

# Services Information System (SIS) User's Manual

07-01-2011

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## INSTRUCTIONS FOR THE SIS CLIENT ENTRY FORM, DSS-5027

### I. PURPOSE OF THE FORM

The DSS-5027 is designed to be used to:

- document the client's request/application for social services
- document the client's income eligibility for services
- provide notice to the client regarding the action taken on the request for services
- provide the client with information regarding rights and responsibilities and information on how to request and obtain a fair hearing
- transmit authorization to service providers to claim reimbursement for services provided
- open a service client information record in the Services Information System
- update service client information in the Services Information System

This form replaces the following forms:

- DSS-2515, Initial Service Client Information Record
- DSS-2516, Service Client Information Change Notice
- DSS-5010, Social Services Application, Eligibility Documentation, and Notice
- DSS-1360, Purchase of Services: Referral and Authorization

Policy governing the requirements for the use of the DSS-5027 can be found in the Requirements for the Provision of Services by County Departments of Social Services at:

<http://www.ncdhhs.gov/aging/adultsvcs/ssdelivery.htm>

or in PDF format at:

<http://www.ncdhhs.gov/aging/adultsvcs/ssdelivery.pdf>

**Item 12: Program - Entry Required**

Enter one of the following codes to indicate the Program:

FULL TITLE	CODE
Able-Bodied Adults Without Dependents (ABAWDS)	3
Adolescent Parenting Program – Medicaid*	A
Adolescent Parenting Program - Non Medicaid*	Y
Adolescent Parenting Program - TANF*	13
Adult Protective Services Fund - <u>SSBG</u> *	J
Child Care and Development Fund	L
Community Child Protection Fund*	M
<u>CPS Expansion</u>	<u>23</u>
Crisis Intervention Program (CIP)	E
Family Planning	F
Family Preservation Fund*	Q
Federal Adoption Incentive Fund*	22
Food Stamp Employment and Training	S
Food Stamp Workfare	D
General Administration	G
In-Home Aide Services - HCCBG Option A Reporting	H
In-Home Aide Services - HCCBG Option B Reporting	U
In-Home Services – Age 17 and Under (State In-Home Services Fund)	C
In-Home Services – Age 18 through 59 (State In-Home Services Fund)	B
In-Home Services – Age 60 and Over (State In-Home Services Fund)	I
IV-B1 (Family to Family – Casey Foundation)*	30
IV-E Administrative Activities	Z
LINKS	K
Medicaid Case Management (At-Risk or Adult Care Home)	2
Medical Transportation	T
Non-DSS Reimbursable	N
Permanency Planning – Families for Kids	P
Repatriation Funds	50
Smart Start*	4
SSBG Services	X
State Adult Homes Specialist Fund	O
TANF 100% Federally Funded	R
TANF CPS FC/Adopt	0
TANF Domestic Violence	10
TANF Transferred to SSBG	V
Work First Block Grant	9
Work First Demonstration Grant (TANF)* (eff. 06/01/2007)	12
Work First Non-DSS Reimbursable	W
<u>TANF Contingency Fund*</u>	<u>16</u>

\* Used only by applicable counties.

