



HUMAN RESOURCES

IMPORTANT STATISTICS FISCAL YEAR 2016–17

Human Resources Quick Facts

21 HR positions, each serve an average of 323 Judicial Branch positions
90.8% of the total Judicial Branch budget is allocated for salaries and benefits

Judicial Branch FTE Positions Supported (Total 6,778.20)

293 hiring authorities
286 judges
5,228.95 court staff
56 commissions and conferences staff
526 Indigent Defense Services
398.25 NCAOC managers and staff

Number of Personnel Transactions

10,294

Number of Position Change Transactions

4,775

Number of Benefit Actions

327 leave of absence notices
13 new short-term disability cases
206 retirements

Unemployment Insurance Claims (Total \$292,344)

88 claims paid out
\$3,322 average cost per claim

Worker Compensation Claims (Total \$760,255)

28 injuries or 0.41% of employee population

Employee Assistance Program Utilization

74 clinical referrals
48 work / life services
49 webinars
2 live trainings
2 critical incidents

CJRS Retirement Eligible

31% 1 year

TSERS Retirement Eligible

565 or 9.1% 1 year
868 or 14% 3 year
1,218 or 19.6% 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; personnel administration; organizational management; leave administration; benefits; policy development; safety, health, and wellness; 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, salary adjustment, separation, and other personnel actions
- Providing guidance, advice, and solutions on human resources issues
- Monitoring compliance with federal and state employment laws and regulations
- Providing assistance to users of BEACON (HR and 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 employee recognition programs
- Generating personnel reports and information
- 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 programs and services
- Providing timely communications through newsletters and web content



IMPORTANT STATISTICS FISCAL YEAR 2016-17

Employee Turnover (Total 9.7%)

8.14% voluntary (includes retirements)
1.56% involuntary
647 total separations (excludes temporaries)

Employee Recognition

1,092 employees eligible for a service award
895 service awards processed
206 retirement certificates

Highest Pre-Tax Benefit Participation Rates

42% supplemental retirement plans
67% NCFlex Dental
69% NCFlex Vision
91% State Health Plan
39% NCFlex Supplemental AD&D
23% Health Care FSA

Voluntary Shared Leave

51 recipients
7,672 total hours received
150 average hours received
4-400 range of hours received
291 donors
9,212 total hours donated
32 average hours donated
4-1,040 range of hours donated

Recruitment

557 job postings
51,184 total applicants
92 average applicants per posting
1,072 web hits per posting
25,134 applicant notices

HR Online Training

431 Unlawful Workplace Harassment
79 HR Rules and Tools

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, credentials verification, veteran's preference, drug and alcohol free workplace
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 and wellness programs, and investigating and resolving workplace safety concerns
Employee relations	Listening and responding to employee concerns; investigating unlawful workplace harassment complaints and claims of discrimination; publishing an annual Equal Employment Opportunity Plan
Recruiting	Promoting best practices in recruiting, writing and posting vacancies, screening applicants, background checks, equitable salary offers, new employee orientation, and onboarding processes
Compensation	Providing equitable, market-based salary plans, policies, and job specifications; administering and auditing salary administration; monitoring and costing compensation programs
Time and leave	Monitoring the online time and leave system; educating employees and managers in the proper application of policies and laws
Benefits	<p>Communicating with, advising, and helping employees maximize benefits:</p> <ul style="list-style-type: none"> State supplemented benefits: state health plans, retirement plans, short- and long-term 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