



# OUTLOOK



**MAY — JUNE 1977**

# "An Honor to the Department..."

Most of us at one time or another have worked with someone who always seemed a step ahead of everyone else in our unit. They did their job and somehow always seemed to give a little extra, produce a bit more, and generally set an example of how to get the job done.

Up until three years ago this individual's efforts might have received a commendation from his/her supervisor and praise and admiration from peers, but beyond that they remained among an anonymous group of superior achievers — with little known of them outside their unit. Their efforts went pretty much ignored in terms of remuneration for the extra service they provided. But that was three years ago.

The need to provide some type of recognition for those people has become increasingly evident, so the Merit Award Board established the Sustained Superior Performance Award program. Under this program,

unit supervisors have the opportunity to nominate a member of their unit to receive a \$150 cash award, and at the same time, departmental recognition of the person's accomplishments.

General Services has actively participated in the program since its inception three years ago. With the 20 awards this year, the total number of employees in GS who have received the award now stands at 58.

In presenting the certificates of award to this year's group of recipients, Director Janssen noted, "Your presence on the job does this department honor. Your accomplishments reflect favorably upon yourself, your peers and State Government....I firmly believe that we too often fail to recognize excellence and focus our attention too much towards the negative. The department is proud of you all, and I am happy that I have this opportunity to express that."

This years recipients are:

- Administrative Hearings:* **Helen Gallagher**, Hearing Officer I
- Administrative Services:* **Richard Shaw**, Training Officer I
- Buildings & Grounds:* ... **Joe Simon**, Electrician  
**Guy Slaughter**, Stationery Engineer I  
**Jacquelyn Rafferty**, Senior Stenographer  
**Paul Wallace**, Electrician I  
**Joseph Goncalves**, Janitor
- Management Services:* .. **Regina Pavelko**, Accounting Technician
- Office Services:* ..... **Patricia Friel**, Senior Clerk  
**Robert Maser**, Office Mach. Repair Tech. III
- Procurement:* ..... **Harley Raymond**, Principal Buyer
- Space Management:* .... **Larry Maltase**, Junior Staff Analyst  
**Dave Yorston**, Associate St. Facilities Analyst  
**Guy Chinn**, Associate Space Planner  
**Dalton Newfield**, Staff Leasing Officer
- State Architect:* ..... **Yeo Lim**, Stock Clerk
- State Police:* ..... **Leonard Delaney**, Sergeant  
**Janice Grech**, Senior Stenographer  
**Arlene Glass**, Clerk Typist II
- Office of State Printer:* .. **Daniel Pfeifer**, Printing Process Planner

Each of these individuals was nominated by their supervisors for the award based upon the prior two years service. Their nominations were reviewed by a departmental selection committee, and finally by the Merit Award Board before the awards were granted.

The department is limited to presenting one award for each 200 positions, and a person is not eligible to receive the award again for three years.

Outlook extends its congratulations to all of this years recipients.

# Statewide Awareness Campaign

Do you leave lights on when you leave the office for more than just a few minutes? Do you leave them on in unused rooms at home? If you're operating a machine, do you shut it off when not in use — including typewriters and copiers?

These are little things — habits — that we don't always pay attention to. They are also habits we can alter. We're all aware of the reality of dwindling natural resources. What we're not always aware of is how we can do something about it. To help focus this awareness, General Services and the State Energy Commission are launching the Employee Awareness Campaign.

Soon posters and reminders will start appearing in state-owned buildings throughout California. The campaign is designed to remind us to do the little things — turn off power switches, don't let water run, etc. Little reminders to make us aware of what we can do to help.

Many of these ideas can also be used at home. And many more ideas are available from most utility companies, newspapers, and the State Energy Commission. We really save twice this way, too. Once in terms of resources still available, and again in terms of the cost of those resources used. The cliché "every little bit helps" was never truer.

# Drought Task Force

The Governor has recently created a Drought Emergency Task Force to coordinate the efforts of State Government in combating the effects of the drought. Representatives of 18 state agencies (General Services among them) make up the core of the group. The Task Force is headed by Major General Frank J. Schober, Commanding General of State Military Forces.

General Services representative is Loren Smith, Chief of our Long Range Facilities Planning Office. Mr. Smith will relay information between the Department and the Task Force. Hopefully General Services can make a positive and significant contribution toward minimizing the effects of the drought.

# Opening Government a Little More

State agencies adopt some 12,000 pages of new or amended regulations annually. Often, however, people affected by these changes do not even find out about it until they are in violation — many times resulting in fines.

Then again, a person may have a dispute with a state agency over a business license. Often a hearing is necessary to arbitrate the conflict. Yet requests for delays can stall a decision for months on end.

The Office of Administrative Hearings (OAH) is doing something about the above examples and countless similar ones. Through changes in both procedures and policy, the office is attempting to bring government and people closer together. Under the leadership of Herb Nobriga, strict limits have been placed upon what constitutes a good reason for a delay of an administrative hearing.

"We hear many cases involving licensing by state boards and regulatory agencies. I feel that the citizen who has come to us appealing an agency's decision deserves to have that appeal acted on quickly," stated Nobriga. "We're talking here about a person's right to make a living. At the same time we're trying to protect the people of this state from incompetent licensees who may continue to operate while the appeal process is going on."

OAH holds hearings under what is known as the Administrative Procedure Act. This act enables virtually all licensees of the state, or those individuals who want to be licensed, to receive an independent hearing if they are dissatisfied by the state's action in the case. This opens up channels of appeal to both individuals who have been refused a license to operate their particular business as well as those already licensed who are subjects of disciplinary actions.

