



STATE OF CALIFORNIA

DEPARTMENT OF GENERAL SERVICES

OUTLOOK

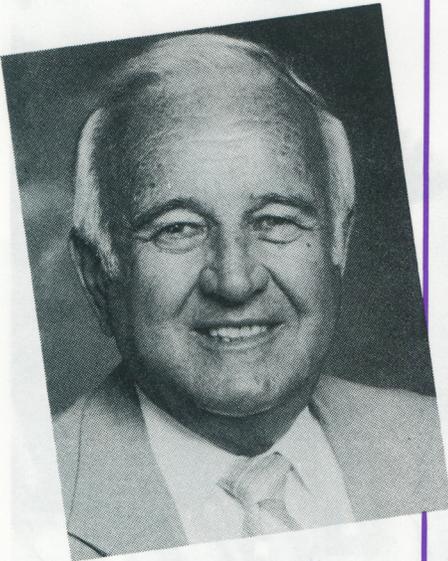
April 1990



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Director's Message



April is "Beat the Quake" Month and I imagine that all of us are a lot more aware this year of the significance of the message. Even if we were not physically affected by the October quake, we certainly learned the importance of being prepared. Our preparedness should extend beyond our homes and personal lives into the work place where we all have a responsibility to ensure that we are as ready as possible for the next quake. For example, do you have file cabinets which could topple over during a quake, or objects stored improperly? After the Bay Area earthquake, our personnel reported that the extent of the mess in some offices could have been controlled if more consideration had been given beforehand to proper safety precautions.

One aspect of preparedness which is sometimes overlooked, but very critical, is that of business recovery planning. Recent incidents, including the earthquake, have effectively illustrated the need for State agencies to develop a plan detailing how they are going to resume operations if they have experienced an interruption in service. Having a plan in place is also beneficial to the Department of General Services, since we provide many of the vital services necessary to resume work. To assist agencies, we have developed a planning guide that covers many of the critical considerations when developing a plan. The Office of Management Technology and Planning has conducted extensive research in business recovery among the private and public sectors. Their product, to be distributed during April, should be a very useful tool for all agencies.

Many of the DGS offices will be contacted when agencies begin to refine their plans. We must insure that for our part we are able to assist these agencies in developing plans, as well as carrying out the provisions of the plans, if necessary. Although we all hope it will not be necessary to try out our plans in "real life," we owe it to ourselves, our client agencies, and the public to be prepared.

There has been considerable critical publicity lately on the effectiveness of DGS operations. I feel very strongly that distorted perceptions should not reflect on the outstanding work performed by all DGS employees. You have gained a reputation in California and nationally for your innovations, professionalism, and generosity. In my thirty-plus years in working in the public sector I have rarely encountered such a committed and dedicated group of employees. Thank you for your continued support — and keep up the good work!



STATE OF CALIFORNIA
DEPARTMENT OF GENERAL SERVICES

State of California
GEORGE DEUKMEJIAN, Governor
State and Consumer Services Agency
SHIRLEY R. CHILTON, Secretary

DEPARTMENT OF
GENERAL SERVICES
William J. "Tony" Anthony, Director

OUTLOOK

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Office Chief Chosen For Rate Advisory Board

SMUD directors recently selected 10 people to serve on the newly formed Rate Advisory Committee to give them advice on electric rates before the next major rate change scheduled next year.

Each director chose two members, one to represent the commercial/industrial sector and one to represent residential ratepayers. Director Peter Keat picked Douglas Grandy, Chief of the Office of Energy Assessments, as his commercial/industrial representative.

One of the committee's biggest tasks is to consider the numerous ways of

calculating the cost of serving several groups of customers. It will also be an excellent opportunity for others to express their views on the rising costs of energy. Mr. Grandy's hope is to be able to influence the setting of rates to provide some long-term stability and ability of customers to control increases through actions such as efficiency improvements and demand-side management.

According to Mr. Grandy, "This is quite an honor, especially because we didn't seek the appointment." GS

from the desk of

Part of the mission statement for the Office of Procurement states that we will provide professional purchasing services to agencies in an efficient and effective manner that results in a high level of consistent client satisfaction. Going hand-in-hand with that goal is the requirement that we establish and maintain strong relationships with our vendors. But in recent years, the procurement of some commodities has been drawn out, preventing timely service to State employees.

Some of these delays were initiated when new requirements were legislatively imposed upon our vendors. Assembly Bill 1933 established participation goals for minority and women business enterprises in all State contracts. Another bill set goals for disabled veteran businesses. A large number of bills have recently been passed by the legislature which require the State to purchase a wide variety of recycled commodities. While these new requirements will lengthen the procurement process and increase the complexity of the bids, it is the judgment of both the Administration and the Legislature that these delays will be off-set by long-term social and environmental benefits to all California citizens.

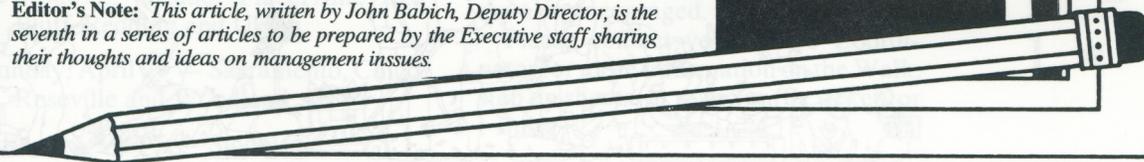
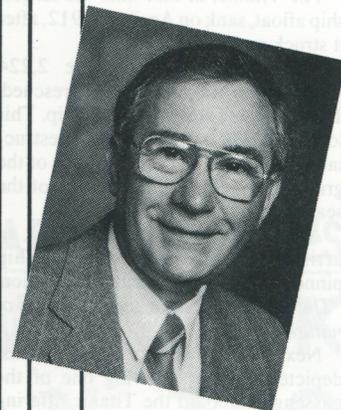
We have also found that during the last several years, the number of vendor bid protests has almost tripled. The increasing propensity of vendors to challenge a bid award, or the qualifications of a competing vendor, or the specifications of a commodity, can postpone the acquisition of goods by many months. Even though some of these protests are dismissed at the first hearing because they are frivolous and without merit, additional hearings and appeals can delay a procurement even longer. Years ago, bid disputes were resolved more quickly when vendors acted as their own advocates. Today, we are usually faced with teams of attorneys — and it's no longer surprising to see the same attorneys appearing in more and more cases.

With both of these scenarios in mind, it becomes more incumbent upon Procurement's staff to anticipate and manage these issues so as to minimize the possibility of program delays to our clients. With over 18,000 vendors currently on our bid lists, 26,000 annual purchase orders, and annual procurements reaching almost one billion dollars, it is apparent that productivity and program improvements must accelerate so that we can maintain an acceptable service level. Among the major steps being taken are: implementation of our Procurement Information Network (PIN); relocation of our Southern California Materials Services warehouse, as well as the Sacramento Surplus Property facility; development of a new computer system to replace our aging OPTIM Materials Services system; and expanding our EDP and Telecom staff to accommodate the increased workload in these areas.

In addition, we must insure that our newly adopted policies are expressed in easily understood terms, that we publicize and provide early notice to all interested parties, and that we provide procurement training responsive to our clients' needs. We face some great challenges in the public procurement field, but with the support and dedication of our staff, we know we will meet them successfully.



Editor's Note: This article, written by John Babich, Deputy Director, is the seventh in a series of articles to be prepared by the Executive staff sharing their thoughts and ideas on management issues.



Office of Small & Minority Business



Divine Spark in Humankind Dateline: April 1990

The unsinkable ship sank.

The Titanic, at that time the largest ship afloat, sank on April 15, 1912, after it struck an iceberg.

On board that ship were 2,224 people. Only 706 of them were rescued. The rest went down with the ship. This loss of life in a supposedly indestructible ship made the accident one of the greatest tragedies in the history of the sea.

After the disaster was confirmed, an artist illustrated the majestic ship pinned to the iceberg with this caption: "*The weakness of man, the supremacy of nature.*"

Next to this illustration, the artist depicted another showing one of the passengers aboard the Titanic offering his place in the last lifeboat to a woman and a child. Its caption read: "*The weakness of nature, the supremacy of man.*"

Nature — stronger, more powerful than puny man — remains supreme.

But man — that puny part of nature — retains the divine spart of supremacy.

When a business wishes to enter into a contract with the State of California, the first step should be to contact the Office of Small and Minority Business (OSMB). The primary goals and objectives of the OSMB are to aid, counsel, protect, and promote the interests of small, minority and women-owned businesses, and to ensure that a fair proportion of the total State of California purchases and contracts are placed with small, minority and women-owned business enterprises.

With a staff of only 23, the OSMB provides a wide range of services to the potential bidder: The California State Contracts Register lists upcoming projects for bidding from all State agencies with a value of \$1,000.00 or more. All advertisements allow at least ten working days between the date of publication and the bid opening day. Published by the Office of Small and Minority Business twice each month, it is the first state publication of its kind in the nation, and is being imitated by other states. This publication is a valuable tool for businesses, large and small.

If a small business registers with the OSMB and is certified as a small business by the OSMB, that business will be eligible for the 5% preference in the bidding process. The OSMB also provides a rubber stamp to the small business contractor which identifies the invoicer as being eligible for prompt payment, which is guaranteed by using this stamp. An average of 6,000 businesses are certified each year by this office, amounting to a huge record-keeping task.

Counseling is a major activity of the OSMB. Types of services provided, include: information on the State of California bidding system, licensing, bonding, and insurance requirements, assistance in preparation of bid forms, arranging meetings with buyers and

contracting officials, payment of invoices and other individual assistance. The outreach program includes attendance at workshops and conferences where members of the staff speak before the business community as well as distribute literature to potential contractors. The office coordinates activities with the U.S. Small Business Administration; the California Department of Commerce, Office of Small Business; and the California Department of Transportation, Office of Civil Rights.

The Office of Small and Minority Business is administering an exciting new program that provides expanded opportunities for minority and women-owned businesses. The program is the Minority Business Enterprise/Women Business Enterprise Program or MBE/WBE.

The MBE/WBE program is the result of Assembly Bill 1933 which became effective January 1, 1989. The purpose of the program is to ensure that minorities and women are represented in the State contracting process by establishing participation goals of 15% for MBE and 5% for WBE. In the event these goals cannot be met by the bidder, the bidder must demonstrate that a good faith effort has been made to meet the goals specified.

Currently, the Office of Small and Minority Business is headed by Stim Suzuki as Chief, Richard Pena as Assistant Chief, Stan Standard as Publications and Information Services Manager and Eric Brooks, Manager of Programs and Certification.

The future looks bright for the Office of Small and Minority Business as programs that were once just ideas become a reality. It is very gratifying when those in private enterprise express their appreciation for the services provided by the OSMB. GS



OSMB EMPLOYEE SPOTLIGHT



PEARL YU Office of Small and Minority Business

The OSMB found a precious gem when Pearl Yu joined the office in 1986 as a high school senior. She became part of the Job Training Program of the Sacramento Chinese Community Center and was assigned to the Office of Small and Minority Business for ten weeks during the summer. In a very short period of time it was easy to determine that she would be a valuable asset to the

office. Her tireless energy and sunshine smile made her a natural in an office that deals with the public.

After Pearl finished high school and acquired Civil Service status, she was hired as an Assistant Clerk and served as office receptionist. She has since moved quickly through the ranks and is currently a Word Processing Technician. She is responsible for entering small business applications for commodities vendors into the office computerized records. She also verifies the status of small businesses, assists the commodity analyst and does general office work.

Born in China, Pearl endured the trauma of family separation, coming to the United States with her father when she was 8 years old; it was five years before she would see her mother, brother and sister again. Her independent character and determination helped her to master English despite being the only one at home who spoke the language.

Currently, Pearl attends Sacramento City College at night, majoring in business administration, and works Saturday and Sunday as a waitress. A newlywed, Pearl is enjoying her new home with husband Kenny. Her favorite way spending her rare spare time is to go shopping in San Francisco.

Pearl dreams of finishing college and someday having a business of her own. If anyone can make things happen, Pearl can! GS

March of Dimes WalkAmerica Team Walk

Help fight birth defects! Join forces and participate in the WalkAmerica TeamWalk. It's a fun way to raise money and prevent birth defects. The walk is scheduled as follows:

Saturday, April 28 — Auburn, Crescent City, Corning, Eureka, Grass Valley, Lakeport, Marysville/Yuba City, Modesto, Orland, Placerville, Red Bluff, Redding and Ukiah

Sunday, April 29 — Sacramento, Chico, Roseville and Woodland

Saturday, May 5 — Stockton

Walking isn't the only way to help. You can contribute by sponsoring a walker, and by buying raffle tickets and t-shirts. We also need volunteers from each office to support the Department of General Services rest stops. Donations of time, vehicles, water coolers, and refreshments (oranges, apples, etc.) are welcome. Your creative fund raising ideas are also encouraged.

Please contact your Office Coordinator for more information on the Walk, sign up sheets, or to buy raffle tickets or t-shirts. GS

These tales are but four that illustrate that people like you and me will always make the difference. Thank you all!

THE
"GREAT THE QUAKE"
LOGO

MARCH OF DIMES

WALK
INTO
THE
FUTURE

1 • 9 • 9 • 0

What Causes Earthquakes?

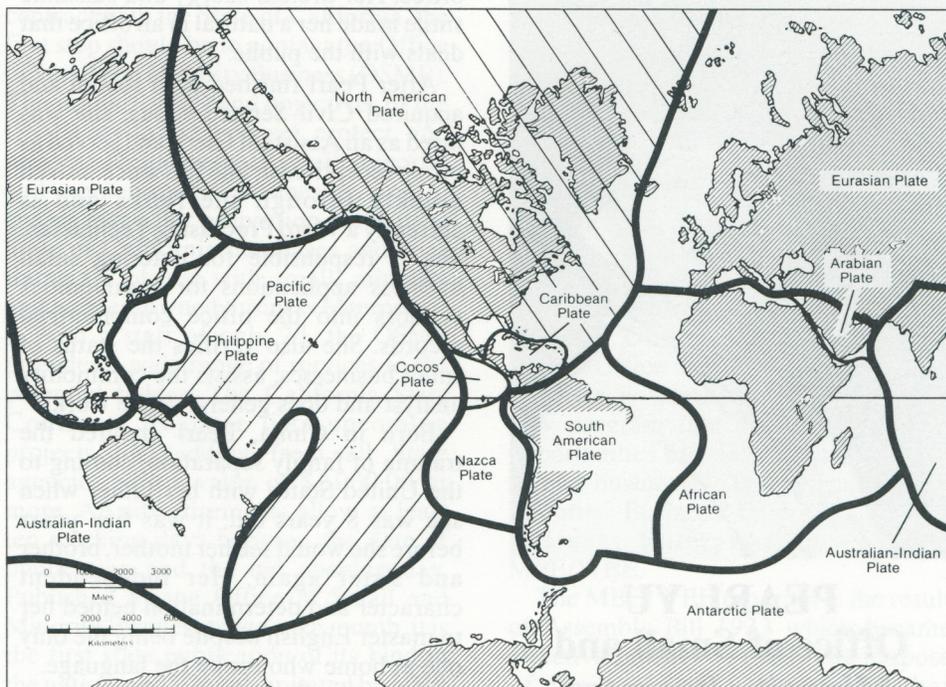
THE “BEAT THE QUAKE” LOGO

Courtesy of OES

The “Beat the Quake” slogan and “dancing California” figure challenge residents of the state to take a proactive role in earthquake safety now, before the next damaging quake occurs. The upbeat nature of this preparedness symbol emphasizes the fact that positive actions **can** be taken to prevent or reduce injury and damage.

The cartoon character inspires acceptance of California’s earthquake threat in a non-fearsome way, while encouraging the state’s residents to increase their preparedness skills and reduce hazards in their homes and workplaces.

This year, the California figure is demonstrating the “Earthquake — Duck, Cover and Hold” preparedness steps. By learning and practicing these and other earthquake safety procedures, Californians can help protect themselves from injury during an earthquake.



Courtesy of OES

Although the earth feels solid as we walk along its surface, it is really only partly so. The earth is divided into three main layers — a hard outer crust, a softer middle layer, and a central core. The crust is broken into massive irregular pieces called “plates,” which have been moving very slowly over the earth’s surface for billions of years, driven by energy forces deep within the earth. It is this movement which has shaped the physical features of the earth — its mountains, valleys, plains, and plateaus. Earthquakes occur when these moving plates grind and scrape against each other.

In California, two of these plates meet — the Pacific Plate and the North American Plate. The Pacific Plate consists of most of the Pacific Ocean floor and the California coastline. The North American Plate comprises the North American continent and parts of the Atlantic Ocean floor. The primary boundary between them is the San Andreas fault, which is more than 800 miles long and extends to depths of at least 10 miles. Many smaller faults — like the Hayward fault in the north and the San Jacinto fault in the south — branch from and join the San Andreas fault zone.

The Pacific Plate grinds northwestward past the North American Plate at a rate of about 2 inches per year. Parts of the San Andreas fault system adapt to this movement by constant “creep,” resulting in relatively frequent, but moderate, earth tremors. In other areas, movement is *not* constant, and strain can build up for hundreds of years, producing great earthquakes when it is finally released.

