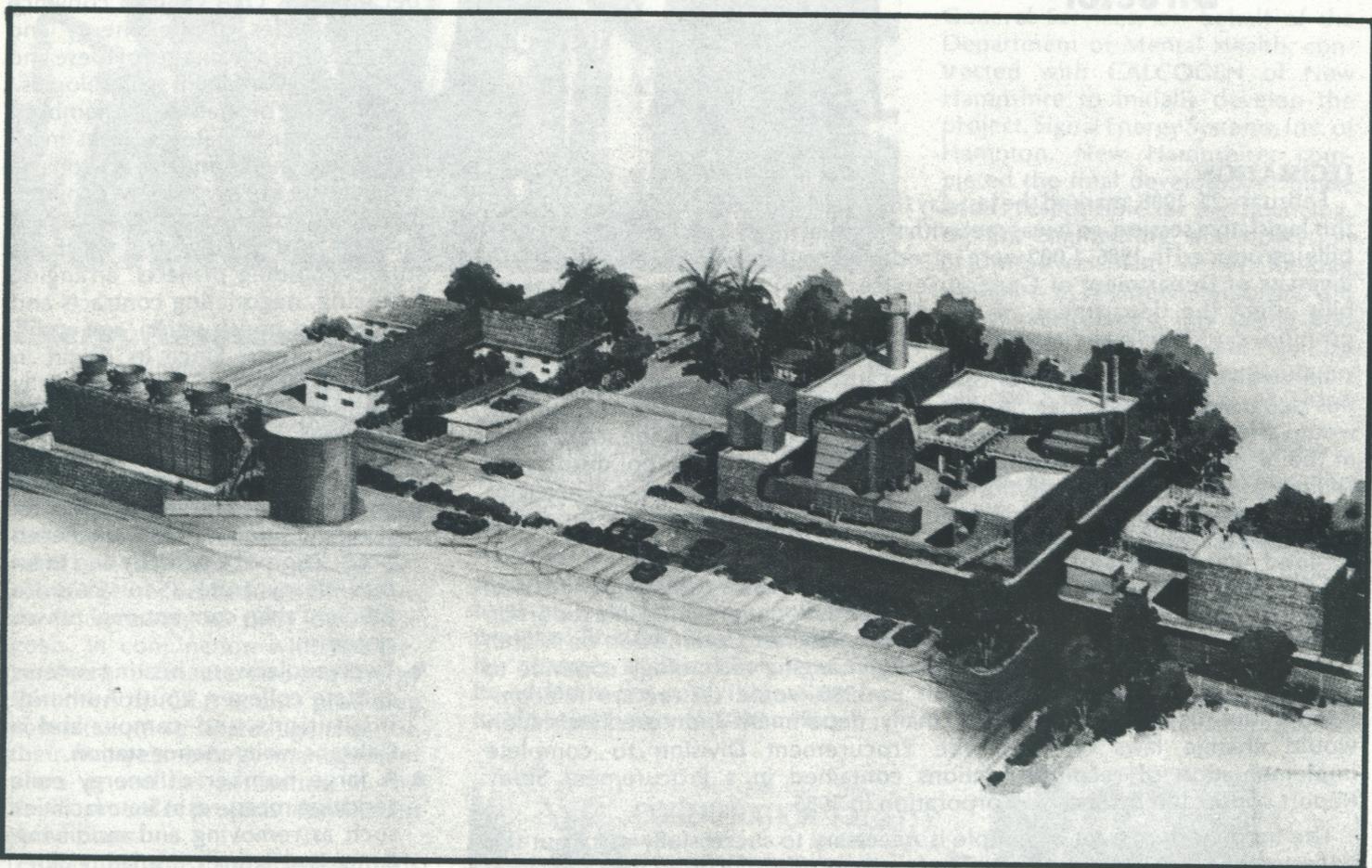


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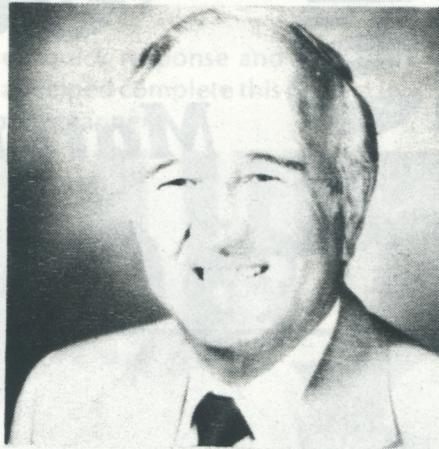
OUTLOOK

March - April 1986



METROPOLITAN STATE HOSPITAL Norwalk, California

See "Megasavings" Story on Page 3



Letter from the Director

LEGISLATION

February 21, 1986, marked the last day the Legislature could introduce bills for this legislative session, so it was met with the usual flurry of activity. Of the 3,021 bills introduced in 1986, 1,002 were introduced on that final day. Because of the diversity of Department of General Services (DGS) programs, many of these bills affect the department. So far, DGS is analyzing and recommending positions on 178 bills and tracking the progress of another 352 bills.

Bills which address four major issues are attracting considerable attention in this department. More than 50 bills impact school facility construction and would affect the DGS Office of Local Assistance (OLA). OLA is the staffing arm of the State Allocation Board which apportions money to school districts for facility construction. In addition to these legislative measures, Governor Deukmejian has announced a package that would increase available funds and also speed up the application process.

