

SERVICES INFORMATION SYSTEM (SIS) USERS MANUAL - UPDATE

CHANGE NO. 04-12

DATE: July 30, 2012

TO: Child Welfare Services Staff, Supervisors and Program Managers
In-Home Aide and Transportation Aide Staff, Supervisors and Program Managers

EFFECTIVE: August 1, 2012 (Changes to Service & Program Codes) and September 1, 2012 (Timekeeping Policy for Aides)

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

Program Codes N – Non-DSS Reimbursable and X – Social Services Block Grant are being added to Service Code 333 – Individual And Family Adjustment Paraprofessional Services – Child Welfare Services. These Program Codes will now be valid for Service Code 333.

333 – Individual And Family Adjustment Paraprofessional Services – Child Welfare Services

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

Change in policy regarding how Transportation Aides and In-Home Aides record time on the DSS-4263. Effective September 1, 2012:

Although In-Home Aides and Transportation Aides have always been able to code time on the DSS-4263 in the same manner as other workers, counties have also had the option of using a "summary method" for each of these types of staff. (See Section Worker Daily Report of Services (DSS-4263), By Whom Prepared, 1. and 6.) These "summary methods" allowed for a single DSS-4263 for all or part of the agency's In-Home Aide Staff and a single DSS-4263 for each Transportation Aide. Use of these options, however, is problematic. Of primary concern is the finding by the Administration for Children and Families that these methods are not entirely consistent with OMB Circular A-87, Attachment B, 11. h and ASMB C-10, Part 3.4, which set forth requirements and guidelines for timekeeping. In addition, recording all services to recipients of In-Home Aide Services during the month under a single Worker ID, as allowed under the summary option for In-Home Aides, can cause the newly implemented auto-conversion of Day Sheet time to the DSS-1571 to fail due to exceeding the upper limit of time a single worker can accumulate during a month. The summary option for Transportation Aides, using the option of reporting the number of one-way trips provided in the "Minutes" field of the DSS-4263, causes data integrity issues and could, in some instances, potentially result in an inaccurate reporting of costs per fund source.

For these reasons, these two “summary options” for reporting Aide worker time are being eliminated effective September 1, 2012. Beginning September 1, 2012, In-Home Aide staff and Transportation Aide staff will be required to report time worked on the DSS-4263 in the same manner as all other staff. It is recognized that elimination of these options may impose some additional hardship on In-Home and Transportation Aides and, in some counties, Data Entry workers, however no more is being required than of other workers with respect to recording services to clients. With the implementation of the new auto-conversion of time reported on the DSS-4263 to the DSS-1571, having these workers report time in the same manner as other staff will better comply with Federal regulations governing time keeping and provide better accounting of services to clients, while imposing no additional burden to DSS-1571 preparers. A SIS Manual Update will be issued when this policy becomes effective.

Other Changes:

A correction to the Service Code / Program Code table Appendix B I. Child Welfare Services has been made to include Program Code **9 – Work First Block Grant** in the list of valid Program Codes for Service Code **390 – Other Child Welfare Services**. (This code was inadvertently omitted from the list of valid codes for Service Code 390 with Change Notice CN-SIS-01-12.)

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. 04-12

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 – 04-12" and "CN – 04-12 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

Appendix B

Page B-4 dated 07-01-2012

INSERT

Appendix B

Pages B-4, dated 08-01-2012



Hank Bowers, Chief
Performance Management/Reporting
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CN-04-12

CN-04-12 ATTACHMENTS

SIS Manual

DSS-5027

DSS-4263