

# 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

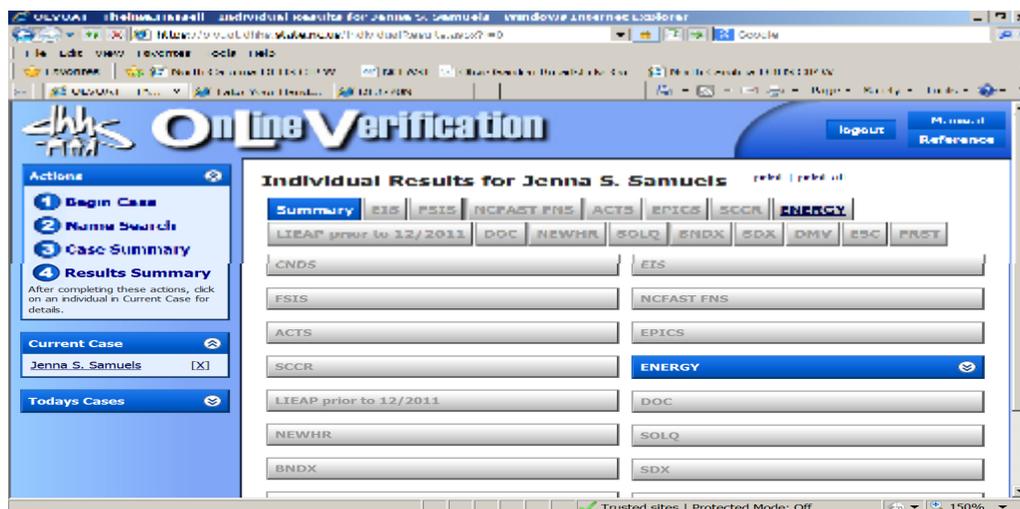
**DATE:** April 8, 2013

**SUBJECT:** Online Verification (OLV) Enhancements

### I. BACKGROUND

OLV is being updated to facilitate changes to programs that have migrated into the NCFAST system. The updates include new tabs, renamed tabs and data displayed for these programs. Data from NCFAST 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.



**APPLICATION #1  
APPLICATION INFORMATION**

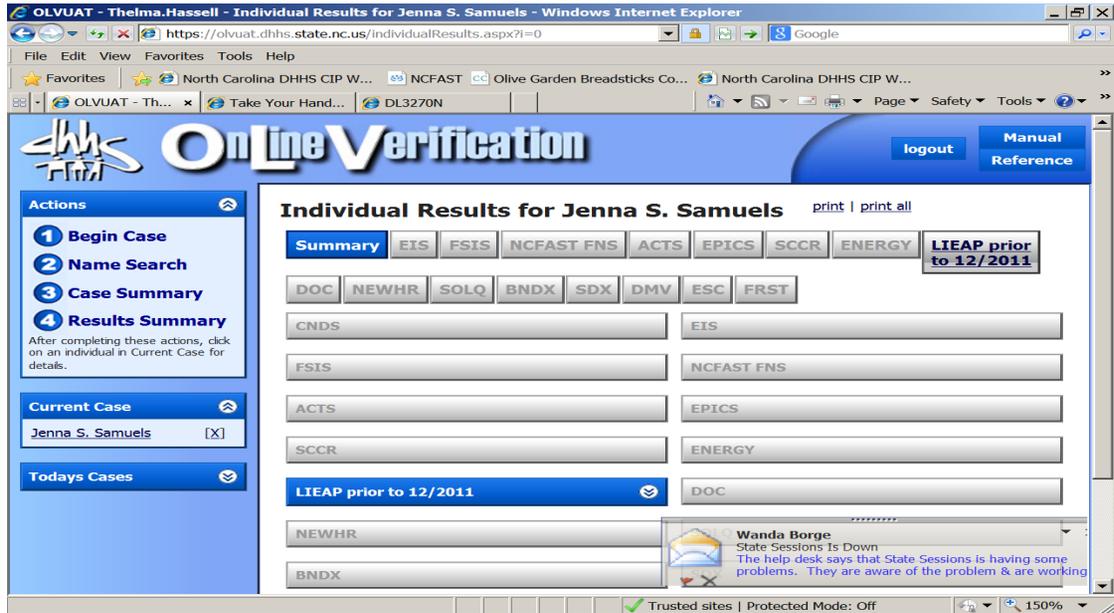
<b>Application ID :</b>	030037777	<b>Crisis Description :</b>	Client heats with electricity and the service is due for disconnect on 12/03/03
<b>Creation Date :</b>	12/3/2003	<b>Crisis Reason :</b>	Hh experiencing unusual/and or unexpected expenses
<b>Status :</b>	Approved	<b>Disaster Status :</b>	No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

**APPLICATION #2  
APPLICATION INFORMATION**

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

**Online Verification (OLV) Enhancements**  
**Page 3**

- 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. RESULTS SUMMARY SCREEN**

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

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

**Results Summary**

CNDS   
  EIS   
  FSIS   
  ACTS   
  EPICS   
  SCCR   
  **ENERGY**   
  **LIEAP prior to 12/2011**   
  DOC   
  NEWHR   
  SOLQ<sup>1</sup>   
  BNDX<sup>1</sup>   
  SDX<sup>1</sup>   
  DMV<sup>1</sup>   
  ESC<sup>1</sup>   
  FRST<sup>1</sup>

all   
 all

**Individual Results for Mary Poppins**

### III. IMPLEMENTATION

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

If you have questions concerning the new changes to the Online Verification (OLV) 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**

JR: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  
Rhonda Bennett