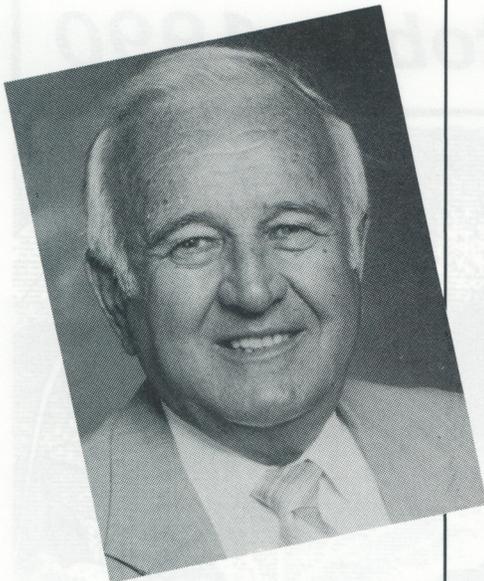




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## Director's Message

This year, departments throughout state government are faced with unexpected demands on their budgets as a result of the State's current fiscal condition. Included are increases in Department of General Services' rates which are beyond our control. In your day-to-day dealings with other departments, please remember that although extenuating circumstances may create hardships they should not interfere in the excellent rapport we have with our clients. If anything, we should go out of our way to ensure that we are providing the same high quality professional service which has been a trademark of DGS employees.

\* \* \* \* \*

The current situation in the Middle East is likely to have a dramatic effect on state expenditures for gasoline. I would like to remind you that with careful planning there are measures that we can take when travelling on state business which will go a long way toward conserving gasoline and holding the line on rising costs. We would like to hear from you if you have ideas which contribute to more economical state travel. State employees have done an outstanding job over the years in taking energy conservation steps. Let's continue the momentum with this important effort.

## Save Water, Save Energy

*Courtesy of PG&E Progress, July 1990*



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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Next time you turn on the water, think about the trip it took to get to you — and about ways to use it wisely.

Customers of many water agencies around the state are cutting back on their water use during this fourth drought year in a row.

Saving water helps you control your water bills and avoid possible fines if your agency is rationing, and reducing your hot-water use saves on your energy bill, too.

Here are some tips to get you started.

### In the Bathroom

- Take showers, not baths. Showers use less water.
- When you do take showers, make them shorter — five minutes or less when possible — with faucets only partially opened.
- Install energy-saver showerheads.
- Don't fill the tub to the brim. A full tub contains up to 60 gallons of water.
- Don't leave the water running while you shave, brush your teeth or wash your hands. A faucet running wide open uses three gallons a minute.

### In the Kitchen

- Load the dishwasher fully before you run it.
- When washing dishes by hand, don't leave the water running. Use one sink or dishpan full of wash water and one of rinse water to do the job.
- Install low-flow aerators on faucets to cut water use as much as 280 gallons a month.
- Keep a jug of water in the refrigerator instead of running the faucet for a cold drink.

### In the Laundry

- Save up for full laundry loads. A clothes washer uses about 35 gallons of water per load.
- Set the water level in the washing machine to suit the size of the load.
- Experiment with cold-water wash and rinse cycles. You'll cut your energy use by half.

### In the Yard

- Give plants only as much water as

*(Continued on page 3)*

## Save Water, Energy... (Continued from page 2)

they need, when they show signs of needing it. If leaves curl under slightly or lose their gloss, or if the lawn doesn't spring back immediately after you step on it, it's time to water. Half the water used by homeowners goes on yards and gardens.

- Water in early morning or late evening at windless times to reduce water loss from evaporation and spray.
- Water lawns slowly. A long watering session is better than several short ones, but use a kitchen timer to remind yourself not to overwater.
- Keep the garden free of weeds, which

steal water from plants. Use mulches to reduce evaporation and weeds.

- Adjust sprinklers and hoses to water plants, not the sidewalk. Drip irrigation can cut water use by 20 to 50 percent. Or try less-expensive "soil soaker" hoses.

### Miscellaneous

- Repair leaks and drips promptly. Ask your local water agency for instructions.
- When washing the car, use a bucket for soapy water and don't leave the hose running.
- Use a rake and broom instead of a hose to clean debris from sidewalks, yards and gutters. GS



## New Deputy Director Appointed

On August 22, 1990, Governor George Deukmejian appointed Charles P. Smith as Deputy Director of the Department of General Services' Real Estate and Building Division. Dr. Smith served President Bush and then-President Reagan for over nine years on the White House staff and in two Cabinet agencies. While Director of the U.S. Bureau of Justice Assistance, his responsibilities included administration of a number of programs such as the Federal Surplus Property Program for correctional agencies and the Emergency Law Enforcement Assistance Program for state and local agencies. In addition, while Deputy Assistant Secretary of the U.S. Department of Housing and Urban Development, he was involved in evaluating various infrastructure and land use matters.

As a prior resident of California for 20 years, he was involved in a variety of activities, including service as Director of Management Services for then-Governor Reagan. He also has been an investor and advisor on real estate development and architectural projects in Virginia and Florida.

He received his master's degree in sociology from the University of Arizona and his doctoral degree in public administration from the University of Southern California.

On accepting his appointment, Dr. Smith said that he would do all possible to implement Governor Deukmejian's policies. Dr. Smith also said that he is favorably impressed with the cooperative spirit and professionalism that are obvious under Director W.J. Anthony's leadership. GS



# The Office of Buildings & Grounds



## History

The largest as well as oldest office in the Department, the Office of Buildings and Grounds (OB&G) can trace its origin back to 1870 when it was commissioned to oversee the construction of the State Capitol and later the maintenance of the building and the surrounding park. The OB&G is currently responsible for the management, operation, and maintenance of 143 state-owned office buildings. Services include: janitorial, window cleaning, heating and air conditioning, plumbing, electrical, painting, carpentry and grounds maintenance.

Today a highly diverse and impressively organized operation, the OB&G maintains over five million square feet of land and two million square feet of office space. Its functions range from planting seedlings to preparing for the grand opening of the new Ronald Reagan Building in Los Angeles. The OB&G also has a state-of-the-art energy conservation program for water usage, oil, gas and electricity.



## Staffing

The OB&G has 20 reporting units throughout the state, and employs over 1200 employees. To help standardize operations of such a large office, the OB&G uses a special computer software package to manage and coordinate maintenance records for all its facilities and equipment. The software package is called CAMS (computerized maintenance software). Every two hours, the central computer polls the satellite units and processes any preventive maintenance transactions that have occurred. The system virtually shows how much work is being done, how long it takes to do the work, what it costs and how output stacks up against the cost of resources.

## Safety

The OB&G has its own Industrial Hygienist on staff who spends a large percentage of her time dealing with all industrial safety aspects of building operations, especially in the area of asbestos. There are many competent staff members statewide who are registered with Cal-OSHA for asbestos-related work. They are all well trained and properly equipped to work safely on small-scale asbestos projects.



## Capitol Park

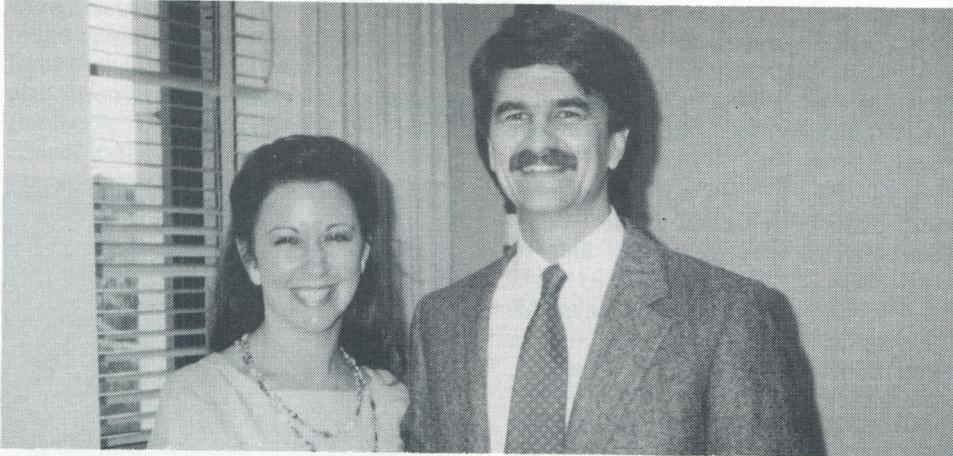
The office maintains the largest capitol park of its kind in the nation. The park alone boasts over 1500 trees, plants, shrubs, and ground covers, as well as 26 different flower gardens which are changed two to three times a year. Each year the official state Christmas tree is carefully selected in cooperation with the Department of Forestry, and erected in Capitol Park. The office has quite an extensive nursery on Richards Boulevard in Sacramento where all the flowers and plants for Capitol Park and the offices of the Capitol are grown.