It is the intent of the new policy to speed up the entire hearing process.

"Currently," Nobriga said, "one postponement can mean up to a years delay. Because of that, we feel that this policy is necessary. Postponements will only be granted when absolutely necessary and not

because the hearing date has become a minor inconvenience for a party involved."

OAH has also instituted some procedural changes that are designed to bring about a greater awareness of the regulation process. Government agencies institute rules and regulations that are supposed to maximize day-to-day operations. This is necessary because the legislation that sets up a program often is broadly written — leaving the day-to-day details to be worked by the operating department's expertise.

Among the duties of OAH is to administer the California Administrative Code — a 36 volume compilation of all state government rules and regulations. They also publish a weekly supplement to that code that alerts interested persons to hearings on proposed regulation changes. State agencies must file notice of a hearing on a proposed change at least 30 days in advance. This notice is filed with OAH and is routinely published in the weekly supplement (or "Z" register, as it is called). Thus a citizen can find out what hearings are being held.

"What we have done is to add to the weekly supplement a summary of regulations that have been adopted," Nobriga explained. "It's like the ancient god, Janus, who looked forward and backward at the same time. The first section still publishes the notice of scheduled hearings. Often, however, there can be a great deal of time between the hearing on the change and the actual adoption of the regulation. When they are adopted, they have to be filed with us and we now include a summary in the next supplement. You know what is coming up and you know what has happened. It can't help but open up the government regulation process a little bit more."

Because of the necessary brevity of such a summary, OAH has also added the name and phone number of an agency official to contact for further information. Emergency regulations, however, are exempted from the formal hearing process because of the severity of their need and, as such, receive little publicity. OAH has attacked this problem too.

*(Continued on page 5)*



Members of the Office of Administrative Hearings staff discuss ways to protect themselves and their property, with State Police representative. The presentation was sponsored by the department's Alliance of Concerned Employees (A.C.E.) and presented through the cooperation of the State Police and the Sacramento Sheriff's Office.

## Return to Work Council Makes Up Time

Industrial injuries and claims have become the subject of management review, both on a statewide basis and for General Services. On the department level, the Return-to-Work Council has been operational since the spring of 1976. The council, chaired by the Insurance Office, seeks to provide employees with benefit information and monitors the amount of lost time caused by industrial accidents or illness.

While the number of employees working for General Services has not increased in the past two years, the number of lost days had increased eightfold in eighteen months. When the council first started there had been over 1,000 days of lost time in a 3-month period. They have managed to make some significant inroads into the problem.

The Return-to-Work Council accomplished this reduction partially by assisting in the assignment of employees to limited duty. This enables the person recuperating from an accident or illness to perform some meaningful work and not use quite as much of their leave time. On a statewide level, the Insurance Office manages the contract for handling industrial

injury claims of the State Compensation Insurance Fund (SCIF). The contract has been renegotiated to reflect major worker's compensation benefit changes of the past year.

A review of SCIF claims handling procedures has just been accomplished by the Office. This was the first time in over thirty years that the contract has been reviewed for *level of service*. The review had a dual purpose. It is to be used as a management tool to ensure that state agencies have the necessary cost controls. It also makes sure that employees are being made aware of, and receiving adequate benefits.

The need for full cooperation of the various departments and supervisors of injured employees is a must. Some departments need more background and development in the management and control of lost time and injury claims. The Insurance Office is developing an information program for department managers to help deal with these problems. If you have any questions regarding this or other related activities, the Insurance Office is available to help. Please call Ralph Maurer or Gene Marquart at 445-2184 (ATSS 485-2184).

## On the Cover

The painting "Pharaoh" by Susi Cramer of Office Services Division, was one of the highlights of the last show in the G.S. Gallery. A new show is now being planned and is open to all departmental artists and craftspersons.

## Best Way to Save Money on Energy

Everybody knows it pays to conserve energy in as many ways as you can. Suggestions usually include turning down your thermostat and switching off the lights when you leave a room. But do you know where you can make the biggest saving on energy?

A two-year residential energy conservation study sponsored by the U.S. Department of Housing and Urban Development in Portland, Ore., revealed that the way to save the most is to cut down on the use of cars. The study showed that of the total energy used by Portland householders, 56% went for transportation, 26% for heating the home, 8% for water heating, 8% for appliances, only 2% for lighting.

SOURCE: **CHANGING TIMES** *The Kiplinger Magazine*

## Worth Noting

"The Lord's Prayer has 56 words; Lincoln's Gettysburg address, 297; Declaration of Independence, 300. A recent government order setting the price of cabbage has 26,911 words."

Six years of experience as a groundskeeper and a lot of research go into Bill Grunds' (center) Capitol Park tour.

The tours, conducted Monday through Friday at 10:30 am and 1:30 pm, touch upon the popular and also the little known history of what has been described as one of the most beautiful governmental grounds in the nation. Backgrounds and native habitat of many of the plants are presented, and for those whose taste runs more toward the botanical technicalities, Bill is well prepared to answer questions.

Bill's tour starts at the Spanish American War Memorial (trout pond) on the east side of the Capitol. It's free, and certainly a most enjoyable way to spend an hour in Sacramento.



## Another Effect of Drought

As the drought enters its second summer, the problem of cooling large state buildings — particularly in Sacramento — becomes very real.

