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Overview

Purpose:

The billing and staffing tool is a monthly function for providers and IDHS staff to communicate about participants.

- Information is entered on the customer profiles in ISETS.
- Individual reports are created based upon the entered information.
- Monthly reports are compiled from the created parts.

Who Enters/Maintains Data

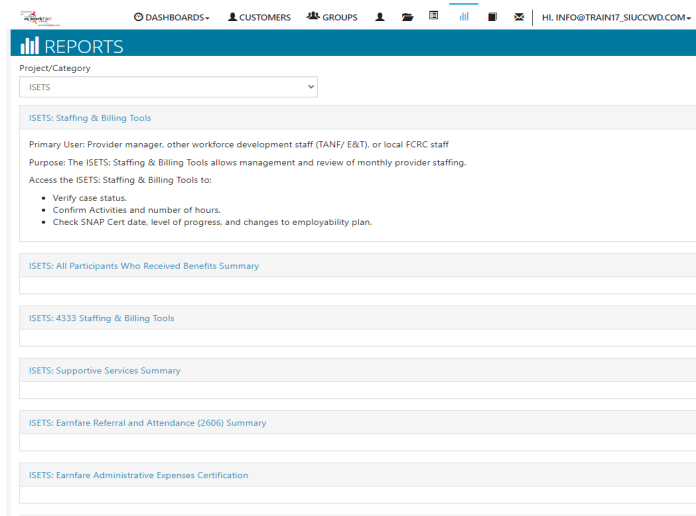
- **Statewide User Roles** - Statewide staff view/edit report information.

- **Program Manager, Intermediary, and Provider Partners** - Staff can enter information and create reports.
- **Provider Manager** - Reviews report prior to submission to billing.
- **Billing Manager** - Obtains clarification, if necessary, before approving submissions.

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 **Reports** icon in the top menu bar.

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



Enter Information

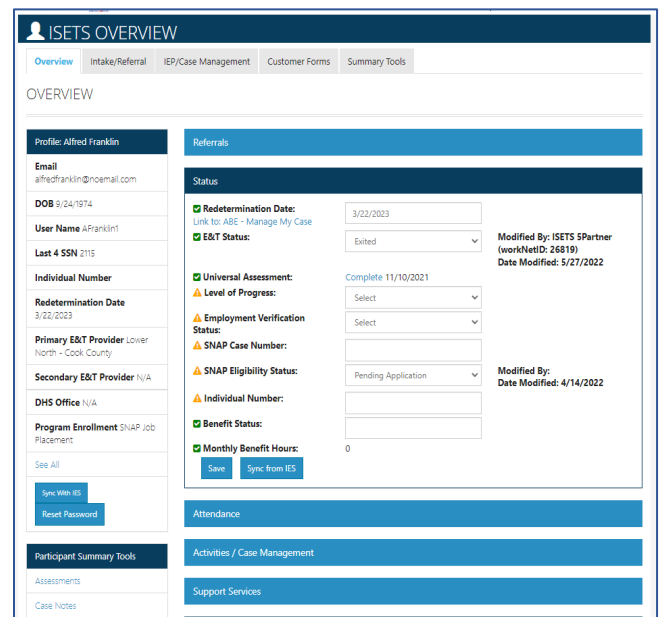
Ensure that activity is up to date on the customer profile.

For customers to report on the various reports, they will need to have:

- Approved referral
- Enrollment
- Active status
- Active SNAP Activity
 - Service assigned to a provider (Service Provider tab in service/activity).

In addition, they will need to have:

- Attendance – 2610 or 2606
- Activities - 4334
- Support Services - added



Items may be accessed from the Overview tab of the customer profile or by selecting the individual service/activity items in the IEP/Case Management section. After updating all customer profiles for the month, access the Customer Forms tab to begin creating the reports.

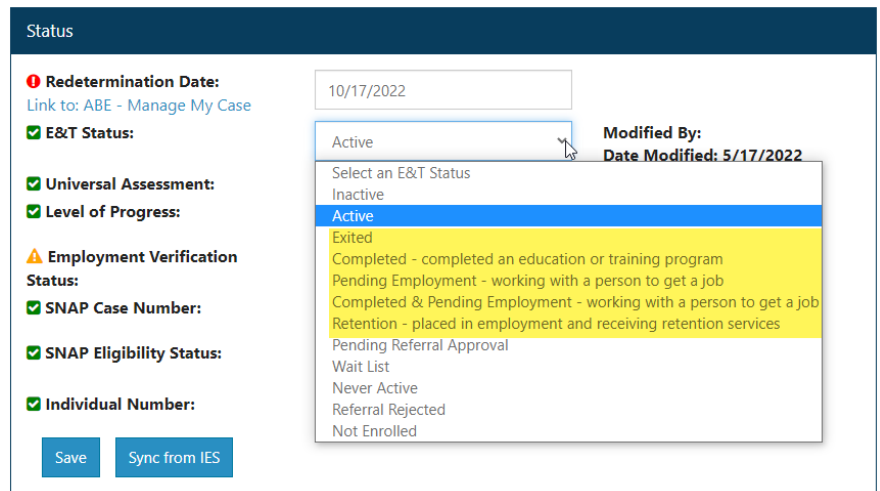
Enrollment

Customers need to be enrolled through the Intake/Referrals tab. Full directions may be found here:

<https://www.illinoisworknet.com/DownloadPrint/Intake%20and%20Referral%20-%20Provider%20staff.pdf>

