

FOR IMMEDIATE RELEASE
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**Assistant Jury Services Manager Ken Creedon named
Judicial Branch Employee of the Year**

****** Jury Improvement Innovation project with Superior Court, JIC and DTI receives
special recognition from the Governor ******

Assistant Jury Services Manager Ken Creedon of the Delaware Superior Court has been named the Judicial Branch Employee of the Year and was recognized – along with other state employees – at a breakfast ceremony with Gov. John Carney in Dover on May 9, 2019.

Ken also led the Jury Improvement Innovation Team that was recognized with the Governor’s “Commitment Award” at the ceremony. The team was responsible for a series of innovations that improved the efficiency and operations of Jury Services including the “Web Solution Project” that for the first time allowed prospective jurors to fill out a jury questionnaire online and request a postponement or dismissal, if needed, through the Delaware Judiciary website. The change not only provided a welcome time-saving convenience for prospective jurors, but it also saved the Superior Court thousands of dollars in staff time and supplies. A second aspect of the project involved reconfiguring the way faxes are handled, so they are now received electronically and sent via a group email inbox, saving paper and improving efficiency.

These efficiency projects involved coordination across Superior Court, the Judicial Information Center and the statewide Department of Technology and Information, and involved a re-design of the juror questionnaire and a reworking of the webpage.

Other members of the Jury Improvement Innovation Team included the following employees from Superior Court: Kristin Dangelo, Lisa Parker, Mei-Ling Cosgrove, Karen Horsey, Karen Taylor, Melanie Ewing-Lahutsky and Brian Clairmont; the following employees from JIC: Shawn Facen-Simmons, Ryan Fontello, Ann Hsu, Ken Kelemen, Saoud Khan, Achille Tcheou and Amy Whitman; and the following employees from DTI: Nikia Wongus, Paul Kanich and Robert Jacobs.

For his individual honors, both as the Superior Court and Judicial Branch Employee of the Year, Creedon was cited for his enthusiasm and innovation in his position as a supervisor. In addition to conceiving the Web Solution Project, Ken also created a private room for breastfeeding mothers at Jury Services by repurposing and redecorating a small room at the entrance of Jury Services and installing a lock for privacy. He has also updated juror orientation (adding his own brand of humor to the process), and he created a series of process guides to aid Jury Services employees in doing their jobs and serving the public. In the words of his supervisor, Jury Services Manager Andrew Brennan, Ken is “a true gentleman, and if you meet him for one moment, you have become a better person.”

The Delaware Judiciary congratulates Ken and members of the Jury Improvement Innovation Team on the well-deserved recognition.

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

Niakesha Selby, Social Services Specialist II, Family Court. Niakesha, who has over 20 years of Judicial Branch experience and has been with Family Court since 1998, was cited for her exceptional performance, achievement, initiative and selflessness in her duties. “I’ve witnessed Niakesha communicating with our litigants on many occasions and she has a way of explaining our process that has a calming effect,” said her supervisor, Cynthia Burris. Niakesha also often goes above and beyond, such as when she worked diligently to get a fee waived for a father who did not have the funds to pay for a needed paternity test.

Jennifer Shaffer, Sussex County Judicial Operations Manager, Court of Common Pleas. A Court employee since 2005, Jennifer was cited for her willingness to assist, on top of her regular duties, in a number of jobs during a period of high employee turnover in Sussex County Court of Common Pleas. Jennifer is organized, has effectively trained numerous new employees, and faces challenges and difficult situations with patience and tact. Her dedication and devotion to excellence reflects what we hope to see in all our employees.

Francis Walker, Court Security Officer II, Justice of the Peace Court. Francis was praised as a “unique and vital member of the Court” for his hard work and dedication throughout 2018. During a staffing shortage, Francis volunteered to work as the “Constable Central Dispatcher,” allowing other Constables to attend to other important duties while he manned phone lines, monitored radio traffic and entered vital court documents into the system. He also assisted with training 29 officers on a new system and attended more firearm practices than any other officer in the state.

Betsy Bachmurski, Judicial Information Center Developer, Administrative Office of the Courts. Betsy, who has been with the Judicial Information Center since 1997, was cited for her dedication and work ethic over her long service to the Courts. Betsy “takes problems and can think in many different directions to identify options and define the best solution,” said Ken Kelemen, Information Systems Manager. He added that Betsy not only excels at completing a great quantity of assignments but does so with a high level of quality in her work.

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