

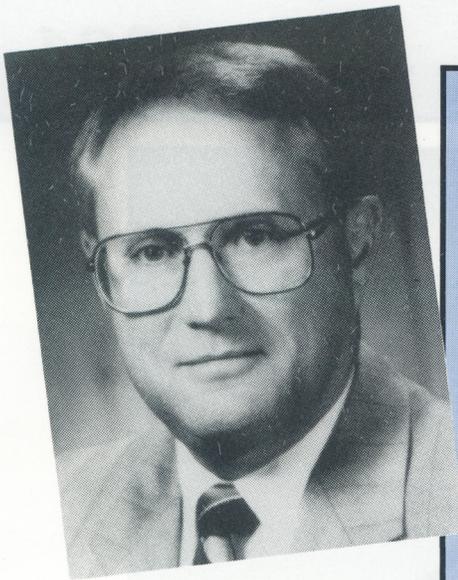


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# Director's Message



It has been about one month now since I started my new job here at the Department of General Services. My days have been filled with briefings, tours and meetings. By the time this edition of **OUTLOOK** comes out, I will have visited just about all of the offices and I would like to express my appreciation to those people who spent the time to put together informative, concise presentations. At every site, I have been impressed with the quality of work, the energy level of the staff, and the commitment to getting the job done. Your friendly welcome has really helped with my transition.

People ask me what surprises I have found during my orientation, and quite honestly, there have been very few things that I was not expecting. Aside from learning the unfamiliar alphabet soup typical with any new organization and the myriad of one-way streets in Sacramento, many similarities with my past experiences exist in the programs, the organization structure, and the administrative process of the Department of General Services. Of course, the scale is different and right now my learning curve is straight up.

It is an honor to be serving in Governor Wilson's administration and I am excited about working with you to imprint State government operations with his vision and policies.

## DGS Welcomes New Director

After an almost 40-year hiatus, John Lockwood rejoins State government service with his appointment by Governor Pete Wilson as Director of the Department of General Services. John's distinguished administrative career with the City of San Diego began in 1956 and was capped with his appointment as City Manager in 1986. During his tenure as the City's top administrator, San Diego was named as one of the nation's ten best managed cities.

While filling positions as Assistant and Deputy City Manager, John was responsible for the Departments of Water Utilities, Citizen's Assistance, Police, Fire, Park and Recreation, and Construction, the San Diego Jack Murphy Stadium, and Community Development Block Grants. He also served as a liaison with the Housing Authority, County Water Authority, Criminal Justice Planning, Parks and Recreation Board, Inter-Museum Council, and Zoological Society.

Our new director was born in Escondido, California and received a Bachelor's degree from California State University, San Diego in Public Administration. **GS**

## Cover Story: New Home For DGS

Four Department of General Services offices are now calling 1325 J Street "home" in downtown Sacramento. Pictured on the cover, the 19-story building's first occupants are the Executive Office, Legal Services, Administrative Services, and Insurance and Risk Management, with Fiscal Services to follow soon. Other tenants for the building include the Army Corps of Engineers and retail establishments. The building has a seven-story garage, bicycle parking, an emergency helicopter landing pad, and a panoramic view of Sacramento. Additionally, state-of-the-art training classrooms are available for our department. Many employees worked hard to make this move smooth and problem-free. Many thanks to the Office coordinators, staff from the Offices of Real Estate and Design Services, Telecommunications, and Management Technology and Planning. **GS**

STATE OF CALIFORNIA  
  
 DEPARTMENT OF GENERAL SERVICES  
 State of California  
 PETE WILSON, Governor  
 State and Consumer Services Agency  
 BONNIE GUITON, Secretary  
 DEPARTMENT OF  
 GENERAL SERVICES  
 John Lockwood, Director

**OUTLOOK**  
 is published bimonthly by the  
 Department of General Services'  
 Office of Administrative Services  
 1325 'J' Street, Ste 1714  
 Sacramento, CA 95814

James Morgan, Chief  
 Karen Abbe  
 Acting Editor-in-Chief

Composition, Graphics & Printing  
 by Office of Support Services

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## The New Century Project: Update On Quality

**W**hen the New Century Project was introduced in the pages of *OUTLOOK* in August, 1990, few readers were aware of the full potential of the process, now well under way in the Department of General Services.

Since that time, with several Departmental Office Chiefs committing their sections to full participation in the New Century Project, ever higher levels of quality service appear to be in the offing as employees, supervisors, managers and office chiefs review and discuss the results of the research generated by the project.

New Century gathers feedback on service quality, first from employees, supervisors and managers, secondly from clients and customers in state service or in the general public.

The Department Training Office serves as the coordinating focus of the feedback, recapping responses and formatting information for use during "Quality Service Forums", in which all employees participate in groups of no more than 30 participants.

The heart of the process lies in these forums. Here, creative involvement by employees, supervisors and managers bridges differences in service perception, clarifies service goals and standards, and fosters employee ideas and suggestions for service enhancement.

In future issues of *OUTLOOK*, individual Office Chiefs who have made the New Century commitment will tell us, in their own words, what involvement in New Century has meant to them and to their people. **[GS]**

## Have You Seen the *NEW CENTURY EXPRESS*?

**I**n addition to DGS, several other state departments are working to improve the service they provide to their customers. These departments have banded together to share ideas and publish the *New Century Express*, designed to bring its readers information on the move towards "Quality Service in State Service."

