment sites can be deleted from the list when needed.

*Providers may find it more expedient to add recurring appointments.

The screenshot shows the 'PROVIDER INFO' dashboard with the 'Appointments' tab selected. There are three dropdown menus: 'Project' (set to 'ISETS'), 'Program' (set to 'Select a Program'), and 'Provider' (set to 'Select a Provider'). A red arrow points to these dropdowns with the text 'Steps 1, 2 and 3'. Below the dropdowns is a 'Filter' button and a table with columns 'Name/Location', 'Notes', and 'Details'. The footer shows '© 2023 - Illinois workNet® - V: 107.7'.

To edit an existing appointment site:

1. Click on the “Edit Site” button and make any changes to the Appointment Site information.
2. Click on the “Edit Schedule” button and add scheduled appointments by clicking on the “Add Appointment” button.
3. To add an appointment, click on the “Appointment Date and Start Time” field and

pick a day on the calendar. You can choose a time by toggling the time listed with up or down arrows (appointments are automatically given one hour).

4. Edit the end time.
5. Select the number of openings.
6. Click the “Add Appointment” button.

The screenshot shows the 'ADD APPOINTMENT' modal form. It has fields for 'Appointment Date and Start Time' (01/30/2023 9:00 AM), 'Appointment End Time' (01/30/2023 10:00 AM), and 'Number of openings' (Select). There are 'Close' and 'Add Appointment' buttons at the bottom. A red arrow points to the 'Add Appointment' button. The background shows the 'PROVIDER INFO' dashboard with the 'Appointments' tab selected. The footer shows '© 2023 - Illinois workNet® - V: 107.7'.



File Uploads

These are typically files that are associated with a Provider agency, grant or staff – NOT individual customers. Provider managers may add files to a Provider record by performing the following steps:

1. Select ISETS as the Project for the first dropdown field.
2. Select the appropriate Program and Provider name.
3. Click “Upload File”
4. Select type of upload category
5. Select a file to upload
6. Add a description of the file so that each file doesn’t have to be opened.
7. Click the Upload button.

The screenshot shows the 'PROVIDER INFO' page with the 'File Uploads' tab selected. The 'Project' dropdown is set to 'ISETS', 'Program' to 'SNAP Job Placement', and 'Provider' to 'Select a Provider'. The 'Upload File' button is highlighted with a red arrow labeled '3'. The 'UPLOAD FILE' modal is open, showing a 'Category' dropdown menu with options like 'Agency MOU', 'Agency Contracts', 'Agency Staff Training', 'Credentials', 'Fiscal Report', 'Incentive/Stipends Paid', 'Performance Improvement Plan', 'Performance Report', and 'Worksite Agreement'. The 'Description' field is empty. The 'Upload' button is highlighted with a red arrow labeled '7'.

ISETS Provider Details

This tab represents grant specific information. Access is granted to Providers participating in that grant. Access to edit information is limited to IDHS staff and designated Provider Management staff. Items in the tables can be filtered by clicking the column header.

1. Select the Project and select Provider and click “Select”.
2. The “Add New Provider” button allows a new grantee to be added to the system. (Available only to specific roles)

The screenshot shows the 'PROVIDER INFO' page with the 'ISETS Provider Details' tab selected. The 'Program' dropdown is set to 'SNAP Job Placement' and the 'Provider' dropdown is set to 'Select a Provider'. Below the dropdowns are buttons for 'Select', 'Print', 'Add New ISETS Provider', and 'Reset Filters'. A red arrow points to the 'ISETS Provider Details' tab.



The **Associated Contracts** section contains IDHS contract information. This section can only be edited by certain users. These users can add or update the contract information. IDHS staff enters the initial contract information. The Provider Program Manager and IDHS Super Users can update the contract information. This information should be updated any time a contract is amended. If you notice that a contract is incorrect or has been amended and has not been updated, please check here and submit a Help Request ticket to report the change.

ASSOCIATED CONTRACTS						Add Contract
Number	Provider	Start Date	End Date	Program Offered	Total Amount	
FCSAG	Chicago	7/1/2021	6/30/2022	SNAP Job Placement	\$	Remove
FCSBC	Chicago	7/1/2022	6/30/2023	SNAP Job Placement	\$	Remove

Showing 1 to 2 of 2 entries

Previous 1 Next

The **Locations** section lists program locations where a Provider serves SNAP customers. Each Provider partner should have at least one location added. Programs are assigned by location. IDHS uses distance from program to participant as one factor to match when making a referral to a partner agency.

LOCATIONS		Add Location
Location Name	Address	
		Remove

Showing 1 to 1 of 1 entries

Previous 1 Next

To add a location:

1. Click on the “Add Location” button.
2. If not available to be added, submit a Help Request ticket to have your location added to the Illinois WorkNet database of Provider locations .

The **Audits** section lists periodic audits of the program/contract. These can only be entered by IDHS Super User Administrative staff or IDHS Provider Managers.

*If a new audit is added, a copy of the Performance Improvement Plan document (linked in this section) must also be uploaded to the File Uploads section for reference.

ADD AUDIT

Date * 01/31/2023

Type* Select

Select

No Corrective Action Required

Recommendation

Finding

Due Date *

Status* Select

Close Save

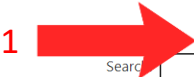


The **E&T Programs** section contains information related to the E&T programs offered by the Provider. These are only programs which are directly related to IDHS contracts. More detailed information about E&T Programs for each Provider can also be found in the next tab: “ISETS E&T Programs”. See the next section for that information.

The **Worksites** section contains information about worksite placements. As opposed to Employment Placements, worksites are only locations/employers where E&T Work Experience Activities or Earnfare/OJT takes place.

WORKSITES

Show entries

1  [Add/Edit Worksite](#)

Search:


Employer	Worksite	Job Title	Job Type	Wages	Total Openings	Full Time Positions Filled	Part Time Positions Filled
Township	Township	Office Clerks, General	N/A	\$12.00	8	0	0
Township	City of Wamac	Grounds Maintenance Workers, All Other	N/A	\$12.00	4	0	0
Township	Salvation Army	Stock Clerks and Order Fillers	N/A	\$12.00	10	0	1

Showing 1 to 3 of 3 entries

Previous Next

To add a worksite (for reference when working with Providers):

1. Click on the “Add/Edit Worksite” button. This will load a new page titled “Worksite Placement”.
2. Select ISETS as the Project and select the appropriate Provider and Employment Type from the dropdown lists. *Note: if you do not select an Employment Type, all employment types will be listed.


ISETS  DASHBOARDS - CUSTOMERS HI, AGRABEMEYER -

WORKSITE PLACEMENT

Employers **Worksite Placement** Payroll

Project:

Grantee/Provider:

Employment Type: 

Related Instructions:

[Add Employer/Worksite](#)

WORKSITE, AND JOB POSTING INFORMATION.

Illinois SNAP Employment & Training System - Updated September 2024

Search:

Total Number of Openings: Full Time Positions Filled: Part Time Positions Filled:



3. Click on “Add New Worksite” to add a new Worksite or click on the name of the worksite in the resulting list to edit that worksite.
4. If you are adding a new worksite, you will be taken to a page asking you to “Select Employer or Enter information for a new Employer”. Choose your Provider as the Employer by clicking the blue “Select” button next to your organization’s name.
5. In the next page, select an existing worksite or click the “Add New Worksite” button.
6. Enter all information including a Primary Contact for the worksite and click on the “Next Step” button.
7. The next screen will prompt you to add the placement information. This is the actual job your customer will be doing at the worksite.
8. Click the “Finish” button.

WORKSITE PLACEMENT
RETURN TO WORKSITE LIST

Select Employer ✓ Select Worksite ○ Add Worksite Placement Information ○

STEP 2 - SELECT WORKSITE OR ENTER INFORMATION FOR A NEW WORKSITE

Name *

Is this worksite the same as the employer?

Primary Phone (Format: XXX-XXX-XXXX) *

Secondary Phone (Format: XXX-XXX-XXXX)

Address 1 *

Address 2

City *

State *
Illinois ▼

ZIP Code *

PRIMARY CONTACT

First Name *

Last Name *

Title *

WORKSITE PLACEMENT
RETURN TO WORKSITE LIST

Select Employer ✓ Select Worksite ✓ Add Worksite Placement Information ○

STEP 3 - ADD PLACEMENT INFORMATION

SOC Code - Select a SOC Code/Job Title that best represents the job for this worksite placement *

[Lookup SOC Codes](#)

Title - You can update this title as needed *

Description *

Employment Type *
Select ▼

Hourly Wage For Placement *

Total Number of Openings *

Estimated Length in Weeks *

[Previous Step](#) [Finish](#)

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ISETS E&T Programs

This tab represents program specific information. You can filter by clicking the radio buttons near the top of the page. Choose the type of program, the Provider name, Contract Number, or Fiscal Year and click “Filter”. Program information may be viewed or edited based on user access levels.

PROVIDER INFO

Appointments File Uploads ISETS Provider Details **ISETS E&T Programs** Case Notes Grantee Details Training Programs

Search by Program Provider Contract Number Fiscal Year

Program: SNAP 2 Success

Filter Reset Filters

Show 10 entries

Program Name	Provider	Contract Number	Fiscal Year	Location Name	Program Schedule	Program Offering	Training Activities	Other Training	Options
SNAP 2 Success	Revolution Workshop	FCSABC123				None			Edit - Remove
SNAP 2 Success	YWCA of Metropolitan Chicago	FCSABC123							
SNAP 2 Success	Growing Home Inc.	FCSABC123							

1. To remove the program click on “Remove”.
2. To edit program information, click on “Edit” next to the item you want to edit on the resulting list. A new page will load with all of the program details.

PROVIDER INFO

Appointments File Uploads ISETS Provider Details **ISETS E&T Programs** Case Notes Grantee Details Training Programs

Search by Program Provider Contract Number Fiscal Year

Provider: Select a Provider

Select a Provider

- ABE Customer Care Call Center - 1055 175th St, Ste 202, Homewood IL 60430
- Able Career Institute/IT Career Lab - 567 W. Lake St. Ste 1150 Chicago IL 60661
- Adams (Satellite Office) - 2005 E US Hwy #136 Carthage IL 62321
- Adams County - 300 Maier St, 2nd Floor Quincy IL 62301
- Asian Human Services - 4820 N. Broadway Chicago IL 60640
- Asian Human Services of Chicago - 4753 North Broadway, Suite #700 Chicago IL 60640-4995
- Aunt Martha's Youth Svc Ctr Inc. - 440 Forest Blvd, Park Forest IL 60466
- Benton Township - 104 North Tenth Street Benton IL 62812
- Bureau County - 225 Backbone Rd E, #2 Princeton IL 61356
- Calumet Park - Cook County - 831 W. 119th Street Chicago IL 60643
- CARA Program - 237 S. Desplaines Chicago IL 60661
- Cass County - 300 E 2nd Street Beardstown IL 62618
- Catholic Charities - 5645 W. Corcoran Plance Chicago IL 60644
- Center for New Horizons - 4150 S. King Drive Chicago IL 60653
- Champaign County - 705 N Country Fair Drive Champaign IL 61821

PROVIDER INFO

Appointments File Uploads ISETS Provider Details **ISETS E&T Programs** Case Notes Grantee Details Training Programs

Search by Program Provider Contract Number Fiscal Year

Provider: Able Career Institute/IT Career Lab - 567 W. Lake St. Ste 1150 Chicag

Filter Add Program

Show 10 entries

Program Name	Provider	Contract Number	Fiscal Year	Location Name	Program Schedule	Program Offering	Training Activities	Other Training	Options
SNAP 2 Success	Able Career Institute/IT Career Lab	FCSABC123				None			Edit - Remove

Showing 1 to 1 of 1 entries

Previous 1 Next

Best Practice

Provider Managers should NEVER remove any programs without consulting with their manager. Removing a program could result in errors in a contract or FY data reports. Programs for past years should never be removed.



IDHS staff may have added basic information from the contract, however the specifics of a program must be edited by Provider Program staff or a Provider Manager to ensure accuracy.

*Note: this information is used to match a program to customers seeking services during the referral process, so please help Providers choose answers based on which customers would best be served by this program.

Multiple programs may be entered under the same contract if they serve different types of customers or serve customers in different locations.

1. Make sure the correct contract number is selected.
2. Choose the correct location where that program is administered.
3. Choose the correct Program type.
4. Choose the correct Fiscal Year. *Note Fiscal Years run from July 1 – June 30 of the following year.
5. Check all appropriate boxes for the activities a program is contracted to provide to customers through this program.
6. Check boxes for Full Time and/or Part Time.
7. Enter a program description. You may enter anything here that describes your program to someone looking to possibly participate or refer a customer to you. This text will show up in the referral box when matching with customers.



3. Add a Target Occupation only if your program targets a specific job or industry.
4. Click “Save and Go to Next Page”.
5. Check the appropriate boxes to add criteria that will help match participants to the program when IDHS makes a referral to the agency. If a program is appropriate for everyone, check all of the boxes to ensure a program is matched with the largest number of customers.
6. Click Finish

ADD TARGET OCCUPATION

First, lookup SOC Codes and Occupations
Second, lookup CIP Codes

SOC Code

Occupation

CIP Code

Close Save

PROVIDER INFO

Appointments File Uploads ISETS Provider Details ISETS E&T Programs Case Notes Grantee Details Training Programs

Add Program Information Add Baseline Requirements Add Recommended Criteria

ADD RECOMMENDATION CRITERIA FOR ABLE CAREER INSTITUTE/IT CAREER LAB

RECOMMENDED CRITERIA 2nd Page

Skills

What type of work related skills would be a good match for this program?

Technology
 Mechanical/Trades
 Administrative
 Care-taking
 Leadership/Management
 Sales
 Teaching/Training Others
 Art/Music
 Food Preparation/Service
 Customer Service/Retail
 Cleaning/Facility Maintenance
 Financial/Math/Accounting

Participants that would be a good match for this program may be good at the following school subjects:

Math
 Reading/English
 Social Studies
 Gym/Sports
 Art/Music
 Trade/Shop
 Computer Science
 Chemistry
 Business
 Biology
 Engineering
 History
 Chess
 Debate

Interests

Case Notes

This tab contains case notes associated with a Provider agency, grant or staff – NOT individual customers.

To view case notes:

1. Select ISETS from the Project dropdown.
2. Select the appropriate Program type and Provider from the dropdown menus.
3. Click “Select”.

You may filter case notes by clicking on the top of any column.

PROVIDER INFO

Appointments File Uploads ISETS Provider Details ISETS E&T Programs Case Notes

Project: ISETS

Program: SNAP Job Placement

Provider: Asian Human Services

Select Add Case Note Reset Filters

Case Notes

Show 50 entries Search:

Provider	Contact Date	Subject	Comment	Delivery Method	Entered By	Entered
Asian Human Services	7/23/2021	Test message	The messages will be about the agency. Participants should not be a part of this at all. Emails should be anyone who has access to the agency or all of the agencies.	As Illinois workNet Message and Email	ISETS 6Partner	7/23/2021 2:37 PM
Asian Human Services	7/26/2021	Test	Test	Save as case note without sending a message/email	Edgar Vizcaino	7/26/2021 11:06 AM



To add a case note:

1. Click the “Add Case Note” button.
2. Select a task about which the case note is being written.
3. Type a subject
4. Type a message
5. Select how the case note is to be saved.
6. If being sent as a message, select to whom the message is to be sent.
7. Click the “Add Case Note” button at the bottom.

