

DSS ADMINISTRATIVE LETTER

PERFORMANCE MANAGEMENT/REPORTING AND EVALUATION MANAGEMENT PM-REM AL-02-2013

DMA ADMINISTRATIVE LETTER NO: 03-2013

DAAS ADMINISTRATIVE LETTER NO: 2013-05

DSS ECONOMIC AND FAMILY SERVICES ADMINISTRATIVE LETTER NO: 03-2013

DCDEE ADMINISTRATIVE LETTER NO: 01-2013

ONLINE VERIFICATION (OLV) ENHANCEMENTS

TO: County Directors of Social Services
Online Verification (OLV) Users
Energy Programs Supervisors and Caseworkers
Program Integrity Supervisors and Caseworkers
Food and Nutrition Services Supervisors and Caseworkers
Work First Consultants, Supervisors and Caseworkers
Medicaid Representatives, Supervisors and Caseworkers
Child Care Development Supervisors and Caseworkers

DATE: April 8, 2013

SUBJECT: Online Verification (OLV) Enhancements

I. BACKGROUND

OLV is being updated to facilitate changes to programs that have migrated into the NCFEAST system. The updates include new tabs, renamed tabs and data displayed for these programs. Data from NCFEAST will not display all the information that is currently displayed in the legacy systems. Outlined below are programs that have been updated in OLV.

- The CIP (Crisis Intervention Program) tab has been changed to Energy. This tab lists a summary of all cases and applications in the Energy Program Systems. It displays CIP and LIEAP (Low Income Energy Assistance Program) data. LIEAP data included in this summary is data beginning in 12/2011 (when LIEAP was incorporated into the old CIP system). LIEAP data prior to 12/2011 will be in another location, discussed later in this letter.

The screenshot displays the OLV system interface. The main heading is "ONLINE VERIFICATION". Below this, there is a navigation menu on the left with options: "Begin Case", "Name Search", "Case Summary", and "Results Summary". The "Results Summary" option is selected, showing a list of cases. The case for "Jenna S. Samuels" is highlighted. The main content area displays "Individual Results for Jenna S. Samuels". At the top of this section, there are tabs for "LIEAP" and "ENERGY", with "ENERGY" currently selected. Below the tabs, there are several data fields: "NAME" (Jenna S. Samuels), "DOB" (01/15/1988), "ADDRESS" (1234 Main St, Raleigh, NC 27601), "PHONE" (919-555-1234), "EMAIL" (jenna.samuels@email.com), "STATUS" (Active), "ASSIGNED TO" (John Doe), "ASSIGNED DATE" (04/08/2013), "PROGRAM" (Energy Assistance), "START DATE" (12/01/2011), "END DATE" (12/31/2011), and "REMARKS" (Initial assessment completed). The interface also shows a "Print" button and a "Close" button.

**APPLICATION #1
APPLICATION INFORMATION**

Application ID :	030037777	Crisis Description :	Client heats with electricity and the service is due for disconnect on 12/03/03
Creation Date :	12/3/2003	Crisis Reason :	Hh experiencing unusual/and or unexpected expenses
Status :	Approved	Disaster Status :	No
Status Date :	12/3/2003	Assistance Type :	Heat
County :	Wake	Fuel Type :	Electricity
County Case ID :		Funding Type :	Regular Cip Funding
Requested Amount :	\$178.25	Payee :	Progress Energy
Adjusted Amount :	\$0.00	Phone Number :	
Adjustment Reason :		Address :	325 N. Salisbury St Raleigh, NC 27603
Denied Reason :		Comments :	
Crisis Status :	Yes		

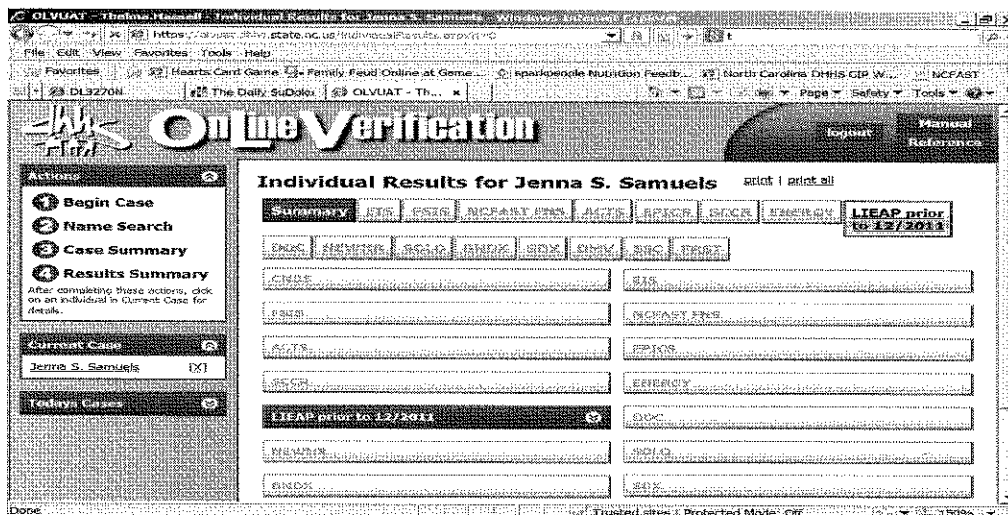
**APPLICATION #2
APPLICATION INFORMATION**

