Contents

Overview 1
Purpose: 1
Who Enters/Maintains Data 2
Access Customer Profile Page 2
Enter Information 3
Enrollment 3
Add Activities/Services in ISETS E&T Programs 4
Attendance 4
Create the Reports 5
Attendance Reports 6
2606 - Earnfare 6
2610 – SNAP Job Placement or SNAP 2 Success 7
4334 8
Support Services Summary 8
Intermediary Report 9
4333 – All participants Who Received Benefits Summary 9
Differences in the 4333 and SSS 10
Employment Verification 11
ISETS Employment Report 11
Staffing & Billing Tools 12
Earnfare 13
Earnfare Administrative Expenses Certification 13
Earnfare Referral & Attendance Summary 13

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

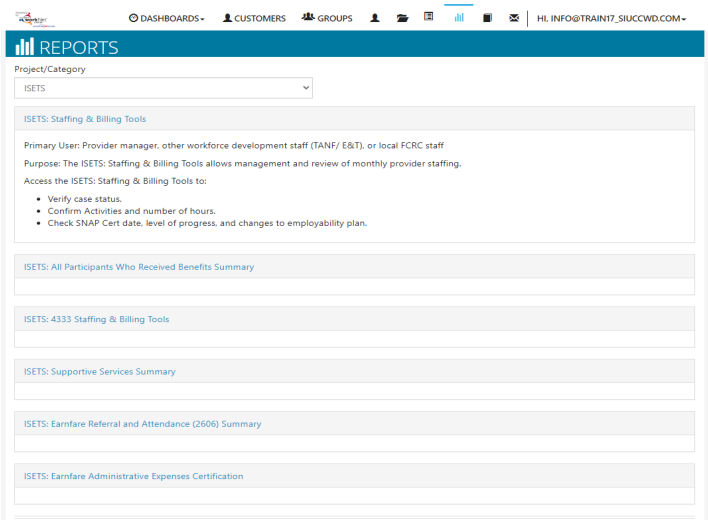
- Statewide User Roles - Statewide staff view/edit report information.
- Program Manager, Intermediary, and Provider Partners - Staff can enter information and create reports.
- Provider Manager - Reviews report prior to submission to billing.
- Billing Manager - Obtains clarification, if necessary, 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.

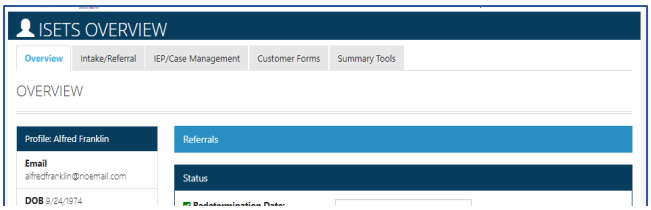
For customers to report on the various reports, they will need to have:

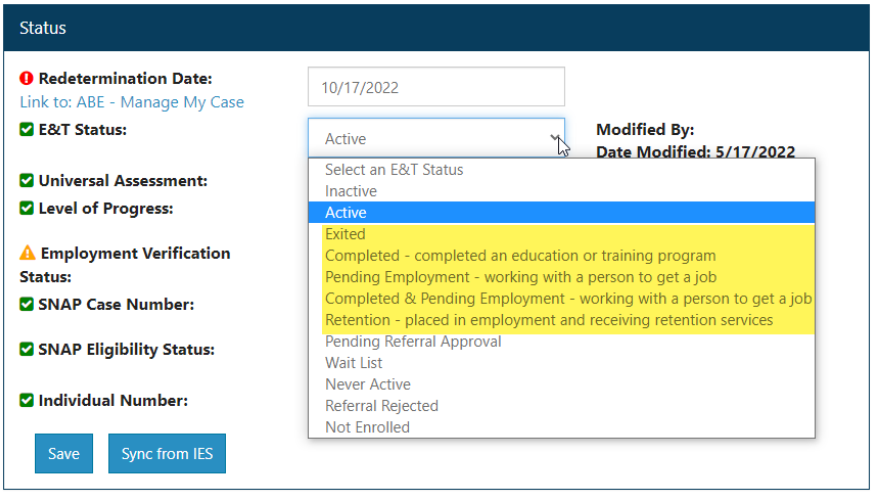
- Approved referral
- Enrollment
- Active status
- Active SNAP Activity
    - Service assigned to a provider (Service Provider tab in service/activity).

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:

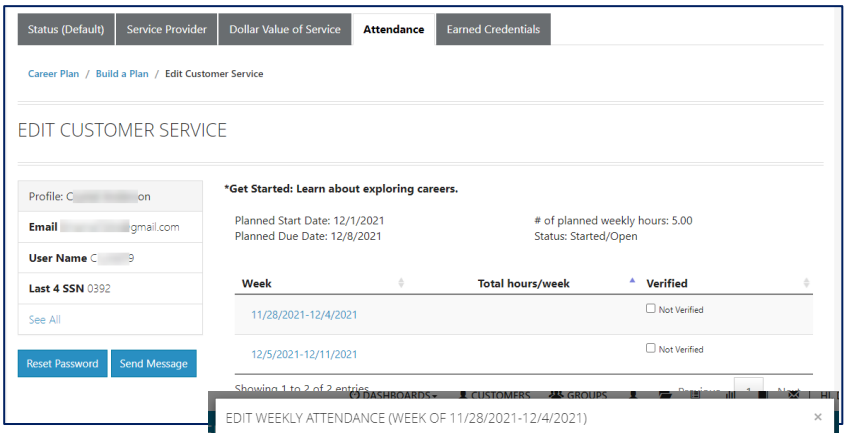
- Active
- Exited (during the report period month)
- Completed – education or training