DASHBOARDS - CUSTOMERS

ADD CASE NOTE

Select A Task

Contact Date
1/30/2023

Subject

Add your message

Send Case Note As:

- As Illinois workNet Message
- As Illinois workNet Message and Email
- Save as case note without sending a message/email

Send Message/Email to:

- Illinois workNet Team
- Heather Baseler
- Praneeth Sommineni
- John Brechbuhl
- John Brechbuhl
- Erik Dalcomyn
- Andrea Grabemeyer
- Jerome Grimmer
- George Hampton
- Charles Hookins

Add Case Note

Best Practice

Any time IDHS staff meets with a Provider a case note should be added here. Examples of a good time to make a case note are:

- Findings during a monitoring (Corrective Action Plan)
- Findings during a Staffing meeting
- Notes from a 4334 meeting
- Findings/errors found during a data audit
- Updates to a contract
- Notes from a meeting with a Provider to document concerns or agreements



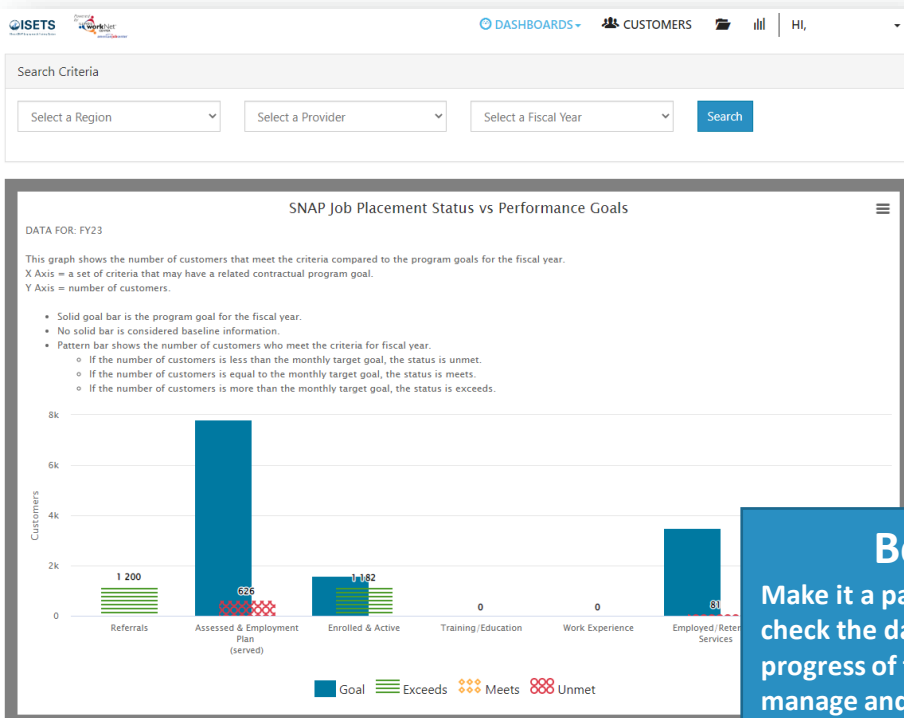
ISETS Dashboard

All customer data in ISETS is displayed on a dashboard. This dashboard provides a window into

- how customers are moving through the stages of a program
- how an organization is performing measured against contractual benchmarks
- what action or next steps need to be taken with customers

Because the dashboard contains a lot of data, it may take longer to load. Please be patient and allow it a few minutes before assuming it isn't working or hitting refresh.

The first bar graph (right) is a year-to-date count of how many customers a Provider has in various categories. The blue bars labeled "Goal" represents the Provider's program year goal for that category. This goal is taken directly from the contract that was entered into the system. If you believe there are any errors in the Goal numbers, please review the Provider's contract.



Best Practice

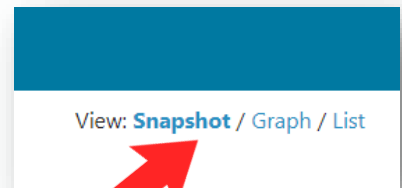
Make it a part of your daily routine to check the dashboard to see the progress of the organizations you manage and to guide your work. Check the following frequently:

- referrals which have been sent or need to be accepted,
- assessments which need to be completed
- customers in retention or other activities who may need follow-up.



Below this graph are sections with additional data. Each of these sections can be viewed as a “Snapshot”, a “Graph”, or a “List”. To change your view, click on the linked words at the upper right corner of the section. Different data may be available in different views.

Some of these will be listed as “Good” indicating that no action needs to be taken. Some may be listed as “Needs Action” which means that an action may be pending. Some may be listed as “Red Flags” which means that action is overdue.



It is recommended that Provider Managers review the dashboard information for their Providers at least monthly in preparation for their monthly Staffings.

Further is an explanation of the lower sections on the dashboard that contain more detail.

Referrals and Redetermination

This section gives an accounting of how many referrals an organization has sent, received, accepted, or rejected. In the case of referrals, if 48 business hours have passed since action needed to be taken, these will be listed as “Red Flags”.

The Redetermination list tells an organization how many people have a redetermination date (to renew their SNAP benefits) within 60 days. Those with less than 30 days until their redetermination will be listed as “Red Flags” indicating that these customers may need to make an appointment with an FCRC to renew their benefits or they will lose them and their E&T eligibility. It is recommended that Providers remind their customers when these dates are approaching.

To view the list of customers in each section, simply click on that block or the linked blue number in the list view.

REFERRALS AND REDETERMINATION

REFERRALS View: [Snapshot](#) / [Graph](#) / [List](#)
NUMBER OF UNDUPLICATED CUSTOMERS REFERRED: 1200
DATA FOR: FY23

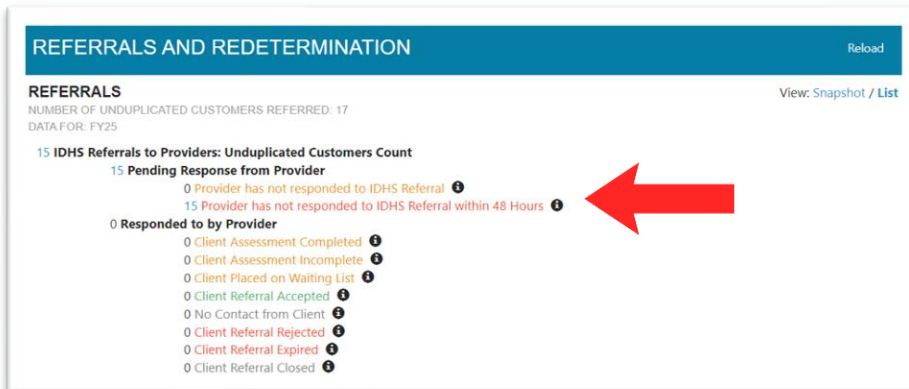
1050 Good	1199 Need Action	1 Red Flags	134 Not Participating
-----------	------------------	-------------	-----------------------

Appointment Time Availability

3 Good	0 Need Action	51 Red Flags
--------	---------------	--------------

REDETERMINATION View: [Snapshot](#) / [List](#)
CUSTOMER REDETERMINATION DATES
DATA FOR: FY23

529 Good	130 Need Action	528 Red Flags	23 Not Participating
----------	-----------------	---------------	----------------------



Activities

This section indicates how many customers have been assessed and have an EP completed, how many are enrolled in E&T and active, and how many are enrolled in Training/Education SNAP Activities with an agency.

Clicking on the List view for Assessments will show how many customers have completed assessments and how many still have incomplete assessments. Clicking on the List view for Enrolled & Active customers will give an accounting and demographic breakdown of your customer list. Clicking on the List view of the Training/Education data will give a breakdown of what kind of progress customers are making and the duration of their Training/Education activity.

Services

This section contains data on Support Services given to customers throughout the program year and of customers receiving retention services. Clicking on the List view for Support Services will give a count of each instance broken down by type of service.

SERVICES

SUPPORT SERVICES
DATA FOR: FY24

- 0 Services Needing Amendment**
 - 0 Books & Training Supplies
 - 0 Childcare/Medical
 - 0 Clothing
 - 0 Educational/Credential Testing
 - 0 Housing/Utilities
 - 0 Personal Hygiene
 - 0 Transportation
- 0 Services Needing Overrides**
 - 0 Books & Training Supplies
 - 0 Childcare/Medical
 - 0 Clothing
 - 0 Educational/Credential Testing
 - 0 Housing/Utilities
 - 0 Personal Hygiene
 - 0 Transportation
- 26 List of Customers with Support Services**
 - 0 Books & Training Supplies
 - 0 Childcare/Medical
 - 15 Clothing
 - 2 Educational/Credential Testing
 - 0 Housing/Utilities
 - 20 Personal Hygiene
 - 26 Transportation

Best Practice

Make it a part of your routine to check the dashboard to check the progress of customers in 90 day Job Retention. Providers are required to do the following:

- Contact customers every 30 days and add case notes
- Upload employment verification
- Exit customers who remain employed after 90 days of Job Retention Activity



Outcomes

This section contains a breakdown of how many customers you have exited from the program and the reason, how many customers have attained credentials throughout the program year, and how many have gained skills. Clicking on the List view for Completed/Exited will list a count of customers who have gained skills; credentials like Apprenticeship Certificates, Diploma/GED, Associates, or Bachelors degrees while in the E&T program; and have completed SNAP E&T and the reason for their exit. Measurable Skills Gains, Credentials Earned, Post Exit Employment, and Success Stories are all optional and helpful measures of success.

Clicking on the List view for Employed/Retention Services will give a count of customers with Employment placements entered, those who are receiving Retention services, the duration, and the wage ranges.

*Note: All data displayed in the dashboard is dependent on the data an organization enters into the system. For example, an Associates degree is not an official SNAP E&T Activity and is optional to enter in ISETS. However, if a Provider chooses not to enter this information, no one will see this reflected in the dashboard list of credentials.

More information on ensuring the accuracy of Provider data is outlined in another section.

The screenshot displays two main sections of the dashboard:

- OUTCOMES** (Data for FY24):
 - Measurable Skills Gains**: 0 Educational Functional Level (EFL), 0 Secondary Transcript/Report Card, 0 Postsecondary Transcript/Report Card, 0 Training Milestone, 0 Skills Progression/Diploma/Certificate/Degree.
 - Credentials Earned**: 0
 - Post Exit Employment**: 0
 - Completed/Exited**: 0 Exited - Unsuccessful Completion, 0 Exited - Moved to another Program, 0 Exited - Successfully Employed, 0 Successful Completion.
 - Success Stories**: 0
- EMPLOYED/RETENTION SERVICES** (Data for FY24):
 - Employed and Verified**: 3 Number of customers with employment verifications, 2 Number of customers without employment verifications, 1 Employment Verifications that need approval.
 - Wage Ranges**: 0 \$5.00 to \$11.00 Per Hour, 0 \$11.01 to \$15.00 Per Hour, 2 \$15.01 to \$20.00 Per Hour, 0 \$20.01 to \$25.00 Per Hour, 0 \$25.01 to \$30.00 Per Hour, 0 \$30.01 to \$35.00 Per Hour, 0 \$35.01 to \$40.00 Per Hour, 0 \$40.01 to \$45.00 Per Hour, 0 \$45.01 to \$50.00 Per Hour, 0 \$50.01 to \$55.00 Per Hour, 0 Over \$55.00 Per Hour.
 - Retention Service Duration**: 2 30 to 59 Days, 0 60 to 89 Days, 0 90 to 100 Days, 0 Over 100 Days.



Best Practice

A Best Practice is to enter data as it happens (or as you receive it). Entering data in a once weekly or monthly session is not recommended. This ensures that the data in the system is up-to-date on any given day and that data entry is not an arduous task but simply part of the day-to-day use of the system.

IDHS will consider data in ISETS as Official. Any supporting documentation or reports submitted outside of ISETS will be considered as unofficial. If you make a mistake, correct it as soon as possible and if you need help to correct some data, please request help (see the Help Request section of this manual). A good rule of thumb is: **“If it isn’t reflected in the ISETS system, it officially didn’t happen”**.



Viewing and Editing Customer Information

Customer data is imported on the 6th, 14th, 21st and 28th of each month at 8pm. This data comes from IES and is considered current.

It is the policy of IDHS that any customer data which needs to be updated **MUST** be reported directly to IDHS by the customer. Customers may do this by accessing their [ABE](#) (Application for Benefits Eligibility) account and submitting an update. Alternately, customers may contact an FCRC directly to officially change their contact information with IDHS. Name changes require a [IL444-2149](#) form and must be completed by the customer. Any changes that take place will be entered into IES and then transferred to ISETS upon the next data import. We strongly recommend Providers enter a case note into ISETS when a customer changes their contact information lest that change take some time to take effect and anyone viewing the customer record can see the updated information in the meantime.

Finding a customer in ISETS

1. After you log into ISETS the default page is the “Customers” page.
2. If you want to add a customer to a Provider’s case load, first look for a customer in the IES data (imported from IES twice a month), click the “Search IES Customer” button on the right.
3. A popup box will appear like the one to the right.
4. You must type a first name and last name. Please ensure that both names are spelled correctly.
5. You must also add one or more of the other fields to get a more specific match. Individual number is the best way to ensure that you find the correct individual you are looking for. Dates of birth must be two digits for the month and day and four digits for the year.
6. Click the “Search for IES Customer” button.

The screenshot shows the ISETS 'Customers' page. It features a search bar at the top and several filter fields: Name, Intermediary/Provider (dropdown), Include FCRCs (checkbox), Case Number, Individual Number, Fiscal Year (dropdown), and E&T Status (dropdown). At the bottom right, there is a 'Search IES Customer' button highlighted with a red arrow.

The screenshot shows the 'SEARCH IES CUSTOMER' popup box. It contains instructions: "This search will look for customers in IES. To see if there is a match in the system, please enter first name, last name and at least one or more of the following items: Date of Birth, Case Number or Individual Number. IES sync occurs on the 6th and 21st of each month." Below are input fields for First Name, Last Name, Date of Birth (format xx/xx/xxxx), Case Number, and Individual Number. A "Search for IES customer" button is at the bottom right, highlighted with a red arrow.



- If you receive a message like the one to the right, it means that the person you searched for was found but that the data suggests they are most likely ineligible. In order to verify this, you should look them up in IES and confirm. Providers may contact their Provider Manager to verify eligibility before performing intake in this case.
- If you would like to add a customer to an agency's ISETS customer list anyway, you can enter their email address and click "Search for ISETS account". *Note: this searches Illinois WorkNet for an existing IWN account associated with that individual.
- If you receive a message like the one to the right, the customer has been found in the IES data and you should continue by entering their email address and click the "Search for ISETS account" button.

Must Do

If a customer is not found in the IES data, please double check the spelling of their name, case/individual number, and birth date. This information must be an exact match to the data in IES to locate the customer. If you still cannot find the customer in the IES data and you have checked IES to verify their personal information, IDHS staff may submit a Help Request ticket to notify ISETS staff the data is missing.

IES MATCH FOUND - NOT ELIGIBLE FOR E&T SERVICES

Sorry, your customer is listed as not currently eligible for E&T services. Please either assist the customer in applying for benefits or check for a pending application by logging into the customer's ABE account. Please complete the assessment, but you will not be able to enroll the customer in E&T benefits at this time.

Aaron Rice 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: 123456789

SSN Last 4: 1234

Individual Number: 123456789

Enter the following information.

First Name *: Aaron

Last Name *: East

Date of Birth *: 12/34/2000

Zip Code *: 60601

No Email Address

Email *:

Confirm Email *:

[Search for ISETS account](#)

IES MATCH FOUND

This search will use the customer's IES information to look for an ISETS account.

Aaron Radcliff 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: 123456789

SSN Last 4: 1234

Individual Number: 123456789

Enter the following information.

First Name *: Aaron

Last Name *: East

Date of Birth *: 12/34/2000

Zip Code *: 60601

No Email Address

Email *:

Confirm Email *:

The Confirm Email field is required.

[Search for ISETS account](#)



10. If you receive a message like the one to the right, the customer has not been found in the IES data. IDHS Staff may create a new customer file in ISETS by entering the information as it appears in IES. This should only be done if a customer has a pending case. If the data is entered exactly as it is in IES, upon the next sync, the data will not conflict.

First Name *	John
Last Name *	Smith
Date of Birth *	03/10/1978
Zip Code *	
No Email Address	<input type="checkbox"/>
Email *	
Confirm Email *	

Continue

11. Then, once the customer is added to ISETS, you will see a confirmation screen where you can assign the customer to a provider. Choose the Program, Provider, and IDHS Location and click "Assign to Provider and Search Assessments".

Username	JSmith540
Password	Smith031078
Status	ISETS Profile Created
Select Program	Select a Program
Add to Agency	Select a Provider
Add to IDHS Location	Select a IDHS Location

Assign to Provider and Search Assessments

12. Instruct the Provider staff to search for the customer you just added and proceed with an assessment and referral.



1. To search for a particular customer you know is already in ISETS, type their name, case number, or individual number in the appropriate fields and click the “Search” button. *Note: Exact spelling is not required; if you use a first initial and last name the results will show a list of customers in ISETS which are a close match. You can select the customer that is the correct one from the list.
2. To see a list of all customers already associated with an agency, choose that agency from the “Intermediary/Provider” dropdown and click the “Search” button.
3. You will see a list of customers below.
4. To view a customer’s record, click on their last name which is blue and links to their customer record.

The screenshot shows the ISETS search interface. The 'Intermediary/Provider' dropdown is set to 'Select'. A red arrow points to the 'Search' button.

The screenshot shows the ISETS search results table. The 'Intermediary/Provider' dropdown is set to 'Asian Human Services'. A red arrow points to the 'Search' button, and another red arrow points to the 'dog' link in the 'Last Name' column.

Last Name	First Name	Provider	IDHS	Assessment Date	Fiscal Year	E&T Status
dogTwo	10testdog	Asian Human Services	DuPage County	01/26/2023	2023	Active
Dog	7test	Asian Human Services	Lower North - Cook County	08/14/2023	2024	Pending Referral Approval
Mirache	Alaina	Asian Human Services	Mid-Illinois	06/07/2023	2023	Retention
Anejo	andra	Asian Human Services	Northside - Cook County	09/08/2023	2024	Active
Franklin	Alfred	Asian Human Services	Humboldt Park - Cook County	08/14/2023	2024	Active
Cramden	Alice	Asian Human Services	Northside - Cook County	08/15/2023	2024	Pending Referral Approval



5. A new tab will open with the customer record. The default view is the “Overview” tab.
6. You will find Profile information on the left-hand vertical menu and quick links below that.
7. Any section with a light blue color is expandable but will be collapsed by default to save space.

