



COURT PROGRAMS DIVISION

STATISTICAL HIGHLIGHTS Fiscal Year 2022–23

Alternative Dispute Resolution

2,227 family financial cases completed
3,726 arbitration cases completed
5,342 mediated settlement cases completed

Child Custody Mediation

17,656 people attended orientation
8,581 child custody cases mediated
9,312 mediation sessions held
3,983 parenting agreements drafted

Language Access Services

9 NCAOC Spanish court interpreters
76 certified Spanish court interpreters
1 certified Portuguese court interpreter
2 certified Russian court interpreter
1 certified Vietnamese court interpreter

Family Courts

44,567 domestic cases filed
Only 31.4% of pending domestic cases in family court districts were more than one year old compared to 53.5% in non-family court districts
154 days pending median age of domestic cases

School Justice Partnerships (SJPs)

SJPs in 54 counties at end of FY 2022-23

Domestic Violence eFiling

14 counties serving 51% of state's population

Disability Access

569 accommodation requests received through online form; 53% from defendants
595 ASL and ASL + CDI interpreter team assignments in 65 counties

WHO WE ASSIST

Court Officials

Judges, clerks of court, district attorneys, magistrates, defense attorneys, parent attorneys, Guardian ad Litem (GAL) attorneys

Court Staff

Custody mediators, family court staff, clerks, treatment court staff, court administrators, court managers, court coordinators, court assistants, Guardian ad Litem staff, grant and contract staff

Contractors

Interpreters, permanency mediators

STAKEHOLDERS

Citizens, N.C. Department of Health and Human Services, treatment providers, Treatment Alternatives for Safer Communities (TASC) staff, school staff, N.C. Department of Public Safety, N.C. Department of Public Instruction, and UNC-Chapel Hill (SOG and School of Social Work-Family and Children's Resource Center)

The North Carolina Administrative Office of the Courts (NCAOC) Court Programs Division assists North Carolina's state courts in providing justice and increasing access to justice for families and individuals who face civil, child welfare, delinquency, and criminal court actions. This is accomplished through specific programs and services, many of which create pathways for resolving conflict in a less adversarial, more effective way.



Programs that are supported by NCAOC Court Programs staff and field staff include:

- Alternative dispute resolution services
- Child custody and visitation mediation
- Interpreting and translation services
- Unified family courts
- Access and visitation for non-custodial parents
- Treatment / recovery courts
- School Justice Partnerships
- Disability access

Other critical programs that are supported solely by NCAOC Court Programs staff include:

- Juvenile Court Improvement Program
- Domestic violence
- Jury Support

At the heart of each court program is providing information, advice, support, and solutions to court officials and staff daily. The Court Programs Division is dedicated to making available tools, services, and training to advance the efficient management of court resources; providing research and best practices; communicating, collaborating, and partnering with stakeholders; identifying, encouraging, and supporting innovations in court management, services, and programs; and modeling performance measurement and accountability for outcomes of programs.



Assisting court officials and court staff to provide justice and increase access to justice through court programs and services

Court Program	Brief Description
Alternative Dispute Resolution	Provide technical assistance and program support to judicial staff and clerks in districts with alternative dispute resolution services (family financial settlement, district court-ordered arbitration, superior court mediated settlement conferences, and clerk's mediation program), which offer a less adversarial, more expeditious process for settling legal disputes
Child Custody and Visitation Mediation	Assist district court staff to provide neutral, non-adversarial court-ordered mediation services in cases involving custody / visitation of minor children • deliver initial 40-hour training and oversee the training progression for new mediators • provide mentoring, specialized training, and professional development for all mediators • coordinate mediation coverage as resources allow • support the Custody Mediation Advisory Committee • collect, organize, and distribute annual statistical report with three-year comparison of cases and case events • assist districts with development and implementation of permanency mediation services (provided by contractors) for parties in child abuse / neglect / dependency cases to stabilize the placement of the child(ren) involved
Language Access	Facilitate equal access to justice for limited English proficient (LEP) parties • provide court interpreters for all court proceedings conducted by a judicial officer and for court services and programs conducted by judicial officials or court personnel • provide translators and translation services for court matters in which the State bears the costs of representation • facilitate the translation of identified statewide court forms • administer court interpreter training and certification testing to ensure that proficient and ethical spoken language court interpreters are provided to the courts
Family Court	Facilitate planning, development, and implementation of new unified family courts, which coordinate the management of family law cases (e.g., divorce, child custody, equitable distribution, alimony, child abuse / neglect / dependency, and termination of parental rights) • support existing unified family courts in 15 districts (serving 27 counties and 47% of North Carolina's population) through technical assistance, consultation, and problem solving to ensure timely and efficient resolution of legal matters within established time standards • manage a federal grant to provide six access and visitation coordinators who assist non-custodial parents in 14 counties and respond to email and phone inquiries from parents statewide • support the Chief Justice's Family Court Advisory Commission
Recovery Courts	Facilitate the development, implementation, and monitoring of local Adult, Youth, Family, DWI, Mental Health, and Veterans Recovery Courts • provide technical assistance and training by updating the field about best practices based on research and current trends • support the State Judicially Managed Accountability and Recovery Court Advisory Committee.
School Justice Partnerships	Provide technical assistance and support to counties with existing School Justice Partnerships • assist in the development, implementation, and promotion of counties that are in the planning stages of creating a School Justice Partnership
Disability Access	Assist court staff and officials to ensure that individuals with disabilities have equal access to all court functions • process, analyze and fulfill reasonable accommodation requests, including American Sign Language and / or Certified Deaf Interpreter services for Deaf/hard of hearing consumers • create, coordinate, and provide training about disability access in the courts • investigate and respond to grievances from the public • support the local Disability Access Coordinators to address specific accommodation requests or concerns
Jury Support	Provide technical assistance to clerks of superior court, judges, and court managers regarding administrative issues related to jury management, such as summoning jurors, juror payment, public records requests, and grand jury selection • coordinate with the Division of Motor Vehicles regarding the development of master jury lists
Juvenile Court Improvement	Facilitate planning, development, and implementation of new juvenile court improvement projects, which coordinate the management of child abuse / neglect / dependency cases to ensure timely, efficient, and effective resolution • manage federal grant funds that support juvenile court improvement projects and provide technical assistance, consultation, and problem solving • coordinate specialized training of juvenile court judges, parent attorneys, DSS attorneys and staff, GAL attorneys and staff, and clerks
Domestic Violence	Provide technical assistance and training for judicial partners in domestic violence courts in all 100 counties, including law enforcement and advocates • serve as point of contact for research partnerships with local universities and for commissions and boards that govern the administration of justice for victims of domestic violence, dating violence, stalking, and sexual assault • provide training on the dynamics of domestic violence, compassion fatigue, and vicarious trauma on the state and federal level