

Announcement

Administrative Office of the Courts 2019 Employee of the Year

Francee Boulware Senior Accountant

Francee Boulware “stepp[ed] up at a difficult time and manag[ed] the workload of 3 employees for a period of about 3-4 months.... This past May, the AOC lost both Accounting Specialists without much notice. As such, that meant that Francee had to manage nearly all the accounting duties on her own. As overwhelming as that must have been, she did so without any noticeable delays or oversights. She also did it with a great attitude and without complaint....

With Francee's help and oversight, everyone in the Accounting Unit is fully up to speed now, and the Accounting Unit is fully functioning. But during the rocky times, Francee really stepped up to the plate and performed exceptionally.”

And “[o]nce this period of transition ended and full-time staff were in place, Francee took steps to mitigate this situation should it occur in the future.”

Congratulations Francee on being recognized for your dedication and responsiveness in providing services to the courts!

Other employees who were nominated and who have provided excellence in service to the courts are:

Bill DiBartola

“His innovative progressive polices are examples of his exemplary support and services to the courts and the people we serve.... Bill is self-motiv[at]ed and compassionate about his job, showing exceptional leadership skills in the collection process... Bill has incorporated policies that show sympathy, compassion and accountability all at the same time.”

Jennifer Figueira

“She works diligently to ensure that the courts are providing interpreter services whenever needed, that the court staff and judicial officers understand the process, and to recruit new interpreters as necessary.... Finally, she always has a smile to share with her colleagues, even when she is running to other locations.”

Ann Hsu

“Ann always works with the end user until completion and consistently goes the extra mile...[She] consistently writes up new procedures to share with staff to keep everyone updated and informed on how to handle new issues.”

Elmer Setting

“He has always stepped up when needed. Mr. Setting executed commendably the role of Acting State Court Administrator....” “AOC staff could easily have felt lost or abandoned during this transition but Elmer never let that happen. He acted swiftly in meeting with staff regularly during weekly staff meetings, answering their questions and making sure they were updated....”

Ken Thompson

“Although you may often find Ken toiling over the fine detail in coding, his greatest strength is his ability to see the entire picture when developing or problem solving Ken excels at keeping up with the ever-changing world of technology and works to continually improve his skillset.... Ken is responsible for creating some of our most used and highly regarded web application programs....”

Amy Whitman

“Amy is a stalwart of JIC, and most importantly, for our efforts to be transparent and welcoming to the public through the Judiciary website....she is thoroughly professional, responding quickly and courteously on deadline, works in a team-oriented manner with an eye on the final product and service to the public.”

Brenda Wise

“Over the past year, Brenda has been responsible for creating innovative ways to enhance our problem-solving courts (PSC) and was tasked with the creation of Delaware's first Community Court... The ability to produce a statewide policy with the collaboration and support of so many vital partners is not an easy feat.”

OSCCE Georgetown Staff (Bill DiBartola and Stacy Ricks)

“During 2019, OSCCE reached out to the Department of Correction to discuss improvements that could be made to the State Tax Refund/Lottery Winnings Intercept program ... This research [and loading of missing data] improved our internal intercept programs.”

Many thanks to Bill, Jennifer, Ann, Elmer, Ken, Amy, Brenda and Stacy for your outstanding efforts on behalf of the AOC's support of the courts!