## Central Plant — Energy Maintenance

The Central Heating and Cooling Plant is located on a one-block parcel, between 6th and 7th, P and Q Streets in downtown Sacramento. It has been operating 24 hours a day, 7 days a week for 20 years and presently produces enough energy to heat and cool 22 state buildings. The use of a computerized Energy Management System (EMS) allows staff to separately control each building's energy needs. The OB&G is currently in the first phase of a process to

(Continued on page 13)

## EMPLOYEE SPOTLIGHT



### **TERRY COUNTS** Chief Engineer I Office of Buildings and Grounds

Terry Counts was born and raised in Sacramento, was a graduate of Luther Burbank High School and attended American River College. While working as a Personnel Assistant and attending American River College at night, Terry took the test for Apprentice — Stationary Engineer and was hired by the Office of Buildings and Grounds in May 1981 in its first Stationary Engineer Apprenticeship program. In May of 1984, after completing the apprenticeship program, Terry was hired as a Stationary Engineer and immediately became a Watchstander, monitoring the operation of the heating and cooling equipment at the downtown Central Plant facilities. He went from there to work at the Central Plant and later accepted a position on the Control Crew in charge of the Energy Management Computers and the more complex industrial controls found at the Central Plant facility. Besides working at all the downtown state buildings in Region I and II, he also worked in the outlying buildings of Sacramento known as Region III.

Lee LaPerle, Chief Engineer at Region III, said while Terry worked as an

Apprentice at Region III, he was nicknamed "Einstein." Lee said Terry would overhear the other Chiefs and Stationary Engineers trying to solve an HVAC problem and would quickly think it over and give them the solution.

Terry was promoted to Chief Engineer I at the Central Heating and Cooling Plant on May 24, 1990. He is currently in charge of four Stationary Engineers on the Control Crew, who specialize in commercial/industrial controls such as digital electronics, boilers and chillers, and building controls. Terry's previous experience in his former positions is being put to full use. What Terry likes most about his job is the people he works with. "Most everyone at the Plant likes the work they do and the morale is high."

Terry's recreational activities include scuba diving, skiing, softball, and "power" volleyball, among other things. While working for Buildings and Grounds, Terry met, fell in love with, and married Stephanie Purcell, Staff Services Analyst with the OB&G, on August 4, 1990. Congratulations Terry and Stephanie! **GS**



*EDITOR'S NOTE: I would like to officially welcome back the Editor of OUTLOOK and let her know she was sorely missed! Mary Anne Riehl-Campos' son was diagnosed with a malignant brain tumor in August of 1989. The following story written by her shares her personal experience through some of the ordeal.*

## The Big "C"

by Mary Anne Riehl-Campos

The big "C": it's not a four-letter word ...maybe it's even worse. Worse because it is so frightening and so misunderstood. Cancer used to be a death sentence, but the medical advances made in the last five years have made a once hopeless diagnosis a treatable, survivable one.

I know from personal experience. On July 30, 1989 — the day before my family was to leave on an extended vacation — my five-year-old son, David, was diagnosed with a malignant brain tumor. At 1:00 p.m. on a Sunday afternoon, I met his pediatrician at the hospital for a brain scan and by 2:00 p.m. he was being admitted to Pediatric Intensive Care. The following morning David underwent a ten-hour surgery for removal of the tumor.

This first surgery proved unsuccessful. Forty percent of the tumor remained after surgery and the prognosis was not good. A trip to the University of California Medical Center in San Francisco (UCSF) and a review by the Tumor Board of that institution left us with a major decision: Should David undergo another surgery? After much personal research and phone calls made to major cancer treatment centers across the nation, the decision was clear. A second surgery was inevitable, and the only way to save his life.

David's disease was outside the realm of ordinary private medicine. We needed to be in contact with a research institution and to our great fortune, UCSF is considered to be one of the top brain tumor centers in the world.

Ten percent of all brain tumor surgeries in the United States are performed there. David's second surgery, successfully performed at UCSF, resulted in total tumor removal. He was put on a treatment protocol (treatment plans authorized by major medical learning institutions) which consisted of 42 days of radiation treatment and follow-up testing every three months for five years



*David (left) and his brother Tony get a hug from Tigger on their recent trip to Disney World.*

(no one is considered cured unless cancer-free for at least five years).

According to Erma Bombeck in her latest book, *"I want to grow hair, I want to grow up, I want to go to Boise,"* "cancer and optimism were not considered compatible on this planet." In her book, which contains interviews of children who survived the disease, she tries to dispel this myth. There are more children in today's school system that have survived cancer than there are children who are in need of special education.

She warns that you shouldn't read any book on cancer that is more than five years old. Recent progress in cancer

*(Continued)*

### EXTRA HOUR DUE

Change that clock, watch, sundial, or what-have-you timepiece.

Yes, it's time to change the time again, time to make up that hour you lost last April.

On Sunday, October 28 exactly at 2 a.m., turn that time back one full hour.

If you retire at a more civilized hour, be sure to make the necessary time change earlier so you'll be ready for action the following day.

(Continued from page 6)

research has been remarkable, and information is quickly outdated. 1973 was a red-letter year in cancer research. During that year many different drugs were discovered and were combined to make better therapy. Also, new ways to fight the side effects of the drugs were also discovered. In non-medical terms, Bombeck writes, "children surviving cancer in the '80s have a lot better odds than having your mother believe you're doing nothing with the hot water running and the dog is tunneling under the door. And it's definitely higher than a teacher cancelling an exam that you've studied for."

However, the best tool to fight this or any other disease is attitude. A positive one, that is. The battle can be won but you can't always do it alone. Thankfully there are many support groups and organizations that can and do help cancer patients and their families. Also, it is imperative to remember to always get a second opinion. According to *Readers' Digest*, July 1989, cancer is the most misdiagnosed and mistreated disease of our time. The size of the community and the resources allotted to purchasing necessary equipment can mean the difference between living and dying. Research also shows that patients who are on protocols tend to do better than patients receiving standard treatment. Sometimes standard treatments are out of date and new treatment plans are available but the medical community isn't aware of the new advances.

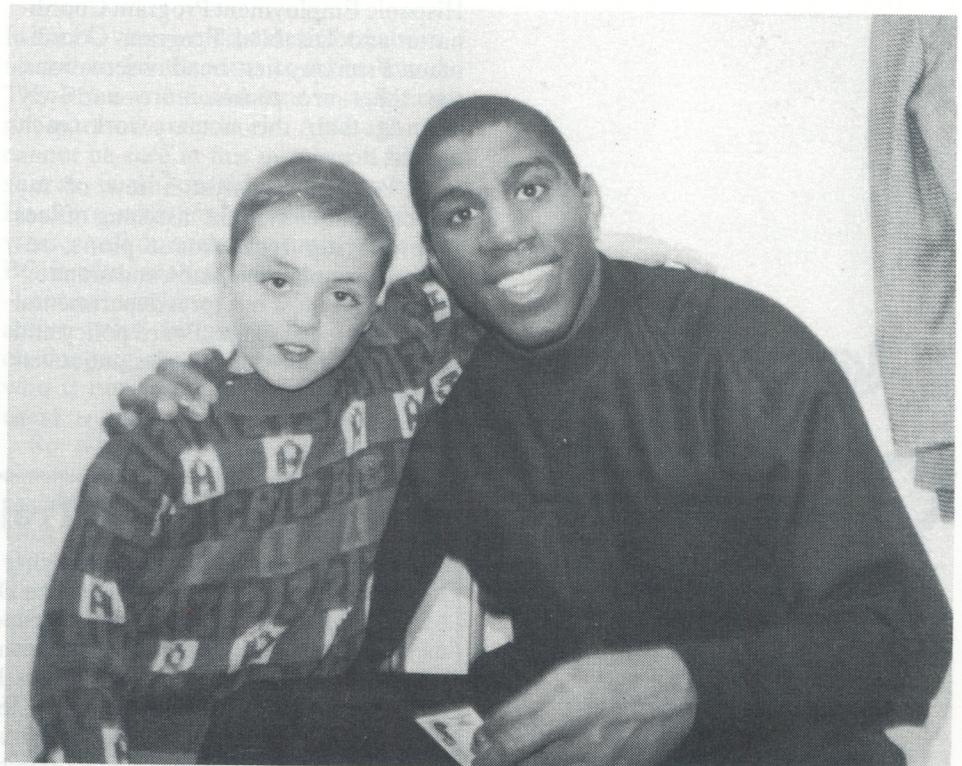
Another must is to be sure to find a doctor that specializes in your type of cancer. Cancer is a disease of the cells and there are many different types of cells in your body, so there are many different kinds of cancer. Cancer cells are cells that have changed from normal cells and have multiplied and eventually crowd out the good cells. Treatment stops these cells from invading and spreading. Medical advances are being made daily, so don't settle for less than a specialist!

