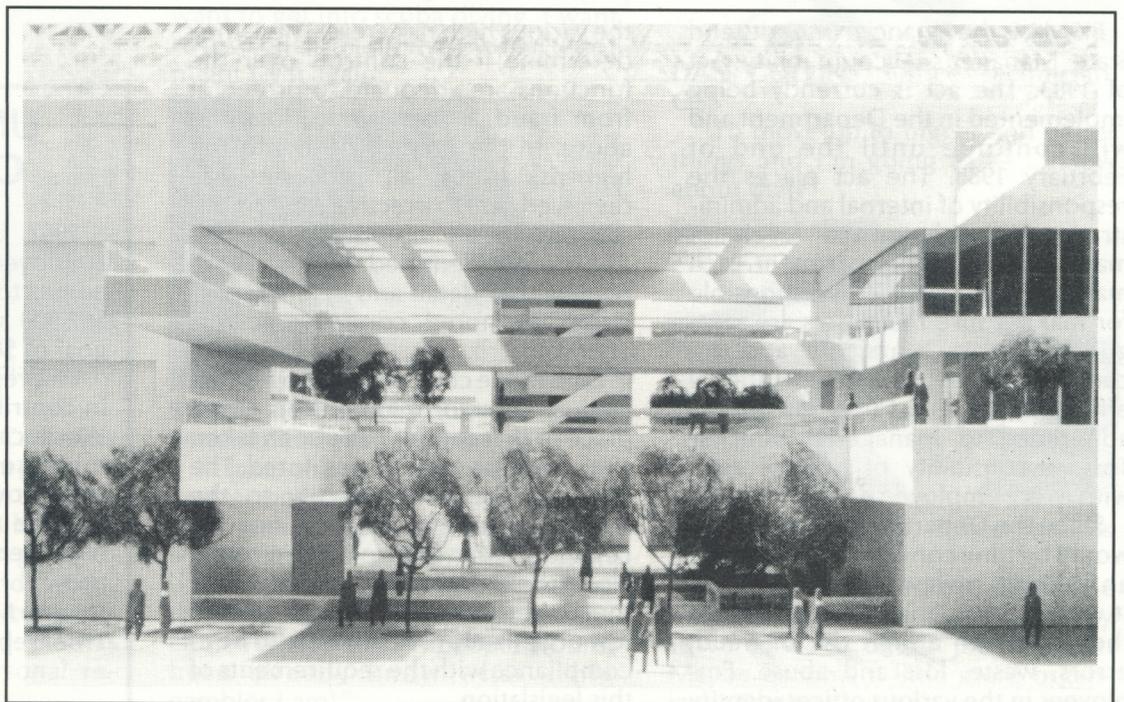
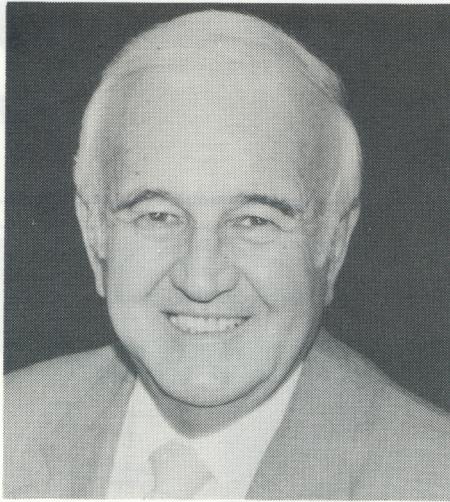


The  
Proposed  
New  
Los  
Angeles  
State  
Building



INTERIOR

## Letter From The Director



With Christmas just behind us, I am writing to bring special recognition to our State employees due to their unprecedented generosity this holiday season through contributions to the 13th Annual State Employees' Holiday Food Drive. Their efforts resulted in over 200 tons (400,000 pounds) of food being donated to local charitable organizations for distribution to Sacramento-area families in need. The annual food drive, which is coordinated by the State Department of General Services and Operation Santa Claus, received record-setting donations this year from employees in over 100 participating State agencies.

State employees do not often receive the credit they deserve for excellence. Your generous contributions have greatly benefited our community and brought food to many who otherwise would have gone without during this holiday season. You have unquestionably demonstrated the true spirit of Christmas.

My personal thanks to each and every one of you who assisted in this worthy endeavor, with special accolades given to Food Drive Coordinators Myron Curtis, Telecommunications Division and Hunt Warner, Office of Management Technology and Planning, for their dedication and devotion to the program.

## WHAT IS FISMA (fizz'ma)?

FISMA is the Financial Integrity and State Manager's Accountability Act of 1983. The act is currently being implemented in the Department and will continue until the end of February 1988. The act places the responsibility of internal and administrative controls on all levels of management in the Department. Each manager and employee is responsible for making sure that assets are safeguarded; data is reliable and accurate; that they promote operational efficiency; and that they encourage adherence to managerial policies. This responsibility of control rests with every employee on a daily basis.

Since the Department is so large, it would be time consuming to conduct an in-depth review of each program. It was decided, therefore, to review the areas with a high risk of fraud, errors, waste, loss and abuse. Employees in the various offices identify

the various high risk areas. Then, they determine if the controls over the functions are adequate to protect it from fraud, errors, waste, loss and abuse. In the process of identifying high-risk areas, all processes are reviewed and corrective actions are started on all noted weaknesses. Those areas identified as high risk are reviewed in detail and where weaknesses are noted, corrective actions are taken.

Each office chief certifies to his/her Deputy Director that controls are in place or that actions have been taken to correct the weaknesses noted. The Director then must certify to the Agency Secretary, Finance and the Legislature that controls are in place. Upon the completion of this activity, the Department will be one of the few organizations in the State to be in compliance with the requirements of this legislation.

## ON THE COVER

The proposed new Los Angeles State Office Building was recently named the Ronald Reagan Building. President Reagan is the only California Governor ever to serve as President of the United States. Governor Deukmejian in Executive Order D-68-87 officially named the building in honor of the President who he described as one of "our most respected and loyal public servants."

Located on two-thirds of a block, in central downtown Los Angeles, the proposed building consists of twin office towers of 17 and 14 stories respectively, situated on a four story atrium base.

In addition to providing general needed State office space, the building will also house the Justices and Courtroom of California's Second Appellate Court District. Chambers will also be provided for the State Supreme Court, as well as Offices of the Governor and Lieutenant Governor.

Plans also call for an auditorium for general State hearings on the first floor, and a Childrens Day Care Center on the main floor.

The construction period is estimated to be 34 months.

## UNITED WAY CAMPAIGN

1987 United California State Employee Campaign (UCSEC) has come to a close. DGS raised \$87,900 which was 98% of our goal of \$89,311.

This represents an 18% increase in contributions (average United Way increase was 12%) and a 34% increase in employee participation over 1986.

Once again, DGS employees have demonstrated their generosity.

Larry Maher, CSP, served as the 1987 Departmental Chairperson.

## What is Your 1988 New Year's Resolution?

Just before OUTLOOK went to print in early January, we asked the following employees — "WHAT IS YOUR 1988 NEW YEAR'S RESOLUTION?"



**JOHN WAGNER**, Administrative Law Judge, OAH

"I have three resolutions — what I plan to do is: (1) make a contribution to my profession by publishing in the area of administrative law; (2) because it's a political year, an election year and because I'm new to Sacramento, I'm going to become involved in a political campaign; and (3) I am going to attempt to — I have 3 children — little ones — I am going to attempt to teach my children to listen and failing that — 2 out of 3 isn't bad!"



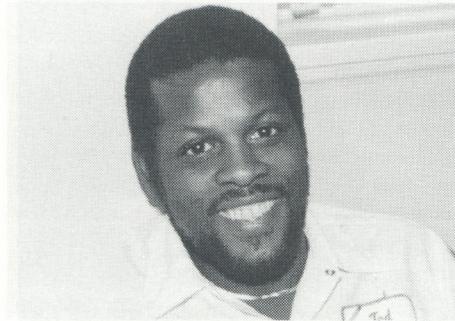
**DWIGHT WEATHERS**, Associate Land Agent, OREDS

"I plan to run the CIM (California International Marathon). I'm going to lose 7 pounds, I'm going to do a personal best — which is 3 hours 29 minutes 36 seconds, and I'm going to beat George Dutra (Sr. Land Agent, OREDS). This is a personal competition between George and I. He has never broken my PR (personal record)."



**ROBERT A. HAWKINS**, Assistant Chief, OB&G

"Well, I think having reached the age of 58 and possibly 3 years away from retirement from State Service I'm going to start planning — long range plans for that event. On the job that will mean that I will make every effort to train new managers and supervisors. I feel this way I can repay those people that gave me training in my career."



**TED JAMES**, Plumber, OB&G

"I've been thinking about that — I want to get into scuba diving. I want to try it once. If I survive the first time I might try it again."



**SONIA TARVIDAS**, OA II, Telecommunications Division

"I gave this a lot of thought — to create more mental energy to promote health, happiness and enduring friendships. I was thinking — do I want happiness or wealth? — winning the lotto would be real nice — no, my choice is happiness — people around here already know what a big gambler I am!"



**"MISS ELLIE" GEREGHTY**, Word Processor, OFS

"I make resolutions every year because hopefully things will be better if I follow them. [Editor's Note: Miss Ellie handed me a list of 20 resolutions. On seeing her unroll the list I asked her to tell me the most important ones.] My #1, top resolution, is to pay off all my bills mainly because of high interest rates and no more tax write offs — oh, but #2 is very important too — find time to visit some very dear but neglected friends. You earn friends you know — [#7 on her list is "To try and beat Gene Pieracci at golf" and #16 "To tell one good joke a day]."



**DAN COLLINS**, Office Technician, OSS

"To move up to bigger and better things and I'm going to — ... How about that?"



**SALLY LEMENAGER**, Office Services Supervisor I, OLA

"I have one — to keep off all the weight I have lost — and to really strive to do a better job at work. Maybe become a little more organized. That's about it."

FEBRUARY IS

# Black History Month

America's strong foundations were built by men and women whose roots stemmed from cultures from around the world. During February we recall the contributions of black Americans.

According to JET, a contemporary black magazine, 62 years ago on February 12, 1926, **Carter G. Woodson**, the Father of Black History, organized the first "Negro History Week." During the 1960's the week was expanded to become Black History Month. Now, every February, as a nation, we celebrate and remember the contributions made by black Americans to our country.

Dr. Woodson's dream has become a cultural landmark and one of the largest ethnic celebrations in America. It is a special time to recall and reflect on the contributions from art and literature to science, space exploration and music that blacks have made to American history.

Below are thumbnail sketches of some black Americans who have played a major role in the shaping of our nation.

When Christopher Columbus came to America in 1492, **Pedro Alonzo Nino**, a black man was with him.

**Dr. Charles Drew**, a black physician, saved thousands of lives during World War II by establishing the first blood plasma bank in the New York City Presbyterian Church. He was also the first director and founder of the American Red Cross Blood Bank.

**Garrett A. Morgan**, a black inventor, invented the automatic stop sign found on every American corner. He also invented the gas mask.

**Jan Matzeliger**, a black inventor, revolutionized the shoe industry by inventing a shoe lasting machine which was patented on March 20, 1883. By 1889, the demand for this machine had become world-wide. It increased production and cut the cost of shoes in half.

**W.E.B. DuBois** wrote the first sociological study of blacks in America and organized the first civil rights protest in this century. A teacher, writer, and educator, DuBois was active in international politics and provided a model

in black intellectual leadership. (1868-1963)

**Benjamin Banneker**, an astronomer, mathematician, and surveyor, is chiefly known for his role in conducting the original land survey of the District of Columbia. (1731-1806)

**W. C. Handy**, as "Father of the Blues," he brought this still-evolving music to the attention of the world. Remember his classic "St. Louis Blues"? (1873-1958)

In the Department of General Services we have our own outstanding black Americans. Below we will highlight the personal achievements and community involvement of 3 DGS employees.



**ROSAMOND BOLDEN, CHIEF  
Office of Buildings and Grounds**

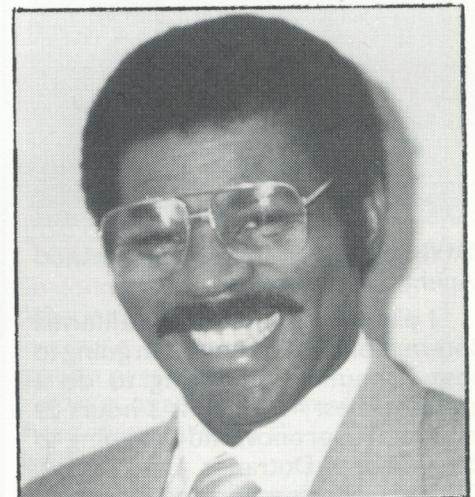
Many are familiar with Rosamond Bolden. Her responsibility as the Chief of the largest General Services' office places her in contact with decision-makers at most levels of State Government. The Office of Buildings and Grounds, whose mission is to maintain State office buildings, consists of about 1,250 employees working state-wide. Managing such a large organization of employees and resources, with such a far-reaching mission is no easy task. It requires teamwork and strong management skills.

What is unfamiliar to some, however, is Ms. Bolden's extra-professional and community service activities. Throughout her career, Ms. Bolden has been fortunate in that her

professional activities have often meshed with her personal commitment to community service.

With a social consciousness in part influenced by the being a student during the '60's at U.C. Berkeley, Ms. Bolden began her long-standing involvement with the NAACP. Following graduation, she was employed by various landmark social programs designed to serve the unemployed. She recalls that employment with the San Francisco Service Center, a one-stop social services agency, prompted her affiliation with the local urban league and various other community groups.

Ms. Bolden's involvement continues today with Sacramento community organizations. Currently, she is an officer with the Sacramento Urban League; serves on the United Way Citizen's Review Committee; and is the 1988 Chairperson for the Annual NAACP Prayer Breakfast. Also to her credit is the co-founding of the Sacramento Black Women's Network, now well known for its community service. Over the years, she has gained a reputation as both a catalyst and an organizer. Her abilities and talents are in demand by several professional and community organizations locally, nationally and internationally. What is the secret to her success? — High expectations.



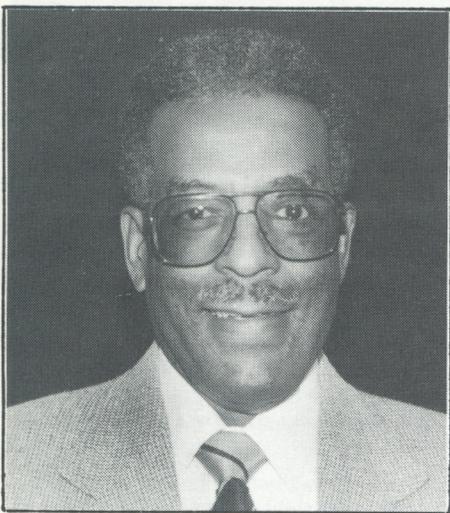
**COMMANDER ROBERT BYRD  
California State Police,  
Southern Command**

It is no surprise that things have gone well for someone whose personal philosophy is, "It's time for a new mentality which says 'I can,' exert the energy to achieve." And that is exactly what he has done. Commander Robert Byrd has very ably applied that philosophy throughout his life. As a Chicago high school youth, he lettered in three sports; as a marine, he competed in amateur boxing alongside teammates the likes of Ken Norton.

After joining the California State Police (CSP) in 1966, he either worked or trained in several professional capacities to prepare himself for assuming the responsibilities of commander of the largest command within the organization. Upon his installation as Commander in 1986, Byrd became the first black ever promoted to this level in the history of the CSP.

Byrd's positive philosophy and influence extend beyond the job and into the community where his work with youth in the Los Angeles area is renown.

Besides his additional involvement with professional and veterans' organizations, Byrd is one of two California-licensed black professional boxing referees, qualifying him to referee major bouts within California . . . the power of positive thinking and actions!



**ROBERT L. WRIGHT, Deputy Director  
Real Estate and Building Division**

Upon college graduation with a mechanical engineering degree, Bob Wright was immediately called to active duty as an Army Lieutenant,

assigned to Field Artillery. Wright entered the Army about a year after segregated units in the military were deemed illegal. He recalls that some "all black" units still existed, although he was not assigned to one. Instead he found himself serving as an officer in units which had not previously had experience with a black officer. "It was an interesting, challenging and educational experience to say the least," he commented. Of his military years, he cites combat action in Korea as pivotal in his life. It was during this combat that Wright sustained life-threatening injuries. During the ensuing year-long recovery period at Walter Reed Army Medical Center in Washington, his outlook on life and his life's ambitions changed, taking on a more serious tone. Today, he lives with the physical reminders of that era.

Twenty-one years later, then Lt. Col. Wright, stationed at the Presidio in San Francisco, decided to retire from the Army. Three days after military retirement, and after reluctantly postponing an anticipated trip around the world, Wright took a job with San Joaquin County as Senior Deputy County Administrator. Primarily, he was responsible for coordinating all criminal justice activities in the County. As a new Stockton resident, he established roots in the community, becoming active with such groups as the Juvenile Justice-Delinquency Prevention Commission, and the Mental Health Advisory Board. His job also required him to frequently serve as liaison with the community for the County administration and the Board of Supervisors, to include recruiting minorities for the various County functions.

He first became acquainted with the workings of the Department of General Services through his association with Chuck Dixon, then San Joaquin County Administrator and a former Director of the Department of General Services. So by 1983, when he was named Deputy Director, Real Estate and Building Division, Wright assumed his new role with ease and confidence. He reflects, "My tenure with General Services has been enjoyable because of the challenge and diversity that comes with this position. This is an unbeatable combination." Not bad for someone from a small New Jersey town, who has a sense of humor, likes people and

enjoys the challenge of working projects through the MAZE of State bureaucracy to accomplish the job at hand.

Profiles by Georgia Lee, EEO

*Editor's Note: This is the first in a series of articles recognizing the contributions of people of color. Future articles will highlight Hispanic-Americans, American Indians, and Asian Americans.*

## Office of Local Assistance Staff Reach Out to Needy Children at Christmas

by Collette Rhoads

This year certain staff members of the Office of Local Assistance volunteered to help bring Christmas to children who would otherwise not be able to share in the joy of the season.

The names and ages of five children from needy families were obtained from the California Child Development Programs Advisory Committee Christmas Orphan Program. Gifts were also donated to a local Sacramento orphanage.

Staff volunteers included 16 members from the Field Services Section and one member from the Clerical Support Services Section.

Individual presents were purchased for each child which included several "fun" gifts and an article of clothing. Presents were gaily wrapped and labeled with the child's name and/or age and delivered to the Jesse M. Unruh Building in time for Santa's Christmas Eve delivery.

It's hard to say who enjoyed this holiday season more - the children -or the volunteers who had such a great time selecting, purchasing and wrapping their gifts knowing that Santa did not forget their children.

## OSA MOVES TO NEW LOCATION

On January 8, 1988, the Office of the State Architect Headquarter's Office previously located at 1500 5th Street, moved to Lincoln Plaza, 400 P Street, 5th Floor, Sacramento, CA. Phone # is 445-2163/ATSS 485-2163.



DGS Deputy Directors put on the aprons and served breakfast to 1,500 DMV employees — early one December morning (5:40 a.m.). It was all part of the bet that DGS and DMV made to spur donations to the food drive. The “losing” executive staff would serve at the Holiday function of the winning department. There were no losers — only winners as DMV and DGS employees donated nearly 117,000 pounds of food to the drive.

## Miracle on “State” Street - 1987 State Holiday Food Drive Nets 44% Increase Over 1986!

by Don Caler, DGS  
Food Drive Coordinator

Yes, Virginia there is a Santa Claus! Over 14,300 needy families in the Sacramento, Yolo, Placer, El Dorado and Amador communities received food boxes this year thanks to the overwhelming generosity of State employees. Jerry Chapman of Operation Santa Claus, which actually distributes the food boxes, said it took three days to hand out this year's record food donations totalling 458 tons. Unofficial State food drive totals to date indicate an all time record of 208 tons compared to 144 tons in 1986, a 44% increase! This year's donations pushed the State's total contribution to over a million pounds since the food drive began in 1975.

The leading State agency this year was the Department of Social Services with 62,334 pounds. Close behind in 2nd and 3rd place were the Department of Motor Vehicles (DMV) with 58,985 pounds and the Department of General Services (DGS) with 58,091 pounds. These three departments alone were responsible for approximately 90 tons of food or 43% of this year's State contributions.

A high spirited competition between DMV and DGS resulted in a whopping 200% increase over last year for DMV and a 130% increase for DGS. Although DMV won the contest by a mere 894 pounds the real winners were those extra needy families who benefitted from a real “Christmas spirit” competition spearheaded by DMV Director A. A. “Del” Pierce and DGS Director W. J. “Tony” Anthony.

Within DGS, special kudos go to the Office of Small and Minority Business for winning the per capita donation the second year in a row and the Telecommunications Division for the most pounds 14,113 - a fantastic achievement. Once again **Myron Curtis**, Telecommunications Division and **Hunt Warner**, Office of Management Technology and Plan-

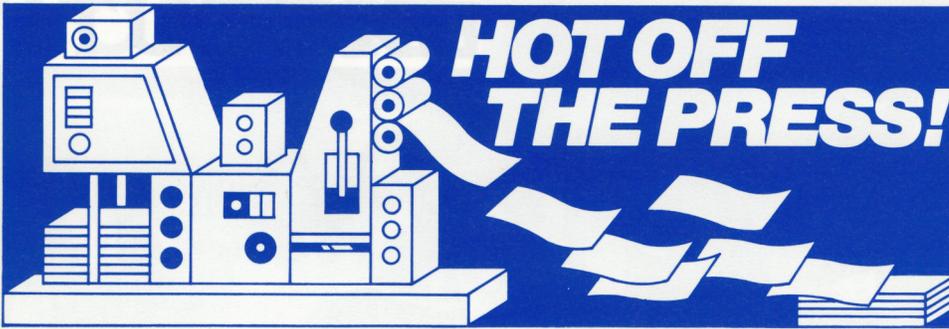
ning did an outstanding job as state-wide coordinators for this holiday event. A special thanks also to those volunteers who took the time to help pack the food baskets at the Sacramento Army Depot. And without the California Army National Guard, the food never would have gotten to those who needed it in a timely manner. We appreciate General Robert Thrasher allowing Sgt. Don Kessel to coordinate this year's food pickup.



HUNT WARNER (l) and MYRON CURTIS (r) “rest” as the last of the donated food is brought to the Sacramento Army Depot for final distribution to the needy. Hunt and Myron co-chaired his record breaking event.

### DEPARTMENT OF GENERAL SERVICES 1987 OFFICE FOOD DRIVE TOTALS

	Total Pounds	Number of People	Pounds per Capita	Rank
Administrative Hearings	655	23	28.5	9
Administrative Services	1,140	80	14.2	15
Architect	298	186	1.6	22
Buildings & Grounds	4,975	710	7.0	20
Energy Assessments	848	12	70.7	3
Executive	1,356	26	52.2	5
Fiscal Services	2,324	130	17.9	13
Fleet Administration	1,830	72	25.4	10
Insurance & Risk Mgmt.	1,071	25	42.8	6
Legal Services	357	22	16.2	14
Local Assistance	3,522	161	21.9	12
Mgmt. Technology & Planning	1,535	144	10.6	16
State Printing	1,925	463	4.2	21
Procurement	2,222	238	9.3	18
Project Dev. & Mgmt.	798	27	29.5	8
Real Estate & Design Svcs.	8,600	120	71.7	2
Records Mgmt.	500	22	22.7	11
Small & Minority Business	2,841	21	135.3	1
State Police	1,431	154	9.3	19
Telecommunications	14,113	207	68.2	4
Support Services	4,417	142	31.1	7
Board of Control	1,333	141	9.4	17
<b>TOTALS</b>	<b>58,091</b> <b>(29 TONS)</b>	<b>3,126</b>	<b>18.6</b>	



By all accounts the 1987 Holiday Food Drive was an overwhelming success. Food donations broke all records and again DGS employees demonstrated unprecedented generosity. Whether it was "friendly" competition, a bake sale, or the purchased "right" to wear jeans to work, DGS employees joined in the holiday spirit and gave, gave, and gave. Below is an account, prepared by the *Outlook* office reporters, of how each Office participated and what they did to inspire generosity.