If you would like to be placed on the mailing list for future issues of the *Express*, contact the DGS Training Office at (916) 445-3798 or drop them a line at 1325 "J" Street, Suite 1815, Sacramento, CA 95814. Pictured below are some of the members of the *New Century Express* Editorial Board. **[GS]**



Pictured left to right, top row: Pete Williams - DGS, Richard Doyle - CALTRANS, Michael Davis - Health Services, Al Mankoff - DGS, Jerry Mounjoy - Franchise Tax Board; bottom row: Jack Smith - DGS, Keith Smith - DMV, Dee J. DePina - Board of Equalization, Pat Morrison - EDD.

Not pictured: Andrea Lewis - Teachers Retirement System, Polly Schack - CALTRANS, Mary Fernandez - Air Resources Board, Jim Bailey - Water Resources.

### LOS ANGELES SUPERVISOR DEVELOPMENT CLASS

May 20 - 24 (Week A)  
August 5 - 9 (Week B)

Our information-packed Supervisory Development Program will be offered in Los Angeles in May with the follow-up week in August! Come join us!

#### New Supervisors:

This is especially for you! Remember the legal requirement that you will receive a minimum of 80 hours training within your probationary period (six or twelve months).

Need further information? Call Carol Gans 916/445-6037, ATSS/485-6037.

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## California Earthquake Preparedness Month

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# EARTHQUAKE— DUCK, COVER & HOLD TIPS

**W**hen 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, power lines, 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.

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# 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!

**AFTER AN EARTHQUAKE, BE PREPARED FOR AFTERSHOCKS, AND PLAN WHERE YOU WILL TAKE COVER WHEN THEY OCCUR.**

# YES, The Earth Has Its Faults

by Lew Desch  
Office of the State Architect

The earth's crust with its faults is constantly on the move. Mountains like Mount Diablo near Walnut Creek, California give evidence of fossilized shells which were once below the ocean. The molten rock within the earth breaks through where and when it can to release pressure from within and form new lands as well as destroy vegetation and life such as Mount St. Helens did just a few years ago. Volcanos in Hawaii are constantly erupting, bringing up lava flows from the depths of the earth thus releasing more inner pressure. The moon, as well as other celestial bodies, pulls on the earth and the earth pulls on them to keep everything in a state of equilibrium. The moon, as it pulls, tries to take our fluid oceans along with it as it passes, causing our ocean tides and possibly contributing to seismic or earthquake actions.

All of these forces are constantly stressing our earth's surface causing movement or release of stress, thus earthquakes occur along the weakened fault lines between various segments of the earth's crust, known as plates. Many releases of stress occur every day but are of such a low magnitude that they are not detectable. The larger earthquakes are felt by most of us and, of course, the largest can be devastating especially to the structures built on or near the earthquake center known as the epicenter. Although we have not been able to predict with much accuracy exactly when the next earthquake will occur, we can take heart in that various phenomenon are being investigated such as sound waves, which may improve earthquake prediction in the future. It is a well known fact that many animals are aware that something is about to happen and start acting peculiarly just before an earthquake. We need to find their sensitivity source and explore it, for it could very well be caused by sound frequencies beyond the human ear range created by friction built up between the earth's plates just before the earthquake.

It has been said that earthquakes don't kill, but structures that are not properly designed for seismic conditions do. After some of the past major earthquakes, 1906 San Francisco, 1933 Long Beach,

1971 San Fernando, and 1989 Loma Prieta, new data was obtained and new or upgraded approaches to building design took place. It has become evident that certain types of structures built to past building code standards for seismic design are inadequate and need retrofitting to bring them up to an acceptable level of risk. This is not to say that all existing buildings are to be brought up to 100% of today's code requirements, but what is required is a case-by-case evaluation as to what is reasonable taking into consideration risk factors and funds available.

After the Loma Prieta earthquake in 1989, the voters of California approved a bond act for \$300 million for seismic hazard reduction. \$250 million is for state-owned buildings and \$50 million for local government essential services buildings. The Office of the State Architect (OSA) has been charged with these programs which will eventually make these buildings safer for the users and provide continuous essential service as required after an earthquake.

OSA has been charged with other seismic programs such as a survey of all public school buildings, kindergarten through community colleges (K-14), to determine which buildings need in-depth analysis. Another program for which OSA has the lead is Earthquake Hazard Mitigation Technology (EHMT), sometimes called new technology. Working with others, OSA will explore new ways of designing structures such as the already established method of mounting buildings on large rubber blocks, a system known as base isolation. This will reduce the effects of earthquakes on the structure itself as well as the equipment and furnishings that are within the structure.

It has often been said by the famous (and not so famous) that two things are for sure — death and taxes. But we can add a third, earthquakes. Yes, earthquakes are here to stay and the question we are working to answer is how to design structures to provide a reasonable level of risk both to the users as well as to the structures themselves for a major earthquake. **GS**





## Twenty-Five Year Anniversary

### Willie Allen

**W**illie Allen began working in State service in March 1966 as a Janitor at the State Capitol. In 1979 he was promoted to Janitor Supervisor II in Region II.

