



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

CARLA WEST • Division Director, Human Services

July 11, 2024

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: The Administrative Office of the Courts Odyssey System

REQUIRED ACTION: ☒ Information Only ☐ Action Needed
☐ Time Sensitive Action Needed ☐ Immediate Action Needed

Effective July 22, 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: Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Polk, Swain, and Transylvania.

From July 17 – July 19, 2024, AOC information for these counties will be inquiry only in the SES/Legacy system. Starting July 22, 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://ncconnect.sharepoint.com/sites/nccss/SitePages/Webinar2023.aspx>.

The following 27 counties have already transitioned to AOC's e-Courts:

Alamance	Currituck	Granville	Lee	Perquimans	Warren
Beaufort	Dare	Guilford	Martin	Person	Washington
Camden	Durham	Harnett	Mecklenburg	Tyrrell	
Chowan	Franklin	Hyde	Orange	Vance	
Chatham	Gates	Johnston	Pasquotank	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.

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
North Carolina State Child Support Deputy Director

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

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