Customers need to have an active status on the overview page. Active status includes:

- Active
- Exited (during the report period month)
- Completed – education or training
- Pending Employment
- Completed and Pending Employment
- Retention



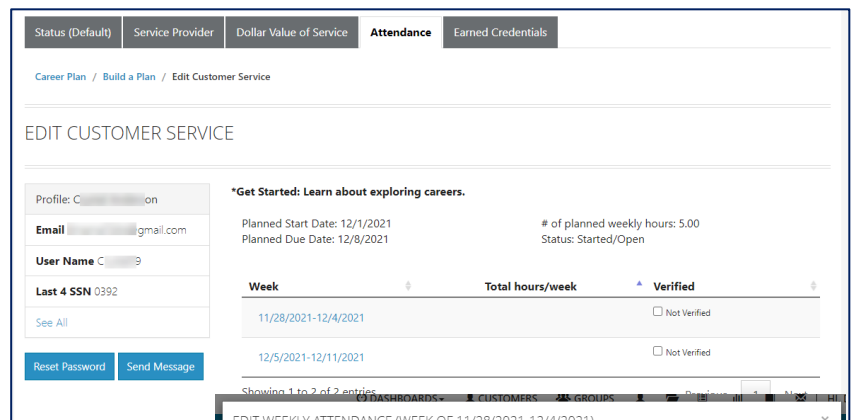
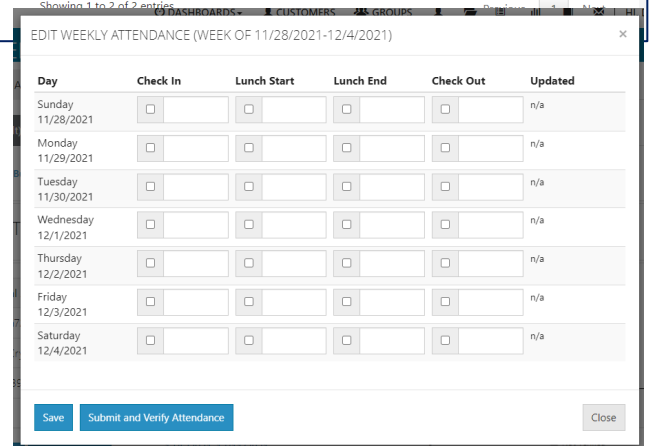
Add Activities/Services in ISETS

E&T Programs

Attendance

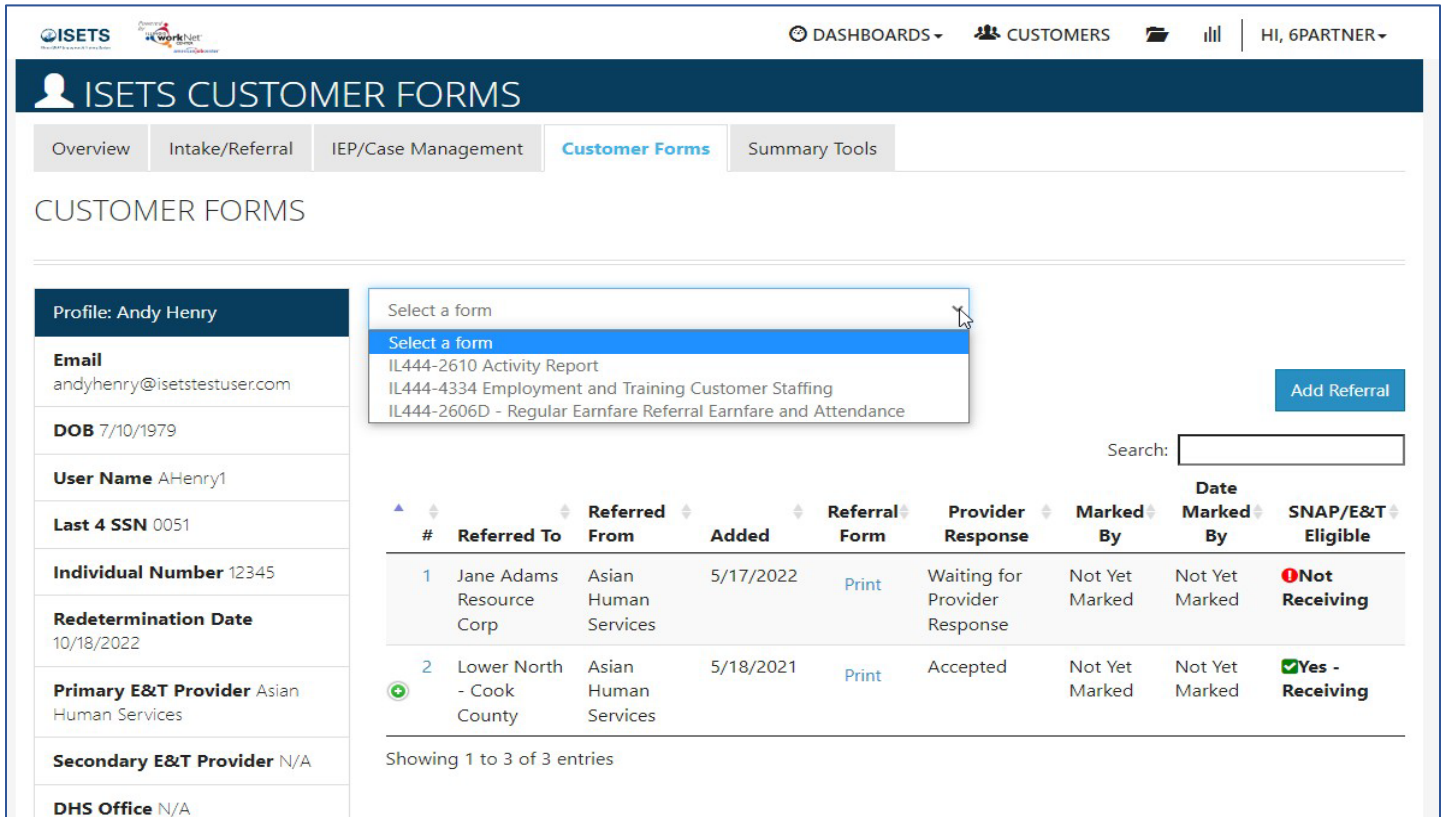
This feature allows you to track the attendance of the participant for this activity.

