

# SERVICES INFORMATION SYSTEM (SIS) USERS MANUAL - UPDATE

**CHANGE NO.** 02-12

**DATE:** June 4, 2012

**TO:** Services and Child Day Care Staff

**EFFECTIVE:** June 1, 2012 (SIS and Day Sheet policy) and June 6, 2012 (Day Sheet keying)

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

**The following Program Codes have been deleted:**

- 12 – Work First Demo Grants
- 22 - Federal Adoption Incentive Fund
- 30 - IV-B1 (Family to Family - Casey Foundation)
- M - Community Child Protection Fund
- Q - Family Preservation Fund
- U - In-Home Aide Services - HCCBG Option B Reporting

**The following Service Codes have been deleted:**

- 241 - IFA Camping Component
- 293 - Residential Treatment For Emotionally Disturbed
- 562 - Pregnancy Prevention Services

**The following specific Service Code/Program Code Combinations Deleted:**

**Program Code 0 (TANF-CPS-FC & Adoption) is no longer valid with**

- 005 – Diagnostic and Treatment Services (Non-Residential) – Adoptions
- 009 – Adoption Case Management
- 010 – Adoption Services
- 014 – Training for Adoptive Parents
- 016 – Post Adoption Case Management
- 019 – Adoption Case Planning/Case Management - Team Setting
- 028 – Preparation for and Participation in Judicial Determinations – Ad
- 041 – Level I Home Management
- 042 – Level II Personal Care
- 043 – Level II Home Management
- 044 – Level III Home Management
- 045 – Level III Personal Care
- 046 – Level IV Home Management
- 100 – Diagnostic and Treatment Services (Non-Residential)-Foster Care
- 120 – Family Reunification Services

123 – Intensive Family Preservation Services  
140 – Housing and Home Improvement Se  
170 – Personal and Family Counseling  
330 – Individual And Family Adjustment Services  
331 – Individual And Family Adjustment Services – Representative Payee  
332 – Individual And Family Adjustment Paraprofessional Services  
380 – Case Management  
381 – Services Intake  
386 – Case Management - In-Home Services  
390 – Other Child Welfare Services

**Program Code 9 (WFBG – MOE) is no longer valid with**

041 – Level I Home Management  
042 – Level II Personal Care  
043 – Level II Home Management  
044 – Level III Home Management  
045 – Level III Personal Care  
046 – Level IV Home Management  
120 – Family Reunification Services  
121 - Family Preservation Services  
140 – Housing and Home Improvement Se  
170 – Personal and Family Counseling  
230 - Diagnostic and Treatment Services (Non-Residential)-CPS  
330 – Individual And Family Adjustment Services  
331 – Individual And Family Adjustment Services – Representative Payee  
380 – Case Management  
381 – Services Intake  
386 – Case Management - In-Home Services

**Program Code 13 (Adolescent Parenting Program - TANF-NR) is no longer valid with**

380 – Case Management  
381 – Services Intake

**Program Code 23 (CPS Expansion - SSBG) is no longer valid with**

330 – Individual And Family Adjustment Services

**Program Code C (In-Home Services – Age 17 and Under) is no longer valid with**

041 – Level I Home Management  
044 – Level III Home Management  
250 - Transportation Services

**Program Code P (Permanency Planning - Families for Kids) is no longer valid with**

041 – Level I Home Management  
042 – Level II Personal Care  
043 – Level II Home Management  
044 – Level III Home Management  
045 – Level III Personal Care  
046 – Level IV Home Management  
050 – Delinquency Prevention Services  
070 – Employment and Training Support Services  
110 – Health Support Services  
120 – Family Reunification Services  
121 - Family Preservation Services  
122 – Family Support Services  
123 – Intensive Family Preservation Services  
140 – Housing and Home Improvement Se  
170 – Personal and Family Counseling  
230 - Diagnostic and Treatment Services (Non-Residential)-CPS  
250 - Transportation Services  
320 - Evaluation Activities for Adoption Programs  
330 – Individual And Family Adjustment Services  
332 - Individual And Family Adjustment Paraprofessional Services  
380 – Case Management  
381 – Services Intake