The probability of a major earthquake striking along the southern San Andreas fault region in the next 30 years is about 60 percent. In the San Francisco Bay Area, the probability of a major earthquake occurring within the next 30 years on the San Andreas or Hayward faults is approximately 50 percent. There is a 50 percent probability of a major earthquake occurring on the San Jacinto fault in the next 30 years.

The earthquake threat is by no means just a big city problem. A damaging quake can occur virtually anywhere in the State. Earthquakes cannot be prevented; however, damage, destruction, and loss of life can be significantly reduced if all Californians sufficiently prepare themselves, their homes, workplaces, and communities for a major earthquake. **GS**

Dedicated to Service — *The Quake*

When the earth shook on October 17th, 1989, the State Police (CSP) responded to ensure the safety of State employees and the public on State property. Officers responded to the Bay area from Los Angeles and Sacramento. They travelled by car and National Guard helicopters. Most did not stop to pack. Equipment and clothing were transported days later.

In the aftermath, there are many stories to be told. Here are just four that tell the broad spectrum of efforts that the State Police call duty.

OFFICER PEDRO CRUZ

At the time of the earthquake, CSP Officer Pedro Cruz was on patrol near the Cypress Structure of the Nimitz Freeway. News of the damage was broadcasted over the police scanner and Cruz immediately responded to the disaster site. Oblivious to the hazards of the freeway's total collapse, Cruz went onto the structure and began rescuing motorists trapped in the rubble. For the next three hours, he pulled people from smashed cars and administered first aid. He stopped only when it was evident that nothing more could be done without heavy equipment.

COMMUNICATIONS OPERATORS

The link that connects one State police officer to another is the Dispatch Center. In emergency situations, communications become even more important. The San Francisco State Building, which houses the Dispatch Center, was severely damaged. Power was off, walls were bulging and cracking throughout the building. Radio communications had been disrupted. The damage could not be quickly assessed, yet the on-duty communications operators stayed at their posts. For quite a time, communications with field units were accomplished by sitting in a patrol car outside the State building and using its radio. Those who were off duty began reporting in. They worked around the clock, under adverse conditions, to keep communication lines open. The State Building is now vacant and temporary quarters have been found for the tenants. But the Dispatch Center is wired into the building and cannot easily be moved. The following communications operators are about the only people left in the building: Cheri Bunker, Diana Lim, Cherious Johnson, Elizabeth Sherry,

Tori Beale, Laura Harrison, Jim Isom; and since the quake, two new operators have joined the team: Cathleen Tarnow and Nellie Busby.

SERGEANT JAMES HUTCHINGS

Jim Hutchings, Telecommunications sergeant at CSP Headquarters, was home when he heard news of the quake. He immediately headed for San Francisco in his personal car which is equipped with a HAM radio. He knew the HAM radio would maintain communication with the outside world even in the worst case scenario. When Hutchings arrived at the SF State Building, he discovered that the main base station radio atop the Bank of America Building had gone out. Communications operators were maintaining contact with field units by using the radio in a parked patrol car. Hutchings went to the blacked-out B of A Building and made his way to the roof. Once there and with equipment as crude as car batteries and extension cords, Hutchings was able to get the radio network back on the air.

Hutchings' next challenge was no less demanding. Acting Governor Leo McCarthy needed to FAX an Emergency Proclamation to the President at the White House. But there was no power in the Acting Governor's Office, and no single-line phone outlet for the FAX machine in the Dispatch Center, where the emergency power was. Hutchings cut into a multiline phone cable and actually "hot wired" the FAX to it. The proclamation was sent, which began the federal relief process for the State's disaster areas.

DOREEN HOWARD

Doreen is not a State employee, but she is married to Officer Steve Howard of the Oakland Field Office. When Doreen heard that officers and communications operators were working 12- and 14-hour shifts in a damaged building, she visited Dave's Camper Land in San Pablo. After talking with owner Dave LaBarre, she convinced him to donate a large camper, which she stocked with food, and drove to the San Francisco State Building. Around the clock for three days Doreen provided hot meals and a place to clean up and rest a minute. Doreen's spirit was infectious while providing aid and comfort to exhausted State workers. GS

These tales are but four that illustrate that people like you and me will always make the difference. Thank you all!

IN MEMORIUM

Ms. Barbara Rochlin, a Planner with the Office of Project Development & Management for five years, died Friday, February 23, 1990. Among her professional accomplishments were the development and maintenance of data bases for State employee populations and space needs in Sacramento, coordination of the Department's Rideshare Program and expanding management's awareness of the concerns and capabilities of employees with disabilities. Ms. Rochlin was active in several of the Department's Employee Advisory Committees and was past Chairperson of the Disabled Advisory Committee. She is survived by her son, parents and brother.

Training and Development Assignments — Potential For Change

THE GREAT STATE EMPLOYEE BOOKLET Have You Received Your Copy Yet?

Several months ago, the Training Unit began distributing copies of a booklet entitled "The Great State Employee" to all DGS employees. While the booklet is designed to provide new employees basic or "generic" information about the responsibilities and benefits of state employment, we wanted you to have a copy because it has information you will find useful, no matter how long you have worked for DGS or the State of California.

While we are sure you will find the booklet informative, it does not go into great detail and it may leave some questions unanswered for you. If you would like to get more information about any of the subjects in the booklet, start with your supervisor. He or she may not know all the answers, but can help you find out where to get the information you need.

In addition to the booklet, the Training Unit has distributed 60 copies of the 18 minute Great State Employee video, which covers some of the same materials as the booklet. While the video, like the booklet, is designed for new employees, your supervisor or manager may give you the opportunity to see it.

If you have not received your copy of the Great State Employee booklet, please check with your supervisor or training coordinator. GS

Have you thought about a career change? Wondered how to go from clerical to trades? Found yourself limited in your geographical area for training opportunities?

In today's work environment many doors have opened to enable Department of General Services' (DGS) employees to choose new career paths. The Training and Development assignment or T&D is one door. The use of T&D assignments has proven to be a valuable tool to the Department and employees in developing employment opportunities for upward mobility, increasing women in trades, and improving employee motivation. For those individuals seeking a career change, the following is provided:

1. *What's in it for me?*

You and the State can benefit from the learning experience gained through taking part in a T&D assignment. These T&D assignments give you the opportunity to (a) gain broader experiences and skills that will improve your ability to perform in current assignments; (b) help prepare you for future promotion; or (c) make it easier for you to get into new occupational fields.

2. *Who can apply?*

A T&D is an agreement between you and the State. You must have permanent status in your current class; or, if you're on probation, you must have permanent status in your last class without a break in service. The position you want to T&D into has to have a salary level similar to your current class and it **can't** be in your current class "normal career ladder."

3. *How do I get a T&D assignment?*

- Discuss your interest with your current supervisor. Find out the potential for T&D's within your office.
- Contact offices that use the class you are interested in to gain more information as to what qualifications are needed for success in

the class and the availability of T&D assignments.

- With your supervisor, complete a Career Development Plan to assist you in defining and meeting your goals for career change or enhancement. Indicate what you want to achieve and how you plan to accomplish each step. (Career Development Plans may be obtained from your Office Training Coordinator.)
- Check the training opportunities available through the DGS Training Section and/or community colleges for classes that will help you in your efforts to gain knowledge and skill in your area of career interest.
- Review Job Opportunity Bulletins posted for DGS and other state departments and submit applications for classes where you have transfer eligibility. Acceptance or denial of a T&D assignment request remains with the Department.

Try these suggestions; they may prove rewarding!

The DGS Personnel Section wants to know what employees are looking for in T&D assignments. If you are interested in participating in a T&D assignment, write a letter of interest that includes your current class, what class or work experience you are attempting to find, and the geographical location preferred. Submit your letter to:

Department of General Services
Office of Administrative Services,
Personnel
915 Capitol Mall, Room 470, C-2
Sacramento, CA 95814
Attention: Marianna Stevens

If you have any further comments or questions regarding training and development assignments, you may call Marianna Stevens at (916) 323-8045 or ATSS 473-8045. GS

Earthquake — Duck, Cover & Hold Tips

Courtesy of OES

When you feel an earthquake, **DUCK** under a desk or sturdy table. Stay away from windows, bookcases, file cabinets, heavy mirrors, hanging plants and other heavy objects that could fall. Watch out for falling plaster or ceiling tiles. Stay under **COVER** until the shaking stops. **HOLD** onto the desk or table. If it moves, *move with it*. Here are some additional tips for specific locations.

