

SIS200 INSTRUCTIONS FOR WORKER DAILY REPORT OF SERVICES DSS-4263

SIS200.01 PURPOSE OF THE FORM

The Daily Reports will provide information to meet reporting requirements at the Federal, State, and local levels. Several examples are as follows:

1. To compute percentages of time spent by service staff in direct service activities. These percentages will provide the basis for county reimbursement. Along with case record information, the Daily Report will provide documentation for reimbursement and must be maintained for State and Federal audits in accordance with the DHHS Records Retention and Disposition Schedule for Grants, which may be found on the DHHS Office of the Controller's website (<http://www.ncdhhs.gov/control/>). Since the Daily Reports may record worker time for multiple grant programs, individual forms may not be destroyed until requirements to retain documentation for all grant programs represented on the form have been lifted, as indicated in the Records Retention and Disposition Schedule.
2. To determine costs of services delivered, thereby enabling more effective planning and budgeting.
3. To provide data regarding the number of recipients of direct services for various programs for the purpose of federal reporting, program management and planning.

Federal regulations require that salaries and wages of employees chargeable to more than one grant program or other cost objective will be supported by appropriate time distribution records. The method used should produce an equitable distribution of time and effort. Although Federal policy, as determined by higher offices and Federal audit agencies, allows the use of alternative methods, North Carolina has consistently determined that the method most beneficial to the counties and the state as a whole, for fiscal and other reasons, requires 100 percent time recording. In order to have a single record, which lists the total of each person's efforts; it is suggested that leave and other administrative type activities also be recorded on the Daily Report of Services. This will permit the direct client activity daily reports to be used as an acceptable time recording system.

Explanation of Reimbursement Process for County DSS

For purposes of county reimbursement, the percentage of time (direct plus non-direct) spent in each program is calculated on the basis of time spent in direct activities only. Some workers misunderstand this procedure and are concerned that the amount reimbursed will be less if the percentages are not based on all activities (direct and non-direct) or if the worker is engaged in many general administrative activities. This is not the case. For example, during a 9,600-minute month a worker spends 4,800 minutes performing direct SSBG (Title XX) activities and 4,800 minutes performing direct Work First Program activities, the percentage for SSBG (Title XX) would be fifty percent and the percentage for Work First Program would be fifty percent. On the other hand, another worker during the same month spends only 2,400 minutes performing direct SSBG (Title XX) activities, only 2,400 minutes performing Work First Program activities, and the remaining 4,800 minutes were spent on general administrative activities. The percentage would be the same as for the first worker (fifty percent for SSBG and fifty percent for Work First Program). Therefore, it is not necessary, to try to "force" what should be considered a general administrative activity into a definition of direct activity.

SIS200.02 BY WHOM PREPARED

All staff having direct client contact and performing client-related service activities as defined in this manual must maintain Daily Reports.

(**Note:** Social Workers for the Blind do not complete daily reports.)

In County DSS, staff who are full-time Service Support or full-time Other Administration do not have to maintain Daily Reports. The salary, travel, and benefit monies associated with these positions are prorated based upon percentages calculated from the direct service time of the direct staff.

Following is a list of particular types of county workers, about whom questions have been raised concerning the procedures used for maintaining Daily Reports:

1. In-Home Aides (Agency Staff) - will have to report on the Daily Report (DSS-4263). Workers providing In-Home Aide Services funded through Titles III, V, XIX, or other sources of funds in addition to those administered by the Division must report these services as well, entering Program Code N (Non-DSS Reimbursable) in Item 12 (PGM).

As of September 1, 2012, the In-Home Aides shall report in the same way other Service staff report, i.e., each worker completes a Daily Report by entering information on one line for each client who was provided a service that day, recording time as contemporaneously as possible with the service being provided. The "summary option", previously allowed for In-Home Aides is no longer allowed.

2. Work First and Food Stamp Workfare - will have to keep Daily Reports. Time spent with clients participating under both the Work First and the Food Stamp Workfare programs must be reported proportionally between the two programs.
3. Services Intake Workers - will keep Daily Reports recording Intake Activities in blocks of time under SSBG. A definition of Services Intake is included in Appendix B under Code 381. (Services Intake is reimbursable at a 75% Federal matching rate.) Only the dates and blocks of time need to be reported for Intake; no client names or recipient categories are necessary. If a worker performs other direct service activities aside from intake, these will be recorded in the usual way on the Daily Report.
4. Combined Income Maintenance and Service Intake Workers - will have to keep Daily Reports for their intake activities and, as of October 1, 2012, their Income Maintenance activities.
5. Service staff at health facilities or other service delivery sites will have to keep Daily Reports. All time spent determining eligibility for services and taking applications, should be considered as Intake or Case Management as appropriate.
6. Transportation Aide - When the activity provided by the driver is transportation services, as defined in Appendix B, daily records are required. As of September 1, 2012, Transportation Aides shall report in the same way other Service staff report, i.e., each worker completes a Daily Report by entering information on one line for each client who was provided a service that day, recording time as contemporaneously as possible with the service being provided. When transporting more than one client at the same time, the

worker should report their time divided in proportion to the time spent transporting each individual. If necessary, the number of trips provided can be recorded in the Comments section.