General Services is attempting to deal with these problems in such a way as to balance necessary conservation and employee comfort. State office building will be kept between 78 and 80 degrees this summer. This is a 2° increase over last summer and reflects deep concern for the very low water supplies. The 2° change in temperature will produce a corresponding 2% savings in energy and cost.

General Services has tried to maintain the best possible environment for state employees. Obviously, each change we have to make also affects the quality of our environment. While everything is being done to minimize the effect, there are individuals whose acute sensitivities are dramatically affected. These people are paying a high penalty and management must also be sympathetic to their needs.

The realness of the drought makes one more thing obvious. Once again state employees are being asked to set an example and make sacrifices. And, once again, we will do it — despite the unpopular opinion of state workers by the general public.

Why are we always singled out to make the sacrifices?

For whatever the reason, we have chosen a job that automatically puts us in the public eye. One that is paid for by tax dollars. Rightly or wrongly, people expect a great deal from those who use tax dollars as a salary source. They expect us — at the very least — to set an example: of good business management; of concern; of good citizenship. This is an inherent part of the job.

## ATTENTION: Department Artists and Craftspersons

It's been a while since we last compiled a list of people interested in showing their work in the General Services Gallery. To remedy this, we ask that anyone interested please fill out the form below, and send it to:

**ART SHOW COORDINATOR**  
**Program Development**  
**915 Capitol Mall, Room 590**  
**Sacramento, California 95814**

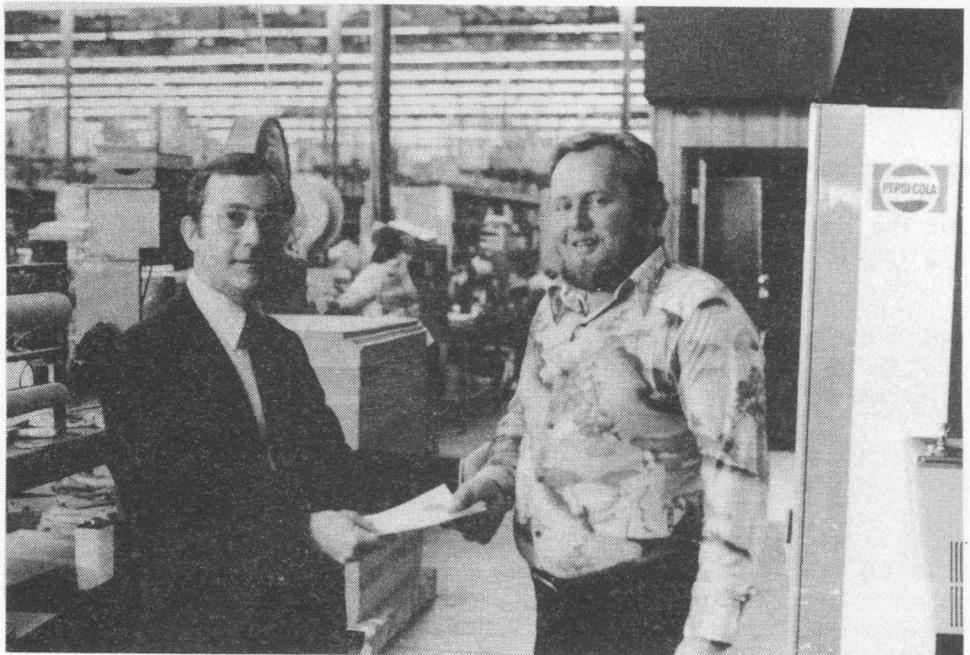
Name \_\_\_\_\_

Division \_\_\_\_\_

Work Address \_\_\_\_\_

Work Phone \_\_\_\_\_

Type of Art or Craft \_\_\_\_\_



Clint Harlan (right) was more than pleased to receive an award of \$405 from Division Chief John Babich. Clint's idea, submitted to the Merit Award Board, saved the State \$4,1069, simply by discontinuing the listing of Bon Ami cleanser in the stores catalog.

## Opening Government....

*(Continued from page 3)*

OAH estimates that emergency regulations make up 25% of all regulations adopted by state agencies. As state rules and regulations have the effect of law, these emergency regulations alone are the equivalent of about 1,200 new or changed laws annually.

"We're including emergency regulations in the supplement as

they are filed," Nobriga stated. "The format is identical to the information required by the summary, but they're set aside in a readily identifiable manner from the other summaries. Now, interested persons can find out about a regulation before it inadvertently puts them at odds with the state. The result is a better communications system and less need for compliance notices and fines."

## "500" PINS

In 1974 Area II inaugurated a special award for those employees in Area II who had accumulated 500 hours, or more, of sick leave. The award is a means of bringing to the employees' attention the value of having a good "sick leave insurance policy." Although there is already recognition of those employees who do not use sick leave within a

*(Continued on page 9)*

## Focus on

# Buildings and Grounds

Have you ever felt that your efforts go unrecognized? You are not alone.

There is a whole division within the Department of General Services that has experienced the same malady since its inception. It is General Services' largest division, Buildings and Grounds. In spite of the problems that it faces daily, it has become one of the most successful organizations of its type in the nation. Each day some 1,200 people are working to provide a well maintained environment for both State employees and the public engaged in the activities of State Government.

Buildings and Grounds can trace its origins back to the Board of State Capitol Commissioners, which existed between 1856 and 1911. Initially charged with overseeing the construction of the State Capitol, the building's completion in 1870 turned the Board's attention to the care and maintenance of the building and surrounding park.