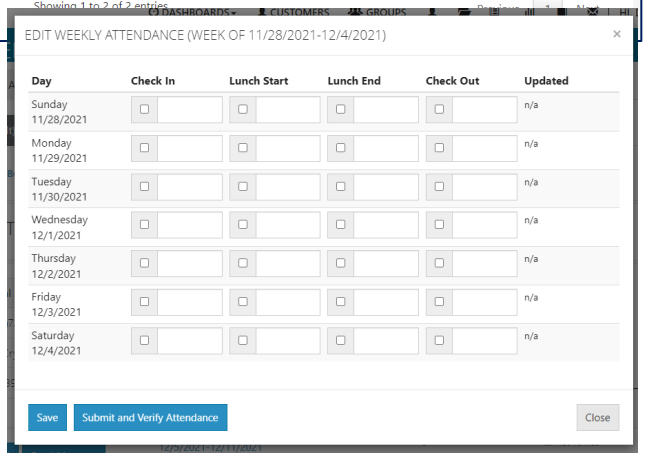
- Pending Employment
- Completed and Pending Employment
- Retention

Add Activities/Services in ISETS E&T Programs

Attendance

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

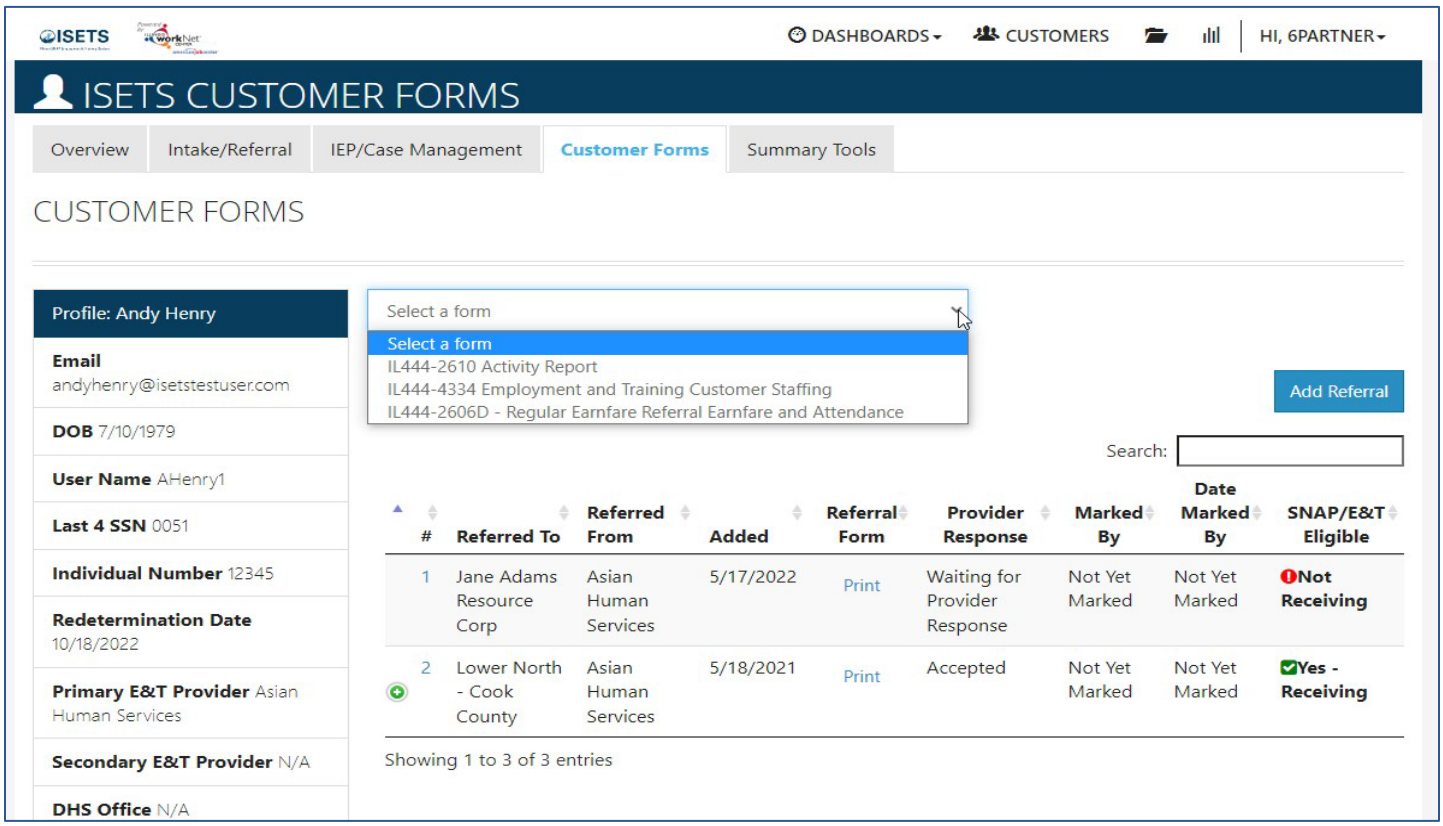




- Select the attendance tab.
- Select the week for which attendance is to be tracked.
- Enter the time for check-in, lunch, and check-out for each day.
- Save, or if the person entering the information can verify the attendance is correct, select Submit and Verify Attendance.

