



**North Carolina Department of Health and Human Services
Division of Information Resource Management**

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Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Karen Tomczak, Chief Information Officer

August 24, 2009

Subject: Legacy System Retirements as a Result of NC FAST Online Verification (OLV) Functionality

Dear County Director of Social Services:

I am pleased to announce that on July 23, 2009, OLV was moved to newer equipment, which has alleviated most issues county workers have been experiencing since January 2009.

In order for DHHS to complete the next step, which includes retiring mainframe legacy systems SOLQ, BENDEX, FirstStop and ESC in SCC4 and SCC3, we will need to coordinate with several counties to complete (1) a Non-Disclosure Agreement and (2) an SSA Contract form for security compliance; and also to provide approval for these counties to access OLV. These forms should be available within the next few weeks, and will be sent from the DHHS DSS State Office as part of an update to the Information Security Manual for North Carolina Division of Social Services and County Departments of Social Services.

To provide time for counties to complete these forms, the planned legacy system retirement date is being extended to October 2, 2009. As of that date, the SOLQ, BENDEX, FirstStop and ESC options currently accessed through SCC4 and SCC3 will be disabled. **The Third Party Query (TPQY) option will remain in SCC4.**

If your staff are not routinely using OLV, please encourage them to take this opportunity to become familiar with OLV. After elimination of the options in SCC4 and SCC3 previously noted, OLV will become the sole means of verification.

County staff without a valid WIRM ID will need to obtain one before being able to use OLV. For additional information, please see the OLV User Manual at:

http://www.dhhs.state.nc.us/ncfast/manuals/OLV_User_Manual.pdf

If your staff encounter any problems when using OLV, please report the problems to the DHHS Customer Support Center at 919-855-3200 (select option 3).

Thank you for your continued support of OLV.

Sincerely,

A handwritten signature in cursive script that reads "Angela Taylor".

Angela Taylor
Social and Economic Applications Management, IT Director

cc: Dan Stewart, NC DHHS, Assistant Secretary for Finance and Business Operations
Karen Tomczak, NC DHHS, Chief Information Officer
Dennis Streets, NC DHHS Division of Aging and Adult Services, Director
Deborah Cassidy, NC DHHS Division of Child Development, Director
Craig Gray, NC DHHS Division of Medical Assistance, Director
Sherry Bradsher, NC DHHS Division of Social Services, Director

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