The exception to this rule will be for Transportation Aides operating a van or other vehicle seating more than three passengers. For these drivers, a single monthly report for each driver may be completed listing each client only once. In Item 8, enter the last working day of the month. For each client listed, enter the appropriate service code, client ID, and program code. In Item 11, Minutes enter the number of one-way trips the client receives during the month, using the right most spaces of the field. When the only service provided by the transportation aide is transportation, General Administration time should not be reported. It is suggested that the driver complete the client's name with another staff person being responsible for completing the additional items. If in addition to transportation services, other direct activities are performed, the driver will have to report these activities in the same manner as other direct staff (minutes required).

7. Workers providing both direct Services and direct Income Maintenance functions - will have to keep Daily Reports. Time spent in providing direct services activities must be reported on the computerized 2-part DSS-4263 (revised 03/2006). Time spent on Income Maintenance activities, as of October 1, 2012, must be reported on the DSS-4263 using the appropriate Income Maintenance Service Codes (see Appendix B).
8. Volunteers, students, interns, etc. will not have to keep Daily Reports. Since these workers are not listed individually on the DSS-1571, Part I. A., and the costs associated with their activities are reported in a lump sum on the DSS-1571, Part II, there would be no way for activities reported by these workers on a DSS-4263 to "match" data in the SIS data base. However, in instances where graduate students are assigned a caseload as part of their placement and provide direct services, such services must be documented in the recipient's case file.
9. Childcare Coordinators who spend time providing services to eligible individuals must keep a day sheet.

SIS200.03 WHEN PREPARED

Since North Carolina elects to use 100% time reporting, it is of vital importance that workers complete Daily Reports as accurately and timely as possible. Appropriate and accurate recording of activities is absolutely necessary for Federal reimbursement. Federal recommendations are that workers should record individual entries on the Daily Report as concurrently with their being performed as reasonably possible, at intervals no greater than one hour, or at intervals less than one hour if the nature of the activities performed are subject to change more frequently. If alternative formats (notebooks, logs, calendars, etc.) are used by the worker to track activities throughout the day, entries should be recorded as described above, and of sufficient detail so as to allow for reliable and accurate transcription to the DSS-4263 at the end of the day. Whatever method is used to track activities, the Daily Report should be *completed* on a daily basis.

SIS200.04 GENERAL INSTRUCTIONS

1. In order to have a single record, all activities (direct, administrative, and leave) should be recorded on the Daily Reports. (Leave without pay - put under comments.)
2. Each direct activity listed should consist of at least 5 minutes. Any activities of shorter duration should be included in a "block" of time using the most appropriate Service Code(s), such as one of the Case Management codes (see 4.a. below).
3. General administrative activities should be tracked throughout the day, but may be recorded in a "block" of time at the end of the day. Identification as to what the block includes may be entered in the Comments block. (See Appendix B for definition of General Administration.)
4. Some Case Management codes (e.g., 380, 386, 522, 580 and 590) may be reported in either of the following ways:
 - a. Add together the time spent in Case Management activities by program at the end of the day. Using this method the columns required to be completed on the DSS-4263 are Day, Service, Minutes, and PGM.
 - b. List Case Management time by specific client. This method requires all columns on the DSS-4263 to be completed (i.e., day, Service, Client ID, Minutes, and PGM).

Other Case Management codes require SIS Client ID numbers. Time spent in these activities cannot be reported in a block. Refer to the Appendix B Service Grids for usage requirements for specific codes.

5. To assure proper distribution of time to the appropriate programs, Overtime must be recorded on the Daily Reports. This includes all overtime that is; time for which monetary compensation, compensatory time or no compensatory time is received. A note should be made in the comments section as to the time spent which exceeds the normal workday. When compensatory time is taken, the time should be reported as General Administration (Code 990).
6. It is not necessary to report days on which the agency is officially closed for business, e.g., holidays, snow days, etc.

Item 1: County Provider Number - Entry Required

Enter the two- (2) character county number preceded by six (6) blanks. (See Appendix A, for appropriate county numbers.)

Item 2: Month/Year - Entry Required

Record the month and the year of the Daily Report. Use a leading zero for all months less than 10.

Item 3: Worker ID - Entry Required

Record the unique 9-digit identifier of the worker preparing the report, as assigned by the Services Information System (see section DSS-5027, pg. 8, "Field 16" instructions.) Special care should be taken to ensure that this number is the same as recorded on the DSS-1571, Statement of Program Expenditures.

Item 4: County Provider Name

Enter the name of the county or provider as applicable.

Item 5: Worker Name - Entry Required

Enter the last name, first initial and middle initial of worker.

Item 6: Client Name

Enter client's name. When two or more workers are providing the same service to a client, each worker should record this information on their individual daily reports.

Item 7: Line Number

Line numbers are preprinted and are used for Key punch purposes.

Item 8: Day - Entry Required

Enter the day of the month on which the service was provided to the client. Use leading zero for all days less than 10.

Item 9: Service - Entry Required

Enter the appropriate three (3) digit code for the service being provided. (See Appendix B for service codes and definitions.)

