



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Deputy Secretary for Opportunity and Well-Being

November 15, 2023

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: OLV (Online Verification) ESC Tab and Website Address Change

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

On November 13, 2023, the Employment Security Commission (ESC) tab in the Online Verification (OLV) was deactivated due to updates by the Department of Employment Services (DES). Employment data can be found on the SCUBI tab within OLV.

Also, effective November 27, 2023, the website address for Online Verification (OLV) will change. The new URL will be <https://olvprod.ncdhhs.gov>. The old URL, <https://olvprod.dhhs.state.nc.us/>, will no longer work after November 27, 2023.

If you have any questions, please contact the Policy and Training Unit at [csetraining@dhhs.nc.gov](mailto:csetraining@dhhs.nc.gov) or the ACTS Functional Team at [acts.functional.team@dhhs.nc.gov](mailto:acts.functional.team@dhhs.nc.gov).

Sincerely,

Verna Donnelly  
North Carolina State Child Support IV-D Director

cc: Regional CQI Specialist  
CSS\_23\_56

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • CHILD SUPPORT SERVICES

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