

STATISTICAL AND  
OPERATIONAL REPORT *of*  
COURT PROGRAMS

2019-20



JULY 1, 2019 – JUNE 30, 2020  
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## TABLE *of* CONTENTS



<b>3</b>	Child Custody and Visitation Mediation and Permanency Mediation
<b>6</b>	Treatment/Recovery Courts
<b>7</b>	Family Court
<b>8</b>	Family Financial Settlement
<b>11</b>	Superior Court Mediated Settlement Conference
<b>14</b>	Court-Ordered Arbitration
<b>17</b>	Clerk Mediation Program
<b>18</b>	Office of Language Access Services (OLAS)

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More information about the Judicial Branch is available at [www.NCcourts.gov](http://www.NCcourts.gov).

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# CHILD CUSTODY AND VISITATION MEDIATION AND PERMANENCY MEDIATION



In 1989, the General Assembly enacted G.S. 7A-494 requiring the North Carolina Administrative Office of the Courts (NCAOC) to provide statewide, uniform child custody mediation services to assist parents in the resolution of custody and / or visitation lawsuits. The Child Custody and Visitation Mediation Program provides a confidential and non-adversarial setting where parents meet with a professional staff mediator who is neutral to the outcome of their dispute. The mediator structures and facilitates a collaborative process that fosters a productive exchange of information. Parents are afforded the opportunity to design a Parenting Agreement, which is incorporated into a court order, sparing the family from the stress and anxiety of extended litigation.

The Child Custody and Visitation Mediation Program is available in each judicial district. In fiscal year (FY) 2019-20, 8,993 custody cases were mediated statewide and 16,891 people attended custody mediation orientation. Mediators conducted 9,523 mediation sessions and drafted 4,521 parenting agreements.

For more information on the Child Custody and Visitation Mediation Program, visit [www.NCcourts.gov/programs/child-custody-and-visitation-mediation-program](http://www.NCcourts.gov/programs/child-custody-and-visitation-mediation-program).

In 2006, the General Assembly enacted G.S. 7B-202 authorizing the NCAOC to establish in phases a statewide permanency mediation program for cases in which a juvenile is alleged or has been adjudicated to be abused, neglected, or dependent, or in which a petition or motion to terminate a parent's rights has been filed. Goals for the program include the permanent placement of children in a timely manner within the Adoption and Safe Families Act (ASFA) guidelines, improving the participants' understanding of the nature and purpose of the proceeding, as well as a reduction in the number and length of court hearings and a decline of re-litigation. Permanency mediators are contract employees and utilize a co-mediation model.

**Child Custody and Visitation Mediation, Caseload by District**

District	Caseload Information				Sessions			Agreements Drafted			Cases Mediated and Closed				
	Begin Pending (7/1/19)	Initial Custody Mediation Cases Opened	*Returning Custody Mediation Cases Opened	Total Caseload	Number of People Attended Orientation	Number of First Mediation Sessions	Number of Subsequent Mediation Sessions	Number of Full Parenting Agreements Drafted	Number of Temporary Parenting Agreements Drafted	Number of Partial Parenting Agreements Drafted	Number of Cases Mediated and Closed With Parenting Agreement	Number of Cases Mediated and Closed With No Parenting Agreement	**Number of Cases Not Mediated	Total Cases Closed	End Pending (6/30/20)
1	57	177	68	302	327	136	13	63	0	0	42	94	127	263	39
2	25	88	16	129	111	57	0	20	0	0	10	44	35	89	40
3A	37	130	72	239	271	126	5	44	0	0	30	96	58	184	55
3B	39	73	1	113	94	43	0	13	0	0	5	45	42	92	21
4	152	154	31	337	358	181	3	80	4	3	38	178	61	277	60
5	125	440	219	784	760	448	54	226	20	10	133	314	244	691	93
6	37	116	43	196	199	92	11	37	6	1	33	56	60	149	47
7	162	176	40	378	363	169	2	148	0	0	116	85	63	264	114
8	78	113	27	218	237	99	0	53	0	0	21	75	11	107	111
9	130	206	34	370	387	163	9	42	14	1	53	116	52	221	149
10	129	1059	552	1740	1582	853	70	340	45	0	246	608	714	1568	172
11	131	306	82	519	558	295	16	95	34	13	0	309	113	422	97
12	191	662	347	1200	1258	643	50	316	0	21	223	425	438	1086	114
13	52	150	75	277	315	186	3	98	4	0	73	121	39	233	44
14	137	244	190	571	424	261	19	92	37	2	99	164	165	428	143
15A	63	157	73	293	259	162	23	75	14	4	65	93	71	229	64
15B	98	77	16	191	93	49	22	24	0	0	16	39	41	96	95
16A	33	88	27	148	143	66	2	38	1	2	28	43	41	112	36
16B	63	187	34	284	319	145	9	63	2	2	43	111	81	235	49
17A	11	66	10	87	123	58	2	26	1	0	20	40	12	72	15
17B	6	99	37	142	184	102	4	49	1	0	32	69	24	125	17
18	66	424	228	718	746	501	35	170	112	16	225	272	141	638	80
19A	138	147	49	334	285	167	46	84	11	0	68	89	28	185	149
19B	56	218	84	358	316	161	5	87	9	1	71	101	153	325	33
19C	51	114	47	212	281	155	36	82	9	1	63	98	13	174	38
19D	58	221	88	367	328	160	4	64	6	2	46	124	144	314	53

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## Child Custody and Visitation Mediation, Caseload by District

District	Caseload Information				Sessions			Agreements Drafted			Cases Mediated and Closed				End Pending (6/30/20)
	Begin Pending (7/1/19)	Initial Custody Mediation Cases Opened	*Returning Custody Mediation Cases Opened	Total Caseload	Number of People Attended Orientation	Number of First Mediation Sessions	Number of Subsequent Mediation Sessions	Number of Full Parenting Agreements Drafted	Number of Temporary Parenting Agreements Drafted	Number of Partial Parenting Agreements Drafted	Number of Cases Mediated and Closed With Parenting Agreement	Number of Cases Mediated and Closed With No Parenting Agreement	**Number of Cases Not Mediated	Total Cases Closed	
20A	34	91	48	173	181	102	4	58	7	1	42	63	30	135	38
20B	54	261	84	399	263	144	12	51	4	0	37	116	138	291	108
21	107	369	188	664	705	409	16	181	13	3	125	269	170	564	100
22A	51	152	34	237	210	102	0	34	0	0	20	83	59	162	75
22B	20	153	34	207	217	107	0	48	0	0	32	76	59	167	40
23	26	166	72	264	325	149	10	70	4	0	61	89	54	204	60
24	123	104	22	249	167	67	7	24	10	0	21	40	29	90	159
25	52	416	250	718	889	377	15	192	2	0	98	266	305	669	49
26	137	1023	542	1702	1372	792	13	305	10	2	202	608	818	1628	74
27A	36	123	46	205	260	139	16	64	14	11	57	95	19	171	34
27B	25	120	53	198	288	137	20	52	14	9	30	97	20	147	51
28	75	342	273	690	751	399	31	195	56	6	186	211	246	643	47
29A	49	163	87	299	282	177	31	75	47	6	73	90	58	221	78
29B	57	264	71	392	312	152	35	52	0	0	23	134	166	323	69
30	28	206	66	300	348	132	7	58	5	0	27	114	125	266	34
<b>TOTAL</b>	<b>2,999</b>	<b>9,845</b>	<b>4,360</b>	<b>17,204</b>	<b>16,891</b>	<b>8,863</b>	<b>660</b>	<b>3,888</b>	<b>516</b>	<b>117</b>	<b>2,833</b>	<b>6,160</b>	<b>5,267</b>	<b>14,260</b>	<b>2,944</b>

\*Custody / visitation issues that come to the custody mediation office after the initial claim was resolved.

\*\*Cases are not mediated for a variety of reasons: exemption, dismissal, entry of consent order, lack of service, and failure of parties to attend mediation.

## TREATMENT / RECOVERY COURTS



Treatment Courts are an intensive, judicially supervised court sanction that target addicted, high-risk and high-need adult offenders, juveniles who have been adjudicated delinquent, and parents involved in abuse / neglect / dependency cases. Treatment courts utilize a team of court and community professionals who closely manage cases so that participants can become healthy, law-abiding, and productive family and community members. Adult Drug Treatment Court (DTC) is an intermediate punishment in the community that targets repeat offenders. Juvenile DTC works with community-based, high-risk, high-need juvenile offenders whose drug and / or alcohol use is negatively affecting their lives at home, in school, and in their community. Family DTC works with parents and guardians who are in danger of termination of parental rights due to the abuse or neglect of their children. Other treatment / recovery courts in North Carolina include DWI courts, mental health courts, and veterans courts.

DTCs typically last a minimum of one year and include intensive outpatient treatment, frequent and random drug / alcohol testing, and intensive case management, as well as probation supervision for adult and juvenile offenders. The DTC participant works with the DTC team of community professionals to develop a single, comprehensive treatment case plan addressing the individual's specific needs in regard to substance abuse, mental health, occupational / vocational, educational, housing, parenting, and other areas of concern. Participants appear in court every two weeks before a specially trained judge who monitors the individual's progress on his / her treatment plan and compliance with other court conditions. The judge may order sanctions and / or incentives as appropriate to promote success. During FY 2019-20, there were 58 operational treatment / recovery courts in 31 districts.

