



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

ROY COOPER • Governor
KODY H. KINSLEY • Secretary
SUSAN G. OSBORNE • Assistant Secretary for Human Services

January 29, 2024

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: The Administrative Office of Courts Odyssey System

REQUIRED ACTION: [X] Information Only [] Action Needed
[] Time Sensitive Action Needed [] Immediate Action Needed

On February 5, 2024, the following counties will begin using the Administrative Office of the Courts' (AOC) new integrated case management system, Odyssey: Beaufort, Chowan, Currituck, Camden, Dare, Gates, Hyde, Martin, Pasquotank, Perquimans, Tyrrell, and Washington.

From January 31 – February 4, 2024, AOC information for these counties will be inquiry only in the SES/Legacy system. Starting February 5, AOC cases and court information for these counties can only be viewed in the Odyssey e-Courts Portal. A recorded webinar on how to use the e-Courts Portal is available on SharePoint:

https://ncconnect.sharepoint.com/sites/nccss/SitePages/Webinar2023.aspx .

Wake, Lee, Harnett, Johnston, and Mecklenburg counties already live on the e-Courts system. The statewide rollout of e-Courts is planned for completion by the end of 2025. You will be notified in advance when other counties transition to the new system.

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

Sincerely,

Verna Donnelly (handwritten signature)

Verna Donnelly
North Carolina State Child Support Deputy Director

cc: Regional CQI Specialist
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