STATE OF CALIFORNIA
DGS
DEPARTMENT OF GENERAL SERVICES

OUTLOOK

December 1991

DGS EMPLOYEES MAKE A DIFFERENCE

For 30 years the Merit Award Program has promoted efficiency and safety in state government. Five Department of General Services employees were presented with an award for their winning suggestions by John Lockwood, Director. The ceremony was held on September 25, 1991 in the Director's Office. The awardees were:

Raymond Ishima, Judson Gardner, Roger Rehm, Kathleen Davenport and Thomas Oates

RAYMOND ISHIMA, Warehouse Worker
Office of State Printing

Mr. Ishima recommended that the 58" X 37-1/2" polyethylene bags currently purchased to hold paper dots punched out of forms on the Meuller-Martin press be replaced with 96" X 30" bags which are included with roll paper delivery. His suggestion will save the Printing Plant approximately $102.40 per year. Mr. Ishima was awarded $50 for an improved procedure.

JUDSON A. GARDNER, Printing Trades Specialist III
Office of Support Services

Mr. Gardner's suggestion recommended that members of tour groups be provided with an information sheet listing the equipment used in the camera section of the Office of Support Services presenting specific data on dimensional requirements to be considered by the client agencies when they are preparing camera ready copy for production. Mr. Gardner received a $50 award for this improved procedure.

R0GER P. REHM, Janitor
Office of Buildings and Grounds

Mr. Rehm recommended that caution signs be placed on the cover of all copiers to warn employees to close the cover to protect their eyes from the bright copier lights. An alternate solution to Mr. Rehm's suggestion was adopted by the Office of Support Services who stated that the next printing of the "Helpful Hints" booklet will include a statement about users protecting their eyes from the bright lights of the copiers by keeping the flap closed. For this improved procedure, Mr. Rehm was awarded $50.

(cont.)

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STATE OF CALIFORNIA DEPARTMENT OF GENERAL SERVICES

Pete Wilson, Governor

Bonnie Guiton, Secretary, State and Consumer Services Agency

John Lockwood, Director, Department of General Services

James Morgan, Chief, Office of Administrative Services

Beth Townsend, Editor-in-Chief

OUTLOOK is published quarterly by the Department of General Services' Office of Administrative Services located at 1325 'J' Street, Suite 1714, Sacramento, CA 95814 (916) 324-6462

Director's Message

John Lockwood

The Holiday Season is upon us, and thanks to the employees of the Office of Buildings and Grounds, the official State Christmas Tree stands beautifully decorated outside the State Capitol.

As I reflect back on 1991 I want you to know how personally thankful I am for the hard work, many accomplishments and splendid teamwork you have demonstrated this year. Although there was much to learn and many hurdles to overcome as a new Director, you made me feel welcome. I think we are well on our way to becoming a solid and united Department and I look forward to 1992 and the challenges that await us.

We at the Department of General Services are dedicated to providing high quality service while working together in today's period of stressful budget limitations. With resources stretched to the limit I know you will remain dedicated to our mission of quality service. I applaud you for that!

A heartfelt thanks to all the employees of DGS for the incredible effort that is going into the 1991 Holiday Food Drive. This annual event coordinated by the Department of General Services is a splendid example of voluntarism and community spirit. While the Food Drive unquestionably benefits the members of our community, it also serves to unite State employees in a positive philanthropic endeavor. The camaraderie that results is a vital part of the Drive. I'm sure when the figures come in, we will have met our goal of collecting over 400 tons of food!

The 1991 United California State Employees Campaign brought out all the best in us! This annual charitable fund drive provides every State employee with the opportunity to help thousands of people in their community to help themselves. Every State employee has the opportunity to contribute to a cause of their very own choice — to make a positive difference in their community.

I extend my warmest wishes to you and your families for a happy and safe holiday and all the best in the coming new year!