The North Carolina Drug Treatment Court Act of 1995 (G.S. 7A-790 et seq.) directs the NCAOC director to provide necessary staff for planning, organizing, and administering the DTC Program. A state advisory committee was created to recommend guidelines to the director and monitor local programs. NCAOC, along with the state Drug Treatment Court Advisory Committee, has developed best practices and minimum standards for the operation of North Carolina DTCs. Judicial districts desiring to operate an adult, juvenile, or family DTC program must operate under the North Carolina Drug Treatment Court Act of 1995 and established guidelines.

As of July 1, 2011, the General Assembly eliminated all state funding for DTC coordinators responsible for managing local DTCs. However, the majority of courts were able to continue after July 2011 because they found county, city, or other resources for staff to manage their courts locally.

Currently, there is no uniform data collection method for treatment / recovery courts so data collection practices differ at the local level. For this reason, official data will not be published for FY2019-20.

For more information about treatment / recovery courts, including legislative reports, minimum standards, and best practices, visit [www.NCcourts.gov/courts/recovery-courts](http://www.NCcourts.gov/courts/recovery-courts).

## FAMILY COURT



Directed by Session Law 1998-202, §25, the NCAOC established pilot family court programs in 1999 in three judicial districts to bring consistency, efficiency, and fairness to the resolution of family matters and to positively impact caseloads in the district court division.

Family courts are primarily guided by recommendations in the North Carolina Best Practices for Family Courts (April 2016) and national court performance standards promulgated by the National Center for State Courts. At the core of a Unified Family Court Model is the consolidation of a single family's legal issues before their assigned judge or team of judges. In a family court, one judge, or a team of judges, is assigned to one family.

As of June 30, 2020, the General Assembly had funded staff in 13 districts. However, due to redistricting that became effective in 2019, staff is now located in 15 districts and serves

27 counties and 47% percent of North Carolina's population. Family court staff members provide active case management to monitor and support time standard goals for legal issues or specific hearings / events in the life of domestic cases and juvenile abuse, neglect, and dependency and termination of parental rights cases.

The median pending age of cases is an indicator of how quickly domestic lawsuits move through the court system from the filing of the initial legal claim(s) to the disposition of these legal claim(s). For FY 2019-20, the median age of pending domestic relation cases (excluding IV-D child support) was 144 days in family court districts compared to 351 days in non-family court districts.

For more information about family court, including annual reports and best practices, visit [www.NCcourts.gov/courts/family-court](http://www.NCcourts.gov/courts/family-court).

## FAMILY FINANCIAL SETTLEMENT

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In 1997, the General Assembly authorized the design and implementation of a pilot program for pretrial mediation of equitable distribution and other family financial cases (G.S. 7A-38.4A). The Supreme Court of North Carolina adopted rules on December 30, 1998, which became effective March 1, 1999, for pilot sites to use to implement the program. The Supreme Court revised these rules to make the program mandatory statewide by March 1, 2007. In June 2020, the Supreme Court amended the rules to allow mediations to be conducted remotely or via electronic means.

The Family Financial Settlement Program creates a settlement opportunity for parties and their attorneys who might otherwise fight a protracted court battle over issues of property division, child support, or alimony. Parties referred to the program will participate in mediation or another dispute resolution alternative, such as early neutral evaluation or judicial settlement procedure. Once a settlement

procedure is ordered, the parties and their counsel must participate, unless excused by the court.

During mediation, the most commonly used procedure, the parties and their attorneys will meet with a mediator to attempt to resolve the issues in dispute. If they are successful, the parties will settle the dispute on their own terms. Participation in mediation will also eliminate the need for lengthy litigation and potentially prevent a costly and often bitterly-fought trial. Parties who have been victims of domestic violence may be excused by the court from physically attending or participating in a mediated settlement conference or other settlement procedure.

For more information about family financial settlement, including program rules, visit [www.NCcourts.gov/programs/family-financial-settlement-program](http://www.NCcourts.gov/programs/family-financial-settlement-program).

