



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: ☒ 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://ncconnect.sharepoint.com/sites/nccss/SitePages/Webinar2023.aspx>.

The following 38 counties have already transitioned to AOC's e-Courts:

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.

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If you have any questions, please contact the Policy and Training Unit at 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
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