SIS200.05 INSTRUCTIONS FOR REPORTING INFORMATION AND REFERRAL ACTIVITIES

When information about available services and/or referral to other services is provided in the course of the delivery of a particular discrete service, the time spent should be coded as the provision of that service.

When information about available services and/or referral to other services is provided as a part of planning and directing the provision of social services, but not in the course of the delivery of a particular discrete service, the time spent should be coded to the appropriate Case Management Service Code.

When information about available services and/or referral to other service providers is provided to an individual as a part of the agency's intake function other than CPS, APS or Work First, the time spent should be coded to Service Intake - Code 381.

Item 10: Client ID - Entry Required (See Note for exceptions)

Record the eleven (11) digit identification number assigned to the client. Special care should be taken to ensure the number recorded is the number shown on the DSS-5027 for the client. This number will be used to cross-reference the Daily Report with the client database.

Special Instructions for Work First Staff - The participant's EIS Individual ID number is used to report time spent with participants and family members who receive Work First Employment services to support the participant's Employability Plan.

If a client receives more than one service at one time, it is not necessary to repeat the Client ID number on each line. Record the ID number for the first service reported and draw a line down the Client ID column. All other information (Date, Service, Minutes, and PGM) is required for each separate line.

Item 11: Minutes - Entry Required

Use the rightmost spaces leaving the unused spaces to the left blank to record the number of minutes spent in performing the activity reported in Item 9 (Service). Time should be recorded only for Programs or Activities as outlined above. Each direct activity listed should consist of at least 5 minutes. Activities of less than 5 minutes may be summed in one or more "blocks" of time at the end of the day, using the appropriate Service Code(s).

When a worker provides services to two or more clients at the same time, all clients involved should be reported on the Daily Report with the time spent divided equally (if the same amount of time was spent with all clients).

Item 12: Program - Entry Required

Enter one of the following codes to indicate the Program:

FULL TITLE	CODE
Able-Bodied Adults Without Dependents (ABAWDS)	3
Administration Support	ADM
Adolescent Parenting Program – TANF - NR*	13
Adult Protective Services Fund - SSBG*	J
Child Care and Development Fund	L
Child Protective Services - State	CPS
Child Welfare State In-Home Expansion	IHE
CPS Expansion	23
Community Response Program (IV-B2)*	COM
Energy Programs Administration	E
Family Planning	F
Family Reunification Fund (Title IV-B-2)	24
Food & Nutrition Services Administration	FS
FNS Employment and Training	S
Food Stamp Workfare	D
General Administration	G
Health Choice	HC
In-Home Aide Services - HCCBG Option A Reporting	H
In-Home Services – Age 17 and Under (State In-Home Services Fund)	C
In-Home Services – Age 18 through 59 (State In-Home Services Fund)	B
In-Home Services – Age 60 and Over (State In-Home Services Fund)	I
IV-E Administrative Activities	Z
LINKS	K
Medicaid Administration	MA
Medicaid Administrative Claiming	MAC
Medical Transportation	T
NCF – NC FAST Activity*	NCF
Non-DSS Reimbursable	N
Permanency Planning – Families for Kids	P
Refugee Assistance	PA
Refugee Medicaid Administration	RM
Repatriation Funds	50
Smart Start*	4
100% SNAP Employment & Training*	S2
SSBG Services	X
State Adult Homes Specialist Fund	O
State/County Special Assistance	SA
State CPS Caseload Reduction Fund*	CRF
TANF 100% Federally Funded	R
TANF CPS FC/Adopt	0

TANF Transferred to SSBG	V
Work First Block Grant	9
Work First Non-DSS Reimbursable	W

* Used only by applicable counties.

1. The Services Information System has been designed to accept only those program code/service code combinations, which are allowable under services program guidelines. Please refer to Appendix B for identification of the possible program code/service code combinations.
2. Family Planning: For Daily Reports purposes Family Planning is to be considered a Program using Code F. In addition, Code 080 should be entered in Item 9 (Service).
3. Home and Community Care Block Grant: Counties should report HCCBG data under Option A using Program Code H for all In-Home Services to be claimed under the HCCBG.
4. Definition of Non-DSS Reimbursable (N): Includes activities funded by other Federal or non-Federal sources that are not normally matched by the State Division of Social Services, but are under the direct supervision of the county department of social services. Include service activities which are 1) not allowable under any of the specific Programs listed above; 2) services provided to persons not eligible under any of these programs; or 3) services provided to person eligible under SSBG funds but that are funded by other sources.

