

SERVICES INFORMATION SYSTEM (SIS) USERS MANUAL - UPDATE

CHANGE NO. 05-22

DATE: July 20, 2022

TO: Economic Services and Food & Nutrition Services Staff, Supervisors and Program Managers;
Data Entry Staff; County Automated Day Sheet Applications Administrators
County Finance Officers

EFFECTIVE: July 1, 2022

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

Service Code 887 Low Income Household Water Assistance Program (LIHWAP) and Program Code WAP were revised.

New Program Code ARP (American Rescue Plan Act) was added for use with Service Codes 887 Low Income Household Water Assistance Program (LIHWAP) and 893 Low Income Household Water Assistance Program (LIHWAP Services – Part II only).

Other Changes

Appendix B has been edited to reflect the changes above.

INSTRUCTIONS FOR MAINTAINING SIS USERS MANUAL

1. Go to the SIS On-Line Manual Change Notice website at <https://policies.ncdhhs.gov/divisional/social-services/services-information-system-sis/change-notices/2022>.
2. Click on CN-05-22

To maintain a “hard” copy of the SIS User's Manual:

3. Click on the “SIS Manual” link at the bottom of the page to download the manual and save it to disk
4. Click on links at the bottom of the page that reflect section changes to the manual
5. Open the downloaded files using Adobe Acrobat Reader. Print the form and the entire manual if desired.

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

To update your current hardcopy of the manual:

REMOVE

Appendix B

Page B-11, dated 01-18-2022

Appendix C

Page C-1, dated 02-16-2022

Page C-4, dated 12-09-2021

INSERT

Appendix B

Page B-11, dated 07-20-2022

Appendix C

Page C-1, dated 07-20-2022

Page C-4, dated 07-20-2022

DocuSigned by:

Shauna Cuffee

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Shauna Cuffee, Chief
Performance Management Section

[SIS Manual](#)