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# Purpose and Users

## Purpose

ISETS Intake tools to check the customer's SNAP eligibility status, complete a universal assessment, view recommended providers/programs, send reverse referrals, and make referrals to other providers.

## Users

- **IDHS State Level Admin** Will have access to all tools and provider/customer information. They will set up provider, contract information, and partner accounts.
- **IDHS Provider Managers** Will have access to all tools and provider/customer information in their region.
- **IDHS Case Managers** Will have access to all Provider tools and customers that are associated with their organization.
- **CBO/Other E&T Providers** Will have access to all Provider tools and customers that are associated with their organization.
- **IDHS Billing Managers** Will have access to the billing module. They cannot access the customer level profile/data collection tools.



# Adding Activities / Services – Provider Staff

- 1. Add customer and complete assessments.
- 2. Send appropriate referrals
- 3. Add activities

	SELECT	YOUR NEXT STEP	
View recommended providers and send Referrals	Send/Reply Referrals	Add Activities/Services for your location	Mark the customer as not eligible or not participating
Return to Intake			

## View Recommended Providers and Send Referrals

# Add activities

123 Provider - 1234 Test Lane Jacksonv	ville IL 62704 IDHS E&T	
Match: <b>100%</b> Match Reason: Interest in: Manageme Plan Activities: JR - Job Readiness, JR	ent/Officials/Proprietor - Job Retention Services, E - Employment	: (subsidized or unsubsidized)
Program Name: SNAP Job Placement - Food Service	Description: Learning how to clean the kitchen, serve food to customers, handle money by cashing out orders, learn how to greet customers and take their order. etc.	Address: 1234 Test Lane Jacksonville, IL 62704 Distance: N/A
What are the goals of this program How is this training offered? What are the minimum requiremen		Math, => 6th Grade Reading



## Add Activities/Service

If your organization will be providing services click the button Add Activity/Service. This includes support services and program services. We will cover adding services in a later section.



# Next Step - Send/Reply Referrals

Send a referral for a customer at any time.

- 1. Select Intake / Referral tab
- 2. Select Send/Reply Referrals
- 3. Click Add Referral
- 4. Follow the steps listed above for a Referral to another agency or for a Reverse Referral to an FCRC.

#### Approve / Reject Referrals

 As an FCRC – view the referrals to your location. From the ISETS Dashboard, access the list of referrals submitted to your organization that require action.

liset	S CUSTO	MER FOI	RMS							
Overview	Intake/Referral	IEP/Case Mana	agement	Customer Forms	Summary Tools					
CUSTON	IER FORMS									
Profile: Pam	Penny	REFE	RRALS							Add Referral
Email ppenr	ny@noemail.com								Search:	
DOB 7/10/19	979					Other			Referral	
User Name	PPenny	<b>*</b> # <sup>\$</sup>	Referred	d To	Referred From	Notes	÷ 4	Added 🔶	Form	Status
Last 4 SSN	1003	1	Haymarl		Asian Human Services		8	/24/2021	Print	
Individual I	Number 771771003	2			Asian Human		5	/5/2021	Print	Accepted
Redetermin 10/5/2021	nation Date	2.5	County		Services		5	6/2021	Print	Accepted
E&T Provid	<b>ler</b> Asian Human	Chowing	= 1 to 2 of	2 ontrior						



# **IEP / Career Plan** August 2021 v2 Draft

🖆 📶 🛛 HI, SPARTNER -

Send Referral

- 1. Select Your Next Step click on Send/Reply Referrals
- 2. Click on Add Referral.
- 3. The Referral form modal opens. Select which type you want to Other Provider.
- 4. Select an approved provider. Select the organization from the dropdown list sorted by closest to furthest away.
- 5. Complete the Customer Consent form by entering the customer username and customer password. Check the box after the customer reads and agrees to the terms. Then click Submit Consent. Note: If you are not automatically redirected