Examples for reporting N:

1. Time spent in providing County General Assistance. However, if a County General Assistance payment is initiated and provided by service staff as integral to the delivery of services, County General Assistance time need not be reported separately. (See County Letter FS-6-73.)
2. Activities in providing services to a person that are funded with a Community Based Alternative grant (or any other special grant).
3. The activities of completing and reviewing Form DSS-6847 (these are case management activities associated with the State Abortion Fund and coded as 385) must be coded "N" in the program column of the DSS-4263.
4. When reimbursement is expected from Medicaid funds for services reimbursable from the Community Alternative Programs or from Medicaid Personal Care Services.
5. When services are provided to applicants during the period in which eligibility is being established, code the program that is most likely to be established for the applicant.
6. Crisis Intervention program activities are not reimbursable under any services funding. It is only reimbursable under the Low Income Energy Assistance Program.
7. Where valid for specific Service Codes, Program Codes B, C, and I are to be used on the DSS-4263 to report any of the following services when they are to be provided under the State In-Home Services Fund. When valid, Program Code X is to be used when the following services are to be provided under SSBG funding:

041	Level I Home Management
042	Level II Personal Care
043	Level II Home Management
044	Level III Home Management
045	Level III Personal Care
046	Level IV Home Management
047	Level I Home Management - Child Welfare Services
048	Level III Home Management - Child Welfare Services
140	Housing and Home Improvement Services
180	Preparation and Delivery of Meals
250	Transportation (In support of In-Home Services only.)
251	Transportation Services - Child Foster Care
252	Transportation Services – CPS
386	In-Home Services Case Management

SIS200.06 SPECIAL INSTRUCTIONS FOR WORKER DAILY REPORT OF SERVICES DSS-4263

When providing In-Home Services to children:

1. Use Service Codes 047 - Level I Home Management - Child Welfare Services or 048 **Level III Home Management - Child Welfare Services** with Program Code C - In-Home Services-Age 17 and Under when the service is to be funded by the State In-Home Services Fund, or
2. Use other valid Program Codes when the service is to be funded by other means (see Appendix B.)

When providing In-Home Service to adults:

1. Classify the adult in relation to age, i.e., either In-Home Services-Age 18 through 59 (Program Code B) or In-Home Services-Age 60 and Over (Program Code I), when the service is to be funded by the State In-Home Services Fund, or
2. classify the adult under SSBG (Program Code X), when the service is to be funded by SSBG, or
3. If the service is In-Home Aide Services to be charged to the Home and Community Care Block Grant, classify the adult under the HCCBG (Program Code H).

From this information, the Percentage of Time Report will identify staff time applied to children's programs, the HCCBG, the WORK FIRST Program, etc. and to clients by age grouping. This report can be used by the county to determine the amounts of reimbursement to be claimed from each of the funding sources, which can be used for In-Home Services.

Item 13: County Use

Three (3) characters are provided for local use. The three characters may be used by the county to record any useful information about the service or may be left blank.

Item 14: Comments

This column should be used to enter the comment that the time reported is overtime or any clarifying comments, which the worker feels, are pertinent.

Worker Certification Statement

After the worker completes all entries on the Daily Report the form should be signed in the space at the bottom of the form to certify the accuracy and completeness of the information provided. This is a Federal requirement.

County Automated Systems and Daily Report of Services

Some counties have developed and implemented their own automated case management systems, including automated Daily Reports. While this is an acceptable alternative to the conventional hard copy DSS-4263, care must be taken to adhere to the policies and procedures outlined in this manual. This section will address some common questions and issues concerning automated Daily Reports.

County “Daysheet” FTP Process

Counties with automated Daily Report systems may opt to upload their monthly data in a single batch file to the State mainframe via an established File Transfer Protocol (FTP) process. This method eliminates the need for duplicate keying of Daily Report information into both the local and the State systems. Counties interested in implementing this option should contact the Performance Reporting and Automation unit of the DSS Performance Management Section well in advance of the intended target implementation date for instructions, procedures and requirements for the data file to be transferred.

Automated Daily Reports

Electronic versions of the DSS-4263 must include all of the same fields and data as required by the hard copy version. The file layout for the daysheet data output from the county system is available from the Performance Reporting and Automation unit of the DSS Performance Management Section.

Form Numbers for electronic versions of the DSS-4263 may be generated by the county system, but should be unique at least within a single report month.

Worker Certification, although not transmitted in the file uploaded to the State mainframe, is still **required** for electronic versions of the Daily Report. Counties have several alternatives to satisfy this Federal requirement including:

- Use of an “electronic signature” or PIN, in conjunction with a certification statement viewed by the worker, that is submitted along with each form the worker enters into the system

- Use of a printout displaying all information from all entries submitted by a worker for a specific time period (e.g., each week, or the entire month), including a certification statement that could be signed by the worker
- Use of a form that can be cross-referenced to the information entered into the system by the worker (date & time of entry, time period for data entered, form number, etc.) that includes a certification statement that can be signed and dated by the worker
- Inclusion on the “Submit screen” (adjacent to the “Submit button”, or in a pop-up window) of the automated Daily Report form, a statement confirming that, by proceeding with the submission process, the worker is certifying the completeness and accuracy of the information being submitted.

For detailed information or answers to specific questions concerning the above information, contact the Performance Reporting and Automation unit of the DSS Performance Management Section.