Telecommunications Division employees collected 114,113 lbs. of food, more than any other office in the Department. This amount was also more than eight times the amount donated in previous years. The boost in donations was spurred by competition within the Division. Businesses located near the Office donated prizes to the contest. The Policy and Planning Section won by donating a total of 245 pounds per person. To thank the generosity of the staff Al Tolman and Pete Wanzenried hosted "breakfast" one December morning in the employee break room. Special thanks was given to **Pamela Kelley** whose dedication to the project and enthusiasm made the difference.



**AL TOLMAN** (l) and **PETE WANZENRIED** (r) played Santa Claus and rewarded Telecommunications Division employees for their generous contributions to the food drive. Special thanks was given to **PAMELA KELLEY** (c) who coordinated the office food drive.

**Blessy Torres**, Food Drive Coordinator for the Office of the State Architect reported that OSA employees contributed a total of 298 pounds to the food drive.

The 23 employees of the Sacramento Office of the Office of Administrative Hearings collected \$312 in cash and 31 pounds of food. The equivalent of 655 pounds gave OAH a contribution of 28.5 pounds per employee.

## HOT OFF THE PRESS!

What weighs 1,000 pounds and has more than two eyes? Ten sacks of 100-pound bags of potatoes. That's just half the amount of food collected by the Office of Fiscal Services. There was a friendly competition between two units, the OSA Accounting Unit and the Administration Unit. The losers had to serve the winners chocolate croissants on a silver tray! (The trays were missing, but the croissants were wonderful.) After several trips to the Wholesale Cash and Carry and local supermarkets, and with sacks of rice, beans, and cans and cans of food all over, the final tally was 1,791 pounds. The losers (their SPIES were not as clever as they thought) missed the mark by only 327 pounds. The final office total was 2,324 pounds.

The Office of Real Estate and Design Services (OREDS) demonstrated true holiday spirit thanks to **Georgia Melson** and **Gabe Ledesma**. Their organizing endeavors prompted staff to donate 8,600 lbs. of canned and fresh foods to the drive. The poor and homeless are certain to have benefited from this offering.

Congratulations are in order for the winning team. Lina Chatterji, Lewis Dean, Sheral Gates, Don Jones, Betty Kearney, Max Marglin, Ken Raymond, Helen Smith and Cesley Weaver all deserve special thanks for their team's outstanding contribution. Competition was fierce, but they managed to beat the other twelve teams at OREDS. Let's hope that next year's food drive is as successful!

The spirit of giving dominated the Office of Administrative Services (OAS) this year. OAS donated 1,140 lbs. of food, which translates to approximately 14 lbs. of food per employee. OAS organizers made two runs to the Price Club buying bulk quantities of staple items such as flour, rice, and beans from the money that was donated. Additionally, some employees donated dolls and toys to Operation Santa Claus making this holiday even brighter for some Sacramento area children. Thanks OAS employees for a job well done!

The Office of Project Development and Management (OPDM) really got involved in the spirit of giving during the '87 Food Drive. Thanks to the enthusiasm and persuasive techniques of **Ed Bielski**, this year's campaign manager, OPDM made its highest contribution to date: 30 lbs. of food per person. Ed began his campaign with a series of bulletins describing the need for the food drive and promoting the competition he had designed. Participants, who were assured a chocolate truffle, competed for four "spirit of the season" prizes: one

free lunch, a bottle of fine wine, candy, and a glass of wine to be given at the office Christmas luncheon. Enthusiasm mounted. Every few days Ed sent out updates describing who was in the lead. Then, as the target date grew closer, Ed made personal appeals as well. Finally, at the luncheon, amid much applause and laughter, prizes were awarded. All had cause to celebrate because there would be fewer going hungry this Christmas season.

The employees in the Office of Legal Services broke all previous records with their holiday food drive donations! This year, the employees donated 187 pounds of food and \$85.00 in cash, for a combined total of 357 pounds of food or 16.23 pounds per person. This was a 76 percent increase over last year!



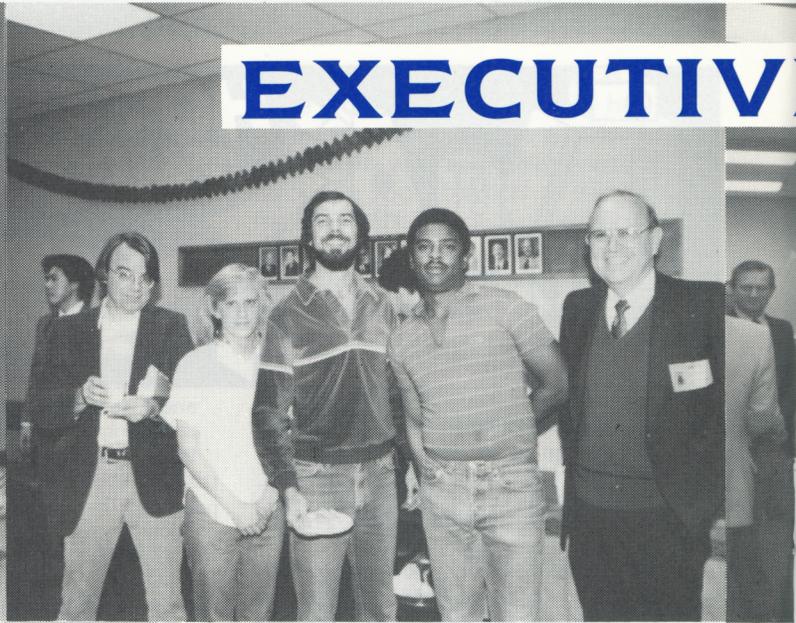
**KIT BONNER** loses his tie to **TONY ZARBANO** as part of the OLA food drive challenge. **RICHARD GONZALEZ** waves the white flag.

The gauntlet was tossed, the challenge declared and accepted as the Office of Local Assistance joined in the spirit of the State Employees Holiday Food Drive. The OLA 621 J Street Office declared their challenge to collect more food for the needy than the OLA headquarters Office at 501 J Street. Kit Bonner, leader of 621 challenged Tony Zarbano, leader of 501 to a "cutting of the ties." Winner cuts loser's tie! In addition to generous donations from all OLA staff members, individual activities were held to ensure victory. Certain staff members at the 501 J Street Office held a bake sale with the option of canned goods being used in lieu of money. A Western Dress Day was also held with \$2.00 tickets being sold to allow participants to wear jeans and/or western dress for the day. Ticket holders were required to wear jeans AND the ticket - those in violation faced a possible \$5.00 fine. Those that did not wish to participate in western dress could purchase a \$1.00 Party Pooper Penalty badge.

At 621 J Street rally speeches were made offering continual encouragement to "save Kit's tie" (these speeches were made by Kit himself) and a Jeans/Casual Dress Day was held with tickets being sold for \$2.00 per person.

On December 11 Kit Bonner waved the white flag and surrendered his tie. The 621 J Street Office collected 1,022 pounds of food while the victory claiming Office at 501 J Street collected 2,500 pounds of food. All in all there were no losers only winners as a result of this year's State Employee Holiday Food Drive.

