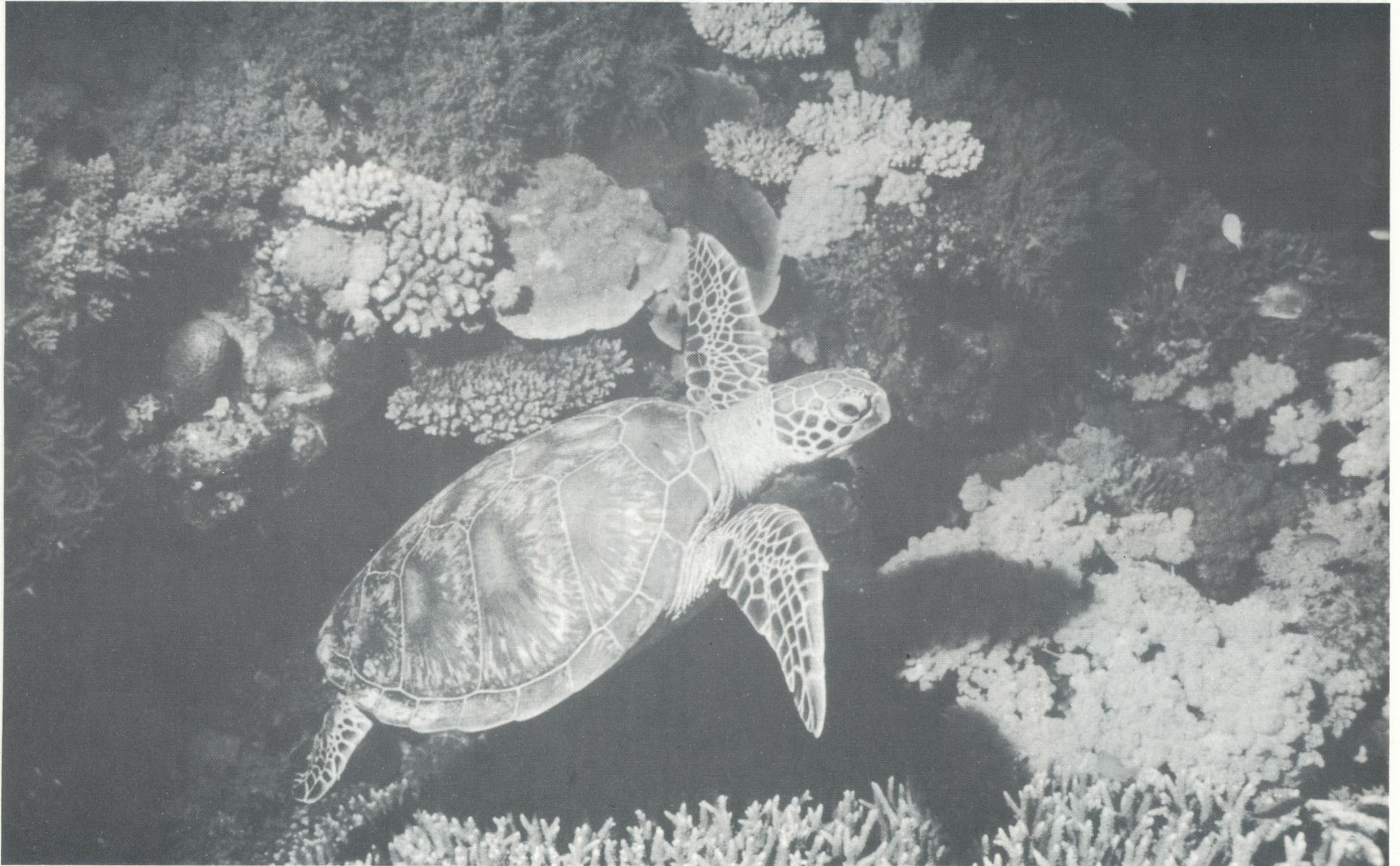
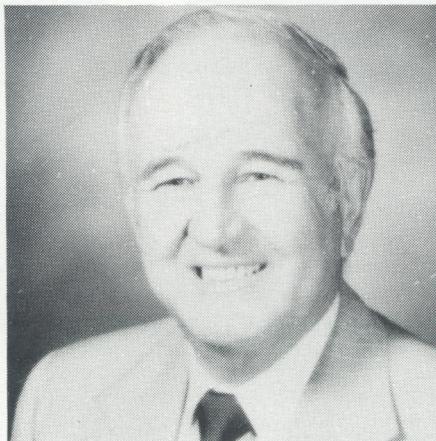


May — June 1986



Letter from the Director



On May 6, 1986, the people of the Sacramento community lost a dear friend with the death of Jim Nelson. We at General Services knew Jim as the founder of Operation Santa Claus, a driving force behind the annual State Employee's Holiday Food Drive. Those in the Sacramento area, especially needy families, knew Jim for his generosity and compassion. His effectiveness in organizing volunteer power has been recognized nationally. On June 2, 1986, President Reagan presented a presidential Volunteer Action Award to Irene Nelson on behalf of her husband. The spirit and goodwill which Jim inspired in all of us remain as a tribute to this special person.

W. J. Anthony

1986 Sustained Superior Accomplishment Awards

On Wednesday, June 4, 1986, W. J. Anthony, Director, Department of General Services and John Grow, Undersecretary, State and Consumer Services Agency, presented a certificate and check for \$250 to this year's *Sustained Superior Accomplishment Award* recipients. The annual ceremony was held in the Leonard Carter Conference Room, located at 915 Capitol Mall, Sacramento, California. The Executive Staff, Office Chiefs, Supervisors and family members were present to honor the awardees.

This year 34 candidates were nominated for the award but according to Merit Award Board Rules and Regulations this Department is limited to 20 awards each year. A Departmental Review Committee consisting of Office Chiefs met to select the 20 finalists. Meet this year's 20 awardees!

In this issue of *Outlook*, we spotlight 20 General Services Employees who are honored for their Sustained Superior Accomplishments to State government. Congratulations to each of these individuals for this significant recognition. Their work and attitudes exemplify all General Services employees.

W. J. Anthony

On The Cover. . .

The sea turtle picture shown on the cover of this month's *Outlook* represents the very demanding art of underwater photography and is a true labor of love by **Jim Hargrove**, Senior Environmental Planner and manager of the Environmental and Facilities Planning Unit of DGS's newly reorganized Office of Project Development and Management. It was taken at the Great Barrier Reef in Australia after waiting ten minutes (at 60 feet below the surface) for the "silly thing to come out of a coral cave."

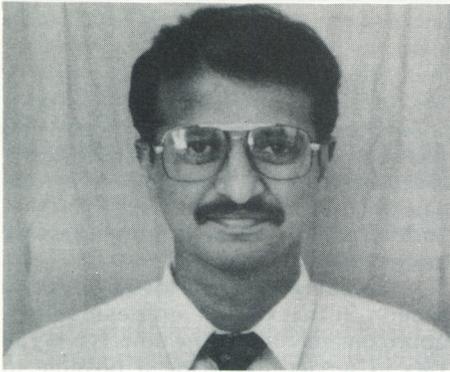
Jim has been with the Department for over 11 years, during which time he has been involved with the production and supervision of environmental and transportation planning studies for all General Services office building projects and similar programs for over 30 other State agencies, including all the new Department of Corrections prisons. Before coming to General Services, Jim spent eight years with CalTrans and three years in the Army. He has both a bachelors and masters degree from U.C. Davis in engineering and is a registered civil engineer in California.

The underwater photography started over eight years ago as a lark for Jim, a desire to put some new adventure in his life. Since that time, over 10,000 slides have been taken as he has travelled all over the world, from the Sinai Peninsula on the Red Sea to the Great Barrier Reef in Australia, with stops in the Caribbean, Baja California, the Philippines, Micronesia and even Tahiti, all in search of exotic and beautiful underwater creatures.

Along with his normal SCUBA diving gear, Jim uses two, Nikon FE-2 cameras in specially made waterproof housings with underwater electronic strobes. One of the camera set-ups has Nikon 50mm Micro lens and the other has a 24mm wide angle lens. Thus, with the two cameras, the smallest or the largest "critters" can be photographed. Film has always been Kodachrome 64 slide film for the most accurate color replication.