**Family Financial Settlement Activity, Caseload by District**

District	*Begin Pending (7/1/19)	Cases Ordered to Alternative Dispute Resolution (ADR)				Total Caseload	Cases Exiting from ADR Process						Cases Completing Process	End Pending (6/30/20)
		Ordered to Mediation Settlement Conference	Voluntarily Submitted to Mediation Settlement Conference	Ordered to Judicial Settlement Conference	Submitted to Other Settlement Procedure		Ordered Exempt From ADR	Settled Prior to or During ADR Recess	All Issues Resolved With ADR	Some Issues Resolved With ADR	No Issues Resolved With ADR	Disposed Without ADR		
1	1	0	0	0	0	1	0	0	1	0	0	0	1	0
2	20	4	0	0	0	24	0	0	5	0	0	1	6	18
3A	31	14	0	0	0	45	0	0	10	0	14	3	27	18
3B	383	138	0	0	0	521	3	80	22	10	7	255	377	144
4	153	0	8	0	0	161	4	3	15	5	3	30	60	101
5	259	238	0	0	0	497	0	0	69	0	5	179	253	244
6	15	7	2	2	0	26	0	4	2	0	4	3	13	13
7	0	0	10	0	0	10	0	0	6	0	4	0	10	0
8	17	6	0	0	0	23	0	1	3	0	6	7	17	6
9	1	0	0	0	0	1	0	0	0	0	0	0	0	1
10	210	207	5	2	0	424	0	0	61	11	21	33	126	298
11	193	116	0	0	0	309	4	0	20	1	9	123	157	152
12	271	255	0	0	0	526	32	25	50	13	36	98	254	272
13	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14	47	23	1	11	0	82	3	0	15	1	7	5	31	51
15A	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15B	0	0	0	0	0	0	0	0	0	0	0	0	0	0
16A	14	27	0	0	0	41	1	2	5	1	5	0	14	27
16B	59	33	0	0	0	92	0	0	0	0	0	0	0	92
17A	12	6	0	0	0	18	0	0	4	0	0	0	4	14
17B	62	55	0	0	0	117	0	2	6	1	4	17	30	87
18	225	159	3	0	0	387	0	0	48	7	10	65	130	257
19A	77	28	0	0	0	105	0	0	11	1	6	0	18	87
19B	24	34	1	11	0	70	1	13	14	1	7	0	36	34
19C	13	21	2	0	0	36	0	1	11	1	4	0	17	19
19D	56	84	4	0	0	144	1	30	26	4	16	0	77	67

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**Family Financial Settlement Activity, Caseload by District**

District	Cases Ordered to Alternative Dispute Resolution (ADR)					Total Caseload	Cases Exiting from ADR Process						Cases Completing Process	End Pending (6/30/20)
	*Begin Pending (7/1/19)	Ordered to Mediation Settlement Conference	Voluntarily Submitted to Mediation Settlement Conference	Ordered to Judicial Settlement Conference	Submitted to Other Settlement Procedure		Ordered Exempt From ADR	Settled Prior to or During ADR Recess	All Issues Resolved With ADR	Some Issues Resolved With ADR	No Issues Resolved With ADR	Disposed Without ADR		
20A	9	16	0	0	0	25	0	0	7	0	3	8	18	7
20B	124	73	0	0	0	197	0	0	18	1	3	3	25	172
21	191	67	2	0	0	260	0	0	23	0	3	9	35	225
22A	23	0	42	0	0	65	0	0	26	8	29	1	64	1
22B	0	0	1	0	0	1	0	0	0	0	0	0	0	1
23	30	40	2	0	0	72	2	0	8	1	9	24	44	28
24	24	40	0	0	0	64	3	0	6	0	3	29	41	23
25	113	140	3	0	0	256	6	3	23	2	7	77	118	138
26	2	0	0	0	0	2	0	0	0	0	1	0	1	1
27A	3	0	0	0	0	3	0	0	2	0	0	0	2	1
27B	69	3	0	0	0	72	0	0	0	0	0	4	4	68
28	62	94	0	0	0	156	0	0	17	3	10	52	82	74
29A	1	32	0	0	0	33	0	0	0	0	0	0	0	33
29B	59	22	9	22	0	112	1	0	15	3	22	22	63	49
30	39	27	0	0	0	66	2	4	10	3	9	7	35	31
<b>TOTAL</b>	<b>2,892</b>	<b>2,009</b>	<b>95</b>	<b>48</b>	<b>0</b>	<b>5,044</b>	<b>63</b>	<b>168</b>	<b>559</b>	<b>78</b>	<b>267</b>	<b>1,055</b>	<b>2,190</b>	<b>2,854</b>

Some districts reported no activity or did not report status. Total Caseload includes the number of cases pending at the start of the fiscal year as well as those new cases ordered to mediation / arbitration.

\*Some begin pending numbers changed by local audit.

# SUPERIOR COURT MEDIATED SETTLEMENT CONFERENCE



A Mediated Settlement Conference (MSC) facilitates pre-trial court ordered mediations for civil cases filed in superior court. Pursuant to G.S. 7A-38.1 and the Supreme Court of North Carolina's Rules Implementing Mediated Settlement Conferences (MSC Rules), referral to mediated settlement is mandatory for civil actions pending in superior court, unless the parties agree to participate in one of the other options available to them through the dispute resolution menu. The only cases excluded from mandatory referral are actions in which a party is seeking the issuance of an extraordinary writ or is appealing the revocation of a motor vehicle operator's license.