Referrals Section

You will find Referrals in the Referrals section. Please refer to the Making and Processing Referrals section in this manual for more information about these.

Status Section

Status information about a customer’s E&T involvement is in the Status section. This section includes the redetermination date for their SNAP case, the status of their involvement in SNAP E&T, the completion and date of their last assessment, level of progress, employment verification, SNAP Case Number, SNAP Eligibility status, and Individual Number. You may also see the SNAP Benefit amount here for some customers (Earnfare).

Fields which should be kept up to date by the Provider regularly are the E&T Status, Level of Progress, and Employment Verification fields. If one of these fields has a yellow triangle icon next to it, as above, that indicates that this field needs to be updated.

SNAP Eligibility Status and Benefit Amount should only be updated by IDHS staff.

The screenshot displays the 'ISETS OVERVIEW' interface. At the top, there are navigation tabs: Overview, Intake/Referral, IEP/Case Management, Customer Forms, and Summary Tools. The main content area is titled 'OVERVIEW' and is divided into several sections. On the left, there is a 'Profile' section for Alesandra Anejo, showing her email (aanejo@isetstest.com), DOB (07/01/1988), User Name (AAnejo907), Last 4 SSN (2726), and Individual Number. Below this is a 'Participant Summary Tools' section with links for Assessments, Case Notes, Services, Workates, and Uploads. The main 'Status' section contains several fields: Redetermination Date (2/8/2024), E&T Status (Active), Universal Assessment (Initial Assessment: 09/08/2023, Needs Assessment: N/A), Level of Progress (Select), Employment Verification Status (Select), SNAP Case Number (722722726), SNAP Eligibility Status (Yes), and Individual Number. There are 'Save' and 'Reset Password' buttons at the bottom of the profile section. The bottom of the page shows a list of sections: Integrated Resource Team, Attendance, Activities / Case Management, Support Services, and OUTCOMES.

Best Practice

If a customer is injured, sick, or otherwise needs to take a break from SNAP E&T, Providers can use the “Inactive” status. This should be for a maximum of 30 days as a best practice. However a customer is allowed to be marked as “Inactive” for longer. It is recommended that the Provider Exit the customer at the end of the program year/fiscal year if they have been marked as “Inactive” for more than 30 days.

If a customer leaves SNAP E&T and is Exited, then returns to SNAP E&T later (45 days or more after exit), a new referral, new enrollment, and new activities must be added.



Status Definitions

- **Inactive:** still enrolled officially in SNAP E&T but not participating (no attendance) temporarily.
- **Active:** actively attending SNAP E&T Activities
- **Exited:** No longer enrolled in SNAP E&T
- **Retention:** Employed and participating in Job Retention services
- **Pending Referral Approval:** referred but not accepted yet
- **Wait List:** eligible but not enrolled in a program because the program is at capacity
- **Never active:** a customer was possibly recruited, assessed, and/or referred but never active in any SNAP E&T Activities
- **Referral Rejected:** a referral was made but rejected
- **Not Enrolled:** (default status) customer has not yet been enrolled in SNAP E&T
- **IES Matched:** the customer was matched with IES (this is a temporary status used during the enrollment process only)
- **Initial Assessment Complete:** the customer has an initial assessment completed (this is a temporary status used during the enrollment process only)
- **Pending Activity Start Dates:** the customer has been enrolled but no activities have been started yet (this is a temporary status used during the enrollment process only)
- **Consent Revoked:** the customer has revoked consent for participation in the SNAP E&T program

Integrated Resource Team Section

This section allows Provider & IDHS contacts to be added to a customer's Integrated Resource Team (IRT). An IRT is the group of professionals working collaboratively with the customer and with each other to ensure the customer's success in moving toward self sufficiency and meeting their goals. Anyone having contact with the customer or who might need to be notified via email of changes should be added to the IRT. Even contacts from other Providers who are working with the customer may be added to improve coordination. Anyone added to the IRT can be emailed copies of case notes.

To add a team contact to a customer record, in the Overview page, click the dropdown menu, select a person from the list and click "Save".

Action Item	Result
1. Add Integrated Resource Team Contacts Select	

Provider Managers who would like to be added to their Providers' IRTs must go to each customer record and add themselves. If a Provider Manager is no longer working with a Provider, they must remove themselves from all IRTs for that Provider.



Attendance Section

This section allows a Provider to add an individual's attendance to their record. A Group Attendance Tool (best for entering a group learning session or orientation) is also available. To use this, click on the "Group Attendance Tool" button. Attendance may only be entered for an activity in which the customer has been enrolled and has an "Started/Open" status and a start date.

Attendance

Activities display if start and end date are both within the dates you enter.

[Group Attendance Tool](#)

Start Date End Date

Provider

Activity

[Search](#)

Attendance may be entered by any Provider staff (or instructor) in ISETS or by customers in their Illinois workNet account. All attendance **must** be verified by authorized Provider staff to ensure that attendance is correct before saved as a final record.

Paper copies may be kept by a Provider but is not required to be uploaded to ISETS. A copy of attendance may be requested by IDHS in the case of an audit. Therefore IDHS recommends Providers keep a copy at their facility in case these records are requested.

Attendance for Earnfare

Attendance for Earnfare customers must be entered separately for the Community Workfare Activity and the Transitional Job Activity. Progress toward completing required hours is calculated based on attendance and participation limits are calculated based on the number of months which include Transitional Job attendance hours.

Profile: Andre Hughes

Email

DOB

User Name

Last 4 SSN

Individual Number

Redetermination Date

Primary E&T Provider

Secondary E&T Provider N/A

DHS Office

Program Enrollment Earnfare

See All

[Reset Password](#)

Participant Summary Tools

Assessments

Case Notes

Services

Referrals

Status

⚠ Redetermination Date: 4/17/2023
Link to: ABE - Manage My Case

✅ E&T Status: Active Modified By: LaDonna Sutton
Date Modified: 11/17/2022

✅ Universal Assessment: Complete 11/17/2022

✅ Level of Progress: Acceptable Progress/Particip

✅ Employment Verification: Not able to verify employe

✅ SNAP Case Number:

✅ SNAP Eligibility Status: Yes Modified By: LaDonna Sutton
Date Modified: 11/17/2022

⚠ Individual Number:

EARNFARE PARTICIPATION

✅ Benefit Amount: 281.00 Modified By: DReinhardt
Date Modified: 2/9/2023

⚠ Monthly Benefit Hours: 21

Earnfare Work Hours
Community Workfare Hours - 0 / 21
0%

Transitional Job Hours - 0 / 35
0%

[Save](#)



Activities/Case Management Section

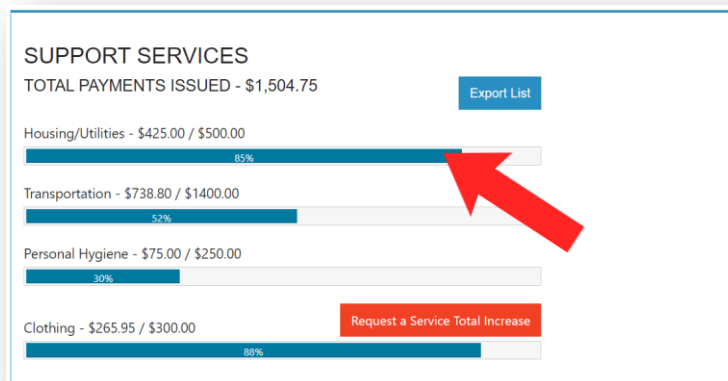
This section contains the customer's Employment Plan (EP) Goals and the Activities or Services related to those goals. When first enrolled, a default goal is added to the EP to get a EP started. The goal is usually something generic like "Complete the SNAP Program" as seen here. Activities which are selected during enrollment (see Enrolling Customers later in this manual) are automatically added to this default goal with the status "Planned/Not Started" as seen below. Additional Activities and Services may be added after the initial enrollment. For instructions on how to do that, please see the sections in this manual referring to Adding and Managing Activities or Services in the Provider manual.

Clicking on the blue linked text will take you to that activity in the customer's EP. From here you can edit this activity. More about editing Activities in the section on Managing Activities in the Provider Manual.

Goal	Related Steps & Service Name	Category & Provider	Earliest Start Date	Latest Completion Date	Status
Complete the Program	Hide Next Steps	Career Plan	05/01/2024	N/A	On Track
	WRT - Work Readiness Training	Asian Human	N/A	N/A	Planned/Not Started (Scheduled)
	VT - Vocational Training	Asian Human Services	05/06/2024	N/A	Started/Open
	JST - Job Search Training	Asian Human Services	N/A	N/A	Planned/Not Started (Scheduled)

Support Services Section

This gives an overview of the Supportive Services issued and their totals. Click on the blue graph in order to view details of each instance/payment. More about editing Services in the section on Managing Support Services.





A more detailed summary can be found in the “Summary Tools” tab at the top of the Customer Record. Providers may request an Override to exceed the recommended maximum amount on any Support Service. Those must be [approved by an IDHS Manager](#).

ISETS SUMMARY TOOLS

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

SUPPORT SERVICES SUMMARY

Profile: Everett Bernard

SUPPORT SERVICES

TOTAL PAYMENTS ISSUED - \$41.00

Transportation - \$41.00 / \$1400.00

2%

SUPPORTIVE SERVICE DETAILS

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

Export List

Outcomes Sections

Milestones

This section is a table that lists different potential milestones a SNAP E&T customer may reach during their participation in the program. All of these are not required.

Action Item	Result	Status
1. Successfully completed a SNAP E&T Activity.	An Activity was Completed Successfully	Complete
2. Gained a credential.	Not Completed	Not Complete
3. Gained employment.	At least 1 employment entered.	Complete
4. Retained employment for 90 Days.	Not Completed (Currently: 65 Day(s))	Not Complete
5. Exited from program. (Successful/Unsuccessful)	Not Completed	Not Complete

Completed / Exited

Credentials Earned

Employment (POST-EXIT)

Completed/Exited Section

This section is where a Provider may exit a customer from their SNAP E&T program.

1. First all activities must be completed. If any activities are “Planned/Not Started”, those must be deleted from the EP to proceed with exiting a customer. If this has not been done you will see a red message saying this.
2. The Provider should choose the Program/Provider from the Program dropdown list
3. Choose an exit status from the “Program Completion Status” dropdown list.
4. Add the “Program Completion Date”.
5. Click “Save”.

Completed / Exited

This is an automatically updated checklist based on your provider. Once all provider activities have been completed, you can exit the customer.

- All SNAP E&T Activities (not including Supportive Services) have a completion status (successful/unsuccessful) or have been removed.
- At least 1 Measurable Skill Gain has been entered.¹
- All Industry Recognized Credentials are entered into the system.^{1, 2}

¹ These are not required to Exit the Customer but are helpful to gauge success of the program.
² Credentials must be the Industry Recognized Credential to count for Performance. Make sure you have all your supporting documentation in the file.

Program: SNAP 2 Success - Asian Human S

Program completion status: Select

Program Completion Date: Select

Save

Show 5 entries

Search:

ISETS Program	Provider Name	Exit Status	Exit Reason	Date Exited	Exited By
No data available in table					

Showing 0 to 0 of 0 entries

Previous Next

More about Exiting customers in the section on Exiting Customers in the Provider Manual.



Credentials Earned Section

This section is where a Provider may enter a credential a customer has earned while participating in SNAP E&T.

1. To add a credential, click the “Add Credential” button.

5. A new popup window will open labeled “Add/Edit Credential”.
6. Add all information about the credential and click the “Save” button.
7. SOC Codes and CIP Codes are used to determine the industry and occupation the credential pertains to.

Employment Section

This section allows a Provider to add an employment placement (any employment gained while participating in the SNAP E&T program). This section also provides a quick link to the Employment Notification form. This form is used to notify IDHS/an FCRC of a customer’s employment and revised income so that we can budget the income, which may affect the customer’s benefits. For more about adding and managing employment see the section in the Provider manual on Adding and Managing Employment & Retention.



Editing Customer Information

Currently most customer information such as name, address, phone, email, case number, individual number, redetermination date are all provided to ISETS by IES. This data is imported on the 6th, 14th, 21st and 28th of each month at 8pm. To ensure the accuracy and integrity of this critical data for IDHS the only place where edits take place is in the Integrated Eligibility System (IES). To make changes to this information a customer must report changes directly to IDHS through the [ABE](#) (Application for Benefits Eligibility). Then when the next import to ISETS happens (possibly up to 2 weeks) the data will be updated in ISETS.

Information which can be edited includes any assessments, referrals, enrollments, activities, services, or case notes you enter into ISETS regarding a customer. Most information retains a historical record of past entries to ensure data integrity, but if you make changes the most recent version will show and that is the version you should review.

In the case of assessments, these should be redone every 12 months at least and reviewed at least every 6 months. Multiple providers may be working with a customer so before you take the time to do a new assessment with a customer, ensure that another provider hasn't already entered a more recent version. More on this in the next section (Assessments).

Best Practice

Whenever you receive information that a customer's contact or other information has changed, enter a case note with the new data and the date the change occurred.



Assessments

The first step in the customer intake process is for the Provider or the FCRC to complete a universal assessment (depending on where the customer enters the process). This assessment will allow you to view recommended providers/programs and make referrals to providers. An assessment must be done in order to send a referral and enroll a customer.

The Universal Assessment was developed specifically for IDHS/ISETS and is conveniently structured in two parts:

1. The Initial Screening – this part of the assessment contains all critical information to determine a customer’s basic eligibility and suitability for enrollment into SNAP E&T.
2. The Needs Assessment Survey – this part of the assessment contains additional information that may be necessary for specific program entry, employment placement, and/or persistence and successful completion of a program. It gives the Provider more context and information about how to best serve the customer including identifying supports the customer may need.

Both parts may be completed inside ISETS or using the paper version of the form (5179) which can be entered into ISETS later.

Any assessment submitted to WFD by an FCRC which does not have the first page completed cannot be entered into the Initial Screening and therefore will be returned to the FCRC.

ISETS APPLICATION

UNIVERSAL ASSESSMENT

INITIAL SCREENING

Start Screening

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

NEEDS ASSESSMENT SURVEY

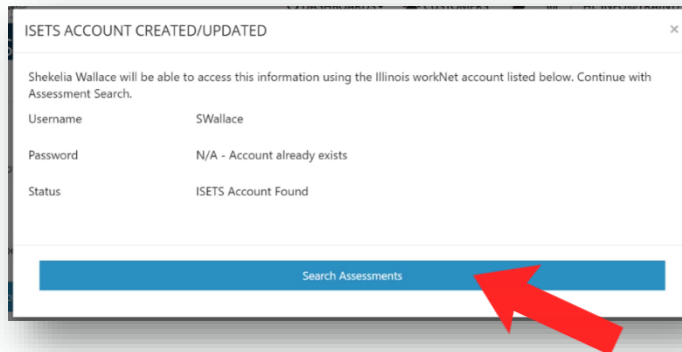
Complete a more in-depth assessment to identify participant goals, needs, and next steps.

Best Practice

We strongly recommend that both parts of the Universal Assessment be completed for every customer Providers work with. The Initial Screening at least must be done in order to send a referral. The Needs Assessment Survey may be completed by the Provider later after the customer is verified as eligible and is enrolled in a program. The Assessment Form (5179) that comes from an FCRC to WFD must have the first page completed in order to complete the Initial Screening and send a referral.

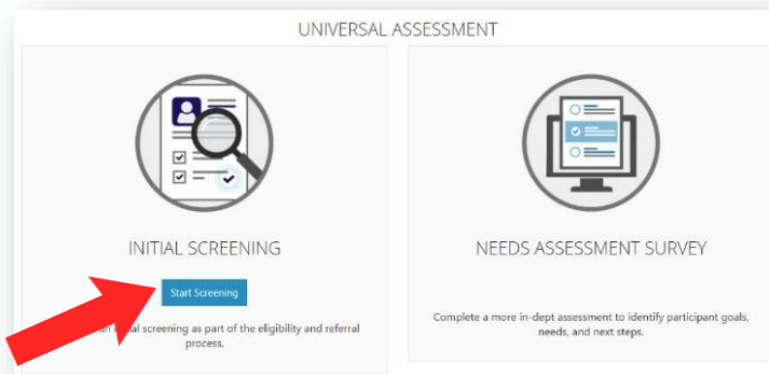


If this is a new customer, follow the instructions for searching IES and adding the new account for the customer. If this is a new account, or if you are adding the customer to ISETS from IES for the first time, you will see a screen like this:



Complete the Initial Screening

1. Click on the “Search Assessments” button. This will take you to the Universal Assessment page.
2. Click on the blue “Start Screening” button.



3. Complete each section of the Initial Screening. As sections are completed the row across the top will show the progress and the current section.