- If you're in a **HIGH-RISE BUILDING**, and you are not near a desk or table, move against an interior wall, and protect your head with your arms. Do not use the elevators. Do not be surprised if the fire alarm or sprinkler systems come on.
- If you're **OUTDOORS**, move to a clear area, away from trees, signs, buildings, or downed electrical wires and poles.
- If you're on a **SIDEWALK NEAR BUILDINGS**, duck into a doorway to protect yourself from falling bricks, glass, plaster and other debris.
- If you're **DRIVING**, pull over to the side of the road and stop. Avoid overpasses, powerlines, and other hazards. Stay inside the vehicle until the shaking is over.
- If you're in a **CROWDED STORE OR OTHER PUBLIC PLACE**, do not rush for exits. Move away from display shelves containing objects that could fall.
- If you're in a **WHEELCHAIR**, stay in it. Move to cover, if possible, lock your wheels, and protect your head with your arms.
- If you're in the **KITCHEN**, move away from the refrigerator, stove, and overhead cupboards. [Take time **NOW** to anchor appliances and install security latches on cupboard doors to reduce hazards.]
- If you're in a **STADIUM OR THEATER**, stay in your seat and protect your head with your arms. Do **NOT** try to leave until the shaking is over. Then leave in a calm, orderly manner.

AFTER AN EARTHQUAKE, BE PREPARED FOR AFTERSHOCKS, AND PLAN WHERE YOU WILL TAKE COVER WHEN THEY OCCUR. [6S]

Governor's Office of Emergency Services

Beat the Quake!



Duck, Cover and Hold

Are the Steps to Take. Practice Now to Beat the Quake.

Contact your county or city Office of Emergency Services or the American Red Cross for more information on how you can "BEAT THE QUAKE!" Do it now!

Californians Learn to "Beat The Quake" in April

Californians will have a special opportunity to learn about earthquakes and earthquake safety during the entire month of April, which Governor Deukmejian has proclaimed "California Earthquake Preparedness Month." The campaign theme, "Beat the Quake," prompts Californians to take safety actions before the next earthquake strikes. Hundreds of events are planned during the month by state and local government organizations, community groups, and schools to increase public awareness of the earthquake risk and to encourage individual, family, and business preparedness. Throughout the state, plans are now being finalized for earthquake fairs and expos; displays and exhibits; symposiums, seminars and

workshops; poster contests; school and hospital drills; film screenings; and full-scale city and county earthquake response exercises, as well as smaller meetings and discussions.

The Governor's Office of Emergency Services is coordinating the campaign, along with its regional programs, the Bay Area Regional Earthquake Preparedness Project and the Southern California Earthquake Preparedness Project. "It's essential for all Californians to know what to do when an earthquake occurs and to prepare themselves, their homes, and their workplaces," says Donald R. Irwin, OES Director. "This knowledge could help save lives, and reduce or avoid property damage and

(Continued on page 15)

25 YEARS
DEPARTMENT OF GENERAL SERVICES

25 YEAR SERVICE AWARD

Where can you find a Senior Citizen from San Francisco who has been a:

- Navy Gunner's Mate in the South Pacific,
- A Zoology Major from San Francisco City College and U.C. Berkeley,
- A California Highway Patrol Officer,
- A Program Manager for eight Criminal Intelligence courses,
- An Assistant Director for a national Criminal Intelligence Analyst Training program, and
- A Supervisor for 17 employees in the Homicide Analysis Unit, and who then, on his own, authored an investigative handbook that sold worldwide?

It's William E. (Pete) Peterson. Check out your First Aid/CPR Coordinator at the Office of Insurance and Risk Management. Pete's back! That is, when he's not playing golf on the 19th hole.

Congratulations, Pete, on your 25 Year Service Award. **GS**



William E. (Pete) Peterson

25 YEAR AWARDS

APRIL 1990

- Charles "Chuck" Stanton
Office of State Printing
- Daniel G. Salyer
Office of State Printing
- William D. Melhorn
Office of State Architect

MARCH 1990

- Joseph M. Mason
Office of State Architect
- Oscar E. Goodrich
Office of Fleet Administration
- Ralph J. Askin
Office of Project Development and Management

OCTOBER 1989

- Frank Gonsalves
Office of California State Police

SEPTEMBER 1989

- Abram (Sonny) Miller, Jr.
Office of State Printing

AUGUST 1989

- William E. Petersen
Office of Insurance and Risk Management



Sergeant Frank Gonsalves receives his 25-year pin and certificate from OSP Chief Duane Lowe.

ABRAM (SONNY) MILLER, JR.

Sonny Miller has worked for the Office of State Printing for all of his 25 years of state service. He started with the OSP as a Printing Trades Assistant I and has worked his way up the ranks (Warehouse Worker, Printing Trades Assistant II, Printing Trainee, Apprentice Bookbinder, and Bookbinder) to his current position. He is currently on special assignment to the Bindery for four months. His usual area of expertise is business forms in the Pressroom. He is a firm believer that attitude has a great deal to do with getting the job done and never say it can't be done. Sonny was the recipient of the Sustained Superior Accomplishment Award in 1985, and was chosen as Employee of the Month at the State Printing Plant in 1987. He works the graveyard shift at the OSP from 11:00 p.m. to 7:00 a.m.

He enjoys golf and travel and plans to do a lot of both when he retires sometime in 2005. **GS**

RETIREMENTS

MARCH 1990

Tyra Stebbins, Office of the State Architect 23 years, 3 months

FEBRUARY 1990

Edward Valenzuela, Office of Buildings and Grounds 20 years

JANUARY 1990

Eleanor D. Palmer, Office of State Printing 20 years
 Orma G. Jensen, Office of State Printing 18 years, 1 month

DECEMBER 1989

John H. McCune, Jr., Office of State Printing 21 years, 7 months

TURN YOUR IDEAS INTO CASH

An awards ceremony was held recently for a select few who turned their ideas into cash. Four DGS employees were awarded with certificates signed by the Director, as well as a monetary amount for their Merit Award Suggestions. The awardees and their winning ideas are listed below:

Ronald F. Miller, an Office Assistant with the Office of State Printing recommended that the Office of Administrative Law utilize the Interagency Mail Service for the California Regulatory Notice Register. Ronald noticed that several registers were mailed to Sacramento State recipients via the U.S. Mail. Using Ron's idea results in a check to him for \$100 and a savings to the State of \$806.00 a year!

Lauri Lathrop, Senior Account Clerk II with the Office of Local Assistance received an \$80.00 award for her design of two color coded project cards that could be used in place of the current card system for preparing fund releases in the Office of Local Assistance. By color coding the cards, the OLA is able to process accounting data more correctly and rapidly.

Monica M. Wilson, Personnel Assistant I with the Office of Administrative Services recommended that the Public Employees Retirement System (PERS) indicate on the PERS Retirement Allowance Estimate Request Form, PERS-BAS-1, the Interagency Mail Service code for mailing. The form presently provides the street address only. The PERS is currently revising the estimate request form and will add IMS routing numbers on the form to benefit those local State employees who have access to IMS. Monica received a check for \$45.00.

Colleen A. Kirtlan, Associate Personnel Analyst with the Office of Administrative Services received an award in the amount of \$982! Colleen recommended that the Personnel Office consolidate two "Examination Announcement" listings to its clients, and that the single publication be redesigned and shortened to one page. This excellent suggestion saves the State almost \$10,000 a year — an outstanding example of what can be accomplished by one employee's good thinking! **GS**



Merit Award recipients pictured with their supervisors: l to r: Ronald F. Miller, Don Male (Supv.), OSP; Lauri Lathrop, Brent Korff, Kit Bonner (Supv.) OLA; W. J. Anthony, Director, Coleen Kirtlan, Einer Christiansen (Supv.), Monica Wilson, OAS.

AGNEWS GROUNDBREAKING

The Office of Energy Assessments, in conjunction with the Department of Developmental Services and a private development firm, held a ground breaking ceremony, March 9, 1990 to celebrate the start of the "third-party" cogeneration project at the Agnews Developmental Center in San Jose. The plant will provide the site with a reliable and efficient source of thermal and electrical energy as well as providing a number of financial benefits to the State.

Third-party financing means that a private developer constructs and maintains the project and leases the property from the State. In exchange, the facility purchases thermal and electrical energy from the developer for the 30 year term of the lease. This type of cooperation between the public and private sector was praised by the ceremony's keynote speaker, Senator Alfred Alquist.