SIS200.07 **DSS-4263 DATA ENTRY INSTRUCTIONS**

ADMINISTRATIVE INSTRUCTIONS

1. In order to have a single record, all activities (direct, administrative, and leave) should be recorded on the Daily Reports. (Leave without pay - put under comments.)
2. Each direct activity listed should consist of at least 5 minutes. Any activities of shorter duration should be included in a "block" of time using the most appropriate Service Code(s), such as one of the Case Management codes (see 4.a. below).
3. **General administrative** activities should be tracked throughout the day, but may be recorded in a "block" of time at the end of the day. Identification as to what the block includes may be entered in the Comments block. (See Appendix B, in the SIS manual for definition of General Administration.)
4. Some Case Management codes (e.g., 380, 386, 522, 580 and 590) may be reported in either of the following ways:
 - a. Add together the time spent in Case Management activities **by program** at the end of the day. Using this method the columns required to be completed on the DSS-4263 are Day, Service, Minutes, and Pgm.
 - b. List Case Management time by specific client. This method requires all columns on the DSS-4263 to be completed (i.e., day, Service, Client ID, Minutes, and Pgm)

Other Case Management codes require **SIS Client ID numbers**. Time spent in these activities cannot be reported in a block. Refer to the Appendix B in the SIS manual Service Grids for usage requirements for specific codes.
5. To assure proper distribution of time to the appropriate programs, **Overtime** must be recorded on the Daily Reports. This includes **all** overtime, that is, time for which monetary compensation, compensatory time or no compensatory time is received. A note should be made in the comments section as to the time spent which exceeds the normal workday. When compensatory time is taken, the time should be reported as General Administration (Code 990).
6. It is not necessary to report days on which the agency is officially closed for business, e.g., holidays, snow days, etc.

SECURITY

The Department of Health and Human Services and the State Computer Center have implemented **Resource Access Control Facility (RACF)** to help protect data in the computer files at the **State Information Processing Services (SIPS)**. The SYSISMU SYSTEM requires the use of a RACF User ID and Password.

To obtain your RACF User ID and Password, your County Security Officer must complete an Information Resource Access Authorization Form (IRAAF) and send to the Customer Support Help Desk. The Division of Information Resource Management, Customer Support Help Desk may be contacted at (919)855-3200, choose Option 2 if additional assistance is needed. All User ID's and Passwords **MUST BE** kept CONFIDENTIAL. If you forget your User ID/Password, contact your County Security Officer. A Password and RACF ID is revoked if not used within 45 days, entered incorrectly five times in a row, or not changed within the required time frame.

DO NOT display them on your terminal or have them written down where someone else can see them.

Another aspect of security is the terminal itself. DO NOT ever leave the terminal unless you sign off the

system you are using. At the end of the day, when data entry is complete, lock your terminal by removing the key. If your terminal does not have a key, turn the intensity button down. This will prevent screen images from being permanently burned onto the screen.

CONFIDENTIALITY

ALL information contained on an input form, printed on any output documents, and keyed into the system, is considered to be confidential.

STATE OFFICE CONTACTS

1. Equipment Problems

You should contact the State Information Technology Services (ITS) at 1-800-722-3946 or (919)855-3200 Option 2 anytime you have a problem with your equipment (terminal, printer, modem, etc.) such as a lightning bolt, blank screen, nothing below the bottom line, no power, etc. ITS will also report telephone line problems. If you are unable to get into an application (such as IMS, CICS, etc.), you would also call ITS. You should contact your Site Coordinator any time your equipment needs repairs. The Site Coordinator should follow the instructions in the New Security Policy and Procedures Manual.

2. Data Entry

Contact the Systems Coordinators at (919) 855-3200 option #2 for the following:

- Highlighted errors/messages on screen while keying;
- Stuck in an application with a clock;
- An ABEND message; a message is displayed on the screen when someone has performed a function and because of an error condition in the data, that function cannot be performed. This causes that function to come to an abnormal end, forcing the program to stop. Do not clear the screen unless absolutely necessary. If the screen must be cleared, screen print the ABEND message and indicate on the screen print what function (such as new addition, changing or closing a case) was being performed at the time of the ABEND;
- Training Data Entry personnel;
- Assign RACF IDs and Passwords for SYSISMU;
- Assign terminal access to SYSISMU;

NOTE: Requests for RACF IDs and passwords or terminal access to SYSISMU must come from the County Security Officer.

3. Services Information System Problems (SIS)

- a. Division of Social Services, Performance Management Section
Mailing Address: 2415 Mail Service Center, Raleigh, NC 27699-2415
Located at: 820 S. Boylan Avenue, Hargrove Building, Raleigh, NC 27603
Phone#: (919) 527-6260

Please contact DSS Performance Management Section only if you have any system related problems/errors, questions, or requests.

- b. Division of Social Services
Mailing Address: 2401 Mail Service Center, Raleigh, NC 27699-2401
Located at 820 S. Boylan Avenue, Hargrove/McBryde Building, Raleigh, NC 27603
Phone#: (919) 527-6335

Please contact Division of Social Services if you have any policy/procedural questions or requests related to Work First, Family Support Services or Child Welfare

- c. Division of Aging and Adult Services
Mailing Address: 2101 Mail Service Center, Raleigh, NC 27699-2101
Located at 693 Palmer Drive, Taylor Hall, Raleigh, NC 27603
Phone#: (919) 855-3400

Please contact Division of Aging and Adult Services, for any procedural/policy questions related to Aging or Adult Services.

