



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

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

July 29, 2024

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: AOC Odyssey and ACTS Docket Number Formats

REQUIRED ACTION: Information Only Time Sensitive Immediate

On February 13th, 2023, the Administration of Courts began their transition to AOC Odyssey. Currently, there are 27 North Carolina counties that are live with AOC Odyssey: Alamance, Beaufort, Camden, Chatham, Chowan, Currituck, Dare, Durham, Franklin, Gates, Granville, Guilford, Harnett, Hyde, Johnston, Lee, Martin, Mecklenburg, Orange, Pasquotank, Perquimans, Person, Tyrrell, Vance, Wake, Warren, and Washington.

On July 22nd, 2024, 11 more North Carolina counties were added to the AOC Odyssey: Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Polk, Swain, and Transylvania.

As the AOC Odyssey rollout continues in North Carolina, counties should not enter the AOC Odyssey docket number in ACTS in the new format. The docket number should be entered in ACTS in the same format as it was previously entered; for example, Odyssey Docket number **22CVD004578-910** should be entered in ACTS as **37(your county code)22CVD004578**.

AOC Odyssey docket numbers may contain "CV" instead of "CVD" (ex. **22CV 004578-910**). When encountering an AOC docket number with "CV," the conversion to the ACTS docket number format should be entered into ACTS with a space after "CV" (ex. **37(your county code)22CV 004578**). Counties should correct any cases with the incorrect docket number format in ACTS for "CV" docket numbers.

If you have any questions, please contact the Policy and Training Unit at csetraining@dhhs.nc.gov.

Sincerely,

Verna Donnelly
North Carolina State Child Support Deputy Director

CSS_24_38

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • CHILD SUPPORT SERVICES

MAILING ADDRESS: P.O. Box 20800, Raleigh, NC 27619
www.ncdhhs.gov • TEL: 919-855-4755 • FAX: 919-715-8174

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER