

SERVICES INFORMATION SYSTEM (SIS) USERS MANUAL - UPDATE

CHANGE NO. 01-22

DATE: January 14, 2021

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: November 1, 2021

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

Service Codes 889 and 893 has been revised:

889 - Energy Worker (LIEAP ARPA): Time spent by an Income Maintenance caseworker in activities related to administration of the Low-Income Energy Assistance Program (LIEAP) utilizing pandemic American Rescue Plan Act (ARPA) of 2021 LIEAP funds.

893 – LIHEAP ARPA Administration: Use this code to report time spent by a service worker in Low Income Energy Assistance Program utilizing pandemic American Rescue Plan Act (ARPA) of 2021 LIEAP activities e.g., taking applications, assessing need, establishing eligibility, and authorizing payments.

Note: When staff time is purchased, 893 costs are reported on the DSS-1571 Part II.

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>.
2. Click on [CN-01-22](#)

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-57, dated 12-09-2021

INSERT

Appendix B

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Shauna Shaw, Chief
Performance Management Section

[SIS Manual](#)