- 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.

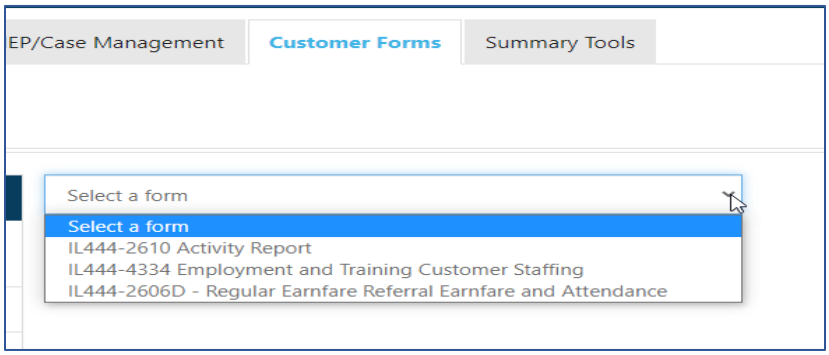
Create the Reports



The reports needed for each participant include:

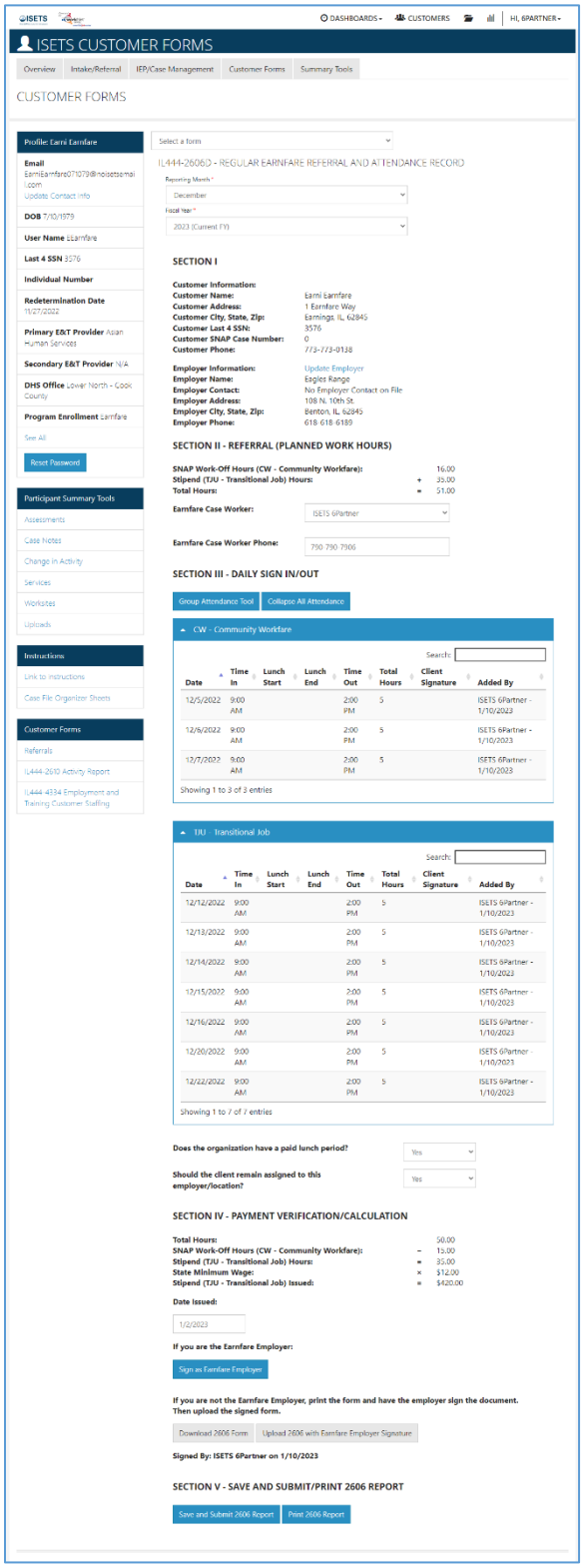
- 2151 - the referrals automatically added.
- 2606 - attendance Earnfare
- 2610 – attendance SNAP
- 4333 - list of all participants included for the staffing month
- 4334 - individual staffing document – indicates if a full staffing is needed
- Support Services Summary
- Summary Expenditure Documentation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