(Continued on page 10)



# EXECUTIVE



# OPEN HO

# E OFFICE



USE 1987



OSMB staff show off their winning smiles after loading food in the truck for Holiday Food Drive. OSMB collected an astounding total of 135 pounds per employee. This per capita achievement means that OSMB had the highest per capita office contribution in the Department for two consecutive years.

## Press... (Continued from page 7)

Thanks to help from many employees and some friendly competition, the Office of Procurement's 2,222 lb. contribution to the food drive exceeded last year's contribution by more than 100%.

Coordinators **Richard Mehlhaff**, **Irene Duci** and **Leif Anderson** did a great job of updating charts showing day-to-day contributions by unit. The Quality Control Lab, at 27.5 pounds per capita, won the intraoffice award. Their achievement was recognized with a certificate of appreciation at a ceremony featuring fresh fruit, coffee and doughnuts on January 11.

The ceremony was attended by Austin Eaton, former Purchasing Manager at the Office of Procurement, now Executive Officer of the Board of Control. Mr. Eaton, who had bravely challenged Procurement to a food drive competition with the Board of Control, graciously acknowledged his ignominious defeat but reliable sources report having heard him wondering semi-coherently why performance had improved so markedly since his departure.

• • •

The competitive spirit exploded at the Office of Small and Minority Business during the recent Holiday Food Drive. With the leadership and encouragement of **Charmaine Sonnier**, four teams of employees threw themselves into a Super Bowl-type frenzy and the winners were the less fortunate people of Sacramento. Secret, high level meetings were held to determine which kinds of food weighed how much and where that food could be purchased at the lowest price.

Pantries were emptied and piggy banks were broken. Intensity of the competition was evident, as one team tried, without success, to hide 700 pounds of food in a manager's office under a stack of rain slickers. Small amounts of canned food placed into official fund drive boxes acted as decoys for the avalanche of food that appeared at the eleventh hour.

The result of this massive effort was that the Office, as a whole, more than doubled the amount of food collected by them last year and came in with an astounding total of 135 pounds per person! This compares with 70 pounds per person collected by the office finishing second

to OSMB. The 135 pounds per person meant the highest per capita contribution in the Department of General Services for the Office of Small and Minority Business for two consecutive years.

Weight-lifting training was necessary as all OSMB workers assisted Army personnel in loading the food drive truck. The total pounds collected by this little office of twenty-one people was 2,841 pounds; close to one and one-half tons!

When congratulated for her outstanding success in the food drive, Charmaine said "The success of the drive was due, not to any single person, but to everyone working together as a team, for a worthy cause."

• • •

Employees at the Office of Support Services took the 1987 food drive more seriously than ever before. A total of 4,417 lbs. of food was donated, exceeding last years contributions by 2,601 lbs.

The "Golden Can Award" initiated last year by Ron Lewis, has put a little competitive umph into the food drive for OSS. This year the award went to the Administration Unit and was received by Dottie Harrington, Program Manager.

While it is fun to win an award, we all know that feeding the hungry is really the bottom line.



4,417 pounds and what do you get? Food for many hungry people donated by OSS staff.

The Office of Management Technology and Planning's annual Food Drive was organized by **Averil Franklin**. Averil did an outstanding job soliciting outside donations from small businesses in Citrus Heights as well using the innovative idea of asking employees to give just

a few more cents/dollars to top off the total dollar contribution to an even amount.

OMTP's Christmas Committee also donated \$100.00 from the year-round fund raising project that helps sponsor the OMTP Christmas luncheon.

The OMTP Data Entry operators donated a large container of pennies that they had saved for an entire year. This started a trend of persons emptying their desks of all spare change. The total amount contributed in this fashion grew and grew putting all to work rolling coins and cashing them in for paper currency.

All in all everyone in OMTP contributed in one way or another to help make this year's food drive the most successful yet!

• • •

The Office of Fleet Administration challenged the Office of Energy Assessments to a "cruel duel" and according to **Lorraine Lema**, OFA Food Drive Coordinator, it was "to wits end" — a tie.

To abet them in their "duel" with OEA, OFA sponsored a bake sale and raffle at the Sacramento State Garage. Local businesses donated such prizes as free rounds of golf, free lunches, plants and even a CB radio. The proceeds from the raffle and bake sale were used to purchase food for the drive.

To lure potential buyers to the garage OFA staff offered free coffee, punch and candy canes. There was something for everyone — if you didn't eat "sweets" and raffles left you cold, you could have played word scramble games which challenged your knowledge of Fleet terminology. It cost 50¢ a game to play and prizes were awarded to the winners.

Through these creative efforts, OFA collected 1,830 lbs. of food, 600 lbs. more than last year.

• • •

## NEWSBRIEFS

In his new book, *One-On-One with Andy Grove: How to Manage Your Boss, Yourself and Your Co-workers*, the President of Intel Corporation gives these tips on time management and suggests how to get along with co-workers:

- Write notes to yourself to prevent forgetting a meeting, a deadline, a phone call, or dozens of other workday events.
- Get your desk clean, so you don't overload on paperwork.
- Introduce as much regularity into your workday as possible. Group similar activities together. Make all your phone calls at the same time, for example.
- Consider "office hours." Hang a sign on your door and ask not to be interrupted until a specific time when you will be receptive to visitors.

- Deal with co-workers directly. Be upfront about habits/things that irritate you.

• • •

Tip of the Month — Write your phone number and your IMS Code on every memo, note, purchase order. That way if there is a question, those doing business with you will have your number handy.

• • •

The Department of Personnel Administration recently released a report titled; "Sick Leave with Pay in California State Agencies." This report compared the number of sick leave days used by State employees by department. According to James D. Mosman, Director, DPA, there was an increase in sick leave used by state employees from Fiscal Year 1985-86 to 1986-87. However, the report also indicated that although there was an overall increase statewide that DGS employees, as a group, used less sick leave last year than the year before. He commented, "I would like to thank you for your positive results. I appreciate your effort and support in this matter."

• • •

Good news for chocolate lovers — Researchers at the University of Texas Health Science Center are proposing evidence that some forms of chocolate may help prevent cavities not promote them.

Now embarking on a two-year study that they hope will enable them to pinpoint and extract the ingredient in cocoa that might act as a cavity deterrent.

Preliminary evidence shows that hamsters fed cocoa developed fewer cavities and that a group of adolescents dieting largely on chocolate skim milk had less plaque than people on a normal diet! How is that for good news!

(Source: *Insight - The Washington Times*, Dec. 1987.

• • •

February is National Children's Dental Health Month — This is the 111th year for toothpaste. Americans use about a quarter of a million pounds of it each year.

February is also American Heart Month - 40 million Americans are at high stake for heart disease. To reduce your risk of a heart attack, the American Heart Association and the

National Heart, Lung and Blood Institute recommends the following:

- Have regular medical checkups.
- Keep your blood pressure under control.
- Have your blood cholesterol level checked regularly.
- Eat foods low in saturated fat, cholesterol, and salt.
- Don't smoke.
- Achieve a moderate body weight.
- Exercise regularly.

• • •

Personnel changes - **Melodie Cato** is now the Labor Relations Officer, **Les Wickey** is now Chief, Office of Records Management. They exchanged assignments for a one year Training and Development Assignment. **Curt Soderlund** was appointed to replace **Anne Garbeff**, as Special Assistant to the Director, while she is on maternity leave. Filling in for Curt as Budget Officer is **Cec Wallin**. And most important Anne gave birth to a healthy 7 lbs. baby boy, Gregory Christian, on 1/5/88.

• • •

Ron Neal, Bay Area Regional Building Manager, Office of Buildings and Grounds recently presented **Paul Galvan**, Groundskeeper and **Frank Silva**, Building Maintenance Worker with Certificates of Outstanding Attendance.

Frank had surgery just prior to receiving this certificate. He had a total of 571 hours of sick leave accumulated. Needless to say, it helped a great deal during his recovery.

