



HUMAN RESOURCES

IMPORTANT STATISTICS FISCAL YEAR 2018–19

Human Resources Quick Facts

23 HR positions, each serve an average of 304 Judicial Branch positions
91.8% of the total Judicial Branch budget is allocated for salaries and benefits

Judicial Branch FTE Positions Supported (Total 6,993.50)

289 hiring authorities
402 justices / judges
5,554.50 court staff
62.25 commissions and conferences staff
572 Indigent Defense Services
402.75 NCAOC managers and staff

Number of Personnel Transactions 8,006

Number of Position Change Transactions 5,990

Number of Benefit Actions

448 leave of absence notices
21 new short-term disability cases
211 retirements

Unemployment Insurance Claims (Total \$190,071)

84 claims paid out
\$2,262.75 average cost per claim

Worker Compensation Claims (Total \$760,046)

36 injuries or 0.5% of employee population

Employee Assistance Program Utilization

62 clinical referrals
39 work / life services
62 webinars
10 live trainings
1 critical incident

CJRS Retirement Eligible (563 CJRS members)

148 or 26% 1 year

TSERS Retirement Eligible (6,203 TSERS members)

607 or 10% 1 year
866 or 14% 3 year
1,300 or 21% 5 year

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The North Carolina Administrative Office of the Courts (NCAOC) Human Resources (HR) Division provides professional services and programs to all Judicial Branch hiring authorities, officials, and employees. Our mission is to develop and manage programs and services that are effective and compliant with laws and regulations. We also control costs to attract, retain, and motivate a talented workforce. Programs and services include recruitment; salary administration; compensation and classification; employee relations, wellness; organizational management; leave administration; benefits; policy development; safety and workers' compensation; employee recognition; and performance management.

We proudly serve the Judicial Branch's most valuable asset – its employees. Each day, we conduct employment transactions and provide information, advice, support, and solutions to those we assist. Tasks that we perform to this end include:

- Providing tools and services to advance efficient management of court resources
- Transacting new hire, promotion, reclassification, separation, and leave
- Providing guidance, advice, and solutions on human resources issues
- Monitoring compliance with federal and state employment laws and regulations
- Providing assistance to users of the HR-Payroll System, NEOGOV (recruiting system), NCVIP (performance management system), and online employee orientation
- Helping employees understand and maximize their benefits
- Advocating safety, health, and wellness in the workplace
- Monitoring HR metrics, such as turnover, employee demographics, length of service, and retirement eligibility, to improve the quality of our workforce
- Providing personnel reports, information, and employee service awards
- Implementing innovative programs and services such as an online performance management system and e-learning modules
- Identifying and encouraging human resources best practices
- Costing and evaluating effectiveness of HR programs and services



IMPORTANT STATISTICS FISCAL YEAR 2018-19

Employee Turnover (Total 11.93%)

9.15% voluntary (includes retirements)
2.78% involuntary
816 total separations (excludes temporaries)

Employee Recognition

1,131 employees eligible for a service award
506 service awards processed
211 retirement certificates

Employee Participation in Pre-Tax Benefits

6,368 State Health Plan
5,131 NCFlex Vision
5,061 NCFlex Dental
3,249 NCFlex Term Life
3,084 supplemental retirement plans
2,831 NCFlex Supplemental AD&D

Voluntary Shared Leave

58 recipients
10,393 total hours received
179 average hours received
4-320 range of hours received
320 donors
10,842 total hours donated
34 average hours donated
4-480 range of hours donated

Recruitment

617 job postings
56,543 total applicants
92 average applicants per posting
882 web hits per posting
30,614 applicant notices

Training, Policy and Communications

634 Unlawful Workplace Harassment
12 HR News You Can Use - Newsletters
3 HR Policy Updates

PROGRAMS AND SERVICES

HR Services	Brief Description
Employment Laws and Regulations	Providing policy and guidance to managers and employees on employment laws and regulations: employment eligibility verification, Family and Medical Leave Act, Americans with Disabilities Act, Fair Labor Standards Act, equal employment opportunity, and Unlawful Workplace Harassment training
Performance Management	Managing an online performance management system (NCVIP), monitoring appropriate application, and providing support to users
Safety and Health	Administering the workers' compensation program, promoting workplace safety, inspecting Judicial Branch facilities, and investigating and resolving workplace safety concerns
Employee Relations	Listening and responding to employee concerns; investigating unlawful workplace harassment complaints and claims of discrimination; facilitating resolution of workplace conflict; and promoting workplace wellness
Recruiting	Promoting effective hiring best practices, writing and posting vacancies, screening applicants, conducting background checks, assisting hiring managers with NEOGOV applicant tracking system, and communicating with applicants
Compensation	Providing equitable, market-based salary plans, policies, and job specifications; classifying administrative, professional, legal, and technical positions; determining rates of pay for new hires; and costing of compensation programs
Salary Administration	Managing volumes of personnel actions using the HR - Payroll System with transactions: new hires, separations, promotions, relocations, reassignments, salary adjustments, and transfers; coordinating all documentation for onboarding and offboarding employees; prepares business intelligence reports
Time and Leave	Monitoring and auditing the online time and leave system; educating employees and managers in the proper application of leave policy; administering the leave of absence program for employee population
Benefits	<p>Communicating with, advising, and helping employees maximize benefits:</p> <ul style="list-style-type: none"> • State supplemented benefits: state health plans, pensions, disability • Other benefits: Employee Assistance Program (EAP), coordinating unemployment insurance (UI) claims • Pre-tax benefits: 401(k) supplemental retirement, deferred compensation plan, North Carolina Flex (spending accounts and insurances) • Post-tax benefits: supplemental insurances (life, cancer, accident, supplemental hospitalization, disability) and prepaid legal services