SYSTEM ACCESS

HOW TO LOGON

1. From the BANNER SCREEN key **IMS** IN THE APPLICATION field indicated below.

```
149.168.143.125 VIA TCP/IP TO THE NORTH CAROLINA STATE NETWORK

-- CUSTOMER SUPPORT CENTER: (919) 754-6000 / 1-800-722-3946--

* * * * * W A R N I N G * * * * *
* THIS IS A GOVERNMENT COMPUTER SYSTEM AND IS THE PROPERTY OF THE*
* STATE OF NORTH CAROLINA. USERS HAVE NO EXPECTATION OF PRIVACY.*
* USE OF THIS COMPUTER SYSTEM IS SUBJECT TO MONITORING OR OTHER *
* REVIEW BY THE GOVERNMENT OPERATOR OR OTHERS. UNAUTHORIZED OR *
* IMPROPER USE OF THIS SYSTEM MAY RESULT IN ADMINISTRATIVE *
* DISCIPLINARY ACTION AND CIVIL AND CRIMINAL PENALTIES. *
* USE OF THIS SYSTEM CONSTITUTES CONSENT TO MONITORING. *
* * * * *

APPLICATION: ims
```

Press Enter. The following screen displays.

```
DFS3649A /SIGN COMMAND REQUIRED FOR IMS IMSA

DATE: 12/27/06          TIME: 14:52:13

NODE NAME: ZDA01634

USER ID:

PASSWORD:

USER DESCRIPTOR:
GROUP NAME:
NEW PASSWORD:

OUTPUT SECURITY AVAILABLE
```

2. Key your **RACF** User ID and **password**. Press enter. On the blank screen, Key **SYSISMU** and press the 'Space Bar' once. Press ENTER. The **SERVICE INFORMATION SYSTEM (SIS) MASTER MENU** screen displays.

```
                SERVICE INFORMATION SYSTEM (SIS)
                MASTER MENU

FORM

2515  ADD CLIENT TO SIS
2516  INQUIRY/UPDATE SIS CLIENT
4263  DAILY REPORT PROCESSING

OPTION                                KE

1     NAME                            COUNTY-CODE, LAST-NAME, FIRST-NAME, MID-INT
2     INQUIRY                          LAST-NAME, FIRST-NAME, MID-INT
3     NAME                              LAST-NAME, FIRST-INT
4     INQUIRY                           LAST-NAME

FORM/OPTION :    4263                KEY :
```

NOTE: The 2515 and 2516 are obsolete and are no longer keyed even though they still appear on the menu. They were replaced by the DSS-5027 which is keyed in SCCGCICS. Inquiry for forms keyed prior to the 1/20/93 conversion is still available.

- Key **4263** in the FORM/OPTION field: Press Enter. The DSS-4263 WORKER DAILY REPORT MENU displays.

```

DSS-4263 - WORKER DAILY REPORT
      MEN
      U
FUNCTION                                OPTION                                PF KEY
-----                                -----                                -----
INITIAL ENTRY OF DATA                   1                                MEN                                3
CORRECT PREVIOUSLY ENTERED
FORM (ENTER FORM NUMBER
  DISPLAY BATCH REPORT                   3
  (ENTER BATCH NUMBER BELOW)
-----                                -----                                -----
ENTER OPTION==>                          BATCH OR FORM==>
    
```

AVAILABLE FUNCTIONS

This menu lists three Options:

- Initial Entry Of Data (Option 1)

Key '1' for OPTION (leave BATCH OR FORM blank). Press ENTER. A blank DSS-4263 is displayed as shown below.

```

BATCH * FORM * CNTY * MO YR * WORKER NUMR * * WORKER NAME *
817 034933 092 07 94 xxxxxxxxxxxx MADEUP, I

DAY *** SERV *** CLIENT ID ***** MINUTES * PGM * LOCAL
1 >
2 >
3 >
4 >
5 >
6 >
7 >
8 >
9 >
10>
11>
12>
13>
14>
15>
16>
17>
18>
* BATCH * FORM * CNTY * MO YR * WORKER NUM **
<== PREVIOUS DOCUMENT
DSS-4263

FIND>
    
```

Key the batch number, form ID, 3-digit county number (preceded by zero), MM/YY, Worker number and Worker Name.

Key only the information in the non-shaded areas of the DSS- 4263. Upon completion of keying, press ENTER. The system processes the information on-line and returns a blank 4263 screen if no errors were detected. The batch information for the processed form is displayed at the bottom of the screen by <== PREVIOUS DOCUMENT.

NOTE: If this is the first form of the first batch, key the batch number in the space provided. If this is the first form of a new batch, key the new batch number over the old batch number.

If errors are detected, all errors are highlighted and the system will position the cursor at the first error. Verify that the errors are not keying errors and make corrections, as necessary. If the errors are not keying errors, press PF1 to suspend the form.

2. Correct Previously Entered Form (Option 2)

This function allows you to view and/or correct data that was suspended with PF1 due to errors (whether the data was keyed the same day or a previous day).

