

Contents

Overview	1
Acronyms	1
Purpose:	1
Who Enters/Maintains Data	1
Access Customer Profile Page	2
Outcomes Sections	2
Summary	2
Activities.....	3
Measurable Skill Gains	3
Credentials Earned.....	6
Employment.....	6
Completed / Exited	6
POST – EXIT OPTIONS.....	8
Success Stories	8
Follow-up	8

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 www.illinoisworknet.com.
2. Select **My Dashboard**.
3. Select **Partner Tools**.
4. Select the icon for **ISETS**. Partner lands on the customer list.
5. Select the **customer's name** to access their information.
6. Select the Outcomes tab.

Shortcut Tip:

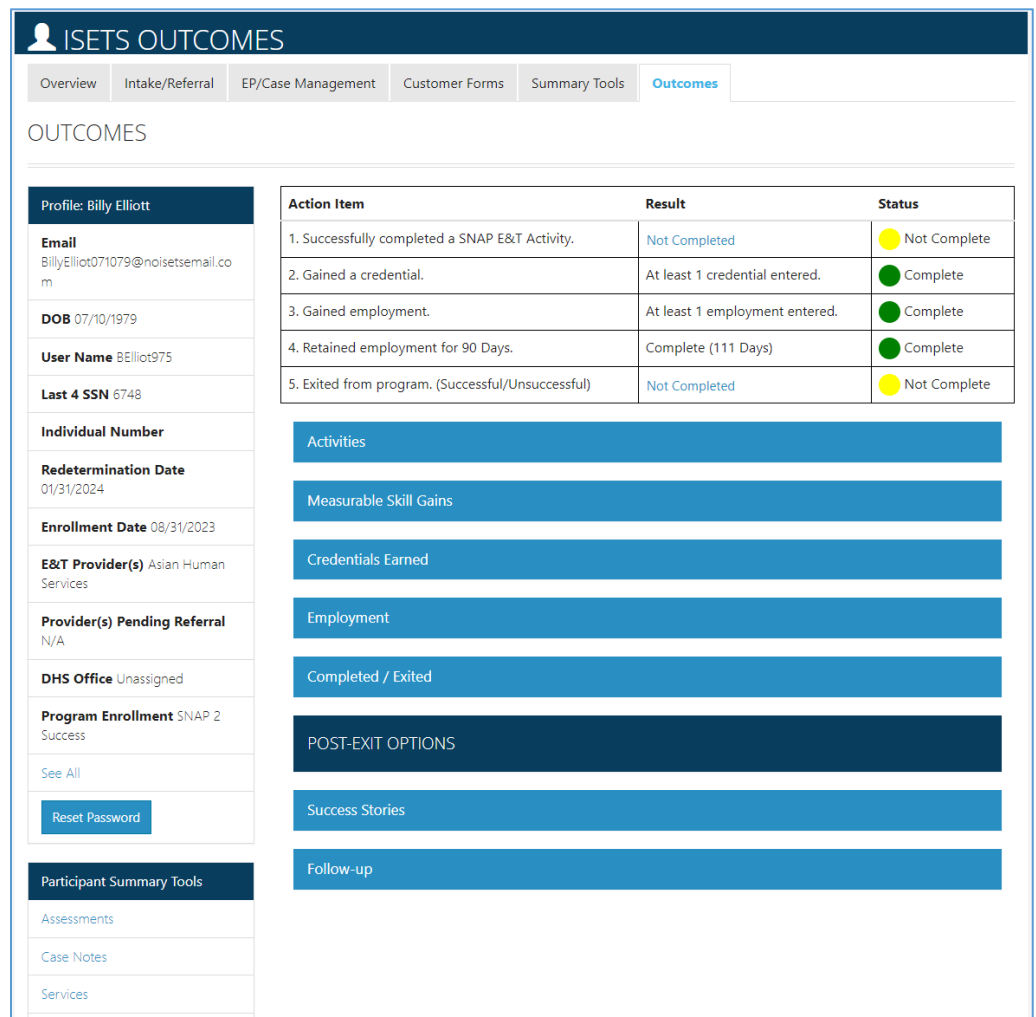
Go to www.illinoisworknet.com/ISETSPartners.
Select the link for **ISETS Partner Tools**.

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.



