

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

CHANGE NO. 01-09

DATE: April 30, 2009

TO: Services and Work First Staff

EFFECTIVE: Upon Receipt

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

Instructions for the SIS Client Entry Form, DSS-5027, III.A. Client Identification, Field 3. Client Social Security Number is being revised to include instructions to enter all zeroes when the Social Security Number is unknown. Enter the valid Social Security Number once received.

**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. 01-09

### 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 – 01-09" and "CN – 01-09 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**

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**Instructions for the SIS Client Entry Form,  
DSS-5027** page 3 dated 07-01-2005,  
page 4 dated 07-30-2004

**INSERT**

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**Instructions for the SIS Client Entry Form,  
DSS-5027** page 3 dated 07-01-2005,  
page 4 dated 04-30-2009



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

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