(cont. from page 1)

THOMAS E. OATES, Lithographic Negative Assembler
Office of State Printing

Mr. Oates' suggestion recommended using a paper (3M) tape instead of plastic mylar strips to reinforce the edges of dylux proofs. Based on an annual savings for the difference in cost of using the paper tape, Mr. Oates was awarded $100 for an improved procedure.

KATHLEEN E. DAVENPORT, Mailing Machines Operator I
Office of Support Services

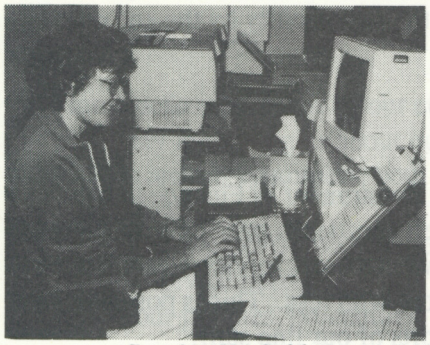
Ms. Davenport's recommendation was to eliminate the use of Back Order Slips from the Office of Procurement, Material Services. The original shipping order indicates which items requested are on back order and the Back Order Slips duplicate the information. This will save the Department the cost of producing and mailing the Back Order Slips. Due to the broad scope and marked degree of benefit with a high frequency of occurrence Ms. Davenport was awarded $125 for an improved procedure.

The Office of Support Services-A Quarter Century of Service

Overview

For over a quarter of a century the Office of Support Services (OSS) has provided excellent service to its customers. OSS began in 1965 when Central Office Services was formed from the Department of Finance. It is the mission of OSS to provide reprographic, office machine repair and mail support services which represent the best value obtainable by our customers, while offering opportunities for personal growth to all of our employees. Today OSS is divided into four major programs: Office Machine Repair Service (OMRS); Business Equipment Management Services (BEMS); Reprographic Services; and Mail and Messenger Services.

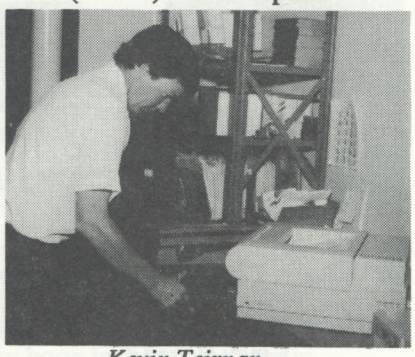
OSS created the IMS "Codes" now in use, pioneered a cash incentive program for employees, implemented an automated information system for OMRS, BEMS, and Inventory Management, implemented an automated information system for Reprographics/ Mass Mailing Services, established Master Service Agreements for presorting mail (saving over $1.5 million annually) and for overnight courier service (saving over $600,000 annually), established a personal computer repair program that is more responsive and cost effective than the private sector, and has promoted desktop publishing technology by sponsoring training seminars for all State agencies.



Carolyn Hatfield

Office Machine Repair Service (OMRS)

OMRS is responsible for providing repair services to state agencies for state-owned office equipment, including typewriters, calculators and personal computers. Agencies can either enter into an annual service contract with OMRS for their equipment, or they can pay for each service call on a time and materials basis. OMRS is organized into a Northeast Service Area in Sacramento, a West Central Service Area in Pleasanton, and a Southern Service Area in Santa Fe Springs. OMRS also runs the Business Equipment Repair Service (BERS) which repairs reprographics equipment.



Kevin Teirnan

Business Equipment Management Services (BEMS)

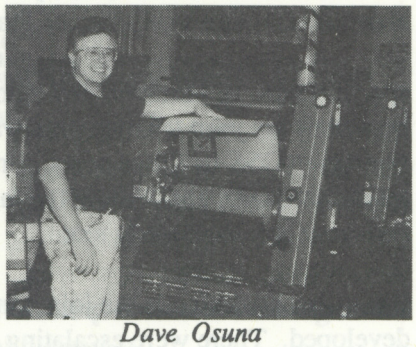
BEMS provides statewide control over the acquisition and use of state copiers, duplicators, mailing equipment, and acts as a resource for information of all state owned equipment of this type. Each year, BEMS Analysts review and approve approximately 1,200 purchase estimates for copiers, duplicators and mailing equipment. BEMS also administers the Master Service Agreements for the First Class Mail Presort Program, Overnight Courier Service, and Personalized Letter Service.