Some of Willie's most memorable events at Office of Buildings & Grounds were working on the dedication of the Gregory Bateson Building and working on the Martin Luther King celebration in the Bateson Building.

Willie is married and has raised two daughters. His hobbies include baseball, basketball and gardening.

Willie's future plans are to be promoted to Janitor Supervisor III. He would like to retire in about ten years and fish, hunt, and travel in countries outside of the United States.

Willie says "It's been a good 25 years and I like working in State service!" GS

### Service Awards

#### MARCH

Rita E. Hauf  
Office of Telecommunications

Susan L. Hadden  
Office of Fiscal Services

James M. Hill  
Office of the State Police

Richard L. Siemens  
Office of Buildings & Grounds

Jack D. Smith  
Executive Office

#### APRIL

Willie L. Allen  
Office of Buildings & Grounds

Ronald W. Azevedo  
Office of the State Police

Alex Vejar  
Office of State Printing

Aristeo R. Zamora  
Office of Buildings & Grounds

### Dick Siemens

**D**ick Siemens, Regional Manager with the Office of Buildings and Grounds, has completed 25 years of State service. Dick started his career with the State with the Division of Highways (CalTrans) in Los Angeles as a carpenter where he worked for six years. He was promoted to the Veterans' Home and Medical Center at Yountville as a Supervisor of Building Trades and then to Buildings and Grounds as a Manager in 1977. For the past 7 years, Dick has served as Regional Manager in Region I. Included in Dick's responsibilities are the State Capitol and the historic buildings. Dick considers every day an opportunity and looks forward to daily challenges. He says his work with the State has always been interesting.

Dick's professional affiliations have been with Building Administrators Conference, National Association of Power Engineers (NAPE), and Building Owners and Managers Association (BOMA) serving the latter as vice-chairman of the Governmental Affairs Committee for 2 years. He is a Real Property Administrator.

Dick has always had an interest in seeing people trained and promoted and as such has been coordinator for the General Services Apprenticeship Committee since coming to Buildings and Grounds 13 years ago.

Dick is looking forward to retirement in a few years when he can do a little building, golfing, hunting, and fishing! GS

### RETIREMENTS

Sidney Vrba . . . . . 16 years  
Office of Support Services

# "GIVE EARTH A CHANCE"

## EARTH DAY (20+1): April 22, 1991

**1.** Don't simply throw newspapers, paper scraps, glass, plastic, or cans away. Recycle them! Each ton of paper recycled saves 17 trees, 7,000 gallons of water, and 4,100 kilowatt hours of electricity. If the U.S. recycled half of the newspapers it discards yearly, 6 million tons of waste would never reach landfills.

**2.** Buy energy-efficient automobiles, trucks, boats, and tractors and keep them tuned. A well-tuned engine uses up to 9 percent less gasoline and helps prevent pollution.

**3.** Cut gas consumption. At least once or twice a week take an alternate to your car to work—carpool, vanpool, bike, bus, or walk. Each gallon of gasoline you don't burn prevents almost 20 pounds of carbon dioxide pollution, the chief cause of global warming.

**4.** Avoid using aerosol products containing chlorofluorocarbons (CFCs), which deplete the ozone layer that protects us from ultraviolet radiation.

**5.** Apply insecticides and herbicides carefully if they must be used. Follow instructions to avoid polluting the surrounding air, ground, and water. Purchase only the amount you need.

**6.** Use mugs or cups instead of disposables. Especially avoid cups made with CFCs, which are completely non-biodegradable.

**7.** Buy in bulk. Once you get bulk goods home, you can easily transfer them to small, reusable storage containers.

**8.** Take shorter showers and install a low-flow showerhead. Don't let the water run while you brush your teeth, wash your face, or shave. Running water only to wet your toothbrush and rinse your teeth saves 8½ gallons of water. This is an important savings, because only .65% of the earth's water is fresh water.

**9.** Start a compost recycling bin in your backyard. Help turn yard wastes and uncooked, natural kitchen wastes into rich, new soil.

**10.** Try alternatives to hazardous household substances. Try boiling water, a plunger, or a metal snake instead of drain cleaners; cedar chips instead of mothballs; baking soda and mild detergent instead of cleaners; salt, baking soda, warm water, and a quarter cup of ammonia instead of oven cleaners.

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*"Treat the earth well. It was not given to you by your parents. It was loaned to you by your children."*

— Kenyan proverb in QUOTE

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## FEEDBACK FROM THE "NEW CENTURY"

The New Century Project is well under way within the Department of General Services; already, the term "customer sensitive" has taken on a new meaning for many of us, as we become more aware of the importance of quality performance and a continuing high level of service in our jobs. You'll be reading about our progress toward the New Century in OUTLOOK as, individually and collectively, our pride in superior service manifests. You are part of a new movement in state service. The "Feedback" letters that you read each month in OUTLOOK are a direct reflection of your own dedication and commitment to the objectives of the New Century Project.

John Arnold, Department of Parks & Recreation, wrote to **Stim Suzuki**, OSS: "Please thank your staff for a job well done on our newsletter, especially the photos!"