The financial benefits to the State will be: 1) revenues from an annual Ground Rent paid by the developer to the State; 2) \$1.35 million in site improvements at Agnews; and 3) reimbursement for project development and management costs. **GS**

OUT OF MANY — ONE

The White House at Washington, DC, the home of U.S. presidents since the days of George Washington, was designed by an Irishman, James Hoban of Dublin; built on land purchased from a Scotsman, Farmer Davy Burns; in a location chosen by a Frenchman, Major Pierre Charles L'Enfant. Its architecture includes elements of Greek and Roman. Thus, the White House typifies America, one nation with many origins — *E pluribus unum.*

FEEDBACK

M.G. Mefferd, Department of Conservation, wrote to KEN RAYMOND and LESLIE SAKAI, OREDS:

My staff and I commend the OREDS for the efficient handling of the relocation of our district office. In particular, Leslie Sakai was instrumental in making it all happen. She was always very helpful and genuinely interested in providing us with the best office space possible.

Mike Koester, Department of Developmental Services, wrote to Paul Savona regarding GERALD ANDERSON and CAMILLE JACHENS, OREDS:

I would like to take this opportunity to commend Camille Jachens and Gerald Anderson on their recent work as it relates to the third-party cogeneration project. They completed their assignments in a very expeditious and professional manner. It has in the past, and continues to be, a pleasure working with these individuals.

David Middlesworth, XEROX Corporation, wrote to John Babich regarding DIANNE CARDONA and BILL WERRY, OP:

I would like to express the appreciation of Xerox Corporation for the excellent cooperation we received from Dianne Cardona and Bill Werry regarding two very important purchase orders. Although it is year end, and both of these people face numerous responsibilities and tasks, they found the time to respond to our request to expedite these two orders. It is nice to know that on the very few occasions that we may need to make such a request that your staff has the ability and inclination to respond.

Fern M. Laethem, Office of the State Public Defender, wrote to BRIAN C. THOMAS, OFS:

Thanks again for all your help with the direct payment of State Bars Dues for OSPD lawyers. Your efficiency and cooperation were most appreciated, as was your understanding of our problem.

Maureen Matousek, Department of Rehabilitation, wrote to CHUCK GILBERT, OP:

Thank you very much for meeting with the group from Rehab. I heard a lot of very positive comments after the tour about how beneficial it was to learn about the processing system at Central Stores. I feel this new insight on their part will lead to even more positive working relationships between our staff and your staff.

Pamela Ramsey-Kurre, Department of Consumer Affairs, wrote to Dee Parker, OAH:

I would like to take this opportunity to formally commend MS. MARGARET ROBINSON for her efficiency and professionalism. Ms. Robinson has been extremely helpful with regard to our monthly billings. The billings provided by OAH reference our cases by an OAH number and are not broken out by name. Ms. Robinson breaks out our cases for us by name without fail every month. We are a very small committee and monitor our budget closely so

this effort on her part is most appreciated. She is obviously a very conscientious and organized person.

Dorothy R. Smith, Real Estate Brokerage Property Management, wrote to Chuck Clark, OREDS:

This note is written to express my appreciation for the help and hard work efforts of two of your staff, SUSAN NELSON, Planner, and JAMIE STAFFORD, Leasing Officer. Both Susan and Jamie have resolved a lease situation which has been in the works since July of 1987. Susan has drawn a very explicit plan and is making herself available as questions arise during the remodeling work. She is very clear, and very helpful and gets information quickly so the work is not stopped in any way when we request clarification. Jamie is efficient, bright, and does not procrastinate in any way. She made a commitment to get this lease to us in our time frame, and she did it. It is a pleasure to work with both these women and it is very reassuring to me and my staff and remodeling crew. We know we will be able to complete this work and it will be outstanding.

Fern M. Laethem, Office of the State Public Defender, wrote to W.J. Anthony regarding staff at OREDS:

Our move to our temporary additional space in Sacramento has been completed, and I want to let you know how much we appreciate the efforts of DUSTIN DOYLE, MARC TONNESEN, SHELLEY WHITAKER AND THEIR STAFF. As a result of their hard work we had office space for all our new lawyers in a timely fashion and were able to get on with the work of the agency with a minimum of interruption. Again, thanks for all your help. I don't know what we would have done without it.

Ruth Kahn, Oregon Economic Development Department, wrote to RICHARD PENA, OSMB:

I appreciate the time and information you shared with me on my recent trip to Sacramento. The information you shared with me about government contracting was extremely helpful.

Jay Kennedy, Assembly, California Legislature, wrote to Wally Love, OSA:

This is a letter of appreciation for the work done on our Anti-Terrorist barricades at the State Capitol. I would like to thank you and your crew, especially GARY ZIELINSKI, PAUL JENKINS, and RENE VIGIL for the dedication and hard work put in over the last few months rebuilding this complex and one of a kind device. These craftsmen took a job that no one else wanted to do, or was capable of doing, they did it under circumstances that were cold, dirty, dangerous and demanding. Not only have they done a fine job, but they were very helpful in explaining what they were doing and how the project was progressing. I believe that it's people like these that keep this country a safe place to live and work in and wanted to let you know that their work is appreciated.

Michael R. Chaney, Department of Motor Vehicles, wrote to Herman Showers, OFA:

I would like to take this opportunity to commend Vehicle Repair and Service Foreman HERBERT KAKIZOE, of your Los Angeles State Garage, for the outstanding service and cooperation he has extended to our Lincoln Park Investigative Office. He has handled each and every request in a very satisfactory and professional manner. Herb is always cheerful and understanding. I have always observed him to be at his post and appears to be right on top of every job related issue that comes to his attention. I have not seen a better run operation in my 16 years as a State employee. We are truly lucky to have such a fine gentleman serving us in our Los Angeles State Garage.

Asher Rubin, Department of Justice, wrote to Rosamond Bolden, OB&G:

When the October 17 earthquake hit I lost the fabulous office I had on the old side of the State Building in San Francisco. During the transition to a new office, I have been relegated to a little cubicle from which it has been difficult to work. BILL CURRY told me he had been hit with a blizzard of requests for work but that he would try to get my office painted as soon as possible. Sure enough a couple of days later he got it done. Needless to say I am absolutely delighted and I am moving in immediately. I just want you to know that Bill has certainly made one State employee very happy. It's nice to have someone who is responsive when you have a special request. I want to commend Bill for his kindness and efficiency and I hope you award him a medal of honor or better yet, give him a raise.

Yvonne Rowden, Department of Motor Vehicles, wrote to Diana Teeter, OB&G:

I would like to take few minutes to let you know how much we appreciate the engineers CRAIG DONALSON and STEVE PARKER who are sent to provide service and repairs to our office building. Both Craig and Steve respond in a timely manner and make requested service and/or repairs. We don't often take the time to tell each other how much we appreciate their work. Well, we would like to do that now, THANKS!

Sister Corita, Cathedral of the Blessed Sacrament, wrote to TONY ANTHONY:

It is with deep gratitude that we here at the Cathedral again write to thank you for your very fine assistance to us during the Christmas season. The great number of canned goods your people collected and donated to us is greatly appreciated. We should personally like to thank each person who contributed to this fine undertaking, but since that is impossible, we want you and all of your staff to know how much you helped the poor of the Cathedral parish to make their Christmas much happier. Again, many thanks for your outstanding assistance during the past holiday season.

(Continued)

FEEDBACK

•••
Lorraine Lema, OFA, wrote to LINDA VERREAUX, OFS:

It is always such a pleasure to speak with you on the telephone to conduct the business necessary for each of our particular responsibilities. Your helpful and cheerful demeanor makes my job so much easier; and I am very confident the appropriate paperwork will be processed accurately and in an efficient manner. Your hard work does not go unnoticed, and I just wanted to express my gratitude for all personnel with the OFA.

•••
Phil Terry, Emergency Medical Services Authority, wrote to Brian Thomas, OFS:

I would like to take this opportunity to express my appreciation for the assistance provided by one of your staff, JO FONG. Ms. Fong has consistently provided excellent support services to our department. Ms. Fong's attitude always remains professional, flexible and supportive, despite problems encountered during the budgeting and accounting process. She is considered a valuable resource to our department and I wish to commend her on our ongoing service.

•••
Maria Zavala, Department of the Youth Authority, wrote to RAMON GUTIERREZ, OFA:

I would like to commend and thank you on behalf of our parole agents and supportive staff for all your assistance. In the last year and a half you have quickly responded to our request for service in a courteous and professional manner. You have greatly contributed to the proper maintenance of vehicles assigned to both efficiency and professionalism when dealing with other state departments. Again, "Thank you" on behalf of all our staff.

•••
Clifford Johnson, The California State University, wrote to Ralph Maurer, OIRM:

I'd like to express my appreciation for the help that your office and HARVEY MAKISHIMA in particular has provided in coordinating the effort to get our FEMA insurance coverage requirements met at the northern campuses.