Application ID :	031154444	Crisis Description :	Client heats with electricity and the service is due for disconnection on.
Creation Date :	10/20/2011	Crisis Reason :	Life/health at risk w/out heating/cooling source when temperatures are mild
Status :	Pending	Disaster Status :	No
Status Date :	10/20/2011	Assistance Type :	
County :	Alamance	Fuel Type :	Electricity
County Case ID :	11	Funding Type :	Lieap Funding
Requested Amount :	\$10.00	Payee :	Electric Coop
Adjusted Amount :	\$0.00	Phone Number :	(704) 333-9622
Adjustment Reason :		Address :	1105 Anywhere Lane Apt. C Raleigh NC 27603
Denied Reason :		Comments :	
Crisis Status :	Yes		

Online Verification (OLV) Enhancements

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- The LIEAP tab has been changed from LIEAP to LIEAP Prior to 12/2011. This summary will display data for an individual who received LIEAP prior to 12/2011.



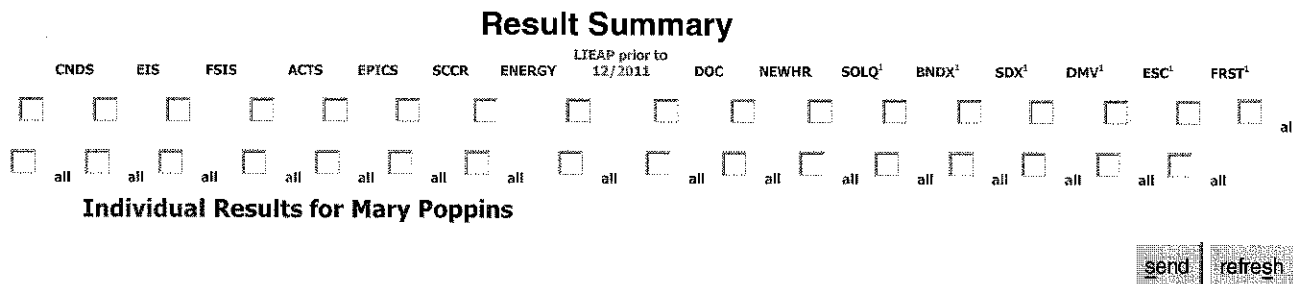
Payment History

II.

Case ID	Check No	Check Address	Check Date	Check Amount
00000001	19389913	64 HENRY ST RALEIGH NC 27502	2/1/2009	\$186.00
00000004	18282954	64 HENRY ST RALEIGH NC 27502	2/1/2008	\$58.00
00000005	17191975	111 N HARRY ST RALEIGH NC 27502	2/1/2007	\$72.00

RESULTS SUMMARY SCREEN

The Results Summary screen reflects the new tabs ENERGY and LIEAP prior to 12/2011 as shown:



III. IMPLEMENTATION

These changes will be available in OLV, upon receipt of this letter.

IV. IMPLEMENTATION

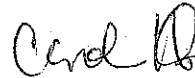
These changes will be available in OLV upon the receipt.

If you have questions concerning the new changes to the Energy Programs System, please contact DSS Information Support at 919-527-6270,

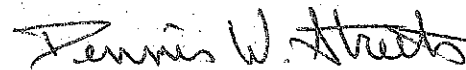
Sincerely,



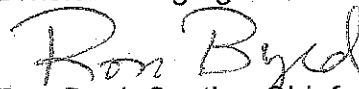
Jack Rogers, Deputy Director
Division of Social Services



Carol H. Steckel, MPH, Director
Division of Medical Assistance



Dennis W. Streets, Director
Division of Aging and Adult Services



Ron Byrd, Section Chief
Division of Child Development and Early
Education

PM-REM-AL-02-2013

SSB:RR:th

cc: Ajay Maddi, DIRM
Gurmanjit Kaur, DIRM
Russell Lanning, DIRM
Erica Jennings
Betsy E. Moore
Robin Register
Wayne Chaison
Chris Urso
Betty Dumas-Beasley
Dean Simpson