Other bills of interest to us would change the State's management of real property. They were prompted by recommendations contained in a report on property management released by the Little Hoover Commission on March 21st. The divestiture of AT&T and rapidly changing technology continue to spawn telecommunications bills. Bills in 1986 would restructure telecommunications planning for the State. Finally, department-sponsored legislation would change laws to allow the Procurement Division to complete implementation of recommendations contained in a Procurement Study Report conducted by Bechtel Corporation in 1985.

The hard work of a lot of people is necessary to successfully carry out the department's legislative program. The key to an effective program is the clear, concise information provided by every office involved in the process. I want to express my thanks to all of you for your continued cooperation with the Office of Legislation.

FLOODS

I would also like to take this opportunity to commend the band of Department of General Services (DGS), employees who came to California's rescue during February's floods. Our department supported the emergency services necessary to deal with the natural disaster. The Office of Telecommunications provided 24-hour emergency repair of vital communications equipment and monitored all State radio systems. The California State Police monitored all State facilities for flood damage and assisted local law enforcement agencies. Estimators from the Office of State Architect provided assistance to local public works departments in surveying flood damage. Thanks go to the staff of the Office of Telecommunication, Office of the State Architect and Office of the California State Police.

I know that I am joined by the entire department in extending concern to those DGS employees who suffered personal losses in the floods. Our sincerest hopes for a speedy recovery from this disaster.

Office of Energy Assessments

Those unfamiliar with the terms 'cogeneration,' 'photovoltaic' and 'reflector retrofit' might feel somewhat lost when first entering the Office of Energy Assessments (OEA). But they would quickly catch on, because it is OEA's job to convince State agencies of the energy and dollar-saving advantages of these and other energy-efficient technologies.

Consisting of twelve staff members, the OEA assists State agencies in all aspects of developing energy conservation and energy supply projects, including conducting cost-benefit analyses and engineering feasibility studies, bidding projects, arranging financing, negotiating contracts and monitoring construction and completed projects. Since its origin in 1981, the OEA staff has successfully developed a wide variety of projects, including:

- Five cogeneration plants at State hospitals, universities, and prisons. (Cogeneration is the simultaneous production of electricity and thermal energy, and is 15 to 45% more efficient than conventional power systems.);
- Twelve solar water heating systems at State colleges, Youth Authority institutions and camps, and a Caltrans maintenance station.
- A large number of energy conservation measures at State facilities such as removing and modifying lamps and fixtures, insulating pipes and installing computerized energy management systems.

Projects developed to date are expected to save the State over \$400 million in avoided energy costs.

But this is only the beginning. According to Michael Garland, Chief of the OEA, a host of new projects will soon be initiated due to an Executive Order that was issued by Governor Deukmejian in January and legislation that has opened up novel avenues of financing. These projects could potentially save the State up to \$2 billion by the year 2000.

The new Executive Order is designed to put a significant bite in the State's more than \$300 million energy budget. Setting statewide energy re-

(Continued on page 3)



Staff, Office of Energy Assessments

Energy Assessments...

(Continued from page 2)

duction goals of 15% by Fiscal Year 1989/90 and 25% by FY 1992/93 (as compared to base year 1979/80), this mandate requires State agencies to monitor facility energy use and develop five-year energy management plans. The OEA will be developing the procedures and standards necessary to carry out these goals, in conjunction with the Department of Finance and the Energy Commission. OEA is also providing consultation to State agencies on their five-year energy management plans as well as assistance in the development of projects identified in those plans.

Due to scarce capital outlay funds, over the past two years the OEA has relied heavily upon "third party" financing to develop cogeneration, solar, and conservation projects. In this type of arrangement, a private financier, (the third party), finances, develops and owns the energy system, selling energy to the host state facility (the first party), and selling any excess energy to the local utility (the second party). Third party financing relieves the State of financial burdens or risks, while reducing energy costs and upgrading the energy infrastructure. Last year alone, the OEA raised over \$100 million in private funds for energy projects.

From this point on, the OEA will turn to revenue bond financing as an additional source of funding for energy projects. The Public Works

Board is currently authorized to issue \$200 million in revenue bonds to State agencies for energy conservation and cogeneration projects. OEA is analyzing prospective projects and anticipates funding a pool of projects valued at approximately \$20 million in the initial bond issue. Agencies will repay the bonds out of the project savings, which should total at least \$50 million over the projects' lifetime. Due to recent tax law changes, additional projects may be added to the pool, increasing the total project value to \$100 million.

MEGASAVINGS

On March 3, 1986, State and private officials broke ground for construction of a 27.8 megawatt cogeneration power plant at Metropolitan State Hospital in Norwalk which is expected to save the State \$59 million over the next 30 years.

The California Department of General Services, on behalf of the Department of Mental Health, contracted with CALCOGEN of New Hampshire to initially develop the project. Signal Energy Systems, Inc. of Hampton, New Hampshire, completed the final development phase and is responsible for the financing, design, engineering, and operation of the power plant. M. W. Kellogg Company of El Monte, California, will begin construction this spring and anticipates that the plant will be operational by fall, 1987. Construction will cost \$30 million, none of which are State funds.

The new cogeneration plant is fueled by natural gas. When the facility is completed, it will generate 27.8 megawatts of electricity (enough for approximately 25,000 homes) which will be sold to Southern California Edison. It also will provide all of the steam needed by the hospital for space heating, cooking, and domestic hot water uses and

(Continued on page 4)



The earth moved as Director Tony Anthony; Deputy Director Bob Wright; Mike Garland, OEA; Jairam Agaram, OEA; Marshall Clark, OEA; Linda Joy DeBoard, OEA; and Charles Kuhn, private consultant, broke ground on March 3, 1986 at the Metropolitan State Hospital in Norwalk, CA.