•••
Allan G. Tolman, Telecommunications Division, wrote to Rosamond Bolden, OB&G:

As you are aware the CALNET sites will continue to be accessed for building modifications and equipment installations until an estimated operational turn-up start date of March, 1991. This memorandum is being written to let you know how cooperative the building managers have been at these sites. This project could not be coordinated successfully without the superb assistance received from these building managers: SUMIO KUBO, Sacramento, JOHN JOHNSTON, Sacramento, BOBBIO SANCHEZ, Los Angeles, JOHN EVANS, San Diego, BILLY CURRY, San Francisco, GARY ALEXANDER, Stockton, FRED ENGLE, Fresno and JOHN MOLITORIS, Redding. Please express our appreciation and thanks to these employees.

[GS]

IN MEMORY

Aurelia "Rae" Garner, Office Building Manager II, passed away from a recent illness on February 22, 1990. Rae was the Building Manager for the new Governor Edmund G. "Pat" Brown State Office Building in San Francisco.

Rae had the respect and admiration of her colleagues, many of whom were also her friends. Rae will be remembered for her straightforwardness and dedication to her job and family and will serve as an inspiration for all of us.

Rae began her State career in 1956 as a Junior Stenographer for the Public Utilities Commission in San Francisco. She advanced over the years and became a Staff Services Analyst in 1980. Later that year, she became the Chapter President of the California State Employees Association. Following her active participation in the CSEA, she was promoted to the position of Associate Management Analyst for the Transportation section of the Public Utilities Commission. In December

1982, Rae transferred to the Office of Buildings and Grounds as an Office Building Manager I for the San Francisco Bay Unit. In 1986 Rae was promoted as Building Manager II for the Oakland Management Unit and was later transferred to the new Governor Edmund G. "Pat" Brown State Office Building. She played a vital role in planning the festivities for the grand opening. Rae was involved in San Francisco's Black and White Ball in 1987 and 1989. She was a member of the OB&G's Computer Application Committee and played an instrumental role in the Women In Trades Program.

She is survived by her daughter, Lisa Ann, and grandson, Jimmy, along with a host of other relatives and friends. Rae will be missed by all those who worked with her and knew her over the 33 years she served as a dedicated State of California employee. The Garner family requests that any contributions be made to the American Cancer Society. [GS]



Left to right, Supervisor Joe Espina and John Hendrickson, Telecommunications Division, Area 4, San Francisco.

Whitehouse Communications Agency Award Recipient

Last February, Senior Telecommunications Technician JOHN HENDRICKSON was awarded a very prestigious Certificate of Appreciation by the White House Communications Agency. In presenting the Certificate, John's supervisor Joe Espina commented in part, "Prior to President Bush's recent visit to the San Francisco Bay Area, the White House Communications Voice Systems Unit requested your assistance while temporarily setting up a critical com-

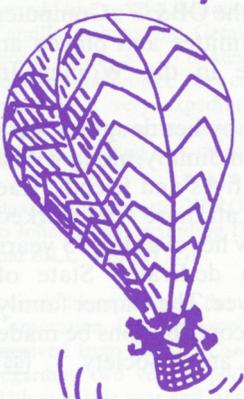
munications system at the State telecommunications site located on Mt. Diablo. The assistance you rendered, in addition to sharing your knowledge of past intermodulation problems unique to the site, enabled the White House Communications Unit to complete their mission in a timely manner." In addition to Joe, the Department and Division extend their congratulations for a job well done! [GS]



CREATIVE ALTERNATIVES

Transportation Management

By Marianne Arenas Office of Fleet Administration



The DGS exceeded the vehicle trip reduction goals for 1989 by 12 percent. The Department reduced a total of 573 trips which consisted of 196 trips using alternative modes such as public transit, carpooling, vanpooling, walking, cycling; 304 trips from the Alternative Work Week Programs (4/40 and 9/80); and 73 trips from the Telecommuting Program.



This significant decrease could not have been accomplished without top management support, active onsite Transportation Coordinators, and use of alternate work weeks and telecommuting. The onsite coordinators have been very active in getting information out to employees through the Transportation Coordinators network which was formed in late 1988. The Transit Pass Subsidy Program has also been very successful — 235 more trips were taken by transit riders in 1989.

ORIENTATION SESSIONS FOR ALTERNATIVE WORK WEEKS AND TELECOMMUTING PROGRAMS



Two orientation sessions were held in February to inform employees about the 4/40, 9/80 and telecommuting programs. 125 employees attended these



sessions, which were presented by Dave Fleming, Office of Telecommunications, Bill Denny and Berge Ochikubo, Office of Administrative Services, and Marianne Arenas, Office of Fleet Administration. Two more sessions will be held in April for supervisors and managers. (Supervisors or managers who attended the February sessions need not attend the April sessions as they will be similar to February's sessions.) Managers and supervisors are encouraged to attend these sessions to become more knowledgeable about these programs.

Please call Marianne Arenas, Commute Management Officer, at 322-0253 for more information on the sessions.

Cleaner Air — Consider The Alternatives

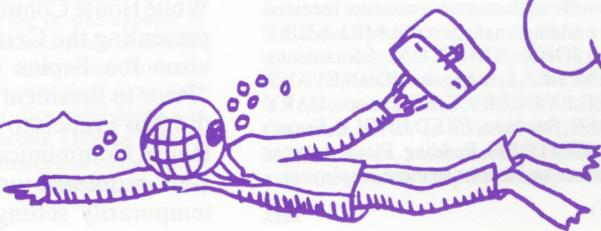
(Article from February 1990 issue of Rideshare Journal, Sacramento Rideshare)



CONGESTION! TRAFFIC! GRID-LOCK! There is almost no getting around it these days. While Sacramento is not yet a large urban area, rapid growth and increasing population are quickly increasing traffic congestion and deteriorating air quality.

Yes, Sacramento has an ozone problem. Ozone is a colorless gas. At the stratospheric level (extending 10-50 km

(Continued on page 15)

CREATIVE ALTERNATIVES

(Continued)

above the earth's surface), ozone serves as a protective layer absorbing harmful ultraviolet radiation. At the ground level (in the troposphere, an area from the earth's surface extending to 10 km), ozone can be a public health hazard produced by chemical reactions of nitrogen oxides and hydrocarbons triggered by the sun.

High emissions (vehicle/industry), high temperatures, low wind speed, lack of clouds and shallow air mixing depths all contribute to harmful, high concentration of ozone at this lower level.

In the past few years, Sacramento has experienced many days when ozone levels have exceeded the national standard. Most violations occur between the months of May and October due to weather conditions which exist in Sacramento at that time.

We all need to be concerned. Ozone is a health threat. It is a strong irritant that affects the respiratory system, especially during the high level summer months. Shortness of breath, coughing and irritated eyes are all common symptoms.

In Sacramento, we have all read that 70 percent of the air quality problem is attributed to emissions from motor vehicles. (The average car emits roughly one pound of carbon monoxide (CO₂) per mile traveled.) Reducing vehicle miles is the single most important step that we can take to arrest this trend!

You can make a difference in the quality of air that you breathe! Remember, to reduce air pollution in Sacramento, we must reduce the number of automobile trips taken each day. Start off small; try eliminating one or two trips a week by consolidating errands, using the transit system, carpooling, biking or walking. Try it and have a healthy, happy and cleaner 1990.

1990 TRANSPORTATION GOALS

Let's keep up our efforts to reduce trips, clean up the air and keep California moving. The 1990 transportation goal for the Department is to reduce single occupant vehicles by another 10 percent. Contact your Transportation Coordinator today to find out options available to you. You *can* make a difference. **GS**



Pictured left to right: W. J. Anthony, Marianne Arenas, Cherise Witherspoon. Marianne, Commute Management Officer, received an award from Ms. Witherspoon, Sacramento Rideshare Office, for her outstanding efforts to improve transportation through the promotion of ridesharing.

DGS HERO

On January 11, 1990, at 4:30 p.m., several calls were received in the Building Manager's Office at 6150 Van Nuys Boulevard in Van Nuys reporting an odor of smoke.

In a responsible and efficient manner, TERRY DOCKEN, Chief Engineer I with the Office of Buildings and Grounds, proceeded to search the building and locate the source of smoke from a fire which had broken out in an unoccupied second floor file room. After ensuring that the local fire department was notified, he located a fire extinguisher and with the assistance of State Police, extinguished the fire.

Terry then proceeded with a systematic check of the HVAC equipment to prevent the spread of smoke throughout the facility, assisted in directing fire department personnel, answered tenant questions, and provided status reports to the regional office.

Terry was commended by his supervisor, Richard Steuber, for his effective action and clear thinking in the face of an emergency. Through his individual actions and his cooperation with State Police personnel, the Van Nuys State Building tenants and facility were spared a much worse outcome.

Thank you, Terry, for your continuing dedication to high quality service and safety in the workplace. You are truly a hero! **GS**



TERRY DOCKEN

"Beat the Quake" Month..