**Program Code R (TANF – 100% Federal) is no longer valid with**

005 – Diagnostic and Treatment Services (Non-Residential) – Adoptions  
014 – Training for Adoptive Parents  
028 – Preparation for and Participation in Judicial Determinations – Ad  
041 – Level I Home Management  
042 – Level II Personal Care  
043 – Level II Home Management  
044 – Level III Home Management  
045 – Level III Personal Care  
046 – Level IV Home Management  
120 – Family Reunification Services  
140 – Housing and Home Improvement Se  
170 – Personal and Family Counseling  
330 – Individual And Family Adjustment Services  
331 – Individual And Family Adjustment Services – Representative Payee  
332 - Individual And Family Adjustment Paraprofessional Services  
380 – Case Management  
381 – Services Intake  
386 – Case Management - In-Home Services

**Program Code V (TANF-to-SSBG) is no longer valid with**

- 014 – Training for Adoptive Parents
- 137 – LINKS Activities – Group Setting
- 390 – Other Child Welfare Services

**Program Code X (SSBG) is no longer valid with**

- 005 – Diagnostic and Treatment Services (Non-Residential) – Adoptions
- 014 – Training for Adoptive Parents
- 120 – Family Reunification Services
- 121 - Family Preservation Services
- 122 – Family Support Services
- 123 – Intensive Family Preservation Services

**The following Service Code has been renamed:**

320 - Evaluation Activities for Child Welfare Programs

Is now

320 - Evaluation Activities for Adoption Programs

Valid with Program Code(s): N,X and Z

NOTE: Use only for Adoption Services-related evaluation activities

**The following Service Codes will have new valid Program Code:**

**Program Code W (Work First Non-DSS Reimbursable) is now valid with Service Codes**

005 – Diagnostic and Treatment Services (Non-Residential) – Adoptions

Use on the DSS-5027, the DSS-4263 (ID required) and the DSS-1571 Pt IV

100 – Diagnostic and Treatment Services (Non-Residential)-Foster Care

Use on the DSS-5027, the DSS-4263 (ID required) and the DSS-1571 Pt IV

104 - Foster Care Services For Children – Special Services

Use on the DSS-1571 Pt IV

109 - Foster Care Services For Children -Case Management

Use on the DSS-5027, the DSS-4263 (ID required) and the DSS-1571 Pt IV

117 – Foster Care Caseworker Visit

Use on the DSS-4263 (ID required)

118 - Foster Care Caseworker Visit – In Child's Residence

Use on the DSS-4263 (ID required)

122 – Family Support Services

Use on the DSS-5027, the DSS-4263 (ID required) and the DSS-1571 Pt IV

123 – Intensive Family Preservation Services

Use on the DSS-5027, the DSS-4263 (ID required) and the DSS-1571 Pt IV

- 210 - Protective Services for Children - CPS Assessments  
Use on the DSS-5027 and the DSS-4263 (ID required)
- 211 - Protective Services for Children – Intake  
Use on the DSS-4263 (no ID required)
- 212 - Protective Services For Children – Medical, Psychological, and Medico-Legal Diagnostic Services  
Use on the DSS-5027 and the DSS-1571 Pt IV
- 215 – Protective Services For Children – In-Home Services For Children Defined As Reasonable Candidates For Foster Care and Their Families  
Use on the DSS-5027 and the DSS-4263 (ID required)
- 390 – Other Child Welfare Services  
Use on the DSS-5027 and the DSS-4263 (ID required)

**The following Service Code has been changed:**

- 107 – Guardianship will also be valid on the DSS-1571 Part IV.  
Use on the DSS-5027, the DSS-4263 (ID required) and the DSS-1571 Pt IV  
NOTE: Effective June 2012, 107 should be used ONLY for adult recipients.

**The following new Service Codes are being added, effective June 1, 2012:**

- 047 - Level I Home Management - Child Welfare Services  
Use on the DSS-5027, the DSS-4263 (ID required) and the DSS-1571 Pt IV  
Valid with Program Codes: C and N  
NOTE: Use ONLY for recipients 0 to 17 years of age.
- 048 - Level III Home Management - Child Welfare Services  
Use on the DSS-5027, the DSS-4263 (ID required) and the DSS-1571 Pt IV  
Valid with Program Codes: 9, C, N, R, W and X  
NOTE: Use ONLY for recipients 0 to 17 years of age.
- 108 - Guardianship - Child Welfare Services  
Use on the DSS-5027, the DSS-4263 (ID required) and the DSS-1571 Pt IV  
Valid with Program Codes: N and X  
NOTE: Use ONLY for recipients 0 to 17 years of age.
- 171 - Personal And Family Counseling - Child Welfare Services  
Use on the DSS-5027, the DSS-4263 (ID required) and the DSS-1571 Pt IV  
Valid with Program Codes: N, P and X  
NOTE: Use ONLY for recipients 0 to 17 years of age.

