NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

JOSH STEIN • Governor
DEV SANGVAI • Secretary
CARLA WEST • Division Director, Human Services

April 10, 2025

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: The Administrative Office of the Courts Enterprise Justice System – eCourts

REQUIRED ACTION: __X___Information Only	_____Action Needed
_____Time Sensitive Action Needed	_____Immediate Action Needed

Effective April 28, 2025, the following 11 counties will begin using eCourts, which is a part of the Administrative Office of the Courts (AOC) new integrated case management system, Enterprise Justice: *Bertie, Edgecombe, Greene, Halifax, Hertford, Lenoir, Nash, Northampton, Pitt, Wayne, and Wilson*.

From April 23 – April 27, 2025, AOC will not make any updates to cases in these counties in the SES/Legacy system, and starting April 28, AOC cases and court information for these counties will only be viewable in the eCourts portal. A recorded webinar on how to use the eCourts portal is available on SharePoint: https://ncconnect.sharepoint.com/sites/nccss/SitePages/Webinar2023.aspx .

These 62 counties have already transitioned to eCourts: *Alamance, Anson, Beaufort, Bladen, Brunswick, Buncombe, Cabarrus, Camden, Carteret, Chatham, Cherokee, Chowan, Clay, Columbus, Craven, Cumberland, Currituck, Dare, Duplin, Durham, Franklin, Gates, Graham, Granville, Guilford, Harnett, Haywood, Henderson, Hoke, Hyde, Jackson, Johnston, Jones, Lee, Macon, Martin, Mecklenburg, Montgomery, Moore, New Hanover, Onslow, Orange, Pamlico, Pasquotank, Pender, Perquimans, Person, Polk, Randolph, Richmond, Robeson, Sampson, Scotland, Stanly, Swain, Transylvania, Tyrrell, Union, Vance, Wake, Warren, and Washington*

A statewide rollout of eCourts 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 your Regional Continuous Quality Improvement (CQI) Specialist.

Sincerely,

Verna Donnelly

Verna Donnelly
North Carolina State Child Support Deputy Director

Cc: Regional CQI Specialists
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