Pat Towner, Commission on the Status of Women, wrote to Richard Booth, OSS: "...We would like to extend a special thank you to **Gene Freeman**, who provided special assistance in upgrading a number of our Macintosh Computers, and **Hardeep Lal**, who always greets our calls for help with courtesy and efficiency."

Philip R. Shearer, OLA, wrote to Stim Suzuki, OSS: "**Ron Lewis, Tom Moyer** and **Terry Miller** provided a mass-mail-out for OLA. The job was large and the time line was very tight. Every contact with your office was handled courteously, professionally, and efficiently and the job was completed on time."

Richard Beck, OIRM, wrote to Lynn Edwards, OFS: "I write to apprise you of the extent of our satisfaction and appreciation for the quality work done for us by **Lori Sadler**...She is an integral part of our claims program and obviously takes pride in her work product."

Daniel Mittelman, Healthcare, Inc., wrote to Gaylord Moulds, OP: "**Lynell Pool** of your Fendor Qualification Department is an employee whose telephone demeanor, knowledge and willingness to help should be a benchmark for all employees."

Douglas Wheeler, Resources Agency, wrote to Elizabeth Yost, DGS: "...My thanks and appreciation to **Ms. Johnnie Hayward** and her staff for the assistance given us in renovating our office space...Ms. Hayward assigned **Tony Oreb, Charles Evans, Tony Broom, Jimmy Langley, Buck Buchanan**, and **Jaime Evans** to assist us...the work was done in a timely and economical manner."

Daniel Zuckerman, Department of Education, wrote to Richard Lee, OB&G: "Please accept this letter as a statement of my appreciation for **Ms. Susan Waters**. The sense of personal responsibility

that she brings to her work, and her most pleasant disposition, makes the office area a brighter place to be."

Scott R. Charmack, CSU Long Beach, wrote to **Bahram Golemohammadi**, OSA: "...I would like to thank you for your diligence, foresight and helpfulness on this project. Your efforts are certainly appreciated by this campus..."

William Bevier, Buehler & Buehler Associates, wrote to **Manlio Roy**, OSA: "We would like to express our gratitude to you, **J. P. Yeh, George Hans**, and the Los Angeles office for working with our engineer to complete the backcheck of subject projects..."

Jill Jones, DGS, wrote to **Carol Gans**, DGS: "Thank you for an enjoyable and stimulating two weeks of training classes. The Civil Service Exam Workshop is an outstanding class — one of the best learning experiences I've ever had..."

Ann Schmitt, Promotional Consultant, wrote to John Babich, OP: "I am writing to commend two of your employees, **Josie McClellon** and **Johnny L. Smothers** for their fine work in helping me to obtain information which allowed me to qualify for small business status and subscribe to the California State Contracts Register..."

John Spahr, HTI Architects, wrote to Michael McSherry, ORM: "Recently I went to the State Records Center to locate archive documents so I could prepare a structural adequacy report for Manteca Unified School District. The Center Supervisor, **Becki LaVoi**, was of tremendous help to me, and I hope you will find an appropriate way to let her know how much I appreciate her assistance..."

W. J. Anthony, former Director of DGS, wrote to Rosamond Bolden, OB&G: "...much of the credit for the success of the 1990 Christmas Tree Lighting Ceremony belongs to you, **Dan Johnson, Roy Gilkey**, and other members of your staff. Although this was my last Christmas Tree lighting, it will continue to be one of my most cherished events during my tenure as Director of General Services..."

Jean Kolterman, DMV, wrote to **Terry Docken**, OB&G: "Please accept my sincere thanks to you and your staff for the outstanding services you provided after the vehicle accident of November 6, 1990. It's a genuine pleasure to work with you and your staff members."

Susan Nelson, OREDS, wrote to **John Barcena**, OB&G: "The wonderful job that you and your staff did on the alterations for the new Governor's Office in the San Diego State building is greatly appreciated. They did a fabulous job in the short

time we had and displayed a wide variety of skills to accomplish the multitasks required."

Margaret Yamashita, Department of Food & Agriculture, wrote to Frank Gates, OB&G: "This letter serves as an expression of appreciation to one of your employees, **Michael Escobar**, for returning a wallet I had lost. Michael Escobar has demonstrated honesty and good judgement in recovering the wallet, which is sincerely appreciated."

Manual Valerio, Santa Clara County, wrote to Frank Arteaga, OB&G, "I want to thank and acknowledge the help provided by some of your staff members regarding the large shipment of printed materials. **Raul, Val**, and **Fidel** were very helpful. They assisted in loading the boxes onto their carts and made the task of unloading and storing them in our file room much easier for me."

Robert Eastham, Absolute Investigative Services, wrote to Office Supervisor, OSA: "In the past month I have made numerous telephone contacts with **Jennifer Laurie**, of your office. I found Ms. Laurie to be one of the most courteous, helpful and professional public employees that I have encountered in many years."

Deborah Weldon, Department of Parks and Recreation, wrote to **Marty Zillig** and **Gary Brown**, OSA: "Thank you for your exemplary efforts...to keep the Hearst Castle tour operation going in a safe method with the least discomfort to visitors...the severe freezes resulted in numerous broken water lines that rendered the Hilltop without water and icy conditions along the tour route."