Attendance Reports



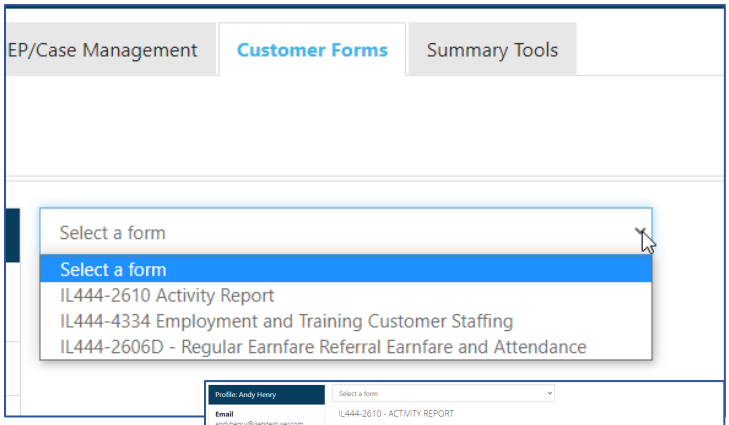
2606 - Earnfare

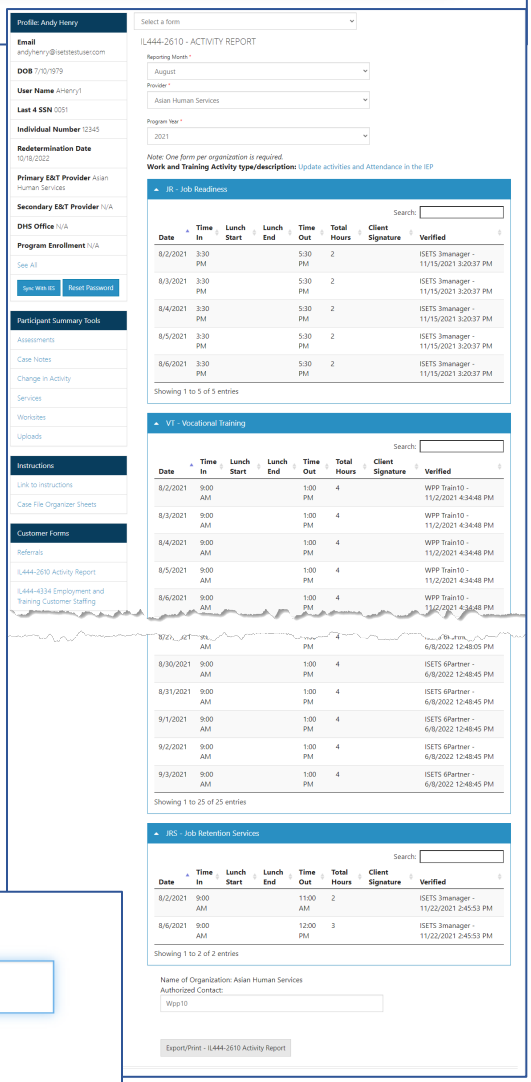
1. Provider or participant tracks hours of activity using the attendance tool.
2. Select the Customer Forms tab on the customer ISETS profile.
3. Select the IL444-2606D from the drop-down menu.
4. Section I information fills from the customer profile and the Employer assigned to the worksite.
5. Section 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.

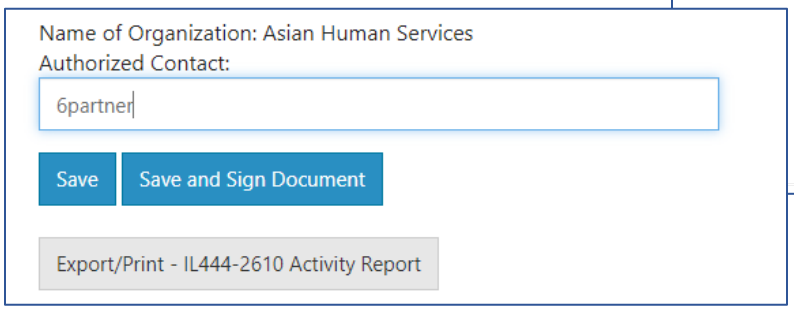


2610 – SNAP Job Placement or SNAP 2 Success

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.