COMPUTER STORE OPENS

The Department of General Services is pleased to announce that the California Computer Source opened for business on March 11, 1986. The purpose of this retail-type store is to provide State agencies located in the Sacramento area an alternate way to purchase microcomputer systems and related software. In addition, the store showroom provides the opportunity to become familiar with a wide range of products in a single location. The store provides consultation, demonstrations of available products, installation and training on purchased products, hot line telephone support, and maintenance and repair services. The majority of products sold by the store will be delivered within 10 working days after the order is received. All other products will be delivered within 30 working days.

The store will function within current State policies. Once a project has been approved via the department's Personal Computer Policy, purchases up to \$100,000 may be made through the store by completing a Std. Form 65 (Contract/Delegation Purchase Order). The store is a non-mandatory alternative to standard procurement methods. A more detailed "User's Guide to the California Computer Source" is available from the store.

Located at 660 J Street, Suite 250, the store is operated by Businessland, Inc. A wide variety of products are available including the IBM, Compaq, and Apple Macintosh computers as well as numerous printers, add-on devices, software, and supplies. If you wish additional information about the store, please call the store staff or Nancy Baldwin, Contract Manager, at 442-4080.

More on Micros

The Department of General Services has several existing programs that can provide you with additional assistance in the use of microcomputers. The Information Center (Office of Management Technology and Planning) provides consulting and assistance on specific projects. The State EDP Education Program (SEEP-OMTP) has an extensive microcomputer curriculum. The Office Machine Repair Service Program (Office of Support Services) will service and repair a wide variety of microcomputers and related equipment. For more information call:

Information Center 323-2110
(ATSS 473-2110)

EDP Education 445-0397
(ATSS 4851-0397)

Office Machine Repair 739-2388
(ATSS 497-2388)



On April 9, 1986, amid the clamor of a 12-computer salute, (l to r) Director Tony Anthony; Jesse Huff, Director of Finance; Shirley Chilton, Secretary, State and Consumer Services Agency; Enzo Torresi, Cofounder and Senior Vice President of Businessland Inc.; and Bob Nadal, Northwest Regional Manager, Businessland Inc.; hailed the opening of the California Computer Source, a new store for State purchases of microcomputer equipment and related services. This store is expected to save the State time and money.

MegaSavings. . .

(Continued from page 3)

chilled water for the hospital air conditioning.

This soon-to-be constructed plant is the largest to date and the eighth of 17 public/private cogeneration development ventures proposed for State facilities. As part of this program, two cogeneration facilities of 2.2 and 5.8 megawatts are already in operation, and five are under construction, including a 25 megawatt plant at the University of California, Berkeley. The projects already underway, including the one at Metropolitan State Hospital, will save the State over \$173 million during the next 30 years.

DGS Organizational Changes

Effective March 1, 1986, the Office of Project Development and Management was created in the Department of General Services, Real Estate and Building Division. The new office will perform the facilities forecasting and environmental planning work previously handled by the Office of Facilities Planning and Development and the capital outlay functions of the Office of the State Architect. Operations will be phased in over a period of 18 months. Centralization of these functions in one office will be more efficient and will allow the Office of State Architect to concentrate its energies on architectural engineering operations. Mike Smith is the Chief of the Office of Project Development and Management.

Another Division change combined the Office of Space Management and the Office of Real Estate Services into the Office of Space and Real Estate Services. Paul Savona is the Chief of the new office. The consolidation will allow the Department to be more flexible in providing services to client agencies and to streamline the DGS operations.

Whit Cox, State Architect, resigned his position effective March 31, 1986. Tom Chinn has been named Chief of Staff of OSA. A search is underway for a new State Architect, to be appointed by the Governor.

Rideshare Promotion Honors DGS Parking Office

On 3/5/86, Marianne Arenas, Parking Manager, was honored with a Transportation Partnership Award by Sacramento Rideshare and Sacramento Metropolitan Chamber of Commerce. The award was made in appreciation for leadership in the transportation field. Department of General Services' Parking Office manages the shuttle bus system which transports employees from peripheral lots to the downtown area. In addition, the Parking Office provides incentives for employees to carpool and vanpool as carpoolers and vanpoolers are given priority over single parkers.



Marianne Arenas, Parking Manager, Office of Fleet Administration.

Employee Assistance Program A Growing Concern

Three years and counting, the Department's Employee Assistance Program is catching on in a big way. As of March, the program has been an effective guide and referral source to nearly 300 people. That's more than the one hundred fifty to two hundred that was predicted for the same period of operation.

The high numbers are not an indication of lots of people in trouble, but a reflection on the number of people who are willing to seek assistance in solving problems before they become overwhelming.

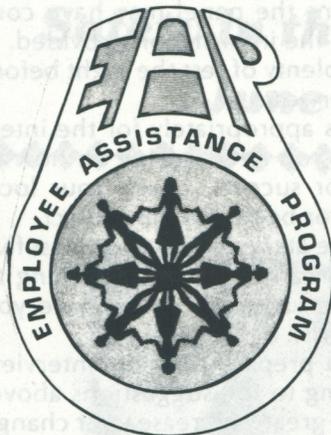
Confidentiality and a carefully selected file of community resources are a part of the reason for this success. However, an administration committed to assisting employees resolve personal problems that are affecting their work, is really the key.