\*\*\*\*\*

## MERIT AWARDS \$ FOR YOU \$ FOR STATE GOVERNMENT

The Merit Award Program is celebrating 27 years of promoting efficiency and safety in state government. During fiscal year 1950-51, the 1st year of the program, only 784 suggestions were received statewide. Last fiscal year (1986-87), 2,517 suggestions were submitted by State employees concerned with improving efficiency and/or safety on the job. 407 of these suggestions were ultimately adopted and 407 suggesters received cash awards, totaling \$210,380.

67 state agencies participate in the program which is part of the Department of Personnel Administration (DPA). DPA sets a participation goal for each agency, which in most cases, is the submission of two suggestions for every 100 employees. This is a modest goal, as compared to the national average of all such programs, which is 12 suggestions per every 100 employees. Nevertheless, DGS employees should be congratulated for surpassing last year's goal by 24%.

Six DGS employees who recently participated in the Merit Award Program were presented their award by W. J. Anthony, Director. An awards ceremony was held on January 5, 1988 in the Director's Office.

(Continued on page 12)



Five DGS employees are congratulated by W. J. Anthony, Director and Fred Gustin, Deputy Director, for successfully participating in the Employee Suggestion Program. (l to r) TOM PECKINPAUGH (OSP), GEORGE E. BOVEE (OSP), GEORGIA LEE (EEO), CARL STERKEL (OSP) and GENE ALBERT (OFA).

## MAB... (Continued from page 11)

The following employees received a check and Certificate of Award:

Carl R. Wigren, Machinist, Office of State Printing, Award amount \$175.

Tom Peckinpaugh, Bookbinder IV, Office of State Printing, Award amount \$1,485.

George E. Bovee, Web Offset Press Operator I, Office of State Printing, Award amount \$100.

Georgia J. Lee, Staff Analyst, Office of Equal Employment Opportunity, Award amount \$65.

Carl D. Sterkel, Cameraman, Office of State Printing, Award amount \$160.

Eugene A. Albert, Office Assistant II, Office of Fleet Administration, Award amount \$30.

If you would like information on this program contact the Merit Award Administrator at 324-6462 or ATSS 492-6462.



## “DON’T MESS WITH ROSEMARY”

It was just after lunch as Rosemary Mulligan, Sr. Account Clerk, and Chrystal Maurice, Account Clerk II, OLA, were sitting in the windowed conference room when they noticed a well-built male in his early 20’s enter the office building at 621 J Street.

He was unfamiliar to them, but he wore a State I.D. badge so they thought he might be a relative of someone in the office. But, somehow it just didn’t seem right. Rosemary decided to keep an eye on him. She told Chrystal, “Maybe we better call the police — I’ll let you know.” She then followed the man as he entered her boss’ office. Unaware that Rosemary was watching him — he opened her boss’ purse, reached in and removed her wallet. Then he turned, put the wallet behind his back and stepped out into the hallway. Rosemary, keeping full composure, gave Chrystal the high sign to call the police and then asked if she could help him. He replied that he was looking for a job. Pointing straight ahead, Rosemary, in an effort to detain him while the police arrived, said — “Sure, we need to hire some **good people** like you — let me show you to the office where the job applications are located.” Mean-



“OLA HEROS” — Rosemary Mulligan (l) and Chrystal Maurice. Together their actions led to the arrest of the “would be” OLA robber.

while, Chrystal was describing the incident to the State Police.

Rosemary led the man down the hallway to an office near the entrance where four managers were sitting. She calmly stated, “this man just stole a wallet.” At that, he immediately dropped the wallet and fled the building.

Four State Police Officers apprehended him at 10th and K. Well “seasoned,” the thief had already purchased a new shirt from a store on the mall, dropped the newspaper he was carrying and was about to change clothes. Rosemary, escorted by Officer Martin, CSP, to the arrest scene, identified the man. She later found out that he had just been released from the jail one hour earlier for the same offense.

“Somehow in these kinds of situations,” commented Rosemary, “I don’t get nervous! My dad worked for 25 years as an officer in the Homicide Unit. I’m used to it. This was only petty theft. It didn’t enter my mind that I could get hurt. After it was over, though, I thought about it and wondered how I did it — and — I did take the rest of the day off!”

As a result of the theft, Debbie Nobes and Selina Smith arranged special training for the office staff. The Sacramento Sheriff’s Department conducted a security training session; Ms. Moreno, CSUS, conducted a self-defense class; and a security check was done on the building. “We now use the buddy system,” added Chrystal — “We watch out for each other and our belongings.”

The lyrics — “Don’t mess with . . . Rosemary” come quickly to mind.

## “The Biggest Tree Ever”

Over 60’ tall, it was the largest Christmas Tree ever to adorn the State Capitol grounds. Donated by Mr. and Mrs. Howard Neilson of El Dorado, California, the white fir was officially lit by Governor George Deukmejian and his wife, Gloria, on December 8, 1987, at the Annual Tree Lighting Ceremony held in the Capitol Building. The tree was cut down by employees of the Office of Buildings and Grounds in late November near Sly Park. According to Dan Johnson, Supervising Landscape Architect and the person responsible for selecting the official State tree for the past 20 years, the most attractive trees grow in the higher elevations and early snow can often prevent access to the cutting crew. So, with a close eye on the weather, a November date was set for the tree cutting.

Employees from the departments of General Services and Forestry worked together to cut the tree and transport it to Sacramento. Six inches of snow from a previous storm provided a beautiful winter scene for those cutting the tree. Dan said it was well worth the effort to plan and withstand adverse weather conditions to see the pride that the donors



DAN JOHNSON, OB&G discusses the official State Christmas Tree with local members of the media. It has been Dan’s job to choose the official tree for the past 20 years.

## FEEDBACK



Governor George Deukmejian and First Lady, Gloria, light the official State Christmas Tree. Elizabeth Yost, Chief Deputy Director is at the podium.

and neighboring community take in having their tree selected as the "official" State tree.

Once the tree arrived at the Capitol, Tom Anderson, National Crane Co., donated the crane which picked up and placed the tree in the 5'-deep hole, dug on the west lawn of the Capitol to support it during the holiday season.

Elizabeth Yost, Chief Deputy Director, DGS, who served as Mistress of Ceremony during the Annual Tree Lighting Ceremony thanked the many OB&G employees from Region I, including electricians, maintenance

workers, laborers and carpenters who spent four days decorating the tree with over 4,500 lights and ornaments.

Music at the ceremony was provided by the John F. Kennedy High School Band and Choir. Refreshments of cookies and coffee were provided by CSEA and the DOT TOT Child Care Centers Childrens' Choir also performed.

It took a great deal of effort and coordination on the part of many DGS employees to "create" the perfect tree. Because of their efforts many Californians enjoyed the beautiful sight.



Region I, OB&G staff, decorated the tree with over 4,500 lights and ornaments.

H. P. Campbell, OSA, wrote to Einer Christensen, OAS, ..."During the past two years it has been my pleasure to work with the personnel of the Department of General Services' Testing Office. **Julie Zanolio** has been assigned by the Testing Office for OSA/SSS interviews and examinations. Julie must be commended for her assistance in preparing, conducting and evaluating the structured oral interviews for various structural engineering positions. She has demonstrated outstanding ability and knowledge of her job."

•••••

Paul Savona, Chief, OREDS, wrote to P. K. Agarwal, Chief, OMTP ..."I would like to express our appreciation and thanks to you and your staff, particularly **Ms. Jackie Jones**, for assisting this office in implementing changes to our TRACCS system. Jackie Jones exhibited a high degree of willingness to work with us to implement the changes, she was extremely responsive to our needs."

•••••

Casey Randall, Chief, OFA wrote to James Morgan, Chief, OAS ..."We at Fleet Administration wish to express our gratitude and appreciation for the excellent service we have received from your Personnel Testing Section. Oftentimes in our busy work lives, we don't take the time to give credit to our support services and *applaud* them for their concern, conscientiousness, and professional manner with which they assist us."

•••••

P. L. House, Department of Corrections wrote to John Babich, Deputy Director, ..."I wish to express my appreciation for the excellent training session provided to the institution at Folsom by Office of Procurement staff. **Gerard Esker** and **Mike Hamilton** with the assistance of **Tom Smith** from CDC headquarters were well prepared, knowledgeable and provided an excellent overview of the procurement process."