Craig F. Bowlus, Toplis & Harding, wrote to John Wilson, Schools Excess Liability Fund: "**Richard Beck** (OIRM) has done a fine job of monitoring the activities of the member school districts, their third party administrators and underlying insurers. All the files that we have reviewed are well documented and demonstrate Richard's involvement and input."



## Rita Hauf

**R**ita Hauf has spent her entire 25 years of State service with the Department of General Services. She started as a clerk-typist with the State Architect in 1966 which was then called the Office of the State Architecture and Construction. Rita was promoted to Senior Stenographer/Secretary and then to the position of Executive Secretary I during her 13½ years with the State Architect. She transferred to the Director's Office in April 1979. In June of 1983, Rita was promoted to Staff Services Analyst and went to work for the State Building Standards Commission. She worked with the individual agencies who promulgated the State Building Code. She served as Executive Assistant to the Executive Director of the State Building Standards Commission. In January 1986, she was promoted to Telecommunications Systems Analyst I, Department of General Services, Telecommunications Division. She was subsequently promoted to Telecommunications Systems Analyst II and was recently promoted to Telecommunications Systems Manager I. Rita is currently working in the Policy and Planning Section of the Telecommunications Division and has been involved in the formation of the Telecommunications Division Strategy Plan. She is also involved in the Regional Planning Meetings.

Rita stated that she has very good feelings about her 25 years with DGS. Beyond the good benefits, the thing she has enjoyed the most is the people she has met and her co-workers. Every boss she has worked for in the past 25 years has been very supportive and encouraged her career moves. According to Rita, "I feel lucky to be able to make this statement."

Rita feels that state government offers many opportunities for people who wish to take advantage of them. If a person is willing to work hard, improve their education, and open to learning new things, they can promote to any number of interesting classifications.

When Rita is away from her job, she enjoys taking both long and short trips to



AL TOLMAN AND RITA HAUF

new locales, especially to beach cities. She likes giving dinner parties for her relatives and friends. She is planning on getting reinvolved in the Laubach Literacy Project in her community. **GS**

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*Dan Johnson, Supervising Landscape Architect for the Office of Buildings and Grounds (OB&G), was recently appointed by Governor Wilson to the California State Board of Landscape Architects. Dan will be the chairperson of the Examination Committee which is responsible for licensure of all landscape architects in the state. He has worked for OB&G since 1967 and has over 33 years in state service. Congratulations and good luck to Dan in his new appointment!*

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## James Hill

**J**ames Hill joined state service on February 18, 1965, as a Correctional Officer. He has had various work assignments which included motor patrol, foot beats, Background Investigator, Affirmative Action Coordinator, Dignitary Protection Agent, Administrative Sergeant and Administrative Lieutenant for the California State Police South State Command. Presently Jim is assigned to the California Museum of Science and Industry as the Expo-Park Field Office Supervisor.

Jim's most memorable assignments include personal protection for Ronald Reagan, Jess Unruh, James Thompson, Governor of Illinois, and Nelson Mandela, Deputy President, African National Congress.

Jim has an A.A. degree in Business Administration and his hobby is photography. He states, "It has been a pleasure to work with fellow officers and personnel who are dedicated to service." **GS**

## EMPLOYEE SPOTLIGHT

### DENNIS KARNES Office of the State Architect

A lot of thought goes into the design of buildings by architects, and often an equal amount goes into the planning of building sites. Site planning is just one of many significant duties carried on by Landscape Architects. Dennis Karnes, Senior Landscape Architect at OSA, performs a wide range of duties during the programming, design, and construction of development projects for various state agencies. Dennis is the supervisor of the Landscape Section within OSA, a multidisciplinary architectural and engineering "firm" within the department whose role is to provide all services necessary for the construction or renovation of state facilities. Given the number and diversity of departments in state government, this is no easy task. "Adding to the challenge" says Dennis, "many of the facilities OSA has built throughout the State are now 30 or more years old. A majority of the work on our boards is building or site renovation along with new work."

This applies to landscaping as well. Planting and irrigation systems which enhance state buildings and grounds that have outlived their usefulness are being routinely replaced. Dennis and his staff of two associates replace original installations with more drought tolerant plants and drip type irrigation. This is in response to legislation and local water agency needs.

Dennis manages a major capital outlay program for State Parks including 60 major and 40 historic restoration projects, and oversees "in-house" and consultant projects involving everything from public art



to asbestos abatement. "State Parks is a very resource-conscious agency and their facilities are in the most beautiful and environmentally sensitive areas the State has to offer" says Dennis. This impacts the design process in later phases of projects, when reviewing authorities can delay permits if environmental concerns are not addressed. Dennis says that landscape architects are best suited to deal with these problems because they are trained to be sensitive to natural resources and how to tailor the environment to human needs.

A native of San Diego, Dennis earned his professional degree at U.C. Berkeley in 1969. "It was quite an exciting experience at Cal in those years avoiding the tear gas," says Dennis. "I realized then I would never personally start a riot." He later worked for two one-man Bay Area Offices designing residential and commercial projects. After a stint in the Army as a clerk, he hired on with OSA in 1972.

