SERVICES INFORMATION SYSTEM (SIS)
USER'S MANUAL - UPDATE

CHANGE NO. 02-09

DATE: October 12, 2009

TO: Child Welfare Staff

EFFECTIVE: October 1, 2009

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

Instructions for the SIS Client Entry form, DSS – 5027, II. C. USING THE PAGES OF THE FORM, Page 2
A hyperlink to the Division of Aging and Adult Services' manual, <u>Requirements for the Provision of Services by County Departments of Social Services</u>, has been added to the note that it is a legal requirement to provide the client a copy of page two of the DSS-5027.

Appendix B, Service Codes, Section I. Family Support/Child Welfare Services and Definitions, Section I. Family Support/Child Welfare Services
The following service codes and definitions have been added:

> **117 - <u>Foster Care Caseworker Visit</u>**
> Use on the DSS-4263 only (Client ID required). Refer to Appendix B for valid Program Codes.

> **118 - <u>Foster Care Caseworker Visit – In Child's Residence</u>**
> Use on the DSS-4263 only (Client ID required). Refer to Appendix B for valid Program Codes.

> Note that the above service codes are to be used to record only the time spent in direct face-to-face contact with the foster child. Time spent in preparation for the visit, travel to and from the visit, or other non-contact time should be recorded to Service Code 109 - <u>Foster Care Services For Children -Case Management</u> or other appropriate service code.

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 USER'S 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. 02-09

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

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

4. Click on the "CN – 02-09" and "CN – 02-09 ATTACHMENTS" links at the bottom of the page to download the Change Notice and the attachment documents, and

5. 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:

6. Click on the "SIS Manual" link at the bottom of the page to download the revised manual, and

7. Click on the "DSS-5027" and "DSS-4263" links to download replicas of the forms.

8. 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	INSERT
Instructions for the SIS Client Entry Form, DSS- 5027 page 3 dated 07-01-2005	**Instructions for the SIS Client Entry Form, DSS- 5027** page 3 dated10-01-2009
Appendix B Service Codes and Definitions Page B-3 dated 02-29-2008 Page B-13 dated 01-01-2008	**Appendix B Service Codes and Definitions** Page B-3 dated 10-01-2009 Page B-13 dated 10-01-2009

Hank Bowers

Hank Bowers, Chief
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Evaluation Management Section

CN-02-09
CN-02-09 ATTACHMENTS
SIS Manual
DSS-5027
DSS-4263