Recently, 17 of his works of art were on display in the downtown McCurrys store. Several of these pictures have won awards at the Northern California Chapter of the

(Continued on page 15)

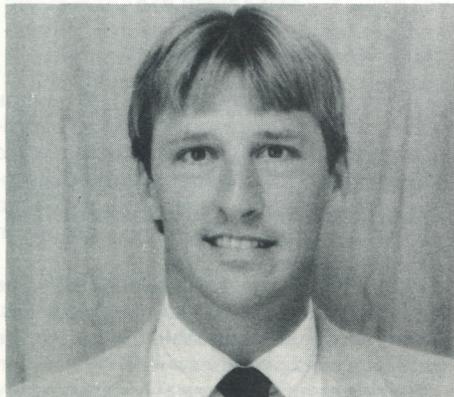


JAIRAM AGARAM

*Energy Resources Specialist II
Office of Energy Assessments*

Two years in the making, Jairam, was responsible for the development of "a Computer Model for the Operation Optimization of Cogeneration Systems." This model was designed to run on the Office's IBM PC computer. It is a state-of-the-art computer model not available anywhere else. The alternatives to his quick and streamline model are large mainframe based systems that require extensive time of highly qualified personnel to develop the input data and are very expensive to run. Jairam's model operates quickly and is currently being run by student assistants working in the Office. Several cogenerator component product manufacturers are eager to use his unique model to demonstrate the superiority of their components as a sales tool. General Electric and Shell Oil have been particularly interested in the model.

The State has not made it available to vendors because it is of too great a benefit to the State in its negotiating positions with developers. The model has proven to be useful not only in negotiations, but also after the contracts are signed, in equipment selection and finally in production operation of the facilities. Applying the model to the Soledad cogeneration project will result in approximately 20% improvement in the project's ability to save money. The revenues to the State from the project are expected to be \$400,000, thus a 20% improvement translates to \$80,000. The Office has 11 more such projects in process.



LARRY M. BUCZYK

*Associate Land Agent
Office of Space and Real Estate Services*

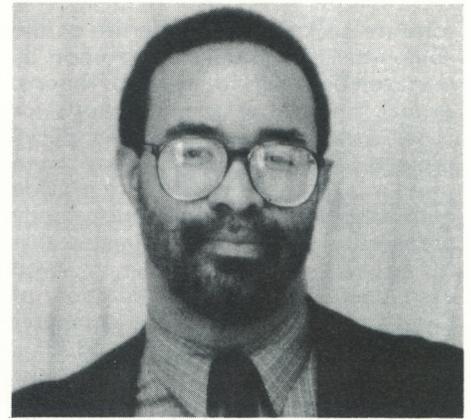
During the past several months Larry has been involved in the five million dollar acquisition of 3,187 acres on behalf of the Parks and the Coastal Conservancy. This project was complicated by an extremely tight time frame which required the acquisition to be completed before the end of the year. Larry was a key force in getting the project closed within the short time frame.

He has done an outstanding job working with both the private and public sector in coordinating projects to their completion. In addition to his own work, he has willingly provided assistance in completing backlogged workload for another program manager. He also has taken on various work assignments at the request of management to complete projects outside his scope of duty to meet the requests of various agencies. He consistently produces high quality and quantity work and his professional manner is a credit to the Office.

BARRON ALLEN

*Assistant Area Supervisor
Office of Support Services*

An employee of Office of Support Services (OSS) since 1976, Barry has consistently demonstrated his outstanding work through his excellent client relations, superior technical expertise, and his willingness to undertake difficult repair tasks. In January 1984, Barry was given the assignment of developing an in-house basic electronic training program. Within three months, Barry had developed a curriculum in Basic Electronics and spent the next 18 months training over 50 technicians statewide. During this time Barry spent much of his own time in the development and application of the program, at personal sacrifice to himself and his family. His program is unique and unavailable anywhere else and has saved the State time and money.



NORTON R. CHAPMAN JR.

*Staff Space Planner
Office of Space and Real Estate Services*

Much to Norton's credit, the 23 million dollar, 465,000 square foot Franchise Tax Board, Phase I, Building was completed ahead of schedule. Because of the expiration of the Franchise Tax Board lease at Aerojet and the critical timing involved, the building was completed as a design/build fast-track project. Norton was Lead Staff Planner of the project and personally coordinated the entire project from programming and design by the developer's architect, through construction and occupancy. He also completed the interior design and planning for nearly three thousand employees with only minimal drafting assistance. On numerous occasions Norton left the job site well after his normal working hours and spent many weekends of his own time checking work being done on weekends. His dedication clearly exceeded his job requirements and certainly the State of California received a much better end product because of it.



CATHY J. CUREO

*Word Processing Technician
Office of Procurement*

Over and above her regular Word Processing Technician assignments, Cathy has taught herself to use the I.B.M. Personal Computer and to use various

software packages. Her expertise on the computer is frequently called upon by management staff to develop reports, annual budget worksheets, reports for SLAMM analysts, graphs and other special projects. Many staff hours have been saved as a result of her efforts to provide output reports in areas that were formerly prepared manually. It is estimated that 644 hours of clerical staff time are saved each year through the utilization of Cathy's word processing and computer skills for annual salary savings of \$8,251.

In addition to the special projects Cathy performs, her routine daily assignments also generally exceed those normally expected of a Word Processing Technician. To further her ability to perform complex computer functions, Cathy has signed up to take several computer courses.



SHARON K. DRAGO
Field Representative I
Office of Local Assistance

AB 2377, Davis, Asbestos in Schools, was an urgency measure signed by the Governor on September 30, 1984. This law required the development and implementation of a State program for the abatement of asbestos hazards in schools. It was Sharon's assignment to develop the program. She was essentially a "one person show." Relying essentially on her intelligence and perseverance she effectively developed and brought on line the State School Asbestos Abatement Program. The Program has achieved all original objectives as outlined in the legislation and Sharon has become a recognized authority on the subject.

While handling the asbestos abatement program essentially by herself, Sharon at the same time administered and served as the team leader for the State School Deferred Maintenance Program with its two assigned staff members.

The difficulties and complexities of the asbestos program were clearly beyond normal requirements for her classification and also required her to expend considerably more personal effort than could normally be expected.



GABRIEL G. GODINA
Chief Engineer I
Office of Buildings and Grounds

As a result of collective bargaining, Stationary Engineers received a substantial pay raise that eliminated the Stationary Engineer Supervisor position. Gabe had been supervising for several years in Region III, Department of Motor Vehicles and CHP Central Complex. Since Gabe was a Stationary Engineer Supervisor, he automatically became a Stat. Engineer drawing the same pay as the people he had been supervising for several years. Needless to say, this put Gabe in a rather compromising position, nevertheless, he volunteered to continue to supervise, with no pay differential, until the Chief Engineer I exam was given. He achieved the number one position on the statewide eligible list and was subsequently appointed to Chief Engineer I.

Prior to his promotion and while he received no pay differential and had no legal authority to supervise he maintained the complete respect of his crew. There was never an incident of defiance.

At the DMV/CHP complex, Gabe has set up an extremely efficient energy conservation program with a minimum of paper work and maximum effect. He has saved over 50% on natural gas by his unique program. This amounted to a savings of 176,000 therms last year, which translates to a savings of \$88,306 annually. This savings is over and above the 50% savings achieved through conventional energy conservation measures.



WILLIAM HILES
Security Officer
Office of California State Police

For more than two years, Officer Hiles has been assigned as "Property Officer." This responsibility encompasses a wide variety of duties and responsibilities, some of which are time consuming as well as demanding.

Since being assigned to the property section, Bill has kept all vehicles in service approximately 98% of the time. Having all cars in service has made it possible to maintain maximum patrol of property, which has no doubt prevented the loss of thousands of dollars in State property.

Bill's other duties include the safeguarding of found property and evidence, keeping records, and maintaining armory, coordinating maintenance of State Police vehicle radio equipment and taking fingerprints and I.D. photos for CSP personnel and other agencies.

Bill processed 4000 fingerprints and I.D. photos in 1985, 3600 were for other state agencies. By providing these I.D. services, State agencies have saved approximately \$28,620.

