



**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

September 28, 2009

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

Dear County Director of Social Services:

OLV continues to have very few issues with no critical issues reported since the move to the newer equipment in July 2009. We appreciate all the help from several of our county social services staff who volunteered to assist us in testing to ensure a successful implementation.

As stated in our letter dated August 24, 2009, our intent was to retire the SOLQ, BENDEX, FirstStop and ESC options currently accessed through SCC4 and SCC3 statewide on October 2, 2009. Due to delays in getting the required new security forms approved and distributed to those counties that have staff not currently authorized to access OLV, we are extending our final deadline for retiring the aforementioned legacy systems until October 30, 2009.

The counties with unauthorized staff must complete (1) a Non-Disclosure Agreement and (2) an SSA Contract form for security compliance to obtain access to OLV. These forms are in the final approval process and should be ready within the next few weeks.

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.ncdhhs.gov/ncfast/library/OLV\\_User\\_Manual.pdf](http://www.ncdhhs.gov/ncfast/library/OLV_User_Manual.pdf)

We thank you for your understanding and ask that you please continue to encourage your staff to become familiar with OLV if they are not already. After elimination of the options in SCC4 and SCC3 previously noted, OLV will become the sole means of verification. **The Third Party Query (TPQY) option will remain in SCC4.**

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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