Dennis met his wife, Mary Jane, on a snowshoe outing in the Sierras. They enjoy snow trips together with their three children, and summer camping trips all over the western states and Canada. "We stay at state parks too, but our favorite is Yosemite," says Dennis. He is also an assistant scoutmaster in his two sons' Boy Scout troop and is a past president of the office Toastmaster's Club. He feels that good communication skills, written and oral, are the key to successful teamwork and client relations.

As current manager of the office Computer Assisted Design program (CAD), Dennis sees the office taking on a more influential role in future facilities planning, design, and management and in establishing building standards. This will be due in large part to the advantages of computerization and central control by one agency. Dennis looks forward to OSA assuming that lead role and is helping to make it happen. **GS**

## TIPS FOR 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, 1325 "J" Street, Suite 1815, 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**

- Conducts 70 different courses covering subjects of interest to employees of most state departments
- Offers classes in Sacramento 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 the 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.

# IN MEMORIAM

## CONRAD CARTER

Conrad Carter passed away in his home in Sacramento on February 6, 1991, after a long battle with cancer. He was born in Salt Lake City, Utah on May 10, 1930. He played football for the Army and served in World War II. After returning from the war, Conrad left Salt Lake to join his family in California. He began working for the State of California on October 1, 1936 for the Department of General Services, Office of Buildings & Grounds, Region II as a janitor. He was promoted through the ranks and on October 1, 1980, he was promoted to the position of Janitor Supervisor III. Conrad worked for the State for 27 years and 4 months. He was a devoted employee and a caring friend to many.

Conrad was the beloved husband of Maxine and father of Deonne, Brookie, Conrad Jr., and Derrick. Among his hobbies were reading, tinkering with his vehicles, and most of all, fishing.

Conrad will be greatly missed by his family and all who knew him. We find comfort in knowing that he is in a better place. May he rest in peace.

## CLARISSA CARMEN TEVIS

Clarissa Carmen Tevis, Information Systems Technician, Office of Telecommunications, Department of General Services, passed away on January 5, 1991, after a courageous battle with cancer.

Clarissa started her career with the Department as a Word Processing Technician in 1978. She was an active participant in the development of the Telecommunications Division automated billing system. She advanced over the years, promoting to Information Systems Technician in 1989 and held this position until her death.

She is survived by her husband, James, three children, two daughters and one son, three granddaughters, three sisters, a host of nieces, nephews, and cousins.

A Sacramento resident since 1952, she will be remembered for her cheerful spirit,

quiet nature, and her dedication to her job and family. Clarissa had been an active member of her church since 1958. She will be missed by her family, many friends, and co-workers.

## PAUL E. PEROTTI

Paul E. Perotti passed away February 20, 1991. Paul started working with the Office of the State Architect (OSA) December 14, 1988. He was first appointed as a volunteer, then November 1, 1989, was appointed to a permanent position in the OSA plan vault. Paul was one of a kind — always a smile and never an unkind word. He was hard working, dependable, dedicated, sincere, and caring. Paul was always the first to offer assistance both professionally and privately. We at OSA are very lucky to have known him; he will be missed by everyone.

## ADRIN LANDS

Adrain Lands, a janitor for Region III of the Office of Buildings and Grounds (OB&G), died of complications from a stroke and an aneurism on January 7, 1991. She was assigned to work in the Department of Justice Building. Adrain started working for the State of California on July 31, 1986 as a Food Service Worker for Patton State Hospital. On February 14, 1989 she secured a job with OB&G.

Adrain was not only a terrific wife, mother, and grandmother, but also a hard working employee. Compliments flowed regularly praising the quality of her work. Adrain was truly an exemplary State employee. Everyone in her building knew and loved Adrain and she had a great rapport with the people she worked with. She shared her love of life and made others laugh and smile. She brought people joy and cheerfulness when they were down and went out of her way to help others. She was a member of Region III's Activities Committee, giving extra effort to make their celebrations happy and successful ones.

Adrain Lands touched many, many lives. Adrain, we'll miss you. GS

# DGS Training Course Schedule

April - September 1991

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

- Section 2: May 20-21
- Section 3: May 23-24 (Fresno)

## Business Writing (5 weeks - 4 hours per week)

*To be announced - see below\**

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

- Section 12: May 29

## Civil Service Examination Workshop

(20 hours: Mon 8-12; Tu 8-4:30; W & Th 8-12)

- Section 8: April 1-2-3 & 4
- Section 9: May 6-7-8 & 9 (Fresno)
- Section 10: June 17-18-19 & 20
- Section 1: Sept. 9-10-11-12
- Section 2: Oct 7-8-9-10

## Completed Staff Work (8:00 a.m. - 4:30 p.m.)

- Section 3: April 18

## 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 5: June 17-18 & 19
- Section 1: Aug. 19-20-21
- Section 2: Nov. 18-19-20 (Los Angeles)

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

- Section 1: April 16 & 17

## Investment in Excellence (8:00 a.m. - 4:30 p.m. each day)

- Section 14: Apr. 17-18-19 & May 14
- Section 15: Apr. 30, May 1-2 & May 31
- Section 16: May 22-23-24 & June 25
- Section 17: June 12-13-14 & July 12 (cancelled)
- Section 18: June 26-27-28 & July 26
- Section 19: June 3-4-5 & July 8 (Los Angeles)
- Section 1: July 22-23-24 & Aug. 22
- Section 2: Sept. 24-25-26 & Oct. 29

## Investment in Excellence Refresher (1 day, 8:00 a.m. - 4:30 p.m.)

- Section 4: May 9
- Section 5: June 24
- Section 1: Sept. 27

## Investment in Excellence - Training for Facilitators

(8:00 a.m. - 4:30 p.m. each day)

- Section 1: June 12-13-14

## Management Briefings (Day 1, 8:00 a.m. - 4:00 p.m.)

(Day 2, 8:00 a.m. - 12:00 p.m.)