- Service must be Started/Open with a start date and anticipated end date.
- **Select** the attendance tab.
- **Select** the week for which attendance is to be tracked.
- **Enter** the time for check-in, lunch, and check-out for each day.
- **Save**, or if the person entering the information can verify the attendance is correct, select Submit and Verify Attendance.
- Attendance may also be entered for groups of participants.
- Individuals may enter attendance from the tools in their personal account – My Dashboard.
- Attendance may be accessed from the IEP/Case Management or the Overview page.
- Services/Activities are used to create the monthly reports.

- Employment must be entered and verified for the 4333 form.

Create the Reports



The screenshot shows the ISETS Customer Forms interface. On the left is a profile for Andy Henry with details like email, DOB, user name, SSN, and providers. The main area shows a table of referred forms with columns for #, Referred To, Referred From, Added, Referral Form, Provider Response, Marked By, Date Marked By, and SNAP/E&T Eligible. A dropdown menu is open over the 'Select a form' field, listing options like 'IL444-2610 Activity Report' and 'IL444-4334 Employment and Training Customer Staffing'.

#	Referred To	Referred From	Added	Referral Form	Provider Response	Marked By	Date Marked By	SNAP/E&T Eligible
1	Jane Adams Resource Corp	Asian Human Services	5/17/2022	Print	Waiting for Provider Response	Not Yet Marked	Not Yet Marked	Not Receiving
2	Lower North - Cook County	Asian Human Services	5/18/2021	Print	Accepted	Not Yet Marked	Not Yet Marked	Yes - Receiving

The reports needed for each participant include:

- 2151 - the referrals automatically added.
- 2606 - attendance Earnfare
- 2610 – attendance SNAP
- 4333 - list of all participants included for the staffing month
- 4334 - individual staffing document – indicates if a full staffing is needed
- Support Services Summary
- Summary Expenditure Documentation
- Earnfare Referral and Attendance Summary
- Earnfare Administrative Expenses Certification

Attendance Reports

The screenshot shows the 'Customer Forms' tab selected in the navigation bar. A dropdown menu is open, displaying three options: 'IL444-2610 Activity Report', 'IL444-4334 Employment and Training Customer Staffing', and 'IL444-2606D - Regular Earnfare Referral Earnfare and Attendance'. The third option is highlighted.

2606 - Earnfare

1. Provider or participant tracks hours of activity using the attendance tool.
2. Select the **Customer Forms** tab on the customer ISETS profile.
3. Select the **IL444-2606D** from the drop-down menu.
4. Section I information fills from the customer profile and the Employer assigned to the worksite.
5. Section II information fills from the planned work-off hours based upon SNAP amount.
6. Section III information fills from the attendance on the CW and TJU activities.
 - a. **Answer:** Does the organization have a paid lunch period?
 - b. **Answer:** Should the client remain assigned to this employer/location? If no, complete the reason why.
7. Section IV information fills from the total hours in the CW and TJU attendance, subtracts the CW hours, multiplies by the reporting month state minimum wage and provides a total dollar amount that is due the participant.
 - a. Fill in the **date** the check was issued.
8. Select the Sign as **Earnfare Employer** box to sign the form if the provider is the employer.
9. Upload a signed 2606 from the employer if the provider is not the employer of record. Download the form if needed.
10. Select **Save and submit the 2606 report**. Print a copy if needed.

The screenshot displays the 'CUSTOMER FORMS' page for form 'IL444-2606D - REGULAR EARNFARE REFERRAL AND ATTENDANCE RECORD'. The form is populated with customer and employer information. It includes two attendance tables: 'CW - Community Workfare' and 'TJU - Transitional Job'. Below the tables are checkboxes for 'Does the organization have a paid lunch period?' and 'Should the client remain assigned to this employer/location?'. The 'SECTION IV - PAYMENT VERIFICATION/CALCULATION' section shows a summary of hours and wages. At the bottom, there are buttons for 'Sign as Earnfare Employer', 'Download 2606 Form', 'Upload 2606 with Earnfare Employer Signature', 'Save and Submit 2606 Report', and 'Print 2606 Report'.