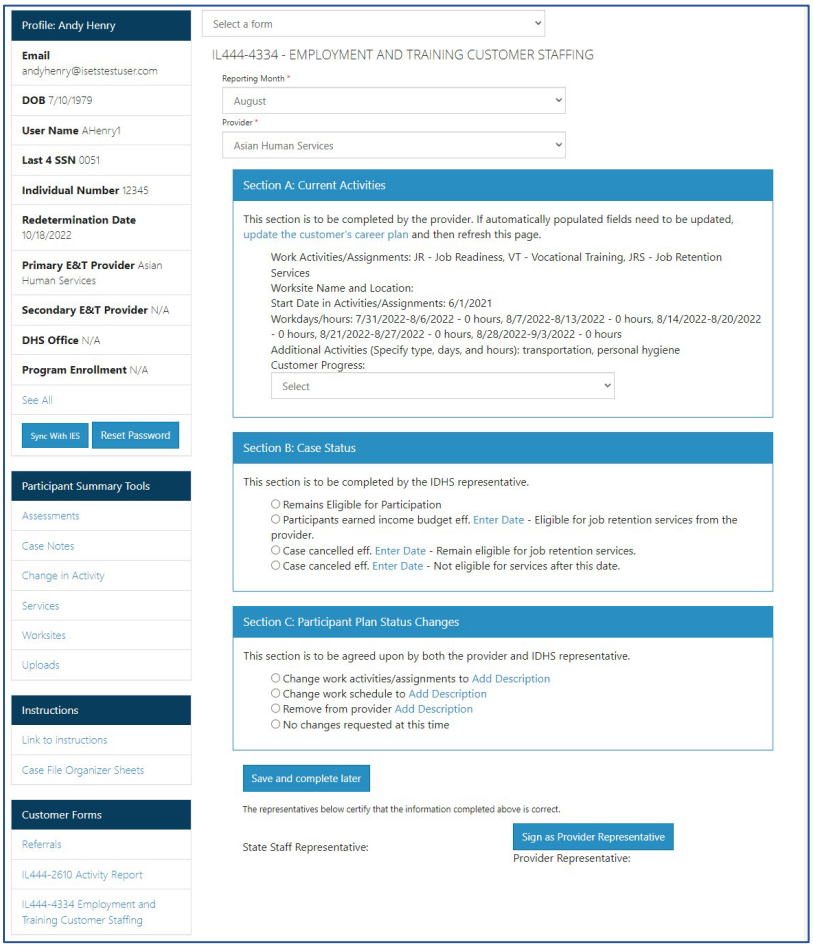




4334

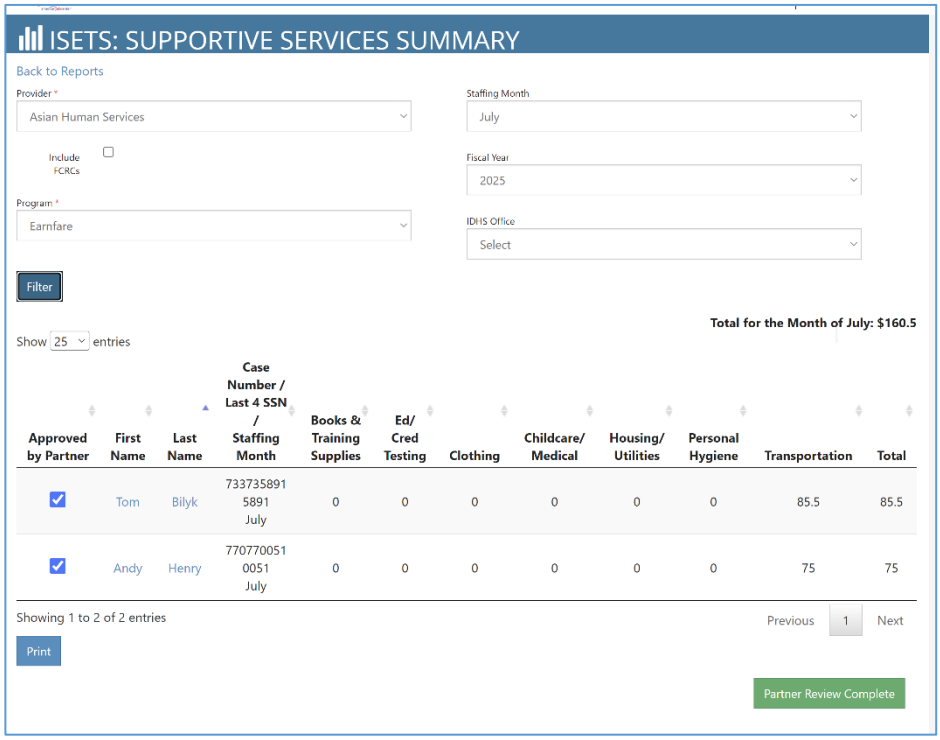
This report accompanies the monthly reporting by providing the recommendation of provider and IDHS staff as to the disposition of the participant's continued activity with the program. Complete this form if requesting a full staffing with IDHS.

- 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.



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.

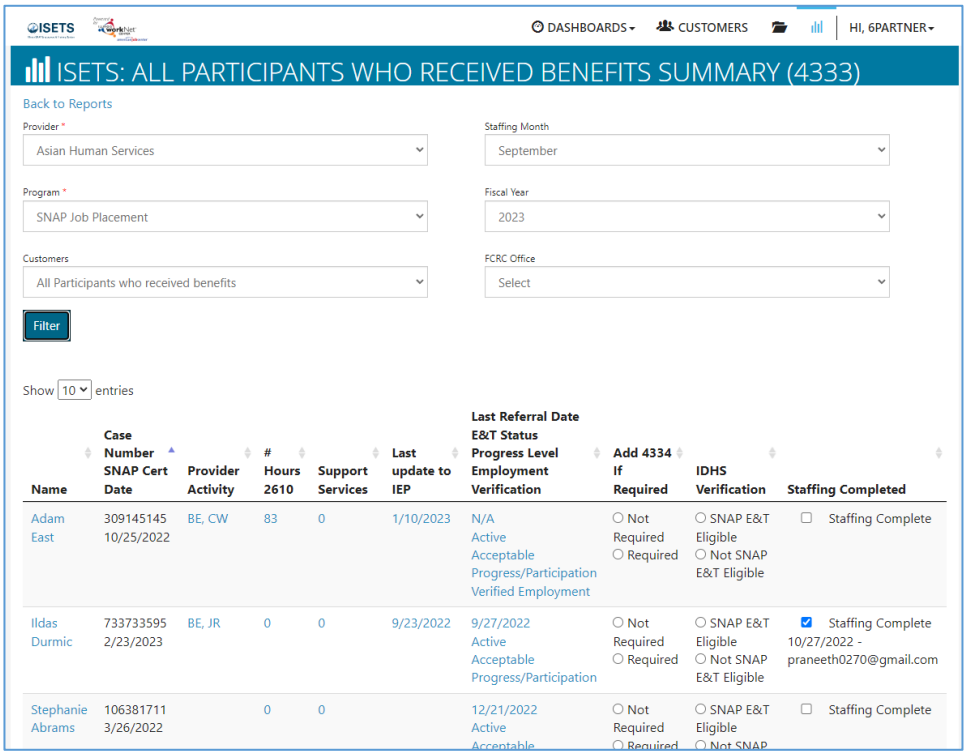


8. Check the box to include the participant in Billing.
9. Check the Partner Review Complete when all customer boxes have been marked. This button should be marked even if there are no customers. This will update the mark on the section 1 box of the Staffing and Billing report.
10. Provider managers will mark the box by the Total Monthly spent confirming that they reviewed the report with the partner.
11. Billing Department will mark the box for Approved by Billing.

