

# SERVICES INFORMATION SYSTEM (SIS) USERS MANUAL - UPDATE

## CHANGE NO. 04-20

**DATE:** December 1, 2020

**TO:** Economic Services and Food & Nutrition Services Staff, Supervisors and Program Managers;  
Data Entry Staff; County Automated Day Sheet Applications Administrators  
County Finance Officers

**EFFECTIVE:** November 1, 2020

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

**New Service Codes 889 (Energy Worker (LIEAP 2019 – 2020) and 893 (LIEAP CARES PAYMENTS) with Program Code E for use by county DSS workers to record time on the DSS-4263 for time spent in activities related to administration of the Low Income Energy Assistance Program to households with persons aged 60 or older or disabled individuals receiving DAAS services, currently receiving FNS and received LIEAP during 2019-2020 LIEAP season.**

Other Changes

**Appendix B has 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 <https://policies.ncdhhs.gov/divisional/social-services/services-information-system-sis/change-notices/2020>.
2. Click on [CN-04-20](#)

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

3. Click on the “[SIS Manual](#)” link at the bottom of the page to download the manual and save it to disk
4. Click on links at the bottom of the page that reflect section changes to the manual
5. 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**

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**Appendix B**

Page B-11, dated 07-01-2016

Page B-61, dated 08-21-2016

**INSERT**

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**Appendix B**

Page B-11, dated 11-30-2020

page B-61, dated 11-30-2020



Shauna Shaw, Chief  
Performance Management Section

[SIS Manual](#)