Date	Time In	Lunch Start	Lunch End	Time Out	Total Hours	Client Signature	Added By
12/2/2022	9:00 AM			2:00 PM	5	ISETS 6Partner - 1/10/2023	ISETS 6Partner - 1/10/2023
12/8/2022	9:00 AM			2:00 PM	5	ISETS 6Partner - 1/10/2023	ISETS 6Partner - 1/10/2023
12/7/2022	9:00 AM			2:00 PM	5	ISETS 6Partner - 1/10/2023	ISETS 6Partner - 1/10/2023

Date	Time In	Lunch Start	Lunch End	Time Out	Total Hours	Client Signature	Added By
12/12/2022	9:00 AM			2:00 PM	5	ISETS 6Partner - 1/10/2023	ISETS 6Partner - 1/10/2023
12/13/2022	9:00 AM			2:00 PM	5	ISETS 6Partner - 1/10/2023	ISETS 6Partner - 1/10/2023
12/14/2022	9:00 AM			2:00 PM	5	ISETS 6Partner - 1/10/2023	ISETS 6Partner - 1/10/2023
12/15/2022	9:00 AM			2:00 PM	5	ISETS 6Partner - 1/10/2023	ISETS 6Partner - 1/10/2023
12/16/2022	9:00 AM			2:00 PM	5	ISETS 6Partner - 1/10/2023	ISETS 6Partner - 1/10/2023
12/20/2022	9:00 AM			2:00 PM	5	ISETS 6Partner - 1/10/2023	ISETS 6Partner - 1/10/2023
12/22/2022	9:00 AM			2:00 PM	5	ISETS 6Partner - 1/10/2023	ISETS 6Partner - 1/10/2023

SECTION IV - PAYMENT VERIFICATION/CALCULATION

Total Hours	50.00
SNAP Work-Off Hours (CW - Community Workfare)	- 15.00
Stipend (TJU - Transitional Job) Hours	= 35.00
State Minimum Wage	= \$12.00
Stipend (TJU - Transitional Job) Issued	= \$420.00

2610 – SNAP Job Placement or SNAP 2 Success

1. Provider or participant tracks hours of activity using the attendance tool.
2. Select the **Customer Forms** tab on the customer ISETS profile.
3. Select the **IL444-2610** from the drop-down menu.
4. Select **Month** from drop-down.
5. Select **Provider** from drop-down if partner has access to more than one provider agency.
6. Select **Program Year**.
7. Verify that all activities are reporting as intended.
8. Enter **username**.
9. **Save and Sign Document** (digital signature based on username, date and time). Or just Save the document.

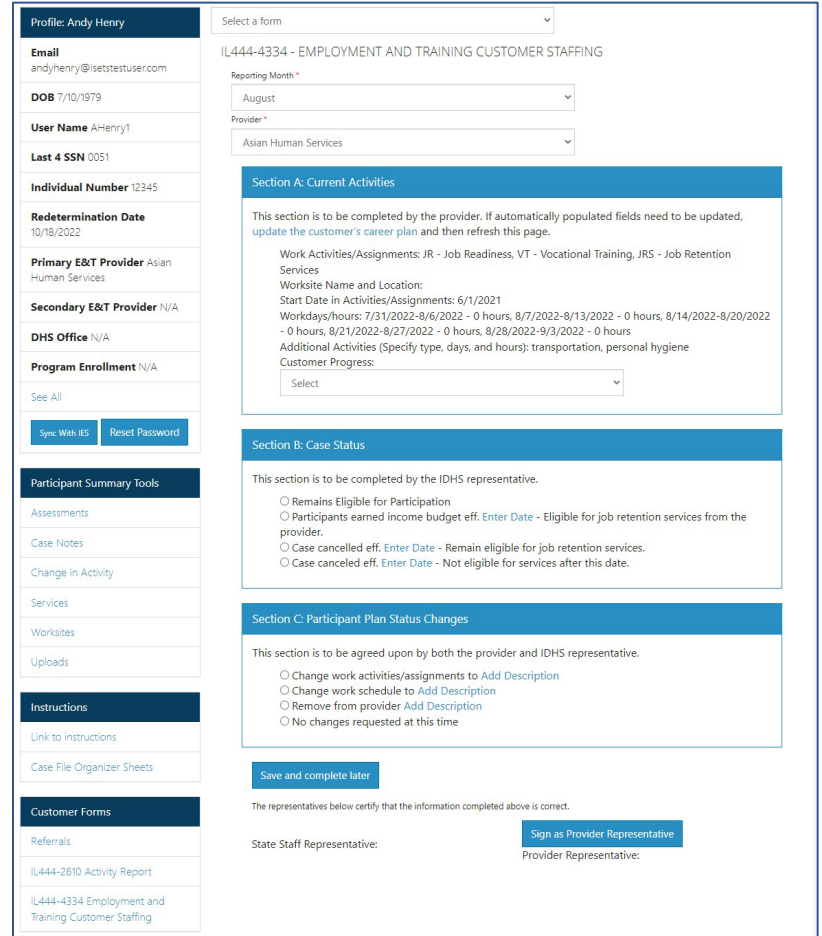
The screenshot shows the ISETS Customer Forms interface. At the top, there are tabs for 'EP/Case Management', 'Customer Forms', and 'Summary Tools'. A dropdown menu is open, showing the selection of 'IL444-2610 Activity Report'. Below this, there are fields for 'Reporting Month' (August), 'Provider' (Asian Human Services), and 'Program Year' (2021). A table of activity reports is displayed, showing columns for Date, Time In, Lunch Start, Lunch End, Time Out, Total Hours, Client Signature, and Verified. The table is divided into sections for 'IR - Job Readiness', 'VT - Vocational Training', and 'IRS - Job Retention Services'. A bottom section shows the 'Name of Organization: Asian Human Services' and 'Authorized Contact: [partner]'. There are buttons for 'Save' and 'Save and Sign Document', and an 'Export/Print - IL444-2610 Activity Report' button.