There are three ways that problems become overwhelming and eventually harm the employee and the department. First, discounting the problem; second, discounting that

the problem is important; and third, discounting that the problem can be solved. The Employee Assistance Program seeks to overcome these three discounts and be a confidential resource for everyone. Advocating for the department's health is its purpose and that means a healthy workforce . . . at all levels. For more information about the Employee Assistance Program, contact your supervisor or the Departmental EAP Coordinator at 445-3962 or ATSS 485-3962.

FLOOD RELIEF EFFORT

Members of the Office of Procurement's Sunshine Club organized a fund-raising effort to benefit our neighbors who were devastated by the floods in February. A raffle was held February 25-28 that raised \$900 for the Sacramento Chapter of the Red Cross. Sunshine members wish to thank everyone who participated because it was through their generosity and concern for our neighbors that made the fund-raising effort a resounding success. Special thanks go to members of the Office of Procurement, Office of Administrative Services and Excise Tax Office (Equalization). This outstanding effort shows that "we care."



ICE MACHINES

by Elmer Wrye

With the advent of summer weather approaching, many agencies are contemplating purchases of ice machines. Recent studies conducted by the Office of Procurement's Energy staff show operating costs between different brands are significant. Typical operating costs for an ice machine producing 400 lbs. of ice per day can range from a low of 600 dollars to a high of 1900 dollars per year. To offset this dramatic cost difference and to provide our agencies with cost effective equipment, Procurement is

utilizing a life cycle cost method of purchase that considers both bid price and energy cost values for award purposes.

Another important aspect of the ice machine study by Procurement was the development of a composite list of technical data pertaining to ice production capacities and operating cost values for over 300 different machines. This information can be beneficial to agencies that are developing utility budgets or for agencies desiring accurate estimates of ice production requirements. All agencies desiring this information are invited to contact Procurement's Energy staff at ATSS 492-1928.



Congratulations to Sgt. Jacqueline Correia, Santa Ana Field Office, South State Command, who was awarded the "Latino Peace Officer of the Year Award" by the Latino Peace Officers Association. She is pictured here with Commander Robert E. Byrd, South State Command. Congratulations also goes to Commander Byrd, who is the first black ever promoted to rank of Commander of the California State Police. He is a 19 year CSP veteran.



Preparing For An Oral Examination

by O.J. Findleton

The EEO Office has received many inquiries regarding the exam process and the oral interview specifically. The following is being presented to assist you in preparing for civil service examinations.

Because most examinations are very competitive and because your entire score may depend on how well you present yourself, you should make every effort to prepare well in advance of the oral examination. Keep in mind that the panel may not necessarily be looking for a right answer, rather, they will evaluate your creativity in resolving a given problem and/or your ability to reason logically.

PREPARATION

1. Obtain a copy of the exam announcement and the classification specification sheet (available from the State Personnel Board). Study both the exam announcement and the specification sheet and be prepared in the interview to:

- Explain the duties, functions, and responsibilities of the position/classification.
- Match your experience to the examination for the classification and the knowledges and abilities listed in the "scope" for the oral examination.
- Provide examples of personal or special characteristics, such as, willingness and ability to accept increased responsibility and ability to work under pressure.
- Discuss education, work record, self-development, job knowledge,

interpersonal skills, adaptability, and/or supervisory experience (if applicable).

- Research the classification, office, department. Read laws, policies, reports, pamphlets, news accounts, budget and manuals.
- Write out answers to the most obvious kinds of questions. (Please see sample questions provided at the end). In addition, develop your own list of questions by asking yourself what you would want to know if you were the interviewer.
- Participate in practice interview sessions with co-workers, family members, friends, supervisors, and/or managers.
- Practice asking and answering questions with a tape recorder. You will probably discover that your responses are not as refined as they should be. Using the tape recorder will provide you with an opportunity to polish your presentation.
- Review your application, and/or appraisals (EDA, PRE, Rule 200) before you go to the interview. You should be prepared to respond to any questions the panel may have concerning the information provided.
- Get plenty of rest the night before the interview.
- Dress appropriately for the interview. If you need advice on how to dress for success, check your local library for books on the subject.
- Arrive at the interview at least five minutes early. If you are rushing to your interview at the last minute, you run the risk of being late.

If you prepare for your interview according to the suggestions above, you will greatly increase your chance of giving a good impression.

YOUR PRESENTATION

1. Attitude - As you present yourself, you must exhibit confidence and enthusiasm. You will need to show the panel that you can control your nervousness and that you care about this opportunity to present yourself.

In addition to exhibiting self-confidence and enthusiasm, remain aware of your body language and speech.

- Sit comfortably in the chair and avoid fidgeting.
- Make eye contact with the panel. Face each panelist as he/she asks a question, but look at everyone when responding.

c. Use the pronoun "I" rather than "we" when you tell the panelists about your work experience. They want to know about what you have done, not what your unit or office has accomplished.

d. Avoid negative terms such as "only" or "just" because they have a minimizing effect on your skills, education, experience, etc. Avoid any responses that the panel may view as putting yourself down.

- Speak loudly enough so that the panelists can hear you.
- Support your statements with examples. If you offer examples without being asked, you will show the panel that you have prepared for the interview and that you know what you are talking about.

PANEL EVALUATION

The panel will assess your presentation based on the following:

- The breadth and depth of the information that you provide concerning your skills, education, and work experience (was your answer sufficient?).
- Your ability to analyze situations and take an effective course of action.
- How well you understand the questions being asked.
- Your ability to communicate.
- How directly you responded to the questions (avoid skirting around the issue).
- Your knowledge of the classification applied for.
- Your display of genuine interest and enthusiasm for working in the class being tested.
- Your attitude and aptitude for accepting increased responsibilities.
- Your ability to relate experience to the promotional level.
- The flexibility and adaptability of your responses.

