



North Carolina Department of Health and Human Services
Division of Social Services

325 North Salisbury Street • Raleigh, North Carolina 27603
Courier # 56-20-25 MSC 2408

Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

Pheon E. Beal, Director
(919) 733-3055

February 1, 2006

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

**ATTENTION: Children's Services Supervisors
Children's Services Social Workers**

SUBJECT: USE OF SIS NUMBERS IN CHILD WELFARE

EFFECTIVE DATE: IMMEDIATELY

It has recently come to our attention that there has been some confusion about using Services Information System (SIS) Client Identification numbers when more than one county is involved in a child welfare case. This letter reiterates procedures for such situations and is being issued jointly by the Family Support and Child Welfare Services Section and Performance Management/Reporting & Evaluation Management Section.

When a home county Department of Social Services (that is, the DSS in the client's county of legal residence that has case management responsibility for the case) asks for assistance from another county Department of Social Services, the assisting county DSS will use the SIS Client ID number assigned by the home county for the purpose of recording service activity on the DSS-4263, and will not open a new DSS-5027 in SIS or assign a new Client Identification number.

For example, County A receives a child protective services report involving two parents; one of whom lives in County B. The alleged incident took place while the child was visiting with the parent who lives in County B. The child's residence is in County A. County A begins the investigative assessment (the allegation is abuse) and asks County B to interview the alleged perpetrator. The worker from County B completes the interview with the alleged perpetrator, uses County A's assigned SIS Client ID number on his or her day sheet (DSS-4263), and sends the information to County A. County A makes the case decision.

Policy regarding the assignment of SIS Client ID numbers is found in the **SIS User's Manual, Instructions for the SIS Client Entry Form, III. Completing the Form, Sec. A. Client Identification.** The SIS Manual states, in part (*emphasis added*):

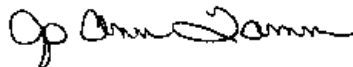
Field 1. Client ID -- Record the eleven-digit identification number assigned to this client. This number is used as a common identifier for other services systems so it is important that **only one ID# be assigned within the county for each individual service client**. This number will remain unique to the county, i.e. it will not be transferred if the client becomes a service recipient in another county. *If the client applies for services in another county, the second county will assign its own unique number.*

These instructions apply to the assignment of a SIS Client Identification Number and not to the use of the Client ID on the DSS-4263 (day sheet). This statement makes it clear that a new SIS Client ID should only be assigned if an individual applies for services in another county, as may occur when an individual changes his or her county of legal residence.

When a neighboring county DSS is assisting a home county DSS with the provision of services, the application for services remains with the home county and no new application is made in the assisting county. A new SIS Client Entry Form (DSS-5027) should not be completed by the assisting county. Furthermore, an individual should have only one active DSS-5027 (and thus, only one active Client ID) in the Services Information System at any given time.

If you have questions about this letter, please contact Hope Hunt, Program Consultant, at (919) 733-4622.

Sincerely,



Jo Ann Lamm, Chief
Family Support and Child
Welfare Services

Sincerely,



Hank Bowers, Chief
Performance Management/
Reporting & Evaluation Management

FSCWS-06-06/PM-REM-01-2006

cc: Pheon Beal
Sherry Bradsher
Sarah Barham
Local Business Liaisons
Children s Programs Representatives
Family Support and Child Welfare Services Team Leaders