

# SERVICES INFORMATION SYSTEM (SIS) USERS MANUAL - UPDATE

CHANGE NO. 01-14

DATE: May 29, 2014

TO: Services, Food & Nutrition Services and Work First Staff  
County Program Administrators and Fiscal Officers

EFFECTIVE: June 1, 2014 (changes valid for June 2014 services)

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

**Service Code 564 – Job Boost and Program Code 16 – Job Boost – Private Grant are being deleted.** This program ended January 2014. **Program Code 16 is also being removed from the following Service Codes:**

541 – Transportation Retention Services

542 – Child Care Retention Services

543 – Other Retention Services

**Service Codes 350 – TANF Domestic Violence Case Management, 351 – TANF Domestic Violence Emergency Assistance and Program Code 10 – TANF Domestic Violence are being deleted.** This program was discontinued effective July 2012.

**Program Code 2 – Medicaid Case Management is being deleted from Service Code 204 – Protective Services For Adults - Planning and Mobilizing.** This funding source became invalid for this service effective December 2013.

**Service Codes 879 – Eligibility - Food & Nutrition Services (FNS), 881 – EBT Issuance - FNS and 882 – EBT Training - FNS are being deleted.** These Service Codes were used to document worker time processing applications, maintaining cases and issuing benefits for the Food and Nutrition Services program, using the Food Stamp Information System, prior to conversion of the program to NC FAST and are no longer needed. All worker time spent processing applications and recertifications or performing other case management activities for the Food and Nutrition Services program should now be coded on the DSS-4263 using Service Codes 890, 891 and 892 with Program Code "FS". For additional information see [CN-SIS-02-13](#) and [DCDL PM-REM-02-2014](#).

## Other Changes

**The definitions for the Service Codes and Program Codes being deleted have been removed from Appendix B and Appendix C as appropriate.**

**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. 01-14

#### **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 replica of each form and save them to disk.

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

5. Click on the "CN – 01-14" and "CN – 01-14 ATTACHMENTS" links at the bottom of the page to download the Change Notice and the attachment documents, and
6. 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:**

7. Click on the "SIS Manual" link at the bottom of the page to download the revised manual, and
8. Click on the "DSS-5027" and "DSS-4263" links to download replicas of the forms.
9. 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**

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**Table of Contents** dated 12-01-2013

**Instructions for Worker Daily Report of Services (DSS-4263)**

page 8, dated 10-01-2013

**Appendix B**

page B-5, dated 12-01-2013

page B-6, dated 07-01-2012

page B-8, dated 06-01-2012

page B-9, dated 10-01-2013

page B-33, dated 07-01-2013

page B-50, dated 10-01-2013

page B-57, dated 07-01-2013

**Appendix C**

page C-6, dated 07-01-2013

page C-7, dated 10-01-2013

**INSERT**

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**Table of Contents** dated 06-01-2014

**Instructions for Worker Daily Report of Services (DSS-4263)**

page 8, dated 06-01-2014

**Appendix B**

page B-5, dated 06-01-2014

page B-6, dated 06-01-2014

page B-8, dated 06-01-2014

page B-9, dated 06-01-2014

page B-33, dated 06-01-2014

page B-50, dated 06-01-2014

page B-57, dated 06-01-2014

**Appendix C**

page C-6, dated 06-01-2014

page C-7, dated 06-01-2014



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

[CN-01-14](#)

[CN-01-14 ATTACHMENTS](#)

[SIS Manual](#)

[DSS-5027](#)

[DSS-4263](#)