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Overview

Acronyms

- IDHS Illinois Department of Human Services
- SNAP Supplemental Nutrition Assistance Program
- ISETS Illinois SNAP Employment and Training System
- IwN Illinois workNet
- IES Integrated Eligibility System
- SNAP JP SNAP Job Placement
- ABE Application for Benefits Eligibility system

Purpose:

The Outcomes Tab on a customer profile allows quick access to many parts of the customer profile.

Who Enters/Maintains Data

Only staff that have been given access to the program can view the customer overview.

- Statewide User Roles- Statewide staff view/edit for all customers.
- Program Manager, Intermediary, and Provider Partners Staff can view/edit for customers in their assigned partner locations.



Access Customer Profile Page

- 1. Log into <u>www.illinoisworknet.com</u>.
- 2. Select My Dashboard.
- 3. Select Partner Tools.
- 4. Select the icon for ISETS. Partner lands on the customer list.
- 5. Select the customer's name to access their information.
- 6. Select the Outcomes tab.

Shortcut Tip:

Go to <u>www.illinoisworknet.com/ISETSPartners</u>. Select the link for ISETS Partner Tools.

Direct link to the ISETS Tool - https://apps.illinoisworknet.com/SiteAdministration/IDHSET/Admin/Index/

Outcomes Sections

Summary

The summary provides a graphic depiction of where the customer stands on each of the performance measures. The results column tracks if items have been entered or achieved. The status column tracks whether the item has been completed.

L ISETS	OUTCO	MES				
Overview I	ntake/Referral	EP/Case Management	Customer Forms	Summary Tools	Outcomes	
OUTCOME	ES					
Profile: Billy Ell	iott	Action Item			Result	Status
Email BillyElliet071070			completed a SNAP E&	T Activity.	Not Completed	Not Complete
m	@noisetsemail.co	2. Gained a cree	lential.		At least 1 credential entered.	Complete
DOB 07/10/197	9	3. Gained empl	oyment.		At least 1 employment entered.	Complete
User Name BE	lliot975	4. Retained emp	oloyment for 90 Days.		Complete (111 Days)	Complete
Last 4 SSN 674	48	5. Exited from p	rogram. (Successful/U	nsuccessful)	Not Completed	Not Complete
Individual Nu	mber	Activities				
Redeterminat	ion Date	Measurable	Skill Gains			
Enrollment Da	ate 08/31/2023					
E&T Provider Services	(s) Asian Human	Credentials	Earned			
Provider(s) Pe N/A	ending Referral	Employmen	t			
DHS Office Ur	nassigned	Completed	/ Exited			
Program Enro Success	ollment SNAP 2	POST-EXIT	OPTIONS			
See All						
Reset Passwo	rd	Success Sto	ries			
Participant Sur	mmary Tools	Follow-up				
Assessments						
Case Notes						
Services						



Outcomes Tab December 2024 v2

Activities

This section tracks the activities entered for the customer. Activities can be added in the career plan from this section by clicking the button "Go to Customer EP Page.

To exit a participant all activities either need to be completed (successfully or unsuccessfully) or deleted if the activity was never initiated.

Review any "Activities not assigned to a goal".

Follow the directions in Case Management Activities to edit the SNAP E&T activities or Other E&T activities.

Activities

ACTIVITIES NOT ASSIGNED TO A GOAL STEPS FOR: COMPLETE THE PROGRAM

		Searc	h:
Step/Service	^ No	te Status	Other Items
BE - Basic Education (ABE/GED) 💉 🗙		Started/Open Start Date: 8/22/2023	
SJS - Supervised Job Search 💉 🗙		Started/Open Start Date: 8/28/2023	
Transportation 💉 🗙		Started/Open Start Date: 8/22/2023	\$
VT - Vocational Training 🖍 🗙		Started/Open Start Date: 8/28/2023	Ħ
Showing 1 to 4 of 4 entries			Previous 1 Next

Measurable Skill Gains

https://www.illinoisworknet.com/DownloadPrint/IEP%20Case%20Management%20Instructions.pdf

Measurable Skill Gains

This section tracks skill gain with specific measurements. It is currently an optional entry.