Reprographic Services

Reprographics provides consulting, composing, camera and a wide variety of reproduction and bindery options for reprographic needs. The Reprographics Program produces over 17 million copies each month of short run workload with fast turnaround requirements. Reprographics also operates satellite reproduction units.

Mail and Messenger Services

The Mail and Messenger Program is comprised of four basic work units located at seven different sites: Interagency Mail Service (IMS); Mail and Messenger Services; Mass Mailing Services; and Addressing Services. IMS services 173 customers with pickup and delivery of



Dave Osuna

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mail once or twice a day. A turnaround time of 24 hours or less is guaranteed from pickup point to drop off point.

The Mail and Messenger units provide mail and messenger services for clients. Mass Mailing Services utilizes sophisticated machinery such as high speed inserters, labelers and mailing machines to process an average of 100,000 pieces of mail daily. Working closely with Mass Mailing Services is Addressing Services. Using a local area network of IBM clone computers, Addressing Services maintains, updates, creates mailing lists for state agencies and will produce address labels from these lists.

Cindy Hoang

Why Elder Creek?

In 1989, OSS was approached by the Health and Welfare Data Center (HWDC) with the idea of moving OSS to a different facility. HWDC needed to place a new main frame computer near their existing facility. It was determined that HWDC could save approximately $16-18 million dollars by acquiring the OSS facility versus relocating their entire operation to a different site.

By factoring lost revenues and moving costs, HWDC was able to cover the majority of the estimated OSS moving expenses. In June of 1990, OSS agreed and a site search was initiated.

The first site considered was a joint tenancy arrangement with the Office of State Printing (OSP). OSP had adequate space to accommodate OSS but the spaces would be scattered and cramped. The major benefit of the joint tenancy plan was a potential savings in OSS facilities costs. Under a special agreement, OSS could share the facility without incurring any increase in rent.

But major obstacles to the joint tenancy plan soon developed. There were escalating costs for tenant improvements to bring portions of the building up to fire code. So in October of 1990, the joint tenancy idea was scrapped and OSS began again the search for a facility to lease. Our goal was to relocate to a building within three miles of the downtown core of state offices. The Folsom Blvd. site was selected and a sole source justification for the site was approved by the Director of General Services.

0SS proceeded to work with the Office of Real Estate and Design Services (OREDS) in developing a buildout plan for the new site. We needed a warehouse. The property management firm representing the owner assured us that a new warehouse could be added to the primary structure. After devoting two months to the project prior to signing a lease, the owner backed out due to inability to secure adequate financing.

Faced with the requirements of a 50,000 sq. ft. facility, OSS then proceeded to evaluate sites in other areas. The OSS selected acceptable sites in each of the areas and OREDS put out a bid in February 1991. A facility on Elder Creek Road won the bid. It is anticipated that OSS will move into the new facility by the end of the year.

OSS Staff

From its roots in the Department of Finance to the present, OSS has been a leader in providing excellent, timely, and innovative customer service. OSS has a tradition of doing more with less. This is possible only through the efforts of our fine staff.

These are people who have made Operation Santa Claus a year-round activity and have established OSS ECHO (Office of Support Services Employees Concerned With Helping Out) which helps people who routinely do whatever must be done to provide quality service to our customers.

Elder Creek facility

For information, consultation, or suggestions regarding the Office of Support Services, please call 387-4311.

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The New Century . . .

John Lockwood, Director

Nine months as your Director is not enough time to meet all of you and learn your views about the Department. I have shared some of my thoughts in the Director's messages that have appeared in previous issues of OUTLOOK. Your interest and obvious dedication to customer service tells me that we are heading in the right direction. In spite of tough times in public service, I continue to see you demonstrate a strong sense of purpose.