In 1911 the Board was abolished, and the bulk of its responsibilities was transferred to the newly created Office of the Superintendent of Capitol Buildings and Grounds. The Superintendent position lasted ten years, to 1921. In that year, responsibility for maintenance of State

offices and grounds (non-institutional) was transferred to the Bureau of Buildings and Grounds in the newly created Department of Finance.

Buildings and Grounds again served as a cornerstone division for a newly created department in 1963, when the Department of General Services was first created. Since then, it has adapted to the growing pains of both the department and State government. It has, along with other General Services divisions, had to strike a balance between providing service and exercising its control authority. It has also been the spawning ground for other divisions in the department.

Space Management Division got its start as part of Buildings and Grounds; Communications Division was born of Buildings and Grounds-operated Capitol switchboard; and the State Police were long-time members of the Buildings and Grounds family.

Through all the name, policy, and organizational changes, however, one element of Buildings and Grounds has remained constant — they get the job done!

Yet for all their success, Buildings and Grounds Division has also been

plagued by a lingering problem — its image, the same shared by all blue collar workers. Perhaps its because they get their hands dirty, but whatever the reason, State maintenance personnel, janitor or electrician, are all highly skilled craftsmen and compare with the best of private industry.

One can envision the bedlam that would ensue if these individuals were not available on a given day: tons of trash would not be removed, restrooms would become unsanitary, and building temperatures would become unbearable. State governmental activities could come to a screeching halt.

Sacramento Regional Building manager Dale Matzke states the Division derives its greatest satisfaction from knowing that it plays a fundamental role in the activities of all State government. He is not sure, however, that people understand this role and what it takes to maintain and operate office buildings.

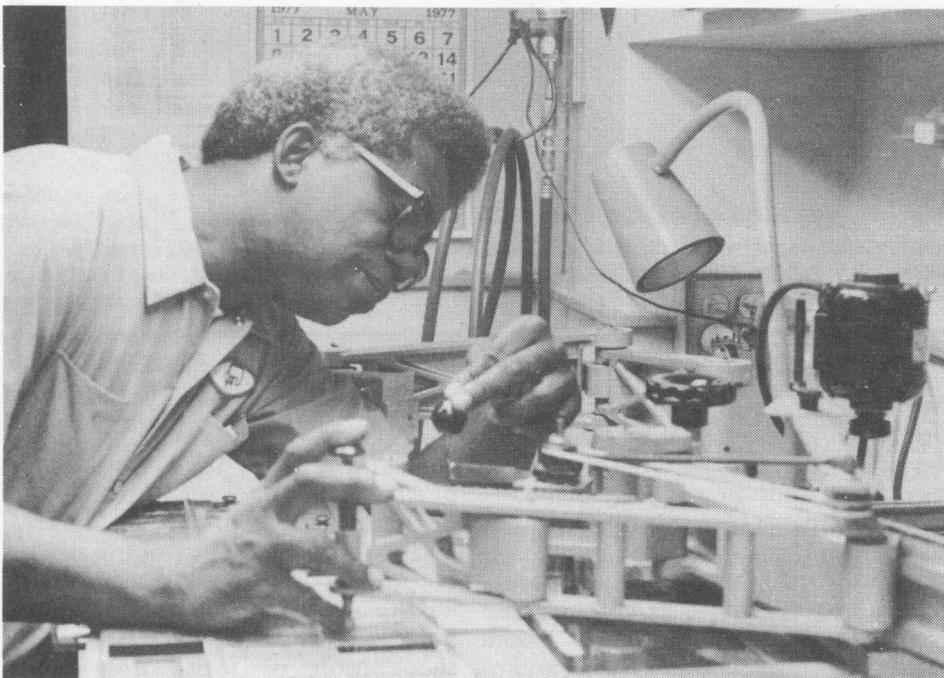
For example, the Resources Building in Sacramento is 17 stories high and has a usable floor space of 581,100 square feet. It currently houses 3,200 people in 15 different agencies.

All of the 3,200 need light to work, so Buildings and Grounds maintains the 26,000 fluorescent lamps in the 1,300 fixtures and washes the 890 windows. As the occupants require a clean place to work, that means 11½ acres of floor space must be cleaned and 5 gallons of wax be put on the floor daily. Then, of course, there's 15 lbs. of hand soap and 100 packs of toilet tissue (90,000 sheets) to distribute to 34 restrooms each day.

This list could keep growing and growing, covering hundreds of details, from keeping the 1,152 steps in the stairways free of debris to adjusting the 1,500 thermostats. By now, it must be obvious that maintaining a building is not as easy as most of us would care to believe.

Janitorial personnel, for example, do not just clean — they have to be skilled individuals performing tasks according to a highly technical custodial maintenance program. These individuals are dedicated to their jobs and are aware of the effect that a lack of performance on their part can have on other State employees. This is confirmed by the low turnover and absenteeism rate in the

*(Continued on page 7)*



Engraver James McLemore, your name plate or room number could very well be some of his work.

## Buildings & Grounds....

*(Continued from page 6)*

custodial work force. Turnover is 4% below the rest of the department, and 7% below State-wide averages. Absenteeism rates also compare favorably to the average.

Lew Clingan, Chief of Buildings and Grounds, points out the honesty and integrity of custodial personnel, citing as examples the numerous occasions janitors return misplaced wallets and other valuables. "Whenever anything is missing in an office," states Lew, "the janitors are usually the first ones suspected. I'm not saying that we haven't had some bad incidents, but we've had many more positive ones....face it, our staff reflects the general population."