Select one of five types of skills gain:

- Educational Functional Level (EFL)
- Secondary Transcript/Report Card
- Postsecondary Transcript/Report Card
- Training Milestone
- Skills Progression / Diploma / Certificate / Degree

Skill Type		Program Year	
Select	~	Select	
Filter Start Date		Filter End Date	
Filter Add Measurable Skills Gain	© Comr	Search:	-
		nent 🔶 Program Year	Source
	Skill Type Select		✓ Source
	Skill Type		y Source
	Skill Type Select Select		~
	Skill Type Select Select Educa		~
	Skill Type Select Select Educa Secon	tional Functional Level (E	FL) ard
Showing 0 to 0 of 0 entries	Skill Type Select Select Educa Secon Postse	tional Functional Level (E dary Transcript/Report C	FL) ard



Educational Functional Level (EFL)

- Based upon documented test scores added in the Assessments section of the customer profile, i.e. TABE 11/12 with one full grade level increase.
- An additional measure would be those customers who enters Post-Secondary education or training after exit in the same program year whose school status was "Not attending school; H.S. Graduate".

Secondary Transcript/Report Card

- Applies to participants without a high school diploma or equivalency at program entry.
- Participant's transcript or report card for secondary education for one semester showing that the participant is demonstrating satisfactory achievement in all classes. The semester must be within the program year (PY).
- The report card/transcript must not show that the participant dropped out of school, was removed from the institution, or any other condition that indicated removal on academic or conduct grounds.
- Any reasonable verification of a transcript or report card will meet the requirement for documentation such as an unofficial transcript or online report card.
 - Answer the questions.
 - Upload the associated document.
 - Enter Date Attained.
 - o Add a Comment.
 - Click Save.

Postsecondary Transcript/Report Card

- Applies to participants enrolled in post-secondary education.
- Full-time Students must achieve minimum of 12 credits within one semester.
- Part-time students must achieve a minimum of 12 credits completed (in accordance with the institutions standards) in two consecutive semesters within the same 12-month period. If the first semester begins in one PY and the second semester ends in the next PY, the MSG would be achieved in the PY that the second semester ends.
- Documentation: Transcript or Report Card that shows a participant is meeting the State unit's academic standards. The documentation must include whether the participant is enrolled full-or part-time.

There FL 9 a) converting b) FF investment Second ADD MEASURABLE Select Skill Syse ⁺¹ b) Iduational Functional Line Secondary Transcript Report Secondary Transcript Report Statescondery Transcript Report Datasecondery Transcript Report Secondary Transcript Report Datasecondery Tran	artingen Card sorget/Report Card Deforma/Certificate/Degree are then ways an individual can achieve an Educator and is automatically calculated in the system. It Scores: Customer, who is recieving instruction in mented achievement of at least one full EFL gain, ded in the system. Add Dasic Skills Assessment Results L Gain by Entry into Post-Secondary Education: F and Dasic Skills Assessment Results L Gain by Entry into Post-Secondary Education: F Skills L GAIN (EFL) Card opt Card Certificate/Degree	EFLs are automatically calculated by the test scores
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staini Social Soli Type * (ducational functional Level 20 Training Milettore 20 Training	ng/education/ whose school status ar exit is. "No diary education or training after exit (and in the s st-Secondary Education." SKILL GAIN (EFU (Card port Card Cardficate/Degree	attending school, H.S. Graduate", who enters Post-
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Educational Functional Level Secondary Transcript/Report Postsecondary Transcript/Re Training Milestone Skills Progression/Diploma/I	Card port Card Certificate/Degree	
1. 0 0		
0		
0	This customer is pursuing their GED/Diplom	a/certificate and enrolled in secondary education:*
	Yes	
2.	No	
	This customer is in the system with the follo	ving Highest Level of Education:*
	H.S. Junior	~
c. pi	istomer is demonstrating satisfactory achieve	ary education for one semester showing that the ment in all classes. The semester must be within the meeting the State unit's academic standards. The cipant is enrolled full or part-time. * •
Da	te Attained *	
Cr	imment *	

ADD MEASUR	ABLE SKILL GAIN	×
Select Skill Type *		
O Educational Function	anal Level (EFL)	
O Secondary Transcri	pt/Report Card	
Postsecondary Tran	script/Report Card	
O Training Milestone		
O Skills Progression/I	Diploma/Certificate/Degree	
	This customer is pursuing their GED/Diploma/certific education." Utiline and achieved at least 12 credits within one semester. O Furthime and achieved at least 12 credits in two consecutive semests	
	 This customer is in the system with the following Hig H.S. Junior 	ghest Level of Education:*
	3. Upload Transcript or Report Card that shows a partie standards. The documentation must include whether t Date Attained "	
	Comment * 0	



- The report card/transcript must not show that the participant dropped out of school, was removed from the institution, or any other condition that indicated removal on academic or conduct grounds.
- Any reasonable verification of a transcript or report card will meet the requirement for documentation such as an unofficial transcript or online report card.
 - Answer the questions.
 - Upload the associated document.
 - Enter Date Attained.
 - Add a Comment.
 - Click Save.