4. Review the information. To make edits, click the section (remember blue bars and text are links) and make your changes. Make sure you save the information before leaving the page.
5. On the last tab, click Submit Application.



To locate if an existing customer already has an Initial Screening completed, go to that customer's record and look at the Status section. You may also click on the Intake/Referral tab. The "Complete Universal Assessment (UA) & View UA History" section should be expanded by default as shown below.

If there is already an Initial Screening with a date within the last 12 months, no additional assessment is needed, the Provider should simply review the assessment that is there with the customer and determine if updates need to be made. If there is a yellow icon, it means that the assessment needs to be updated or completed soon. If there is a red icon, it means the assessment needs to be completed or updated and it is overdue. Please bring this to the attention of your Provider.

If the Assessment Form (5179) is sent to WFD by an FCRC the first page is the Initial Screening and may be entered as new even if an existing assessment is listed.

If there is no assessment listed, you must complete a new one for the customer before making a referral.

Profile: [REDACTED]

Email [REDACTED]

DOB [REDACTED]

User Name [REDACTED]

Last 4 SSN [REDACTED]

Individual Number [REDACTED]

Redetermination Date [REDACTED]

Primary E&T Provider [REDACTED]

Secondary E&T Provider N/A

DHS Office [REDACTED]

Complete Universal Assessment (UA) & View UA History

[Complete Universal Assessment with Customer](#)

Status	Screening Date	Needs Assessment Date	
Needs Assessment Complete	9/13/2022	9/13/2022	View Completed Assessment

Showing 1 to 1 of 1 entries Previous 1 Next

Status

- Redetermination Date: 4/30/2025 [Link to: ABE - Manage My Case](#)
- E&T Status: Active [Add E&T Status](#)
- Most Recent Case Note: 09/09/2024 (0 day(s) ago)
- Universal Assessment: Initial Assessment: 08/30/2024 Needs Assessment: N/A [Add Progress Level](#)
- Level of Progress: Select [Add Progress Level](#)
- Employment Verification Status: Select
- SNAP Case Number: [REDACTED]



Needs Assessment Survey

If a customer does not have the Needs Assessment completed, you will also see a red notice on the customer's Overview page in their record and also in the dashboard. The goal for Providers is to complete both the Initial Screening and the Needs Assessment within 30 days of enrolling a customer. If you see a screen like any of the ones below it means that the initial screening was completed, and the Needs Assessment was not.

1. Recommend that the Provider complete the Needs Assessment.

LEGEND

- Customers in this color are current/active.
- Customers in this color require action.
- Customers in this color are beyond due date.
- Customers in this color are not enrolled.

ACTIVITIES Hide Reload

ASSESSED & EMPLOYMENT PLAN COMPLETED View: Snapshot / List

DATA FOR: FY25

- 4 Initial Screening**
 - 0 Not Complete
 - 0 Not Complete - Overdue
 - 0 Complete Not Enrolled in Program
 - 2 Complete
 - 1 Complete and the Customer has Exited/Completed Program
 - 1 Customer is not Eligible for this Program
- 21 Service Needs Assessment**
 - 3 Not Complete
 - 1 Not Complete - Overdue
 - 17 Complete
 - 0 Complete and the Customer has Exited/Completed Program
 - 0 Not Complete and the Customer has Exited/Completed Program
 - 0 Customer with completed Needs Assessment Never En
- 18 Assessment Updates Needed**
 - 0 Not Complete - 9 to 12 Months Have Elapsed
 - 0 Not Complete - Over 12 Months
 - 18 Complete

Status

- Redetermination Date:** 4/30/2025
[Link to: ABE - Manage My Case](#)
- E&T Status:** Active Add E&T Status
- Most Recent Case Note:** 09/09/2024 (0 day(s) ago)
- Universal Assessment:** Initial Assessment: 08/30/2024 Needs Assessment: N/A Add Progress Level
- Level of Progress:** Select
- Employment Verification Status:** Select
- SNAP Case Number:** 120-13604

INITIAL SCREENING

Screening Complete - 3/16/2021

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

NEEDS ASSESSMENT SURVEY

Start Assessment

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



Making and Receiving Referrals

Customers may be referred to SNAP E&T in two ways:

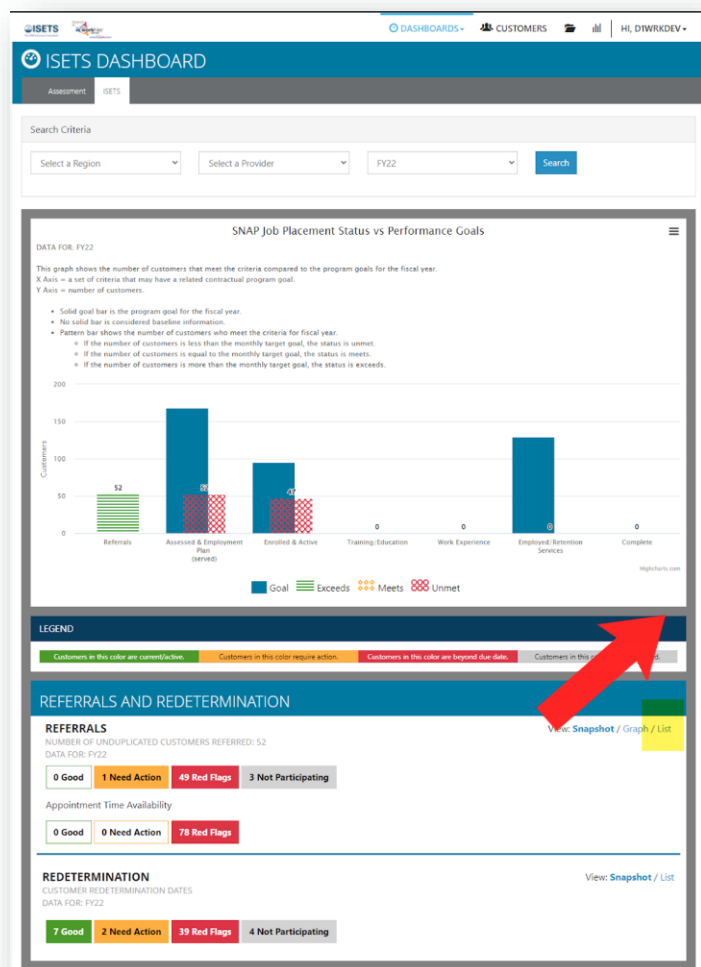
1. referral from IDHS to a Provider (Referral) or
2. referral from a Provider to IDHS (Reverse Referral).

Before enrolling a customer in a SNAP E&T program, a Provider must either receive a referral from IDHS or send a Reverse Referral to IDHS. This ensures that the customer is confirmed as eligible and prevents ineligible customers from being enrolled and served.

If a customer has a referral within the last 45 days but was never enrolled, a new referral is not required. If a customer has participated in the past but has not participated in the past 45 days a new referral is also not required. However, in both these scenarios, verifying eligibility and updating the assessment is required.

Processing Reverse Referrals

1. Customers who have been referred to IDHS may be found in the dashboard list. Providers also receive a daily summary email of all pending referrals. Provider Managers receive a weekly email summary of all pending referrals per Provider.
2. To find reverse referrals in the ISETS Dashboard, click on the dashboard menu option at the top right of your screen and choose ISETS from the dropdown list.
3. Scroll down to the “Referrals and Redetermination” section.
4. In the upper right corner of this section, select “List” to see detailed items.





5. Click the number by the row of customers you want to review. i.e. “34 Reverse Referrals Pending IDHS Response over 48 hours”. This means that no one has responded to these reverse referrals for the past 48 hours (the goal timeframe is 48 hours for IDHS to accept or reject these referrals).

6. A new tab will open with the list of customers.

7. Click on a customer’s name to go to the customer profile.

8. From the Overview tab on the customer profile, check the E&T Status, the SNAP Status, the Redetermination date that were all synced from IES.

Last Name	First Name	Provider	IDHS	Assessment Date	Fiscal Year	E&T Status
dogTwo	10testdog	Asian Human Services	DuPage County	01/26/2023	2023	Active
Dog	7test	Asian Human Services	Lower North - Cook County	08/14/2023	2024	Pending Referral Approval
Miraceese	Alaina	Asian Human Services	Mid-Illinois	06/07/2023	2023	Retention

Profile: Alesandra Anejo

Email: saanejo@isetstest.com
DOB: 07/01/1988
User Name: AAnejo907
Last 4 SSN: 2726
Individual Number:
Redetermination Date: 02/08/2024
Primary E&T Provider: Asian Human Services
Secondary E&T Provider: N/A
DHS Office: Northside - Cook County
Program Enrollment: N/A

See All
Reset Password

Participant Summary Tools
Assessments
Case Notes
Services
Worksites

Referrals

Status

Redetermination Date: 2/8/2024
Link to: [ABE - Manage My Case](#)

E&T Status: Active
Modified By: info@train17_slucwd.com
Date Modified: 9/8/2023

Universal Assessment: Initial Assessment: 09/08/2023 Needs Assessment: N/A

Level of Progress: Select

Employment Verification Status: Select

SNAP Case Number: 722722726

SNAP Eligibility Status: Yes
Modified By: info@train17_slucwd.com
Date Modified: 9/8/2023

Individual Number:

Save

Integrated Resource Team
Attendance
Activities / Case Management
Support Services



9. Expand the Referrals section.
10. Click on the green “+” button to expand the referral versions. You will see all historical versions of the referral listed.
11. Click on the last version’s blue number link (usually 1.1 for pending referrals) to open the referral.

ISETS OVERVIEW

Overview Management Customer Form Summary Tools

OVERVIEW

Profile: [Redacted]

Email: [Redacted]

DOB: [Redacted]

User Name: [Redacted]

Last 4 SSN: [Redacted]

Individual Number: [Redacted]

Redetermination Date: [Redacted]

Referrals

Add Referral

Search: [Input Field]

#	Referred To	Referred From	Date Submitted	Referral Form	Response	Responded By	Response Date	SNAP/E&T Eligible	
1	Southern Illinois Collegiate (SICCM)	Williamson County	1/31/2023	Print			Not Yet Marked	Not Yet Marked	Yes

Showing 1 to 2 of 2 entries

Referrals

Add Referral

Search: [Input Field]

#	Referred To	Referred From	Date Submitted	Referral Form	Response	Responded By	Response Date	SNAP/E&T Eligible
1	South Suburban - Cook County	Phalanx Family Services	2/1/2023	Print	Accepted	Tamakisha Burden	2/2/2023	Yes
1.1	South Suburban - Cook County	Phalanx Family Services	2/1/2023	Print		Historical Reference		
1.2	South Suburban - Cook County	Phalanx Family Services	2/2/2023	Print	Accepted	Tamakisha Burden	2/2/2023	Yes

Showing 1 to 3 of 3 entries



12. You have the option to review the assessment by clicking on the “Review Assessment” button.
13. Review the reverse referral information.
14. Verify SNAP eligibility in IES.
15. If they currently receive SNAP benefits, click the “Yes” radio button for “Receives SNAP”. If not, click “No”.
16. If they are eligible for E&T services, click the “Yes” radio button for “Eligible for E&T Services”. If not, click “No”.
17. Click the appropriate Referral Status radio button.
18. Click Respond.

The screenshot shows a web-based 'REFERRAL FORM - (ID: 1.2)'. At the top, there are tabs for 'DASHBOARDS' and 'CUSTOMERS'. The form is divided into several sections:

- Refer To:** Radio buttons for 'Provider' and 'IDHS (Reverse Referral)'. A dropdown menu shows 'Calumet Park - Cook County'.
- Participant Being Referred:** Fields for 'Participant Username' and 'Participant Birthday'.
- Review Assessment:** A blue button highlighted with a red arrow and the number 12.
- Status:** Radio buttons for 'Client Assessment Completed' (selected) and 'Client Placed on Waiting List'. Fields for 'Completed Date' (1/17/2023) and 'Expected Start Date' (1/23/2023).
- Refer From:** 'Phalanx Family Services' and 'Willard Roberts'.
- Refer From Date Marked:** '1/17/2023'.
- Service Needed:** Radio button for 'SNAP Job Placement'.
- Other Notes:** A large empty text box.
- IDHS RESPONSE:**
 - Receives SNAP:** Radio buttons for 'Yes' (selected) and 'No'.
 - Receives SNAP Marked By:** 'Karen Jones-Blanton'.
 - Date Marked:** '1/17/2023'.
 - Eligible for E&T Services:** Radio buttons for 'Yes' (selected) and 'No'.
 - Eligible for E&T Services Marked By:** 'Karen Jones-Blanton'.
 - Date Marked:** '1/17/2023'.
- REFERRAL STATUS:** Radio buttons for 'Pending', 'Accepted' (selected), and 'Rejected - Not Eligible for E&T Services'.
- Marked By DHS:** 'Karen Jones-Blanton'.
- Date Marked By DHS:** '1/17/2023'.

At the bottom, a section titled 'Active Customer Consent for the provider selected has been found:' lists 'Customer Name: Aaron Radcliff', 'Customer Username: ARadcliff1', and 'Consent Date: 1/17/2023'. A blue 'Respond' button is highlighted with a red arrow and the number 18. A link for '2151 Referral Form for Customer' is also visible.



Making Referrals to Providers

1. Customers who have been referred to WFD by an FCRC will have a Referral Form (5179) sent via email to the Regional Mailbox. Your manager will determine how processing these referral emails will be distributed.
2. Open and review the Referral Form ([5179](#))
3. If the form is complete, go to IES and ensure the customer is eligible.
4. Then Log into ISETS and search the IES data for the customer (instructions on how to do this are in the Viewing and Editing Customer Information section).
5. Click on the blue linked last name of the correct person and open their customer record.
6. Click on the “Referrals” section to expand that section.
7. Click on the link “Please complete the Universal Assessment before adding Referrals.”
8. The Universal Assessment page will open. Click on the blue “Start Screening” button.

The top screenshot shows the 'ISETS OVERVIEW' page with a red arrow pointing to the 'Referrals' tab (labeled 6) and another red arrow pointing to the link 'Please complete the Universal Assessment before adding Referrals.' (labeled 7). The bottom screenshot shows the 'UNIVERSAL ASSESSMENT' page with a red arrow pointing to the 'Start Screening' button (labeled 8).

9. Complete the initial screening using the data in the Referral Form from the FCRC.
10. When finished, select the “View recommended providers and send Referrals” button

The screenshot shows the 'SELECT YOUR NEXT STEP' menu with a red arrow pointing to the 'View recommended providers and send Referrals' button (labeled 10).



11. A pop-up screen will appear with a list of available Providers that match with the customer's assessment. Choose one and click on the blue bar to expand the program information.

12. To view more information, click the blue "View Program" button on the right side.

13. To make a referral, click the blue "Send Referral" button. A new tab will open with a new referral open. Ensure that the correct Provider is selected and click the blue "Submit for Customer Consent" button.

14. A window will open with the Customer Consent form. Click the box next to the statement: "I attest that the uploaded form contains a customer signature".

15. A window will open for you to upload the signed Referral Form, add a description such as "5179 from South FCRC". And click "Upload".

RECOMMENDED PROGRAMS, ACTIVITIES, AND SERVICES

The following providers are recommended based on information provided by the Universal Assessment Screening and Needs Assessment. 0

1. Review the program information.
2. Once the program is decided upon, select the Add Activities/Services button to start building an IRP.
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

25% Match - Bevelton Township (1 Program(s) Found)

25% Match - Harrisburg Township (1 Program(s) Found)

25% Match - Asian Human Services (1 Program(s) Found)

Asian Human Services - 2838 W. Peterson Chicago IL 60659

Match: 25%

Match Reason: Interest in Professional/Technical Plan Activities: JR - Job Readiness, SI - Supervised Job Search, VT - Vocational Training, BE - Basic Education (ABE/GED), IRS - Job Retention Services, E - Employment (subsidized or unsubsidized), SE - Self Employment, CS - Community Service, FT - Job Search Training, ED - English Language Acquisition

Program Name: SNAP Job Placement

Fiscal Year: 2023

What are the goals of this program? Classroom instruction, English

How is this training offered? Classroom instruction, English

What are the minimum requirements to enter the program?

Address: 2838 W. Peterson Chicago, IL 60659
Distance: 30 Miles

Buttons: [Expand in Program & Add Activities], [Send Referral], [View Program]

REFERRAL FORM - (A NEW REFERRAL IS BEING CREATED)

Refer To: Provider IDHS (Reverse Referral)

Asian Human Services - 117.2 |

Participant: Thomas, Adrian

Being Referred: AThomas35

Participant Username: AThomas35

Participant Birthday: 9/25/1982

Buttons: [Review Assessment], [Submit for Customer Consent], [Submit]

No Active Customer Consent. Provider selected has been found.

CUSTOMER CONSENT (ADRIAN THOMAS)

If you do not understand something or have questions, be sure to ask.

I hereby authorize (Asian Human Services - 117.2 miles at 2838 W. Peterson Chicago IL 60659) to view Employment Training Program information for the purpose of providing me with service coordination. Information entered into this system will be disclosed to Department of Human Services only as necessary in order to administer the service coordination or for audit and evaluation purposes.

