



HUMAN RESOURCES

IMPORTANT STATISTICS FISCAL YEAR 2019–20

Human Resources Quick Facts

25 HR positions, each serve an average of 280 Judicial Branch positions

88.4% of the total Judicial Branch budget is allocated for salaries and benefits

Judicial Branch FTE Positions Supported (Total 6,988.40)

289 hiring authorities

402 justices / judges

5,565 court staff

63.50 commissions and conferences staff

573 Indigent Defense Services

384.90 NCAOC managers and staff

Number of Personnel Transactions

6,494

Number of Position Change Transactions

5,360

Number of Benefit Actions

329 leave of absence notices

6 new short-term disability cases

161 retirements

Unemployment Insurance Claims (Total \$197,018)

69 claims paid out

\$2,855 average cost per claim

Worker Compensation Claims (Total \$526,354)

41 injuries or 0.5% of employee population

Continuity of Operations Plans

48 plans updated

Employee Assistance Program Utilization

105 clinical referrals

33 work / life services

114 webinars

2 live trainings

5 critical incident services

CJRS Retirement Eligible

(559 CJRS members)

156 or 27.9% 1 year

TSERS Retirement Eligible

(6,203 TSERS members)

609 or 9.8% 1 year

913 or 14.7% 3 years

1,324 or 21.3% 5 years

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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



PROGRAMS AND SERVICES

HR Services	Brief Description
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), prepaid legal services
Compensation	<p>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</p>
Employee Relations	<p>Listening and responding to employee concerns; investigating unlawful workplace harassment complaints and claims of discrimination; facilitating resolution of workplace conflict; and promoting workplace wellness</p>
Employment Laws and Regulations	<p>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</p>
Performance Management	<p>Managing an online performance management system (NCVIP), monitoring appropriate application, and providing support to users</p>
Recruiting	<p>Promoting effecting hiring best practices, writing and posting vacancies, screening applicants, conducting background checks, assisting hiring managers with NEOGOV applicant tracking system, and communicating with applicants</p>
Safety, COOP, and Workers Compensation	<p>Administering the workers' compensation program, promoting workplace safety, inspecting Judicial Branch facilities, preparing for natural or man-made disasters, and investigating and resolving workplace safety concerns</p>
Salary Administration	<p>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; preparing business intelligence reports</p>
Time and Leave	<p>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</p>

IMPORTANT STATISTICS FISCAL YEAR 2019-20

Employee Turnover (Total 8.58%)

7.43% voluntary (includes retirements)

1.15% involuntary

591 total separations (excludes temporaries)

Employee Recognition

1,144 employees eligible for a service award

948 service awards processed

161 retirement certificates

Employee Participation in Pre-Tax Benefits

6,422 State Health Plan

5,343 NCFlex Vision

5,241 NCFlex Dental

3,494 NCFlex Term Life

3,110 supplemental retirement plans

2,932 NCFlex Supplemental AD&D

Voluntary Shared Leave

42 recipients

7,366 total hours received

175 average hours received

4-120 range of hours received

294 donors

7,628 total hours donated

26 average hours donated

4-243 range of hours donated

Paid Parental Leave

76 recipients

20,138 total hours received

Recruitment

517 job postings

42,364 total applicants

82 average applicants per posting

1,054 average web hits per posting

22,791 applicant notices

Training, Policy, and Communications

752 Unlawful Workplace Harassment Training

140 HR Rules and Tools

12 HR News You Can Use – Newsletters

4 HR Guides created

4 HR Policies (New)

3 HR Policies (Updated)



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