(Continued from page 9)

business disruption when the next quake hits." A damaging earthquake occurs in California about every two years, and there is a 60% probability that a large magnitude quake could happen any time within the next 30 years, causing major damage.

"The October 1989 earthquake in the Santa Cruz Mountains and the February quake in Upland are just two recent examples of why all of us need to prepare — on the government level, on the community level, and particularly on the individual level," Irwin adds. **GS**

TRAINING — QUICK REFERENCE

Who Is Responsible For Training?

YOU

- Supply the motivation and time
- Review your own needs, abilities, and performance
- Initiate training requests

YOUR SUPERVISOR

- Provides guidance and assessment
- Provides information on training activities and departmental policy
- Teaches you new skills and techniques

Where Can I Find Information on Training Courses?

DGS Training Unit, 1518 "L" St., Sacramento, CA; Phone (916) 322-6058

- Conducts a wide variety of classes at

various locations throughout the State at no cost to DGS employees

- Distributes a quarterly class schedule to all supervisory staff (also published in the DGS *OUTLOOK*)
- Arranges or conducts "customized" training to meet special needs
- Maintains catalogs of course information and fees.

State Training Center (STC) — (part of the Department of Personnel Administration) 1515 "S" Street, Sacramento, CA; Phone (916) 445-5121 or 9920 La Cienega Blvd., Inglewood, CA (213) 298-4100

- Conducts 70 different courses covering subjects of interest to employees of most state departments
- Offers classes in Sacramento and in Los Angeles for a fee
- Publishes annual schedule of classes

State EDP Education Program (SEEP) 1500 5th Street, Sacramento, CA; Phone (916) 445-0397

- Conducts numerous, high quality, concentrated computer courses
- Publishes schedule of classes and fees.

Your Training Coordinator

- Maintains catalogs and course information

Who Pays For The Costs Incurred in Training?

Training from the DGS Training Unit is at no charge to you or the Department. STC and SEEP training are at no charge to you; the department pays all fees.

Costs for Out-Service Training (i.e., training provided by non-state organizations or courses taken at colleges) may be completely or partly reimbursed to you depending on the relevancy to the Department or the State's mission.

What paperwork is required to attend Training Courses?

- A Training Request (Form 1090) is required with approvals from:
 - Your supervisor
 - The Office Chief
 - Your Training Coordinator

NOTE: A Training Request (1090) may be completed and sent in for DGS classes not scheduled in your location. When enough requests are received to fill a class, a class will be scheduled. **GS**

One in Five Can't...

But You Can Help Teach a Friend to Read

"Right now, I could stand up and tell the world that I am a recovered alcoholic. But this is much more difficult. Telling people you can't read is much more painful."

Student, Sacramento Public Library Literacy Service

One out of five adults in the Sacramento community is functionally illiterate. Many of these adults have learned to hide their inability to read. They have had to cope with embarrassment, frustration, and a diminished quality of life. Illiteracy affects not only the individual but the workforce and the family.

The Sacramento Public Library's Literacy Service offers free help for those adults who need to acquire or improve basic reading skills. Using an effective system of one-on-one tutoring, a student is introduced to a comprehensive reading program that assures success from the beginning lesson.

If you have a love of reading and wish

to share it with another adult, you might consider taking the ten-hour workshop provided by the Sacramento Public Library. No teaching experience is necessary. The workshop will provide the expertise to use the step-by-step instructions in the Teacher's Manual and the correlated Student Skill Book.

If you can't tutor, please share the information that help is available. With one out of five adults in Sacramento in need of help, you will make a difference in someone's life.

For information on tutoring, or if you or someone you know needs help, call: Toll Free: 1-800-233-7323, Sacramento (916) 966-7323, or Woodland (916) 661-5987. **GS**



Department of General Services — Course Summary

***AFFIRMATIVE ACTION** — This 2-day workshop will cover knowledge and skills necessary to incorporate Affirmative Action policies into day-to-day activities.

BUSINESS WRITING — This 20-hour workshop is intended for those whose jobs require writing (from short memos to more lengthy reports). To make the class more meaningful, students will be asked to help determine what direction the class will take. Some of the topics of the class may be: the "rules" of verb, noun, pronoun and adjective usage; how the elements of language (spelling, punctuation, tense and agreement) flow from these "rules"; and, how to convey the desired meaning concisely and understandably.

CAREER GOALS: A Skills Analysis — A successful career is one which allows you to use your abilities and talents. The more you know about yourself and what you want, the more likely you are to do well in work which you enjoy. This 4-hour workshop will help you identify your strengths and interests through a skills analysis technique.

CIVIL SERVICE EXAMINATION WORKSHOP — A 20-hour workshop designed to improve skills in civil service test taking (primarily orals). Group participation and personal involvement will be emphasized with individual feedback through video-taped recordings, group critique and individual counseling as needed.

COMPLETED STAFF WORK — This 1-day workshop teaches how to present documented reports using the "Issue Memo Format." The class is designed for employees whose assignments include solving problems and presenting recommendations to management.

DEVELOPING YOUR LEADERSHIP SKILLS — This 3-day workshop will focus on the simple truth about motivation; different styles of communication and their impact on people; your unique leadership style; its strengths and weaknesses; and the difference between leading and supervising. This is not a course in How to Supervise.

***DYNAMICS OF CHANGE** — Getting from here to 2001 is what this 3-day video/discussion course is all about — sanely, safely and whole. Past, present, future meet; your job and career are the focus as historic precedent, demographics, technology, education, and politics act as triggers of change in your environment. A course for anyone seeking to understand — and to shape — a future as yet unmade!

INVESTMENT IN EXCELLENCE — Through this seminar you can, in a nonthreatening manner, acquire the techniques for controlling outcomes on your job, in your personal life and to improve your self-esteem. All

Departmental employees are encouraged to attend this program. Attendance is on a volunteer basis.

***MANAGING COMMUNICATION THRU ASSERTION** — This 2-day workshop will focus on the application of assertion skills. We teach assertion as a means to achieve goals while respecting the rights of others. People who are truly assertive, rather than passive or aggressive, tend to manage stress better, burnout less and have more productive relationship both on and off the job.

***MANAGING AND SURVIVING ORGANIZATIONAL STRESS** — This 2-day workshop will provide you with valuable information and abilities for protecting your health from the subtle and damaging effects of stress.

MANAGEMENT BRIEFINGS — A 1½-day workshop that teaches a clear systematic method for preparing management briefings. This is **NOT** a course in public speaking. This workshop is intended for all staff who must prepare and/or present briefings as a part of their job. It is especially useful for analysts.

NEW EMPLOYEE ORIENTATION — A 4-hour program designed to acquaint "NEW" employees with policies, procedures and fringe benefits which are available to them within State service and the Department of General Services.

***SUPERVISORY DEVELOPMENT PROGRAM (SDP)** — A fast-moving, exciting format with extensive group interaction and a minimum of lecture assures hands-on learning of time-tested skills and principles used by successful managers in state service. This 80-hour course involves two one-week segments scheduled six months apart.

***SUPERVISORS FORUM** — Participants in this unique 2-day advanced supervisory course set the agenda; no two Forums will be alike. Supervisors meet in mixed groups to develop solutions to typical job problems drawn from real-life experience. Emphasis is on disciplinary practices, performance appraisal, and problem-solving methods and techniques.

TIME MANAGEMENT — A 1-day workshop covers different concepts of time and their relationship to quantity vs. quality. Participants will learn how and when to use the traditional time tools of planning, prioritizing, etc.

YOUR TELEPHONE PERSONALITY — A 1-day practical workshop on the effective use of the telephone. This workshop will teach the Do's and Don't's for effective telephone use. It stresses practical application to your "real world" of work, so your new telephone skills remain useful.

