

SERVICES INFORMATION SYSTEM (SIS) USERS MANUAL - UPDATE

CHANGE NO. 02-04

DATE: September 30, 2004

TO: Adult and Family Services Staff and Supervisors
Work First Staff and Supervisors
Program Administrators and County Fiscal Officers

EFFECTIVE: October 1, 2004

The Services Information System User's Manual has been revised to incorporate the following changes.

The following Adult Services service codes have been eliminated:

393 – Resident Evaluation Identification and Pre-Screening Services

394 – Resident Evaluation Services

The codes are being eliminated based upon action by the NC General Assembly to eliminate the Resident Evaluation Program for individuals applying for and receiving State/County Special Assistance for Adults.

Service Code 532 – Work First Transportation Services has been modified.

Effective immediately, the policy enacted with Change Notice No. 0104, (CN-SIS-0104) requiring a Work First Cash Assistance recipient receiving this service to have a DSS-5027 open in SIS is rescinded. In addition, it is no longer required to report worker time spent in activities associated with Work First Transportation on the DSS-4263.

532 – Work First Transportation Services

Use on the DSS-1571 Part II (Client ID not required)

After issuance of the SIS Change Notice No. 01-04 regarding the coding of Work First Transportation (532) on day sheets effective September 1, 2004, the Division received communications from several county Departments of Social Services that this change creates a significant burden on county staff and administrative time. Counties should return to the previous practice of reporting 532 on the DSS 1571.

There continues to be a need to be able to track transportation to each specific funding source, which was the impetus behind the earlier policy change. However, representatives from the Division and DHHS will be working along with county representatives to find an alternative method for tracking that will have the least possible impact on counties as possible.

Other Changes

Edits have been made to the manual section “**INSTRUCTIONS FOR THE SIS CLIENT ENTRY FORM, DSS-5027**” to clarify policy and procedures. These clarifications address:

- Opening and closing client records

Edits have been made to the manual section “**INSTRUCTIONS FOR WORKER DAILY REPORT OF SERVICES (DSS-4263)**” to clarify policy and procedures. These clarifications address:

- Due date and submission of forms

Appendix B has been edited as follows:

- The Service “grids” on pages B-4 and B-7 have been edited, as appropriate, to reflect the changes in this Notice
- The Service “grid” V. on pages B-6 has been edited for **991 – Crisis Intervention Program** to reflect that purchased services are allowed
- The definitions for **393 – Resident Evaluation Identification and Pre-Screening Services** and **394 – Resident Evaluation Services** have been deleted
- The definition for **532 – Work First Transportation Services** has been edited to reflect the changes in this Notice
- A “Note” has been added to the definition of **991 – Crisis Intervention Program** to clarify how to report costs associated with the purchase of staff time for administration of this service.

The SIS User’s Manual has been updated with these changes and is available in PDF format (see below). This version, which is the same as the on-line version, is the official version of the SIS User’s Manual.

If you do not have access to the on-line manuals, you may obtain the PDF file on disk, or a hard copy (limit one per county) of the SIS User’s Manual by contacting Performance Reporting and Automation at 919-733-4530.

INSTRUCTIONS FOR MAINTAINING SIS USERS MANUAL

1. Go to the DSS On-Line Manuals website at
<http://info.dhhs.state.nc.us/olm/manuals/dss/rim-01/chg/index.htm>

2. Click on Change No. 02-04

To maintain a “soft copy” of the SIS User’s Manual:

3. Click on the “[SIS Manual](#)” link at the bottom of the page to download the revised manual and save it to disk, and
4. Click on the “[DSS-4263](#)” and “[DSS-5027](#)” links to download the replicas of the forms and save them to disk.

To maintain your current hard copy of the SIS User’s Manual:

5. Click on the “[CN – 02-04](#)” and “[CN – 02-04 ATTACHMENTS](#)” links at the bottom of the page to download the Change Notice and the attachment documents, and
6. Click on the “[DSS-4263](#)” and “[DSS-5027](#)” links to download the replicas of the forms.
7. Open the downloaded files using Adobe Acrobat Reader and print the pages. Insert or replace the appropriate pages in your current hard copy as indicated below.

Or, if you do not currently have a hard copy:

8. Click on the “[SIS Manual](#)” link at the bottom of the page to download the revised manual, and
9. Click on the “[DSS-4263](#)” and “[DSS-5027](#)” links to download the replicas of the forms.
10. Open the downloaded files using Adobe Acrobat Reader. Print the form and the entire manual.

Note: Adobe Acrobat Reader may be downloaded for free at <http://www.adobe.com/>

To update your current hardcopy of the manual:

REMOVE

**Instructions for the SIS Client Entry Form,
DSS-5027**

page 2, dated 07-30-2004

**Instructions for Worker Daily Report of
Services (DSS-4263)**

page 4, dated 07-30-2004

Appendix B

page B-4, dated 07-30-2004

pages B-6 – B-7, dated 07-30-2004

pages B-20 – B-21, dated 03-01-2001

page B-30, dated 03-01-2001

page B-37, dated 07-30-2004

INSERT

**Instructions for the SIS Client Entry Form,
DSS-5027**

page 2, dated 10-01-2004

**Instructions for Worker Daily Report of
Services (DSS-4263)**

Page 4, dated 10-01-2004

Appendix B

page B-4, dated 10-01-2004

pages B-6 – B-7, dated 10-01-2004

pages B-20 – B-21, dated 10-01-2004

page B-30, dated 10-01-2004

page B-37, dated 10-01-2004



Hank Bowers, Chief
Performance Reporting and Automation,
Performance Management Section

[CN-02-04](#)

[CN-02-04 ATTACHMENTS](#)

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[DSS-5027](#)

[DSS-4263](#)