Throughout this dramatic year in my family's life, we have learned and experienced many things. One of the most wonderful has been the loving response of so many people. Human kindness is alive and abundant. So many people have done so many things, including the wonderful people at DGS. Your thoughts, prayers, letters, and gifts

are greatly appreciated. I cannot tell you how much these things meant to me and especially to David. They are vital elements in his healing process and they give us the courage to move forward. Never in our life were we faced with such major decisions and it gives us great comfort knowing that so many people are fighting with us and for us.

David continues on his protocol, which includes extensive testing every three months. So far, all test results have been favorable. One year has passed and we take one day at a time. Sometimes bad things happen to good people and you wonder why. But this experience has made me realize how lucky I am and has made me realize the importance of *now*, because it is the most important moment of your life. I also realize what a great kid I have — he has been an inspiration to us all. Again, thank you for all your kindness and your support during this difficult time.

(Continued on page 15)



David's road to recovery was filled with meeting some very famous people including Magic Johnson, LA Lakers Basketball team (pictured); Walt Weiss, Oakland A's Baseball team; the entire '49ers Football team, with a special visit with Jerry Rice and Joe Montana; Harold Pressley, Sacramento Kings Basketball team; and Steve Sax of the N.Y. Yankees' Baseball team.

## EEO ANALYST — A “Routine” Job

by Teresa Amezcua,  
Disabled Program Coordinator



As the new Disabled Program Coordinator, I am the new kid on the Equal Employment Opportunity (EEO) Office block. I've concluded that being an EEO analyst is anything but "routine." There are few analyst positions that offer challenge, diversity, the opportunity to meet people, and travel — maybe a couple of these elements at once, but all of them?... Step into the Equal Employment Opportunity Office for a while.

One of the primary goals of the office is to assist the Department in providing equal employment opportunity to all individuals regardless of sex, race, color, religion, national origin, age, disability, sexual orientation or other factors which cannot lawfully be supported as the basis for employment actions. To accomplish this primary goal requires coordinating EEO staff on numerous activities throughout the Department.

The EEO Office is staffed with three analysts, each with a working title which reflects their basic program responsibility — Women's Program Officer, Hispanic Employment Program Coordinator and Disabled Program Coordinator. From my first-hand observations, the titles are much more narrowly defined than the actual work each analyst does.

As an EEO analyst a few of my responsibilities include: assisting offices in preparing recruitment plans, reviewing examination plans, and monitoring hiring. I must interpret departmental policy, State Personnel Board policy and procedures, government codes, and statistical reports.

I've learned the EEO analyst is a

counselor to employees, providing information about career opportunities on departmental and statewide bases. Analysts also provide guidance and assistance to managers and employees on issues of discrimination, sexual harassment, and reasonable accommodation.

Public relations is another dimension of the EEO analyst responsibility. EEO analysts use job or career fairs and other forums to recruit qualified individuals from underrepresented groups and the general population. Analysts must be prepared to answer many questions about the department, job opportunities, upward mobility, specific job duties, or locations of possible opportunities.

EEO analysts are sometimes required to provide training to managers and employees. They may be required to design a course, prepare course materials and facilitate the class. To carry out these and other responsibilities, the EEO analyst functions as part of a departmental team.

When hired as the Disabled Program Coordinator, I was advised that there was always something to learn or do and if my work was ever "caught up" — be leery! After almost three months on the job, I guess I'm doing great because my desk, bookcase and my credenza are full of things to do!

I was also told that in the EEO office, many things are learned through osmosis, which can be a slow process. I'm finding that each situation is unique and every day presents a challenge and a new learning experience. Nothing is routine here!

GS



### On-the-Job Training for Students

Martin Murillo is a hardworking student of the Harvey Mudd Upward Bound Program, who worked at the Department of General Services Training Office. He was exposed to various aspects of the training program, as well as to several other DGS statewide programs.

According to Carol Gans of the Training Office, Martin was a valuable asset to the office, as well as to the Department. The Upward Bound Program is an excellent way for an office to gain a bright, capable helper while affording experience and encouragement to the student. The program is well worth the effort! Offices interested in participating in the program next year may contact Carol Gans at (916) 445-6037.

## Does Your PC Have the Flu?

by John Briggs, EDP Auditor

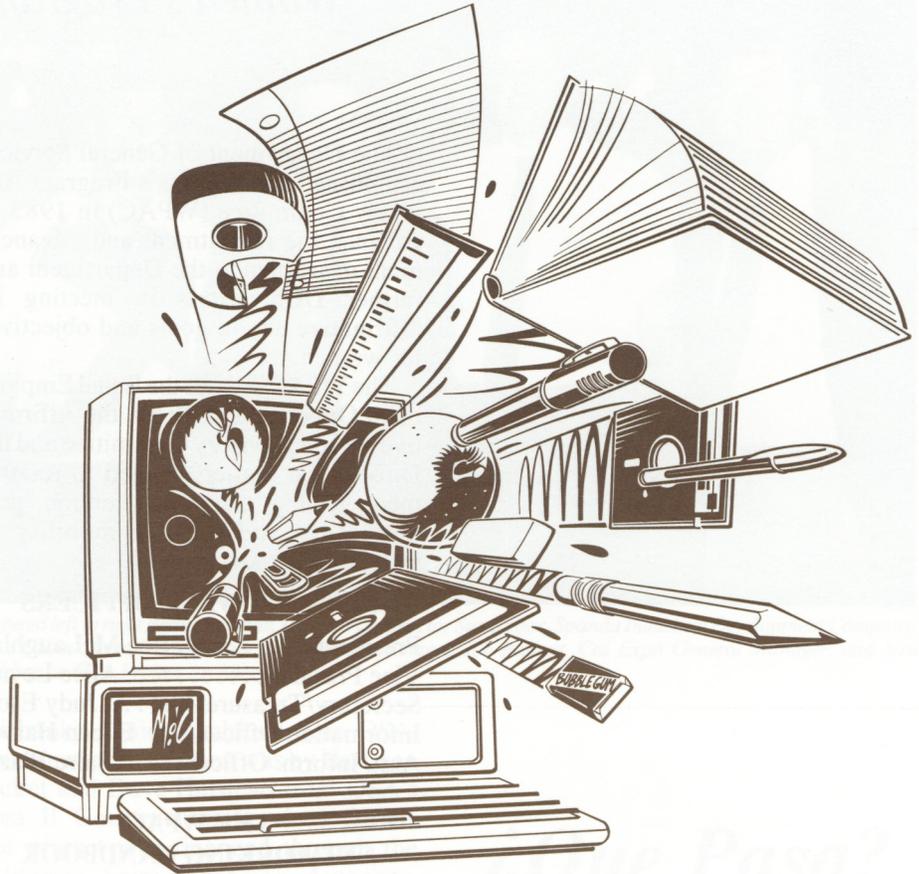
Okay, here we go again, *COMPUTER VIRUSES*. Tired of hearing about them, aren't you? Well, probably not as tired of them as you would be if you had one. Viruses are computer programs written to cause mischief, ranging from display of annoying (or amusing, as the case may be) messages on your computer monitor, to complete erasure of your most vital files. Viruses may well be as near as that "shareware" (or "freeware") you picked up from a friend or bulletin board but haven't loaded to your PC yet. Or maybe you have, and your computer is already infected.

It's naive to think you're immune. Virus infection is happening now, in state offices, on college campuses, in businesses, and in PC owners' homes. It happened recently in one DGS office, where it was identified as the Jerusalem strain B virus. The PC's files began to progressively fill with garbage data, and on Friday the 13th (July), its word processing program refused to execute. Recovery from this incident required the purging of contaminated files and re-loading from the original software disks. Cost to the office was estimated at \$1000, mainly in employee hours.

