

SERVICES INFORMATION SYSTEM (SIS) USERS MANUAL - UPDATE

CHANGE NO. 05-19

DATE: September 4, 2019

TO: Adult Services and Child Welfare Services Staff, Child Support Enforcement, Supervisors and Program Managers;
Data Entry Staff; County Automated Day Sheet Applications Administrators
County Finance Officers

EFFECTIVE: July 1, 2019

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

New Service Codes for use by county DSS workers to record time spent as part of disaster relief efforts, working in all DSNAP Program activities, and working with disaster shelter services.

- **Service Code 820 – CHILD SUPPORT ENFORCEMENT SERVICES**
- **Service Code 821 – CHILD SUPPORT PARALEGAL SERVICES**
- **Service Code 901 – SERVICE WORKER-DISASTER SHELTER SERVICES**
- **Service Code 902 – INCOME MAINTENANCE WORKER-DISASTER SHELTER**
- **Service Code 903 – FNS DISASTER SERVICES**

New Program Code for use on the DSS-4263 when a worker is performing disaster (shelter) services as well as regular Child Support Enforcement work and only if the County DSS operates a IV-D Program.

Other Changes

Appendix B and C have been edited to reflect the changes above.

INSTRUCTIONS FOR MAINTAINING SIS USERS MANUAL

1. Go to the SIS On-Line Manual Change Notice website at <http://info.dhhs.state.nc.us/olm/manuals/dss/rim-01/chg/index.htm>
2. Click on 2019
3. Click on CN-05-19

To maintain a “hard” copy of the SIS User’s Manual:

4. Click on the “SIS Manual” link at the bottom of the page to download the manual and save it to disk
5. Click on links at the bottom of the page that reflect section changes to the manual
6. Open the downloaded files using Adobe Acrobat Reader. Print the form and the entire manual if desired.

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-6, dated 05-15-2019
Page B-7, dated 03-01-2018
Page B-55, dated 08-01-2014
Page B-57, dated 08-01-2014

Appendix C

Page C-2, dated 10-01-2014

INSERT

Appendix B

Page B-6, dated 09-03-2019
Page B-7, dated 09-03-2019
Page B-55, dated 09-03-2019
Page B-57, dated 09-03-2019

Appendix C

Page C-2, dated 09-03-2019



Shauna Shaw, Chief
Performance Management Section

[SIS Manual](#)
[SIS300 APPENDIX B](#)
[SIS400 APPENDIX C](#)