

SERVICES INFORMATION SYSTEM (SIS) USERS MANUAL - UPDATE

CHANGE NO. 01-04

DATE: July 30, 2004

TO: Services and Work First Staff
County Fiscal Officers

EFFECTIVE: Upon Receipt; Aug. 1, 2004; Sept. 1, 2004

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

A new Service Code, 120 – Family Reunification Services, has been established. (Effective upon receipt.) This code is to be used to track reunification activities previously coded to 121 – Family Preservation Services.

120 – Family Reunification Services

Use on the DSS-5027, DSS-4263 (Client ID required) and the DSS-1571 Part IV (Client ID required). Refer to Appendix B for valid Program Codes.

Service Code 250 – Transportation Services when funded with Program Code T – Title XIX Medical Transportation should no longer be reported on the DSS-1571 Part IV. (Effective 08-01-2004.) Although this service may still be purchased, all costs for purchased Medicaid Transportation services should be reported on the DMA-2055 only. This change only impacts reporting of purchased transportation services when funded by Title XIX.

Service Code 532 – Transportation Services has been modified. (Effective 09/01/2004.) The name of the service is now **Work First Transportation Services**. As of Sept. 1, 2004, a Work First Cash Assistance recipient receiving this service must have a DSS-5027 open in SIS even if receiving only Work First services. All worker time spent in activities associated with **Work First Transportation Services** must be recorded on the DSS-4263.

532 – Work First Transportation Services

Use on the DSS-5027, DSS-4263 (Client ID required) and the DSS-1571 Part II (Client ID not required)

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
- Use of the form Sections
- Alternatives to use of the Case Manager’s Social Security Number

In addition, several grammatical corrections and formatting changes have been made.

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:

- Purpose and importance of the form and 100% time reporting
- Preparation of the report (by whom, when, and how), due date and error correction
- Coding “blocks” of time, General Administration and Information and Referral
- Requirement for the worker’s signature certifying the information reported
- Use of “automated daysheets” in conjunction with automated county systems
- Upload (FTP) of batch daysheet data from automated county systems to the State mainframe

In addition, several grammatical corrections and formatting changes have been made and the table in **Item 12** under **Instructions for Specific Items** has been edited and sorted alphabetically by Program title. The replica of the **DSS-4263** has been replaced with a replica of the revised form.

Appendix B has been edited as follows:

- The “Index” on page B-1 has been ordered to coincide with the order of the contents of the Appendix. Section titles have been edited, as appropriate, to reflect recent organizational changes.
- The Service “grids” on pages B-3 through B-7 have been edited, as appropriate, to reflect the changes in this Notice
- The definition for **120 – Family Reunification Services** has been added
- The definitions for **250 – Transportation Services** and **532 – Work First Transportation Services** have been edited to reflect the changes in this Notice.

The lists of statewide and county-specific Program Code and their descriptions in **Appendix C** have been sorted alphabetically and numerically by Program Code aid in locating the descriptions

Appendix F has been edited to include **120 – Family Reunification Services**.

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. 01-04

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](#)” link to download the replica of the form and save it to disk.

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

5. Click on the “[CN – 01-04](#)” and “[CN – 01-04 ATTACHMENTS](#)” links at the bottom of the page to download the Change Notice and the attachment documents, and
6. Click on the “[DSS-4263](#)” link to download a replica of the form.
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](#)” link to download replica of the form.
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

Table of Contents dated 03-28-2003

Instructions for the SIS Client Entry Form, DSS-5027

Entire Section (pages 1 – 9, dated 03-01-2001)

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

Entire Section

pages 1-11, all earlier dates

Appendix B

page B-1 through B-8, all earlier dates

page B-13, dated 03-01-2001

page B-25, dated 03-01-2001

page B-32, dated 03-01-2001

pages B-35 through B-47, all earlier dates

Appendix C

Entire Section

pages C-1 through C-5, all earlier dates

Appendix F

page F-1, dated 12-01-2002

INSERT

Table of Contents dated 07-30-2004

Instructions for the SIS Client Entry Form, DSS-5027

Entire Section (pages 1 – 9, dated 07-30-2004)

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

Entire Section

pages 1-11, dated 07-30-2004

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Appendix B

page B-1 through B-8, dated 07-30-2004

page B-13, dated 07-30-2004

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Appendix C

Entire Section

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Appendix F

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

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