DGS Training Course Schedule

April 1990 — June 1990

Affirmative Action (8:00 a.m. - 4:00 p.m. each day)
Section 5: Apr. 10 & 11 (Los Angeles)

Business Writing (5 days: 4 hours/day)
*To be announced - see below**

Career Goals: A Skills Analysis (8:00 a.m. - 12 noon)
Section 9: Apr. 19

Civil Service Examination Workshop
(20 hrs: MON 1-5; TU 8-5; W & TH 8-12)
Section 3: Apr. 2-3-4 & 5 (San Francisco) [Changed]**
Section 4: Apr. 23-24-25 & 26 (Los Angeles) [Changed]**
Section 5: June 18-19-20 & 21 [Changed]**

Completed Staff Work (8:00 a.m. - 5:00 p.m. each day)
*To be announced — See Below**

Developing Your Leadership Skills (Days 1 & 2, 8:00 a.m. - 4:00 p.m.)
(Day 3, 8:00 a.m. - 4:00 p.m.)
Section 3: Apr. 4-5 & 6
Section 4: Apr. 17-18 & 19 (Santa Rosa)

Dynamics of Change (8:00 a.m. - 4:00 p.m. each day)
*To be announced - see below**

Investment in Excellence (8:00 a.m. - 5:00 p.m. each day)
Section 31: Apr. 11-12-13 & May 17 (San Jose)
Section 32: Apr. 16-17-18 & May 11
Section 33: Apr. 23-24-25 & May 24
Section 34: May 1-2-3 & June 1
Section 35: May 8-9-10 & June 25
Section 36: May 22-23-24 & June 22 (Los Angeles)
Section 37: May 29-30-31 & June 29
Section 38: June 11-12-13 & July 9
Section 39: June 26-27-28 & July 23

Investment in Excellence - Training for Facilitators

*To be announced - see below** (8:00 a.m. - 5:00 p.m. each day)

Management Briefings

(Day 1, 8:00 a.m. - 4:00 p.m.)
*To be announced - see below** (Day 2, 8:00 a.m. - 12:30 p.m.)

Managing Communication Thru Assertion

Section 4: May 22 & 23 (8:00 a.m. - 4:00 p.m. each day)

Managing & Surviving Organization Stress

Section 7: Apr. 26 & 27 (8:00 a.m. - 4:00 p.m. each day)
Section 8: June 14 & 15

New Employees Orientation

a.m. Classes (8:00 a.m. - 12 noon)
p.m. Classes (1:00 p.m. - 5:00 p.m.)

Section 9: Apr. 5 (p.m.) (San Francisco) [Changed]**
Section 10: Apr. 10 (a.m.)
Section 11: Apr. 25 (p.m.) (Los Angeles) [Changed]**
Section 12: May 7 (a.m.)
Section 13: June 22 (a.m.) [Changed]**

Supervisors' Forum

(8:00 a.m. - 4:00 p.m. each day)
*To be announced - see below**

Supervisory Development Program (SDP)

(8:00 a.m. - 4:00 p.m. each day)

Section 2: (Week B): Apr. 16-17-18-19 & 20 (L. A.) . . [Cancelled]
(Week B): Jun. 4-5-6-7 & 8
Section 4: (Week A): Jan. 22-23-24-25 & 26 (S.F.) . . . [Cancelled]
Section 5: (Week A): May 14-15-16-17 & 18

Time Management

(8:00 a.m. - 4:00 p.m.)
Section 2: Apr. 9

*To be announced - see below**

All classes are in Sacramento unless otherwise noted. If you are interested in classes outside of Sacramento, please send a Training Request (GS 1090) to the Training Office indicating the desired location. Classes will be scheduled as needed.

**If you are interested in a "To be announced" class, please send a Training Request (GS 1090) to the Training Office even though no specific dates are shown. Classes will be scheduled as needed.*

***[Changed] — Indicates that the dates are different than those shown on the previous Training Course Schedule.*

Training Advisory Committee (TAC)

by Sally McSherry, TAC Chair

The Training Advisory Committee (TAC) was formed in October 1988 to assist the DGS Training Office in providing the best possible training service to the Department. The TAC, as it is known, consists of eleven members from various DGS offices who evaluate matters related to training policy and training needs. The TAC members are volunteers who are typically office training coordinators or have an interest in enhancing the Department's training program.

Some of the special projects TAC has undertaken include:

- **Managerial/Supervisor Training** — Develop the means to enable DGS to meet the legal requirements for Managerial/Supervisory Training.

Surveyed designated DGS Managers to determine critical training needs and made recommendations to the Training Office to explore concepts of a DGS Management Certificate Program.

- **Training Records and Procedures** — The TAC has assisted in improving DGS Training Office records and streamlining the Training Request Form (GS 1090).

The TAC has worked with OMTP to improve the electronic transfer of training information from training coordinators to the Training Office.



TAC Members: l to r: Cynthia Castillo, OSA; Lupe Romo-Zendejas, OMTP; Lori Kagimoto-Nelson, OSS; Pat Friel, OREDS; Carol Gans, Pete Williams, OAS; Carl Deverter, OP; Jack Smith, Deputy Director; Ree McLaughlin, OP; Sally McSherry, State Allocation Board; Jan Dietz, OAS; Janel Hernandez, OB&G; Barbara Brackin, OFS.

- **New Employee Orientation** — The TAC has helped redefine the New Employee Orientation process including the development of a New Employee Orientation Checklist to ensure that all new DGS employees receive essential information regarding the responsibilities and benefits of State Employment.

The TAC is made up of active, capable and committed members who work diligently to optimize the limited time they are able to devote each month. One reason TAC has been so successful, is due to the organization of effective and productive committee meetings.

On January 25, 1990 Jack Smith, Deputy Director, attended the TAC meeting to show his support for the committee, and to provide recognition to all members by issuing certificates of

appreciation. The support provided by the DGS Executive Office, and the cooperation of the committed Training Officer are greatly appreciated.

The TAC has many new projects on the horizon to enhance the DGS Training Program: a better program to promote career development and upward mobility; improvement of managerial training subject matter; as well as an evaluation of the value of non-DGS sponsored training classes.

The TAC continues to look forward to assisting DGS in maintaining its success in providing useful and valuable training to DGS employees, and will update you in future *Outlook* articles.

If you are interested in becoming a member of the TAC, please contact Sally McSherry, Chairperson, at (916) 323-4941, ATSS 473-4941. GS

Broadening Your Horizons: Your Individual Training Plan

Each year (usually in February) you and your supervisor meet to develop your Individual Training Plan, at which time you discuss the training you need during the coming year. Your training plan is based upon the level of your development, your interest in advancement, the needs and priorities of your unit, and budgeted funds for training. The plan that you and your supervisor develop is recorded on Form GS-19, the Individual Training Plan.

The types of training you and your supervisor may discuss include:

Job-Required Training is designed to assure your adequate performance in your current assignment. This includes

orientation training, on the job training (OJT), training made necessary by new assignments or new technology, training for the maintenance of ongoing programs, safety training, and training required by law or other State authority.

Job-Related Training is designed to increase your job proficiency or to improve your performance above the acceptable level for a specific job assignment.

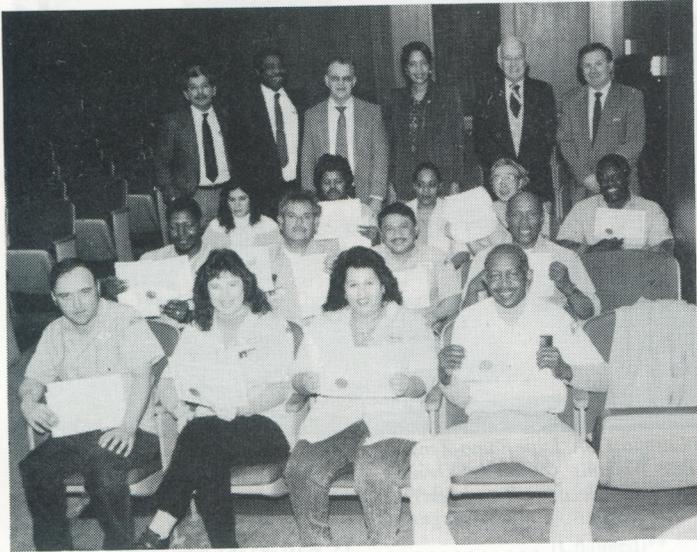
Upward Mobility Training helps prepare employees in upward mobility classes for career movement.

Career-Related Training is designed to help provide an opportunity for

development of your career potential. Such training may be unrelated to your current job assignment.

If the training you attend is essential, job-related or required by DGS, 100% of costs will be covered. Training which is not related to your current job, but is related to your career and is not required by the Department may be reimbursed up to 50% of the costs of tuition, fees, books, and supplies. All courses conducted by the DGS Training Office are at no charge to DGS employees.

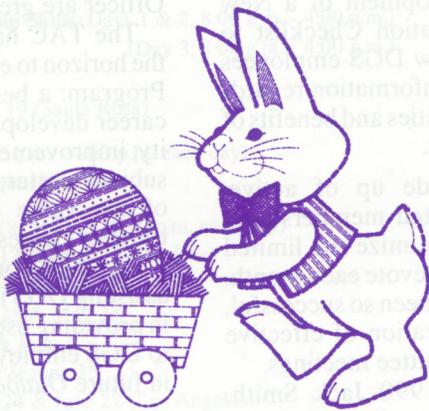
If you have questions about developing your Individual Training Plan, see your supervisor to obtain information about the process. GS



REGION I



REGION I — Capitol



REGION II



CENTRAL PLANT

OB & G INCENTIVE AWARDS — 1990