**I. FAMILY SUPPORT/CHILD WELFARE SERVICES (continued)**

SERVICE	DSS 5027	DSS 4263		PURCHASED SERVICES*		PROGRAM CODE
		SIS CODE	CLIENT ID# REQ'D	ALLOWED	CLIENT ID# REQ'D	
<b>Protective Services For Children:</b>						
CPS – Assessments	210	210	Yes	No	No	R,0,9,22,23
CPS – Intake		211	No	No	No	R,0,9,22
CPS – Medical, Psychological, and Medico-Legal Diagnostic Services	212			212	Yes	P,R,X,0,9,22
CPS – In-Home Services (Child Defined as Reasonable Candidate For Foster Care)	215	215	Yes	No	No	N,R,X,Z,0,9,23
Protective Services for Children-Team Setting	219	219	Yes	219	Yes	P,R,X,Z,0,22,30
Unsuccessful Efforts to Locate Alleged Victim Child		220	No	No	No	R,0,23
Preparation for and Participation In Judicial Determinations In Juvenile Court (Preplacement)		228	Yes	No	No	Z,22,23
Other Court Related Activity (Preplacement)		229	No	No	No	P,R,Y,0,13,23
Diagnostic and Treatment Services (Non-Residential) -CPS	230	230	Yes	230	Yes	N,P,R,X,0,9,22,23
<b>General Services For Children</b>						
Delinquency Prevention	050	050	Yes	050	Yes	N,P,X,22,30
Family Reunification Services	120	120	Yes	120	Yes	N,P,Q,R,X,Y,0,9,13,22,30
Family Preservation Services	121	121	Yes	121	Yes	N,P,Q,R,X,Y,0,9,13,22,30
Family Support Services	122	122	Yes	122	Yes	N,P,Q,R,X,Y,0,9,13,22,30
Intensive Family Preservation Services	123	123	Yes	123	Yes	N,P,Q,R,X,Y,0,9,13,22,30
IFA Camping Component	241			241	Yes	R,0,9
Residential Treatment For Emotionally Disturbed	293			293	Yes	R,0
Child & Family Support Team Activity: Non-DSS Recipient		319	No	No	No	N
Evaluation Activities for Child Welfare Programs		320	No	320	No	N,P,X,Z,22,30
Other Child Welfare Services	390	390	Yes	390	Yes	N,P,R,V,0,9,22,23,30

**II. ADULT SERVICES**

SERVICE	DSS 5027	DSS 4263		PURCHASED SERVICES*		PROGRAM CODE
		SIS CODE	CLIENT ID# REQ'D	ALLOWED	CLIENT ID# REQ'D	
Day Care For Adults – Daily Care	030			030	Yes	
Day Care For Adults – Recruitment		031	No	No	No	N,X
Employment And Training Support	070	070	Yes	070	Yes	N,P,X,Y,5,6,7,8
Adult FC Recruitment and Evaluation		091	No	No	No	N,O,X
Adult Placement Services	095	095	Yes	No	No	N,X
Guardianship	107	107	Yes	No	No	N,X
Day Health For Adults	155			155	Yes	
<b>Protective Services For Adults</b>						
PS For Adults – Intake		200	No	No	No	J,N,X
PS For Adults – Evaluation	202	202	Yes	No	No	J,N,X
PS For Adults – Planning and Mobilizing	204	204	Yes	204	Yes	J,N,X,2
Adult Care Home Case Management	396	396	Yes	396	Yes	2,N
Adult Care Home Screening		397	No	No	No	2,N

III. GENERAL SERVICES

SERVICE	DSS 5027	DSS 4263		PURCHASED SERVICES*		PROGRAM CODE
		SIS CODE	CLIENT ID# REQ'D	ALLOWED	CLIENT ID# REQ'D	
<b>In-Home Aide Services:</b>						
Level I Home Management	041	041	Yes	041	Yes	B,C,H,I,N,P,R,U,X,Y,0,9,13
Level II Personal Care	042	042	Yes	042	Yes	B,C,H,I,N,P,R,U,X,Y,0,9,13
Level II Home Management	043	043	Yes	043	Yes	B,C,H,I,N,P,R,U,X,Y,0,9,13
Level III Home Management	044	044	Yes	044	Yes	B,C,H,I,N,P,R,U,X,Y,0,9,13
Level III Personal Care	045	045	Yes	045	Yes	B,C,H,I,N,P,R,U,X,Y,0,9,13
Level IV Home Management	046	046	Yes	046	Yes	B,C,H,I,N,P,R,U,X,Y,0,9,13
Health Support – Family Planning	080	080	Yes	080	Yes	A,F,N,X,Y
Health Support Services:	110	110	Yes	No	No	A,N,P,X,Y
Housing and Home Improvement	140	140	Yes	140	Yes	B,C,I,N,P,R,X,Y,0,9,13
Personal And Family Counseling	170	170	Yes	170	Yes	N,P,R,X,Y,0,9,13
Preparation And Delivery of Meals	180	180	Yes	180	Yes	B,C,I,N,X
Problem Pregnancy Services	190	190	Yes	190	Yes	A,N,P,X,Y
Transportation Services	250	250	Yes	250	Yes	A,B,C,I,N,P,X,Y,4,30
Transportation Services	250	250	Yes	250		T (Report purchased costs <b>only</b> on DMA-2055)
Health Support – Mobility				281	Yes	
Health Support – Companionship				282	Yes	
Health Support – Special Health Needs				284	Yes	
Health Support – Communication Assistance	285	285	Yes	285	Yes	A,N,X,Y
Community Living Services	303			303	No	
Individual And Family Adjustment	330	330	Yes	330	Yes	N,P,R,X,Y,0,9,13,23,30
Individual And Family Adjustment Representative Payee	331	331	Yes	No	No	N,R,X,0,9
Individual And Family Adjustment Paraprofessional Services	332	332	Yes	332	Yes	N,P,R,X,0
TANF Domestic Violence Case Management	350			350	Yes	10
TANF Domestic Violence Case Management	350	350	Yes	No	No	N
TANF Domestic Violence Emergency Assistance	351			351	Yes	10
Family Violence Prevention Case Management	352	352	Yes			N
Family Violence Prevention Services	353			353	Yes	20
At Risk Case Management Services	395	395	Yes	No	No	N,2

