



North Carolina Department of Health and Human Services
Division of Social Services

325 North Salisbury Street • MSC 2408 • Raleigh, North Carolina 27699-2408
Courier # 56-20-25

Michael F. Easley, Governor
Dempsey Benton, Secretary

Sherry S. Bradsher, Director
(919) 733-3055

October 24, 2007

Dear County Director of Social Services

ATTENTION: Child Welfare Program Administrators and Supervisors

SUBJECT: Access to the Civil Case Processing System (VCAP)

The Division of Social Services is pleased to announce that all individuals with access to the Automated Criminal Infraction System (ACIS) have also been granted access to the Civil Case Processing System (VCAP). The VCAP system contains information on civil actions that range from case initiation to disposition.

This system is a great tool for county departments of social services to utilize particularly for checking the existence of custody orders, domestic violence protective orders or child support orders. VCAP is not able to provide a narrative on what are the particular conditions of a civil order. If, for example, a user was able to identify that there is an existing domestic violence protective order (50B order), the social worker would still need to contact the Clerk of Court in order to access and determine the conditions of the order.

The NC Division of Social Services (DSS) has attached the [VCAP Public Access User Manual](#) as well as provided a hyperlink to the manual on the Web. It is accessible on the NC DSS website by selecting "County Staff Information" and then selecting "Other Resource Tools." If, after personnel with system access have reviewed the manual and would still like to attend training on VCAP, please email eric.zechman@ncmail.net.

The Division will compile a list of counties/personnel and forward the information to the Administrative Office of the Courts (AOC). The AOC is available to provide a "train the trainer" model for instruction on the VCAP system. The Division will coordinate with the AOC to determine the dates and locations of training based on the amount of inquiries. **Please respond by Friday, November 16, 2007 if training is desired.**

Please continue to contact the AOC Procedural Help Desk with any minor technical support questions on ACIS and VCAP at (919) 890-1355. If you have any questions about this letter, please feel free to contact Rick Zechman (eric.zechman@ncmail.net) with the Family Support and Child Welfare Team at (919) 733-4322.

Sincerely,

A handwritten signature in cursive script that reads "Esther T. High".

Esther T. High, Acting Chief
Family Support and Child Welfare Section

Attachment: [Civil Case Processing System \(VCAP\) Public Access User Manual](#)

cc: Sherry S. Bradsher
Sarah Barham
Local Business Liaisons Managers
Jo Ann Lamm
Children's Services Program Representatives
Family Support and Child Welfare Services Team Leaders
Carolyn Edmonds
Hank Bowers

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