In my view, the Department of General Services (DGS) is first and foremost a service organization. In keeping with that focus, we must continue to ask ourselves how well are we meeting our customer's needs. We must also ask ourselves how can we improve our quality of service.

There are three guiding principles to keep in mind as each of us helps to move DGS into the new century.

1. Customer Focus:

We must define the needs of our customers and listen to what they are telling us about our service.

- Who are our customers, both internal and external?
- How do we devise ways to remain sensitive to their service needs?
- Are our policies, procedures, forms and practices customer-sensitive?

2. Continuous Improvement:

We must continue to be flexible enough to adjust our policies and procedures to meet our customers' changing needs.

- Are we measuring the quality of our customer service?
- Do we learn from what our customers tell us?
- Are we looking for ways to respond to what we learn?

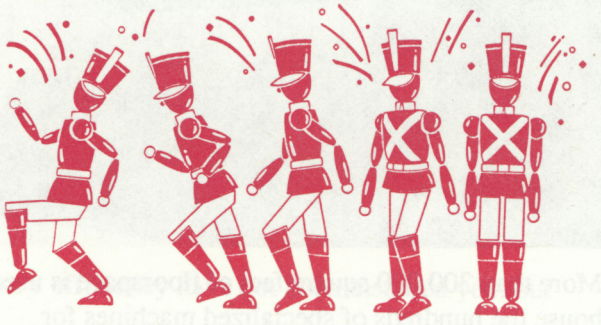
3. Employment Involvement:

Service is everyone's job; all of us share responsibility for improving the way our services are delivered.

- Are we developing and using the talent of each DGS employee?
- Are we listening to each others' ideas?
- Do our policies and practices encourage as well as allow full participation by all employees in improving our services?

My goal is for everyone in this Department to answer confidently "Yes!" to the question, **"Would our customers continue to do business with us if they had another choice?"** This is the true test of the Department's effectiveness.

To further the Department's commitment to the goal of quality service, I am establishing quality improvement as the major theme in the management of each Division. My hope is that you share in reshaping the future direction of the DGS and that your efforts will be challenging and rewarding to you.



Consistent with the New Century Project, we must dedicate ourselves to the following ideals:

- Everyone who receives a product or service from me is my customer.
- I will listen to what my customers tell me.
- I will look for better ways to do my work.
- I will share my ideas about how to make our policies, forms, and practices easier and more convenient for our customers.
- I will encourage others to develop their talents and share ideas.
- I will do all I can to help create a working climate of trust and respect.

Office of State Printing

The Office of State Printing was created in 1850 to purchase printing services for the newly-created state. In 1875 the government began its own printing operation in a portion of the old Governor's Mansion at 15th and L Streets in Sacramento.

Printing services are provided exclusively for the executive, legislative and judicial branches, the state university and colleges, and other state agencies. It is funded by charges to the agencies served. Accounting is based on a Printing Industries of America model which allows constant comparison with private industry.

More than 300,000 square feet of floorspace is used to house the hundreds of specialized machines for typesetting, printing and binding operations. Nearly 500 skilled employees work around the clock to produce an average of 2,000 jobs each month. The Office of State Printing is the largest governmental printer in the world excluding the federal printing office in Washington, D.C.

The workload includes almost every type of printing and binding: business cards, multiple part and continuous forms, brochures, books, magazines and other materials used in the business of government.

Legislative work alone comprises 15 percent of the workload. In addition to the legislative bills, six separate publications are printed to document the day's activities. As many as 4,000 pages are produced during a high volume night. Two thousand five hundred copies of these publications are printed, bound and delivered each morning.

With a monthly payroll over one million dollars and annual sales exceeding forty-five million dollars, the Office of State Printing plays a significant role in the Sacramento area economy.