👤 ISETS INTAKE/REFERRAL Overview Intake/Referral IEP/Case Management Customer Forms Summary Tools INTAKE/REFERRAL CASE NOTES(0) Show Test Data Profile: Anna Wackerlin Email anna@noemail1234.com DOB 7/10/1979 User Name AWackerl ▲ Screening Date ♦ Needs Assessment Date Status Last 4 SSN 1944 Needs Assessment Complete 8/19/2021 8/19/2021 View Completed Assessment Individual Number 791791944 Showing 1 to 1 of 1 entries Previous 1 Next Redetermination Date E&T Provider Lower North SELECT YOUR NEXT STEP FCRC Unassigned Program Enrollment N/A

> CUSTOMER CONSENT If you do not understand son

ione before I rev

I hereby authorize (Southern Illinois Collegiate (SICCM) - 10.9 miles) to for the purpose of providing me with service coordination, information Department of Human Services only as neccesary in order to administe evoluation purposes.

the right to inspec

ked it. I understand that I

O DASHBOARDS -

A CUSTOMERS

back to the referral form, Click Add Referral again to select the agency and you will be able to continue.

@ISETS

Other Notes\*

- 6. Select the Refer From agency if you have access to more than one
- 7. Add the status of your progress with the customer.
- 8. Add any additional notes.
- 9. Click Submit.

Print the referral form for the customer.

#### Add Activity/Service

1. Click Add Activity/Service to add a service or activity to the customer's IEP/Case Management. You will be redirected to the IEP.

2.

	,	coordination I may not receive case coord may, however, receive mental health servi Customer U	lination services and m ices and substance abu lername	closure or II revoke my consert during the ca y public assistance may be affected. I understan to treatment services without spreeing to this include the service of the service service of the service and and agree to the terms.	nd that I
RECOMMENDED SER	VICES				>
Click a Provider to view s 100% Match - 123 Pr		a/c) Found)			
123 Provider - 123	_		:&T		
ies riovider res	These carle success				
		nent/Officials/Proprietor R - Job Retention Services, E - E	mployment (sul	osidized or unsubsidized)	
Program Name: SNAP Job Placem What are the go	ent - Food Service als of this program	Description: Learning how to clean the serve food to customers, h money by cashing out orde how to greet customers an their order, etc. 12 Badge	kitchen, 1. andle 6. ers, learn <b>D</b>	ddress: 234 Test Lane Jacksonville, IL 2704 <b>istance:</b> /A	
Overview Intake IEP/0	Career Plan Custom	Forms			
Overview 1. Review Asses					
Overview 1. Review Asses Overview Intake IEP/Career			late Log		┓╢
Status (Default) Service Provid	er Dollar Value of S	ervice Attendance Earned Cree			
Career Plan / Build a Plan / Edit Cust	omer Service				
Profile: Andrew Vass	Educational/Cred	-			
Email andrewvass@noemail1234.com	Total Subsidized	days for all items: 0 Select a goal	Status"	Planned/Not Started (Scheduled)	
User Name AVass	Planned			Hanned/Hot Started (Scheduled)	
Last 4 SSN 1921	Start Date*				
See All	Planned Due Date*	<b>=</b>			Ч
Reset Password Send Message	How many hours a week are you planning on working on thic?"		WIOA Funded*	No	~

Illinois SNAP Employment & Training System

workNet

Educational/Cre	edential Testing					
Total Subsidize	ed days for all items: 0					
Goal*	Select a goal	~	Sta			
Planned	Select a goal	لىن 				
Start Date*			1			
Planned Due Date*			SELEC	T YOUR NEX	T STEP	
How many hours a week are		View recommended providers and cond Reformate	Complete/Edit Needs Assessment	Send/Reply Referrals	Add Activities & Services for your location	Mark the customer as not eligible or not

#### Assessments

Add any assessment results to the customer's assessments summary. A number of assessments are available in Illinois workNet. Ones that are not maintained by IwN can be added, i.e., Casey Life Skills, TABE and others.

