



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

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

October 8, 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

Effective October 14, 2024, the following 11 counties will begin using e-Courts, which is a part of the Administrative Office of the Courts (AOC) new integrated case management system, Odyssey: Anson, Cabarrus, Cumberland, Hoke, Montgomery, Moore, Randolph, Richmond, Scotland, Stanly, Union

From October 9 – October 13, 2024, AOC will not make any updates to cases in these counties in the SES/Legacy system, and starting October 14, AOC cases and court information for these counties will only be viewable 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 38 counties have already transitioned to AOC's e-Courts:

Table with 7 columns and 6 rows listing counties: Alamance, Chatham, Gates, Henderson, Martin, Polk, Warren; Beaufort, Clay, Graham, Hyde, Mecklenburg, Swain, Washington; Buncombe, Currituck, Granville, Jackson, Orange, Transylvania; Camden, Dare, Guilford, Johnston, Pasquotank, Tyrrell; Cherokee, Durham, Harnett, Lee, Perquimans, Vance; Chowan, Franklin, Haywood, Macon, Person, Wake.

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.

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

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

Sincerely,

A handwritten signature in blue ink that reads "Verna Donnelly". The signature is written in a cursive style with a large initial "V".

Verna Donnelly  
North Carolina State Child Support Deputy Director  
CSS\_24\_45