•••••

Susan Trevini, OP received a letter from Carla Scotts who had called the Office of Procurement seeking information about the bidding process ..."I just want to say how fortunate it was for me to talk with **Sherri Harm** and **Mary Noda**. These two women are a big asset to the State of California."

•••••

P. G. McCarthy, California Highway Patrol, wrote to John Babich, ..."Thank you for your assistance with collection from G. T. Price Products, Inc. Had you not intervened, it is doubtful that the \$62,000 would have been readily refunded."

•••••

Russell Bobart, Health & Welfare Agency Data Center, wrote to W. J. Anthony, Director, ..."Please extend our appreciation to **Mr. Robert Hoover** for developing/conducting the Delegated Procurement Class. The training was well received."

(Continued on page 14)

# 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 contributions to our Department and the State of California.

## JANUARY

Darryl Jones ..... Office of Administrative Services  
 Robert D. Meier ..... Office of Real Estate & Design Services  
 William M. Zell ..... Office of Real Estate & Design Services  
 Guillermo A. Gonzales ..... Office of State Printing  
 Floyd Scott ..... Office of State Printing

## FEBRUARY

William Williford ..... Office of Fiscal Services  
 Averil L. Franklin ..... Office of Management Technology & Planning

## --- RETIREMENTS ---

Catherine B. Bord ..... Office of Fiscal Services  
 Howard L. Parsons ..... Telecommunications Division



SALLY THIBODEAUX cuts the cake presented to her on completion of 25 years of State service.

### SALLY THIBODEAUX CELEBRATES 25 YEARS OF SERVICE

Friends and co-workers congratulated Sally Thibodeaux as P.K. Agarwal, Chief, OMTP presented her with her 25-year service award and certificate.

On seeing her cake, P.K. jokingly started the celebration saying, "We are all present here today to celebrate Sally's 25th Birthday." Sally readily agreed. The cake read "25 Years — Congratulations!"

On a more serious note P.K. congratulated Sally and thanked her for being a "valuable State employee."

Sally, who has spent the majority of her 25 years working for the Department, thanked her friends and co-workers, adding — "This is a good place to work."

### Darryl Jones Receives his 25-Year Service Award

Friends and co-workers gathered as W. J. Anthony, Director presented Darryl Jones with his 25 year pin and certificate. A nine year veteran of DGS, Darryl, in addition to his responsibilities as a Training Officer, is also manager of the Employee Assistance Program.

A licensed Marriage and Family Therapist, Darryl, in his spare time has a private counseling practice. When not working he enjoys restoring old wooden boats.

Mr. Anthony thanked Darryl for his years of dedicated service. Darryl returned the compliment saying that his service with DGS has always been rewarding and challenging.

## FEEDBACK...

(Continued from page 13)

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Edmund G. "Pat" Brown, former Governor, State of California wrote to **Gary Alexander**, OB&G, ... "Please accept my sincere appreciation for obtaining the photo of me while I was governor of California. Thanks to you and **Rae Garner**, the building manager, for the courtesy extended."

•••••

L. Thomas Tobin, Executive Director, Seismic Safety Commission, wrote to Frank Davidson, OREDS, ... "Now that the dust has settled, I'd like to extend my appreciation to your office and particularly to Space Planner, **Kari Kuhlman-Kassis**, for your efforts in getting our space remodeled to meet our needs. The efforts of Leasing Officer **Greg Nyland**, who negotiated a lease under which we are paying 5¢ per square foot less than before, are also appreciated."

•••••

Robert R. Bergeson, Regional Director, Public Employment Relations Board wrote to Ken Raymond, OREDS, ... "The Los Angeles Regional Office of the Public Employment Relations Board is close to finalization of the movement of our office. I believe I speak for the entire staff of PERB in saying that our impression of OREDS has been a very positive one.

Leasing Officer **Sheral Gates** and Space Planner **Les Mark** are to be commended for their patience in guiding us through the various bureaucratic hurdles and explaining the reasons behind denial of certain of our requests while maintaining the flexibility to fully consider them. Should I ever again have need to endure the laborious task of relocating our office, I would welcome the continued assistance of Sheral and Les."

•••••

Leonard Foote, California Horse Racing Board wrote to Bill Woodall, OMTP ... "Please accept my commendation and recommendation for **Shirley Almeida**. Ms. Almeida has been given several assignments at one time and has handled each with great interest. We are pleased to have her working directly with our Board and we are pleased to commend her abilities as a Programmer and as a fine representative of the Data Processing Services Section."

•••••

Eugene Marquart, OIRM wrote to Carolyn Robinson, OMTP ... "During your recent audit of the Motor Vehicle Insurance Account, we had our first opportunity to meet **Ignacio Hernandez** of your staff. We were impressed with Ignacio's professional skill, initiative and resourcefulness in conducting the audit. We were particularly pleased by the timeliness and the quality of the audit. We have implemented the suggestions that have evolved from our meetings."

•••••

Frank E. Rivera, Advanced Data Concepts,  
 (Continued on page 15)

## FEEDBACK...

(Continued from page 14)

Inc., wrote to Stim Suzuki, Chief, OSMB ... "I want to compliment you heartily on your commitment and dedication to providing business opportunities to small and disadvantaged firms seeking to do business with the State of California. I noted two major areas in which your interest in providing marketing opportunities to small minority-owned firms such as mine is clearly in evidence.

First, you have working for you one of the finest, most capable, and dedicated Small and Disadvantaged Business Utilization officers I have seen in either Federal or State Government. We have dealt with many Small Business officers throughout the country, and **Mr. Richard Pena** is one of the most helpful and knowledgeable individuals in his field of endeavor.

The other area is your commitment to providing equitable opportunities to disadvantaged small firms. It was clearly notable during recent Minority Business Fairs held in California. You provided solid representation of your office at those conferences."

•••••

Elliot Shona, Supervisor, OSA received a letter from Gary Reinoehl, Department of Parks and Recreation ... "I would like to express my appreciation for the cooperation of the construction crew working on the stabilization of the addition on the rear of the Miller House. While the crew members excavated the trenches for the new foundation, a large number of artifacts were uncovered. Your crew repeatedly called our attention to the materials so that we could recover the artifacts and thus increase the amount of information about the occupants of this building."

•••••

James B. Stafford, State Water Resources Control Board wrote to Robert E. Hoover, Office of Procurement, ... "We would like to express our appreciation for the outstanding support provided by **John Kistner**, during our recent telecommunications procurement for a data-over-voice network. John was able to resolve complex procurement and technical issues. He was conscientious and supportive and a pleasure to work with."

•••••

Samuel M. Kipp, California Student Aid Commission, wrote to Paul Savona, Chief, OREDS, ... "I want to take this opportunity to thank you and the staff at OREDS for the assistance provided to the Student Aid Commission in its move to the Benvenuti Plaza Building at 1515 S Street on September 11, 1987.

All the work involved in planning this major move was handled in an expeditious and professional manner. I especially want to commend **Gil Rivero**, Space Planner, for the fine job he did in designing our office layout.

I also want to express my appreciation of the help and advice given by **Jack Muira** and **Frank Davidson** during the relocation process."

•••••

Tim Powell, Octagon Association, wrote to John McCourt, OSA, ... "I would like to take this opportunity to say how much I appreciated the help and patience that members of the staff

there gave me during my last visit on Thursday and Friday of last week.

I would like to mention these individuals names and ask you to pass along my sincere thanks.

**Victor Robles, Shafgat Ullah, Suradij Leerungsri, Pearl Martinez, and Elaine Miller.**"

•••••

Tim Hannon, Dreyfuss and Blackford Architectural Group wrote to Mark Parrington, OSA, about the favorable assistance he received from **Pat Campbell, Nick Kaliakin, and Bill Kirkgaard**, OSA, regarding the Sutter Memorial Hospital Phase III Project.

