



COURT PROGRAMS AND MANAGEMENT SERVICES

STATEWIDE PROGRAM DATA State Fiscal Year 2009 – 2010

Child custody mediation and permanency mediation

9,415 child custody cases mediated
5,982 drafted parenting agreements
135 permanency cases mediated

Foreign language interpreting

10 NCAOC Spanish court interpreters
80 certified court interpreters
170 contract interpreters

Drug treatment courts

2,003 participants
71% participants in treatment
more than six months
41% successful completions

Family courts

45,428 domestic cases
83.6% of pending domestic cases
were less than one year old

Alternative dispute resolution

3,484 family financial cases
5,373 arbitration cases
10,241 mediated settlement cases

Juvenile court improvement projects

8 project directors
2,591 abuse / neglect / dependency petitions
Ongoing improvements to JWisE
information system
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, drug
treatment court staff, juvenile court improvement
project staff, trial court administrators, trial court
coordinators, judicial assistants, clerks

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 Juvenile Justice
and Delinquency Prevention, N.C. Department
of Correction



The N.C. 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, drug treatment courts, unified family courts, juvenile court improvement projects, alternative dispute resolution services and jury support.

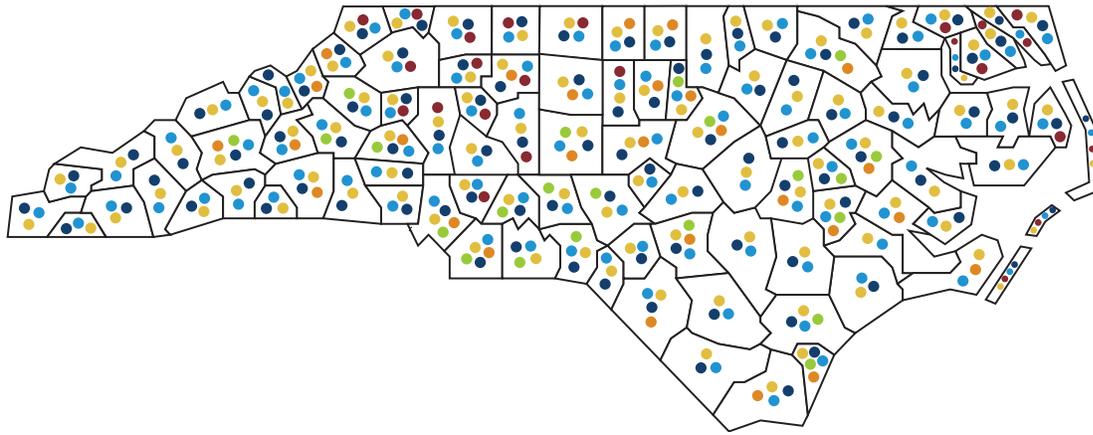
Each day we provide information, advice, support and solutions to problems to those we assist. Tasks that we perform to this end include:

- 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



JURY SERVICE VIDEO

Our new Jury Service video is one way we directly provide service to citizens of North Carolina. This 15-minute video provides information about the role of a juror, the N.C. general court of justice and how it works, and what to expect in the courtroom. Available at www.nccourts.org.



ABOUT COURT PROGRAMS AND MANAGEMENT SERVICES

BRIEF DESCRIPTION

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|  <p>Child custody mediation services</p> | <p>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 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.</p> |
|  <p>Foreign language interpreting services</p> | <p>Help facilitate equal access to justice for limited English proficient (LEP) speaking and / or deaf and hard of hearing people involved in court proceedings. 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.</p> |
|  <p>Drug treatment court</p> | <p>Facilitate planning, development and implementation of new drug treatment courts, which provide intensive judicial supervision to high-risk, high-need chemically addicted adult offenders, juvenile delinquents and parent respondents in child abuse / neglect / dependency cases. Support existing drug treatment courts through technical assistance, consultation and problem-solving. Coordinate specialized training of court teams which include judges, district attorneys, defense attorneys, parent attorneys, drug treatment court staff, probation staff, treatment staff, TASC staff, N.C. Division of Social Services (DSS) staff and Guardian Ad Litem (GAL) staff.</p> |
|  <p>Unified family court</p> | <p>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.</p> |
|  <p>Juvenile court improvement project</p> | <p>Facilitate planning, development and implementation of new juvenile court improvement projects, which coordinate the management of child abuse / neglect / dependency and termination of parental rights cases to ensure timely, efficient and effective resolution of cases. Support existing 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, juvenile court improvement staff and clerks. Fund staff who make improvements to the JWisE information system. Fund staff who train JWisE users on the application.</p> |
|  <p>Alternative dispute resolution services</p> | <p>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.</p> |