**July 23, 2004**

**To:** **County Director of Social Services**

**Attn:** Economic Services Supervisors
Medicaid and NC Health Choice Supervisors
Work First Supervisors
Food Stamps Supervisors
Security Control Officers
Child Support Enforcement Supervisors
IT Support Staff

**Subject: Online Verification System Requirements**

The Online Verification System is scheduled for Pilot Release in August 2004, followed by a statewide rollout through October, 2004. This system will allow workers to use the Internet to perform the required verification for applicant/recipient information for assistance and services. The workers in your agency who currently access the legacy and verification systems to verify applicant/recipient information will be able to quickly access all of this in one place, with a single, secure log-in. We anticipate this will save time and effort for all staff performing these functions.

In preparation for this system, counties need to insure that workers who will use Online Verification have either the Netscape 5.0 (or higher) or Internet Explorer 5.5 (or higher) browser installed on their workstations. These versions of the browsers support the data security levels (SSL and 128 bit encryption) required for the system to function. If workers use an older version of either browser, please use this time to upgrade their systems so they can use the tool. No other software is required for this application.

The systems included in the Online Verification system are: ACTS, (including New Hire data), CNDS, EIS, EPICS, FSIS, SCCR (Child Care Reimbursement), DMV (STARS), DOC, ESC (Wages and UIB), IEVS (Social Security SOLQ, SDX, BENDEX), LIEAP and CIP. The County Security Control Officer may need to review system access rights for your workers to confirm that they have the necessary access level to the systems required to perform Online Verification. If workers already have such access, no further action is required from the CSCO. However, when workers need additional access, the CSCO should contact the DHHS Customer Support Center to request such access.

User acceptance testing began in mid-July; both state and county staff will be involved in testing the application. Counties participating in the testing phase will receive separate instructions and test result forms to complete for analysis during the testing phase. Pilot rollout will continue through August, with statewide rollout scheduled through October. The pilot counties for OLV are Cumberland, Haywood, Hertford, Onslow, Scotland, and Wake counties. Pilot counties will also receive separate instructions, including a schedule and feedback documentation for the pilot phase.

We are looking forward to delivery of this first release of functionality to workers.  If you have questions, please contact Suzanne Marshall, NC FAST Business Manager, at (919) 855-3067.