- 251 - Transportation Services - Child Foster Care  
 Use on the DSS-5027, the DSS-4263 (ID required) and the DSS-1571 Pt IV  
 Valid with Program Codes: C, N, P and X  
 NOTE: Use ONLY for child recipients of Foster Care Services when only transportation is being provided and the time cannot be attributed to 109 or another direct Foster Care service code.
- 252 - Transportation Services – CPS  
 Use on the DSS-5027, the DSS-4263 (ID required) and the DSS-1571 Pt IV  
 Valid with Program Codes: C, N, P and X  
 NOTE: Use ONLY for recipients of Child Protective Services when only transportation is being provided and the time cannot be attributed to 210, 215 or another direct CPS service code.
- 322 - Evaluation Activities for Child Foster Care Programs  
 Use on the DSS-4263 (no ID required) and the DSS-1571 Pt II  
 Valid with Program Codes: N and Z  
 NOTE: Use only for Foster Care Services-related evaluation activities.
- 323 - Evaluation Activities for Child Protective Services Programs  
 Use on the DSS-4263 (no ID required) and the DSS-1571 Pt II  
 Valid with Program Codes: N and X  
 NOTE: Use only for Child Protective Services-related evaluation activities.
- 324 - Evaluation Activities for Family Support Services Programs  
 Use on the DSS-4263 (no ID required) and the DSS-1571 Pt II  
 Valid with Program Codes: N and X  
 NOTE: Use only for Family Support Services-related evaluation activities.
- 333 - Individual And Family Adjustment Paraprofessional Services - Child Welfare Services  
 Use on the DSS-5027, the DSS-4263 (ID required) and the DSS-1571 Pt IV  
 Valid with Program Codes: P and R  
 NOTE: Use ONLY for recipients 0 to 17 years of age.
- 382 - Service Intake - Family Support Services  
 Use on the DSS-4263 (no ID required) only  
 Valid with Program Codes: 0, 9, 13, N, R and W  
 NOTE: Use ONLY for Intake for Child Welfare Services.
- 383 - Case Management - Family Support Services  
 Use on the DSS-5027 and the DSS-4263 (ID required)  
 Valid with Program Codes: 9, 13, N, R and W  
 NOTE: Use only for child recipients of Family Preservation and Support Services.
- 392 - At Risk Case Management Services - Child Welfare  
 Use on the DSS-5027 and the DSS-4263 (ID required)  
 Valid with Program Codes: 2 and HC2 (new)  
 NOTE: Use ONLY for recipients 0 to 17 years of age.

**The following new Service Codes are being added for use on the DSS-4263 by Income Maintenance workers and those who provide both Services and Income Maintenance-related activities:**

- 870 - Eligibility - NC Health Choice  
Use on the DSS-4263 (no ID required) only  
Valid with Program Code: HC
- 871 - Interpretation Services - NC Health Choice  
Use on the DSS-4263 (no ID required) only  
Valid with Program Code: HC
- 873 - Interpretation Services – Medicaid  
Use on the DSS-4263 (no ID required) only  
Valid with Program Code: MA (new)
- 875 - Eligibility - Medicaid / Medical Assistance Administration (MA)  
Use on the DSS-4263 (no ID required) only  
Valid with Program Code: MA
- 876 - Eligibility - Special Assistance (SAA)  
Use on the DSS-4263 (no ID required) only  
Valid with Program Code: SA (new)
- 877 - Eligibility - Refugee Assistance (PA)  
Use on the DSS-4263 (no ID required) only  
Valid with Program Code: PA (new)
- 878 - Eligibility - Refugee Medical Assistance (MA)  
Use on the DSS-4263 (no ID required) only  
Valid with Program Code: MA
- 879 - Eligibility - Food & Nutrition Services (FNS)  
Use on the DSS-4263 (no ID required) only  
Valid with Program Code: FS (new)
- 880 - Eligibility - Energy Assistance Programs  
Use on the DSS-4263 (no ID required) only  
Valid with Program Code: E
- 881 - EBT Issuance – FNS  
Use on the DSS-4263 (no ID required) only  
Valid with Program Code: FS
- 882 - EBT Training – FNS  
Use on the DSS-4263 (no ID required) only  
Valid with Program Code: FS
- 883 - Fraud Investigation - FNS (FS)  
Use on the DSS-4263 (no ID required) only  
Valid with Program Code: FS

