



COURT PROGRAMS AND MANAGEMENT SERVICES

STATEWIDE PROGRAM DATA Fiscal Year 2014–15

Alternative dispute resolution

2,715 family financial cases completed
3,481 court-ordered arbitration cases completed
6,418 mediated settlement cases completed

Child custody mediation

19,227 people attended orientation
10,124 child custody cases mediated
11,100 mediation sessions held
5,486 parenting agreements drafted

Family courts

45,145 domestic cases filed
82% of pending domestic cases
were less than one year old

Language Access Services

10 NCAOC Spanish court interpreters
82 certified Spanish court interpreters
1 certified French court interpreter
1 certified Mandarin court interpreter
1 certified Vietnamese court interpreter

Juvenile Court Improvement Program

Ongoing federal grant funding to support
improvements in child welfare cases
Ongoing JWisE information system improvements
Ongoing cross-disciplinary specialized training

WHO WE ASSIST

Court officials

Judges, clerks of court, district attorneys,
magistrates, defense attorneys, parent attorneys,
Guardian ad Litem (GAL) attorneys

Court staff

Custody mediators, family court staff,
county drug treatment court staff, trial court
administrators, trial court coordinators, judicial
assistants, clerks, grant and contract staff

Contractors

Interpreters, permanency mediators,
parenting educators

STAKEHOLDERS

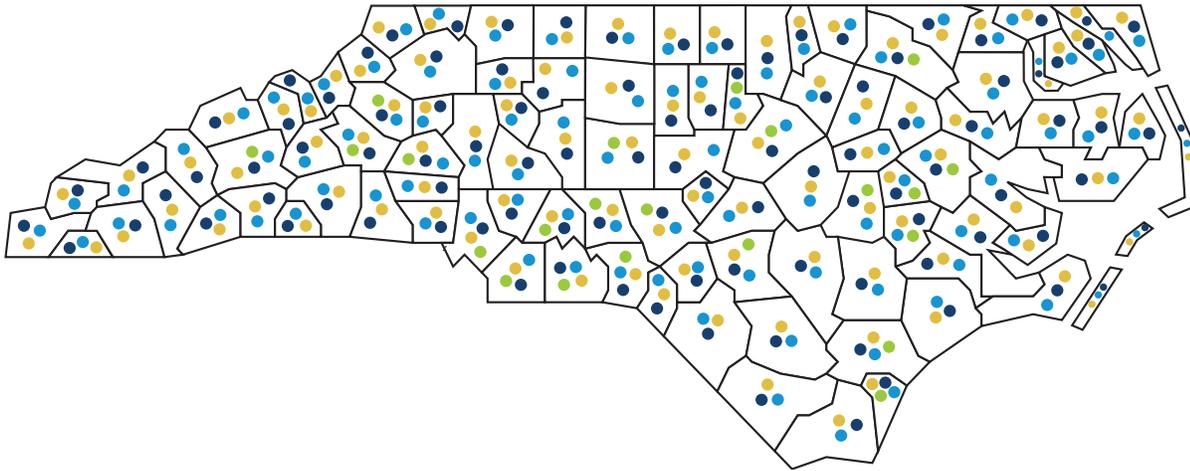
N.C. citizens, N.C. Department of Health and
Human Services, treatment providers, Treatment
Alternatives for Safer Communities (TASC) staff,
school staff, N.C. Department of Public Safety



The North Carolina Administrative Office of the Courts' (NCAOC) Court Programs and Management Services Division assists our state's courts to provide justice and increase access to justice for families and individuals who face civil, dependency, delinquency, and criminal court actions. We accomplish this through specific programs and services—child custody mediation, interpreting services, unified family courts, juvenile court improvement projects, alternative dispute resolution services, jury support and specialized grant, and contract-funded services.

Each day we provide information, advice, support, and solutions to problems to those we assist. Tasks that we perform to this end include:

- Providing tools and services to advance the efficient management of court resources
- Promoting and facilitating effective court services/programs based on research and best practices
- Communicating, collaborating, and partnering with stakeholders
- Advocating for existing and new resources to institutionalize and increase programs and services to the courts
- Providing opportunities to train and develop court officials and other Judicial Branch staff to enhance best practices and promote ethical practices
- Identifying, encouraging, and supporting innovations in court management, services and programs
- Modeling performance measurement and accountability for outcomes of programs and services



ABOUT COURT PROGRAMS

COURT PROGRAM	BRIEF DESCRIPTION
 Alternative dispute resolution services	Provide support to judicial staff and clerks in districts with alternative dispute resolution services (family financial settlement, court-ordered arbitration, mediated settlement conferences and the clerk's mediation program), which offer a less adversarial, more expeditious process for settling legal disputes.
 Child custody mediation services	Assist district court staff to provide neutral, non-adversarial court-ordered mediation services in cases involving custody/visitation of minor children and to prepare parenting agreements. Provide initial training, mentoring, specialized training, professional development, and mediation coverage as needed to custody mediators. Assist districts to develop and implement permanency mediation services (provided by contractors) for parties in child abuse/neglect/dependency cases in order to establish stability for the placement of the child or children involved.
 Language access services	Help facilitate equal access to justice for limited English proficient (LEP) speaking and/or deaf and hard of hearing people. Provide court interpreters for interpreting and translating services for court matters for which the state is authorized to pay. Administer court interpreter training and nationally recognized certification testing for foreign language interpreters to ensure that proficient and ethical foreign language court interpreters are provided to the courts.
 Unified family court	Facilitate planning, development and implementation of new unified family courts, which coordinate the management of family law cases (e.g. divorce, child custody, equitable distribution, alimony, child abuse/neglect/dependency and termination of parental rights) to ensure timely and efficient resolution of legal matters within established time standards. Support existing unified family courts through technical assistance, consultation and problem-solving. Coordinate specialized training of family court judges and family court staff.

JUVENILE COURT IMPROVEMENT PROGRAM

Facilitate planning, development and implementation of new juvenile court improvement projects, which coordinate the management of child abuse / neglect / dependency cases to ensure timely, efficient and effective resolution of cases. Support juvenile court improvement projects through technical assistance, consultation and problem-solving. Coordinate specialized training of juvenile court judges, parent attorneys, DSS attorneys and staff, GAL attorneys and staff, and clerks. Fund staff who make improvements to the J Wise information system.