What can we do? Obviously, prevention is the key. Users and managers of PC installations should follow a few simple rules:

(1) A list of authorized software should be declared and strictly adhered to. (2) No "freeware" should be allowed in the system. (3) Users who are allowed to take software and files to their homes for off-site work must provide assurance that their home computers are not contaminated. (4) Software should never be acquired from public bulletin boards. (5) PCs at the office must be protected from intrusion by use of PC locks, office doorlocks, password protection, virus detection software, and any other means available.

We cannot afford to be casual about the virus threat. Unfortunately, we also cannot afford to be completely trusting.



In the PC virus incident described above, no source for the virus could be found. The PC was a standalone installation, not part of a network. Although we cannot be sure in this instance, a likely source is an outsider, a "hacker." Hackers who maliciously introduce viruses will do so during times when the PC is idle, such as before — or after — normal working hours. We must take active roles in prevention, including challenging anyone using a computer who is not known to be an authorized user.

So what if you do get struck by a virus? Fortunately, we have some capable people in DGS who have dealt with this problem and can help. The Office of Management Technology and Planning (OMTP) has a number of virus-literate people. They are equipped with virus-detecting programs and can assist you with detection and recovery. If you need help or advice, or just need information, contact your OMTP Account Manager or the Information Systems Review Board (ISRB) Support Unit at (916) 323-2113, ATSS 8-473-2113. **GS**

## Women's Program Advisory Committee

by Ree McLaughlan

The Department of General Services established the Women's Program Advisory Committee (WPAC) in 1985 to enhance the recruitment and advancement of women in the Department and further DGS efforts in meeting its affirmative action goals and objectives for women.

The WPAC advises the Equal Employment Opportunity Officer, the Affirmative Action Advisory Committee and the Director on matters related to recruitment, testing, training, retention, promotability and upward mobility of women in the Department.

### CURRENT WPAC OFFICERS

President . . . . . Ree McLaughlan  
 Vice President . . . . . Alice Levine  
 Secretary/Treasurer . . . . . Judy Esola  
 Information Officer . . . Eileen Harvey  
 Asst. Inform. Officer . . . Claire Blazer

### THE WPAC NETWORKING HANDBOOK

In 1989, the DGS Women's Program Advisory Committee (WPAC) adopted as its focus "Women Into Management," placing emphasis on assisting women in achieving their career goals. In keeping with this focus, the WPAC plans to publish a *Networking Handbook* which will function as a directory of women co-workers, their special skills, employment highlights and services that can be shared with one another.

The handbook will list DGS women who are willing to communicate with each other on a variety of issues such as education, career development, and upward mobility.

It will also indicate those individuals who are willing to be mentors to other women and will be used to obtain advice from other women.

Once the handbook is compiled, Office Chiefs, Affirmative Action Coordinators and EEO Counselors will be provided a copy to share with all employees.

### WPAC NEWSLETTERS

The WPAC publishes a bi-monthly newsletter. The newsletter is a tool for the WPAC to communicate with women in DGS.

To get on the mailing list, send your request to Eileen Harvey, WPAC Information Officer at 915 Capitol Mall, Room 510A, Sacramento, CA 95814, IMS Code C-2.

### ARE YOU INTERESTED IN BECOMING A WPAC MEMBER?

Why do people become members? WPAC members have given the following reasons:

Career growth, upward mobility, the chance to meet other professional women, exposure to DGS, to develop communication skills, to learn skills you can't get on the job, the opportunity to work on departmental projects, and many others.

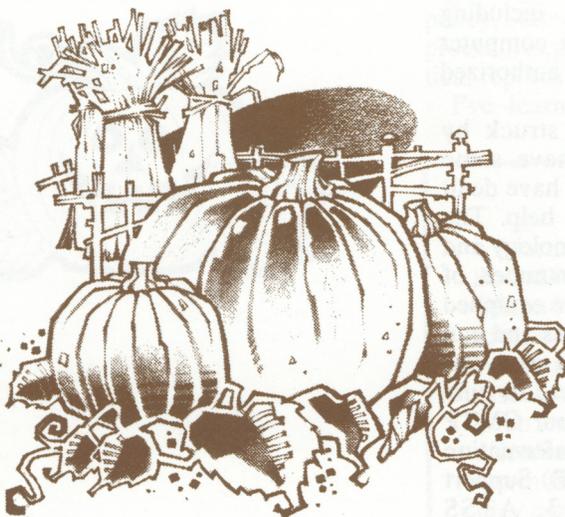
What skills can you hope to gain while working on the committee? These might include:

Effective communication, presenting ideas verbally and in writing, training, negotiating, working with upper management, organization, program planning and development, etc.

If you would like more information on how to become a member, call Ree McLaughlan, WPAC President, at 973-3758.

WPAC THEME FOR 1990/1991:

**DGS WOMEN MAKE A DIFFERENCE!**



## Dedication of the New State Fair Livestock Pavilion

On August 1, 1990, the new State Fair Livestock Pavilion was officially dedicated. Paul R. Neel, FAIA, State Architect, representing the Office of the State Architect (OSA), participated in the ceremony.

The \$4.5 million livestock pavilion is the first major capital improvement at Cal Expo since the facility was constructed in 1968. The building was designed as a multi-use facility to accommodate not only livestock uses, but automobile shows, equipment shows and general purpose exhibitions. The building offers 102,000 square feet of covered exhibit space. It replaces two of the three original temporary livestock barns on the grounds.

At various times during the State Fair, the pavilion houses beef and dairy cattle, sheep, swine, goats and llamas. The new pavilion also features new animal wash racks, energy-efficient metal halite light fixtures, and a high-quality sound system.

The project was designed by Neil



*Pictured left to right Bernie Schmall, General Contractor Supervisor, Spanda Industrial Development Company, Inc.; Glenn Hezmalhalch, OSA Supervising Architect; Joe Barkett, Cal Expo General Manager; and Neil Fairbanks, OSA Project Architect.*

Fairbanks, Senior Architect from OSA. Construction inspection was by Harrison Becket and Dave Halstead from OSA's Area II Construction Services Office. The project was financed through the California Fairs Financing Authority, and was completed on time and under budget. GS

## ¿Que Pasa?

On June 26, 1990, the Hispanic Task Force (HTF) ¿Que Pasa? Presentation Committee held an informational session at 455 Golden Gate Avenue in San Francisco. Committee members, from left to right, are Rose Granados, Office of the State Architect; Josie Lopez, Fleet Administration; Elaine Hall, California State Police; and Larry Montez, Buildings and Grounds. The HTF's goal is to obtain feedback from employees on what problems and successes they have encountered regarding upward mobility and career development and identify reference contacts that are available to them.

DGS employees attending these presentations received packets containing the DGS Upward Mobility Handbook, DGS Training Course Schedule, DGS Career Guide, a copy of an Individual Training Plan, and the Hispanic Task Force Brochure.

¿Que Pasa? presentations will continue in Sacramento and statewide.

For further information on these presentations, contact Rose Granados at (916) 445-8661, ATSS 8-485-8661 or Elaine Hall at (916) 323-1397, ATSS 8-473-1397. GS





*State Police Bicycle Patrol Unit*

"You'd better get up, son, or you'll be late for school," the woman yelled up the stairway.

Her son's voice came down. "I don't want to go to school any more. The teachers don't like me, the kids don't like me, the superintendent wants to transfer me, the bus drivers hate me, and even the custodians are making life miserable for me."

"But you have to go to school," insisted the mother. "You're healthy, you have a lot to learn, you have something to offer others, you're a good leader. Besides, you're 49 years old, and you're the principal."

## *Downtown Crime Stoppers*

The California State Police recently launched a new Police Bicycle Patrol Unit to increase security in state facilities in the Sacramento downtown area and to respond more quickly to assistance requests.

The six men and women provide police protection to state properties and employees on J, K and L Streets between 3rd and 16th Streets, an area with 25 buildings housing 4,500 state workers. During business hours, they will watch out for individuals involved in crimes such as assaults, thefts, burglaries, auto thefts, purse snatchings and muggings.