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



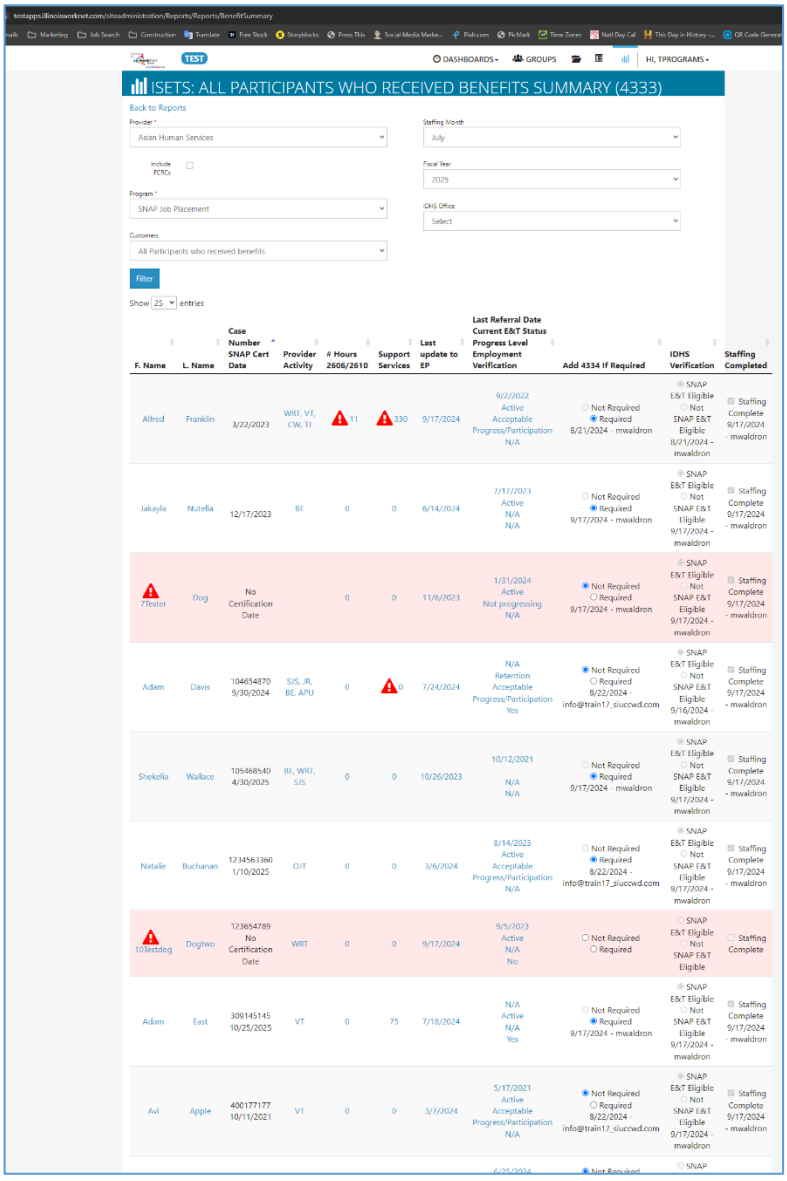
1. On the ISETS main menu, select the Reports icon. (Bar graph)
2. Access the 4333 all Participants Who Received Benefits Summary:
   a. From the main list of reports
   b. Part of the Complete Staffing Packet in the Staffing & Billing Tools
3. Select Provider.
4. Select Program.
5. Select Staffing Month.
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.
   a. When all radio buttons are marked, a
   b. A green box at the bottom will display for the partner to mark that the “Partner Review Completed” after all radio buttons are marked. Once marked, the 4333 button the staffing and billing sction 1 will automatically check.

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. After all staffings are marked complete by the provider manager, a button “Staffing Complete” displays to indicate that the staffing is done.
12. Once all staffings are complete, a notification will post to the Staffing & Billing Tools Section 1 for who and when the staffing was completed.

Differences in the 4333 and SSS

The 4333 and Support Services Summary are now reflecting dynamic reporting for customers, attendance hours and support service totals. Changes are represented by:

- Light red coloring on the customer row if the customer is there now and wasn’t when the staffing was completed.
- Red triangles with an exclamation point if the hours are different than when the staffing was completed.
- Red triangles with an exclamation point if the support services amount is different than when the staffing was completed.



Hover over the symbol and you will see what the difference is between when the staffing was marked and today. If the dollar amount is correct:

- On the SSS, the partner can uncheck the approved by partner box and then recheck.
- On the 4333, the provider manager can uncheck the staffing complete box, and then recheck.

If the dollar amount or hours are incorrect:

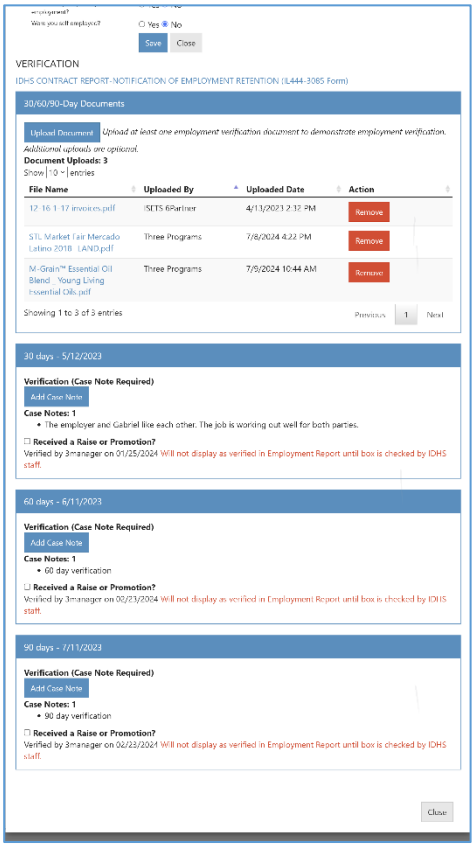
- On the SSS, the partner can uncheck the approved by partner box, make a correction to the support service and then recheck.
- On the 4333, the provider manager can uncheck the staffing complete box, make a correction to the hours or dates and then recheck

In the case of a customer showing on the report that wasn’t there when the staffing was marked, check the dates on any activities to see if the dates are entered correctly.