If you are not satisfied with your presentation, you may contact the chairperson for feedback after the list has been published. The chairperson will then be able to offer constructive criticism to help you prepare for future oral interviews.

The following are sample questions that may be asked in oral interviews. If you are prepared to answer them clearly and completely, you will feel confident about your presentation.

SAMPLE QUESTIONS

General Questions

Tell the panel why you feel qualified to be a class at this time. What are the most important/difficult duties of your present position? Why do you want to leave your present position? How do you organize your work? What is the primary function of a class? How much training have you had? Types? How much formal education have you had? What have you done to prepare for this promotion? Have you had any difficulties in previous positions? What do you have to offer for this position? Describe your strong/weak points on the job? (When discussing your weak points always end on a positive note by telling them what you are doing or have done to correct this.) In what ways are you preparing yourself for career advancement? Where do you plan on being in your career 2 years from now? 5 years?

Sample Questions for Analytical Positions

How would you conduct a survey? What basic steps would you follow to solve a problem? Have you written an issue paper? If so, please explain. What is completed staff work? How does your job contribute to the goals of your office? The department? How do you determine priorities in your present position? How do you go about getting additional responsibilities in your present position? Have you spoken before groups? Have you made a presentation to your Office Chief? Director? Name a current issue facing your department. Give an example of a project you were assigned because of your special skill or experience. Of what single accomplishment are you most proud? How would your supervisor describe your writing/speaking skills? What is a primary objective of your unit/section/office? How do you keep up with current trends/information/technology/policies in your present position?

Sample Questions for Managerial Positions

As a manager, what would be your responsibility towards affirmative action? How would you handle a request from upper management to reduce your office staff? If a union representative came to the work site to talk to employees without first obtaining your approval, how would you handle this situation?

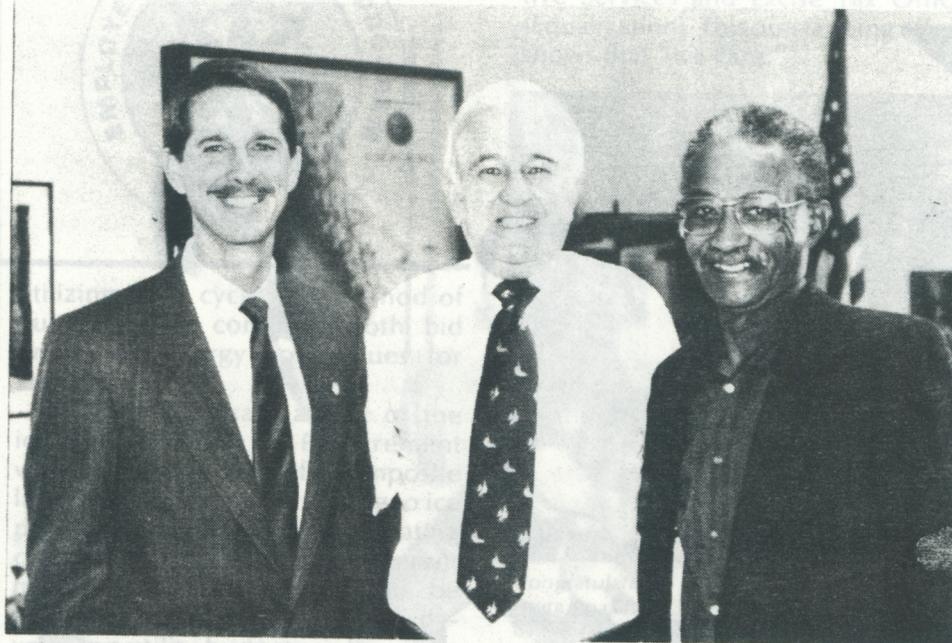
Sample Questions for Supervisory Positions

What is the extent of your supervisory experience? What is the role of a supervisor? What is the most important quality you think a supervisor should possess? What do you think is the most difficult task of a supervisor? What is the main difference between a supervisory and a journey position?

Since you have no supervisory experience, what else could you offer to offset this lack of experience? What would you do with an employee who is habitually tardy? What steps would you take to train an employee? How would you present a policy that you did not agree with to your subordinates? As a supervisor what is your responsibility towards affirmative action? What is the role of collective bargaining?

Editor's Note: This article is being reprinted because of the pertinent and useful information it contains for those who are currently preparing for an oral interview. The article originally appeared in OUTLOOK two years ago.

**National
Safety in the Workplace Week
June 15 - 21, 1986**



What do all three of these men have in common? Yes, they are all past and/or current directors of the Department of General Services. David Janssen (left) was director from March 26, 1977 - Dec. 31, 1982, and is currently the Assistant Chief Administrative Officer for the County of San Diego. Tony Anthony (center) is the current director. Leonard Grimes (right) was director from Feb. 1, 1975 - March 25, 1977, and is currently Assistant Director/Special Projects for the Department of General Services.

Service Awards

Congratulations are in order for the following employees of the Department of General Services who have completed 25 years of service with the State. Best wishes to you and thank you for your contribution to our Department and to the State of California.