NEW APPOINTMENT IN THE EXECUTIVE OFFICE

Denise M. Alvarado, the new Special Assistant to the Director, was appointed November 4, 1991. Denise will serve as the Department's Public Affairs Officer, including press liaison, and will assist in development of policies related to minority businesses. She has a strong background in procurement issues and public affairs.

Since 1982, Denise has worked for Pacific Bell in various management capacities, including the consumer affairs and public issues manager for the last four years. This position involved developing and coordinating improved procurement strategies. Prior to joining Pacific Bell, she served at the Federal Communications Commission as a public service representative.

Denise will assume the media responsibilities formerly handled by Anne Garbeff. Please join us in welcoming Denise to the Department!

ONE little VOICE

Wanted: One family to eat holiday dinner with. I will furnish the turkey.

That newspaper ad was placed by an old and lonely Minnesota man. It became the basis of a song written by Deanna Edwards ("Wanted: One Family") with the hope that others would become aware of such needs and invite someone home for dinner.

Sadly, a lot of men and women, she says, "miss the happy sounds of children laughing, and homemade bread, and the food of the spirit that we have when we're at home."

BIG BLUE IS WAITING TO SERVE YOU

The Office of State Printing (OSP) has recently finished installation of a new business forms press system...known as BIG BLUE. It is actually a Gazelle 4F printing press consisting of: 4 paper web roll stands; 6 printing towers (22" cutoff and 17" cutoff); 3 carbon roll stands; 1 crash numbering station; 1 cold gluing system; 1 bindery unit; 2 continuous forms fan folders; and 1 sheeting unit. It has the capability of printing both "Snap-Out" form sets and "Continuous" forms.

The snap-out form production capability is especially significant since the press can produce a completed 4-part form in one pass through the machine. This will not cover every customer's requirement for a snap-out form but for those who have long runs—100,000 or more and no more than six colors/sides of the form to be printed—this will save both time and money.

It currently takes up to four (4) weeks to produce this type of work using the traditional production methods of:

1. Print one paper web onto rolls that can be up to 24" in diameter. Each individual paper form ply requires one pass through the business forms press, i.e., a 4-part form will require four (4) separate production runs.

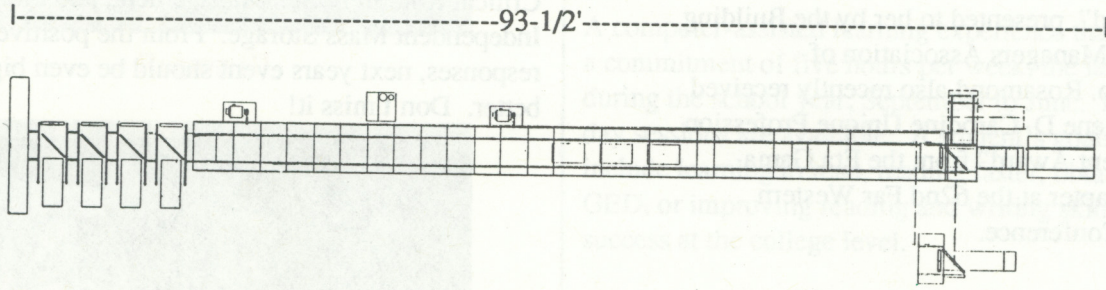
2. Collate the individual printing paper rolls using a roll collator. The collator typically runs at less than one-half of the printing press speed.

Big Blue is capable of accomplishing the above work in one pass through the press system. We expect to reduce the average time required to fill a business form order that can be produced using Big Blue to one-half the current method's typical turnaround.

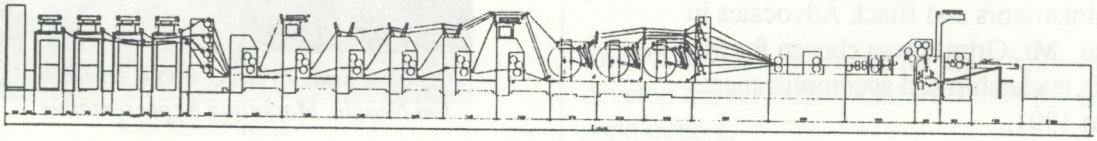
Some of the bells and whistles that will improve this press system's efficiency have not been installed yet...but OSP expects to have them in place by the start of the new year.