MSC Rules were updated in 2020 and re-published on June 10. For more information about the Mediated Settlement Conference Program, visit [www.nccourts.gov/programs/mediated-settlement-conference-program](http://www.nccourts.gov/programs/mediated-settlement-conference-program).

**Mediated Settlement Conference Activity, Caseload by District**

Superior Court District	*Begin Pending (7/1/19)	Cases Entering Mediated Settlement Conference (MSC)			Total Caseload	Cases Exiting from MSC Process					Cases Completing Process	End Pending (6/30/20)
		Ordered to Mediated Settlement Conference	Voluntarily Submitted to Mediated Settlement Conference	Ordered or Submitted to Other Settlement Procedure		Ordered Exempt From MSC	Settled Prior to or During MSC Recess	All Issues Resolved With MSC	No Issues Resolved With MSC	Disposed Without MSC		
1	47	0	0	0	47	0	0	14	18	0	32	15
2	67	46	0	0	113	0	0	11	13	9	33	80
3A	68	127	7	0	202	1	22	29	31	6	89	113
3B	120	70	0	0	190	0	0	40	11	8	59	131
4	173	99	0	0	272	0	0	31	9	0	40	232
5	270	313	4	0	587	0	5	51	21	156	233	354
6A	33	46	0	0	79	0	0	3	1	0	4	75
6B	24	3	0	0	27	0	0	5	0	0	5	22
7A	82	52	1	0	135	0	18	11	10	9	48	87
7BC	171	155	0	0	326	6	10	82	41	11	150	176
8A	32	30	0	0	62	1	4	16	7	17	45	17
8B	113	137	0	0	250	1	11	33	7	69	121	129
9	78	86	13	0	177	0	0	42	19	29	90	87
10	222	0	0	1	223	1	17	106	63	25	212	11
11A	70	90	10	0	170	0	11	38	23	22	94	76
11B	344	294	0	0	638	24	0	63	25	15	127	511
12	319	281	0	0	600	32	67	71	71	0	241	359
13A	42	57	0	0	99	0	1	19	9	20	49	50
13B	388	301	0	0	689	0	5	22	12	159	198	491
14	194	214	0	0	408	0	21	75	39	33	168	240
15A	93	97	1	0	191	1	0	26	17	20	64	127
15B	73	69	7	0	149	0	9	27	20	40	96	53
16A	28	38	8	0	74	2	4	18	14	6	44	30
16B	35	6	0	0	41	0	1	22	5	0	28	13
17A	56	21	0	0	77	1	2	13	8	1	25	52
17B	44	24	0	0	68	0	3	16	5	1	25	43

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## Mediated Settlement Conference Activity, Caseload by District

Superior Court District	*Begin Pending (7/1/19)	Cases Entering Mediated Settlement Conference (MSC)			Total Caseload	Cases Exiting from MSC Process					Cases Completing Process	End Pending (6/30/20)
		Ordered to Mediated Settlement Conference	Voluntarily Submitted to Mediated Settlement Conference	Ordered or Submitted to Other Settlement Procedure		Ordered Exempt From MSC	Settled Prior to or During MSC Recess	All Issues Resolved With MSC	No Issues Resolved With MSC	Disposed Without MSC		
18	390	306	0	0	696	0	0	123	52	80	255	441
19A	135	33	0	0	168	0	0	26	27	8	61	107
19B	30	0	0	0	30	0	0	13	6	0	19	11
19C	84	112	2	0	198	0	43	38	33	5	119	79
19D	81	61	0	1	143	0	3	15	15	8	41	102
20A	19	42	5	0	66	0	5	10	11	8	34	32
20B	85	153	12	0	250	0	0	47	48	50	145	105
21	616	347	0	0	963	0	0	71	43	23	137	826
22A	128	136	0	0	264	0	18	58	37	34	147	117
22B	62	42	11	0	115	1	2	27	13	1	44	71
23	59	39	8	0	106	2	32	18	6	6	64	42
24	63	54	26	0	143	1	0	27	19	23	70	73
25A	90	76	0	0	166	0	0	11	8	1	20	146
25B	134	70	4	0	208	0	6	44	26	21	97	111
26	632	1015	37	4	1688	8	228	318	290	45	889	799
27A	68	120	7	0	195	0	0	42	34	26	102	93
27B	101	55	5	1	162	0	0	17	18	5	40	122
28	242	142	16	0	400	1	1	61	33	15	111	289
29A	81	63	0	0	144	1	2	16	8	0	27	117
29B	79	92	5	0	176	0	8	38	29	17	92	84
30A	56	67	4	3	130	1	0	14	14	7	36	94
30B	111	73	0	0	184	0	0	19	14	3	36	148
<b>TOTAL</b>	<b>6,532</b>	<b>5,754</b>	<b>193</b>	<b>10</b>	<b>12,489</b>	<b>85</b>	<b>559</b>	<b>1,937</b>	<b>1,283</b>	<b>1,042</b>	<b>4,906</b>	<b>7,583</b>

Total Caseload includes the number of cases pending at the start of the fiscal year as well as those new cases ordered to mediation / arbitration.