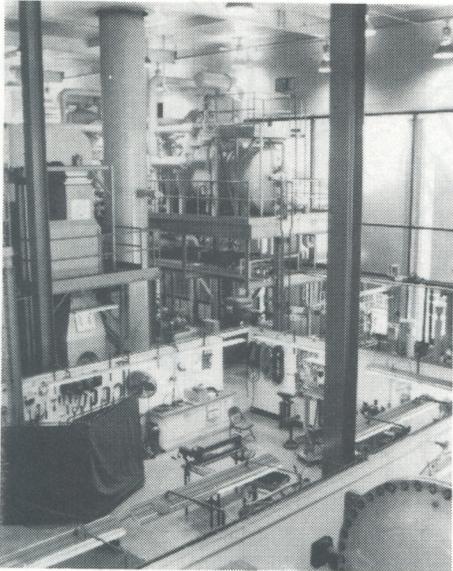
Since it was formed on August 1, 1990, the patrol unit has apprehended an assailant in a downtown strong-arm robbery and a gun-bearing man who was threatening workers at the Attorney General's Office. In early September, a suspect in an armed robbery of the University and State Employee Credit Union at 770 L Street was apprehended by an officer within minutes of the crime.

The Bicycle Unit works with the Sacramento Police Department in a joint effort to protect state employees and citizens in the downtown area. GS



### **Will the REAL Joseph R. Carroll please stand up?**

*Our apologies to Mr. Joe Carroll and Mr. Pete Wanzenried of the Telecommunications Division. In the August 1990 issue of OUTLOOK we pictured the recipient of the Sustained Superior Accomplishment Award. Unfortunately, we pictured the wrong fellow! Our congratulations to Mr. Joe Carroll, pictured here on the right!*



**CENTRAL PLANT**

**OB&G...** (Continued from page 4)

upgrade the plant's EMS system. This upgrade will increase efficiency by at least 10%, which would come primarily from more accurate energy control. It is one of only two plants of this size in the Western United States and is hailed as a model of efficiency and reliability.

**Women's Hiring Goal**

The OB&G gives examinations for vacancies which are targeted for women only, to assist the Department in reaching its 25% hiring goal for women in nontraditional roles. The office has been able to reach and/or exceed this goal annually. They also offer several training and development assignments for women in nontraditional classes.



**Safety Spells Sense**

**Make Halloween a Safe Treat for Kids**

Trick or treating can be a safe and enjoyable Halloween activity for children if parents take proper precautions, says the National Safety Council. It offers these tips for parents:

1. Preplan the routes youngsters will travel. Make sure all young children are supervised by a responsible adult. Set a reasonable curfew for youngsters who are old enough to go with their friends.
2. Design or purchase costumes that allow a youngster to walk easily without tripping or falling. Costumes should be light-colored and large enough so that warm clothing can be worn underneath if it's cold outside.
3. Buy flame-resistant costumes or make costumes from flame-resistant material.
4. Encourage hand-painted facial designs; they are much safer than masks. If a mask is worn, it should have openings for the nose and mouth and large eye holes for good visibility.
5. Have trick-or-treaters carry flashlights to help them see and be seen. Never allow anyone to walk using a flame.
6. Tell youngsters to stop only at houses and apartment buildings which are well-lit and to confine their visits to familiar neighborhoods.
7. Cross only at intersections and, whenever possible, walk on sidewalks, not in streets. Many accidents are caused when children haphazardly dash into the street, often from between parked cars.
8. Insist that treats be brought home for inspection before anything is eaten. Parents should report to the police anything that appears suspicious. If in doubt about a treat, throw it out.
9. Discourage youngsters from eating along the way by serving them a meal or nutritious snack before they go out.
10. Keep a light on so trick-or-treaters can see your stairs or steps, and remove objects that could be tripped on. Keep family pets away from the front door.



# CREATIVE ALTERNATIVES

## Clean Air Partnership

by Marianne Arenas

On September 3, 1990, the Department of General Services received two awards from the Partners for Clean Air. One was for participation in the American Lung Association's Clean Air Challenge in May. The second was for the Most Effective Effort to Reduce Solo Driver Commuting in Sacramento. Five DGS offices received certificates of appreciation from the American Lung

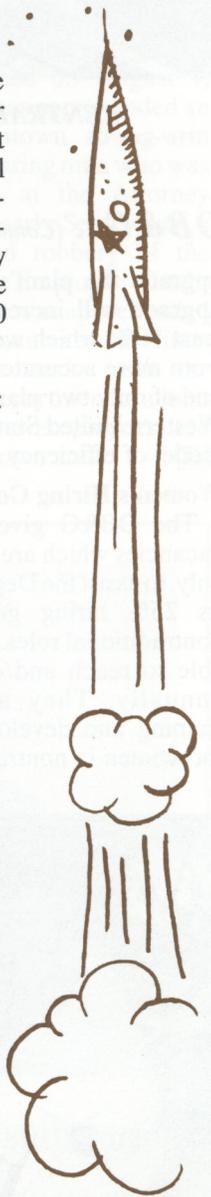
Association for their efforts to reduce solo driving during the Clean Air Challenge: Buildings and Grounds, Fleet Administration, Fiscal Services, Real Estate and Design Services, and Telecommunications. As a result of departmental efforts, over 50 air quality information boards were posted in the Sacramento area reaching over 30,000 state employees.

### DEPARTMENTAL TRANSPORTATION COORDINATORS ARE AS FOLLOWS:

#### SACRAMENTO AREA

Administrative Hearings .....	Margaret Robinson .....	323-0630
Administrative Services .....	Jan Dietz .....	445-3487
Buildings & Grounds .....	Janel Hernandez .....	323-0757
Energy Assessments .....	Linda Jimenez .....	323-8777
Executive Office .....	Nora Faunce .....	445-7213
Fiscal Services .....	Barbara Tremble .....	323-6268
Fleet Administration .....	Emily Rossi .....	322-0253
Insurance .....	Barbara Leashore .....	322-5289
Legal Services .....	Debra Hamilton .....	322-5923
Local Assistance .....	Tony Zarbano .....	322-1047
Management Tech. & Plan. ....	Earl Erickson .....	323-3075
Procurement .....	Elizabeth Null .....	445-4866
Project Develop. & Mgmt. ....	Judith Putman .....	322-6944
Real Estate & Des. Svc. ....	Randy Nelson .....	322-8696
Records Management .....	Melissa Andrews .....	445-2294
Small & Minority Business .....	Charmain Sonnier .....	322-6906
Telecommunications .....	Janice Kuykendall .....	445-6882
State Printing .....	Dennis Jackson .....	322-1039
State Police .....	Lt. Willis .....	445-1150
State Architect .....	Cynthia Castillo .....	445-7152
Support Services .....	Lori Kagimoto-Nelson .....	739-2371

(Continued)





(Continued)

#### FIELD AREA

Los Angeles .....	Bobbio Sanchez .....	8-640-4680
Van Nuys .....	Richard Steuber .....	8-733-5425
Long Beach .....	Jim Miller .....	8-635-5427
San Bernardino .....	Diana Teeter .....	8-670-4277
San Diego .....	John Evans .....	8-631-7741
Santa Ana .....	Ray Camacho .....	8-657-4657
San Francisco .....	Billie Curry .....	8-597-1477
Santa Rosa .....	David Cavender .....	8-590-2424
Stockton .....	Gary Alexander .....	8-423-7730
Fresno .....	Fred Engel .....	8-421-5084
Redding .....	John Molitoris .....	8-442-2175

GS

### The Big "C"... (Continued from page 7)

#### Support Groups to Aid Cancer Patients and their Families

- American Cancer Society, Sacramento Chapter — (916) 446-7933. Provides written material on the different kinds of cancer and sponsors support and educational groups.
- Recreational Opportunities for Cancer Kids (R.O.C.K.) — (916) 446-7933. A subchapter of the American Cancer Society. It sponsors monthly recreational opportunities for children with cancer and their families.
- For Kids Sake — (916) 446-7933. Sponsors monthly recreational opportunities for children, other than the cancer child, who have a family member with cancer.
- Sacramento Area Brain Tumor Support Group — Karen Smith, RN, UCDMC, (916) 734-3690. Sponsored by the University of California Medical Clinic at Davis, meets on the first Thursday of every month, to offer emotional support and educational information to brain tumor patients and their families.
- Family in Crisis Support Group — Pastoral Care Office, American River Hospital, (916) 486-2030. Meets weekly at American River Hospital and provides emotional support to families who have a family member with a chronic illness.
- Candlelighters — A support group for parents of a cancer child. This is a national organization with local chapters. The group publishes a quarterly newsletter, which is free and contains current information regarding the disease. Write to: Candlelighters Childhood Cancer Foundation, 1599 Clifton Rd. North East, Atlanta, GA 94102.
- Make A Wish Foundation — (916) 924-9474. Provides children ages 1-18 who have a chronic illness the opportunity to have a dream come true. Child may make any wish and the foundation attempts to make it come true. (David's wish was to go to DisneyWorld in Orlando, FL. It was fulfilled in June 1990.)
- Association for Brain Tumor Research — (312) 286-5571. Provides written material on brain tumor research. Write to: Association for Brain Tumor Research, 3725 N. Talman Ave., Chicago, IL 60618.

