

SERVICES INFORMATION SYSTEM (SIS) USERS MANUAL - UPDATE

CHANGE NO. 06-21

DATE: December 09, 2021

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

EFFECTIVE: October 1, 2021

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

New Service Codes 887 Low Income Household Water Assistance Program (LIHWAP) with Program Code WAP and 893 Low Income Household Water Assistance Program (Services) Part II only.

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/2021-1>.
2. Click on CN-06-21

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

Appendix B

Page B-11, dated 12-02-2020

Page B-57, dated 09-03-2019

Appendix C

Page C-4, dated 07-01-2014

INSERT

Appendix B

Page B-11, dated 12-09-2021

Page B-57, dated 12-09-2021

Appendix C

Page C-4, dated 12-09-2021



Shauna Shaw, Chief
Performance Management Section