*To be announced - see below\**

## Managing Communication Thru Assertion

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

- Section 5: April 23 & 24
- Section 1: July 25 & 26
- Section 2: Oct. 17 & 18

## Managing & Surviving Organization Stress

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

- Section 7: May 6-7
- Section 1: July 15-16
- Section 2: Sept. 24-25
- Section 3: Oct. 28-29 (San Francisco)

## New Employees Orientation (a.m. Classes: 8:00 a.m. - 12:00 noon) (p.m. Classes: 1:00 p.m. - 4:30 p.m.)

- Section 10: April 16 (a.m.)
- Section 11: May 16 (a.m.)
- Section 12: June 11 (a.m.)
- Section 1: July 9 (a.m.)
- Section 2: Aug. 2 (p.m.) San Diego
- Section 3: Aug. 7 (a.m.) Los Angeles
- Section 4: Sept. 23 (a.m.)
- Section 5: Nov. 1 (a.m.)
- Section 6: Dec. 5 (a.m.)

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

- Section 2: May 15-16 & 17

## Supervisory Development Program (SDP)

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

- Section 4: (Week A): April 8-9-10-11 & 12  
(Week B): July 15-16-17-18 & 19
- Section 5: (Week A): May 20-21-22-23 & 24 (Los Angeles)  
(Week B): Aug. 5-6-7-8 & 9
- Section 6: (Week A): June 3-4-5-6 & 7  
(Week B): Sept. 16-17-18-19 & 20
- Section 1: (Week A): Oct. 21-22-23-24 & 25  
(Week B): Jan. 6-7-8-9 & 10

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

*To be announced - see below\**

- Section 1: (Week A): Oct. 18 (Fresno)

**DISABLED EMPLOYEES:** Should you have an impairment requiring assistance during a training class, please contact the Training Section. An effort will be made to meet your specific needs.

**NOTE:** 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 Section indicating the desired location. Classes will be scheduled when enough Training Requests are received.

\*"To be announced" classes will be scheduled when enough Training Requests are received. If you are interested in a "to be announced" class, please send a Training Request (GS 1090) to the Training Section even though no specific dates are shown.

\*\*[Changed] - Indicates that the dates and/or times 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 communications 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.

**INVESTMENT IN EXCELLENCE REFRESHER** — A one-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.

**\*MANAGING COMMUNICATION THROUGH 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 tend to manage stress better, burn out less and have more productive relationships 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.

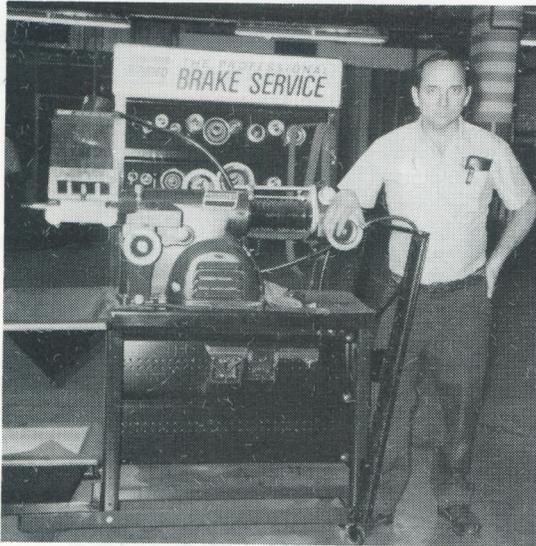
**NEW EMPLOYEE ORIENTATION** — A 4-hour program designed to acquaint “NEW” employees with policies, procedures and fringe benefits which are available to them within State service and the Department of General Services.

**\*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 appraisals, 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.

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



CARLOS LORENZO

## MERIT AWARD SUGGESTIONS

Two DGS employees recently received cash awards for their outstanding Merit Award suggestions. Roy Cheatwood, Senior Telecommunications Technician in Indio, was awarded \$25 for an Improved Procedure suggestion that involved the discontinuance of paying for insurance for certain UPS parcels. Carlos Lorenzo, Automobile Mechanic in Los Angeles, was awarded \$525 for an Improved Safety suggestion regarding the disposal of toxic substances. Carlos was also awarded \$425 for a cost-saving suggestion regarding a mobile platform for a brake lathe machine in the Los Angeles State Garage.

You too can receive a cash award for a merit award suggestion which will either increase efficiency, reduce expenditures, or improve safety procedures. The "suggester" must be either a state employee or a retired state employee. You can obtain Merit Award Suggestions forms from the DGS Merit Award Coordinator, Karen Abbe, at 1325 J Street, Suite 1714, Sacramento (324-6462). Don't delay, suggest today! **GS**

## DGS EMPLOYEES WHO SERVED IN OPERATION DESERT STORM

During the last few months many DGS employees have served their country during Operation Desert Storm. Listed below are the DGS employees who have recently been on military leave. This listing may not reflect all employees serving in the Iraq — Kuwait crisis. This information was obtained from the survey forms returned by each office.