Because he is able to keep all of his many jobs flowing smoothly, there has been virtually no time loss to the Division because he did not meet a deadline, or return a piece of equipment to service as fast as possible.



SUSAN HIUGA
Associate Budget Analyst
Office of Fiscal Services

Over the course of the last several years, it was Sue's responsibility to coordinate the budgeting activities of the Board of Control. This assignment is very complex, sensitive and necessitates workload demands that are extremely rigorous in nature.

Since she became involved with the Board's budget and planning activities, the Board has been able to justify the addition of 42 positions and \$4.3 million in program augmentations. This is especially

noteworthy since during the past several years program augmentation has been very difficult to achieve. Her involvement with the Board demanded her to increase her program knowledge significantly above the skill level that is normally expected within the Budget and Planning Section. While serving as a de facto Budget Officer for the Board of Control, she has acted independently and with a marginal level of supervision.

A measurable amount of the Board of Control's recent fiscal success is directly attributable to Sue's efforts in providing excellent administrative assistance.



SANDRA MCGHEE

*Office Assistant II
Office of Fleet Administration*

Sandy, whose primary duties are to dispatch automobiles and serve as a batch clerk in processing billings, voluntarily took over many of the clerical duties of an Office Technician who went on maternity leave. In addition to her regular duties, Sandy carried out these duties without hesitation, many times offering worthwhile suggestions for improvements which were subsequently implemented.

Sandy was an essential link between the Office of Fleet Administration and Thrifty Rent-A-Car while their contract was in effect in the Los Angeles area. As with any new program, Thrifty required constant attention to integrate their already established billing system with State requirements. Sandy patiently and continually educated Thrifty's changing staff on State procedures and the need to follow them. She monitored Thrifty's paperwork flow and process offering constructive criticism which resulted in a more efficient system.

In recent months the Parking Program's Office Technician left unexpectedly. Sandy again volunteered to take on additional duties as long as necessary to keep the operation going smoothly.



MARY MESSENGER

*Associate Records Analyst
Office of Records Management*

Mary's most significant accomplishment at the Office of Records Management has been her substantial improvement, state-wide, in the methods, organization, and procedures of records systems management. Among her tasks has been the analysis of Records Retention schedules and the control of the review and approval process of purchase estimates for filing equipment for all State departments. Through diligence and hard work, Mary has increased the processing of record retention schedules from the previous year level of 444 to 694 schedules reviewed per year, for an increase of 56%. At the same time, she has also increased the processing of purchase estimates reviewed per year by 18%.

Mary single handedly rewrote the Records Retention Handbook and is responsible for the update of the Records Management Section of S.A.M. She has developed two Records Management courses which she personally teaches, sometimes twice a month, to various levels of State employees.

As statewide Records Systems Coordinator, Mary is recognized as one of the most knowledgeable people in records management in state service. She coaches co-workers and personnel in the other state agencies on the most difficult areas of records management. Beyond her state work, Mary attended CSUS and received her degree in June 1985. She is presently enrolled in law school, completing her studies at night and on weekends.



JINNY MUNRO

*Associate Personnel Analyst
Office of Administrative Services*

As a Personnel Analyst, Jinny is responsible for providing personnel management services to the Office of California State Police, Office of Insurance and Risk Management, the State Board of Control and five other boards and commissions. Her vast experience, combined with her considerable talents, creativity and industriousness have enabled her to produce prodigious amounts of quality personnel work. Although she works part-time (six hours a day) she is able to accomplish a full eight hours work.

Two examples of her superior work are:

(1) The Commission on State Organization and Economy wanted to create an Assistant Executive Director position. The Executive Director wished to recruit and consider candidates from both inside and outside State civil service. Typically the approach would have been to establish a new civil service classification and conduct an examination. Jinny, however, was able to resolve the issue without going through the time and considerable expense of creating a new classification and the Executive Director was able to hire a qualified candidate.

(2) Jinny was instrumental in upgrading the CSP classification of Dispatcher Clerk to Communications Operator. As a direct result, the CSP employees are now properly compensated for their duties and turnover has been reduced.



CONNIE OKINO

*Secretary
Office of Space and Real Estate Services*

According to her superiors, Connie is the mainstay of the Real Estate Section. Her current assignment as "secretary" for the Surplus Sales Unit carries with it a great deal of responsibility. In addition to her regular duties, Connie also serves as the Notary Public for the entire Office, is clerical support back-up to two other unit secretaries and is back-up to the secretary for the Chief Land Agent and the Legislative Coordinator. Connie is an indus-

trious individual who is continuously dependable and reliable. She is extremely adaptable and has acquired an excellent overall knowledge of the various functions at the Office of Space and Real Estate Services.

The quantity of workload she produces is commendable. She has outstanding work habits, takes independent action and is able to stand in with a minute's notice.



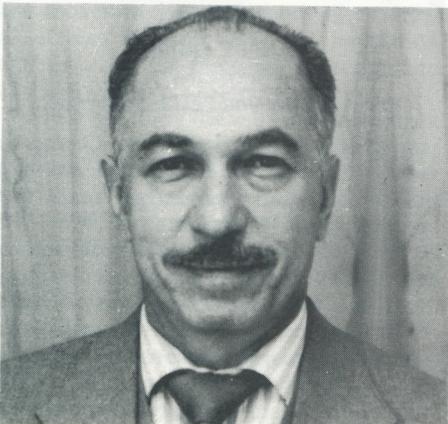
MARY PINEAU

*Associate Space Planner
Office of Space and Real Estate Services*

Over the years Mary has completed many of the most complex and sensitive projects in the Sacramento State-owned Section of Space Management. She was transferred to the Sacramento Lease Section in 1984 where she has continued her expertise in all levels of planning activities performed by OSM. Mary made this transition without difficulty or efficiency loss and immediately became involved in complex and difficult projects.

Mary's file has many letters of commendation for her superior performance as a Space Planner and Goodwill Ambassador for OS&RES. One of the most impressive is a testimonial to Mary Pineau the person. In January 1982, the President of the North Sacramento School District sent a letter to the Director at that time commending Mary for her volunteer work with the children of that district.

Mary is a hard-working professional and an admirable woman who is an inspiration to her fellow employees.



PETER J. SARDELICH

*Warehouse Worker
Office of State Printing*

A long time employee of the State Printing Plant, Peter has been instrumental in improving several procedures that have increased efficiency at the Plant. He has received six Merit Awards that have resulted in considerable savings to the Department. One suggestion saved \$55,000 annually in shipping costs.

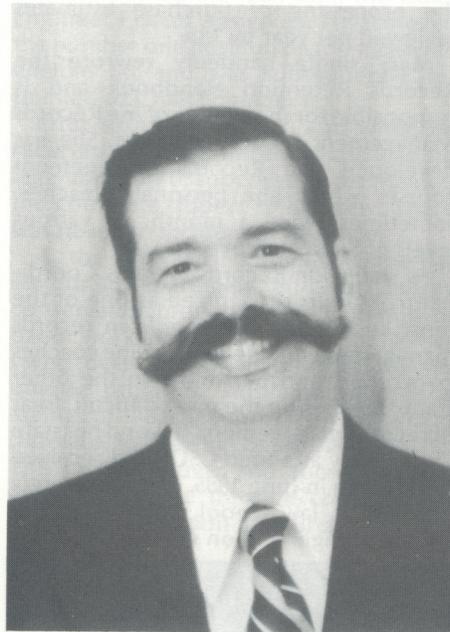
GENE SAPNARO

*Staff Manager I
Office of Telecommunications*

As Supervisor of the Business Services Unit, Gene supervises 35 employees who are responsible for the budgeting, personnel, contracts, procurement, property and facilities management for 330 telecommunications employees statewide.

In early 1982, in addition to his normal duties, Gene was assigned the task of overseeing the Division's move into a new facility. In late 1985, the Division successfully moved into a new facility which everyone is pleased with. Over this three-year period, he spent many hours of his own time to meet deadlines associated with the move.

During this same period, the Division was under pressure to better manage its parts inventories used by technical staff at some 70 locations throughout the State. Gene established a material management program which led to an inventory reduction in excess of \$300,000. Gene also served on the Management Information System Task Force which was responsible for developing a plan to fully computerize the Division's work. This system is now in the process of being implemented.