ISETS OUTCOMES

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

OUTCOMES

Profile: Billy Elliott	Action Item	Result	Status
Email BillyElliott071079@noisetsemail.com	1. Successfully completed a SNAP E&T Activity.	Not Completed	Not Complete
DOB 07/10/1979	2. Gained a credential.	At least 1 credential entered.	Complete
User Name BElliott975	3. Gained employment.	At least 1 employment entered.	Complete
Last 4 SSN 6748	4. Retained employment for 90 Days.	Complete (111 Days)	Complete
Individual Number	5. Exited from program. (Successful/Unsuccessful)	Not Completed	Not Complete
Redetermination Date 01/31/2024	Activities		
Enrollment Date 08/31/2023	Measurable Skill Gains		
E&T Provider(s) Asian Human Services	Credentials Earned		
Provider(s) Pending Referral N/A	Employment		
DHS Office Unassigned	Completed / Exited		
Program Enrollment SNAP 2 Success	POST-EXIT OPTIONS		
See All	Success Stories		
Reset Password	Follow-up		
Participant Summary Tools			
Assessments			
Case Notes			
Services			

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

[Go To Customer EP Page](#)

ACTIVITIES NOT ASSIGNED TO A GOAL

STEPS FOR: COMPLETE THE PROGRAM

Search:

Step/Service	Note	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	

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

Measurable Skill Gains

Show entries
Search:

Skill Type	Date Attained	Comment	Program Year	Source
Showing 0 to 0 of 0 entries				

Skill Type

Select

Educational Functional Level (EFL)

Secondary Transcript/Report Card

Postsecondary Transcript/Report Card

Training Milestone

Skills Progression/Diploma/Certificate/Degree

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.
 - Add a Comment.
 - Click Save.

ADD MEASURABLE SKILL GAIN

Select Skill Type *

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

There are two ways an individual can achieve an Education Function Level (EFL) gain for Measurable Skills Gain. EFL gain is automatically calculated in the system.

a.) Test Scores: Customer, who is receiving instruction below the Post-Secondary Level, must have a documented achievement of at least one full EFL gain. EFLs are automatically calculated by the test scores recorded in the system.

[View/Add Basic Skills Assessment Results](#)

b.) EFL Gain by Entry into Post-Secondary Education: For any exited customer (enrolled in a qualifying training/education) whose school status at exit is, "Not attending school, H.S. Graduate", who enters Post-Secondary education or training after exit (and in the same program year) they will receive a skill gain for "EFL for Post-Secondary Education".

ADD MEASURABLE SKILL GAIN

Select Skill Type *

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

1. This customer is pursuing their GED/Diploma/certificate and enrolled in secondary education.*

Yes

No

2. This customer is in the system with the following Highest Level of Education.*

H.S. Junior

3. Upload Transcript or Report Card for secondary education for one semester showing that the customer is demonstrating satisfactory achievement in all classes. The semester must be within the program year (PY) 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.*

Date Attained *

Comment *

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.

ADD MEASURABLE SKILL GAIN

Select Skill Type *

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

1. This customer is pursuing their GED/Diploma/certificate and enrolled in post-secondary education.*

Full time and achieved at least 12 credits within one semester.

Part-time and achieved at least 12 credits in two consecutive semesters within the same 12-month period.