If anyone has never had the opportunity to visit OSP and see how things are done, Big Blue should be reason enough to join others during National Printing Week in January 1992. There are a dozen more interesting facts and stories related to this equipment system but we'll save those for the "Printing Week" tours.

Top View



Side Elevation



SOJOURNER TRUTH AWARD 1991 BASS CONFERENCE

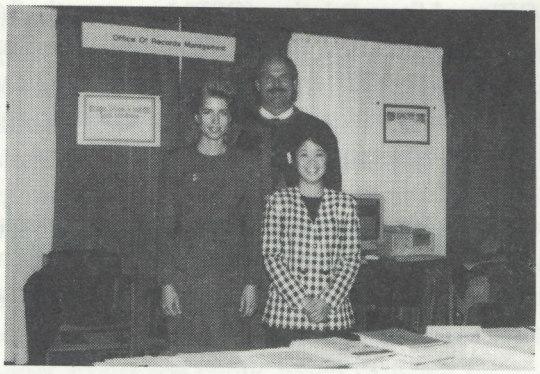
Rosamond Bolden, Chief of the Office of Buildings and Grounds, was presented with a "Sojourner Truth Award" at the recent Black Advocates in State Service (BASS) Conference which was held on October 3 and 4. Rosamond is acknowledged for her strength, perseverance, and for prevailing. Throughout her career, Rosamond has been active in a large number of professional and community activities and has been an inspiration to a great many people who have met her.

SOJOURNER TRUTH (1797 - 1883) became famous in her lifetime as a preacher, abolitionist, and lecturer. In addition to traveling around the country spreading the "truth", Sojourner was active in the antislavery movement, campaigned for better educational opportunities, raised money to buy gifts for soldiers and aided blacks who had managed to escape North, helping them to find work and places to live.

Another recent award presented to Rosamond Bolden was the "Sacramento Member of the Year Award", presented to her by the Building Owners & Managers Association of Sacramento. Rosamond also recently received "The Charlene D. Carodine Unique Profession Achievement Award" from the Eta Gama Omega Chapter at the 62nd Far Western Regional Conference.

Leonard Grimes, former Assistant Director, also attended the BASS Conference and was awarded the "Outstanding Black Executive Award" from The National Forum for Black Public Administrators and Black Advocates in State Service. Mr. Grimes was chosen for this award for his leadership and accomplishments from 1975 to 1991.

1991 RECORDS MANAGEMENT EXPOSITION



Office of Records Management booth served by Michelle Wilson, Jim Novotny, and Angela Lew

On October 29 and 30, the Department of General Services' Office of Records Management presented the third Records Management Exposition, co-sponsored by the Association of Records Managers and Administrators International, which took place at the Sacramento Community Convention Center. People were invited to explore the latest in records and forms management technology. Over 50 exhibitors presented state-of-the-art optical disk and computer-assisted microfilm systems, microfilm services, flow charting and records management software, forms handling equipment, self mailers, and much more. Free seminars and workshops were presented by state, county and private sector professionals, on subjects such as: Getting the Most for your State Printing Budget, Records Management Consulting in the Private and Public Sectors, The Records Manager's Critical Role In Forms Management, and Platform Independent Mass Storage. From the positive attendee responses, next years event should be even bigger and better. Don't miss it!

Office of State Printing booth served by Jim Neagle, Marketing Representative

OFFICE OF BUILDINGS & GROUNDS INCENTIVE AWARDS

Pictured below are a few of the regions in the Office of Buildings and Grounds which took pictures of their employees who received an incentive award of $100 for good attendance within a six-month period. Congratulations for a job well done!