\*Some begin pending numbers changed by local audit.

## COURT-ORDERED ARBITRATION



In 1989, following successful experience in a pilot program, the General Assembly authorized court-ordered, non-binding arbitration statewide. The program is currently operating in 74 counties. In these counties, civil cases involving claims for money damages of \$25,000 or less are subject to court-ordered, nonbinding arbitration in accordance with the Supreme Court’s “Rules for Court-Ordered Arbitration in North Carolina,” pursuant to G.S. 7A-37.1. The rules specifically exclude from arbitration certain property disputes, family law matters, estates, special proceedings, collections on an account, and class actions. Parties may, however, voluntarily submit many civil disputes to arbitration, with court approval.

By rule, the arbitration hearing is scheduled to begin within 60 days after (i) the docketing of an appeal from a magistrate’s judgment, (ii) the filing of the last responsive pleading, or (iii) the expiration of the time allowed for the filing of such pleading. The court will appoint a trained

arbitrator from a list of attorneys approved by the chief district court judge in each district. Unless determined to be indigent, parties are required to pay a pro rata share of a \$100 arbitration assessment fee for each arbitration hearing. Upon making application for payment to the NCAOC, arbitrators are paid a \$100 fee for each arbitration hearing they conduct.

As a rule, arbitration hearings take place in the courthouse and are limited to one hour. The hearings are conducted in a serious but relaxed atmosphere, with the rules of evidence serving only as a guide. Once the hearing is concluded, the arbitrator renders an award, which is filed with the court. A party dissatisfied with the award may proceed to a trial de novo by filing a written request with the court; otherwise, the court enters judgment on the award.

For more information about Court-Ordered Arbitration, visit [www.NCcourts.gov/programs/court-ordered-arbitration](http://www.NCcourts.gov/programs/court-ordered-arbitration).

## Court-Ordered Arbitration, Caseload by District

District	*Begin Pending (7/1/19)	Cases Ordered to Court-Ordered Arbitration		Cases Exiting from Arbitration Process					End Pending (6/30/20)
		District Court Cases Ordered to Arbitration	Total Caseload	Cases Scheduled for Hearing	Cases Exempt from Arbitration	Cases Arbitrated	Cases Dismissed Prior to Hearing	Cases Dismissed Prior to Entry of Judgment	
1	10	20	30	14	1	12	7	0	6
3A	30	35	65	20	4	18	15	1	28
3B	5	86	91	31	2	32	20	0	9
5	104	334	438	248	1	123	90	3	125
6	4	11	15	2	0	4	4	0	7
8	17	86	103	62	1	31	11	5	25
10	214	735	949	557	9	386	195	42	250
12	100	751	851	480	17	241	176	19	171
13	260	746	1006	430	2	73	227	7	339
14	25	105	130	105	2	57	29	4	36
15A	36	23	59	25	0	10	4	0	43
15B	0	0	0	0	0	0	0	0	0
16A	1	4	5	4	0	4	0	0	1
16B	0	0	0	0	0	0	0	0	0
18	63	85	148	74	0	68	3	0	77
19A	1	23	24	5	0	5	0	0	16
19B	3	13	16	10	0	9	1	1	5
19C	36	210	246	111	0	74	45	9	40
19D	18	63	81	59	0	32	19	1	29
20A	6	17	23	19	1	8	9	0	5
20B	35	258	293	189	4	99	80	7	52
21	21	48	69	33	0	32	9	0	24
22A	20	68	88	62	0	35	14	8	25
22B	7	40	47	38	0	19	11	2	13
23	5	20	25	19	0	11	9	0	4
24	17	43	60	35	3	11	13	0	18
25	77	536	613	273	2	150	102	24	69
26	93	504	597	739	1	276	120	37	200
27B	35	5	40	10	0	3	2	0	35
29A	1	5	6	4	0	3	0	0	3
29B	18	56	74	40	0	12	11	1	37
30	18	33	51	38	1	19	11	0	11
<b>TOTAL</b>	<b>1,280</b>	<b>4,963</b>	<b>6,243</b>	<b>3,736</b>	<b>51</b>	<b>1,857</b>	<b>1,237</b>	<b>171</b>	<b>1,703</b>

Total Caseload includes the number of cases pending at the start of the fiscal year as well as those new cases ordered to mediation / arbitration.

\*Some begin pending numbers changed by local audit.