2. This customer is in the system with the following Highest Level of Education.*

H.S. Junior

3. Upload 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.*

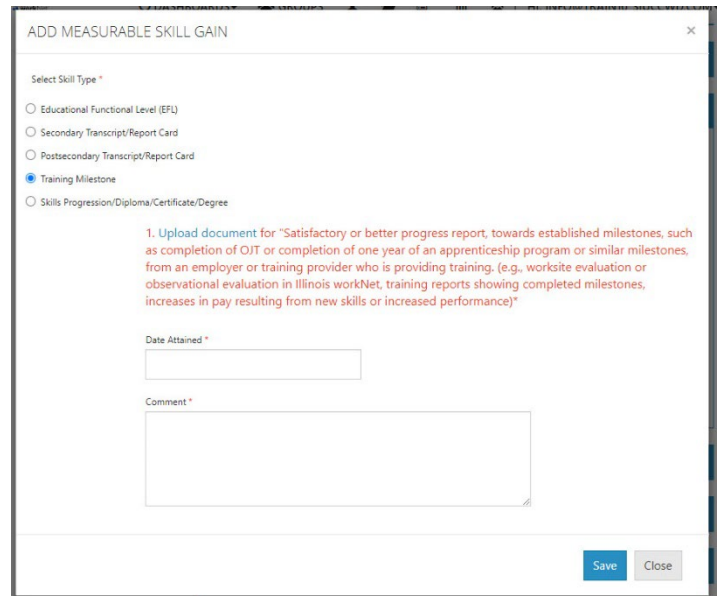
Date Attained *

Comment *

- 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

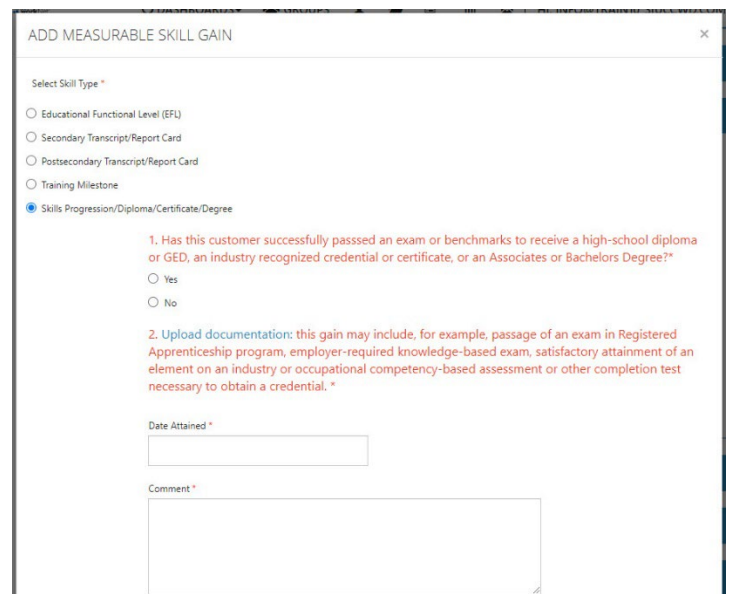
- “Satisfactory or better progress report, towards established milestones, such as completion of OJT or completion of one year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training.” (e.g., training reports showing completed milestones, increases 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.



The screenshot shows a web form titled "ADD MEASURABLE SKILL GAIN". Under "Select Skill Type *", the "Training Milestone" radio button is selected. Below this, a red instruction reads: "1. Upload document for '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., worksite evaluation or observational evaluation in Illinois workNet, training reports showing completed milestones, increases in pay resulting from new skills or increased performance)'". There are input fields for "Date Attained *" and "Comment *". At the bottom right are "Save" and "Close" buttons.

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 knowledge-based 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.



The screenshot shows a web form titled "ADD MEASURABLE SKILL GAIN". Under "Select Skill Type *", the "Skills Progression/Diploma/Certificate/Degree" radio button is selected. Below this, a red instruction reads: "1. 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?*" with "Yes" and "No" radio buttons. A second instruction reads: "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. *". There are input fields for "Date Attained *" and "Comment *". At the bottom right are "Save" and "Close" buttons.

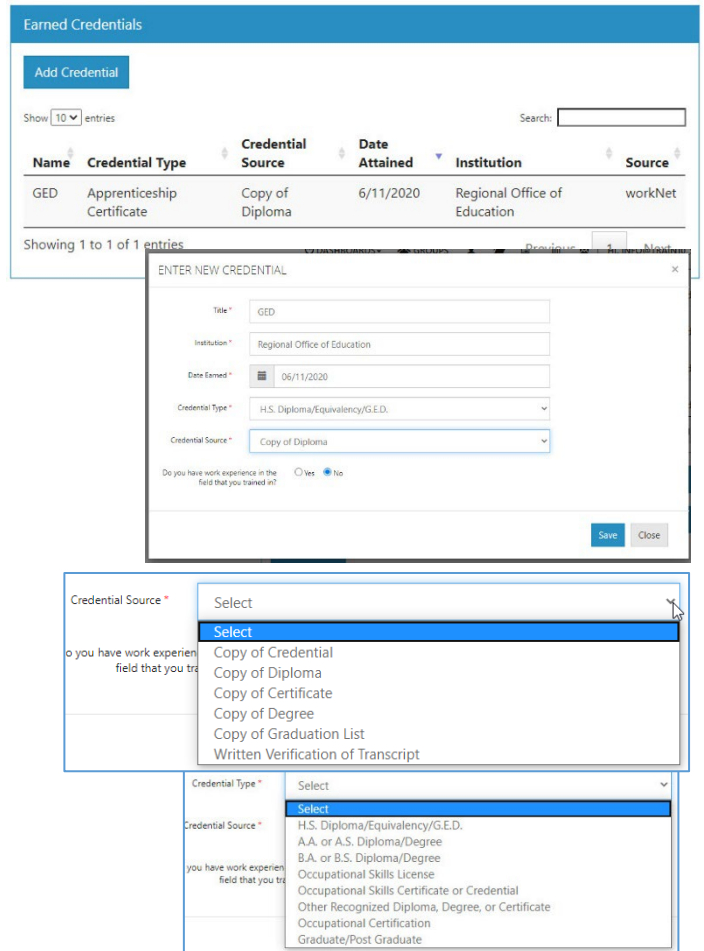
- **Upload** the associated document.
- **Enter** Date Attained.
- **Add** a Comment.
- **Click** Save.