GS





Left to right: Roger Schafer, Supervisor; Ray L. Haskew; Carol A. Nuezel; Norma Wood, Supervisor; and W.J. Anthony.

## The Power of Ideas

Ideas are powerful tools. They bring about change and improvement. They can also bring financial rewards to those who successfully participate in the Employee Suggestion Program authorized by Department of Personnel Administration and enthusiastically sponsored by the Department of General Services (DGS).

The following DGS employees submitted ideas that were adopted and implemented and as a result they are also a little richer.

**CAROLA A. NUEZEL**, Office Assistant, Office of Fleet Administration recommended using a mark-and-wipe board to post the availability of vehicles at the State Garage. Now, with just a glance, the dispatcher is able to quickly find the next available car. This idea also speeds up the handling of phone calls as well as over-the-counter requests. As a result, Carol received an award for \$85 for her improved procedure.

**JANET MARIE BUCK**, Office Assistant, Office of Local Assistance, made her suggestion while an employee at the Employment Development Department. She recommended that special instruc-

tions be added to a certain page in a quarterly report prepared by that department. Prior to the inclusion of these instructions, several errors were being made. Janet transferred to DGS in 1987 and works in the Office of Local Assistance. We look forward to Janet's participation in the Employee Suggestion Program while an employee of this Department.

**RAY L. HASKEW**, Sheetfed Offset Press Operator, Office of State Printing received an award of \$285.

Although Ray's actual idea was not implemented, his suggestion resulted in an alternate solution. This solution eliminated an unnecessary step in the printing process which resulted in a \$4684 saving to the client. This is a fine example of providing the most efficient service at the best price.

W.J. Anthony presented these employees with their Certificate of Commendation at a ceremony held in his office during July, 1990. If you would like to participate in the Employee Suggestion Program, contact your office program coordinator or the Departmental Administrator, Mary Anne Riehl-Campos, at 324-6462, ATSS 8-454-6462. **GS**

### QUESTION OF THE MONTH

The tongue weighs but a few ounces, but how many people can hold it?

## SERVICE AWARDS

### Barbara Hynick

Barbara's entire State service has been in the Office of State Printing.

Working 25 years in the same place sounds tedious, but working in the Legislative Bill Room has been anything but that for Barbara. There have been a multitude of major changes that have kept her stimulated: the location of the job changed five times, and she has changed classifications five times, starting as Bindery Assistant. She was instrumental in the moving and setting up of the Bill Room Annex at its present site, and still lends her expertise in running the Annex operation.

Being a part of the legislative process, and working with the Legislature has been very exciting for Barbara. While working at the Capitol she came face to face with Paul Newman and gun-carrying Black Panthers — but these experiences were mild compared to the all night/all out end-of-session crunch periods.

Barbara would like to continue working as long as possible, then retire to a more peaceful climate where she can smell, hear and see the ocean.



### Jessie L. Chico

Jessie L. Chico has worked for the Office of Buildings and Grounds for 25 years as a Janitor. According to her supervisor, Jessie is a conscientious and reliable worker who is well liked by her coworkers, peers and management. Many of Jessie's friends were there to witness and congratulate her on the presentation of her award.

### James W. Morton

James W. Morton, Supervising Telecommunications Technician, Area 30, served four years of active duty in the United States Air Force as a radio communications system technician prior to his employment with the Department of General Services, Telecommunications Division in 1965. Jim prides himself on his ability to effectively work with his co-workers. He particularly takes pride in the completion of a team effort in restoring a disabled microwave and radio antenna system in the late 1970's.

Jim feels that his years of state service have been both rewarding and challenging. He appreciates the great attitude of all the people he has had the privilege of working with.

Jim's interests away from the job include church activities and restoring old cars. Jim and his wife, Rita, have raised six children. He plans to work many more years. When he retires he will travel extensively and if he finds a location he likes, might relocate.

(Continued on page 19)



Richard W. Cookerly, Office of Buildings and Grounds, celebrated 25 years of state service in July 1990.

25  
YEARS  
DEPARTMENT OF  
GENERAL  
SERVICES

## Service Awards

### JULY 1990

Richard W. Cookerly  
Office of Buildings & Grounds

### AUGUST 1990

Joyce L. Brown  
Office of Administrative Services

Jessie L. Chico  
Office of Building & Grounds

Darrell F. Wong  
Telecommunications

### SEPTEMBER 1990

Barbara Hynick  
Office of State Printing

Martin M. Carlson  
Office of Management Technology  
& Planning

Carlisle Conner  
Office of Fleet Administration

Catalina M. Morales  
Office of Local Assistance

Ted Floyd  
Office of Buildings & Grounds

### OCTOBER 1990

Samuel P. Carbone  
Office of Support Services

James W. Morton  
Telecommunications

Gary J. Vaught  
Office of Buildings & Grounds

Milton W. Ziegler  
Telecommunications

## FEEDBACK

JoAnne J. Jackson, the Resources Agency of California, wrote to Rosamond Bolden, Office of Buildings and Grounds: **Johnnie Hayward** has been the Resources Building Manager for some time now, and I have been remiss in not advising you of the competent, pleasant individual she is. What prompted me to write this letter is a memorandum written by Johnnie describing CALNET, and advising of workers in the building, when they would be here and why. This isn't the first time the Agency has received well-written notifications from Johnnie, but the timeliness and clarity of this particular memo should be recognized.

Dawna Johnson, Dawna Johnson Agency, wrote to **Johnny Smothers**, Office of Small and Minority Business: I just received your most welcomed letter and want to thank you for all the kindness you have shown. You truly made me feel comfortable in a day of haste. Johnny, you know how hard I'm trying to build my business and it's people like you that make me want to keep trying...no matter how frustrated I may get at times. Thank you, again, for being such a gentleman and making that day a little easier for me. I will never forget your kindness.

Al Sartor, San Francisco State University, wrote to **John Babich**, Deputy Director, Procurement Division: I want to thank you and your personnel for your extraordinary and effective efforts on our behalf in purchasing furniture for our new residence hall. You more than carried out your promise to rush the order. You did it much faster and better than we could have. I have enjoyed working with you over the past 12 years and appreciate your consistent support.

John Arnold, Department of Parks and Recreation, wrote to **Guy Blair**, Office of Support Services: Regarding the "News & Views" publication, please thank your staff for a job well done, and thanks for all your help.

Cathy Anderson, Department of Motor Vehicles, wrote to Richard Steuber, Office of Buildings and Grounds: I would like to take this opportunity to express my appreciation for the excellent service provided by the personnel under your supervision. Whenever I have called for repair or replacement work on the Santa Barbara DMV building, **Paul Skura**, **Donica Pedroza**, and **Gerard Gray**, under the supervision of **Terry Docken**, have proven both knowledgeable and pleasant. They take the time to explain their procedures and answer our questions using layman's terms. In addition, when replacement parts are not readily available they develop temporary workable solutions to the problem. In conclusion, I hope you will relay my thanks to your staff for the type and level of service they have consistently provided.

Beth Nichols, Board of Equalization, wrote to Diane Teeter, Office of Buildings and Grounds: I, and some of my colleagues, would like to take this opportunity to let you know what a superior job **Shirley Mullins** does on our floor. Shirley keeps

everything dusted and swept and never minds if asked to do something extra for us. She is always cheerful and keeps everyone's spirits lifted. It is really a pleasure to have her on our floor, always willing to go the extra mile.

Sally Roberts, Department of Motor Vehicles, wrote to Maurice Ray, Office of Buildings and Grounds: Are we ever fortunate!!! You must have given us the best janitor on your staff and we all know it. Such service isn't usually the topic of conversation unless it's very *BAD*. In this case, it is so lovingly *GOOD* that we all notice it and love **Luz Mercado**. We feel as if she cares for us as if it were our home and she wanted it to be lovely, clean and sanitary for us. Little extra touches — things that just take a minute extra but say a lot about the person who takes that much pride in her assignments.

D.O. Helmick, Department of California Highway Patrol, wrote to W.J. Anthony, Director: I am writing to inform you of the exceptional employee performance of one of your employees, **Ms. Yukie Smith**. Throughout her assignment as Janitor in the California Highway Patrol Headquarters building, she has displayed an enthusiastic attitude for her work and inspired a sense of dedication and commitment among our employees. She is always punctual, friendly and thorough. It is without a doubt that her conscientious work habits provide the CHP with quality service. Too often, words of praise for exceptional employee performance go unsaid, and I would like to take this opportunity to commend Ms. Smith for her outstanding contribution to the CHP.