Bob Knudsen, Assistant Chief of the Division, shares Lew's opinion and feels these traits should be recognized in all of the crafts. The plumber who searches for a lost ring in the lavatory sink trap is an example of this extra effort. Adjusting, designing, testing, and tinkering has become a way of life for the engineers, electricians, plumbers, and carpenters of B & G.

He also feels they should be commended for their ingenuity in adapting to the changes in technology brought about by the need to conserve energy. Through the efforts of the Stationary Engineer staff, implementation of many of their ideas has enabled the Department to make dramatic reductions in the consumption of natural resources.

It's not surprising that the ingenuity and responsibility of the staff of Buildings and Grounds is well reflected in its managers. Building managers are generally former crafts persons. In fact, with recent changes in upward mobility, Buildings and Grounds offers almost all of its employees a direct avenue into this class.

Of course, being a Building Manager is not for everyone. "You either must have or develop a high tolerance for facing problems," states Matzke. "A typical Building Manager III has 180 employees and 10,000 tenants he's got to try and keep reasonably happy. People are very sensitive to their environment and how we manage it can have a definite impact upon performance. That sensitivity of course is why we



*If you've admired Capitol Park, then you've admired the work of groundskeepers such as Howard Kashiwamoto.*

provide such varied services ... so we can maintain a safe and healthy work environment. It takes janitors, plumbers, laborers, painters, carpenters, locksmiths, window cleaners, groundskeepers — there are just many, many variables we must look at when we deal with the office environment."

One variable of the work environment that is often taken for granted as part of where one works is the surrounding landscaping. Of course, an organization named Buildings and Grounds wouldn't view landscaping as being separate from the rest of the work environment; indeed it's first.

"When you enter into a State office building, what's the first thing you see?", asks Dan Johnson, the Division Landscape Architect. "The answer, of course," he continues, "is the outside of the building."

The Grounds section maintains, State-wide, over 200 acres of beautifully landscaped areas — including Capitol Park. Their work gathers attention and appreciation from those who have either worked in or visited a building the Grounds crews maintain.

Johnson attributes the attractive grounds to his staff of grounds-

keepers and other various trades personnel. "They're all very professional. They have to be! Every one of them is responsible for an important part, and takes pride in the way his area looks. Truckdrivers, tree trimmers, groundskeepers — everybody cares."

The type of success that Grounds has had doesn't come easy. There is always someone out there ready to pave over the grass, and Buildings and Grounds has often gone on the defensive to preserve these beautiful and important open space areas.

The professional standards they have set for themselves must also be maintained. Maintenance bulletins showing latest techniques and preventative maintenance are issued and seminars are regularly scheduled to keep the staff up to date and moving in the same direction.

Buildings and Grounds serves a variety of functions from providing proper lighting to golden poppies. What it all adds up to is providing a great many State employees with an environment that will enable us to work effectively. Without that, there'd be little point in coming to work.

# NEWS BRIEFS

## State Property Protection Program

Representatives of the California State Police Division will be visiting state facilities to present the State Property Protection Program. This program will include orientation sessions at which employees will be given tips on safeguards and preventive measures they can take to protect state and personal property. The orientation will also deal with ways employees can work with the State Police to help reduce the theft problem at state facilities.

An important part of the program will be focused on explaining management's role in property protection. Facility managers will receive a guide to evaluate and recognize weak and strong security points within their facility. The guide will also include recommendations for property identification numbers, inventory control, and security hardware.

The new CSP program is both interesting and informative and could significantly help reduce loss of both state and personal property.

## Barriers and Bridges

There are an estimated three million handicapped citizens living in California. The loss from not having their contributions in terms of production, creativity, and taxes paid totals millions of dollars each year. Most important of all, the loss to these individuals of not being able to fully participate in society cannot even begin to be computed.

A look at both the positive and negative sides of services available for the handicapped in California can be found in BARRIERS AND BRIDGES. A publication of the Department of Rehabilitation, it takes a look at what has been accomplished, and what barriers still exist, for the handicapped person trying to pursue a career. While many roadblocks remain, the study points to several promising trends (or activities) that can help bridge the gap between what exists now and what should take place.

Copies of BARRIERS AND BRIDGES may be purchased for \$3.00 from the Office of Procurement, Publications Section, Post Office Box 1015, North Highlands, California 95660.

## Master Maintenance Contract for Copier Program

A master contract is being prepared by General Services to take care of maintenance problems with state-owned copiers. The large variety of manufacturers, models, and terms available in copier acquisitions make it essential that some statewide coordination exists to ensure that the state's taxpayers receive full value from such acquisitions. The master contract will cover both routine and troubleshooting maintenance problems on state-owned copiers only. Office copiers on rental contracts should have a maintenance clause included.

In order to determine the scope of the contract bid requirements, a survey of all state-owned copier equipment is necessary. This information was due June 1, 1977. If your office owns a copier and has not furnished the necessary information to the Business Equipment Unit of Office Services Division, it should be done promptly. (See Management Memo 77-20 for the required information and other related details.)

All of the bids being prepared for new copier purchases have a minimum 90-day warranty. Some models

may have longer warranties. In any event, the master maintenance contract provisions will start when the appropriate warranty expires. If there are new arrangements or changes in the master contract, agencies affected will be notified at least thirty days in advance.

Each agency is responsible for keeping up to date a maintenance log for each state-owned copier. This information will form the basis of the annual maintenance contract and will ensure compliance of contract provisions. Management Memo 77-20 (5/6/77) lists the specific information necessary to record.

