Assigning a new referral: Clients should be assigned and enrolled in the DCIS system immediately upon referral from DSS. Assignment and enrollment must be performed in order to prevent the client from being enrolled with another vendor. If you are unable to enroll the client, determine if the client may already be enrolled with your program. If so, delete the previous enrollment, end all activities for the client, and enroll the client as a new referral. If you are unable to enroll the client and they are not already enrolled with your program, go to the "transaction history" screen to see where the client is currently enrolled. Contact the vendor where the client is currently showing enrollment to determine the proper vendor for the client to be working with. Follow up with an assignment and enrollment in to your program if the client is indeed appropriately referred to you.

Client activity hours should be entered on a weekly basis using the Monday through Sunday fields prompted by the DCIS system. Supporting documentation must be collected before the hours are entered in to the system. Hours should be entered in a timely manner therefore documentation must be collected in a timely manner. If a clients TANF status changes, dis-enroll the client from the current status and then enroll the client in the new status. There should be no duplication of activity from the old enrollment status to the new.

When referring a client to another vendor, use the "transfer" function. Do not dis-enroll the client before transferring as this will create a system problem and your transaction will not be made properly.