M. Meske, California State Prison-Corcoran, wrote to **Steve Casarez**, Office of Procurement: I want to personally thank you for your assistance in obtaining approval to process an order for electrical transformers. Your efforts are recognized and appreciated by all affected staff. Because you took the time to listen and follow through, we will be able to comply with the Fire Marshal's mandate to reduce crowding of staff in the current Personnel Office. You are to be commended for professionalism. Again, thank you.

Gerri Magers, Health and Welfare Agency Data Center, wrote to **Roger Thomas**, Office of Procurement: We have always appreciated the assistance you and your staff provide to HWDC. Far too often though, we fail to convey this to you. We would like to take this opportunity to thank you and your staff, particularly **Ed Sheperd**, for your prompt review of IFB HWDC 90-06. Because of your prompt review, we are able to maintain our intended DASD installation schedule.

Tom Dole, Office of Project Development and Management wrote to **Frank Villalobos**, Office of the State Architect: The success in receiving good bids for this project is due in great part to your help in achieving an ambitious bidding schedule. Thank you for your patience and understanding, but most of all thank you for your assistance toward meeting our goal.

Sharon Fair, Department of Health Services, wrote to Ray Camacho, Office of Buildings and Grounds: Please accept our sincere "thanks" for all the help we received from **Tony Trujillo**, **Charisse Angel**, **Eva Borquez**, **Jeff Tucker** and his assistant, **Itzhak**, who did such a terrific job for us in two of our rooms. They did this job despite being short-staffed and with limited time. We really appreciate it.

J. Edelman, Department of California Highway Patrol, wrote to the Office of the State Architect: The Facilities Section of the CHP would like to express their appreciation for the excellent service provided to our department by **Camille Cazorla**. As the Project Coordinator, Camille has been most responsive to requests for information and does her utmost to ensure that our projects flow smoothly. We will miss her valuable expertise and assistance.

Kenneth G. Wilbur, Department of Parks and Recreation, wrote to Mark Humphries, Office of the State Architect: I would like to take this opportunity to acknowledge the outstanding job **Bill Partridge** and **Jim Pfluger** have done in restoring the columns at Bidwell Mansion State Historic Park. As I watched each phase of this project unfold I was continually impressed by their skill, care and professionalism. As a result of their labor, the columns have been restored to their original 1868 appearance. Please convey our thanks to both Bill and Jim for their professional efforts.

Glen A. Rasmussen, MK Environmental Services, wrote to Anthony Pescetti, Office of the State Architect: As you may be aware, the Morrison-Knudsen Corporation (MK) has been working with the Office of the State Architect for the last three years in the Asbestos Survey area. As with all such long-term relationships, there has been a good deal of learning and a lot of give-and-take on the part of both MK and the State. Through all of this activity **Lee Sacks** has been a real gem, and has been much appreciated throughout the MK organization for her knowledge and willingness to help. It is seldom that we in the consulting business get to acknowledge the staff of our clients, but all of us at MK would like to take this opportunity to commend the services of Lee Sacks to your attention.

Bill Van Gundy, Office of Local Assistance, wrote to **Sally McSherry**, State Allocation Board: I want to take this opportunity to thank you for the excellent job that you did in coordinating and facilitating the recently completed series on "Investment in Excellence." I know there was a tremendous effort on your part to prepare for the many sessions that were held. However, from the glowing reports I have heard from the participants, the series was a resounding success. From what I can see, you were a shining example of the subject you were teaching. Congratulations on a job well done. You definitely are an example of a person who is "investing in excellence."

(Continued)

**FEEDBACK, Continued**

Catherine P. Bernstein, Department of Justice, wrote to **Gail Saruwatari**, Office of Insurance and Risk Management: *Thank You!!!* Your 'hastened' efforts to obtain settlement authority enabled me to settle this one at Tuesday's arbitration hearing. Thanks to your quick work (and a little help from the arbitrator), the action has been resolved. Thank you again for all your help.

•••

Barbara A. Jensen, DGS-Oregon, wrote to Ken McClellan, Office of the State Architect: I am writing to express our appreciation of **Dan Hood's** efforts to comment on our proposed asbestos database package. In a June conference call we discussed with Dan the pros and cons of the H-K database. After receiving a hard copy of the proposed database, Dan graciously submitted two pages of written comments that have proven to be very helpful. We find Dan's knowledge a nice reflection upon your organization. Thanks for your support and cooperation in helping your neighboring state.

•••

Mark A. Kim, Department of Transportation, wrote to **Fred Engel**, Office of Buildings and Grounds: The District has recently gone through our yearly evaluations from Headquarters, and I would like to relate to you their comments about our facility. In their report they stated, "the District Building facility is neat, clean, efficient, and demonstrates what a first class State facility should look like." Our appreciation to you and your staff for a job well done during the past year.

•••

Jeanne Tibbets, Department of Motor Vehicles, wrote to Ray Camacho, Office of Buildings and Grounds: I want you to know what a fine job all your groundskeepers are doing at our site. We appreciate the fine cooperation we are receiving from your new groundskeeper supervisor, **Bob Ivey**. He has been very responsive to our requests. His interest and enthusiasm in doing a good job are shown in the improved appearance of our grounds. Please extend my thanks to all of the crew.

•••

Larry Hernandez, Department of Transportation, wrote to Mel Gilliard, Office of Buildings and Grounds: A few months after **Mr. Tim Pouncy** was assigned to the Materials Lab, I began taking notice of vast improvements in our different work areas, the restrooms and hallways. Tim Pouncy has elevated the Materials Lab work areas, restrooms, and hallways to a superior level of cleanliness and maintenance. Thank you, Mr. Gilliard for allowing Mr. Pouncy to become an important part of the Materials Lab.

•••

**GS**

*Einer Christensen, Personnel Manager (l); and W.J. Anthony congratulate Joyce L. Brown on the receipt of her 25-year award.*

**RETIREMENTS**

**JUNE 1990**

Ethel L. Eagland, Office of Buildings & Grounds . . . . . 6 years, 4 months  
Sam D. Davalos, Office of Buildings & Grounds . . . . . 19 years, 8 months

**AUGUST 1990**

Michael L. Allread, Telecommunications Division . . . . . 20 years, 1 month  
Barbara A. Tottleken, Office of Procurement . . . . . 16 years  
Robert G. Hansen, Office of the State Architect . . . . . 18 years, 1 month  
Donald M. Lai, Office of the State Architect . . . . . 28 years, 1 month

**SEPTEMBER 1990**

Austin L. Squire, Telecommunications Division . . . . . 19 years

**OCTOBER 1990**

Opal Kane, Telecommunications Division . . . . . 16 years, 3 months

**Service Awards...**

*(Continued from page 17)*

**Joyce L. Brown**

Joyce L. Brown, Assistant Personnel Manager with the Office of Administrative Services recently celebrated 25 years of state service. Prior to coming to DGS, Joyce was Personnel Officer with the Water Resources Control Board. Joyce has been with the Department of General Services (DGS) for approximately nine years, and her areas of expertise are personnel and classification and pay. She is also an active member of the Women's Program Advisory Committee and is a past president. Congratulations Joyce!

**Gary Vaught**

Gary started with the state as a janitor in September 1965. He was assigned to the Caltrans Building and has been there for most of his state service. He worked for two years in the State Capitol and transferred back to Caltrans in 1984.

In 1985, Gary noticed a gas smell in the basement and notified Caltrans management and they in turn evacuated the building.

Gary plans on working another 10 years and retiring. He plans on doing a lot of traveling after his retirement to historical spots throughout the United States and Europe. **GS**



## At Your Service — Video Lending Library

Have you ever wondered if you could obtain the necessary training for your employees without them being away from their work for long periods of time?

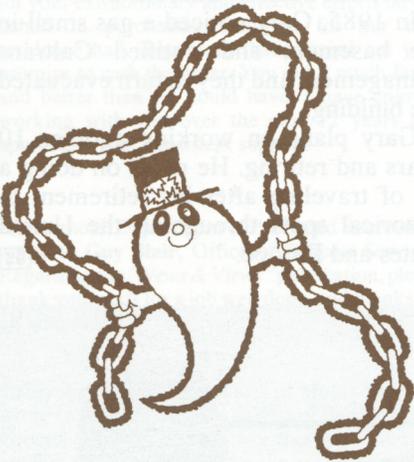
Do you sometimes wish you could arrange for needed training according to *your* work schedule?