<u>NAME</u>	<u>OFFICE</u>
ARNOLD J. EVANS .....	OFFICE OF BUILDINGS & GROUNDS
SHIRLEY N. MACIAS .....	OFFICE OF BUILDINGS & GROUNDS
ISANO SAVAGE-LOW .....	EXECUTIVE OFFICE
TIMOTHY C. WARREN .....	LEGAL SERVICES
GERARD C. ESKER .....	OFFICE OF PROCUREMENT
MARYROSE M. REPINE .....	OFFICE OF RECORDS MANAGEMENT
KATRINA M. BRUMFIELD .....	OFFICE OF THE STATE ARCHITECT
JOHN M. KASCHAK .....	OFFICE OF THE STATE ARCHITECT
RALPH S. PAGE .....	OFFICE OF THE STATE ARCHITECT
NADINE TATUM-OBANNON .....	OFFICE OF THE STATE ARCHITECT
DOUGLAS R. TOMKA .....	OFFICE OF THE STATE ARCHITECT
ELBERT HALL, JR. ....	CALIFORNIA STATE POLICE
HENRY F. WINCZNER .....	OFFICE OF STATE PRINTING
RICHARD L. ASBELL .....	OFFICE OF STATE PRINTING
WAYNE THOMAS .....	OFFICE OF STATE PRINTING
DAVID M. BAIL .....	TELECOMMUNICATIONS DIVISION
GEORGE J. GREGURICH, JR. ....	TELECOMMUNICATIONS DIVISION
ARTHUR W. NORTON .....	TELECOMMUNICATIONS DIVISION
JANICE R. SILVEIRA .....	TELECOMMUNICATIONS DIVISION

**GS**

## TRAINING... FRESNO'S GOT IT — SO CAN YOU!

Attention non-Sacramento DGS Employees! Do you want to attend free training classes at or near your work location? The DGS employees in Fresno do and so can you!

The following out-of-town classes, conducted by the DGS Training Office, have been scheduled by popular demand. Popular demand? Yes, that's right — the Training Office scheduled classes that are "asked for." Some current examples:

<u>CLASS</u>	<u>DATES</u>	<u>LOCATION</u>
Civil Service Exam Workshop	May 6 - 9	Fresno
Supervisors Development Program	May 20 - 24	Los Angeles
Affirmative Action	May 23 - 24	Fresno
Leadership	(To be scheduled)	Fresno

These classes were scheduled and are now listed on the Training Course Schedule (see page 17) because employees and their supervisors asked for them. So, if you are interested in a class in your work location, just ask. How do you ask? You can "ask" for a class by sending in an approved Training Request (GS Form 1090). The Training Office will schedule the class when enough requests are received to hold a class.

Last year, a group of DGS employees in Santa Rosa sent in requests for several classes, and as a result, Leadership, Career Goals, and Investment in Excellence classes were held there.

The employees in Fresno, supported by their supervisors and managers, have been actively seeking training. Fresno Building Manager Fred Engle believes in the value of training in that it, "helps employees progress in both their current jobs and in their careers." According to Mr. Engle, Fresno DGS employees have enjoyed the training they've received so far (Investment in Excellence and Career Goals) and look forward to the upcoming training.

How about you? **GS**

## Christmas All Year Round?

**W**hen Operation Santa Claus came to visit the Office of Support Services in December 1990, Santa loved it. He loved it so much that he decided to stay for the entire year! You should hear the neighbors complain about the reindeer!

But seriously, many food drive supporters expressed a need for fund raising activities (bake sales, raffles, bank jobs, etc.) all year long to lessen the holiday financial burden on us all.

With this in mind, the Office of Support Services will have each unit plan a different fund raising activity each month (done with the expressed consent of Mr. Claus, of course). Operation Santa Claus will enjoy twelve months of Christmas, thanks to the Office of Support Services!

**GS**

## California State Police Participation in the California National Guard Drug Interdiction Program

**T**he California State Police (CSP) continues to actively support the California National Guard (CNG) Interdiction Program. After completing a required course of training, CSP team members are deployed with CNG observation teams to collect and report suspicious activities in desolate areas of California. The program is effective, as the CNG is increasing the frequency of deployment.

The nature of assignments are observational; teams live in the field, eat and drink what they carry, and generally 'man' observation posts (usually a camouflaged hole in the ground) 24 hours a day for the duration of the assignment. With re-supply, assignments may last up to two weeks. Facilities in the field are primitive in an effort to merge with the surrounding terrain.

The task is not a glorified assignment, but a duty, and a dangerous mission. **GS**

### READING IMPROVEMENT HELP IS AVAILABLE

There are many adult High Schools, Junior Colleges and one-on-one tutoring programs that offer services in the Sacramento and surrounding areas. Many of these services are free.

The DGS Training Office has a directory of adult services for all reading skill levels. Contact Carol Gans at 445-6037 for more information.