JAMES E. SMILEY

*Sergeant
California State Police*

Jim's watchful eye on the job alerted the Division of two potentially dangerous and liable situations. He discovered that the Remington 600 rifles possessed by the Division could accidentally discharge with the bolt closed. He also discovered that the Division was not in compliance with P.O.S.T. requirements for PR-24 baton training and certification. These discoveries allowed the Division to make necessary changes and avoid potential liability. He also saved the Division \$600 by detecting that the CSP was being billed for equipment it was no longer using.

In his capacity as Administrative Sergeant, Jim has been very helpful in getting newly acquired computers on line and operating; and ensuring that the various record-keeping requirements are in compliance with established criteria.



EVERETT V. WHITESIDE

*Office Building Manager IV
Office of Buildings and Grounds*

Recently, Everett volunteered and was selected to take over Region III in Sacramento. This region had recently suffered a serious management crisis and staff morale was at a low ebb. He accepted this challenge, along with bringing the new Franchise Tax Building on line. He has already restored confidence in staff,

as well as the client agencies involved. This is directly attributable to his outstanding ability to work with people.

Previous to this, he served in Southern California as the Regional Building Manager supervising seven Building Managers and their respective staffs. This region stretched over all of Southern California from the Pacific coast to the interior deserts and from the Tehachapi's to the Mexican border. Although covering this vast area required many long hours beyond a normal work day, he let neither long hours nor distance stand in his way. He always found time to be involved in extra activities he felt needed his attention.

In spite of a high turnover rate and other recruiting difficulties in the high-cost Southern Region, Mr. Whiteside molded a highly efficient maintenance team to serve over 2,000,000 square feet of buildings and 4,000,000 square feet of grounds.

Perhaps the most outstanding feature of his accomplishment has been in the field of personnel management. Under Everett's guidance, the Southern Region has one of the best balanced E.E.O. ratios in the Office of Buildings and Grounds. He accomplished this in a fair and equal manner, and won the respect and admiration of all Los Angeles employees regardless of their ethnicity or sex.



CATHERINE WOOD

Junior Staff Analyst

Office of Insurance and Risk Management

Cathy manages two new insurance programs and one recently expanded program. To accomplish the refinement and development of these programs, Cathy has traveled throughout the State, many times on her own time, to discuss the programs and problems with vendors, individual consultants and to attend vendor meetings to learn how the programs can be improved.

One of the new programs Cathy manages is the Boxers' Pension Program. This program provides persons in this dangerous profession pension and disability insurance for the first time ever. Cathy spent many hours of her own time meeting with representatives of the Boxing Commission, promoters, and staff of the

Athletic Commission to implement this new legislatively mandated program. Her ability to organize and her enthusiasm to make this a smooth running program has earned her the respect of all who work with her.

The other new insurance program under her management is the life insurance program for managers and supervisors. Cathy set up procedural guidelines and spent countless hours responding to questions and making sure that eligible employees had knowledge of the program. Some 23,000 employees are now covered by this program.

The third program handled by Cathy is the Business Enterprise Program which provides insurance coverage to blind vendors in public buildings. For the first time ever, this program has been expanded to include health insurance benefits. Blind vendors and their families now have the security of knowing that if they sustain an injury or incur an illness, there exists health coverage to cover the expenses.



WILLIAM A. WOODALL

Associate Programmer Analyst

Office of Management Technology & Planning

Bill is a dedicated employee who strives to give his clients a top quality product within the schedule and funds that are available. He is recognized within the section as an expert on structured system and program development methodologies. He has been given two very complex and critical systems: The Deferred Compensation (DFC) system for the Department of Personnel Administration and the Women, Infant and Children (WIC) system for the Department of Health Services. Both of these systems have extremely crucial processes and highly visible political implications if they fail. The DFC system manages \$575,000,000 of funds for the State Employees' Retirement. The WIC system monitors and reports the status of 500,000 women and children under a federally funded program to document and retain federal funding. Bill has been more than willing to put in overtime when the systems require additional time to meet the clients requirements. Due to his persistence, the systems are delivering accurate and timely reports, require much less maintenance, and have reduced the amount of positions needed to deliver the services.

Bill's efforts have assisted the Department in its effort to give a quality service to our clients. His insistence to deliver a timely and quality product has resulted in an estimated savings of at least \$500,000 over the past five years.

Award Nominees

Congratulations to the following nominees for the *Sustained Superior Accomplishment Award*, who were not among the twenty finalists. Although not chosen, their nomination clearly demonstrates that their supervisors, as well as office chief, feel that as employees, these people represent the highest standards of performance and excellence on the job. Thank you for your continued hard work and dedication to the Department.

- Charles D. Peppers Buildings & Grounds
- David J. Van Egdon Fleet Administration
- Michael McSherry Records Management
- Joe White Space & Real Estate Services
- Robin Bodhiprasart Space & Real Estate Services
- Patrick J. McKoy Space & Real Estate Services
- Lew D. Cochneuer Telecommunications
- Timothy J. Tooles Buildings & Grounds
- Georgia Welsh Procurement
- Dwight Weathers Space & Real Estate Services
- JoAnn Blandford Space & Real Estate Services
- Kay Look Space & Real Estate Services
- Cecilia Duarte State Police
- Darrell Wong Telecommunications

A New Location for the Office of Telecommunications



Exterior view of the new building.



Pete Wanzner, Office of Telecommunications, W.J. Anthony, Director and Fred Gustin, Deputy Director, inspect a newly installed radio in a CHP motorcycle.



Al Tolman, Deputy Director, Telecommunications Division greets Shirley Chilton, Secretary, State and Consumer Services Agency and Michael Kelley, Deputy Director, Department of General Services, at the OPEN HOUSE.

Five years in the planning, the Office of Telecommunications, Headquarters Office has changed its address. Now located at 601 SEQUOIA PACIFIC, Sacramento, California, the Division officially celebrated its move with an OPEN HOUSE, held Wednesday, May 7, 1986.

Over 400 guests plus employees visited the new quarters and completed the self-guided tour of the building.

Points of interest on the tour included a 9-1-1 video, an historical display of telephone and radio equipment dating back to the early 1900s, engineering lab displays, and the industrial shop and special project areas.

Punch and cookies, baked and donated by Division employees, were served in the lunchroom. Over 150 dozen cookies (yes — that's 1800) were consumed!

Visiting dignitaries included: Senator Rebecca Morgan, Republican, who represents San Mateo and Santa Clara Counties; Shirley Chilton, Secretary, State & Consumer Services Agency; W. J. Anthony, Director, Department of General Services; Fred Gustin, Deputy Director, Interagency Support Division; and Michael Kelley, Deputy Director, Management Information Division.

Located on six acres of land, the new office contains 102,000 square feet including industrial shops and warehouse space and houses 190 employees. Space planning was coordinated by Loren Yip, Office of Space and Real Estate Services. The pastel color scheme compliments a mix of private and open space offices.



Paul Harrison, Telecommunications Engineer, demonstrates how the new computer system monitors the ATSS network to Senator Rebecca Morgan.



Guests view telephone and radio equipment dating back to the early 1900's.



Pat Thompson, Telephone Operator, explains how State information telephone calls are handled on the ATSS system.

FEEDBACK

No matter what your job is in the Department, you are part of the "Sales Force." The following letters received by departmental employees demonstrate how a CLIENT-conscious employee is an asset to the Department.

Ms. Pat Jones
Office of Procurement

On behalf of the University, I would like to thank you and your staff for your valued assistance in the processing of our purchase order for the ICL point-of-sale system.

The acquisition of this system will greatly enhance the University's fiscal operations. Your assistance, particularly at this busy time of year, contributed greatly to our ability to install this system within a timeframe critical to the University.

Sincerely,
Dan M. Gilbreath
Manager, Fiscal Operations
San Diego State University

Ms. Rosamond C. Bolden
Building and Grounds

We, the members of Project Development Branch A, Caltrans, District 7, would like to express our appreciation for the exemplary job done by one of your employees, **Parthenia Dudley** of 4 South. She has been very helpful in maintaining a clean and healthful environment in our area.

We are appreciative of this fine effort on her part.

Sincerely,

Editor's Note: This letter of appreciation regarding the exemplary work of Parthenia Dudley was personally signed by 73 employees who work in the LA State Building.