I understand that I may revoke this consent at any time in writing, but that revoking it will not cancel what was already done before I revoked it. I understand that I have the right to inspect and copy the information that is disclosed. If I previously revoked, this consent will terminate upon the completion of the service coordination, but in no event of exceed one year from today.

It has been explained to me that if I refuse to consent to this service coordination or if I revoke my consent during the case coordination I may not receive case coordination services and my eligibility for public assistance may be affected. I understand I may, however, receive mental health services and substance abuse treatment services without agreeing to this consent.

OPTION 1 - UPLOAD A SIGNED REFERRAL FORM (SIGNED 2151, IDHS INFORMED CONSENT FORM, PROVIDER INFORMATION RELEASE FORM)

I attest that the uploaded form contains a customer signature

OPTION 2 - ENTER CUSTOMER USERNAME AND PASSWORD

Customer Username: [Text Box]

Password: [Text Box]

I have read and agree to the terms

Buttons: [Submit Consent], [Upload]

UPLOAD FILE

Please upload only pdf, doc, xlsx, and xls files. Do not upload any files that contain a customer's full social security number.

File: [Choose File] No file chosen

Category: Customer Consent

Description: [Text Box]



16. Ensure all information on the referral is correct, and add any other notes in the Notes field.
17. Select an appointment for intake if one is available.
18. Select the appropriate radio buttons to indicate the person is receiving SNAP benefits and in Eligible for SNAP E&T.
19. Enter the date the assessment was completed (not the date you are entering it into ISETS).
20. Click the blue "Submit" button.
21. The Provider has 10 business days to respond and either accept or reject the referral. The Provider is then tasked with contacting the customer, confirming or rescheduling the intake appointment, and performing intake with the customer. Referrals will expire in 90 days; expired referrals may be considered when deciding whether to continue sending referrals in the future.

REFERRAL FORM - (ID: 1.1)

Refer To: Provider FCRC (Reverse Referral)
Haymarket - 3.7 miles

Participant Being Referred: King, Breanna
Participant Username: BKing
Participant Birthday: 4/16/1991

Review Assessment

Select Appointment Site: ISETS Intake

Select Appointment Time:

Select	Date	Time
<input type="radio"/>	10/27/2021	9:00 AM - 10:00 AM
<input type="radio"/>	11/10/2021	9:00 AM - 10:00 AM
<input type="radio"/>	11/17/2021	9:00 AM - 10:00 AM
<input type="radio"/>	11/24/2021	9:00 AM - 10:00 AM
<input type="radio"/>	12/1/2021	9:00 AM - 10:00 AM
<input type="radio"/>	12/8/2021	9:00 AM - 10:00 AM
<input type="radio"/>	12/15/2021	9:00 AM - 10:00 AM
<input type="radio"/>	12/22/2021	9:00 AM - 10:00 AM
<input checked="" type="radio"/>	12/29/2021	9:00 AM - 10:00 AM

Showing 1 to 9 of 9 entries

Service Needed: SNAP Job Placement

Other Notes:

Refer From: Lower North - Cook County
Refer From Marked By: DHS 1wrkdev
Refer From Date Marked: 6/21/2022

Receives SNAP: Yes No
Receives SNAP Marked By: DHS 1wrkdev
Date Marked: 6/21/2022

Eligible for E&T Services: Yes No
Eligible for E&T Services Marked By: DHS 1wrkdev
Date Marked: 6/21/2022

Provider Response

Marked By Provider: Not Yet Marked
Date Marked By Provider: Not Yet Marked

Status:

<input checked="" type="checkbox"/> Client Assessment Completed	06/21/2022	06/23/2022
<input type="checkbox"/> Client Placed on Waiting List	Completed Date	Expected Start Date
<input type="checkbox"/> Client Services Initiated		
<input type="checkbox"/> No Contact From Client		
<input type="checkbox"/> Referral Rejected		

Provider Notes:

Active Customer Consent for the provider selected has been found:
Customer Name: Breanna King
Customer Username: BKing
Consent Date: 6/21/2022

Respond **Print 2151 Referral Form for Customer**



Provider to Provider Referrals

If a Provider meets a customer who wants to participate in SNAP E&T but they do not offer services that meet their needs or interests, they may make a referral to another SNAP E&T Provider.

While Provider to Provider referrals may be rare, they are certainly allowed. Dual enrollment is also allowed as explained earlier in this manual. Customers may be enrolled with multiple providers as long as the customer is enrolled in unique SNAP E&T activities with each provider. For example, a customer cannot be enrolled in Supervised Job Search (SJS) with two different Providers.



Enrolling Customers

After assessment is completed and a referral accepted, Providers may officially enroll the customer in the program. In order to be included on monthly reporting for your agency, the Provider must perform the enrollment for a customer. Customers may be enrolled with more than one Provider. However, each Provider must offer exclusive activities to the same customer. For example, a customer cannot be enrolled in the Supervised Job Search activity with two different Providers.

In the Intake/Referral Tab on the Customer's record, you should see the completed assessment listed with dates. Below that you will see your options for next steps. IDHS staff should not be enrolling customer on behalf of a Provider unless there is a unique need and a Help Request has been submitted for intervention. If an IDHS Super User (Admin) does need to enroll or edit the enrollment date for a customer follow these steps:

1. Click on the "Enroll and Add Activities for your Location" button.

The screenshot shows the ISETS Intake/Referral interface. The top navigation bar includes 'ISETS INTAKE/REFERRAL' and 'DASHBOARDS CUSTOMERS HI, AGRABEMEYER'. The main content area is titled 'INTAKE/REFERRAL' and includes a 'CASE NOTES(4)' link. On the left, there is a profile section with fields for Email, DOB, User Name, Last 4 SSN, Individual Number, Redetermination Date, Primary E&T Provider, Secondary E&T Provider, and DHS Office. The main content area is divided into two sections: 'Complete Universal Assessment (UA) & View UA History' and 'SELECT YOUR NEXT STEP'. The first section includes a 'Complete Universal Assessment with Customer' button, a 'Printable Initial Assessment' button, and a table with columns for Status, Screening Date, and Needs Assessment Date / Update. The table shows one entry: 'Screening Complete' on '5/9/2024'. The second section, 'SELECT YOUR NEXT STEP', contains four buttons: 'View recommended providers and send Referrals', 'Complete/Edit Needs Assessment', 'Send Referrals', and 'Enroll and Add Activities for your Location'. A red arrow points to the 'Enroll and Add Activities for your Location' button.

2. A box will pop open with "Recommended Programs, Activities, and Services". Find the desired agency in the list. If you don't see that agency, click on the "Show 0% matches" link in the upper right corner.

Best Practice

If you don't see the desired agency listed in the matches, it likely means either;

1. That agency isn't a good fit for this customer based on their assessment answers or
2. That agency doesn't have enough information in the Provider Information section to match with customers.

To remedy this, edit your Provider Information and add more details.



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

- 50% Match - Benton Township (1 Program(s) Found)
- 50% Match - Employment Connection (1 Program(s) Found)
- 50% Match - Harrisburg Township (1 Program(s) Found)
- 50% Match - Asian Human Services (1 Program(s) Found)
- 50% Match - CARA Program (2 Program(s) Found)
- 50% Match - Jane Adams Resource Corp (1 Program(s) Found)
- 50% Match - Springfield Urban League, Inc. (1 Program(s) Found)
- 50% Match - Two Rivers Regional Council (1 Program(s) Found)
- 50% Match - Rebuilding Exchange (1 Program(s) Found)

3. Click on the blue bar with your agency to expand the program details. If there are multiple programs, make sure you choose the correct one.
4. Click on “Add Enrollment Date”.

25% Match - Asian Human Services, dba Trellus (1 Program(s) Found)

Asian Human Services, dba Trellus - 2838 W Peterson Ave Chicago IL 60659 ISETS

Match: **25%**
Match Reason: Interest in: Professional/Technical
Plan Activities: ELA - English Language Acquisition, WRT - Work Readiness Training, SJS - Supervised Job Search, CS - Community Service, JST - Job Search Training, SE - Self Employment, JR - Job Retention, E - Employment (subsidized or unsubsidized), VT - Vocational Training

Program Name: SNAP 2 Success	Description: At Asian Human Services (AHS), the Adult Employment Department assists individuals aged 18 and older with and economic barriers to securing a career. You	Address: 2838 W Peterson Ave Chicago IL 60659 Distance starts here! 26.4 Miles
--	--	--

Fiscal Year:
2025

What are the goals of this program?
How is this training offered? Classroom Instruction, Work Experience
What are the minimum requirements to enter the program? Fluent English

[Add Enrollment Date](#) [Send Referral](#) [View Program](#)



5. A pop-up will appear and you can add the correct enrollment date for that customer to be enrolled with that Provider.

ADD PROGRAM ENROLLMENT

Adding a Program Enrollment for: **SNAP 2 Success**
Program Provider: **Asian Human Services, dba Trellus**

Program Enrollment Date

Add Enrollment

6. You will see the program enrollment on the customer record and the correct enrollment date.

ISETS OVERVIEW

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

OVERVIEW

Profile: Aareon Rice

Email

DOB

User Name

Last 4 SSN

Individual Number

Redetermination Date 11/30/2024

Midpoint Date N/A

Enrollment Date 04/22/2024

E&T Provider(s) Asian Human Services, dba Trellus

Provider(s) Pending Referral N/A

DHS Office Northside - Cook County

Program Enrollment SNAP 2 Success

See All

Referrals

Status

Redetermination Date: 2/13/2023
Link to: ABE - Manage My Case

E&T Status: Inactive

Universal Assessment: Complete 9/13/2022

Level of Progress: Not Participating

Employment Verification Status: Select

SNAP Case Number:

Individual Number:

Save

Integrated Resource Team



Enrolling a customer also adds a default goal to the customer's EP. You can see in the example the goal is "Complete SNAP JP Program". You'll notice that the goal's status is listed as "Not Started". The next steps are to open the goal and start the activities. A customer is not considered "Active" until they have a "Started/Open" SNAP E&T activity.

To edit the goal status

1. Click on the "Not Started" blue text and a window will pop up.
2. Click on the status drop down and select "On Track".
3. Click the "Save Changes" button.

In the next section you will find more information about adding and editing activities.

Note: In order to be considered "Active", an activity must have an "Open/Started" status on a SNAP E&T Activity and a start date.

The screenshot shows a web application window titled "EDIT GOAL". It contains several form fields: "Goal Statement" with the text "Complete SNAP JP Program", "Category" set to "Career Plan", and "Short/Long Term" set to "Short Term Goal". The "Status" field is currently set to "Not Started" and has a dropdown menu open. The dropdown menu lists "Select One", "Not Started", "On Track", "Off Track", and "Complete". A blue "Save Changes" button is located at the bottom right of the form.

Best Practice

If a customer is exited at any time during the program year/fiscal year, then returns after 45 days for additional services and is eligible, the Provider must perform a new intake, referral and enrollment. Previously completed Activities are locked and may not be reopened after a customer is exited. So new Activities should also be added and Started/Opened with a new start date and Planned End date.

The only exception to this rule is if the exited customer finds employment with 60 days of exit which entitles them to Job Retention services (20+ hours/week). If this is the case, the customer may be un-exited and enrolled in the Job Retention activity. Customers enrolled in the Job Retention activity are also entitled to Support Services to help them maintain employment.



Employment Plans (EPs)

It is a requirement of SNAP E&T that each customer have an EP developed in collaboration with Provider staff. In performing the assessment and enrolling your customer, parts of the EP in ISETS will be auto-populated with some information. Adding additional long-term goals and adding activities (steps) toward their goals is part of developing the EP.

1. To view the EP, in the customer record, click on the “EP/Case Management Tab”.
2. The default view is the “Add Activities/Services” tab because this is the most commonly used tab. To view an Overview, click on the “plan Overview” tab.

As previously stated in the Enrolling Customers section, when a customer is enrolled into a program a default short-term goal to “Complete the (appropriate) Program” is automatically added to the EP to get you started. Any activities the Provider chooses to add to the EP upon enrollment is included under that default goal.

EP CASE MANAGEMENT | ADD ACTIVITY/SERVICES - ISETS

Overview | Intake/Referral | **EP/Case Management** | Customer Forms | Summary Tools | Outcomes

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

ADD ACTIVITY/SERVICES

CASE NOTES (1) ▲

Profile: Synthia Reed75

Email
SynthiaReed75@isetstest.com
[Update](#) [Contact Info](#)

DOB 08/01/1997

User Name SReed75524

Last 4 SSN 2805

Individual Number 1722722805

Redetermination Date
11/04/2024

Enrollment Date 06/03/2024

E&T Provider(s) Asian Human Services of Chicago

Provider(s) Pending Referral
N/A

DHS Office Calumet Park - Cook County

Program Enrollment SNAP Job Placement

[See All](#)

[Reset Password](#)

Most Recent Update to a Service: 06/13/2024 (85 day(s) ago)

STEP 1: Add Services / Activities

[Add Activities](#) [Add Support Services](#) [Add Referral To Services](#)

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

Search:

Activity/Service	Note	Status	Last Updated	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 PROGRAM (1)

Search:

Activity/Service	Note	Status	Last Updated	Other Items
WRT - Work Readiness Training		Started/Open	06/13/2024	
		Start Date: 6/10/2024		

Showing 1 to 1 of 1 entries [Previous](#) **1** [Next](#)

© 2024 - Illinois workNet® - V: 2024.9.5.4 - ENV: TEST



To print a copy of the customer Employment Plan, click on the Plan Overview tab and click on the “View/print EP Form” button. The current EP will generate a printable version in a new tab. Click the “Print” button at the top and have the customer sign it if you need a signed copy. You can then upload it to the customer’s record if desired.

EP CASE MANAGEMENT PLAN OVERVIEW - ISETS

Overview Intake/Referral **EP/Case Management** Customer Forms Summary Tools Outcomes

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

PLAN OVERVIEW CASE NOTES (1) ▲

Profile: Synthia Reed75

Email
SynthiaReed75@isetstest.com
[Update Contact Info](#)

DOB 08/01/1997

User Name SReed75524

Last 4 SSN 2805

Individual Number 172

Redetermination Date 11/04/2024

Enrollment Date 06/03

E&T Provider(s) Asian Services of Chicago

View/Print EP Form

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

ASSESSMENTS **DESIRED CAREER PATH** **ACCOMPLISHMENTS**

SNAP EMPLOYMENT AND TRAINING - INDIVIDUAL EMPLOYMENT PLAN

Client: Provide... Date: 2/17/2023 Case ID: FCRC: IDHS Staff:

Employment Goals/Interests

Section	Selected Responses
Job Interest	Human Services
Achievable Job Goals	Gain clerical/tech skills in current position
Immediate Job Goals	Human Service Assistants
Wage Expectation	17.00
Target Employment Date	8/1/2022
Long Term Job Interest	Human Services
Long Term Job Goals	Human Service Assistants
Wage Expectation	17.00
Target Employment Date	8/1/2022

Skills and Qualifications

EDUCATION

Section	Selected Responses
High School Diploma or Equivalent	



- The Provider should upload a signed EP to the customer record to indicate that the EP was developed in collaboration with the customer and that they agree to this plan. They can do this by clicking on “Uploads” the “Participant Summary Tools” menu and then click on the “Upload File” button.

Goal	Related Steps	Category	Earliest Start Date	Latest Planned Due Date	Status
Complete Program	Hide Next Steps	Career Plan	7/1/2022	10/30/2022	Complete
JRS - Job Retention Services			7/1/2022	10/30/2022	Successful

- A popup page will load.
- Click the dropdown menu and choose “Plan”.
- Click the “Choose File” button and upload the correct file.
- Click the “Upload” button.
- Return to the tab with the EP page.
- Click on the “Latest Customer Goals/Plan Agreement Status” dropdown and update if necessary.

Profile	Email	Upload File
Mursal Ahmadzai		

Please upload only .pdf, .docx, .doc, .jpeg, .png and .xlsx files under 10 MB. Do not upload any files that contain the customer's full social security number.

Category: Plan

File: Choose File No file chosen

Description:

Close Upload

You will notice on the EP Overview page that all assessments are listed in the “Assessments” box. The “Desired Career Path” information is populated from the answers entered in the Universal Assessment. The “Accomplishments” box shows earned credentials, goals, activities and services which have been completed.



1. To view all assessments, click on the “Review Assessments” tab. The ISETS Universal Assessment as well as any other assessments available in ISETS are listed there. Some of these assessments are provided by Illinois WorkNet and are helpful but not required.