Training Milestone

- "Satisfactory or better progress report, towards established milestones, such as completion of OJT or completion of one year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training." (e.g., training reports showing completed milestones, increases in pay resulting from new skills or increased performance.)
- There are various types of achievements that count towards a Training Milestone gain.
 Programs should determine appropriate documentation and methods that count towards training milestones.
 - Upload the associated document.
 - Enter Date Attained.
 - Add a Comment.
 - Click Save.

Skills Progression/Diploma/Certificate/Degree

- "Successful passage of an exam that is required for an occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks, such as knowledgebased exams."
- Documentation for this gain may include, for example, passage of an exam in a Registered Apprenticeship program, employer-required knowledge-based exam, satisfactory attainment of an element on an industry or occupational competency-based assessment, or other completion test necessary to obtain a credential.
- Skills Progression/Diploma is selected for achievement of a high-school diploma or GED, an industry recognized credential or certificate or an Associate or Bachelor's Degree.
 - Answer the questions.

ADD MEASURAE	BLE SKILL GAIN ×
Select Skill Type *	
O Educational Functional	l Level (EFL)
O Secondary Transcript/F	Report Card
O Postsecondary Transcri	ipt/Report Card
Training Milestone	
O Skills Progression/Dipl	loma/Certificate/Degree
	Upload document for "Satisfactory or better progress report, towards established milestones, such as completion of O/T or completion of one year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training, (e.g., worksite evaluation or observational evaluation in Illinois workklet, training reports showing completed milestones, increases in pay resulting from new skills or increased performance)* Date Attained * Comment *
	Save Close

ADD MEASU	URABLE SKILL GAIN
Select Skill Type *	
Educational Fu	nctional Level (EFL)
Secondary Tran	script/Report Card
) Postsecondary	Transcript/Report Card
Training Milest	one
Skills Progressi	ion/Diploma/Certificate/Degree
	 Has this customer successfully passed an exam or benchmarks to receive a high-school diploma or GED, an industry recognized credential or certificate, or an Associates or Bachelors Degree?^s
	○ Yes
	O No
	2. Upload documentation: this gain may include, for example, passage of an exam in Registered Apprenticeship program, employer-required knowledge-based exam, satisfactory attainment of an element on an industry or occupational competency-based assessment or other completion test necessary to obtain a credential. * Date Attained *
	Comment *



- Upload the associated document.
- Enter Date Attained.
- Add a Comment.
- Click Save.

Credentials Earned

This section tracks the achievements, qualifications or credentials earned by the customer. They can be added in the career plan on the associated activity or in this section. To add a credential from this section:

- Click Add Credential. User is redirected to the customer career plan.
- Select the activity for which the credential was earned.
- Enter the title of the credential.
- Enter the institution where the credential was earned.
- Enter date the credential was earned.
- Select the credential type.
- Select the credential source.
- Select Yes or No if the customer has experience in the credential field.
- Click Save.
- The credential is automatically added to the Outcomes section for credentials.

Add Crede	ential						
w 10 🗸 e	entries					Search:	
Name (Credential Type	Credent	tial 👌	Date Attained	•	Institution	Source
	Apprenticeship Certificate	Copy of Diploma		6/11/2020		Regional Office of Education	workNet
owing 1	to 1 of 1 entries		СТразние	ARUS AR LIK	UUKS	Provinue	1. WWW.Maxto
	ENTER NEW	CREDENTIAL					3
		itle * GED					
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	Date Earr	ed* 🗰 0	5/11/2020				
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Employment

Please review all details related to Employment on the Overview Tab instructions.

https://www.illinoisworknet.com/DownloadPrint/Overview%20Tab.pdf

Completed / Exited

To Exit a customer requires that the following parameters be met:

- 1. All SNAP E&T activities must be completed (successfully or unsuccessfully or deleted if never started). The box will automatically check if the activities are closed.
- 2. Option to add a Measurable Skill Gain.
- 3. Option to include Industry Recognized Credentials.