Mr. Stim Suzuki, Chief
Office of Small & Minority Businesses

Thank you for honoring our request for assistance to conduct an in-house orientation regarding our Small and Minority Business Program. **Mr. Richard Peña** and his people provided a most professional overview of the State's program. They also provided answers to questions that have already borne fruit.

Moreover, we would like to maintain a close relation with your office through the course and scope of

implementation and administration of our program.

Please pass to Mr. Peña and his staff the sincere thanks and appreciation of Dr. Frank Delavan, Acting Superintendent of the Sacramento City Unified School District, and my coordinator for Affirmative Action, Purchasing, for a job well done.

Sincerely,
Ervin Jackson, Jr., Administrator
Human Relations/Affirmative Action
/Integration Services
Sacramento City Unified School Dist.

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Mr. Paul Savona, Chief
Office of Space & Real Estate Services

I wish to commend you and your staff for the outstanding service given to the Board of Control in its recent relocation and consolidation in Sacramento. Our new space is both aesthetically pleasing and very functional.

Not only is staff morale up, but we expect improved production efficiency and much better service to the citizens of California.

In particular, I wish to thank **Carrie Kassis, Mary Pineau, Dan Moreno, Zack Miller, and Dustin Doyle** not only for their professionalism, but also for their attentive and "can-do" attitudes.

Thanks again — hope your move goes as smoothly as ours.

Sincerely,
Lane Richmond, Executive Officer
Board of Control

•••••

Eugene D. Marquart,
Insurance Officer, Office of
Insurance and Risk Management

I wanted to personally thank you for providing **John Bergen, Patrice Norris, and Steve Soto** as trainers for our Office's first seminar for managers and supervisors on this subject. Their presentation was excellent. Your staff not only provided general information and insight into a complex area, but helped us establish our internal responsibilities and processes. The presentation was video-taped and will be shown to our regional managers and supervisors in the field.

Again, thank you for such an excellent presentation.

James Wait, Chief
Administrative Services Division
State Fire Marshal

•••••

Mr. Eugene Marquart,
Insurance Officer

This is to express the thanks of our Foundation for the substantial assistance you have given us on our insurance problems.

Since you learned of our crises last November, you spent considerable time and made numerous contacts with people at Marsh McLennan, insurance companies, and elsewhere to help find solutions. We have known, Gene, that if you could not find a solution there wasn't any. That's how much confidence we have in you.

You have given us enormous assistance and moral support as a professional courtesy, and we wanted you to know that your past and continuing efforts are truly appreciated and valued at San Francisco State University and at this Foundation.

Kindest regards.

Sincerely,
Lawrence Eisenberg
Executive Director
Frederic Burk Foundation, Inc.

•••••

Paul V. Savona, Chief
Office of Space Management

In July, 1985, we requested a member of your staff to conduct the final inspection of the remodeling project associated with the relocation of our New York Office. This request resulted in your office sending Space Planner, **Wendy Haworth**, the last week of August, 1985, for the inspection just prior to our move on August 30, 1985. Wendy's walk-through produced a 20 item punch list of things to be completed or corrected, which was given to the remodeling contractor. Wendy's most notable observation was that the then partially laid carpet failed to meet specifications. The contractor, failing to heed Wendy's concern, proceeded to complete the carpet installation.

After her brief trip to New York, Wendy's return to California did not end her involvement in this project. Her persistent correspondence with the remodeling contractor led to the correction of problems associated with light fixtures, paint touch up, window coverings, door hardware, and air circulation and, finally, the complete replacement of the original carpeting with new carpeting meeting the original stated specifications.

(Continued on page 18)



DGS Employees Walk Again for the March of Dimes

Photos by Joel Willis



How to Use the California Computer Source



Interior view of the California Computer Source.

On April 9, 1986, amid the clamor of a 12-computer salute, the California Computer Source officially celebrated its Grand Opening. Located in downtown Sacramento, the Computer Source is the first of its kind in California. Also known as the *Store*, the Computer Source allows state agencies within a 25-mile radius of downtown Sacramento a one-stop shop where over 50 manufacturers of microcomputer equipment are represented under one roof.

All equipment is available with significant discounts off the manufacturers' suggested list price. The average discount is approximately 29%.

Now you ask — How do I use the Store?

The following question/answer format will help answer that question.

1. *Is the Store state owned and operated?*

No, Businessland Inc. owns and staffs the store through a one year contract with the Department of General Services.

2. *Where is the Store located?*

660 J Street, Suite 250, Sacramento, California 95814.

3. *What is the Store's telephone number?*

442-4080.

4. *What kind of equipment can be purchased there?*

Microcomputer equipment and related services including processors,

monitors, printers, add-on boards, disk drives, tape backups, software and supplies, installation, on-site maintenance, courier-depot maintenance, and training. In-store consulting and demonstrations are offered free of charge.

A complete product list is available from the Store.

5. *Is there a purchase limit?*

Any purchase of microcomputer equipment or related items totalling less than \$100,000 for projects subject to the buying department's PERSONAL COMPUTER POLICY.

Purchases greater than \$100,000 will not normally be made through the Store.

6. *Can anyone purchase from the Store?*

Purchases may be made only by state agencies for installation and use within a 25-mile radius of the Store.

7. *Is someone available to provide assistance in selecting products?*

The Store, staffed by Businessland Inc., currently has three sales/technical consultants available to provide assistance. The Store also has equipment available for in-store demonstration and comparisons. Appointments can be made with the sales staff.

8. *What forms are needed to make a purchase?*

a) Form 65: Contract/Delegation Purchase Order — Submit top three copies to the Store.

b) The appropriate EDP Certification for purchasing microcomputer products except for supplies, and except for software totalling less than \$900.

c) A Training Coordinator's signature when purchasing training.

9. *Are there walk-in purchases?*

Although the Store only has a limited amount of stock on hand, walk-in orders are allowed for software and supplies totalling less than \$900 per order. You still must complete a Form 65.

10. *Is the Computer Source the only way to purchase microcomputer products?*

No, the Computer Source is only one option for purchasing computers.

Other options still available include:

- Informal price quotations through the Office of Procurement (under \$100,000).

- Agency delegated purchases
- Formal bid purchases (IFB, RFP) through the Office of Procurement
- State Master Purchase Agreements
- State Master Rental Agreements, and
- Material Services (Central Stores) for supplies.

11. *Is there a price list?*

Yes, a price list is available at the Store and contains information necessary to complete the Form 65.

12. *How and when are items delivered?*

a) Stocked items are to be delivered within ten working days of the order,

b) Non-stocked items are to be delivered within 30 working days.

There is no extra charge for delivery. Over 80% of the items available through the Store carry the 10 working day delivery service.

13. *Does the Store provide installation?*

Yes, installation with a 2-hour training session is available at a charge of 4% of the equipment list price.

14. *Do the items purchased from the Store carry a warranty?*

Yes. All products purchased through the Store (except expendable supplies) carry a minimum 90 day warranty coverage.

15. *Does the Store provide repair and maintenance services?*

Yes. The Store provides three types of repair and maintenance services.

Two are available through service contracts.

The two service agreements are:

(a) **ON-SITE REPAIR.** The Store provides repair on-site, including software and hardware. The annual fee is 10.5% of the equipment list price, which includes both parts and labor.

(b) **DEPOT-COURIER MAINTENANCE.** The Store picks up and delivers the equipment to be repaired but the actual repair is performed at the Store. The annual fee is 8% of the equipment list price.

The third repair service available is time and material repair. This is one time repair service where the equipment is hand carried to the Store.

16. *Does the Store offer an early payment discount?*

Businessland Inc. offers an early payment discount of 2% on orders paid within 20 days. The check must be postmarked within 20 days from the date of the invoice or the date of delivery, whichever is later.

Things to Remember

- Purchasing a microcomputer system requires extensive planning and research. The successful implementation of a computer system depends upon the people whose jobs are affected. Know the needs of the potential users and keep them informed.
- The State EDP Education Program (SEEP) currently offers a complete microcomputer curriculum including over 30 different classes. The majority of courses last one to two days at a cost of \$71 per student day. For more information and a catalog contact your training coordinator or the SEEP Registrar at 445-0397.
- The Information Center provides consulting services in the use of microcomputers, word processing and small technologies. These services are available through Interagency Agreement. For more information contact the Information Center manager at 323-2110.
- The Office of Support Services currently provides repair and maintenance services for microcomputer products through its Office Repair Services Unit. The unit provides repair and maintenance to six computer lines: IBM, SPERRY, TELEVIDEO, COMPAQ, ITT AND APPLE.