IV. INTAKE AND CASE MANAGEMENT

SERVICE	DSS 5027	DSS 4263		PURCHASED SERVICES*		PROGRAM CODE
		SIS CODE	CLIENT ID# REQ'D	ALLOWED	CLIENT ID# REQ'D	
Case Management		380	No	No	No	N,P,T,X,Y,4
Case Management	380	380	Yes	No	No	R,0,9,13
Service Intake		381	No	No	No	N,P,R,T,X,Y,0,4,9,13
Case Management – State Abortion		385	Yes	No	No	N
Case Management –In-Home Services	386	386	No	386	No	B,C,I,N,X
Case Management –In-Home Services	386	386	Yes	386	No	R,0,9

**VIII. FAMILY SUPPORT/WORK FIRST SERVICES**

SERVICE	DSS 5027	DSS4263		PURCHASED SERVICES*		PROGRAM CODE
		SIS CODE	CLIENT ID# REQ'D	ALLOWED	CLIENT ID# REQ'D	
Work First Information/Referral		520	No	520	No	R,9,W
Child Care		521	No	521	No	R,9,12,W
Case Management Without Eligibility Determination		522	No	522	No	R,9,12,W
Adult Care	523	523	No	523	Yes	R,9,W
Education/Training				527	No	R,9,12,W
Work First Transportation Services				532	No	R,9,12,W
Participation Expenses	537			537	No	R,9,12,W
Transportation Retention Services	541			541	Yes	R,9,12, 16,W
Child Care Retention Services	542			542	Yes	R,9,12, 16,W
Other Retention Services	543			543	Yes	R,9,12, 16,W
On-The-Job Training	544	544	Yes	544	Yes	R,9,12,W
Work First Eligibility Determination		545	No	No	No	R,9,W
Job Development and Placement	546	546	No	546	No	R,9,12,W
Job Search/Job Readiness	547	547	No	547	No	R,9,12,W
Non-Custodial Parents Case Management	548	548	Yes	548	Yes	R
Non-Custodial Parent Child Care	549			549	Yes	R
Mental Health Services	551	551	Yes	551	Yes	R,9,W
Substance Abuse Services	552	552	Yes	552	Yes	R,9,W
Subsidized Employment	553	553	Yes	553	Yes	R,9,12,W
Other Supportive Services	554	554	Yes	554	Yes	R,9,W
Non-Custodial Parent Other Work Related Expenses	555			555	Yes	R
Fraud Activities		557	No	No	No	R,9,W
Case Mgt. Retention Services	558	558	Yes	558	Yes	R,9,W
Work First Functional Assessments				559	Yes	R,9
Child And Family Enrichment Services	561	561	No	561	No	R,9,12,W
Pregnancy Prevention Services	562	562	Yes	562	No	R
JobBoost	564	564	No	564	Yes	16
Individual Development Account Expenses				566	Yes	R,9,W
Non-Custodial Parents – Transportation	569			569	Yes	R
Job Access Transportation Services – Non-Custodial Parents	570			570	Yes	R
Job Access Transportation Services – Current Work First Recipients				571	Yes	R
Job Access Transportation Services – “Other” Recipients	572			572	Yes	R
Medical Insurance Premiums	573			573	Yes	9
Housing Subsidies That Do NOT Meet Federal Definition of “Assistance”	574			574	Yes	9
Work First Housing Expenditures – Other Than Housing Subsidies	575	575	Yes	575	No	R,9
Housing Subsidies That Meet the Federal Definition of “Assistance”	576			576	Yes	9