Name of Organization: Asian Human Services
 Authorized Contact:

4334

This report accompanies the monthly reporting by providing the recommendation of provider and IDHS staff as to the disposition of the participant's continued activity with the program. Complete this form if requesting a full staffing with IDHS.

- Section A: Provider - Review activities and recommend progress status
- Section B: DHS – Review and recommend case status
- Section C: Partner and DHS review and recommend final action for the month.
- DHS and provider both digitally sign.



Profile: Andy Henry

Select a form: IL444-4334 - EMPLOYMENT AND TRAINING CUSTOMER STAFFING

Reporting Month: August

Provider: Asian Human Services

Section A: Current Activities

This section is to be completed by the provider. If automatically populated fields need to be updated, update the customer's career plan and then refresh this page.

Work Activities/Assignments: JR - Job Readiness, VT - Vocational Training, JRS - Job Retention Services

Worksite Name and Location:

Start Date in Activities/Assignments: 6/1/2021

Workdays/hours: 7/31/2022-8/6/2022 - 0 hours, 8/7/2022-8/13/2022 - 0 hours, 8/14/2022-8/20/2022 - 0 hours, 8/21/2022-8/27/2022 - 0 hours, 8/28/2022-9/3/2022 - 0 hours

Additional Activities (Specify type, days, and hours): transportation, personal hygiene

Customer Progress: Select

Section B: Case Status

This section is to be completed by the IDHS representative.

Remains Eligible for Participation
 Participants earned income budget eff. Enter Date - Eligible for job retention services from the provider.
 Case cancelled eff. Enter Date - Remain eligible for job retention services.
 Case canceled eff. Enter Date - Not eligible for services after this date.

Section C: Participant Plan Status Changes

This section is to be agreed upon by both the provider and IDHS representative.

Change work activities/assignments to Add Description
 Change work schedule to Add Description
 Remove from provider Add Description
 No changes requested at this time

Save and complete later

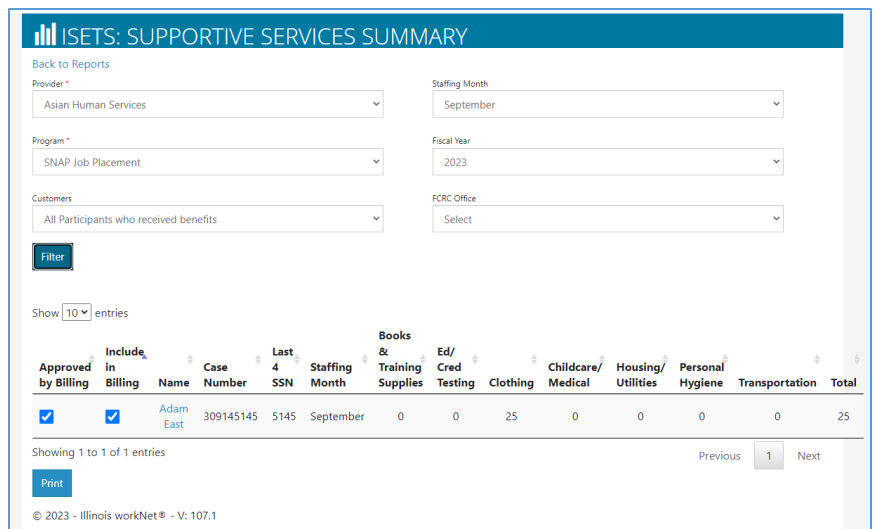
The representatives below certify that the information completed above is correct.

State Staff Representative: Sign as Provider Representative

Provider Representative:

Support Services Summary

1. On the ISETS main menu, select the **Reports** icon. (Bar graph)
2. Access the **Supportive Services Summary**:
 - a. From the main list of reports
 - b. Part of the Complete Staffing Packet in the Staffing & Billing Tools
3. Select **Provider**.
4. Select **Program**.
5. Select **Staffing Month**.
6. Select **Program Year**.
7. Select **Filter**.
 - a. Verify that dollar amounts reported are correct.
 - b. If something is missing or incorrect, return to the participant's profile by clicking on the name.
8. **Check** the box to include the participant in Billing.
9. Billing Department will mark the box for **Approved by Billing**.



ISETS: SUPPORTIVE SERVICES SUMMARY

Back to Reports

Provider: Asian Human Services | Staffing Month: September

Program: SNAP Job Placement | Fiscal Year: 2023

Customers: All Participants who received benefits | FCRC Office: Select

Filter

Show 10 entries

Approved by Billing	Include in Billing	Name	Case Number	Last 4 SSN	Staffing Month	Books & Training Supplies	Ed/ Cred Testing	Clothing	Childcare/ Medical	Housing/ Utilities	Personal Hygiene	Transportation	Total
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Adam East	309145145	5145	September	0	0	25	0	0	0	0	25