EP CASE MANAGEMENT COMPLETE ASSESSMENTS - ISETS

Overview Intake/Referral **EP/Case Management** Customer Forms Summary Tools Outcomes

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

COMPLETE ASSESSMENTS CASE NOTES (1) ▲

Profile: Synthia Reed75

Email
SynthiaReed75@isetstest.com
[Update Contact Info](#)

DOB 08/01/1997

User Name SReed75524

Last 4 SSN 2805

Individual Number 1722722805

Redetermination Date
11/04/2024

Enrollment Date 06/03/2024

E&T Provider(s) Asian Human Services of Chicago

Provider(s) Pending Referral
N/A

DHS Office Calumet Park - Cook County

Program Enrollment SNAP Job Placement

[See All](#)

[Reset Password](#)

[Add/View Assessments](#) Summary

1. Conduct and review assessment results.
2. Summarize assessment results
3. As appropriate, conduct additional assessments to complete goal identification for the customer.

ISETS UNIVERSAL ASSESSMENT

[Complete Universal Assessment with Customer](#) [View Completed Assessment](#)

Status	Screening Date	Needs Assessment Date	Recommended Providers/Services
Screening Complete	5/22/2024		View

Showing 1 to 1 of 1 entries [Previous](#) 1 [Next](#)

ILLINOIS WORKNET ASSESSMENTS

- SKILLS AND INTERESTS
- DISABILITY BENEFITS ESTIMATOR
- EMPLOYMENT 101
- SELF-EVALUATION
- OBSERVATIONAL EVALUATION
- WORKSITE EVALUATION

2. To view and/or edit goals, click on the “Set Goals” tab.
3. To add a goal, click on the blue “Add Goal Statement” button.
4. Select a “Category”, choose whether it is a Short Term or Long Term goal, and select the “Status” (usually “On Track” if starting new).
5. Click the “Add Goal” button.
6. To remove a goal, click on the blue “Remove” link on the right side of that goal listed.
7. To edit a goal, click on the blue “Edit” link on the right side of that goal listed. Note: This is what you will do to change a goal from “Not Started” status to “On Track” status.
8. Click the blue “Save Changes” button.



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

Overview 1. Review Assessment **2. Set Goals** Update Log

SET GOALS

CASE NOTES (2) ▲

Profile: Jeffrey Whithers

Email:
Update Contact Info

DOB

Last 4 SSN

Individual Number

Recert Date N/A

E&T Provider

Program Enrollment SNAP Job Placement

See All

Reset Password

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. They should be realistic, measurable and attainable.

Use completed assessment information to develop goals with your customer. The customer will need to agree to the overall initial plan. If additional changes are made to the customer's goal, the customer will need to agree to the update.

Add Goal Statement

Goal Statement	Category	Short/Long Term	Plan Services	Status
Complete the SNAP program	Career Plan	Short Term Goal	View	Not Started Edit Remove

ADD NEW GOAL

Goal Statement *

Category *

Short/Long Term *

Status *

Add Goal

EDIT GOAL

Goal Statement
Complete the SNAP program

Category
Career Plan

Short/Long Term
Short Term Goal

Status
Not Started

Save Changes

Adding and managing Goals, Activities, and Services on a customer's EP is the responsibility of the Provider. However, IDHS staff working with a Provider may review EPs to understand what activities and services a customer is engaged in. If any discrepancies or inaccuracies are noticed, a Provider Manager should notify their Provider that a correction is needed.

More about [Ensuring Partner Data Accuracy](#) in the next section.



Adding and Managing Activities

After a Provider has enrolled a customer, they can add and edit activities. Activities are added underneath EP goals, therefore a goal must be added to the EP in order to add activities.

There are two types of activities in the system:

1. **SNAP E&T Activities:** These are SNAP E&T Activities which are included in the Illinois SNAP State Plan and have been approved by FNS (Department of Agriculture Food and Nutrition Service).
2. **Other Activities:** These are allowable activities for customers enrolled in SNAP E&T but are not officially part of Illinois SNAP E&T. Note: customers cannot be enrolled in “Other E&T Activities” exclusively; customers enrolled in SNAP E&T **MUST** be enrolled in at least one SNAP E&T Activity (Job Retention cannot be the only SNAP E&T Activity).

Each customer enrolled in SNAP E&T must be enrolled in at least one SNAP E&T Activity. In addition, a new SNAP E&T customer must be enrolled in a SNAP E&T Activity prior to starting Job Retention.

Providers can only add activity start dates which begin on the first of the month in which they were determined eligible and enrolled in the program.

To view customer activities:

1. In the Overview of a customer’s record.
2. Click on the blue text with the title of the goal. That goal’s activities and services will unfurl and you can then see all activities and services associated with that goal.
3. To edit that activity, click on the blue text with the title of the activity.

Best Practice

Providers should keep activities updated and make sure that estimated end dates are edited and extended if an activity goes longer than originally expected. Make sure when a customer completes an activity and moves on to a new one, Providers close out the old activity and add the new one to their EP.

Goal	Related Steps	Category	Earliest Start Date	Latest Planned Due Date	Status
Complete SNAP IIP Program	Hide Next Steps	Career Plan			Not Started
	JR - Job Readiness				Planned/Not Started (Scheduled)
	SJ - Supervised Job Search				Planned/Not Started (Scheduled)
	JRS - Job Retention Services				Planned/Not Started (Scheduled)
	E - Employment (subsidized or unsubsidized)				Planned/Not Started (Scheduled)
	JT - Job Search Training				Planned/Not Started (Scheduled)

Showing 1 to 6 of 6 entries

Previous 1 Next



- You can also view and edit activities by clicking on the “EP/Case Management” tab in the customer record. Providers should add an activity by clicking on the “Add Activities/Services” tab and expanding the purple bar listing “Services/Activities” for the goal.
- Click on the blue pencil icon next to the activity or service to see more or edit that service or activity.

Profile: Aareon Rice

Email
Update Contact Info

DOB

Last 4 SSN

Individual Number

Recert Date

E&T Provider

Program Enrollment SNAP Job Placement

See All

Reset Password

Related Instructions
Career Plan Overview

Participant Summary Tools
Assessments

STEP 1: Add Services / Activities

Add Activities Add Support Services Add Referral To Services

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

Search:

Activity/Service	Note	Status	Other Items
Transportation		Not Set	

Showing 1 to 1 of 1 entries

Previous 1 Next

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

SERVICES/ACTIVITIES FOR: COMPLETE SNAP JP PROGRAM (5)

Search:

Activity/Service	Note	Status	Other Items
E - Employment (subsidized or unsubsidized)		Planned/Not Started (Scheduled)	
JR - Job Readiness		Planned/Not Started (Scheduled)	
JRS - Job Retention Services		Planned/Not Started (Scheduled)	
JT - Job Search Training		Planned/Not Started (Scheduled)	
SJ - Supervised Job Search		Planned/Not Started (Scheduled)	

Showing 1 to 5 of 5 entries

Previous 1 Next

Any Supportive Service listed here which has a “\$” icon in the “Other Items” column has a cost associated with it. There are also icons for Credentials earned that may appear in this column as well.



In the “Service Provider” tab the Provider should ensure they are selected as the Service Provider. Otherwise, the customer may not show in reports for their agency. If a customer is attending the Activity at a different agency/location (for example attending GED classes taught at a local Community College instead of at your agency) the Provider may search for that location in the WIOA Provider section or you may type in the information in the “Other Provider” fields.

Note: To show up in a 4333 (Staffing) report, a customer must have a SNAP E&T activity with the Started/Open status and with dates that include the month the report is for.

Note: Costs can only be added for supportive services; costs are not added under activities.

Closing Activities

When a customer completes an activity each activity is closed. A Provider must enter the actual Completion date when closing an Activity. When a customer is exited from SNAP E&T altogether, all open activities must be closed.

When adding, changing, or closing activities, this constitutes a change in the EP, which requires a case note. A case note pop-up screen will automatically appear when changes require a case note.

Best Practice

Once a customer starts an activity, **DO NOT** delete an existing activity or change the start date of the activity. This is because data related to the dates of the activity will be lost (this activity will no longer show up in the 4333 for the months they were originally in the activity).



Adding and Managing Supportive Services

After a Provider has enrolled a customer, they can add and edit services. Services are added underneath EP goals (like activities), therefore a goal must be added to the EP in order to add services. As previously mentioned in the Enrolling Customers section, when the customer is enrolled, a default goal is automatically added.

Costs can also be added underneath supportive services where costs are not added under activities. Costs should be added and dated within the month the service is issued/happens. Customers are only eligible to receive Support Services while they are enrolled and active in a SNAP E&T Activity, therefore costs may only be added for dates that coincide with an active SNAP E&T Activity.

1. A Provider can add new services by clicking on the EP/Case Management Tab in the customer record.
2. Click the “Add Activities/Services” tab.
3. Click on the “Add Support Services” button.
4. A pop-up screen will load with a list of all services.
5. To find a specific service, you can type keywords in the search bar at the top right.
6. Click on the “Add” blue link on the right side to add the service to the EP.
7. The service will now show on the list at the top of the Activity/Service page.

The screenshot displays the ISETS IEP Case Management interface. The main navigation bar includes 'Overview', 'Intake/Referral', 'IEP/Case Management', 'Customer Forms', and 'Summary Tools'. The 'Add Activity/Services' section is active, showing 'STEP 1: Add Services / Activities' with buttons for 'Add Activities', 'Add Support Services', and 'Add Referral To Services'. Below this, 'STEP 2: Assign Activity/Service(s) to a Goal' is visible, with a table listing 'Transportation' as an activity. A pop-up window titled 'ADD SERVICES / ACTIVITIES' is overlaid, showing a search bar and a list of services with columns for 'Category', 'Service', and 'Description'. The services listed include 'Books & Training Supplies', 'Childcare/Medical', 'Clothing', 'Educational/Credential Testing', 'Housing/Utilities', 'Personal Hygiene', and 'Transportation'. Each service has an 'Add' button next to it.

The official published policy on supportive services can be found here: [IDHS: WAG 21-06-11: Supportive Service Payments \(state.il.us\)](https://www.idhs.gov/wag-21-06-11-supportive-service-payments)



7. Click the blue pencil icon.
8. A page will open where you can edit the new service.
9. You'll notice that a new service not associated with a goal will display the message "Dollar value cannot be added to a service until they are assigned to a Goal and marked as Started/Open".
10. Click on the "Goal" dropdown and choose a goal to associate this service with.
11. Click on the "Status" drop down and choose a status (usually "Started/Open").
12. Click on the "Planned Start Date" field and choose a start date.
13. Click on "Planned Completion Date" and choose an expected end date (estimate this or choose the end of the program year: June 30).

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: Aareon Rice

STEP 1: Add Services / Activities

Add Activities Add Support Services Add Referral To Services

STEP 2: Assign Activity Service(s) to Goal

Activity/Service	Note	Status	Other Items
Transportation		Not Set	

Showing 1 to 1 of 1 entries Previous 1 Next

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

SERVICES/ACTIVITIES FOR: COMPLETE SNAP JP PROGRAM (5)

CAREER PLAN - EDIT 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: Aareon Rice

Transportation

Dollar value cannot be added to a service until they are assigned to a Goal and marked as Started/Open

Total Subsidized days for all items: 0

Goal* Select a goal

Status* Planned/Not Started (Scheduled)

Planned Start Date* Complete SNAP JP Program

Planned Completion Date*

Other Notes

Service addresses the following situations

Show More Situations

This Customer Service was updated by Andrea Grabemeyer on 12/6/2022 at 2:19 PM

Update Customer Service



10. Enter how many hours you are planning on engaging this customer in this service (if the service doesn't necessarily have an hour component, just enter 1).
11. Add any Other Notes describing details of the service.
12. Click on the "Update Customer Service" button.
13. Click on the "Service Provider" tab and make sure the appropriate agency is selected as the Service Provider.

Managing Supportive Services is the responsibility of the Provider, however IDHS staff may assist when needed.

To view costs which have been added to services, click on the "Dollar Value of Service" tab. All cost instances will be listed there as well as Override requests or Amendment requests.

Transportation

Total Subsidized days for all items: 0

Goal* Status*

Planned Start Date*

Completion Date*

Other Notes

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

This Customer Service was updated by Tyrese Granger on 12/7/2022 at 10:15 AM

EDIT CUSTOMER SERVICE

Profile: Amanda Beasley

Transportation

Pick the initial service provider OR add a new one.

No Provider

Employment Connection - 225 N. 9th St. East St. Louis IL 62201

St. Clair County/East St. Louis - 225 N 9th Street East St. Louis IL 62201

Search WIOA Provider

Other Provider

Name*

Address*

City*

State*

ZipCode*

Instructor

This Customer Service was updated by Tyrese Granger on 12/7/2022 at 10:15 AM



Ensuring Partner Data is Accurate

Data in ISETS should match all other data reported on external forms such as the Periodic Performance Tracking spreadsheet (PPTT). Periodic checks to make sure this data is complete and accurate is done by IDHS staff and findings may be reported to Providers to edit/fix.

Roles

Provider staff are responsible for entering data on a day-to-day basis which populates monthly, quarterly, or year-end reports. Providers are responsible for ensuring the accuracy of this data.

Provider Managers are responsible for reviewing their Providers' current data in ISETS monthly in preparation for a Staffing and comparing it to data reported in external forms. Provider Managers also act as the primary point of contact for Providers and therefore are responsible for notifying Providers when they need to take action and providing support.

IDHS Workforce Development (WFD) staff may assist periodically with reviewing past data reported in external forms and comparing that with ISETS and reporting inaccurate data. WFD staff also verifies eligibility for customers.

To perform a data accuracy audit using a PPTT and ISETS:

1. Open the PPTT on your computer and start with the month you would like to review.
2. Open a browser window and log into ISETS.
3. It is recommended to place these two windows side by side on your monitor for easy comparison.
4. In the PPTT view the first customer listed for that month, search in ISETS for that customer and ensure that the case number, start date, activities, referrals and all other columns are reflected accurately in ISETS. If anything does not match, make a note of the finding.
5. All customers should have a referral, be enrolled in a SNAP E&T program, have a SNAP E&T status that indicates they are active in the program, have a SNAP E&T Eligibility status indicating they are still eligible, have a redetermination date that has not past, have an assessment that is less than 12 months old, have at least one SNAP E&T Activity (other than Job Retention) with an "Open/Started" status and a start date. If they have completed Activities and Employment entered for >20 hours/week, they must also be enrolled in the Job Retention Activity.
6. After all customers are reviewed from the PPTT, go to ISETS and view the total list of customers by choosing that Provider from the dropdown menu on the Customer page or by running a 4333 report. You may want to sort columns to make it easier.



- Go down the list and locate anyone listed in ISETS who is NOT listed on the PPTT. View that customer's record and determine if they should be listed in the PPTT. If they are in ISETS but not listed on the Provider's PPTT, note that finding.

ISETS: ALL PARTICIPANTS WHO RECEIVED BENEFITS SUMMARY (4333)

Back to Reports

Provider *
Asian Human Services

Staffing Month
September

Program *
SNAP Job Placement

Fiscal Year
2024

Customers
All Participants who received benefits

IDHS Office
Select

Filter

Show 10 entries

F. Name	L. Name	Case Number SNAP Cert Date	Provider Activity	# Hours 2610	Support Services	Last update to IEP	Last Referral Date Current E&T Status Progress Level Employment Verification	Add 4334 If Required	IDHS Verification	Staffing Completed
Avi	Apple	400177177 10/11/2021	JST, VT	0	0	5/11/2021	5/17/2021 Active N/A N/A	<input type="radio"/> Not Required <input type="radio"/> Required	<input type="radio"/> SNAP E&T Eligible <input type="radio"/> Not SNAP E&T Eligible	<input type="checkbox"/> Staffing Complete
Sherese	Brown	0	SJS, JR	0	0		12/19/2022 Active N/A N/A	<input type="radio"/> Not Required <input type="radio"/> Required	<input type="radio"/> SNAP E&T Eligible <input type="radio"/> Not SNAP E&T Eligible	<input type="checkbox"/> Staffing Complete
Azella	Collins	0 10/11/2022	JR, CW	0	0	10/13/2021	N/A Active N/A N/A	<input type="radio"/> Not Required <input type="radio"/> Required	<input type="radio"/> SNAP E&T Eligible <input type="radio"/> Not SNAP E&T Eligible	<input type="checkbox"/> Staffing Complete
Shikita	Curtis	733733607 5/1/2023	WRT, JR, E	0	0	12/1/2022	12/6/2022 Active N/A N/A	<input type="radio"/> Not Required <input type="radio"/> Required	<input type="radio"/> SNAP E&T Eligible <input type="radio"/> Not SNAP E&T Eligible	<input type="checkbox"/> Staffing Complete
Angie	Dickenson	733733606 3/27/2023	SJS	0	0	10/27/2022	11/8/2022 Active N/A N/A	<input type="radio"/> Not Required <input type="radio"/> Required	<input type="radio"/> SNAP E&T Eligible <input type="radio"/> Not SNAP E&T Eligible	<input type="checkbox"/> Staffing Complete
10testdog	dogTwo	791791918	BE, WRT	0	50		9/5/2023	<input type="radio"/> Not Required	<input type="radio"/> SNAP E&T Eligible	<input type="checkbox"/> Staffing Complete

- After compiling your list of findings for the month you are reviewing, email that list to the Provider and cc the Provider Manager for that Provider if you are not the Provider Manager. It is a best practice to give the Provider a due date for making edits/fixes and to allow at least two weeks for them to correct errors.



