



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEV SANGVAI • Secretary

CARLA WEST • Division Director, Human Services

July 8, 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: <input checked="" type="checkbox"/> Information Only <input type="checkbox"/> Action Needed <input type="checkbox"/> Time Sensitive Action Needed <input type="checkbox"/> Immediate Action Needed
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Effective July 21, 2025, the following 14 counties will begin using eCourts, which is a part of the Administrative Office of the Courts (AOC) new integrated case management system, Enterprise Justice: *Alleghany, Ashe, Avery, Caswell, Forsyth, Madison, Mitchell, Rockingham, Stokes, Surry, Watauga, Wilkes, Yadkin, and Yancey.*

From July 16 – July 20, 2025, AOC will not make any updates to cases in these counties in the SES/Legacy system, and starting July 21, 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>.

The following 73 counties have already transitioned to eCourts: *Alamance, Anson, Beaufort, Bertie, Bladen, Brunswick, Buncombe, Cabarrus, Camden, Carteret, Chatham, Cherokee, Chowan, Clay, Columbus, Craven, Cumberland, Currituck, Dare, Duplin, Durham, Edgecombe, Franklin, Gates, Graham, Granville, Greene, Guilford, Halifax, Harnett, Haywood, Henderson, Hertford, Hoke, Hyde, Jackson, Johnston, Jones, Lee, Lenoir, Macon, Martin, Mecklenburg, Montgomery, Moore, Nash, New Hanover, Northampton, Onslow, Orange, Pamlico, Pasquotank, Pender, Perquimans, Person, Pitt, Polk, Randolph, Richmond, Robeson, Sampson, Scotland, Stanly, Swain, Transylvania, Tyrrell, Union, Vance, Wake, Warren, Washington, Wayne, and Wilson.*

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
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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