



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

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

September 29, 2023

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 October 9, 2023, Mecklenburg County will begin using the Administrative Office of the Courts (AOC) new integrated case management system, Odyssey. From October 5-8, 2023, AOC information for Mecklenburg County will be inquiry only in the SES/Legacy system.

Beginning October 9, 2023, AOC cases and court information for Mecklenburg County can only be viewed in 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, and Johnston counties began using Odyssey in February 2023. A rollout schedule of when other counties will transition to Odyssey will be provided when it becomes available.

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

Sincerely,

Verna Donnelly (handwritten signature)

Verna Donnelly
North Carolina State Child Support Deputy Director

cc: Regional CQI Specialist
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