Providers should be given a written list of findings, if any, and given a reasonable timeframe to correct errors. If they have any questions about a finding or need help fixing data issues, they should contact their Provider Manager for clarification or help. If a Provider sees a data error they cannot fix or something they believe is an error after consulting with their Provider Manager in the ISETS system preventing them from fixing incorrect data, you should submit a Help Request ticket. However, ISETS staff will not be held responsible for changing/fixing data which a Provider's staff have the ability to fix themselves.



Approving Supportive Service Cost Overrides

When a Provider enters a supportive service cost that will exceed the maximum allowable payment for that category, ISETS will automatically prompt them to request a cost override. This means that an IDHS Program Manager must approve the overage, verifying that it is reasonable and necessary for the customer to reach their self-sufficiency and employment goals.

1. To find override requests, view the Supportive Service section of your dashboard.
2. Click on the box with the number of requests.
3. Click on the name of the first customer with an override request in the list and navigate to the supportive service section in the Overview.
4. Click on the green “Respond to Service Override” button. The service will open in a new tab.
5. Click on the “Dollar Value of Service” tab. There you will see the override request below the other costs entered.
6. Click on the pencil icon.
7. Review the explanation and the amount.

SERVICES

SUPPORT SERVICES View: Snapshot / Graph / List

DATA FOR: FY23

Number of unduplicated customers requesting Overrides: 1

1 Users

Number of unduplicated customers with Support Services: 551

551 Users

Support Services

SUPPORT SERVICES

TOTAL PAYMENTS ISSUED - \$385.00 Export List

Transportation - \$110.00 / \$1400.00
7%

Personal Hygiene - \$275.00 / \$250.00 Respond to Service Override

100%

SUPPORTIVE SERVICE DETAILS

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

Personal Hygiene

Add Service Cost Maximum Payment Amount: \$250

Current Total: \$275 / 250

Search:

Payment Method	Service Description	Dollar Amount/Unit	Quantity	Total Cost	Payment Date	Updated By	Date Updated	Edit	Delete
Gift Card	Personal Hygiene - Personal Hygiene	25.00	1	25.00	1/5/2023	Moises Bernal	1/9/2023		
Direct Payment	Personal Hygiene - Personal Hygiene	250.00	1	250.00	2/28/2023	Andrea Grabemeyer	2/28/2023		

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
Pending	25.00	Andrea Grabemeyer	2/28/2023	Andrea Grabemeyer	2/28/2023	N/A		

Showing 1 to 1 of 1 entries Previous 1 Next



8. Click on the Status dropdown and select “Accept” or “Reject”.
9. If you choose “Reject” a field will open asking for an explanation. Add your reason for the rejection here.
10. Click the blue “Respond to Request” button.
11. A popup will appear confirming your acceptance or rejection. Click “OK”.

ADD/EDIT SERVICE OVERRIDE REQUEST

Status: Pending

Requested By: Pending

Requested On: 2/28/2023

How much do you wish to request?: 25

Why are you requesting this increase?: This is only a test.

Buttons: Cancel, Respond to Request

apps.illinoisworknet.com says

Service override request has been Rejected.

Button: OK



Reporting

Reporting is an important part of fulfilling your role at IDHS and is done through generating and reviewing generated reports which pull data from ISETS. IDHS staff review the reports Providers submit monthly at least. IDHS staff may also generate and review reports at any time during the month to ensure data is accurate or may generate quarterly, half-year, or year end reports as well.

Reports are an indication of the services Providers are providing to customers, an agency's performance toward goals, and they contribute to IDHS making data-driven policy and contract decisions. Future contract awards and appropriations may be determined by reviewing these reports.

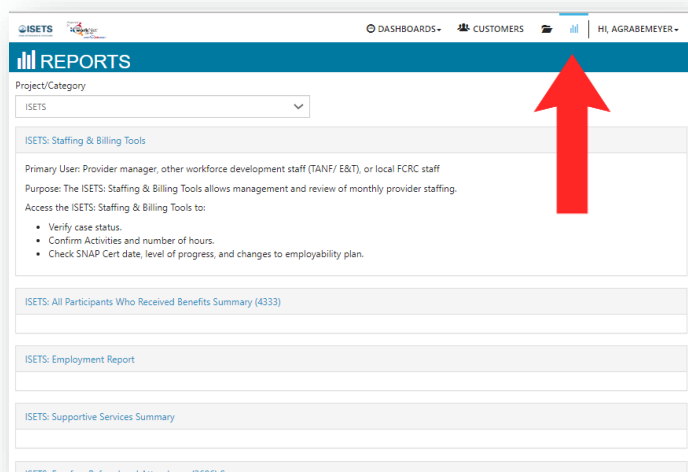
Roles

Provider staff are responsible for entering data on a day-to-day basis which populates monthly, quarterly, or year-end reports. Providers are responsible for ensuring the accuracy of this data.

Provider Managers are responsible for reviewing their Providers' data including customer records and progress toward overall contract goals. They are responsible for scheduling and holding a monthly staffing meeting with each Provider to review the contents of reports. Provider Managers are also responsible for answering any questions, clarifying policies, and discussing any unusual situations with Providers to reach resolution.

IDHS Workforce Development (WFD) staff are responsible for representing IDHS and verifying customers are eligible. WFD staff are also responsible for reviewing referrals from FCRCs and distributing those to appropriate Providers through ISETS. WFD staff may also play a role in verifying Provider data is complete and accurate and reporting inaccuracies to Provider Managers to address with Providers.

1. Select the "Reports" icon on the top menu bar.





All available reports are listed individually as well as the “ISETS Staffing & Billing Tools” at the top.

Staffing & Billing Tools

1. Select the blue “ISETS Staffing & Billing Tools” link and a page will open with filters at the top.
2. Select the Provider, Program, and the Month for which you need to complete your Staffing. Note: Staffing reports from Providers are due on the 15th of the month following the close of a month. For example, July’s Staffing report is due August 15th. Provider Managers’ portion is due by the 20th of the month.
3. To display all Staffing reports for all months, leave the “Staffing Month” dropdown blank.
4. Click the “Filter” button
5. You will see a list of your Staffing/Billing Packets, when they were submitted and when they were approved.
6. To view the details of a specific Staffing report, click the blue linked date on the left-hand side of the list. To edit or submit a report that has not yet been submitted, you must also click the blue linked date on the left-hand side of the list.

The screenshot displays the ISETS Staffing & Billing Tools interface. At the top, there are navigation links for DASHBOARDS, CUSTOMERS, and a user profile for HI, AGRABEMEYER. The main header is "ISETS: STAFFING & BILLING TOOLS". Below the header, there are filter sections for Provider (Angel Of God Resource Center), Program (SNAP Job Placement), and Fiscal Year (2023). A "Filter" button is present. Below the filters, there is a table with the following data:

Staffing/Billing Packet	Staffing Status	Billing Submittal Status	Billing Approval Status
1/1/2023	Submitted 2/10/2023	Submitted 2/10/2023	Approved 2/14/2023
2/1/2023	Not Submitted	Not Submitted	Not Approved

A red arrow points to the [2/1/2023](#) link in the table.



ISETS STAFFING & BILLING TOOLS

Back to Reports

Provider * Asian Human Services, dba Trellus Staffing Month August

Include FCRCs Fiscal Year 2025

Program * SNAP 2 Success IDHS Office Select

Download Performance Improvement Plan Form (Word)

Back to List

<p>1. Complete Staffing Packet</p> <p>Provider will check when sections have been reviewed and are ready to be submitted</p> <ul style="list-style-type: none"><input type="checkbox"/> Employment Report<input type="checkbox"/> Supportive Services Summary<input type="checkbox"/> All Participants Who Received Benefits Summary (4333)<input type="checkbox"/> S2S Financial Report <p>Required submission by the 15th of the month following service.</p> <p>Submit Staffing Report</p> <p>Provider Tasks</p>	<p>2. Approve Staffing Packet</p> <p>Provider Manager will check when sections have been reviewed and are ready to be submitted</p> <ul style="list-style-type: none"><input type="checkbox"/> Employment Report<input type="checkbox"/> Supportive Services Summary<input type="checkbox"/> Benefits Summary (4333) <p>Required submission by the 20th of the month following service.</p> <p>Approve Staffing Report</p> <p>Provider Manager/ WFD Tasks</p>	<p>3. Approve Billing Packet</p> <p>Billing staff will check when sections have been reviewed and are ready to be approved</p> <ul style="list-style-type: none"><input type="checkbox"/> Consolidated Supportive Services Summary<input type="checkbox"/> Consolidated Benefits Summary (4333)<input type="checkbox"/> S2S Financial Report<input type="checkbox"/> Total Monthly Charges <p>Approval required by the last day of the month following submission.</p> <p>Reviewed and Approved</p> <p>Billing Manager Tasks</p>
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7. The first section titled “Complete Staffing Packet” is where Providers should begin.
8. Providers should have generated, reviewed, and checked each of these boxes in preparation for your staffing. To review each of these reports, click on the blue linked text.
9. Click on the first blue linked report: “Employment Report”. Verify that this report is correct including all employment verifications (they should all say “yes”). If there are any employment placements that say “No” under the verification column, click into that customer and view the employment. If there is a verification document, review it and verify it. This should change the entry to “Yes”. If there is no employment verification address this with your Provider.
10. Then click on the next blue linked report: “Supportive Services Summary”. Verify that all data in this report is correct and complete and no further changes are needed for billing.
11. 4333: Review this list and ensure that all active customers are included. If a customer is missing, note that to discuss with the Provider during the staffing. To be included in the 4333 a customer must:
 - Have an accepted referral
 - Are currently enrolled in a program. (This can be found on the left side of a customer record “Program Enrollment”)
 - Has an E&T Status of “Active” or “Retention”
 - Have an open SNAP Activity with dates that indicate that activity is active within the month of the report run
 - The SNAP Activity has your program listed as the Provider in the “Provider” tab.



12. Ensure all customer activities are appropriate and no customers need data corrections.
13. For each customer, the Provider should have made sure that their Progress Level is correct and clicked the radio button indicating if a Full Staffing/4334 is required. Clicking this radio button means that they Provider needs to have a discussion with a Provider Manager (potentially including the customer) to discuss their progress and participation in the program.
14. WFD staff should verify eligibility for SNAP E&T and click the appropriate radio button for "IDHS Verification"
15. Provider Managers should check the "Staffing Complete" box when the staffing has been completed.
16. When the staffing is completed, Provider Managers should ensure all boxes are checked in the list then click the "Staffing Complete" button at the bottom of the page.
17. Return to the "Staffing & Billing Tools".
18. Check each box next to the reports in the second box labeled "2. Submit Billing Packet" then click the blue "Submit Billing Report" button.
19. This completes the WFD/Provider Manager portion of the Staffing.
20. IDHS billing staff will review the reports and approve them. Billing staff submit for payment through another process.

Add 4334 If Required	IDHS Verification	Staffing Completed
<input type="radio"/> Not Required	<input type="radio"/> SNAP E&T Eligible	<input type="checkbox"/> Staffing Complete
<input type="radio"/> Required	<input type="radio"/> Not SNAP E&T Eligible	



<input checked="" type="radio"/> Not Required 2/10/2023 - ojjohnso	<input type="radio"/> SNAP E&T Eligible <input checked="" type="radio"/> Not SNAP E&T Eligible 2/10/2023 - karen.blanton	<input checked="" type="checkbox"/> Staffing Complete 2/10/2023 - karen.blanton
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Previous 1 2 Next

Staffing Complete



2. Approve Staffing Packet

Provider Manager will check when sections have been reviewed and are ready to be submitted

- Employment Report
- Supportive Services Summary
- Benefits Summary (4333)

Required submission by the 20th of the month following service.

Approve Staffing Report





Note: Once the Staffing is held and the Provider Manager clicks their button to “Approve Staffing Report”, this button will lock all data for the month. Any subsequent changes by a Provider will require the Provider Manager to unlock the staffing report and re-approve it before billing can approve the Billing packet.

After the Billing Manager has accepted the Staffing & Billing report for the month, no further changes are allowed, even with Provider Manager approval. In that case, an official billing amendment is required. That process is not currently able to be completed within ISETS but may be a function added within FY25.



PPTT

At the time of last review, the PPTT (Periodic Performance Tracking spreadsheet) is still required in addition to the Staffing report in ISETS. In FY24 this separate spreadsheet will likely be discontinued. However, currently both are due on the 10th of the month following the close of a month. Please ensure that the data in a Provider's PPTT matches what is in all of the ISETS reports. Provider Managers should review both and note findings or discrepancies during the monthly staffing.

More about comparing the PPTT to ISETS data is outlined in the "Ensuring Partner Data is Accurate" section.

Best Practice

Provider Managers should also review the Provider's overall progress toward contract goals. This can be done through reviewing the contract in the Provider Info tab or reviewing the dashboard.

Employment Report

This report shows which customers have gained employment while participating in SNAP E&T. Each of these employed customers should be enrolled in Job Retention if the placement is over 20 hours/week. Each customer in retention should receive at least monthly contact while in retention, supportive services, and may only participate in Job Retention Activity for up to 90 days (SNAP E&T) or 180 days (SNAP 2 Success).

Supportive Services Report

This report shows customers who have received supportive services and the amounts and categories of those services. Any amount in red indicates an override request within that month.

Earnfare Referral and Attendance Summary (2606)

This report is for Earnfare Providers only and includes each customer served, the hours they are required to work, the actual hours they worked during the month and their progress toward the maximum Earnfare time.

Earnfare Administrative Expenses Certification

This report actually provides a button labeled "Add Certification Form" where an Earnfare Provider may upload their Administrative Expenses Certification form which is due monthly.

SNAP 2 Success Financial Report

This financial report is only for SNAP 2 Success Providers and is due each month as a part of the Staffing and Billing. For S2S providers, this will show automatically in Section 1.

**Quarterly Interest Report**

This report will appear quarterly in the Staffing reports required. It is a reporting of any interest accrued by funds paid to you by IDHS.

Periodic Performance Report

This report is due quarterly and will also automatically appear in the Staffing reports required. This report form must be downloaded, filled out, and then uploaded. Please contact your Provider Manager for assistance or questions with this report form.



Billing

The third part of the Staffing & Billing Tools module is the box labeled “3. Approve Billing Packet”. This box is only for IDHS SNAP E&T Billing staff.

1. Complete Staffing Packet	2. Submit Billing Packet	3. Approve Billing Packet
<p>Provider will check when sections have been reviewed and are ready to be submitted</p> <ul style="list-style-type: none"><input checked="" type="checkbox"/> All Participants Who Received Benefits Summary (4333)<input checked="" type="checkbox"/> Supportive Services Summary<input checked="" type="checkbox"/> Employment Report <p>Required submission by the 10th of the month following service.</p> <p>Submit Staffing Report</p>	<p>Provider Manager will check when sections have been reviewed and are ready to be submitted</p> <ul style="list-style-type: none"><input checked="" type="checkbox"/> All Participants Who Received Benefits Summary (4333)<input checked="" type="checkbox"/> Supportive Services Summary <p>Required submission by the 10th of the month following service.</p> <p>Submit Billing Report</p>	<p>Billing staff will check when sections have been reviewed and are ready to be approved</p> <ul style="list-style-type: none"><input type="checkbox"/> All Participants Who Received Benefits Summary (4333)<input type="checkbox"/> Supportive Services Summary <p>Approval required by the last day of the month following submission.</p> <p>Request Changes or More Information</p> <p>Reviewed and Approved</p>
Submitted: Tami Yarbrough 2/9/2023	Submitted: Tami Yarbrough 2/9/2023	

This section is where billing staff can review, download reports, and request changes or more information from Providers prior to approving the Billing Packet and submitting for vouchering.

Each report listed should be reviewed for billing accuracy and the box checked by a billing staff member if accepted. If not accepted, click the blue “Request Changes or More Information” button. This button should be used if the billing staff person requires an uploaded receipt or other documentation or if the expense is otherwise not authorized.

Once the “Reviewed and Approved” button is clicked by a billing staff person, it is assumed that the documentation for that month is complete and authorized for vouchering. The billing staff person can download any data required and/or submit for vouchering through the appropriate financial system (not ISETS).