Once the 4333 and the SSS are corrected, the Consolidated 4333 and Consolidated Support Services Summary will automatically correct. These reports are what the provider manager submits for their section of the staffing and billing.

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:

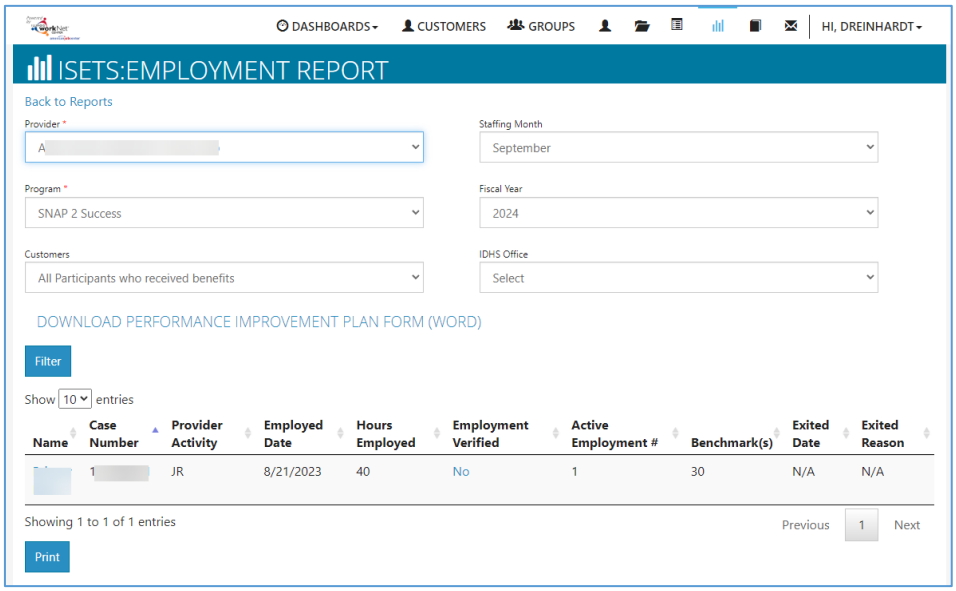
- IDHS Contract Report-Notification of Employment Retention (IL444-3085 Form)
- Paystub
- The Work Number
- A case note may also be required.

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



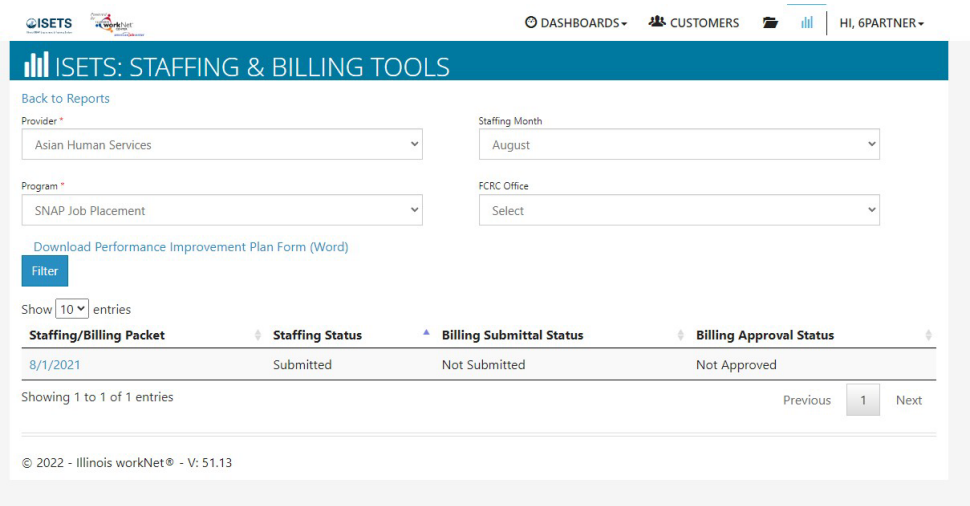
1. On the ISETS main menu, select the Reports icon. (Bar graph)
2. Access the 4333 all Participants Who Received Benefits Summary:
   a. From the main list of reports
   b. Part of the Complete Staffing Packet in the Staffing & Billing Tools
3. Select Provider.
4. Select Program.
5. Select Staffing Month.
6. Select Program Year.
7. Select Filter.
8. All information fills from the data entered on the customer profile. To display on the list the customer must have one form of verification added to the employment record. Provider Managers need to mark that the Employment Verifications are appropriate for the Employment Verification column to display a Yes.
   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.

