



# COURT PROGRAMS AND SERVICES

## IMPORTANT STATISTICS FISCAL YEAR 2018–19

### Alternative Dispute Resolution

2,280 family financial cases completed  
3,877 cases were sent to arbitration  
5,551 mediated settlement cases completed

### Child Custody Mediation

18,878 people attended orientation  
10,025 child custody cases mediated  
10,657 mediation sessions held  
4,993 parenting agreements drafted

### Family Courts

44,804 domestic cases filed  
25.8% of pending domestic cases were less than one year old

### Language Access Services

9 NCAOC Spanish court interpreters  
71 certified Spanish court interpreters  
1 certified French court interpreter  
2 certified Mandarin court interpreters  
3 certified Russian court interpreters  
2 certified Vietnamese court interpreters

### Juvenile Court Improvement Program

Ongoing federal grant funding to support improvements in child welfare cases  
Ongoing JWisE information system improvements  
Ongoing cross-disciplinary specialized training

## 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, county drug treatment court staff, trial court administrators, trial court coordinators, judicial assistants, grant and contract staff

### Contractors

Interpreters, permanency mediators, parenting educators

## 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



The North Carolina Administrative Office of the Courts (NCAOC) Court Programs and Services Division assists our state's courts to provide justice and increase access to justice for families and individuals who face civil, dependency, delinquency, and criminal court actions. We accomplish this through specific programs and services – child custody mediation, interpreting services, unified family courts, juvenile court improvement projects, alternative dispute resolution services, jury support, and specialized grant and contract-funded services.

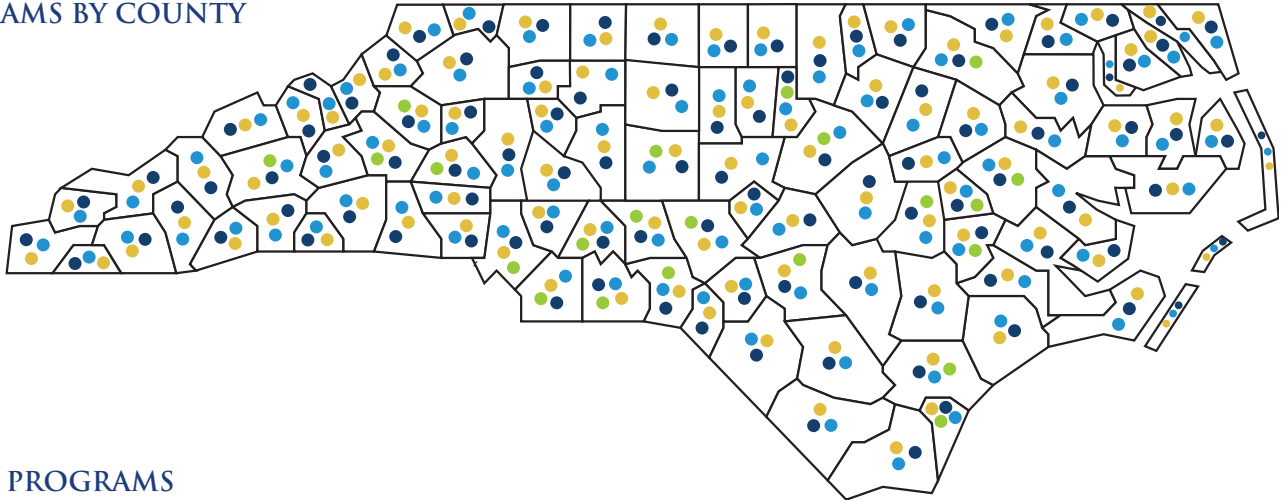
We operate several critical services to support North Carolina's 100 elected clerks of superior court and their staff statewide of about 2,600. These services include:

- Operating a Procedural Help Desk to offer clerks of court immediate procedural and application assistance and to conduct statewide surveys
- Promulgating the rules of recordkeeping and retention and disposition schedules for records of the Clerks of Superior Court
- Maintaining a confidential database of expunged records and processing expunctions as granted by District and Superior Court Judges
- Provide scanning procedural assistance to clerks offices and conduct quality review audits of scanned records in accordance with standards developed by the Division of Archives and Records
- Facilitate committee work to design, develop, and maintain official court forms used for conducting business with the court

We respond to disasters that affect courts by providing support in the area of continuity of operations to include preserving damaged court records.

At the heart of our programs and services is providing information, advice, support, and solutions to court officials and staff on a daily basis. We are dedicated to making available tools and services 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 and services.

## COURT PROGRAMS BY COUNTY



## ABOUT COURT PROGRAMS

Court Program	Brief Description
 <b>Alternative Dispute Resolution Services</b>	<p>Provide support to judicial staff and clerks in districts with alternative dispute resolution services (family financial settlement, court-ordered arbitration, mediated settlement conferences, and the clerk's mediation program), which offer a less adversarial, more expeditious process for settling legal disputes.</p>
 <b>Child Custody Mediation Services</b>	<p>Assist district court staff to provide neutral, non-adversarial court-ordered mediation services in cases involving custody / visitation of minor children and to prepare parenting agreements. Provide initial training, mentoring, specialized training, professional development, and mediation coverage as needed to custody mediators. Assist districts to develop and implement permanency mediation services (provided by contractors) for parties in child abuse / neglect / dependency cases in order to establish stability for the placement of the child or children involved.</p>
 <b>Language Access Services</b>	<p>Help facilitate equal access to justice for limited English proficient (LEP) speaking and / or deaf and hard of hearing people. Provide court interpreters and translators for interpreting and translating services for court matters for which the state is authorized to pay. Administer court interpreter training and certification testing for spoken foreign language court interpreters to ensure that proficient and ethical foreign language court interpreters are provided to the courts.</p>
 <b>Family Court Services</b>	<p>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) to ensure timely and efficient resolution of legal matters within established time standards. Support existing unified family courts through technical assistance, consultation, and problem solving. Coordinate specialized training of family court judges and family court staff.</p>

### JUVENILE COURT IMPROVEMENT PROGRAM

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 of cases. Support juvenile court improvement projects through 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. Fund staff who make improvements to the JWisE information system.