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Senior Accountant Francee Boulware named Judicial Branch Employee of the Year

Senior Accountant Francee Boulware at the Administrative Office of the Courts has been named the Judicial Branch Employee of the Year for 2019.

Francee, who has seven years of full-time State service plus casual/seasonal and student worker experience, was recognized for her extraordinary work in the Accounting Unit during a particularly challenging time of transition for the small but busy department. The four-person unit lost both of its full time accounting specialists without much notice, leaving only Francee and a casual/seasonal employee to manage all the accounting duties for several months. Despite the loss of 50 percent of the unit, during one of the busiest times of the year for the department – the transition from one fiscal year to the next – Francee was able to keep the unit operating and fulfilling all of its duties to other departments without any noticeable delays or oversights during the search process for new accounting specialists and during the lengthy training process for the two new employees.

And as one of the nominees wrote, "She also did it with a great attitude and without complaint ... during the rocky times, Francee really stepped up to the plate and performed exceptionally." Perhaps just as importantly, once the department was back up to full staff – as a second nominator wrote – "...Francee took steps to mitigate this situation should it occur in the future.....I can't say enough about her conscientiousness...."

The Delaware Judiciary congratulates Francee on the well-deserved recognition and her name will now be forwarded to the Governor for consideration for the Delaware Award for Excellence and Commitment in State Service.

We also want to recognize the following employees who were nominated for the Judicial Branch's Employee of the Year Award:

<u>Leslie Rementer, Chief Deputy Prothonotary, Superior Court.</u> Leslie, who has been with Sussex County Superior Court for over 25 years, was cited for her overall knowledge of the criminal justice system. Over the past year, Sussex County has been plagued with staff shortages and Leslie was always the first to volunteer in a variety of positions. "She is never afraid to get in the trenches to get work done.... You will never hear a final response from her of 'I don't know'; the response will always be 'Let me find the answer," wrote her nominator.

Ronald Williamson, Electronic Court Reporter II, Family Court. Ronald, who joined the court in 2015, was cited for his exceptional performance, achievement, initiative and selflessness. "Throughout his career in Family Court, Mr. Williamson has developed a reputation for exceptional customer service, not

only with Family Court, but with external vendors as well. Specifically in regards to his efforts toward the establishment of the eCourtrooms...," wrote his nominator. "Ron is a very dedicated employee who is very dependable and pleasant to work with. Ron goes above and beyond to perform his work duties, he uses his knowledge to assist others and is very well respected by his co-workers."

<u>Joann Personti, Mediation Officer, Court of Common Pleas</u>. Joann, who has worked for the Court since 2007, has successfully mediated thousands of cases and in 2019, the Mediation Program boasted a remarkable 94 percent success rate. Joann's "organizational abilities, strong work ethic, and leadership skills were especially highlighted last year," when she identified an issue with a vendor she oversees and quickly and professionally developed strategies to resolve the matter and put new procedures in place to ensure similar problems did not occur in future.

<u>JoAnn Paskey, Judicial Case Processor III, Justice of the Peace Court.</u> JoAnn who has been with the Justice of the Peace Court for 16 years, was cited for her performance during a particularly demanding year of turnover. She handled the simultaneous training of multiple new hires including as many as three at one time. In addition to her regular duties, she also serves on the Forms and Process Committee, which requires many hours of her time. "(H)er outstanding, dedicated service is a definite asset to the Justice of the Peace Court system," wrote her nominator.

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