\*When a CLIENT ID# REQ'D is required on the Day Sheet and there is no policy requirement for using a SIS Client ID, use the EIS Individual ID # (10-digit number and last digit blank in column 10 on the DSS-4263)

\*NOTE: If it is a Purchased service and does not require a Client ID, it goes on the DSS-1571 Part II. If an ID is required it goes on the DSS-1571 Part IV.

**561 - Child And Family Enrichment Services** include services and activities that enhance parents' and children's ability to become self-sufficient, properly care for children, and enhance school performance and behavior, self-esteem and leadership skills, and family relationships. The services do not have to be solely and directly related to employment, but must be provided to protect, support, and/or enhance the lives and futures of the parents/caretakers and children involved. The services should be related to helping families and children transition from welfare to self-sufficiency. Examples of such services include, but are not limited to, after-school mentoring and tutoring, parenting skills, summer enrichment programs such as specially designed 4H camp enrichment programs, and family counseling services. Services will primarily be purchased services but could be provided by an agency staff member responsible for providing such services. These services may be provided for current Work First cash assistance families as well as families that are not current Work First recipients but have gross income at or below 200% of the federal poverty guideline and meet the other requirements outlined in Section 118 of the Work First manual

No client ID is required for this service code.

**562 – Pregnancy Prevention Services** - means pre-pregnancy family planning services. Invasive procedures and procedures aimed at termination of a pregnancy are not allowed. Allowable services include, but are not limited to: provision of contraceptives and associated education and/or training on their use, community or group education, videos and other materials aimed at family planning, counseling activities directed at teen pregnancy, etc. These services may be provided without regard to income.

**Note:** When this time is reported on the Worker Daily Report of Services to Client (DSS-4263), the Client ID must be entered. When reported on the DSS-1571, no client ID is required.

**564 – JobBoost** means employment in which the employer is partially reimbursed for gross wages using federal TANF dollars. Employment may be in the public and private sector, as long as a contract is in place with all third-party employers. Subsidized employees must be TANF eligible in order to qualify for these services.

**Note:** When used on the DSS-4263 no client ID is required. When used on the DSS-1571 Part IV, a client ID number is required.

**Special Instructions:** Both current TANF workers and staff hired to provide JobBoost services may use this code on the DSS-4263. Costs of and expenses required for participation in subsidized employment, such as tools and other equipment, when not provided by the employer to any other employee, may be included as a part of this service, as appropriate.

## Appendix C PROGRAM CODE DEFINITIONS

The following Program Codes are potentially available to all counties.