For more information contact Armington Rafael at (916) 739-2388.

Safety in the Workplace Makes Good Sense

By Clare V. Bluemel

Safety and Return-to-Work Coordinator

(This is the first in a series of articles on Safety in the Workplace.)

It is the policy of the Department of General Services (DGS) to provide a safe and healthy work environment for all its employees. To implement this policy much is being done on a daily basis to correct conditions that could potentially lead to on-the-job injuries. The elimination of obvious hazards found in the workplace is important, but because at least 80% of all work related injuries are caused by human error the problem is less things than it is people. Therefore, it is imperative that an ongoing safety awareness attitude be maintained throughout the Department if we are to reduce the frequency of those often devastating human errors.

Correcting Improper Behavior

Studies by a large insurance underwriter indicate that a worker performs an unsafe act 55 times before it results in his/her injury. We must learn to recognize this improper behavior, not only in others, but in ourselves as well. By calling it to each others attention in a positive way, many accidents would be avoided.

Because of the myriad of assignments in General Services safety programs vary from office to office. What is necessary for the Office of Fleet Administration or State Printing would be overkill in the Office of Space and Real Estate Services or Office of Fiscal Services. However, every office must by law (General Industry Safety Order 3203) inaugurate and maintain an accident prevention program.

Buildings and Grounds Confronts the Problem

In an effort to keep safe work practices an important part of every employees' daily job performance Rosamond Bolden, Chief of the Office of Buildings and Grounds (OB&G), has initiated a program of Safety Awareness Training for all OB&G managers and supervisors statewide. The purpose of this training is to develop in managers, supervisors, and employees the ability to recog-

nize and correct unsafe work practices before they result in injury. The program is being well received and after OB&G will be expanded to other offices. In the meantime this series of articles will hopefully provide reinforcement to the safety programs in place throughout General Services.

Safety Rules Make Good Sense

To maintain a safe work place requires rules and people who care enough about themselves and their fellow employees, to follow them.

Rules are just as necessary in working as they are in games or competitive sports. Safety rules are needed so that every employee can work as a part of the team without fear of injury.

The following safety rules and comments have been developed from experiences and suggestions of workers, supervisors and safety specialists in organizations all over the country. Each of these practices has proven its value in helping to prevent accidents.

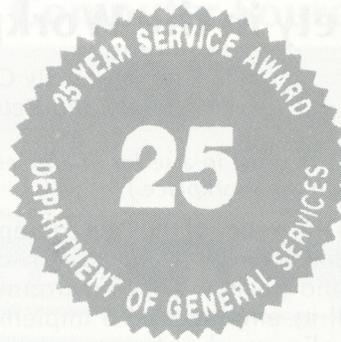
Learn the rules and safe practices and apply them at all times. Then you will be doing your part toward preventing injury to yourself and your fellow workers.

GENERAL SAFETY INSTRUCTIONS

- A good worker is a safe worker. Be sure you know the safe way to perform any job given to you. If there is any doubt ask your supervisor.
- Report to your supervisor any unsafe condition or unsafe practice.
- Your suggestions and recommendations for improving conditions are always welcome by your supervisors and in some instances are worth dollars as a Merit Award Suggestion.
- Take special interest in new or inexperienced employees by calling their attention to dangerous practices and by teaching them a safe method of doing their work.
- Walk, do not run up or down stairs. Keep your hands out of your pockets

(Continued on page 19)

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 during May and June. Best wishes to you and thank you for your contributions to our Department and the State of California.

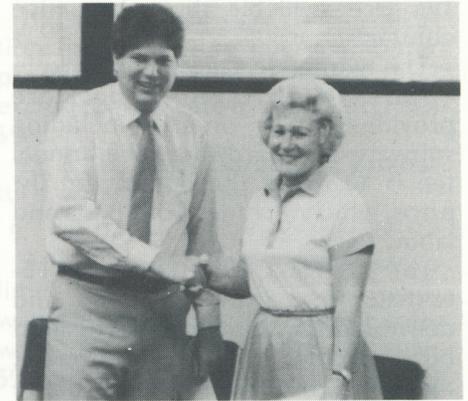
MAY

- John P. Barcena Buildings & Grounds
- Frank Lansdell Jr. Buildings & Grounds
- Beverly V. Hughes Fiscal Services
- Wilmon Baggett Fleet Administration
- Ralph L. Maurer Insurance & Risk Management
- Yeo Lim State Architect
- Edwin N. Parkhurst State Architect
- Stanley A. Evans Telecommunications
- William Journagan State Printer
- Carl Maryland State Printer

JUNE

- H.F. "Buck" Buchanan Buildings & Grounds
- Hideko R. Kawaguchi Administrative Hearings
- Robert W. Bland Fleet Administration
- Charles D. Erickson Procurement
- John E. Cole State Architect

Editor's Note: **Russell Tarver**, Office of Space and Real Estate Services completed 25 years of service on February 1, 1986. His name was mistakenly omitted from the Jan-Feb. issue of *OUTLOOK*. Congratulations Russ and thank you for your years of service.



Gene Pieracci, Chief, Office of Fiscal Services, congratulates Beverly Hughes on the receipt of her 25-year award.

Ross and Eichel Retire

On March 28, 1986 approximately 200 people attended a luncheon honoring **Sylvan Ross** on his retirement after 21 years of State service. Sylvan spent all 21 years with the Department of General Services, Office of Buildings and Grounds. As an employee, Sylvan had a perfect record and was admired by supervisors and co-workers alike. Known for his cowboy hat, Sylvan and his wife, also a retired state employee, are planning a Caribbean cruise in August. They also plan extensive travel in Texas and Canada. He will be missed by all.



At his retirement party, Sylvan's co-workers presented him with a caricature drawing of him and his cowboy hat.

After 17-1/2 years of State service, **Charles K. Eichel**, officially retired on April 15, 1986. He was a Construction Supervisor II, Office of State Architect, working out of the Camarillo State Hospital. After retirement, Charles plans to move to Auburn and purchase a home there. He also plans to work as a retired annuitant. His hobbies include collecting equipment, tools, gauges, etc. and being with his grandchildren.



Frank Lansdell, Jr., Office of Buildings and Grounds (center) is congratulated by Fred Luzzi, Building Manager, DMV complex, Everett Whiteside, Building Manager, Region II, W.J. Anthony, Director, and Rosamond Bolden, Chief, Office of B&G, on the receipt of his 25-year award.

RETIREMENTS

MARCH

Sylvan Ross	Buildings & Grounds
Joseph V. Provencial	Buildings & Grounds
William Fuller	Buildings & Grounds
Francis L. Smith	California State Police
Walter Hinck	Telecommunications

APRIL

William R. Brown	Support Services
Charles K. Eichel	State Architect
Thelma Range	Procurement
Karl Hird	Procurement
Keiji J. Morita	Procurement
Frances G. Henderson	Procurement

MAY

Edward R. Fitzgerald	Printing Plant
Dolly Parrott	Telecommunications

JUNE

J. Ed Davies	Support Services
Wayne Ferdig	Buildings & Grounds
Lee K. Ledford	Buildings & Grounds



Ralph Maurer Celebrates 25 Years Of Service

To celebrate his 25 years of state service, Ralph Maurer's co-workers presented him with a cake depicting his life. The cake portrayed the last 25 years including career stops at Patton State Hospital, PERS and the Department of General Services; his marriage and the birth of his three daughters.

Ralph, who has been with the

Department of General Services for the last 11 years, works in the Office of Insurance and Risk Management. He enjoys his work there, especially helping others to solve their risk management problems.

Ralph enjoys singing as a hobby. While at Patton State Hospital he organized the patient's glee club, sang in the Employee Choir at PERS and currently sings in the church choir.

He and his wife, Virginia, also recently celebrated their 25th wedding anniversary.