NOTE: Corrections can be made to data keyed anytime before the system updates on the 5th. After the 5th, corrections must be made thru the DSS-1571 (Finance Office in county usually FTP's to Raleigh).

Key '2' for OPTION and press ENTER. A blank 4263 screen is displayed. Key the 3-digit county number and batch number at the top of the screen. Tab to FIND at the bottom of the screen and key the form number. Press ENTER. The system displays the previously keyed form. All errors are highlighted and the system will position the cursor at the first error. Key any changes and press ENTER to update.

```

BATCH * FORM * CNTY * MO YR * WORKER NUMR * * WORKER NAME *
  817  034933   092   07 94   xxxxxxxxxxxx   MADEUP, I

DAY *** SERV *** CLIENT ID ***** MINUTES * PGM * LOCAL
  1 >
  2 >
  3 >
  4 >
  5 >
  6 >
  7 >
  8 >
  9 >
 10 >
 11 >
 12 >
 13 >      21      330      *****      0360      X
 14 >
 15 >
 16 >
 17 >
 18 >
* BATCH * FORM * CNTY * MO YR * WORKER NUM **
                                     <== PREVIOUS DOCUMENT
                                     DSS-4263

FIND>
    
```

3. Display Batch Report (Option 3)

This function is used to list all the forms that were keyed in a batch.

Key '3' for OPTION and the **3-digit county number and batch number in the Batch/Form field**. Press ENTER. The Batch Control Report Screen is displayed. Forms that were suspended with PF1 are denoted with asterisks(*).

DAILY REPORT BATCH CONTROL REPORT		
FORM NUMBERS		
BATC	-----	033831
H 817	034099	*
	034933	
	337809	
	337814	*

HOW TO LOGOFF

To exit SYSISMU, clear the screen (press the PAUSE/BREAK key). This takes you out of SYSISMU but the terminal is still in IMS.

To exit IMS, key '/RCL' from a blank screen and press ENTER. The BANNER SCREEN is displayed.

SIS 200.07.01 DSS-4263 DATA ENTRY SPECIFIC ITEMS

BATCHING

The DSS-4263's should be batched in groups of 15-20 forms. A batch slip should be completed for each batch and contain the batch number, the number of forms to be keyed, the keyer's initials, and the date keyed. The keyer should also date and initial each DSS-4263. At the completion of keying, a batch report should be printed for each batch.

The data should be keyed exactly as it is entered on the DSS-4263 hard copy. If corrections are necessary, the form must be returned to the worker.

- a. Entries in the shaded items (Items 4 and 6) are not required for SIS; however, they must be completed, as these items will be used for monitoring and auditing purposes. Please do not skip lines. Do not enter more than one service/activity per line. An individual report may contain activities for more than one day; however, do not include services/activities for more than one month on a single form.
- b. The DSS-4263's should be collected and keyed weekly and no later than the 5th of the following month, or the closest working day if the 5th day falls on the weekend or holiday. The State Data Processing staff issue a monthly production schedule that lists program cut-off deadlines by program. This schedule is available in NCXPTR under the report name: "DHRHR Calendar".

NOTE: If the 5th of the month falls on a Saturday, the cut-off is on the preceding Friday. If the 5th falls on a Sunday, the cut-off is on the following Monday. Reimbursement is for the previous month.

ERRORS

When errors are encountered while keying a DSS-4263, circle the errors highlighted on screen in red on the hardcopy form. Notate the batch number on the DSS-4263.

Service workers must correct the errors and return the original DSS-4263 back to data-entry as soon as possible.

NOTE: Care should be taken when rekeying DSS-4263's with errors that were keyed in a batch different than the one you are currently keying. Be sure to change the batch number on the screen to match the batch number written on the DSS-4263 that you are correcting. **FAILURE TO CHANGE THE BATCH HEADER RESULTS IN DELETING THE FORM FROM THE ORIGINAL BATCH AND INSERTING IT INTO THE CURRENT BATCH.**

Special Error Handling

When keying 4263's that contain an EIS Individual ID for the ClientID, you must press the SHIFT and SPACE BAR keys after keying the Individual ID to tab over to the MINUTES field. The system will allow you to key the whole form and when ENTER is pressed, if the SHIFT and SPACE BAR keys were not pressed, it will insert two leading zeros and highlight the EIS Individual ID. Should this occur, press the EOF key to erase the EIS Individual ID. Rekey the Individual ID and press the SHIFT and SPACE BAR keys. Press ENTER to update.

Occasionally, when using Option 3 to print the batch information, a suspended form ID will appear for a batch that was keyed a prior day or years ago. When this occurs, press PF3 back to the 4263 Daily Report Processing Menu. Key '2' for the FORM/OPTION and press ENTER. A blank 4263 screen is displayed. Key the 3-digit county number and batch number. Tab to FIND at the bottom of the screen and key the form number. Press ENTER. The system displays the previously keyed form. If it is prior to the cut-off and the MM/YY in the header is for the current reimbursement month, corrections can be made. If the MM/YY is older than the current month of reimbursement, move your cursor to the FIND field at the bottom of the screen. Key 'DELETE' and press ENTER to remove the form from this batch. Press PF3 to return to the 4263 Daily Report Processing Menu.