- B. In-Home Services – Age 18 through 59**  
The provision of In-Home Aide Services, Housing and Home Improvement, Preparation and Delivery of Meals, Transportation (In support of In-Home Services only), and In-Home Services Case Management services to individuals aged 18 through 59 when the services are funded by the State In-Home Services Fund.
- C. In-Home Services – Age 17 and Under**  
The provision of In-Home Aide Services, Housing and Home Improvement, Preparation and Delivery of Meals, Transportation (In-Support of In-Home Services only), and In-Home Services Case Management services to individuals aged 17 and under when the services are funded by the State In-Home Services Fund.
- D. Food Stamp Workfare**  
A program planned and operated by individual county Departments of Social Services to assist food stamp recipients obtain employment through participation in work experience, education and training.
- E. Crisis Intervention Program**  
Crisis intervention activities reported under Service Code 991.
- F. Family Planning**  
Funds to provide educational and social services to enable individuals to exercise choice in determining the number and spacing of their children.
- G. General Administration**  
General administration activities reported under Service Code 990.
- H. In-Home Aide Services - HCCBG Option A Reporting**  
Funds to be claimed from the Division of Aging Home and Community Care Block Grant (Reporting Option A) for In-Home Aide services provided by county departments of social services staff.
- I. In-Home Services - Age 60 and Over**  
The provision of In-Home Aide Services, Housing and Home Improvement, Preparation and Delivery of Meals, Transportation (In support of In-Home Services only), and In-Home Services Case Management services to individuals aged 60 and over when the services are funded by the State In-Home Services Fund.
- J. Adult Protective Services Fund - SSBG**  
Adult protective services are services aimed at providing protection to disabled adults alleged to be abused, neglected, or exploited and in need of protection. Adult protective services activities include intake and screening, evaluation, and mobilization of services.

**12. Work First Demonstration Grant (TANF)**

Federal TANF dollars allocated to approved Work First Demonstration Grant Counties for demonstration initiatives that are designed specifically to increase participating counties' All-Family and Two-Parent Work Participation Rates. Counties may utilize these funds when providing services to Work First participants including: child care; transportation; educational activities intended to increase self-sufficiency; job search and readiness; job training, development and placement; payment of expenses to facilitate participation in approved activities; child and family enrichment activities and case management. These funds may also be utilized to provide similar services to support the continued employment of former recipients of Work First Family Assistance or those individual with gross family income at or below 200% of Federal Poverty Level.

**13. Adolescent Parenting Program – TANF**

Provides funds for staff purchased services, resource materials, training and volunteer costs for services to young first time parents (TANF eligible) to encourage continued school attendance, discourage second pregnancies, and promote parenting skills. Funds are provided to participating counties only.

**16. TANF Contingency Fund**

TANF Contingency funds are additional Federal funds, under authority of Section 403(b)(3)(A) of the Social Security Act, made available to States at their request, when unfavorable economic conditions exist. They are considered provisional payments and a State that receives a provisional payment must meet specific spending requirements to keep some or all of the contingency funds.

Contingency Funds can be used to provide benefits and services to families that comply with the four purposes of the TANF program, as defined by federal TANF policy. Funds cannot be transferred to either the Social Services Block Grant or the Child Care and Development Block Grant. Awards for the funds are based upon proposals submitted by counties and approved by NCDSS.

For purposes of the JobBoost II Program, 20% of reported expenditures of these funds will be reclassified within the County Administration System with private grant funds from Open Society through the Z. Smith Reynolds Foundation.

**22. Federal Adoption Incentive Fund**

100% federal funds that have been awarded to our state for exceeding the established baseline for adoptions since 1998. The funds can be used for allowable costs under Titles IV-B and IV-E. Equipment, training, supplies, etc., may not be directly charged to these funds without prior approval of the Division's Budget Office. Funds are available to all counties that finalized adoptions for children in the foster care system for fiscal years 98-99 and 99-00. Avery, Camden, Chowan, Clay, Gates, Graham, Hyde, Swain, and Tyrrell counties cannot participate in the fund since no foster children were adopted during this time period.

**23. CPS Expansion**

TANF funds transferred to SSBG and allocated to local Departments of Social Services to replace previous State allocations used to maintain Child Protective Service staff at the local level. Funds may be used to pay for salaries and related expenses only.

These funds may only be used to provide programs and services to children or their families whose income is below 200% of Federal Poverty Level applicable to a family of the size involved. Eligibility must be documented in the case record.

**NOTE:** These funds are exempt from the 25% local match requirement generally required for SSBG.

**30. IV-B1 (Family to Family – Casey Foundation)**

Program Code 30 identifies a specific funding stream for exclusive use with the Family to Family initiative (Annie E. Casey Foundation). The funds are federal IV-B1 funds and are capped allocations to each of the five counties (Durham, Cumberland, Guilford, Mecklenburg and Wake) participating in the initiative.