Region II

Region III

Central Plant

DEPARTMENT OF GENERAL SERVICES

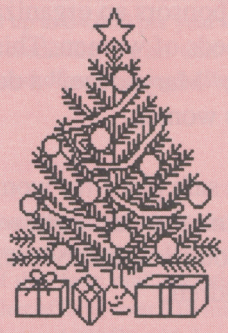
EXECUTIVE OFFICE

OPEN HOUSE

MONDAY

DECEMBER 16TH

11 - 1



1325 J STREET, 19TH FLOOR

SACRAMENTO

IMPROVE YOUR READING SKILLS

Adults can improve their reading skills at the Principles of the Alphabet Literacy System (PALS) laboratory. The PALS lab is located on the Bella Vista Campus, 8301 Madison Avenue, Room B-1, Sacramento.

A computer-assisted learning experience that requires a commitment of five hours per week, the lab is open during the school year, September to June. Evening or day sessions are available. A student's goals may include learning to read, reading faster, obtaining a GED, or improving reading and writing skills for success at the college level.

Most of the students who use the lab are already employed and looking for advancement. State employees who were unable to pass an exam for promotion have used the lab to improve their skills.

The PALS lab is available for any adult who wishes to develop his/her skills. Call 971-5039 for an appointment.

DGS Women's Program Advisory Committee Open House

The DGS Women's Program Advisory Committee (WPAC) is holding its annual Holiday Open House on December 13, 1991 from 11:30 to 1:30, at 1325 J Street, Room 1946, Sacramento.

Each year WPAC sponsors an organization that supports the needs of women. This year they are sponsoring "Maryhouse," a day time center for homeless women.

Maryhouse offers a safe place for women from 8:00 a.m. to 4:00 p.m, providing showers, food, access to various health services, and school for their children.

WPAC will be accepting cash donations at their Open House, and also the following items: large size diapers, infant formula - dry or liquid, feminine personal care products, toothpaste and toothbrushes for women and children, laundry soap and fabric softener, sheets, towels and washcloths, blankets, sheets and pillows, new undergarments for women and children, juice, coffee, hot cocoa mix and canned or fresh fruit.

WPAC has a special request for all of you who travel frequently. Please save the sample soap, shampoo, lotion, etc. that are placed in your hotel room. These items are perfect for donating, as homeless women can take them with them. Also perfume or makeup samples are gratefully accepted. The Department of Finance, Financial and Performance Audit Section has collected three bags of samples for WPAC in just the past few weeks! You may call Eileen Harvey at 324-0267, or any other WPAC member, and they will come and pick them up.

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The DGS Women's Program Advisory Committee is developing a departmentwide, one-day workshop being tentatively called "Creating Career Paths." It's in the advanced planning stage and looks to be very exciting!

The purpose of the workshop is to present the Department's employees with ways to develop and achieve career advancement within the Department while also helping the Department. All Department employees are invited. Career advancement isn't limited to management positions. Your career advancement could mean becoming an engineer or painter but sometimes as women we haven't been encouraged to do what we really want to, nor are women always aware of what we want to do.

Some of the workshop topics will be: developing ways to move other than by promotion; understanding the cultural and gender based differences in communication; returning to school; empowerment for self and others in the workplace; career goal setting; and a discussion on balancing the demands on women's lives.

Our keynote speaker is Dr. Bettina Aptheker, Chair of the Women's Studies Department at the University of California, Santa Cruz. The workshop is free, all you need is release time.

Look for a flyer and registration materials in December or January. If you don't receive anything, call Eileen Harvey at 324-0267, or any other WPAC member, and we'll get you the requested information.

DGS WOMEN'S CAREER WORKSHOP
February 26, 1992
9:00 a.m. - 4:30 p.m.

Seminars:

- Superwoman
- Career Goal Setting
- Higher Education Panel
- Empowerment for Self and Others
- How Women/Men Communicate Differently
- Applications, Resumes and Exams
- Up is Not the Only Way

The seminars are sponsored by WPAC. Enrollment is limited. Submit your training request (GS 1090) early to the DGS Training Office.