Ralph Maurer, Office of Insurance and Risk Management, is congratulated by Gene Marquart, Chief, Office of Insurance and Risk Management and Michael Kelley, Deputy Director, on the receipt of his 25-year award.



Allan Tolman, Deputy Director, Telecommunications Division, congratulates Larry Mertens on the receipt of his 25-year award.



Charles R. Drago (left) presents a 25-year award to J.D. Beaver, Janitor, Oakland State Building.

On the Cover . . .

(Continued from page 2)

Underwater Photographic Society's International Competition.

The most common question asked of Jim is "where have you been lately?" or "where are you going on your next trip?". In April it was the Philippines (his fifth trip there) and next year? "Well, maybe Fiji, Australia again or maybe someplace really exotic. The sea is out there, just waiting for me to photograph it."

If you would like to share your talents with your fellow employees, contact MaryAnne Riehl-Campos, Editor at 324-6462; ATSS 454-6462.

Mounted Patrol On Parade



The California State Police was represented for the first time this year in the Elk Grove Western Festival Parade on May 3, 1986. The parade consisted of 250 entries representing various civic, social and professional organizations. State Police presented a volunteer mounted patrol and a motor unit.

They have been invited to participate in several other parades scheduled for the Sacramento Area, in the coming months.

Board of Control Employee is Honored

Maria Keller was recently honored by the Board of Control with the presentation of a Sustained Superior Accomplishment Award. This particular award is special for several reasons. Maria is the first recipient of this award at the Board of Control, because this is the first year the Board has participated in the Program. Also, Maria is the only recipient of an award at the Board, because according to Merit Award Board Rules, an agency with less than 200 employees can submit only one nomination.

In addition to this award being special, Maria is a very special employee. According to her present and past supervisors, this award is long overdue. Maria is a veteran employee of the Board of Control: she has survived almost 18 years there! She came to the Board in September 1968 as a Stenographer, and climbed the upward mobility career ladder one rung at a time: Senior Stenographer, Office Services Supervisor II, Staff Services Analyst, and has been an Associate Governmental Program Analyst for the last three years.

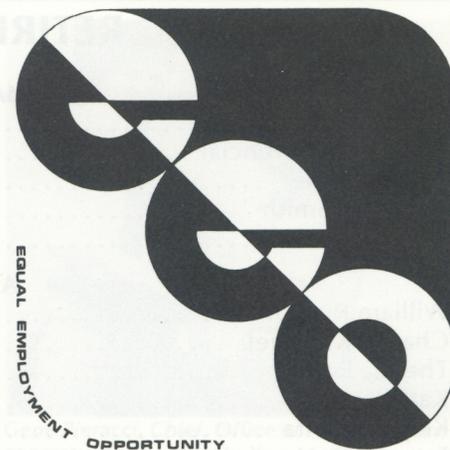
At each level, Maria has consistently shown a dedication to quality as well as quantity of work. As an AGPA in the Board's Victims of Crime Program,



Lane Richmond, Executive Officer, Board of Control, congratulates Maria Keller on her Sustained Superior Accomplishment Award.

she is responsible for reviewing claims filed by victims for reimbursement of wage loss, medical expenses, and rehabilitation. Maria co-chaired a task force for streamlining policies and procedures in the Victims Program, and prepared the first procedure manual for analysts in that Program. She has also been given the responsibility of training all new analysts, as well as managers. Maria has always shown a willingness to assume new responsibilities, and to handle difficult, complex assignments and claims quickly, accurately, and with sensitivity.

The Board of Control congratulates Maria for her achievements, and wishes her the best for future success.



WRITTEN TEST TIPS

by O.J. Findleton

To get ahead in state service one must eventually take a civil service exam. In the last issue we discussed the oral examination. This issue we will focus on the written examination. Not all exams have a written portion. To find out for your particular exam read the "Examination Information" section of the exam announcement. If there is a written portion, the announcement will tell you the "scope," topics or knowledges tested, and if the written exam is pass/fail or weighted with your interview score to determine your final score.

PREPARE AHEAD OF TIME

- A. Understand the job
 1. Obtain a copy of the exam announcement and the classification specification sheet (available from the State Personnel Board.) Study both.
 2. Understand the duties, functions and responsibilities of the classification.
 3. If possible, speak to someone who is in the classification.
- B. Identify your weak areas and attempt to improve them by:
 1. Enrolling in an adult education or college course.
 2. In-house training (if you are already employed by the Department).
 3. Obtaining study material for home use from
 - a. Self study books found in retail bookstores.
 - b. Library books (college, city, and county libraries).
 - c. Text books purchased from college book stores.

- d. Job reference books, manuals, laws, policies, reports.

THE DAY OF THE TEST

- A. Arrive early — allow enough time for parking, unexpected delays or heavy traffic.
 B. Attend the examination well rested and confident.
 C. Wear a watch as most examinations are timed. If you do not have a watch, station yourself so that you can see the wall clock.
 D. Try not to be distracted by environmental factors such as poor lighting, ventilation, heating, or cooling (you may need to bring a sweater).

THE TEST

- A. Read carefully, work quickly, and follow instructions.
 B. Answer all questions. All examinations are scored according to the number of correct answers. If you are not finished within three to five minutes before time is called, select one alpha (letter) to answer those remaining questions. A certain percentage are bound to be correct.
 C. Avoid changing your answers. Generally your first impression is the correct one.
 D. Beware of absolutes: all, always, never, no, every, must, completely, entirely, absolutely, under all circumstances, at all times, and under no condition (these key words *usually* indicate a "NO" answer).
 E. Follow these five steps when interpreting paragraphs:
 1. Read the entire paragraph quickly to get the general direction and main idea.
 2. Read each question. (Avoid looking for choices of possible answers.)
 3. Reread the selection, concentrating on the parts which seem to be related to the questions.
 4. Answer one question at a time, eliminating those answers that seem ridiculous, false, irrelevant, or impossible. Two or three possibilities will remain.
 5. Reread if necessary, only the part of the selection that applies to the questions, and decide on the correct choice based on these considerations.
 - a. A choice must be based on fact actually given or definitely understood. Some questions require making a judgment — and this

judgment must be based on the facts given.

b. In questions involving the central thought of the passage, the choice must reflect the entire thought — not too narrow and not too general.

c. Some choices have trick expressions or catch-words that sometimes destroy the validity of a seemingly acceptable answer.

F. Graph success:

1. Spend about one minute to understand the graph and to get a good grasp of what it signifies or stresses.

2. Read the first question without looking at the answer. Determine exactly what is being asked.

3. Inspect the graph and decide on an answer before you look at the choices. If not, review the graph.



Editor's Note: This article is being reprinted because of the pertinent and useful information it contains for those who are currently preparing for a written exam. The article originally appeared in the Sept.-Oct. 1984 issue of *OUTLOOK*.

Leonard Carter Conference Room Officially Dedicated

On Thursday, May 15, 1986, the Leonard Carter Conference Room, located on the second floor of 915 Capitol Mall, was officially dedicated.

Nathaniel Colley, National Board Member, NAACP, Sacramento, dedicated the room to Mr. Carter, who "gave his life serving others." Virna Carson, Regional Director, NAACP, provided the opening remarks. Virginia Carter, widow of Mr. Carter, unveiled the photograph and her son delivered an eloquent speech on the meaning of the dedication to his family.

W.J. Anthony, Director of General Services, assisted by Robert Wright, Deputy Director, and Rosamond Bolden, Chief, Buildings and Grounds, officially accepted the plaque and photograph which now hang in the conference room. John Grow, Undersecretary, State & Consumer Services Agency was also present.

Mr. Leonard Carter, who was Regional Director, NAACP, San Francisco, until his early death in 1974, was

born and reared in the State of Minnesota.

He began his NAACP career during the Johnson-Humphrey era as President of the St. Paul branch.

In 1965, Mr. Carter and his family moved to Kansas City, Missouri. There he served as NAACP Field Director for the midwestern region. His community involvement brought on racial threats, harassment, and a sign burning on his front lawn.

Mr. Carter, a professional writer, sought to correct racial injustices through non-violence, racial harmony and negotiation.

In 1963, Carter was appointed Western Region NAACP Director, and transferred to the San Francisco Office. He was in the region to cool the hot tempers during the Watts Riots. He was called upon to quell the tension during the campus demonstrations.