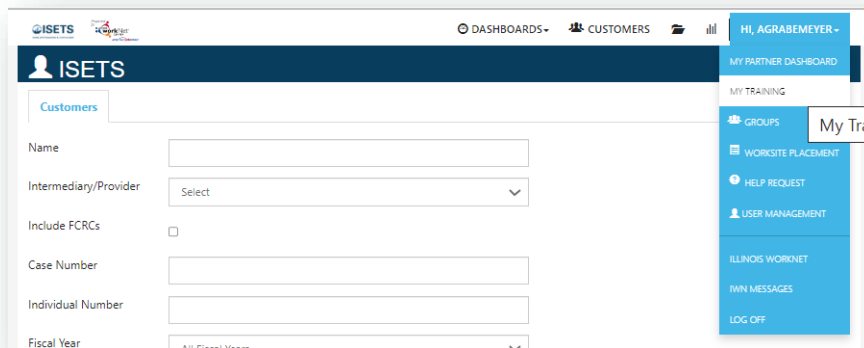


Where to Get Help

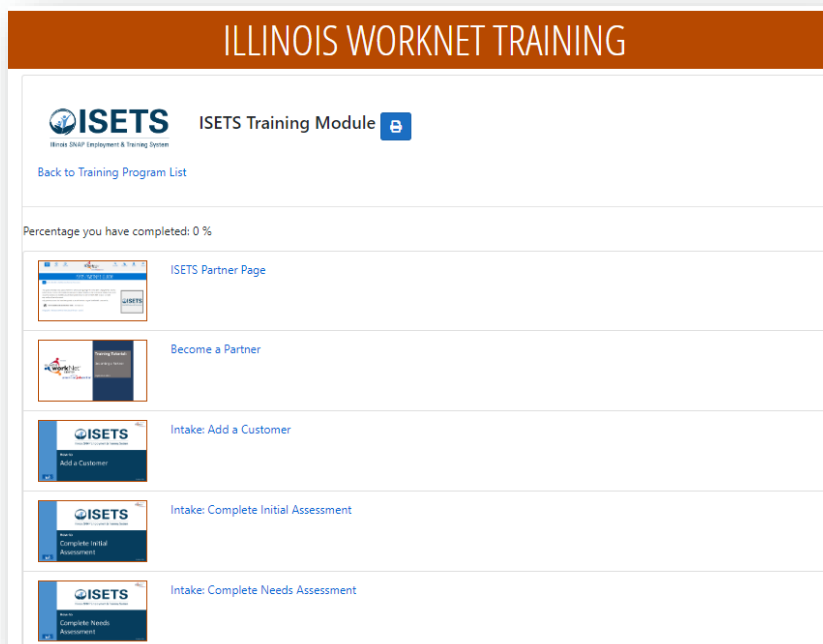
In ISETS there are several places to get help learning the new system or to get help with system issues. We have [live virtual trainings](#) hosted by the Chicago Jobs Council for Providers which are recorded and live virtual Technical Assistance calls every week. Resources, training recordings, and TA Calls can be found by accessing the ISETS Partner webpage: [Workforce and Education Partners isets Partner Guide \(illinoisworknet.com\)](#)

Accessing Training in ISETS

1. In the Username menu, click on the dropdown and choose “My Training” from the menu.



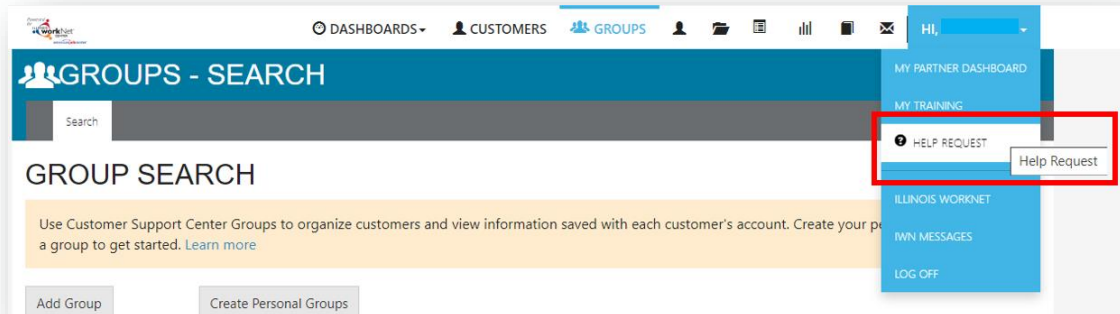
2. A new browser window will load called “Illinois Worknet Training”.
3. Click on the blue “Start the ISETS Training Module” link. Each module is listed there with a video walkthrough by subject matter.





Submitting a new Help Request

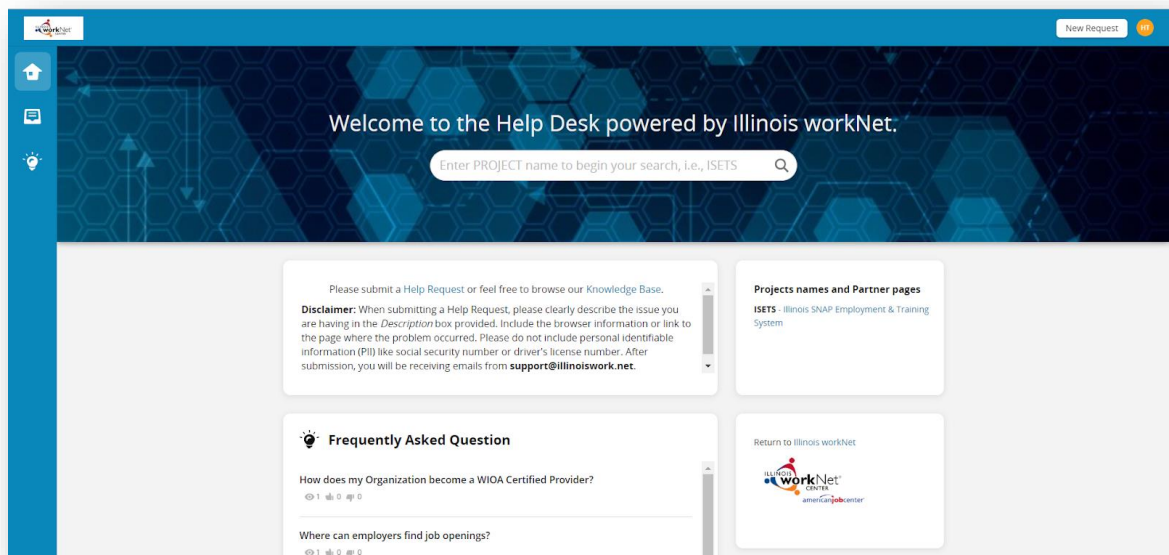
1. Click “Help Request” in the dropdown menu when in the Username Menu in ISETS.



2. A new browser window will load called “Help Desk powered by Illinois workNet”.

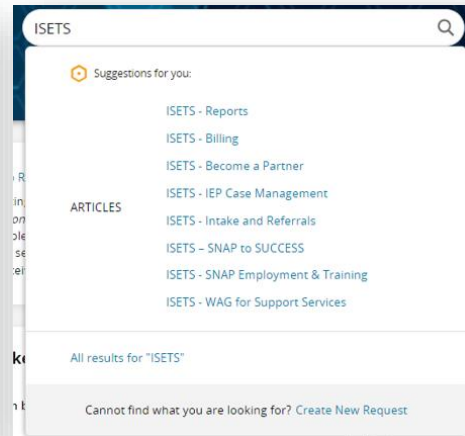
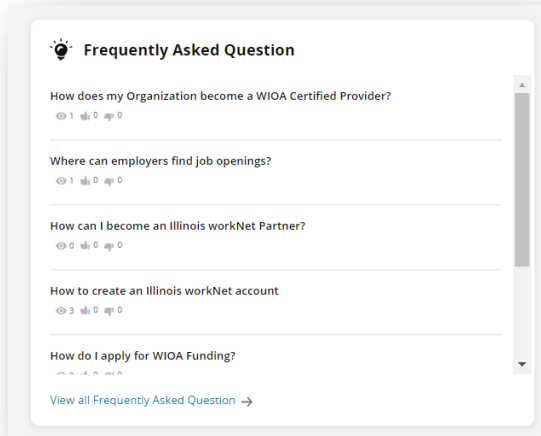
Options include:

- Submit a new Help Request.
- Browse Knowledge Base for answers to questions.
- Browse Frequently Asked Questions.
- Visit program partner pages.
- Return to Illinois workNet.
- View a video tutorial and/or written instructions.

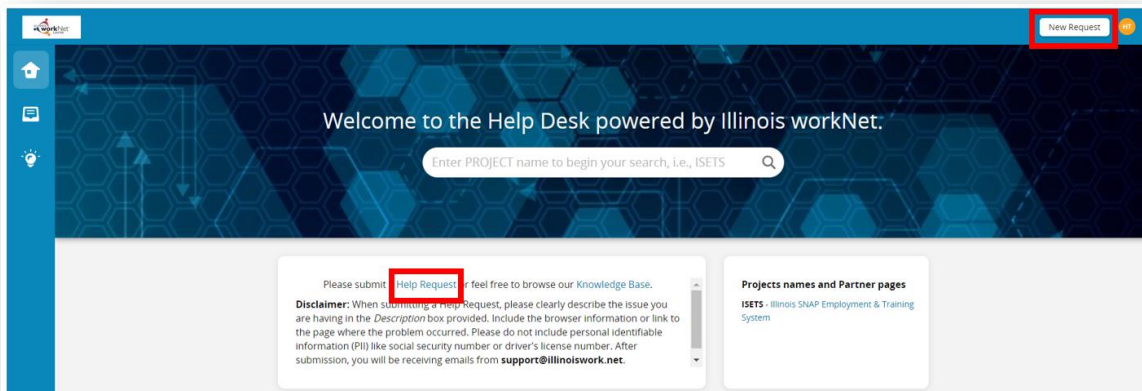




3. Before submitting a Help Request, utilize the Knowledge Base by browsing the **Frequently Asked Questions** and specific program articles. Articles can be searched by typing the program name in the search box.



4. On the Home screen, submit a new Help Request by clicking Help Request in the middle of the page or by clicking New Request on the top right.





5. Begin filling out the new request. Complete the “Help Request” and “Description” fields.

The “Help Request” field is a summary of the issue.

For example: *I cannot enter information into the search field on the Outcomes page.*

This field is required.

The “Description” field is for clearly describing the issue.

New Request

Help Request *

I cannot enter information into the search field on the Outcomes page.

Description

I cannot enter information into the search field on the Outcomes page. I click on the box to enter information, but I cannot enter any information. |

B I U A 16px

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The Description box allows you to:

- Attach documents using the paperclip feature under the box.
 - Insert pictures.
 - Insert videos.
 - Insert links.
5. Click the “Category” drop down and select ISETS from the dropdown. This field is required.

Category *

Not Set

|

Not Set

ISETS - Illinois SNAP Employment & Trai...

6. Click the “Subcategory” drop down. This field is required.

Subcategory *

Assessments

|

Not Set

Suggestions

Application

Assessments

Best Practice

When describing an issue include the browser information or link to the page where the problem occurred. **DO NOT** include personal identifiable information (PII) like a social security number.



- The “CC” field is not a required field, however, ISETS users should. You may want to include co-worker or managers in this field to notify them of the Help Request. Additional emails that may be used also include:

ISETS Access - DHS.ISETS.Access@illinois.gov – to add additional users

ISETS Policy - DHS.ISETS.Policy@illinois.gov – for questions about policy

cc

Best Practice

ALWAYS include your manager in the CC field in a Help Request.

- Add your name in the “Requester First Name” and “Requester Last Name” fields. Also add your email address in the “Requester Email Address” field. These are required fields.

Requester First Name *

Requester Last Name *

Requester Email address should prefill the box. If it does not, enter the email address associated with the requester’s Illinois workNet account.

Requester Email Address *

- “Are you a Partner/Provider” is a required field. Select Yes or No.
- The “Organization” field is not required for individual users but is required for Partner/Providers.
- The “Phone Number” field is required for Partner/Providers. Add an Extension Number if applicable.

Are you a Partner/Provider? *

Not Set ▼

Not Set

No

Yes



Are you a Partner/Provider? *

Organization *

Phone Number *

Extension Number

12. If this issue is related to a specific customer record, please select yes and add the customer email address, first and last name so ISETS staff can locate the correct customer record.

Is this an issue related to a specific customer?

Customer Email Address *

Customer First Name *

Customer Last Name *

13. If this issue is preventing you from moving forward, please click the check box to indicate that so we can prioritize your request.
14. After reviewing the information entered, click Create at the bottom of the page to submit the new Help Request.

Is the issue keeping you from moving forward?



A notification email is sent (within minutes) following submission of the Help Request. Check your spam folder for emails from the Help Desk powered by Illinois workNet. Additional email notifications will arrive with follow-up comments and questions.

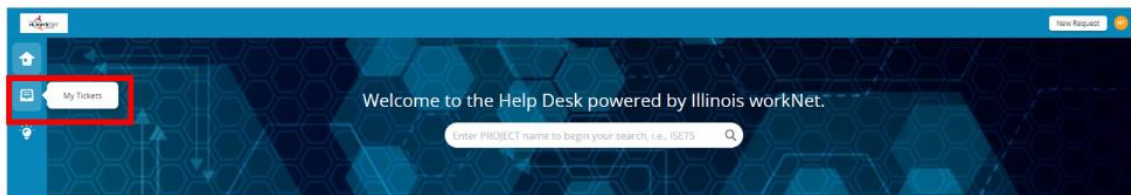
Reply to email messages within 14 business days or your Help Requests will be closed. Once the request is closed, a new help request will need to be created.

A final email notification is sent when requests are Resolved. Prior to marking an issue as resolved, the project manager for Illinois workNet, may send an update with actions taken to resolve the issue.



Viewing Your Help Request Tickets

1. On the Help Desk main page, click the “My Tickets” icon on the left hand side of the screen.
2. Click on the Help Request to view more details or comments.



The following should always be sent through the ticketing system:

- New user requests provided you give a birth date and upload the IL444-2022 form.
- Remove user requests provided the request comes from management staff authorized in ISETS.
- Errors or bugs in the system.
- Questions about where to find something or how to do something in ISETS.

SNAP Policy and program procedure questions will be directed to DHS.ISETS.Policy@illinois.gov and will cc your Provider Manager.

- Policy or procedure questions should be directed to your Provider Manager first.

All questions will be directed to the appropriate department and responded to within 48 business hours.

Any questions, concerns or update requests should be sent to DHS.ISETS.Policy@illinois.gov



Additional Training

Additional training can be arranged to assist you and your Providers. Because staff ability to perform individualized training webinars or virtual sessions is very limited, these are scheduled after all other training options have been consumed including:

- Online ISETS Training modules
- Recordings of past trainings
- Live TA sessions for Q&A
- This manual

Your manager will arrange specialized training sessions so that everyone in your role/team has the opportunity to attend. To request additional training, contact your manager.

To arrange additional training sessions for your Providers, please consult with your Providers to clarify what information/processes they need instruction on and when they are available. It is best to schedule several Providers to attend together if they all have the same need. Once you're sure what training you need and for how many providers, submit a Help Request with the details.



Definitions

These definitions help clarify the language used in this manual and in the E&T Program.

- **Active:** A customer is considered in “Active” status in SNAP E&T if they are enrolled with a Provider and have at least one SNAP E&T Activity with the “open/started” status.
- **Employment:** A customer is considered employed when they are offered and accept a job offer and begin work. Customers employed for more than 20 hour/week must be enrolled in Job Retention and offered Job Retention supports for at least 90 days. Customers employed for less than 20 hours/week may participate in SNAP E&T as if they are not employed if they remain eligible.
- **Exited:** A customer is exited from the SNAP E&T program if they become ineligible, successfully complete the program, or when they Unsuccessfully Complete the program. Once a customer is exited, the intake, assessment, referral, and enrollment process must be completed again if they want to return to the program.
- **Inactive:** A customer is considered in “Inactive” status in SNAP E&T if they are enrolled but not currently participating in the program temporarily.
- **Job Retention:** Job Retention is a SNAP E&T Activity where customers are offered support to help them retain their job throughout the standard 90-day probationary period.
- **Other Activity:** Other allowable activities which are able to be tracked in the ISETS system but are not SNAP E&T Activities. A customer must be enrolled in a SNAP E&T Activity prior to being enrolled in any Other Activities.
- **Referral** – made from an agency or FCRC to an agency.
- **Reverse Referral** – made from an agency to an FCRC for approval for customer participation.
- **SNAP E&T Activity:** SNAP E&T Activities outlined in the SNAP State Plan. A customer must be enrolled in a SNAP E&T Activity prior to being enrolled in any Other Activities. A customer must also be enrolled in a SNAP E&T Activity prior to enrolling a customer in the Job Retention Activity.
- **Staffing:** A staffing is a monthly requirement for all Providers and their Provider Managers. This is a meeting to review all monthly reporting and to discuss individual customers who have become employed, are being exited from the program, or who require additional supports or a change in services/activities. This is an opportunity for Providers to get questions answered and get additional support from their Provider Managers.
- **Successful Completion:** When a customer completes a training class/activity earning a certificate of completion or an industry certification. This may also refer to a customer who obtains employment while participating in a SNAP E&T Activity.
- **Support Services** – SNAP E&T Support Services allowable under the [Support Service WAG 21-06-11](#)
- **Unsuccessful Completion:** When a customer stops participating in an activity without completing the activity/training. A more common term would be “dropping out” of the activity/training.