**Court-Ordered Arbitration, Trial de Novo Caseload by District**

District	*Begin Pending (7/1/19)	Appeals Filed	Trial by Judge	Trial by Jury	Dismissal / Other	End Pending (6/30/20)
1	1	3	3	0	0	1
3A	4	4	1	0	3	4
3B	5	9	4	0	8	2
5	6	18	3	2	2	17
6	2	1	0	0	2	1
8	4	10	5	0	6	3
10	50	88	35	1	60	42
12	8	25	12	1	15	5
13	0	2	0	0	1	1
14	21	21	3	1	23	15
15A	13	4	0	0	7	10
15B	0	0	0	0	0	0
16A	2	0	0	0	2	0
16B	0	0	0	0	0	0
18	52	14	1	0	27	38
19A	0	0	0	0	0	0
19B	3	3	2	0	1	3
19C	3	7	1	0	2	7
19D	8	4	0	0	0	12
20A	1	0	1	0	0	0
20B	8	17	5	0	10	10
21	14	12	7	0	9	10
22A	12	7	5	0	5	9
22B	0	4	0	0	0	4
23	2	3	0	0	3	2
24	1	10	1	0	2	8
25	8	27	11	0	16	8
26	15	9	3	3	10	9
27B	10	1	0	0	0	11
29A	3	2	1	0	2	2
29B	6	5	2	0	3	6
30	3	2	1	0	2	2
<b>TOTAL</b>	<b>265</b>	<b>312</b>	<b>106</b>	<b>8</b>	<b>221</b>	<b>242</b>

\*Some begin pending numbers changed by local audit.

# CLERK MEDIATION PROGRAM



On May 23, 2005, the General Assembly adopted legislation, G.S. 7A-38.3B, establishing a mediation program for matters referred to mediation by clerks of superior court. Rules implementing the new legislation were adopted by the Supreme Court of North Carolina, effective March 1, 2006, and the program began to operate. A clerk may refer any eligible matter to mediation, including guardianship, estate, and boundary and partition disputes. Some matters are not eligible for referral, including adoptions and foreclosures.

From March 2018 to March 2020, a pilot program of four counties (Ashe, Buncombe, Mecklenburg, and Wake) agreed to expand the use of mediation in clerks' cases, to explore the efficacy of its expanded use statewide. The pilot did not result in accelerated use of mediation cases before the clerk.

For more information on the Clerk Mediation Program, including program rules, visit [www.NCcourts.gov/programs/clerk-mediation-program](http://www.NCcourts.gov/programs/clerk-mediation-program).

## Clerk Mediation Program, Caseload by District

County	Cases Ordered to Clerk Mediation Program (CMP)				Cases Completing CMP																					
	Begin Pending (7/1/19)	Guardianship	Estate	Boundary	Other	Total CMP Cases	G – Complete	G – Partial	G – Impasse	G – Settled Outside Mediation	E – Complete	E – Partial	E – Impasse	E – Settled Outside Mediation	B – Complete	B – Partial	B – Impasse	B – Settled Outside Mediation	O – Complete	O – Partial	O – Impasse	O – Settled Outside Mediation	Cases Completing Process During FY 2019 – 20	End Pending (6/30/20)	Unsuccessful Mediation; Heard by CSC	
Ashe	1					1																1	1	0	1	
Buncombe	4			1		5																1	1	4	0	
Catawba	2					2																	0	2	0	
Chatham	0			1		1																1	1	0	0	
Washington	1					1	1																1	0	0	
Wilkes	2			4		6				1					1								2	4	0	
<b>TOTAL</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>16</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>10</b>	<b>1</b>

Ninety-four (94) counties did not report any activity for the Clerk's Mediation Program.

# OFFICE OF LANGUAGE ACCESS SERVICES (OLAS)



The Office of Language Access Services (OLAS) facilitates access to justice in North Carolina courts for limited-English proficient (LEP) speaking persons, with a particular emphasis on the state’s sizeable Hispanic and Latino population. The program strives to meet the needs of the court and LEP speakers statewide by providing nine staff court interpreters (for the Spanish language) in eight districts and an accessible online Registry of Spoken Foreign Language Court Interpreters, coordinating the assignment of foreign language interpreters for languages other than Spanish (LOTS), and providing a link to the regional lists of licensed interpreters maintained by the Division of Services for the Deaf and the Hard of Hearing in the North Carolina Department of Health and Human Services.

The program is involved in the development of policy and standards for judicial officials, court personnel, and interpreters, advising the courts on the proper use of interpreters, training judicial officials and court personnel on cultural and interpreting issues, and translating court forms and vital documents.