MARCH

Robert H. Williams Office of Buildings and Grounds

APRIL

Robert Brownlee Office of Procurement

RETIREMENTS

- Manuel Morales Office of Buildings and Grounds
- Dorothy J. Ducksworth Office of Buildings and Grounds
- Phillip Thompson Office of Buildings and Grounds
- Allan P. Loverde Office of the State Architect
- Robert W. Dobbins Office of Telecommunications
- Harley Raymond Office of Procurement
- Albert Levy Office of Administrative Hearings

RETIREMENT CERTIFICATES

The department has expanded the Employee Recognition Program by making available a Certificate of Appreciation. The certificate will upon a thirty (30) day notice to the Office of Administrative Services (OAS), be available for presentation at retirement luncheons, etc. All offices have been provided with a copy of a questionnaire that should be completed and returned to OAS when an employee wants the certificate prepared in advance of their retirement date. If an advanced certificate is not requested, the certificate will be mailed to the employee upon notification from the Personnel Office that an employee has retired. Send completed questionnaires to:

Office of Administrative Services
915 Capitol Mall, Rm. 474
IMS C-2
Sacramento, CA 95814



Eleanor Gereghy, affectionately known as "Miss Ellie," word processor, OAS, has graciously volunteered her services as calligrapher for the retirement certificate.



Deputy Director Bob Wright congratulates Howard Woodson of Buildings and Grounds on the receipt of his 25 year award.



FEEDBACK



Dear Bill: (Brandenburg) Office of Telecommunications

Just a note to congratulate you on the start of all state 9-1-1 programs. It's doing so well in our own tri-county area that one wonders how we got along without it for so long.

In observing and writing about 9-1-1, I know you played a vital role in moving things along, and pushing county agencies when necessary. This is a fine example of public service and I hope you get the credit for which you have worked so hard.

Sincerely,

John Brooks, Anchor/Reporter
 KFVB NEWS 98
 Los Angeles



Department of General Services
 Office of Space Management
 Attention: Ken Raymond
 Facilities Section

The California Highway Patrol, Facilities Section would like to take this opportunity to express our appreciation and thanks to Ken Liljegren, Space Planner for his performance as the planner for the subject project. We particularly appreciate the rapport established between Mr. Liljegren and Mr. Clyde "Smitty" Smith of this office. A working relationship such as theirs is not necessarily found in all our projects.

As you are aware, this project broke all records for completion time for all previous CHP facilities. The ground breaking on this project took place on September 5, 1985, and the building was accepted for occupancy on January 15, 1986, total project time of four (4) months, ten (10) days.

We must commend Mr. Liljegren for his dedication to this project knowing that this was his first complete build-to-suit CHP project. By virtue of his knowledge he was able to avoid any costly change orders or omissions on the project. Mr. Liljegren's performance on this project has resulted in the achievement of one of the finest new facilities this Department now occupies.

Please convey the above to Ken Liljegren for a job "very well done."

G. N. Schatz, Commander
 California Highway Patrol

Donald Mitchell, Director
 Office of Administrative Hearings

Dear Mr. Mitchell:

On December 10, 1985, I represented the Department of Real Estate in an accusation against a real estate broker. It was heard before Administrative Law Judge Paul J. Doyle.

It was unusual in that the complainant and the witnesses were recent arrivals from the Middle East and their ability to communicate in English was greatly limited. The respondent, although well-educated and a law school graduate, was rude, hostile, and extremely argumentative.

Judge Doyle exercised great patience. He was not intimidated by the use of loud language, shouting, or the occasional outburst of a witness. His control of the parties and their testimony enabled us to complete the hearing in an orderly manner, in two hours rather than in one day as I had previously anticipated.

Very truly yours,

Joseph McGovern, Staff Counsel
 Department of Real Estate



Mr. Austin Eaton
 Purchasing Manager
 Department of General Services

Dear Austin:

A copy of PO 40770 for the marine science instructional vessel, The Easy Rider, has been received. We want you to know of our gratitude to you and your staff for your assistance in finalizing this opportunity purchase for the CSU Southern California Ocean Studies Consortium.

This will provide a much needed replacement for the 40 year old Nautilus, enhancing a unique CSU educational service to our students.

The Southern California Ocean Studies Consortium may not be able to commission you with an honorary high level naval rank. Nevertheless, they would pipe you aboard with red carpet gratitude if you are ever in this area and can visit the Easy Rider.

Sincerely,

Eugene J. Forney
 Business Service Specialist
 The California State University

For the past year I have had the pleasure to edit the General Services Newsletter, "OUTLOOK." I want to take this opportunity to thank each and everyone of you, who have contributed to making this a very positive experience for me. I have really enjoyed meeting and getting to know so many fine people. The cooperation from the Director's Office to the men and women in all levels of the 23 offices of the Department has been exceptional. Mary Anne Riehl-Campos will be resuming her duties as editor of the "OUTLOOK" on April 1, 1986. If you have any ideas, photos or articles for the newsletter, please submit them to the following address or for information call Mary Anne at 324-6462 (ATSS 454-6462).

Department of General Services
 Outlook Editor
 915 Capitol Mall, Room 474
 Sacramento, California 95814
 IMS C-2

Joel Willis, Editor



Joel Willis, outgoing editor, OUTLOOK, hands over the "keys" to the job to returning editor Mary Anne Riehl-Campos, who was on maternity leave.

State of California
 GEORGE DEUKMEJIAN, Governor
 State and Consumer Services Agency
 SHIRLEY R. CHILTON, Secretary
DEPARTMENT OF GENERAL SERVICES
 William J. "Tony" Anthony, Director

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Casey Randall, Chief
 Joel Willis, Editor

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Health on the Job

Desk Habits May Cause Your 'Little Aches and Pains'

Doesn't it feel great when, every once in a while, you break from form — drive a back route to work or shock the people who work for you by *not* handling an office problem in your accustomed way? You've broken that mental mindlock and shown yourself (and others) that you're not a prisoner of habit.