•••••

Stanford Tandowsky, CYGNA Consulting Engineers, wrote to Pat Campbell, OSA, ... "I want to take this opportunity to sincerely thank you for the help you provided me, and Cygna Consulting Engineers, with the seismic deformation problem we had at the Irvine Medical Center.

It was a very difficult situation for us, and I appreciate your efforts in helping us to get the problem resolved in a safe and equitable fashion."

•••••

Jay R. Stroh, Director, Department of Alcoholic Beverage Control wrote to W. J. Anthony, Director, ... "Just to take a second to let you know how much I enjoyed reading your Department's publication 'Outlook,' the September-October 1987 issue.

You know that both of us in our positions must read over a great deal of printed material and in looking at your Department's publication, I classify it superior to all publications from within our State to outside of our State and find it outstanding in all that I read and review."

•••••

Ralph Carpenter, CLU wrote to Paul Savona, Chief, OREDS, ... "Senator Don Rogers' office in Bakersfield put me in touch with your **Mr. Robert Meier** regarding a State of California/Bureau of Land Management project for development of an off-highway vehicle area in Kern County.

Mr. Meier was very helpful. He did his homework, called promptly and gave the precise information requested.

He is to be commended for good service."

•••••

**Takeo Fujitani**, Office of Fleet Administration, received a Certificate of Merit from the Governor's Office of Emergency Services, ... "in grateful recognition of invaluable assistance rendered as a member of the Governor's Earthquake Task Force in the development of emergency preparedness, response, and recovery programs for the protection of lives and property of the citizens of California in the event of a major earthquake."

•••••

Tony Adams, ARMA International, wrote to W. J. Anthony, Director, ... "On behalf of the Association of Records Managers and Administrators (ARMA) International, I wish to express our sincere gratitude for the fine contribution the State of California made to our recent Annual ARMA International Conference, in the form of presentations by Ms. **Melodie Cato** and **Conrad Lara.**"

•••••

Douglas K. Janzen, Octagon Association, wrote to **Norm Broome**, OSA, ... "I wish to express by deepest thanks to you, personally, for helping expedite the backcheck process for Bishop High School. I appreciate you giving such a large part of your evening to me so that I would not have to make a repeat trip today.

I'm sure I don't have to mention the savings of time and money we received by not having to repeat the trip. It was well beyond what I could have expected of you."

•••••

John Babich, Deputy Director, wrote to **Carl Deverter**, OFS, ... "Please accept my sincere thanks for a job well done. I'm speaking, of course, about your recent work in preparing our four BCP's.

Jim Foreman, our Department of Finance budget analyst, sought me out at the conclusion of our October 28th budget hearing and said that the Procurement Division BCP's were excellently prepared and were the best BCP's submitted by DGS.

I'm very pleased to have you represent our Procurement Division!"

•••••

Chris Vaughn, Law Offices of Daniel Patterson, wrote to Michael Bocchicchio, State Architect, ... "We had the good fortune of working with **Henry Reyes** who in my opinion is a highly competent professional who was willing to assist us in sometimes tedious tasks required by the lawsuit.

In an era when it is sometimes fashionable to criticize state governmental agencies and state government employees it is reassuring to find an agency like yours which works so well and is staffed by people like Mr. Reyes. Please accept this letter as an expression of our appreciation for the assistance provided by your staff and Mr. Reyes."

•••••

Lisa Kale, Weinstocks' Parade Coordinator wrote to **Marianne Arenas**, OFA, ... "My sincerest thanks for your support on the Weinstocks' and KCRA TV Fifth Annual Santa Parade. This year's parade was another successful event because of the help of the State of California." (Editors Note: OFA allowed them to use some of the State parking lots for staging.)

•••••

John P. Wittry, California Maritime Academy, wrote to OMTP, SEEP Program, ... "I have recently had occasion to review your SEEP text entitled, 'Intro to Microcomputers.' Let me congratulate you on a truly excellent text. Several of our people have taken this course and have been enthusiastic about what they learned. I want to explore the possibility of our faculty and students purchasing this text."

•••••

Lou Lisy, California School for the Blind, wrote Norm Smith, OSA, ... "I want to express my sincere appreciation for the terrific job your direct construction crew did here at the School for the Blind. Mr **Bob Hansen** of your staff, and Mr. **William Tatum**, who acted as the job foreman when Bob was not on site, did a fantastic job this summer in completing the repairs to the underground heating system

(Continued on page 16)

## FEEDBACK...

(Continued from page 15)

building connections. Everyone worked very hard to complete this work before school started again on September 8, 1987.

A great deal of assistance was provided by Mr. **Michael Blackstone**, Mechanical Inspector II.

Your people showed the utmost care for the safety of our students and staff while completing these repairs."

•••••

John Cowan, Industrial Indemnity, wrote to **Don Male**, State Printer after he made a special effort to connect Mr. Cowan with the appropriate people at the Department of Education, . . . "Thank you, again, for your assistance. We found the notebooks, and you have demonstrated that State employees, do indeed, care about the public."

•••••

Don A. Lieberman, Sunseri Construction, wrote to **Ken Reeves**, OSA, . . . "Being the time of year when one reflects on the year past, I am taking the opportunity to put in writing our appreciation of the cooperation and integrity of yourself and all the others we have worked with in the State Architect's Office.

Throughout the execution of our Salt Creek contract, we found that contrary to rumors of OSA being a penultimate bureaucracy, we were treated in a professional, while personal manner. Our hats are off to you, **Wally Checkan, Pat Ralston, Les Kiler** and best wishes for the coming year."

•••••

Dennis King, Department of Transportation, wrote to Paul Savona, Chief, OREDS, . . . "During the past few months I have asked **Steve Savage** of your staff to assist our Department on several occasions. These requests were typically on short notice, and involved upper level management personnel from our various Transportation Districts. Steve assisted in changing their attitudes toward better utilizing space in their offices, by taking us on short tours of your office facility at Lincoln Plaza, and explaining the utilization of modular furniture to create a more efficient work area.

I would like to take this opportunity to comment Steve for this very needed assistance and would hope someday to be able to return the favor to him."

•••••

Caesar J. Naples, Office of the Chancellor, wrote to **John Bergen**, OIRM, . . . "Please accept my sincere thanks and appreciation for your participation in the recent workshop for our campus Workers' Compensation Administration. Frank Rizzardi informs me that without advance notice, you stepped in at the last minute and gave a very meaningful presentation on the development of an effective return-to-work program. The workshop participants indicated in their evaluation of the workshop that the information and philosophy provided by you will be very helpful to them in the development of their return-to-work programs."

•••••

Patricia Collins, EDD, wrote to **Ray Lands**, OB&G, . . . "This 'thank you' letter is long overdue but as I have told you on the phone I really appreciate all the cooperation, support and responsiveness from you and your staff in maintaining our EDD building. I feel that you and **John Oliver** [Chief Engineer] have gone out of your way to assist us many times.

When our air conditioning was 'down' during the summer, **Steve Parker** came out as soon as possible to fix the problem, and then called back later in the day to check on the system and make sure everything was o.k. . .

Not too long ago Joe Foote of Business Services needed assistance to pull some electrical wires. One telephone call to you, and **Fred Sweat** was here to help which really saved a considerable amount of 'down time' and delay of the project.

Several times we have needed electrical risers installed/removed or new electrical

outlets during reconfiguration of the office due to automation and movement of staff. **Al Molina** has made these changes for us when we needed them without long waits or inconvenient delays.

Your staff has come in early and on weekends to keep our equipment running and the building comfortable.

Again, my sincere thanks to you and all your staff who have reacted so quickly to our request for assistance in the maintenance of our building. It is very much appreciated."

•••••

George S. Ackerman wrote to **Richard Pena** and **Ken Swarm**, OSMB, . . . "The purpose of this letter is to thank you for the information you shared. We in the business community sometimes hear that 'bureaucrats in Sacto,' are uncooperative or 'double speak.' This certainly was not so in this situation. Kindest personal regards."

## WOMEN'S PROGRAM



## OPEN HOUSE 1987