All state-owned copiers *must* have a label showing the date of arrival, the Business Equipment Unit number, and the name and phone number of the vendor. The Business Equipment number is the central identification system for all state-owned copiers.

If further information on the master contract (not covered by MM77-20) or other aspects of the copier program is needed, call the Business Equipment Unit analysts at 332-4726 (ATSS 942-4726).

## Getting Communications Together

Recently the Department of General Services has had a radio users task force identifying areas where costs may be reduced and/or efficiency increased in the area of telecommunications. A number of recommendations have already been implemented by General Services and others are currently being worked on.

The most recent recommendations made by this task force can only be implemented by the various departments. These are in the area of identifying and planning for the impact of telecommunications and the organizational structure of each department's telecommunications units.

Many departments go to great lengths in planning for new buildings, new equipment, office relocations, district boundary changes, internal office moves, etc. This planning frequently overlooks the impact that telecommunications will have on the project.

When planning a new project, each

manager should consider the impact of providing and maintaining communications. This may have a great deal of impact on the course of action you will choose.

A consolidated telecommunications unit is recommended within each department. By having one unit handle all telecommunications, instead of one handling telephones and another radios, etc., efficiency should improve while costs decrease.

Finally, it is vital for every department to emphasize the preparation of a telecommunications plan as required in the State Administrative Manual, Section 4510. Preparation of the plan should be coordinated with General Services, Communications Division. It should be prepared in detail and updated yearly. Agencies not having a plan on file as of July 1, 1976 are required to submit a plan in compliance with Section 4510 by July 1, 1977. Should you have any questions or need assistance, please call Mr. Gene Sapnaro at 322-7660 (ATSS 492-7660).

# A.C.E. NEWS

## Merit Awards

# Need Help?

The summer months are usually reserved for vacations, lunches in the park, and strolls on the Mall, so the Alliance of Concerned Employees (A.C.E.) has taken a summer hiatus. However, A.C.E. has recently sponsored the Sheriff's Department Mobile Van on Crime Prevention at Real Estate Services. In conjunction with State Police Division the program was also given in the circle at O.B. #1, and at the Office of State Printing. The presentation consists of an officer giving tips on how to secure your home and possessions, with question and answer sessions and a walk through the van which shows various locking and alarm devices. Approximately 350 people attended the sessions.

Items that the Alliance plans to schedule in the near future include: review and ratification of the by-laws (members will receive a copy in a few weeks); election of officers; a program on women's credit rights; and a no-host wine and cheese tasting party. If there are any particular items of discussion or programs you wish to see, feel free to contact one of A.C.E.'s officers: Julie Zanolio, President (322-5990); Margaret Brown, Vice-President (445-3970); Willa Damore, Secretary (445-0258); and Marianne Nixon, Coalition Representative (445-1380). As usual volunteers for committees and special programs are always needed, so give us a call. Have a good summer.

### "500 Pins"....

(Continued from page 5)

twelve-month period, this award is based on recognition over a longer period and is somewhat more meaningful. The award is in the form of a round silver lapel pin with the number "500" engraved on the face. The cost of the pins are covered out of the employee Sunshine Fund.

At the awards presentation in 1976 there were three employees who received the pin. The three are John Friel, Gerald Byrd and Bill Dill. Several others had over 500 hours, but they had received pins in previous years.

Have you ever known you had an answer but because of the way you expressed yourself couldn't get it across to anyone? Perhaps you've worked upon a problem and had it just about solved but — there was one piece missing and you just couldn't find it? Well, you're not alone.

Many suggestions received by the Merit Award Board reflect these same problems. Fortunately, there exists a readily available method for correcting them — talk over your idea with your supervisor. Getting their input and feedback may turn out to be just what you needed to get your suggestion into shape — pull it together so that you present answers and solutions in a manner that will enable management to review your idea effectively.

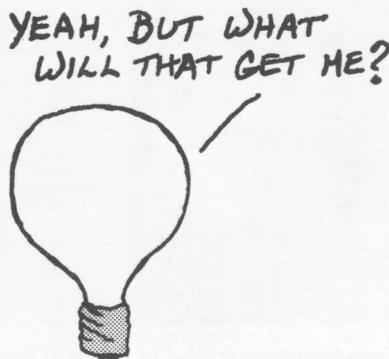
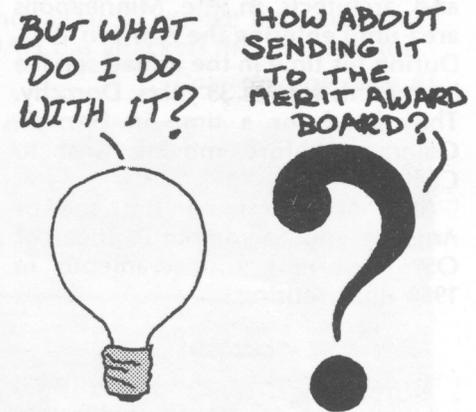
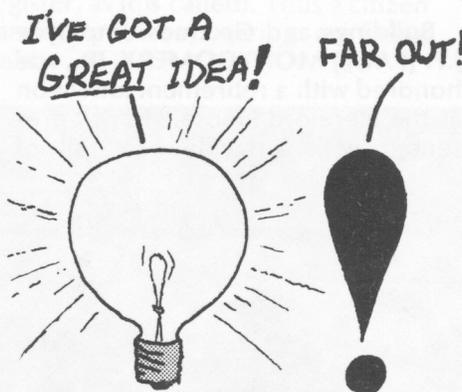
At the May and June Merit Award

Board meetings, the following General services people received awards:

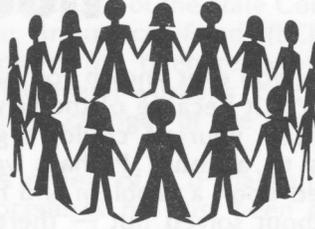
**Evelyn F. Rose** of the Office of the State Architect will receive \$25 for her suggestion which made the fastening of contracts easier.

