NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES

ROY COOPER • Governor
KODY H. KINSLEY • Secretary
SUSAN G. OSBORNE • Assistant Secretary for Human Services

February 21, 2023

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Online Verification (OLV) System Changes

REQUIRED ACTION: __X___ Information Only   _____ Action Needed
_____ Time Sensitive Action Needed _____ Immediate Action Needed

The Online Verification (OLV) System will implement the following changes:

- Effective February 28, 2023, the Eligibility Information System (EIS) tab will be disabled in OLV. Counties should use the North Carolina Families Accessing Services through Technology (NC FAST) System to access EIS information.

- Effective February 28, 2023, The Employment Security Commission (ESC) tab will be disabled in OLV. Counties should use the Southeast Consortium Unemployment Benefits Initiative (SCUBI) tab in OLV to access current employment information.

- Effective March 3, 2023, OLV will implement an identification management security process. North Carolina Identity Management (NCIDs) will be inactivated if a user has not logged into OLV within 90 days of March 3rd. Users will receive a reminder email on the 60th day if they have not logged into OLV. NCIDs will be deactivated and deleted from OLV if a user has not logged in after 365 days. County Security Administrators will be notified of deactivated and deleted OLV workers for their counties. Reactivation requests should be sent to the county's security officer. Please remind staff members to logon to OLV quarterly to avoid inactivation.

If you have any questions, please contact CSS Security at CSS.security@dhhs.nc.gov or contact your Continuous Quality Improvement Specialist.

Sincerely,

Carla L West

Carla L. West
Senior Director for Human Services
cc: Regional CQI Specialist
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