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Print

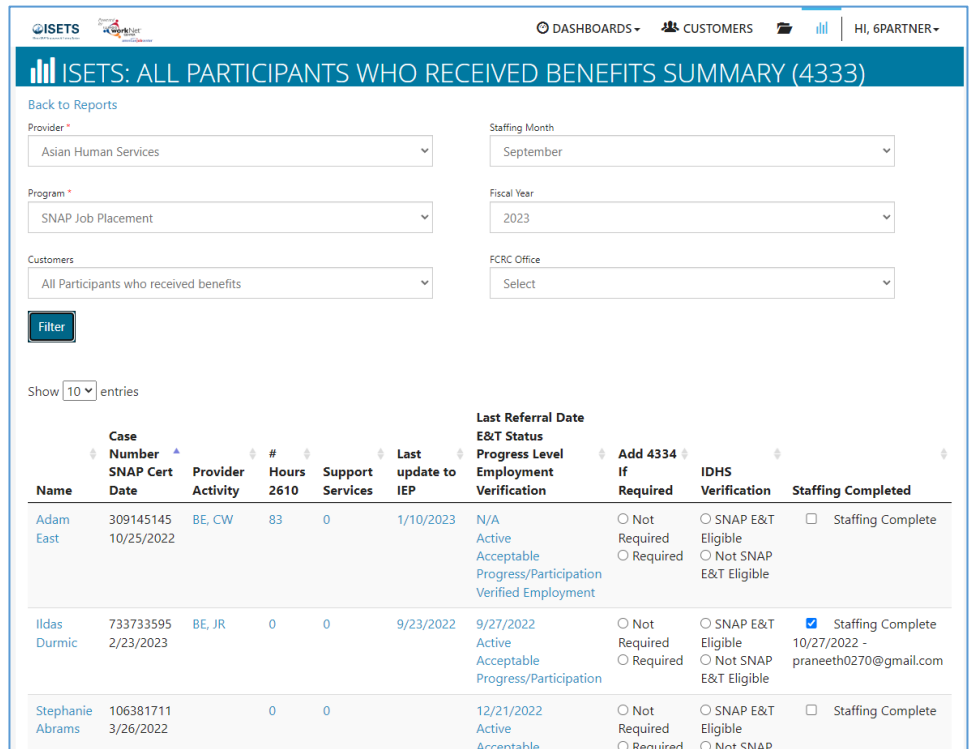
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Intermediary Report

This report is unique to an intermediary agency who oversees other agencies. The appearance is similar to the Support Services Summary. This report gathers the support services by agency of those that the Intermediary oversees. The dollar totals reflect all customers added together. The intermediary can multi-select the agencies to be included in the monthly staffing.

4333 – All participants Who Received Benefits Summary

1. On the ISETS main menu, select the **Reports** icon. (Bar graph)
2. Access the **4333 all Participants Who Received Benefits Summary**:
 - a. From the main list of reports
 - b. Part of the Complete Staffing Packet in the Staffing & Billing Tools
3. Select **Provider**.
4. Select **Program**.
5. Select **Staffing Month**.
6. Select **Program Year**.
7. Select **Filter**.
 - a. Verify activities are correct.
 - b. Verify hours are correct.
 - c. Verify support services are correct.
 - d. Click customer name to add/edit
8. Participants will show on the list if they show a program enrollment, have an approved referral, have an active E&T status, an active service for the report period, and that active service is assigned to a provider.
9. Mark the box is a 4334(full staffing) is required or not.
10. Workforce Development will confirm if participant receives SNAP and complete the staffing. Staffings are independent of Provider Manager review and submission to billing.
11. Once all staffings are complete, a notification will post to the Staffing & Billing Tools Section 1 for Complete Staffing Packet.



Name	Case Number	SNAP Cert Date	Provider Activity	# Hours	Support Services	Last update to IEP	Last Referral Date	E&T Status	Progress Level	Employment Verification	Add 4334 If Required	IDHS Verification	Staffing Completed
Adam East	309145145	10/25/2022	BE, CW	83	0	1/10/2023	N/A	Active	Acceptable	Progress/Participation Verified Employment	<input type="radio"/> Not Required	<input type="radio"/> SNAP E&T Eligible <input type="radio"/> Not SNAP E&T Eligible	<input type="checkbox"/> Staffing Complete
Ildas Durmic	733733595	2/23/2023	BE, JR	0	0	9/23/2022	9/27/2022	Active	Acceptable	Progress/Participation	<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 checked="" type="checkbox"/> Staffing Complete 10/27/2022 - praneeth0270@gmail.com
Stephanie Abrams	106381711	3/26/2022		0	0		12/21/2022	Active	Acceptable		<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

Employment Verification

When participants are employed through the program, the employment is entered on the Overview tab of the customer profile. Participants must have an active JR – Job Retention activity added if employment is over 20 hours per week. Employment verification by case note is required for thirty (30), sixty (60) and ninety (90) days of employment. Participants require at minimum one verification document uploaded, preferably within the first thirty (30) days of employment start date.

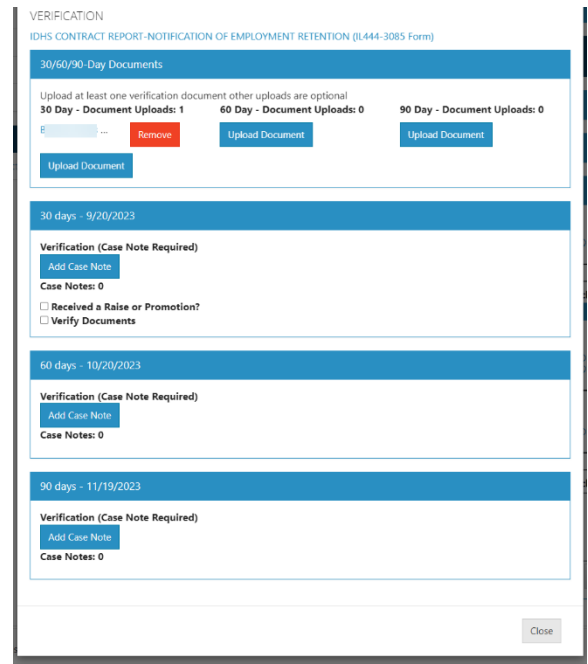
Documentation allowed includes:

- IDHS Contract Report-Notification of Employment Retention (IL444-3085 Form)
- Paystub
- The Work Number
- A case note may also be required.

