Contents

Purpose and Users

Purpose

The Provider Information section of the 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.
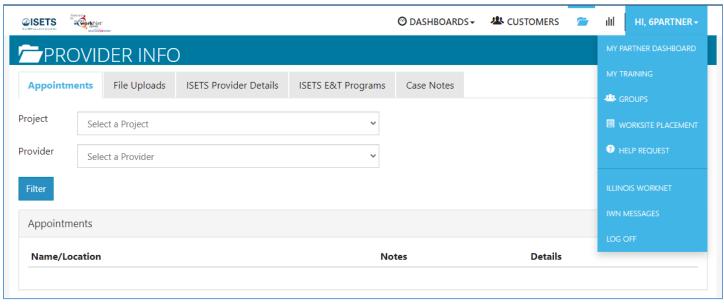
Users

- User access is dependent upon the parameters of the grant. Check your grant details to see what you have access to view or edit.
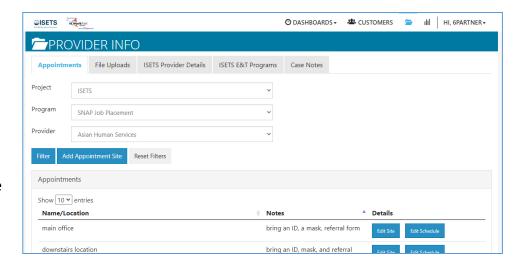
TABS

Go to www.illinoisworknet.com and log in to your account.

1. Go to My Dashboard and select ISETS.
2. Select Provider Information. The partially open folder icon.

Appointments

For agencies who require intake appointments, follow these instructions:

1. Select the Project and
2. Select Provider if you have access to more than one provider.
3. Filter to see locations for the project/agency.
4. Add Appointment Site if a new location is required.
   a. Name the location
   b. Add instructions for the location i.e., Bring an I.D., bring referral form
5. Edit Site – make any changes to the Appointment Site information
6. Edit Schedule – add scheduled appointments.
   a. Add Appointment –
      i. Pick a day on the calendar,
      ii. Toggle the time, (hours are automatically given one hour)
      iii. Edit the end time,
      iv. Select the number of openings.
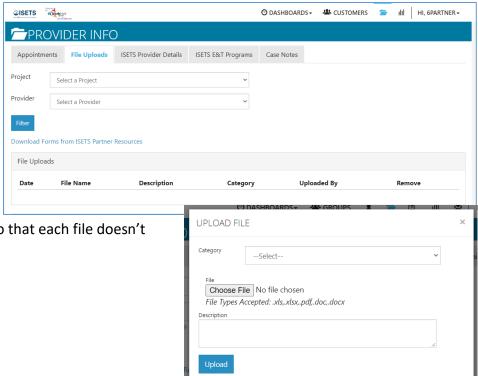   v. Select Add Appointment

File Uploads

These are typically files that are associated with your agency, grant or staff – NOT individual customers.

1. Select the Project and select Provider if you have access to more than one provider.
2. Click Upload File
3. Select type of upload category
4. Select a file to upload
5. Add a description of the file so that each file doesn't have to be opened.
6. Click the Upload button.

ISETS Provider Details

This tab represents grant specific information. Access is granted to partners participating in that grant. Access to edit information is granted by user type. Items in the tables can be filtered by clicking the column header.

1. Select the Project and select Provider if you have access to more than one provider.
2. Add New Provider allows a new grantee to be added to the system. (Available only to specific partner status)
3. Associated Contracts - Contract information is added or updated. Program Manager, Provider Manager and Super Admin
4. Audits
5. Locations – are based upon information added in the service finder.
6. E&T programs – information related to contracts and the programs offered by the provider.
7. Worksites are associated with where worksite placements are offered.
8. Services – those services associated with the provider and the specific program. Agencies may be able to add or delete based upon use.

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

Contract Information

The grant manager enters the initial contract information. The provider program manager and the grant manager have the ability to update the contract information.

Location

Each provider partner should have at least one location added. Programs are assigned by location. DHS uses distance from program to participant as one factor to match when making a referral to a partner agency. Work with the Illinois workNet project manager to have an initial location assigned.

Audits

Periodic audits of the program/contract will be added in this table.

E&T Programs

May be accessed from this section of the overview page, or on the following tab. See more below.

Worksites

Are kept in a table in this section. The actual information is maintained in the Worksite Placement section found in the dropdown menu by the partners login.

Services

Services and Activities are defined in the E&T program offerings. There are four choices: Activities / Other E&T Activities, Support Services, and Referral to Services.

E&T Programs

Items in the tables can be filtered by clicking the column header. Information can be searched by Program, Provider, Contract Number or Fiscal Year and then selecting a program. Based upon user access levels, information may be edited, or the item may be removed.

1. Select ISETS E&T Programs tab
2. Edit the program
    a. Option 1 – select Program
        i. Filter
        ii. Click Edit by the appropriate program.
    b. Option 2 – select Provider
        i. Filter
        ii. Click Edit by the appropriate program.
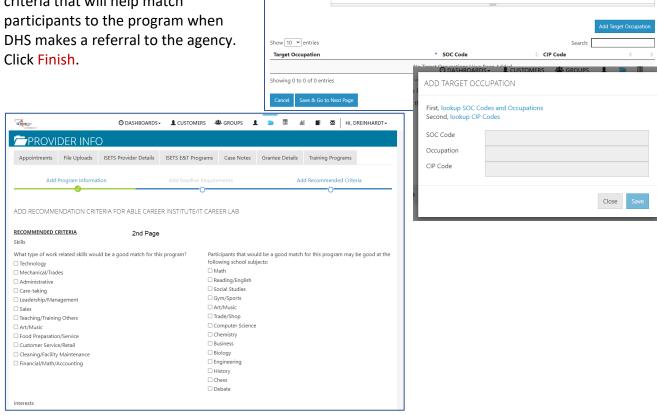
3. On the program page:
   a. Program Admin staff will have added the basic information: contract and program.
   b. Select a location. (If you do not have a location listed, follow the directions for the [Service Finder Tool](#).) or contact Help Request to create the agency location.
   c. If the Fiscal Year was not selected, select the appropriate year.
   d. Check all appropriate boxes for how the program is offered, types of activities, other training opportunities, and whether the program is full-time or part-time.
   e. Enter a program description.
   f. Add a Target Occupation using the look-up functionality of the modal window.
   g. Click Save and Go to Next Page.
   h. Check the appropriate boxes to add criteria that will help match participants to the program when DHS makes a referral to the agency.
   i. Click Finish.

Case Notes

These are case notes associated with your agency, grant or staff – NOT individual customers.

1. Select Project
2. Select Program
3. Select Provider
4. Select Add Case Note
   a. Select a task about which the case note is being written.
   b. Type a subject
   c. Type a message
   d. Select how the case note is to be saved.
   e. If being sent as a message, select to whom the message is to be sent.
   f. Select Add Case Note at the bottom.
5. Filter at the top of any column to sort.

Username Menu

My Partner Dashboard

This links to the Illinois workNet personal dashboard of the logged in user.

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.

LOG OFF

Allows you to log out of ISETS or Illinois workNet.