

SERVICES INFORMATION SYSTEM (SIS) USERS MANUAL - UPDATE

CHANGE NO. 05-11

DATE: November 30, 2011

TO: Services and Energy Programs Staff

EFFECTIVE: December 1, 2011

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

Service Code 991 – Crisis Intervention Program and Program Code E – Crisis Intervention Program are being renamed. The titles for these codes are being changed to include administrative activities related to the LIHEAP program. Service Code 991 should be used with Program Code E whenever clients apply for CIP or LIHEAP and worker time spent taking applications and determining eligibility is recorded on the DSS-4263. The new titles are as follows:

991 – CIP/LIHEAP Administration

Use on the DSS-4263 (no Client ID required), the DSS-1571 Part II (no Client ID required) and the DSS-1571 Part IV (Client ID required) as appropriate.

E – Energy Programs Administration

Administrative funds for Crisis Intervention Program and Low Income Heating and Energy Assistance Program activities reported under Service Code 991.

Other Changes: (None).

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. 05-11

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 – 05-11](#)” and “[CN – 05-11 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

Section DSS-4263

page 8, dated 10-01-2011

Appendix B

page B-6, dated 10-01-2011

INSERT

Section DSS-4263

page 8, dated 12-01-2011

Appendix B

page B-6, dated 12-01-2011

REMOVE

Appendix B

page B-32, dated 10-01-2010

Appendix C

page C-1, dated 07-01-2011

INSERT

Appendix B

page B-32, dated 12-01-2011

Appendix C

page C-1, dated 12-01-2011



Hank Bowers, Chief
Performance Management/Reporting
and Evaluation Management Section

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