**Clinton Harlan** of the Office of Procurement suggested that BonAmi cleanser no longer be listed in the stores catalog by brand name. The change resulted in receiving a lower bid for a similar cleanser and a savings to the State of \$4,069. Clint will receive \$405 for his fine idea.

**Jimmie Jobe** of Fleet Administration Division suggested that the State Garage switch from aerosol propelled carburetor spray cleaner and buy bulk carburetor cleaner to use in a mechanical spray bottle. Not only did his idea save money, but it improved safety in the shop and had some ecological soundness. Jimmie will receive \$75 for his suggestion.



# GENERAL SERVICES PEOPLE



It's common belief that there's not much one can do with an obsolete form—recycle it—throw it away—or doodle on the back. Some obsolete G.S. forms will be put to very good use, however. At the request of Goodwill Industries, G.S. has donated obsolete forms to their Clerical Training Program for Mentally Handicapped Adults.

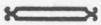
The forms will be a most useful tool for the students who are developing skills in filing, typing, and naturally the great government art of filling out forms.



**SAUL PARNES**, Architectural Senior with the Office of the State Architect, retired recently after more than 29 years of State service. A luncheon was held in his honor at the El Rancho Hotel in West Sacramento.

Saul, who attended the University of Minnesota School of Architecture, worked for various builders and architects in the Minneapolis area until entering the Army in 1943. During his time in the armed service he met his wife of 33 years, Dorothy. They lived for a time in Denver, Colorado before moving west to California.

Saul has spent time in both the Los Angeles and Sacramento offices of OSA, returning to Sacramento in 1960 until retiring.



Ninety-six friends and fellow employees of **BURT TOOKER** attended a retirement luncheon in his honor at the Town House in Sacramento, Friday, May 27th.

Burt, also known as "The Colonel," retired after a career of 28 years of government service. His first seven years were with the assessor's office of San Bernardino County. State service commenced in 1956 with the State Lands Division where he served in the Los Angeles office. In 1963 Burt joined the newly formed Department of General Services, Property Acquisition Division, with headquarters in Los Angeles.

In 1970 Burt moved to Sacramento where he held the position of Senior

Land Agent in charge of the Negotiations Unit of Real Estate Services.

Burt's skills and varied accomplishments were recognized in an Assembly Resolution which stated in part that on innumerable occasions he demonstrated not only expert knowledge but also patience and an unflinching good humor. Burt's friends in Real Estate Services presented him with a CB set. An "unknown donor" also gave Burt his old leather attache case which, it was felt, should join him in retirement.

Burt and his wife Lorraine live in Folsom and plan to visit their grandchildren, do a little boating, and a lot of relaxing.



Buildings and Grounds employee **J.P. (PAUL) MONTGOMERY, JR.**, was honored with a retirement luncheon at the Hereford House. He was presented with a tackle box full of

fishing gear for use during his leisure hours.

Mr. Montgomery plans to fix up his boat, then use it on the delta and the bay for a year or two. A trip to Arkansas in his motorhome is planned sometime in the fall to check on property and visit points along the way. In retirement he says he is going to fish and hunt (in season of course), generally do what he wants (instead of working) — and just play it by ear.

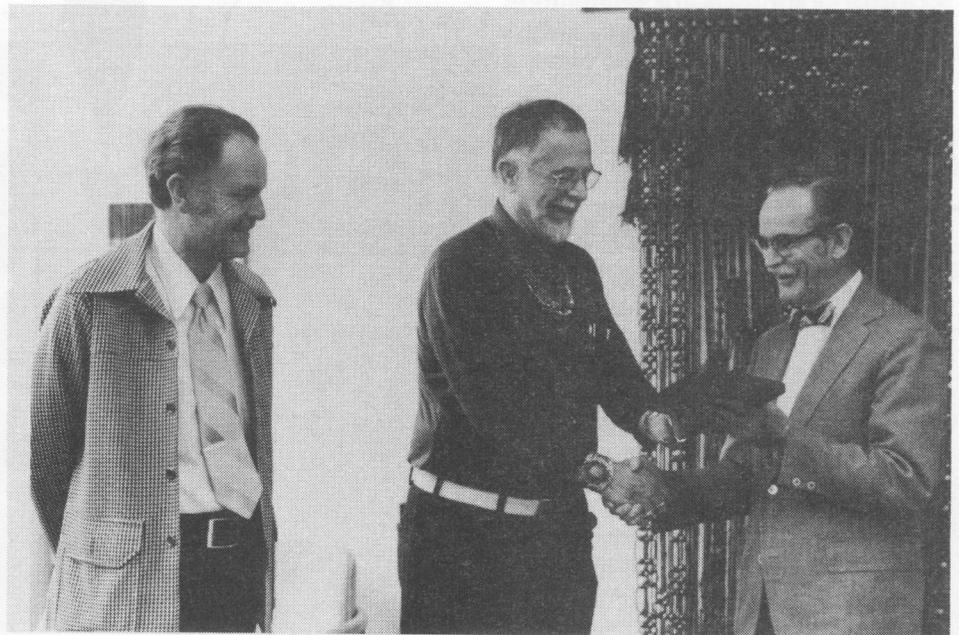


**LEO F. BIHL** retired from OSA on May 1, 1977 after more than 26 years of State service. Leo, a Construction Supervisor I, worked in the Area II Construction Office in Sacramento.

