

SERVICES INFORMATION SYSTEM (SIS) USERS MANUAL - UPDATE

CHANGE NO. 01-21

DATE: May 13, 2021

TO: All County Staff; Data Entry Staff; County Automated Day Sheet
Applications Administrators; County Finance Officers

EFFECTIVE: April 1, 2021

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

Program Code N is now valid with Service Code 750.

A new Program Code N2 was added for use by County DSS workers to code for 100% county funds used to provide social services and to distinguish the occurrence of multiple disasters. This program code is for use with the following services codes and is valid for all counties statewide:

- 750 – Agency-Wide Administration Staff
- 820 – CSE Service
- 821 – CSE Paralegal Service
- 901 – Service Worker – Disaster Shelter Service
- 902 – Income Maintenance Worker – Disaster

Other Changes

Appendix B and C has been edited to reflect the changes above.

INSTRUCTIONS FOR MAINTAINING SIS USERS MANUAL
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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>.
2. Click on 2021.
3. Click on CN-01-21.

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

4. Click on the “[SIS Manual](#)” link at the bottom of the page to download the manual and save it to disk
5. Click on links at the bottom of the page that reflect section changes to the manual
6. 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-7, dated 12-02-2020
Page B-8, Dated 12-02-2020

Appendix C

Page C-2, dated 12-02-2020

INSERT

Appendix B

Page B-7, dated 05-13-2021
Page B-8, dated 05-13-2021

Appendix C

Page C-2, dated 05-13-2021



Shauna Shaw, Chief
Performance Management Section

[SIS Manual](#)
[SIS300 APPENDIX B](#)
[SIS400 APPENDIX C](#)