Add verification information by clicking the appropriate job in the Employment section of the Overview tab.

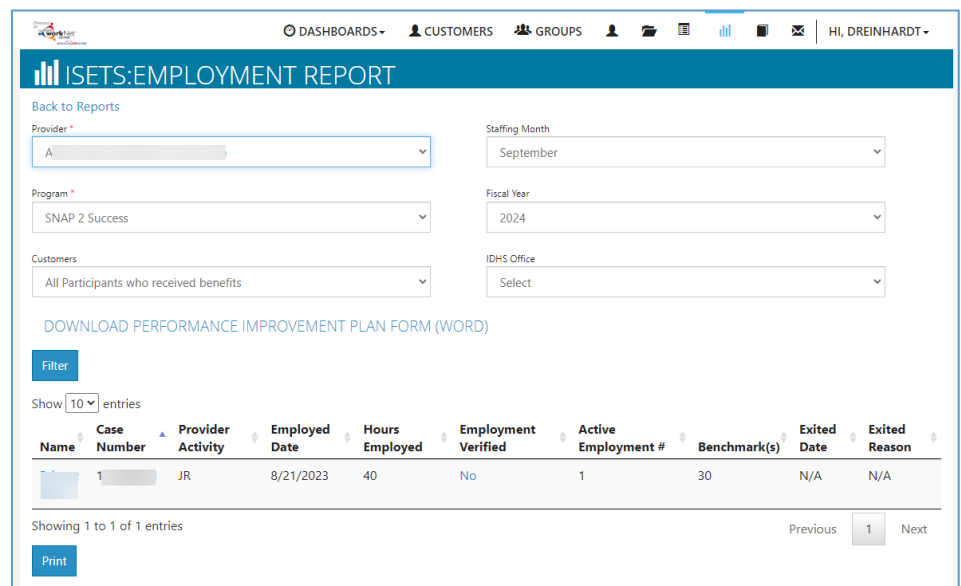
Employment verification is approved by an IDHS Provider Manager.

The information is included in the 4333 form for monthly reporting.



ISETS Employment Report

1. On the ISETS main menu, select the **Reports** icon. (Bar graph)
2. Access the **4333 all Participants Who Received Benefits Summary**:
 - a. From the main list of reports
 - b. Part of the Complete Staffing Packet in the Staffing & Billing Tools
3. Select **Provider**.
4. Select **Program**.
5. Select **Staffing Month**.
6. Select **Program Year**.
7. Select **Filter**.
8. All information fills from the data entered on the customer profile.
 - a. Activities related to employment may include E – Employment (Other E&T activity) and JRS – Job Retention Services (SNAP E&T activity)
 - b. Date employment began.
 - c. Hours employed per week.



Name	Case Number	Provider Activity	Employed Date	Hours Employed	Employment Verified	Active Employment #	Benchmark(s)	Exited Date	Exited Reason
	1	JR	8/21/2023	40	No	1	30	N/A	N/A

- d. Employment verification if verified by Provider Manager Yes or No
- e. Number of active open employment.
- f. Benchmarks completed.
- g. Exited date.
- h. Reason the participant was exited.

Staffing & Billing Tools

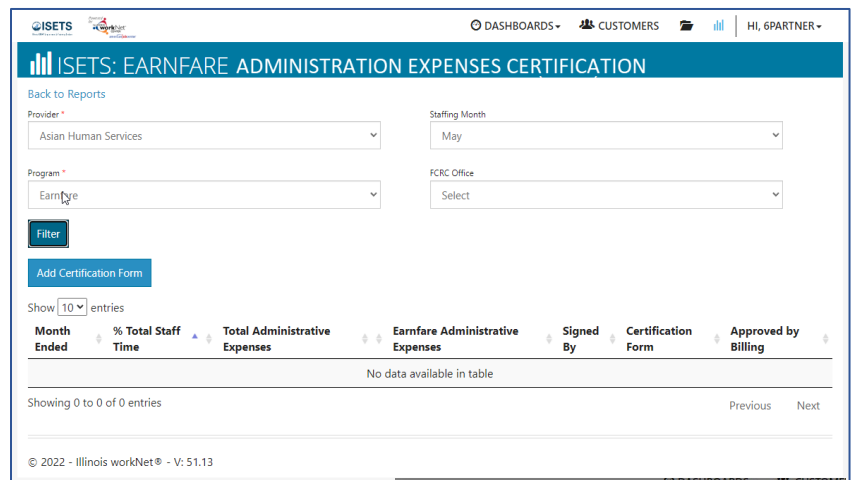
Upon completing all the parts, compile and verify the items on the Staffing & Billing Tools report.

1. On the ISETS main menu, select the **Reports** icon. (Bar graph)
2. Access the **ISETS Staffing & Billing Tools**:
3. Select **Provider**.
4. Select **Program**.
5. Select **Staffing Month**.
6. Select **Program Year**.
7. Select **Filter**.
8. Click the **date** of the packet to complete.
9. Complete the appropriate section.
 - a. 1. Partner completes.
 - b. 2. Provider Manager reviews and completes.
 - c. 3. Billing Manager reviews and requests changes or marks as approved.
10. Click **Submit** at the bottom of the section.