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.



The screenshot displays the 'Earned Credentials' section. At the top, there is an 'Add Credential' button. Below it, a search bar and a 'Show 10 entries' dropdown are visible. A table lists the credentials with columns for Name, Credential Type, Credential Source, Date Attained, Institution, and Source. One entry is shown: GED, Apprenticeship Certificate, Copy of Diploma, 6/11/2020, Regional Office of Education, workNet. Below the table, a 'Form for Adding a New Credential' dialog box is open, showing fields for Title, Institution, Date Earned, Credential Type, and Credential Source. A dropdown menu for 'Credential Source' is expanded, showing options like 'Copy of Credential', 'Copy of Diploma', 'Copy of Certificate', 'Copy of Degree', 'Copy of Graduation List', and 'Written Verification of Transcript'. Another dropdown for 'Credential Type' is also expanded, showing options like 'H.S. Diploma/Equivalency/G.E.D.', 'A.A. or A.S. Diploma/Degree', 'B.A. or B.S. Diploma/Degree', 'Occupational Skills License', 'Occupational Skills Certificate or Credential', 'Other Recognized Diploma, Degree, or Certificate', 'Occupational Certification', and 'Graduate/Post Graduate'.

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.

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)
 - a. 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.

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

Program completion status

Program Completion Date

5 entries per page 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

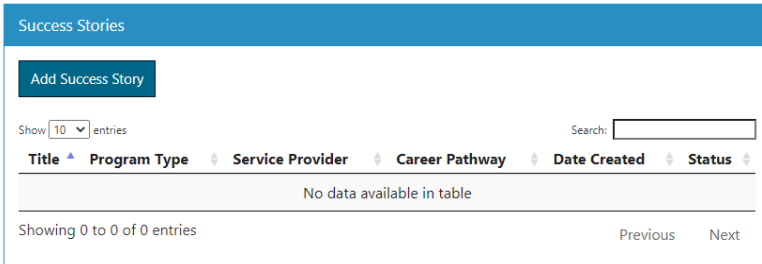
ISETS Program	Provider Name	Exit Status	Exit Reason	Date Exited	Exited By
	Asian Human Services	Exited - Successful Completion	Completed Requirements	7/31/2023	Tprograms

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

POST – EXIT OPTIONS

Success Stories

This section displays the Success stories submitted by or about the participant. When the link to add a Success Story is clicked, the user is directed to the WIOA Success Story Guide.



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

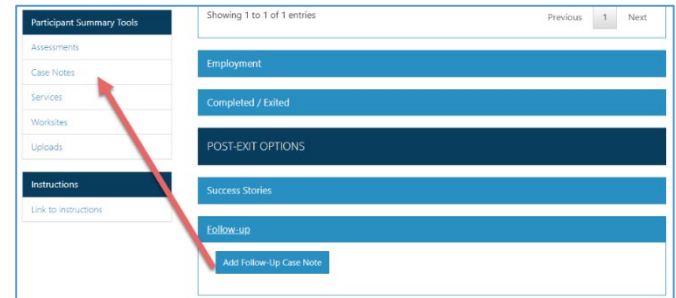
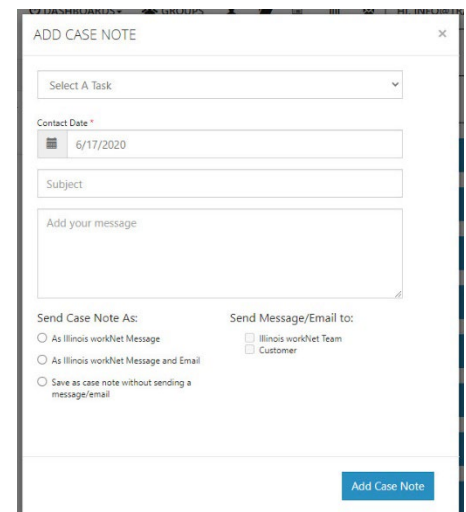


Follow-up

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

- **Select** Add Follow-Up Case Note
- **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.

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.