If Phil Dunphy had his way, people also would regularly break the sedentary workplace habits to which their bodies have grown accustomed.

But that doesn't mean just practicing a regular fitness program. Even three or four good hours of exercise a week — a goal many of us strive for — aren't going to fully reverse the ravages of 40 to 50 hours of sitting behind a desk, believes the physical therapist, who runs the Institute of Health, Exercise and Athletic Rehabilitation in Red Bank, New Jersey.

To fight the inevitable aches and pains those desk jobs suffer, Dunphy believes you've got to regularly break a few physical habits on the job.

Muscle aches and pains are often caused because you let muscles get into a rut — or habit — that after prolonged time begin to hurt.

Nowhere are those aches more apparent than in the back, neck and shoulders. So here are Phil Dunphy's suggestions for quick and simple ways to break body habits in those areas.

Oh, My Aching Back!

1) Standing arches. Standing anywhere, place your hands on your buttocks, and gently arch your back. *Variation:* lean against a wall, press your shoulders against it, and arch your back.

2) The all-four arch. This is really the second half of what you might know as the "angry cat." On all fours, stretch upward into a rounded-back position, then sag downward into an arched-back position.

3) Modified cobra. Lying flat on

your stomach, place your hands under your shoulders, then push up to an on-elbows position while keeping your hips on the floor.

What a Pain in the Neck!

1) Turtle stretch. Center your head in a straight position over your body. Then pull your head back toward your shoulders. You should feel pulling in your neck.

2) Neck rotation. Place your left hand on your right shoulder, and apply downward pressure. Turn your chin toward your left shoulder while you continue to maintain pressure on your right shoulder. Feel a pull in the side of your neck. Then reverse the exercise.

3) Push and pull. This is a variation of the previous exercise. Grip your right arm (near the crook) with your left hand, and pull your arm down gently. While pulling, bring your left ear toward your left shoulder — but do not turn your head.

Shouldering the Burden

1) Back shoulder stretch. Hold your right elbow with your left hand. Straighten your arm out in front of you. With your left hand still holding your elbow, stretch your arm out in front of you and then across your body to the left. Repeat on the other side.

2) Hands touching. Reach behind your head with one hand, behind your back with the other hand. Try to have your hands meet, but go only as far as is comfortable for you. Reverse your hands' positions, and repeat.

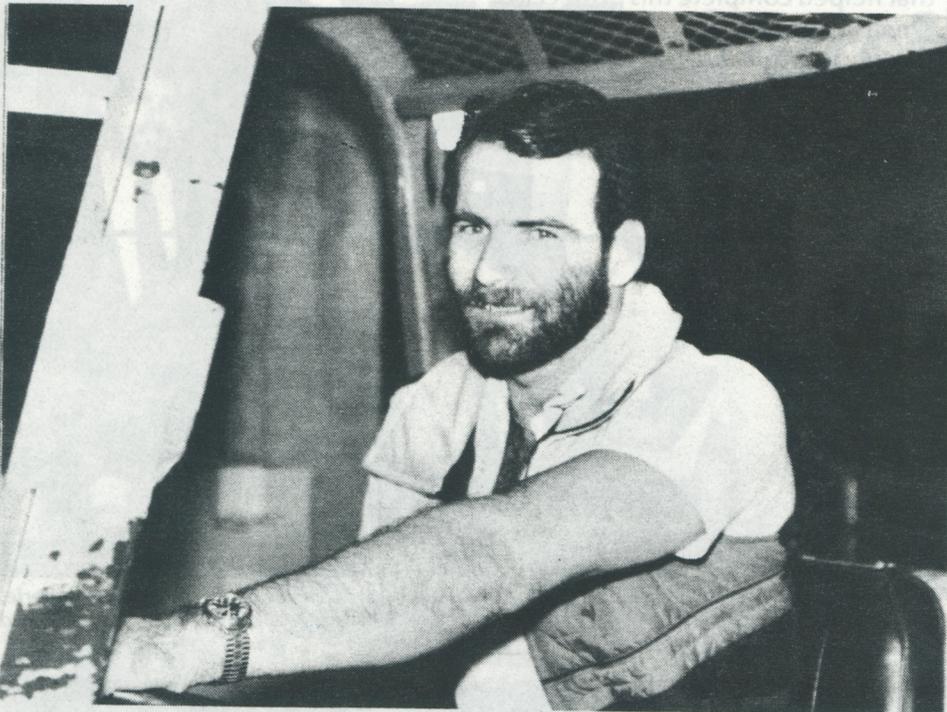
"Little things, like doing these stretches throughout the day, do count," said Dunphy. "You're using your muscles differently than you normally do — and that's got to keep you more comfortable."

Excerpted from Executive Fitness Newsletter (Rodale Press).



Pictured here are five employees of the Department of General Services whose hard work led to a successful personnel classification change at the State Police Division. The classification of State Police Radio Dispatcher was upgraded from Dispatcher Clerk to Communications Operator. Front Row (l to r): Jinny Munro, OAS; Sgt. Bridges, CSP; Commander Cardwell, CSP; Doty Fridley, CSP. Back Row (l to r): Joe G. Sandoval, Deputy Director; Lt. Glaser, CSP; Tony Anthony, Director.

COMING ON STRONG



Joel Carsley, Office of State Printing, returned to work on Feb. 18, 1986 after spending the last three years recovering from a near fatal accident.