Outcomes Tab December 2024 v2

- 4. Select Program
 - a. SNAP JP
 - b. SNAP to Success
 - c. Earnfare
- 5. Select Completion Status
 - a. Exited Unsuccessful Completion
 - b. Exited Moved to another program
 - c. Exited Successful Completion
- 6. Select Outcome reason (if available)
 - Unsuccessful Employed moved out of area
 - b. Unsuccessful Moved out of the area
 - c. Unsuccessful No longer eligible
 - d. Unsuccessful not the right fit / referred to a different program
 - e. Unsuccessful did not meet program requirements
 - f. No Outcome reason for Moved to another program
 - g. Successful Pending employment working with a person to get a job
 - h. Successful Unemployed
 - i. Successful Retention
 - j. Successful Employed beyond 90 days
 - k. Successful Completed Requirements
- 7. Enter Program Completion Date
- 8. Click Save exit reason should display in table.
- 9. Exit will display in the table.

If participant is enrolled with two providers, each provider will need to exit the participant when the specific agency program is completed..

All SNAP E&T Activities	not including Supportiv	e Services)	
		ul) or have been removed.	
📄 At least 1 Measurable Sl	till Gain has been entere	d. ¹	
All Industry Recognized	Credentials are entered	into the system. ^(1, 2)	
¹ These are not required to Exit th	e Customer but are helpful to	gauge success of the program.	
² Credentials must be the Industry Make sure you have all your su			
Program	Select	~	
Program completion status	Select	~	
Program Completion Date			
Save			
5 👻 entries per page		5	Search:
ISETS Program 🔶 Prov	ider Name 🕴 🛛 Exit St	atus 🔶 Exit Reason 🔶 I	Date Exited 🝦 🛛 Exited By 🜗
		available in table	

ISETS Program	Provider Name	Exit Status	Exit Reason	Date Exited	Exited By
	Asian Human Services	Exited - Successful Completion	Completed Requirements	7/31/2023	Tprograms



POST – EXIT OPTIONS

Success Stories

Add Success Story Show 10 🗸 entries Title 🔺 Program Type

Showing 0 to 0 of 0 entries

This section displays the the participant. When t clicked, the user is direct

	Login Sign Up	Search Español Partners Si
e Success stories submitted by or about he link to add a Success Story is	SUCCESS STORY GUID	E
ted to the WIOA Success Story Guide.	Share Success Stories and Inspire Others	
	A success story shows how Local Workforce Innovation Area (LWIA) programs are making a difference in people's lives. More than a list of events or activities, it describes a positive change and shows how that change benefits you and the people of illinois. A good success story uses evidence to show the value of programs.	Submitting Your Customers
	You can write a success story about a program, workshop or training opportunity that is particularly noteworthy and significant. It may be about how an employer worked with an employment program or about how a person gained personal employment.	Subr /our Customer Success Story
Search:	Whatever you choose to write about, your story should show how participating with the LWIA program is making Illinois a better place to Ive - for individuals, familles, organizations, businesses, local governments and communities.	Select of faces for the set of th
Provider 🔶 Career Pathway 🔶 Date Created 🔶 Status 🔶	Participants Employers	Service Providers
No data available in table		
Previous Next	TTYPE	ROS

Success stories added will appear in the list and can be sorted by ordering the column headers.

Follow-up

This section tracks the follow-up communications with the participant after the exit.

Select Add Follow-Up Case Note •

Service

- Complete the parts of the case note. •
- Select how it will be saved and to whom it will be sent. •

Case notes will be maintained in the Case Notes Section and may be found by selecting Follow-up for the filter.

Participant Summary Tools	Showing 1 to 1 of 1 entries	Previous 1 Next
Assessments		
Case Notes	Employment	
Services	Completed / Exited	
Worksites		
Uploads	POST-EXIT OPTIONS	
Instructions	Success Stories	
Link to instructions	Follow-up	
	Add Follow-Up Case Note	

Sele	ect A Task		~
ontact	: Date *		
=	6/17/2020		
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Add	your message		
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Send D As I D As I D Saw	Case Note As:	Illinois workNet Team	A

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