Earnfare

Earnfare Administrative Expenses Certification

1. On the ISETS main menu, select the **Reports** icon. (Bar graph)
2. Access the **Earnfare Administrative Expenses Certification**.
3. Select **Provider**.
4. Select **Program**.
5. Select **Staffing Month**.
6. Select **Program Year**.
7. Select **Filter**.
 - a. Complete the Certification Modal
 - b. Check box when complete
 - c. Billing approves



ISETS: EARNFARE ADMINISTRATIVE EXPENSES CERTIFICATION

Back to Reports

Provider * Asian Human Services

Program * Earnfare

Staffing Month May

FCRC Office Select

Filter

Add Certification Form

Show 10 entries

Month Ended	% Total Staff Time	Total Administrative Expenses	Earnfare Administrative Expenses	Signed By	Certification Form	Approved by Billing
No data available in table						

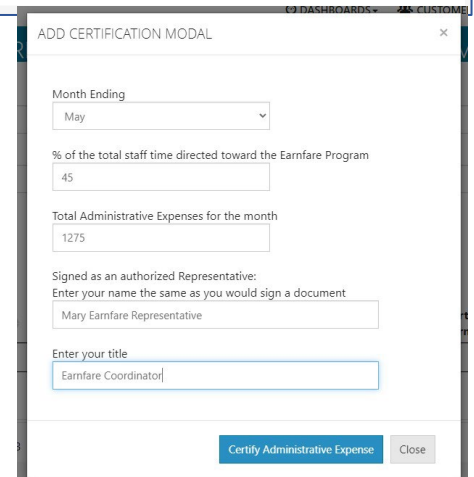
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Month Ended	% Total Staff Time	Total Administrative Expenses	Earnfare Administrative Expenses	Signed By	Certification Form	Approved by Billing
May 2022	45%	\$1275	\$57375	Mary Earnfare Representative 6/8/2022	View/Print	<input type="checkbox"/>

Showing 1 to 1 of 1 entries



ADD CERTIFICATION MODAL

Month Ending May

% of the total staff time directed toward the Earnfare Program 45

Total Administrative Expenses for the month 1275

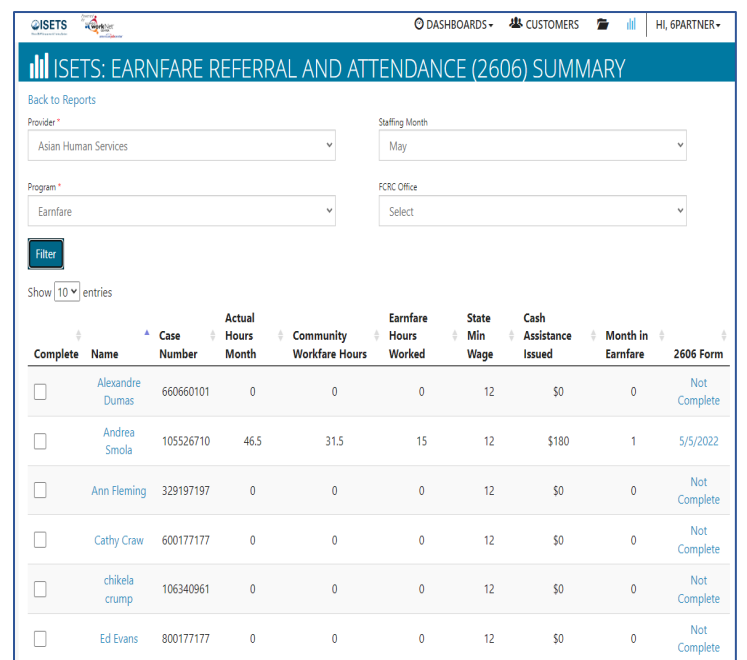
Signed as an authorized Representative:
Enter your name the same as you would sign a document
Mary Earnfare Representative

Enter your title
Earnfare Coordinator

[Certify Administrative Expense](#) [Close](#)

Earnfare Referral & Attendance Summary

1. On the ISETS main menu, select the **Reports** icon. (Bar graph)
2. Access the **Earnfare Referral & Attendance Summary**.
3. Select **Provider**.
4. Select **Program**.
5. Select **Staffing Month**.
6. Select **Program Year**.
7. Select **Filter**.
8. Verify Activity.
9. Check **box** by participant name when complete.



ISETS: EARNFARE REFERRAL AND ATTENDANCE (2606) SUMMARY

Back to Reports

Provider * Asian Human Services

Program * Earnfare

Staffing Month May

FCRC Office Select

Filter

Show 10 entries

Complete	Name	Case Number	Actual Hours Month	Community Workfare Hours	Earnfare Hours Worked	State Min Wage	Cash Assistance Issued	Month In Earnfare	2606 Form
<input type="checkbox"/>	Alexandre Dumas	660660101	0	0	0	12	\$0	0	Not Complete
<input type="checkbox"/>	Andrea Smola	105526710	46.5	31.5	15	12	\$180	1	5/5/2022
<input type="checkbox"/>	Ann Fleming	329197197	0	0	0	12	\$0	0	Not Complete
<input type="checkbox"/>	Cathy Craw	600177177	0	0	0	12	\$0	0	Not Complete
<input type="checkbox"/>	chikela crump	106340961	0	0	0	12	\$0	0	Not Complete
<input type="checkbox"/>	Ed Evans	800177177	0	0	0	12	\$0	0	Not Complete