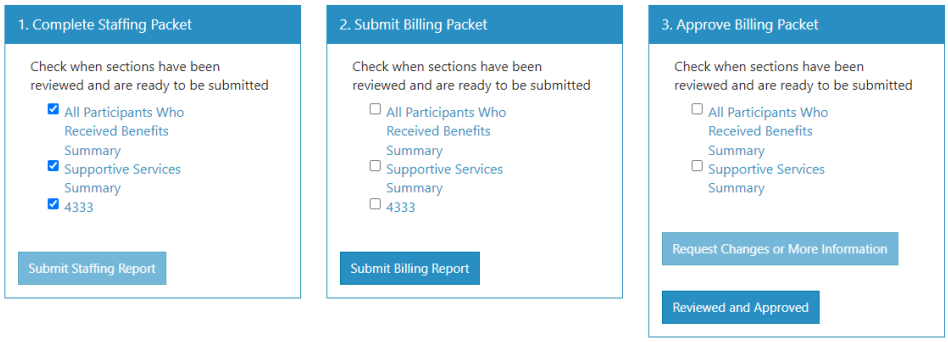
c. Hours employed per week.
d. Employment verification if verified by Provider Manager Yes or No
e. Number of active open employment.
f. Benchmarks completed.
g. Exited date.
h. Reason the participant was exited.

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.

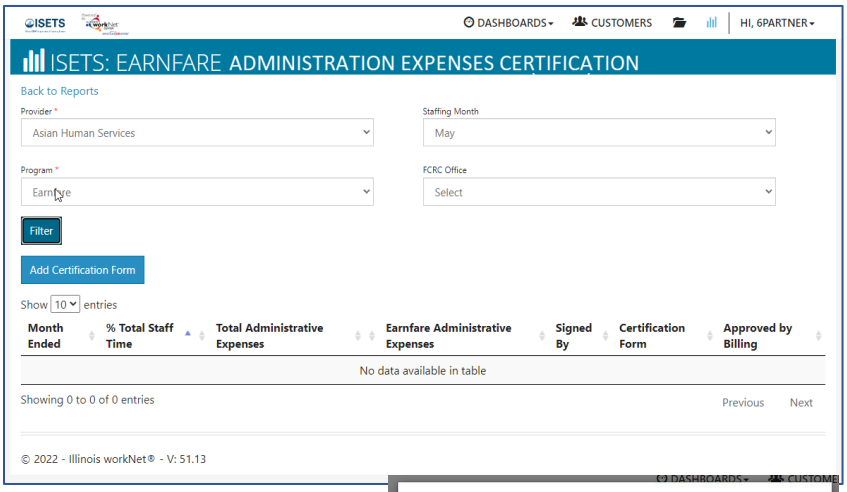


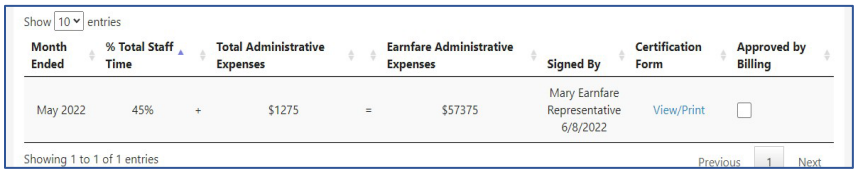


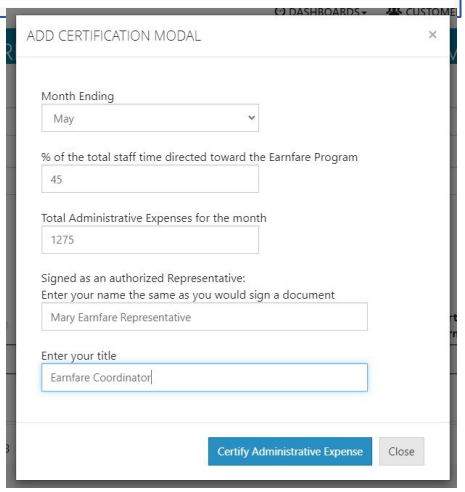
Earnfare

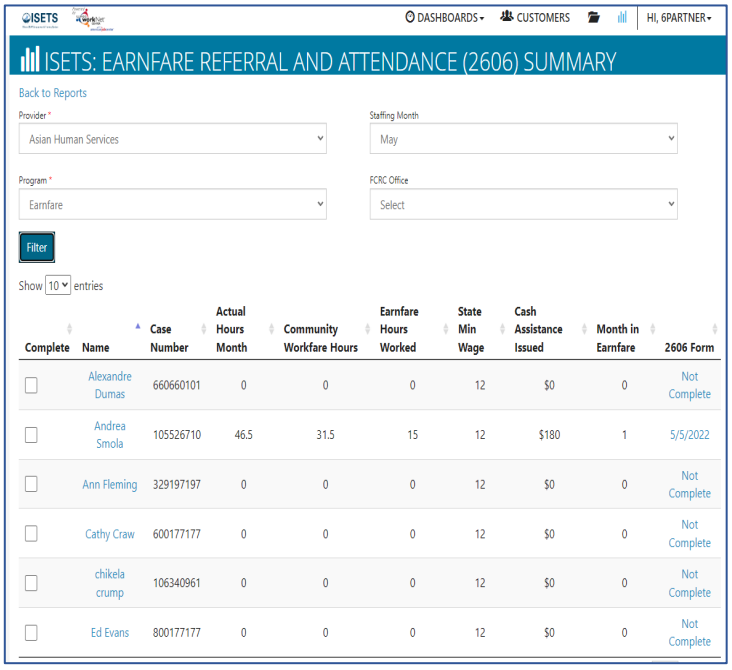
Earnfare Administrative Expenses Certification

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







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.