Now you can meet both of these objectives by taking advantage of the Training Office's new "At Your Service" training program.

As a supplement to our regularly scheduled classes and workshops, we have created a lending library of video and film programs. You may borrow these at your convenience and, if you want, Training Office staff will custom design brief training presentations to accompany each program. What's more, we will make ourselves available to present these programs to your staff when it's best for you!

Some of the topics covered include:

- Getting the most from a selection interview
- Methods for developing harmony among divergent staff
- Choosing which staff behaviors to reinforce and what to ignore
- How to create the necessary climate for developing employees' motivation
- How to stay out of discipline trips that end up creating worse problems
- How to use your available resources for dealing with difficult employees



For a complete listing, please contact your Office Training Coordinator or the Training Officer assigned to your Office. Give us a call and let us be... *At Your Service!*

**Carol Gans . . . . . (916) 445-6037**  
**ATSS 8-485-6037**

Executive Office  
Building and Grounds  
Administrative Hearings  
Small and Minority Business  
Insurance and Risk Management  
Administrative Services  
Real Estate and Design Services

**Al Mankoff . . . . . (916) 445-3798**  
**ATSS 8-485-3798**

Management Technology  
and Planning  
Project Development and  
Management  
Energy Assessments  
State Architect  
Fiscal Services  
Fleet Administration  
Telecommunications

**Darryl Jones . . . . . (916) 445-3962**  
**ATSS 8-485-3962**

Procurement  
Records Management  
State Police  
State Printing  
Support Services  
Legal Services  
Local Assistance

### TRAINING OFFICE VIDEO/FILM LENDING LIBRARY (Partial List)

Supervisory/Management  
Achieving Excellence  
Learning to Think Like a Manager  
Delegating  
Supervising Differences  
Setting Standards of Performance  
Job Enrichment in Action  
Discipline Without Punishment  
Stopping Grievances Before They Start  
How Supervisors Should Appraise  
Performance  
Discussing Career Goals

Health/Employee Assistance  
Transactional Analysis  
Second Chance  
Live or Die  
Drug Abuse and Aids: Get the Message  
Getting Help: Employee Version  
Getting Help: Employer Version  
Managing Stress  
Video Aspirin  
The Joy of Stress  
The Crisis Kit

(Continued on page 23)

# DGS Training Course Schedule

October 1990 — March 1991

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

Section 1: Mar. 11 & 12

## Business Writing (5 days: 4 hours/day)

To be announced - see below\*

## Career Goals: A Skills Analysis (8:00 a.m. - 12 noon)

Section 4: Oct. 5 (San Jose)

Section 5: Oct. 16 (Fresno)

Section 6: Oct. 29

Section 7: Nov. 20

Section 8: Dec. 13

Section 9: Jan. 25

Section 10: Feb. 22

Section 11: Mar. 29

## Civil Service Examination Workshop

(20 hrs: MON 1-5; TU 8-5; W & TH 8-12)

Section 3: Oct. 29-30-31 & Nov. 1

Section 4: Dec. 17-18-19 & 20

Section 5: Jan. 28-29-30 & 31

Section 6: Feb. 19-20-21 & 22

Section 7: Mar. 18-19-20 & 21

## Completed Staff Work (8:00 a.m. - 5:00 p.m. each day)

Section 2: Jan. 3

## 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 2: Oct. 10-11 & 12

Section 3: Jan. 23-24 & 25

## Dynamics of Change (8:00 a.m. - 4:00 p.m. each day)

Section 1: Mar. 25-26 & 27

## Investment in Excellence (8:00 a.m. - 5:00 p.m. each day)

Section 4: Oct. 3-4-5 & Nov. 13

Section 5: Oct. 15-16-17 & Nov. 15 (Los Angeles)

Section 6: Oct. 24-25-26 & Nov. 27

Section 7: Nov. 5-6-7 & Dec. 14

Section 8: Nov. 28-29-30 & Dec. 14

Section 9: Dec. 10-11-12 & Jan. 4

Section 10: Jan. 14-15-16 & Feb. 22

Section 11: Jan. 30-31, Feb. 1, & Mar. 1

Section 12: Feb. 25-26-27 & Mar. 29

Section 13: Mar. 20-21-22 & Apr. 22

## Investment in Excellence Refresher (1 day, 8: a.m. - 4:30 p.m.)

To be announced - see below\*

## Investment in Excellence - Training for Facilitators

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

## 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 2: Oct. 22 & 23 (8:00 a.m. - 4:00 p.m. each day)

Section 3: Nov. 8 & 9

Section 4: Feb. 28, March 1

## Managing & Surviving Organization Stress

Section 4: Dec. 20 & 21 (8:00 a.m. - 4:00 p.m. each day)

Section 5: Jan. 10 & 11

Section 6: Mar. 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 5: Nov. 1 (p.m.)

Section 6: Dec. 13 (a.m.) [Changed]\*\*

Section 7: Jan. 31 (p.m.)

Section 8: Feb. 13 (a.m.)

Section 9: Mar. 13 (a.m.)

## Supervisors' Forum (8:00 a.m. - 4:00 p.m. each day)

Section 1: Nov. 14-15 & 16

## Supervisory Development Program (SDP)

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

Section 1: (Week B): Jan. 7-8-9-10 & 11

Section 2: (Week A): Oct. 15-16-17-18 & 19

(Week B): Feb. 4-5-6-7 & 8

Section 3: (Week A): Dec. 3-4-5-6 & 7

(Week B): Mar. 4-5-6-7 & 8

## Time Management (8:00 a.m. - 4:00 p.m.)

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.

## 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 2-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.

**INVESTMENT IN EXCELLENCE REFRESHER** — A 1-day seminar designed for graduates of IIE who wish to review/reinforce the basic concepts of the course and work on strategies to further apply them at work and in their personal lives.

\* Courses which are acceptable for required Supervisor/Manager Training.

## Tapes... (Continued from page 20)

### Safety

Medical Emergency in the Workplace  
S.T.O.P.—Safety Training Observation  
Program  
CPR Update  
Back Safety - Protection/Electricity  
Fire and Safety Protection/Slips, Trips, Falls  
Hazardous Materials/Body Mechanics

### Other

The Ego Trap  
The Prejudice Film  
Business Writing Skills-Vol. 1/Vol. 2

How to Deal With Difficult People-  
Vol. 1/Vol. 2  
Professional Telephone Skills  
Communicating Across Cultures  
How to Give Exceptional Customer Service  
-Vol. 1/Vol. 2  
Investment in Excellence Family Tapes  
Service Within  
Various tapes on technical subjects -  
(e.g., Telecommunications)

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## IN MEMORIAM

### Kenton James (Jim) Fuller

On July 22, 1990, Kenton James Fuller (Jim), Draftsman, died of cardiovascular disease. Jim started with Telecommunications Division as a Drafting Aide II in January 1986. Jim was a quiet and private person who will be missed by his friends and co-workers. Our sympathies go out to his mother, Mrs. DeEtta Fuller of Pacific City, Oregon; sister, Rebecca Day; and brother, George Fuller.

brothers and sisters, and a host of other relatives and friends.

He will be missed by many of his friends and co-workers in General Services.

### Lonnie Friend

Lonnie Friend, at the age of 47, succumbed to a brain aneurysm on August 4, 1990. He had been employed by the State of California as a Janitor for the Office of Buildings and Grounds for the last seven years.

Lonnie was raised in Stockton where he graduated from Franklin High School. He served honorably in the Vietnam War with the U.S. Army from 1967 to 1969.

He is survived by his wife, Nina, a daughter, two sons, his mother, four sisters and a brother, all from the Sacramento area.

Lonnie was well liked by staff at the Water Resources Control Board where he worked, as well as his managers, supervisors, and co-workers. His friendly smile and cheerful disposition will be sadly missed by all.

### Gardell T. Fong

Gardell T. Fong died on July 30, 1990. Gardell began his state career in 1978 with the Office of Buildings and Grounds as a Janitor.

Gardell touched the hearts of many. He was pleasant to work with and he would go out of his way to help others. He always had a smile on his face and was very dependable. He won the respect of his fellow employees for his dedication and commitment to his job.

Gardell is survived by his parents,

GS

# The Office of Buildings & Grounds Incentive Awards



**Region I**



**Region I - Capitol**



**Region II**



**Region III**



**Central Plant**



**Stockton**