



**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

December 4, 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.

As stated in our letter dated September 28, 2009, our intent was to retire the SOLQ, BENDEX, FirstStop and ESC options currently accessed through SCC4 and SCC3. We have successfully assisted those counties with staff not authorized to access OLV. With this accomplishment, our deadline for retiring the aforementioned legacy systems will be December 23, 2009.

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

We thank you for your understanding and patience. We 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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