At 2:05 a.m. March 4, 1983 at the intersection of Sunrise Blvd. and Highland Street in Citrus Heights, California, Joel Carsley (Office of State Printing) was a passenger in a car making a left turn from Sunrise to Highland. The driver did not see the oncoming auto and was completing what was thought to be a routine turn when the impact occurred. The oncoming auto struck the passenger's side where Joel was sitting. It would be a few minutes later, that emergency personnel, by using the "jaws of life," would remove Joel from the crushed auto and rush him to the hospital. He would then lay in a coma for 46 days, from head injuries so massive the attending physicians told his mother to prepare for the worst. Joel did not die however, and on February 18, 1986, he resumed his full time job at the State Printing Plant. It wasn't an easy accomplishment. Over the time span of almost three years, it was a lot of effort, despair, pain, faith and caring by those around him finally which enabled Joel to rejoin the way of life that he once took for granted.

29 years of age at the time of the accident, Joel had been an employee

of the State Printing Plant for seven years. His lifestyle was an active one. He particularly enjoyed football, basketball, and had been on the swimming team in high school. The accident reduced him to total dependence on others, he couldn't feed, dress or perform for himself the countless tasks that most of us perform each day.

A lot has happened in the three years since Joel's accident. Significant help from those around him and a major effort on his own initiative have resulted in his remarkable recovery. While Joel still visibly shakes, he has made a comeback to the point that his is able to operate a forklift, his current duty at the State Printing Plant.

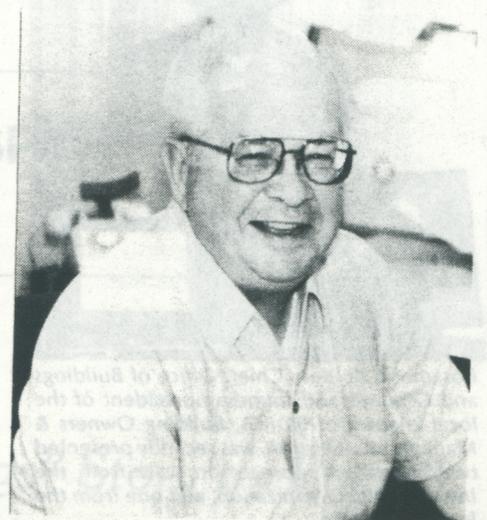
His comeback started in 1983 while he lay in a coma, his co-workers at the Office of State Printing stood vigil at his bedside and began fund raisers to help offset some of the medical bills that had gone beyond his medical coverage. The selfhelp began with an attitude that he would not give in, but rather strive for improvement. After two months of therapy in Vallejo, he returned to Sacramento, where he

continued to improve dramatically. According to Joel, the injuries received in the accident have prevented him from participating in many of the activities he used to but other avenues have been opened. For example, he feels good about waking up in the morning and looking out at the world he once took for granted.

Joel would like to take this opportunity to thank all of those who provided encouragement through their unselfish contributions. Special thanks to Lyle Ray, of the Easter Seal Society, Don Male, Bill Gregori, Jackie Sommerdorf and everyone else at the Printing Plant, and a very special thanks to his mother, Artie Carsley, (OAS employee), "I couldn't have done it without her."

Harley Raymond Retires

Harley Raymond, Principal Buyer, Office of Procurement, has retired after twenty years of state service. Harley worked the entire twenty years for the Department of General Services. He began his career in 1966 as a Buyer I and was promoted to Buyer II in December of 1969. In March of 1975, Harley was promoted to Principal Buyer. Among Harley's achievements while employed by the Office of Procurement, was the implementation of the Department of Corrections' construction purchases. Harley has received numerous commendation letters from State agencies including Cal Trans and the Governor's Office.



Harley Raymond retired after 20 years of State service in the Office of Procurement.

JOINT EFFORT

Michael McSherry, Manager of the Sacramento Records Center, on a recent safety inspection, discovered that some shelving, holding nearly 18,000 cubic feet of records, was collapsing. The Office of Records Management requested a structural engineer from the Office of State Architect to inspect the shelving as soon as possible. Upon inspection the engineer determined that the shelving posed a serious threat to the health and safety of the employees working at the Records Center and recommended the immediate removal of the faulty shelving. To dismantle the shelving, the 18,000 boxes stored on them had to be removed and relocated while keeping the records available. Quick action was important.

Michael Kelley, Deputy Director, Department of General Services, Management Information Division, was aware of the "Wards" employment program of the Department of the Youth Authority and recommended enlisting the aid of the "Wards" to help solve this problem. Through an interagency agreement staff of both the Records Center and Youth Authority worked for nine straight days to complete the project.

Much appreciation goes to the Office of State Architect and the "Wards" and Supervisors of the Department of the Youth Authority, for

their quick response and hard work that helped complete this project in a timely manner.



Michael McSherry (ORM) (far right) is pictured with CYA wards (l to r) Robert Brown, David Aberle, Jacob Perez, and Frederick Castano, supervisor CYA; who dismantled faulty shelving which stored 18,000 boxes of information.



CYA wards (l to r): Carlton Henson; Michael Horita, supervisor, CYA; and Donald Carlock also helped to remove the records from the faulty shelving.



Rosamond Bolden, Chief, Office of Buildings and Grounds and founding president of the local chapter of BOMA, Building Owners & Managers Association, was recently presented two awards of appreciation; one from the International Organization, and one from the local association.

Merit Award



CASH
IN
ON



YOUR
IDEAS