NOTE: If you attempt to make corrections to a form that is for a month prior to the current reimbursement month, you will receive the error message '**HEADER IS INCORRECT**'. The form will have to be deleted.

Error Correction

Individual service entries passing all edits will be added to SIS files. The daily reports with errors must be returned to the worker with the error fields circled in red. Service workers must correct the error fields and resubmit the original daily report. Supervisors may not make corrections on behalf of workers. Daily Reports with errors should be batched separately and returned to Data Entry staff as soon as possible and no later than the 5th day of the following month or the nearest working day if the 5th falls on the weekend or a holiday. Since reimbursement must be based on all activities during the month, special care should be taken to insure that corrections are resubmitted prior to the system cut-off date.

PF KEYS

PF1 Suspends a line with errors.

PF3 Returns you from a DSS-4263 screen (in Option 1 and 2) or from the Daily Report Batch Control Report (in Option 3) to the DSS-4263 Worker Daily Report Menu.

NOTE: Upon completion of keying a DSS-4263, and PF3 is pressed, the data is processed first, and if no error(s) are detected the database is updated and the DSS-4263 Worker Daily Report Menu is displayed.

TURNAROUNDS

There is no turnaround for the DSS-4263.

FORMS RETENTION

Data-entry is required to retain batch reports for a period of three years or until the county is notified an audit has been performed. The workers are required to retain the DSS-4263's until notified an audit has been performed.

WORKER CERTIFICATION STATEMENT

After the worker completes all entries on the Daily Report the form should be signed in the space at the bottom of the form to certify the accuracy and completeness of the information provided. This is a Federal requirement.

Worker Certification is not transmitted in the file uploaded to the State mainframe, but is still required for the electronic versions of the Daily Report. Counties have several alternatives to satisfy this Federal requirement including:

- Use of an “electronic signature” or PIN, in conjunction with a certification statement viewed by the worker, that is submitted along with each form the worker enters into the system.
- Use of a printout displaying all detailed information from all entries submitted by a worker for a specific time period (e.g., each week, or the entire month), including a certification statement that could be signed by the worker.
- Use of a form that can be cross-referenced to the information entered into the system by the worker (date & time of entry, time period for data entered, form number, etc.) that includes a certification statement that can be signed and dated by the worker.
- Inclusion on the “Submit screen” (adjacent to the “Submit button”, or in a pop-up window) of the automated Daily Report form, a statement confirming that, by proceeding with the submission process, the worker is certifying the completeness and accuracy of the information being submitted.

For detailed information or answers to specific questions concerning the above information, contact the Division of Social Services, Performance Management Section.

DUE DATE

The original copies of the Daily Report of Services to Clients should be collected, reviewed by the appropriate supervisor(s), and sent to the data entry operator on at least a weekly basis. Daily Reports for days falling in the last calendar week of each month must be collected, reviewed by the appropriate supervisor(s) and sent to the data entry operator **no** later than the day following the last working day of the month so that they may be keyed before the cutoff date. The white copies of the Daily Report Services to Clients should be kept in the county file.

- County Automated Systems and Daily Report of Services

Some counties have developed and implemented their own automated case management system, including automated Daily Reports. While this is an acceptable alternative to the conventional hard copy DSS-4263, care must be taken to adhere to the policies and procedures.

- County “Daysheet” File Transfer Protocol (FTP) Process Counties with automated Daily Report systems may opt to upload their monthly data in a single batch file to the State mainframe via an established File Transfer Protocol (FTP) process. This method eliminates the need for duplicate keying of Daily Report information into both the local and the State systems. A county must first contact the Performance Management Section before this option may be used. The FTP must be completed prior to the cutoff deadline and the County Daysheet Batch Error Report must be checked for successful FTP.

Failure to follow procedures can result in the county not being included in the monthly processing of daysheets. The State will not “re-run” the process to accommodate such errors, with few exceptions.

The County Daysheet Batch Error Report appears in NCXPTR under the name: ‘DHR SYA CTY DAYSHEET BATCH ERRORS’.

- Automated Daily Reports

Electronic versions of the DSS-4263 must include all of the same fields and data as required by the hard copy version. The file layout for the daysheet data output from the county system is available from the Performance Management/Reporting & Evaluation Management Section.

- Form Number

Form Numbers for electronic versions of the DSS-4263 may be generated by the county system but should be unique at least within a single report month.

SPECIAL NOTE ON COMPUTER GENERATED PERCENTAGE OF TIME REPORT

Computer generated Daily Report summaries will be produced by the Division of Information Resource Management (DIRM) each month and made available to the county departments via NCXPTR. This report is intended as an aid to the counties in completing the DSS-1571, Statement of Program Expenditures. The NCXPTR Index name for this report is ‘DHR SY WR001F1 Percentage of Time’. **In order to insure that all activities performed during the month will be reflected on the computer generated report, the deadline for entering the Daily Reports in the Services Information System will be the 5th day of the following month or the nearest working day if the 5th day falls on the weekend or on a holiday. The report will be available the next day.**