Leonard Carter was a dedicated civil rights worker who believed in equality for all. His life was dedicated to serving others.



Virginia Carter, widow of Leonard Carter, and her son unveil Mr. Carter's photograph at the dedication ceremony.

Traffic Safety Week: The Life You Save Could Be Your Own

California Traffic Safety Week was celebrated May 18-24. The following facts, prepared by the CHP, will demonstrate how essential traffic safety is to saving lives, maybe even yours!

- 92% of all traffic accidents are not accidents, they are attributed to human error; only 8% are caused by unavoidable occurrences.
- Traffic Crashes are the leading cause of death for persons under age 45 and the fourth leading cause of death for all age groups.
- A crash is reported in California on the average of one every minute.
- The proper use of safety belts will reduce deaths and injuries by at least 57%
- The proper use of child safety seats for young children will reduce deaths by 90% and injuries by 70%.
- Every year, about 2,500 people die in crashes in California where someone had been drinking, and an additional 67,000 people are injured.
- Pedestrians represent almost 20% of all California traffic fatalities.
- The most frequent cause of motor vehicle/bicycle collision is violation of each others' right-of-way.
- Many bicyclists still put themselves in great danger by facing traffic while riding instead of obeying traffic laws and riding with the traffic flow.
- Freeways are the safest type of road to travel.
- There are over 138,000 miles of roadway in California on which an estimated 183 billion vehicle miles of travel occur annually.
- Practice the 3 C's of traffic safety: Courtesy, Caution, and Common Sense.

DGS Walks/Jogs 1440 Miles — March of Dimes WalkAmerica

On Sunday, April 27, 1986, 72 DGS employees representing 18 offices participated in the March of Dimes WalkAmerica. All money raised by the walkers/joggers is used to fight birth defects.

This year employees wore blue DGS T-shirts and painters caps with the departmental logo. To help pay for the caps, the Department sponsored a raffle. Money collected from the raffle also went to buy refreshments that were served from the support vans driven by Don Caler and Charles Shunk on the day of the walk.

On Friday, April 25th, Liz Yost, Chief Deputy Director, pulled the winning raffle tickets. The winners are as follows:

1st Prize — 100 Lottery Tickets
Donnette Ginn
Office of Telecommunications

2nd Prize — 50 Lottery Tickets
Robert Rick — Printing Plant

3rd Prize — 25 Lottery Tickets
Cherlyn Longtin
Office of Telecommunications

According to March of Dimes Representative Terri Lowe almost 6000 walkers participated this year. It is estimated that over 1/2 million dollars will be raised in Northern California alone.

At the time *OUTLOOK* went to print, the Department was tied for 1st place with three other walk teams (DMV, EDD & DSS). The amount of DGS pledges collected as of May 30, 1986 was \$9,647.09. This year 109 teams participated.

More detailed information on DGS participants will appear in the next issue. See pictures on pages 10 and 11.

Telecommunications Division

Telecommunications Education and Training Program

COURSE SCHEDULE

AUGUST 4 - 8, 1986 Introduction to Information Systems
AUGUST 8 - 15, 1986 Data Networks
AUGUST 18 - 20, 1986 Office Automation
SEPTEMBER 8 - 12, 1986 Office Automation
SEPTEMBER 22 - 24, 1986 ... Telecommunications Development
OCTOBER 20 - 21, 1986 Telecommunications Technology

Courses are open to all interested employees. For more information contact Fred MacRae, Training Coordinator, Office of Telecommunications, (916) 322-9739 or ATSS 492-9739.

FEEDBACK. . (Continued)

Without Wendy's professional knowledge in identifying the problems to be corrected and her diligence in monitoring those corrections, they would not have been achieved.

Aside from providing a comfortable working environment for our New York employees, those California State Employees 3,000 miles away were accorded the same attentive service deserved by any other California State Employees.

Wendy's superior performance is both noted and greatly appreciated by the Franchise Tax Board.

William G. Mackey
Senior Assistant Executive Officer
Franchise Tax Board

●●●●●

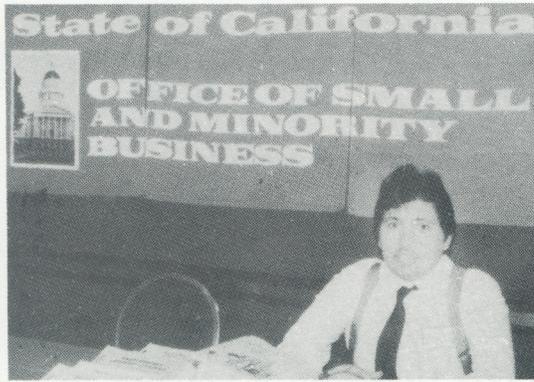
Dave Yorston and Karen Nelson
Office of Space Management

I want to thank you for all your assistance in locating space for our Hearing Advisors Office. I really appreciate your extra efforts to expedite our request in order to meet this fiscal year's purchasing deadline.

Karen, I also appreciate how quickly you developed floorplans and gathered the information for the purchase estimate. Your creative suggestions for placement of our word processing and computer equipment and utilization of the Panel Concepts built-in furniture greatly enhanced our original plan.

I again thank you for not only your assistance with this project but also with our many other projects.

Richard A. Donaldson, Chief
Administrative Services Division
California Energy Commission



(Left) Stim Suzuki, Chief, California Office of Small and Minority Business, describes services offered by his Office to workshop participants. (Right) Richard Peña, Manager, Office of Small and Minority Business, explains how to do business with the State of California.

Campbell Conference Offers Variety of Subjects in Workshops and Seminars

Story and Pictures by Carol Ross

Senator William Campbell held a conference on issues of concern to women and 10,000 people accepted the invitation. The two-day conference on April 14 and 15 covered a wide range of topics and an expanded exhibit area.

An impressive lineup of speakers made choices difficult as attendees rushed from seminar to seminar and found even two days to be insufficient to take in everything.

Keynote Speakers

Elizabeth Dole, U.S. Secretary of Transportation, entertained the crowd consisting mostly of women with stories of her unique position in Washington as a wife whose husband shares the spotlight with her in national politics. She demonstrated her ability to keep a sense of humor while balancing the pressures of home and a very public life.

Keynote speaker for the second day was Wilma Rudolph, Olympic Triple Gold medalist. Her inspiring presentation included stories of childhood illnesses in a large family and how

determination pushed her to achieve what was thought to be impossible.

Nontraditional Roles

Typical of the seminars was a speech by Penny Harrington, Chief of Police, Portland, Oregon. Ms. Harrington described her career and the problems involved in assuming the position of Chief of Police, a nontraditional job for a woman. Her advice to the women in the audience was to focus on doing the best job possible and work for change in the system.

On the lighter side, the conferees were treated to a demonstration by the energetic Richard Simmons, fitness and health expert, and were entertained at the Monday night banquet by Comedienne Phyllis Diller with tales of "Fang."

The sponsors of the event, which included the U.S. Small Business Administration and Chrysler Corporation as well as Senator Campbell, reasserted their continuing commitment toward supporting the efforts of women to succeed in a changing world.



(Above) Elizabeth Yost, Chief Deputy Director, Department of General Services and Wilma Rudolph, Olympic Triple Gold Medalist, share limelight at press conference. (Right) Comedienne Phyllis Diller models her version of the "Dress for Success" image.



Two DGS Employees Receive Governor's Safety Award

On June 20th, 1986 the 6th Annual Governor's Employee Safety Awards Ceremony, sponsored by the Office of Insurance and Risk Management was held in the State Capitol. Sixty three state employees, including two DGS employees, were honored for their efforts to make the work site a safer place to be.

Al Bridges and **Timothy Lynch**, both from the California State Police received awards.

More in the next issue of *OUTLOOK*.

Safety . . .

(Continued from page 13)

while on the stairs and use the handrail.

- Obey warning tags and signs. They are posted to point out hazards.
- Horseplay and practical jokes are dangerous and should not be tolerated.
- Report all accidents to your supervisor immediately. In case of injury get first aid at once.

Safety rules are for your protection, live up to the spirit as well as the letter of these rules — safeguard yourself and your fellow workers.

(Next article will address the major cause of injuries in General Services — accidents involving the back.)

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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