ENTER ASSESSM	ENT				×
Assessment Type *	Selec	t			~
Assessment Category					~
Functional Area *					~
Assessment Name *					~
Assessment Description *					le
Assessment Date *	=				
Grade Level Equivalent *					~
Educational Functional Level					
Scale Score *					
Results *					11
Did completing this assessment result in a credential? *	Selec	t			~
What did you use th	nis assessme	ent for?			
Career Coach	ing O	🗌 Identify T	alent	🗌 Referrals	
🗌 Career Guida	nce	Improve i	Performance	Other	
🗌 Eligibility 🖲		🗌 Job Align	ment 0		

#### NEXT STEPS IF ENROLLING THE CUSTOMER IN YOUR PROGRAM

Inform customer of program requirements and complete additional assessments as needed

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Inform customer of program requirements and complete additional assessments as needed

- Inform customer of program requirements and complete additional assessments as needed.
- Enter assessment results into the system.

Assessments Not Available Through Illinois workNet

Add Assessment Results

Assessment Name/Description	Edit/View Results	Assessment Dater	Туре	Category	Updated
	No data availa	ble in table			

Showing 0 to 0 of 0 entries

Previous Next

Provide Customer with information on how to access their IEP/Career Plan.



Г

a Provider to view services offered	ł.	
00% Match - Friendly Provider (1	Program(s) Found)	
00% Match - Test provider 123 (1	l Program(s) Found)	
<b>0% Match</b> - Frankfort Township (	2 Program(s) Found)	
<b>9% Match</b> - Mt. Vernon Township	) (2 Program(s) Found)	
<b>)% Match</b> - Six Mile Township (2	Program(s) Found)	
<b>)% Match</b> - Free Lunch Academy	(1 Program(s) Found)	
_		
MMENDED SERVICES		
Provider to view services offered.		
% Match - 123 Provider (1 Program	( <u>s) Found)</u>	
% Match - 123 Provider (1 Program) 123 Provider - 1234 Test Lane Jackson		
123 Provider - 1234 Test Lane Jackson Match: <b>100%</b> Match Reason: Interest in: Managem	ville IL 62704 IDHS E&T	: (subsidized or unsubsidized)
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# IEP/Career Plan

To complete the Intake process, go to Step 4. Provide Customer with information on how to access their IEP/Career Plan. Review the information with the customer, check the box at the bottom of the screen indicating you have completed the review. Click the blue box Go to the Customer's IEP/Case Management Section to begin the plan.

# NEXT STEPS IF ENROLLING THE CUSTOMER IN YOUR PROGRAM

Inform customer of program requirements and complete additional assessments as needed

#### Provide Customer with information on how to access their IEP/Career Plan.

#### Use Customer's IEP/Career Plan to:

- 1. Discuss Universal Assessment responses.
- Discuss goals based on the customer's current situation and where they want to be. Add the goals to the IEP/career plan.
- Discuss steps/services that can help them reach their goals. Add the steps/services and related information into the plan.
- Make sure the customer agrees to the plan. If not, make adjustments so they are on board with the plan.
- 2. Have the customer sign the plan either electronically (paper copy is not needed) or physically (paper copy is needed).
- Make sure the customer knows how to view their plan online through their Illinois workNet account.
- They should know the plan is a communication tool they should review and let you know if they need to make any adjustments to the plan.
- Let them know they may be asked to electronically sign the career plan if changes are made.
- Let them know they can see a history of updates to their plan.
- Let them know there are other resources in the plan that can help them update their resume and find a job.

#### 3. Update the plan as needed.

- Add case notes.
- Update steps/services as they are started, completed, updated.
- Have the customer electronically sign their career plan as needed.

□ I have provided the customer with features and how to access their career plan.

Go to the Customer's IEP/Case Management Section



# Status updates

After a client begins activities with the provider, the provider needs to submit a 2151 status update.

Monthly a status update is required. Follow these directions.