884 - Fraud Investigation - FNS - Non Fraud  
Use on the DSS-4263 (no ID required) only  
Valid with Program Code: FS

885 - Energy Worker (LIEAP/CIP)  
Use on the DSS-4263 (no ID required) only  
Valid with Program Code: E

886 - Eligibility - IV-E Foster Care  
Use on the DSS-4263 (no ID required) only  
Valid with Program Code: Z

887 - Medicaid Expansion Activities  
Use on the DSS-4263 (no ID required) only  
Valid with Program Code: MA

888 - Eligibility - Energy Assistance Programs - Non-Eligible  
Use on the DSS-4263 (no ID required) only  
Valid with Program Code): N

The above new ICM codes will be valid effective June 2012, however use by counties is optional until such time the county is prepared to convert Income Maintenance worker timekeeping to the DSS-4263, or until required by policy.

Counties already using the "780" series of Service Codes (780 – 789 – Other Non-DSS Reimbursable Service) for the purpose of timekeeping for Income Maintenance workers should convert to the new codes as soon as possible. The "780" series of Service Codes will still be available for use by counties for other locally-defined and funded activities. All counties should take the necessary steps to convert Income Maintenance workers to using the new codes on the DSS-4263 no later than October 2012.

**The following new Program Codes are being added:**

The following new Program Codes are provide for use by Income Maintenance workers on the DSS-4263.

FS – Food & Nutrition Services Administration  
Funding for the administration of the Food and Nutrition Services program.

HC – Health Choice  
Funding for the NC Health Choice (CHIPS) program.



HC2 - Health Choice Case Management  
Funding under the NC Health Choice (CHIPS) program for providing At-Risk Case management services.

MA – Medicaid Administration  
Funding for the administration of the Medicaid program.

PA – Refugee Assistance  
Funding for the Refugee Cash Assistance program.

SA – State/County Special Assistance  
Funding for the State/County Special Assistance program.

Other Changes:

**Appendix B has been reorganized. Parts I through VII, the “Service Code Tables” have been reorganized to reflect service code usage by program areas.** Services applicable to more than one program area may be listed in more than one table, but with only those Program Codes valid for each program area. **The Definitions section has been changed to list the Service Codes in numerical order to make them easier to locate.**

**The SIS User’s Manual has been updated with these changes and is available in PDF format (see below).** This version is the same as the on-line version, which 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 via e-mail, or a hard copy (limit one per county) of the SIS User’s Manual by contacting Performance Management/Reporting and Evaluation Management Section 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. 02-12

**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-5027](#)” and “[DSS-4263](#)” 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 – 02-12" and "CN – 02-12 ATTACHMENTS" links at the bottom of the page to download the Change Notice and the attachment documents, and
6. Click on the "DSS-5027" and "DSS-4263" 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-5027" and "DSS-4263" links to download replicas of the forms.
10. Open the downloaded files using Adobe Acrobat Reader. Print the forms 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**

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**Section DSS-4263**

Page 3, dated 07-30-2004

Page 8-10, dated 07-30-2004

**Appendix B**

Entire Appendix

**Appendix C**

Entire Appendix

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**Section DSS-4263**

Page 3, dated 06-01-2012

Page 8-10, dated 06-01-2012

**Appendix B**

Pages B-1 – B-57, dated 06-01-2012

**Appendix C**

Pages C-1 – C-8, dated 06-01-2012



Hank Bowers, Chief  
Performance Management/Reporting  
and Evaluation Management Section

CN-02-12

CN-02-12 ATTACHMENTS

SIS Manual  
DSS-5027  
DSS-4263