



# HUMAN RESOURCES

## IMPORTANT STATISTICS FISCAL YEAR 2020–21

### Human Resources Quick Facts

25 HR positions, each serve an average of 281 Judicial Branch positions  
89.16% of the total Judicial Branch budget is allocated for salaries and benefits

### Judicial Branch FTE Positions Supported (Total 7,025.60)

288 hiring authorities  
413 justices / judges  
5,584.45 court staff  
66.25 commissions and conferences staff  
576 Indigent Defense Services  
385.90 NCAOC managers and staff

### Number of Personnel Transactions

6,741

### Number of Position Change Transactions

5,754

### Number of Benefit Actions

366 leave of absence notices  
15 new short-term disability cases  
207 retirements

### Unemployment Insurance Claims (Total \$163,722)

59 claims paid out  
\$2,775 average cost per claim

### Worker Compensation Claims (Total \$710,476)

35 injuries or 0.5% of employee population

### Continuity of Operations Plans

63 plans updated

### Employee Assistance Program Utilization

143 clinical referrals  
33 work / life services  
119 webinars  
5 critical incident services

### CJRS Retirement Eligible

(570 CJRS members)  
123 or 22% 1 year

### TSERS Retirement Eligible

(6,203 TSERS members)  
598 or 9.5% 1 year  
954 or 15% 3 years  
1,362 or 21.6% 5 years

*[Data continued on reverse side]*



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
<b>Benefits</b>	<p>Communicating with, advising, and helping employees maximize benefits:</p> <ul style="list-style-type: none"> <li>State supplemented benefits: state health plans, pensions, disability</li> <li>Other benefits: Employee Assistance Program (EAP), coordinating unemployment insurance (UI) claims</li> <li>Pre-tax benefits: 401(k) supplemental retirement, deferred compensation plan, North Carolina Flex (spending accounts and insurances)</li> <li>Post-tax benefits: supplemental insurances (life, cancer, accident, supplemental hospitalization, disability), prepaid legal services</li> </ul>
<b>Compensation</b>	<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>
<b>Employee Relations</b>	<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>
<b>Employment Laws and Regulations</b>	<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>
<b>Performance Management</b>	<p>Managing an online performance management system (NCVIP), monitoring appropriate application, and providing support to users</p>
<b>Recruiting</b>	<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>
<b>Safety, COOP, and Workers Compensation</b>	<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>
<b>Salary Administration</b>	<p>Managing volumes of personnel actions using the HR-Payroll System with transactions: new hires, separations, promotions, reallocations, reassignments, salary adjustments, and transfers; coordinating all documentation for onboarding and offboarding employees; preparing business intelligence reports</p>
<b>Time and Leave</b>	<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 2020–21

#### Employee Turnover (Total 10.66%)

8.94% voluntary (includes retirements)

1.71% involuntary

735 total separations (excludes temporaries)

#### Employee Recognition

1,372 employees eligible for a service award

832 service awards processed

207 retirement certificates

#### Employee Participation in Pre-Tax Benefits

6,390 State Health Plan

5,377 NCFlex Vision

5,319 NCFlex Dental

3,571 NCFlex Term Life

3,201 supplemental retirement plans

2,849 NCFlex Supplemental AD&D

#### Voluntary Shared Leave

28 recipients

4,088 total hours received

146 average hours received

4-514 range of hours received

142 donors

4,889 total hours donated

34 average hours donated

4-514 range of hours donated

#### Paid Parental Leave

90 recipients

26,440 total hours received

#### Recruitment

554 job postings

33,904 total applicants

61 average applicants per posting

1,388 average web hits per posting

15,717 applicant notices

#### Training, Policy, and Communications

630 Unlawful Workplace Harassment Training

29 HR Rules and Tools

12 HR News You Can Use – Newsletters

5 HR Guides created

4 HR Policies (Updated)



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