



COURT SERVICES

HIGHLIGHTS

FISCAL YEAR 2018–19

Micrographics

16,588 microfilm retrieval requests
8,129 discs reviewed for quality assurance
10,193 discs received for quality assurance
709 destruction / transfer of records requests
10 Judicial Branch offices outfitted with shelving

Forms Created and Revised

17 new forms created
147 existing forms revised

Procedural Help Calls

20,295 calls handled

Expunctions

17,622 expunction petitions
17,009 expunction orders
4,293 conditional discharge / special commission requests
4,572 conditional discharge / special commission orders
45 requests for verification of prior expunctions

WHO WE ASSIST

Court Officials

Judges, clerks of court, magistrates, district attorneys, public defenders, guardians ad litem, and judicial support

Agencies

State Highway Patrol, sheriffs and other local law enforcement, North Carolina Departments of Public Safety, Insurance, Public Instruction, Health and Human Services, North Carolina Division of Motor Vehicles, and other agencies that interface with NCAOC computer applications

Public

Litigants, attorneys, media, and other users of NCAOC forms and inquiry access



North Carolina Administrative Office of the Courts (NCAOC) Court Services is responsible for providing recordkeeping guidelines and support to the state's trial courts. Courts Services offers training and support to the Judicial Branch's 6,000 employees. Tasks that we perform to support the state's court functions include:

- Computer Applications Supported: Child Support Enforcement System (SES), Civil, Estates, and Special Proceedings Index (VCAP), Criminal and Infractions Index (ACIS, CCIS-CC), eCourts, ePay, Judgment Abstracting
- Respond to procedural and technical help desk calls
- Design judicial forms and respond to forms-related calls, inquiries, and change requests
- Promulgate Clerks of Superior Court Rules of Recordkeeping and Records Retention and Disposition Schedules
- Approve destruction and transfer to State Archives of certain types of paper records
- Create and maintain microfilmed records, review and approve (QC) scanned court records
- Process expunctions, both orders and petitions, and conditional discharges.
- Serve as the NCAOC liaison with the state's Emergency Response Team and Department of Natural and Cultural Resources Division of State Archives
- Offer county support to develop local emergency response plans and recovery assistance of damaged records
- Offer assistance to county offices seeking improved efficiency and file security
- Assist with NCAOC training and conferences
- Conduct site visits

ABOUT COURT SERVICES

Services / Projects	Brief Description
Judicial Official and Court Staff Support	<ul style="list-style-type: none">• Serve as NCAOC liaisons at county and district level meetings
Assist in Automation Implementation	<ul style="list-style-type: none">• Contribute to NCAOC's development of new computer applications
Procedural Help Desk	<ul style="list-style-type: none">• Offer immediate procedural and application assistance to clerks of superior court• Upload clerk-entered records to NICS (the National Instant Criminal Background Check System) and serve as a point of contact on these records• Conduct statewide surveys
Recordkeeping and Retention	<ul style="list-style-type: none">• Promulgate the Clerks of Superior Court Rules of Recordkeeping and Records Retention and Disposition Schedules• Maintain a confidential expunction database and process expunctions; the expunction team processes and uploads documents for District Attorney access to expunctions granted under certain statutes• Serve as NCAOC liaison with Department of Natural and Cultural Resources• Process destruction requests of particular types of court files and transfer to State Archives requests for records with permanent retention requirements
Micrographics	<ul style="list-style-type: none">• Create microfilm copies of approved scanned records for long-term secure records retention• Conduct quality assurance of records scanned by county staff• Maintain backup copies of counties' microfilmed or scanned records• Retrieve and email microfilmed documents to counties• Provide procedural scanning assistance to counties
Forms Management	<ul style="list-style-type: none">• Serve as staff to the NCAOC forms committees• Design and maintain judicial forms located on www.NCcourts.gov• Respond to inquiries about forms• Assist in application development of automated forms
Expunctions	<ul style="list-style-type: none">• Maintain a confidential expunction database and process expunctions; the expunction team processes and uploads documents for District Attorney access to expunctions granted under certain statutes• Process manually-reported statistics and corrections to automated statistical systems
Conference, Presentations, and Committee Preparation	<ul style="list-style-type: none">• Develop the curricula and present at annual assistant and deputy clerks' educational conference• Serve on NCAOC forms and Rules of Recordkeeping committees and numerous other NCAOC and external committees involving court improvement
Disaster Preparedness	<ul style="list-style-type: none">• Respond to disasters that affect courts — provide support to preserve damaged records