



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

ROY COOPER • Governor
KODY H. KINSLEY • Secretary
CARLA WEST • Division Director, Human Services

April 26, 2024

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: The Administrative Office of the Courts Odyssey System

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

On April 29, 2024, the following counties will begin using e- Courts, which is a part of the Administrative Office of the Courts (AOC) new integrated case management system, Odyssey: Alamance, Chatham, Durham, Franklin, Granville, Guilford, Orange, Person, Vance, and Warren

From April 24-28, 2024, AOC information for these counties will be inquiry only in the SES/Legacy system. Starting April 29, 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://nconnect.sharepoint.com/sites/nccss/SitePages/Webinar2023.aspx .

The following counties have already transitioned to AOC's e-Courts:

Table with 6 columns: Beaufort, Currituck, Harnett, Lee, Pasquotank, Wake; Camden, Dare, Hyde, Martin, Perquimans, Washington; Chowan, Gates, Johnston, Mecklenburg, Tyrrell

A statewide rollout of e-Courts is planned for completion by the end of 2025. You will be notified in advance when other counties are expected to 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

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