During FY 2019-20, the program trained 92 prospective court interpreters on the code of ethics and professionalism required of the court interpreter and facilitated access to both live and online approved skills-building workshops to those who qualified to sit for the North Carolina

Court Interpreter Certification Examination (NCCICE). Eighty-one state and / or federally certified Spanish court interpreters, one state certified Mandarin interpreter, one state certified Vietnamese interpreter, two state certified Russian interpreters, three conditionally qualified Spanish interpreters, one conditionally qualified Arabic interpreter, three conditionally qualified Mandarin interpreters, and two conditionally qualified Russian interpreters work throughout the state. Additionally, out of state resources include four certified Arabic interpreters, two Bosnian / Croatian / Serbian (BCS) interpreters, four certified French interpreters, two certified Haitian Creole interpreters, three certified Hmong interpreters, three certified Korean interpreters, two certified Lao interpreters, four certified Mandarin interpreters, two certified Polish interpreters, four certified Portuguese interpreters, six certified Russian interpreters, one certified Somali interpreter, two certified Tagalog interpreters, and four certified Vietnamese interpreters.

North Carolina is one of 47 member states of the National Center for State Courts’ Council of Language Access Coordinators (CLAC). OLAS administers the CLAC’s oral proficiency examination for court interpreters as the NCCICE in all languages for which CLAC offers an examination.

For more information on OLAS, including policies and training information, visit [www.NCcourts.gov/LanguageAccess](http://www.NCcourts.gov/LanguageAccess).

## Foreign Language Court Interpreters, Spanish

Classification Levels	Number of Interpreters
A1 – Master Certified	31
A2 – Certified	50
B – Conditionally Qualified	3
<b>TOTAL</b>	<b>84</b>

## Languages Other Than Spanish

Certified Court Interpreters	Number of Interpreters
Mandarin	1
Russian	2
Vietnamese	1
<b>TOTAL</b>	<b>4</b>

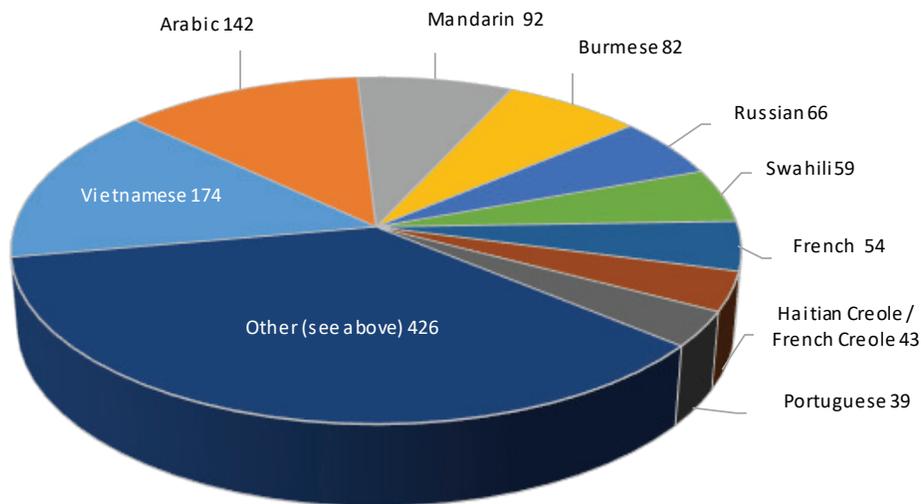
Conditionally Qualified Court Interpreters	Number of Interpreters
Arabic	1
Mandarin	3
Russian	2
<b>TOTAL</b>	<b>6</b>

**Assignments Covered for Languages Other Than Spanish**

Language	Number of Assignments
Urdu	36
Korean	34
Nepali	32
Hindi	28
Hmong	27
Karen	26
Romanian	26
Marshallese	19
Jarai	17
Tigringna / Tigrinya / Kunama	13
Amharic	10
Farsi	10
Filipino (Tagalog)	10
German	10
Kinyarwanda	10
Lao	9
Rhade / Ede	8
Ukrainian	7
Dari	6

Language	Number of Assignments
Thai	6
Turkish	6
Hakha / Haka Chin	4
Italian	4
Mam	4
Polish	4
Uzbek	4
Bengali	3
Bosnian / Serbian / Croatian	3
Cantonese	3
Cebuano	3
Chuukese	3
Greek	3
Gujarati	3
Japanese	3
Cambodian / Khmer	2
Chatino	2
Fulani	2
Hausa	2

Language	Number of Assignments
Hebrew	2
Karenni	2
Kurdish	2
Lingala	2
Mandingo	2
Telugu	2
Yoruba	2
Bulgarian	1
Dinka	1
Ga	1
Liberian Kissi	1
Mende	1
Pashto	1
Purepecha / Tarasco	1
Q'anjob'al (Kanjobal)	1
Somali	1
Tamil	1
<b>TOTAL</b>	<b>426</b>



Forms Translations	Total
Spanish Forms Available	283
Vietnamese Forms Available	283

Interpreting Events	Total
Spanish	40,000
Languages Other Than Spanish (LOTS)	1,177



NCAOC COURT PROGRAMS  
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