



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Assistant Secretary for Human Services

February 8, 2023

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: The Administrative Office of Courts New Odyssey System

REQUIRED ACTION: <input checked="" type="checkbox"/> Information Only <input type="checkbox"/> Action Needed <input type="checkbox"/> Time Sensitive Action Needed <input type="checkbox"/> Immediate Action Needed
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Effective February 13, 2023, the Administrative Office of the Courts (AOC) will replace their SES/ Legacy system with a new integrated case management system called Odyssey. Initially, Odyssey will be implemented only in the following pilot counties: Wake, Lee, Harnett, and Johnston. From February 8 – 12, 2023, AOC information for the pilot counties will be inquiry only in the SES/Legacy system. After the implementation date, AOC information for the pilot counties can only be viewed in Odyssey. A rollout schedule of when other counties will transition to Odyssey will be provided when it becomes available.

The e-Courts Portal is what child support will use to access AOC cases and court information for the pilot counties. There are no changes to Automated Collection and Tracking System (ACTS).

Staff in the pilot counties can attend a webinar on February 9, 2023, to learn how to navigate the e-Courts Portal. Webinar registration information was emailed to supervisors in the pilot counties on February 2, 2023. A webinar for non-pilot counties will be held in March.

If you have any questions, please contact the Policy and Training Unit at csetraining@dhhs.nc.gov or contact your Continuous Quality Improvement Specialist.

Sincerely,

Carla L. West
Senior Director for Human Services

cc: Regional CQI Specialist
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NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • CHILD SUPPORT SERVICES

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