He intends to visit his daughter in the eastern part of the United States and then will catch up on his golfing and fishing. Leo resides with his wife Judy in Arcata, California.

The Comstock Room of the Sacramento Inn on Friday, May 13, 1977 was the site of a retirement dinner given by the Communications Division honoring two Senior Telecommunications Engineers—Al Zellmer and Gene Jordan.

*(Continued on page 11)*



Tom Laughery (right) of Records Management receives congratulations on completing 25 years of state service from Deputy Director Marv Blanchard (center) and Division Chief Bob Woodall (left).

**People....**

*(Continued from page 10)*

**GENE JORDAN** started his career with the State in October of 1949 as a radiotelephone technician for the Division of Forestry at Redding. He transferred to the Division of Highways in October of 1950 and transferred to the Department of General Services, Communications Division, April 1, 1974. Gene retired with 28 years of State service.

**AL ZELMER** retired with 26 years of State service. Al was employed by the Department of Transportation, Division of Highways, in 1951. He transferred to the Department of General Services, Communications Division, July 1, 1972.

Al plans to start his "retirement" by going to work for the Arctic Broadcasting Company. He will install an FM Stereo Broadcast Station on the Bering Sea at the Arctic Circle. This installation is unique in that it is the westernmost station in the Americas.

After 29 years of State service, all in Cost Engineering, **WALTER J. ROSSKOPF** has retired to pursue, full time, his two main interests. The first is trying to break the bank in Reno, and the second is watching sporting events on TV.

Walt came to the Old Division of Architecture in July 1948 from an estimator position with a contracting firm in the Bay area. He was born and spent his early years in the Yukon Territory of Alaska, but most of his education was obtained in Eureka and the Bay area. His technical training came primarily from the old Oakland Polytechnic School, a highly regarded technical school of its day, whose graduates were much sought after in the construction industry.

Walt started his State career as an Assistant Estimator of Building Construction. When he retired, he was lead Senior Estimator in the office. In that capacity he was responsible for many million of dollars of budget estimates for the many State agencies, and had responsibility for preparation of all final estimates for projects going to bid.

Walt's wife June will continue to work in the County Welfare

Department until, as she says, "Walt gets all the jobs caught up around the house and all the painting done that he has been postponing." After that, a trip is in the offing. Walter says they are going to take a short trip to Reno and June says they are going to take an extended trip to the Orient.

Finally, the Capitol Restoration project was recently honored by a visitor from Bulgaria. Mrs. Vera Kolarov, Chief Architect, visited the project to examine the restoration techniques being used. She was accompanied by a State Department interpreter, and Hisashi "Bill" Sugaya, Assistant Director of the Western Regional Office of the National Trust for Historic Preservation.

At the conclusion of the tour conducted by Dale Dwyer of the Project Office, Mrs. Kolarov seemed most impressed by both the project and the courtesy she was shown by the staff.

**JOHN GOTTY**, Building Maintenance Worker with Division of Buildings and Grounds, San Francisco Area, also is joining the ranks of the retired. His many friends and co-workers gathered in the Carpenter Shop of the San Francisco State

Building to wish him a long and happy retirement.

John came to work for the Department on April 7, 1959 in San Francisco. Among the most interesting of his assignments was that of serving for over five years at the notable "Haslett Warehouse" near Fisherman's Wharf.

This assignment was unique in that all the building tenants were private entities, with the Division of Real Estate Services responsible for leasing and the Division of Buildings and Grounds for operating the building.

John carried out the daily maintenance tasks with such willingness and cheerfulness that building tenants would constantly comment on the way he handled maintenance calls and responded to their needs. John became an unofficial "public relations man."

When the State turned the building over to the Federal Government and John decided to retire, there were numerous letters of commendation for him from satisfied Haslett tenants and a congratulatory letter from Mr. Helleskov, the Regional Building Manager.

It is most appropriate at this time to say "Well done, John," and to wish him and his wife a "happy retirement."



*Ed Schlieger (right) presents Racheal Carez of O.S.A. with an Assembly Resolution and 25-year Service Award on the occasion of her retirement.*

State of California  
Agriculture & Services Agency

**DEPARTMENT OF  
GENERAL SERVICES**

EDMUND G. BROWN JR.  
Governor

LEONARD GRIMES  
Agency Secretary

DAVID E. JANSSEN  
Director

**OUTLOOK**

*is published by-monthly by the  
Department of General Services*

915 Capitol Mall, Rm. 590  
Sacramento, CA 95814  
John Meade, *Editor*  
Staff  
Robert Van der Volgen  
Linda Baham  
Composition, Graphics & Printing  
by Office Services Division

*Service  
Awards*



Congratulations are in order for four employees of the Department of General Services who have completed twenty-five years of service with the State within the months of May and June. Best wishes to all of you and thank you for your contributions to our department and the State of California.

**MAY**

Patrick J. McKoy ..... Space Management  
Ronald L. Wallace ..... Office Services

**JUNE**

George W. Lunsford ..... Fleet Administration  
Ollie B. Morris ..... Buildings & Grounds