1991 SUPERVISORY PERFORMANCE AWARDS

The third Supervisory Bonus Award ceremony was held on October 17, 1991. There were 23 awardees this year. The employees honored were nominated by their supervisors/managers for outstanding job performances during the 1990-91 fiscal year. They represent the best—and each has made an exceptional contribution to our Department and state government.

Chief Deputy Director's Division

DEBBIE LEIBROCK
Staff Programmer Analyst (Supv.)
Office of Management Technology and Planning
Debbie Leibrock is a Data Processing Account Manager who supervises a staff housed in two different locations. This situation challenged Ms. Leibrock to perform extraordinary supervision and project management. In addition to her regular commitments, Ms. Leibrock participated in the Departmental information technology planning team which identified several potential automation projects.

Interagency Support Division

THE HONORABLE M. AMANDA BEHE
Presiding Judge
Office of Administrative Hearings
Judge Behe was assigned a bid protest on the State's telecommunications system. She spent evenings, weekends and holidays reading relevant law and documents submitted by the parties and set up "customized" procedural guidelines which helped define relevant matters at trial. This framework will be used by other Administrative Law Judges to manage these complex cases. Judge Behe issued a quick decision demonstrating her grasp of complex technical matters and issues. All this was accomplished in addition to carrying a full caseload.

HERBERT KAKIZOE
Automobile Mechanic Supervisor
Office of Fleet Administration
Herbert Kakizoe is a self-motivated person who doesn't wait to be told what to do. He has created a positive atmosphere in the Preventive Maintenance Shop like no other individual before him and consistently goes beyond the call of duty to satisfy his clients. He is well respected by his subordinates and fellow employees and also possesses excellent supervisory skills.

GEORGE KURISU
School Facilities Program Administrator I
Office of Local Assistance
George Kurisu has brought much needed leadership to the Emergency Portable Program which had experienced an unusually high rate of personnel turnover. He has implemented specific guidelines for maintaining an accurate inventory of emergency portable classrooms, monitors the lease agreements/renewals, and sees that rental fees up to $4,000 per year are properly billed. He has achieved great credibility for his unit with the private sector, the school districts and other state agencies.

SHIRLEY PIKE
Office Services Supervisor II
Office of State Printing
Shirley Pike has been responsible for developing and implementing the procedures needed to process, control and record all aspects of the "farm out" operation in the Office of State Printing. Through her efforts, over $10 million of printing was vended out in fiscal year 1990/91 with less than $500 lost due to errors. The "farm out" operation under her direction has allowed the Office of State Printing to improve its delivery performance from 30% on time to over 80 % on time -- reflecting the high service level of the Department of General Services.

RACHAEL VAIZA
Mail Machines Supervisor
Office of Support Services
As the floor supervisor of Mass Mailing Services, Rachael Vaiza was instrumental in the planning and implementation of the Office of Support Services' local area network "Shoptalk". This process controls each job as it passes from one stage to another until processed for billing. Through Rachael's leadership, postage revenue for fiscal year 1991/92 is expected to increase by $224,311.72 despite "frozen" and vacant positions.

Management Services Division

GEORGE CURTIS
Assistant Chief
Office of Risk and Insurance Management
George Curtis' coordination of the Department's move to 1325 J Street was nothing short of remarkable! He prepared estimates and designed office space. Working with the Offices of Procurement and Management Technology and Planning, he prepared the contract for the claims software system procurement, supervised the implementation and provided staff training. He made a difficult job appear easy.

Procurement Division

OLIVE FINDLETON
Staff Services Manager I
Office of Small and Minority Business
As Manager of the Publications and Information Unit of the Office of Small and Minority Business, Olive Findleton was responsible for writing, printing, and coordinating over 20 documents for three major statewide conferences for minority, women and disabled veteran business enterprises. Among other

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duties, including analyzing new legislation, drafting directories, and coordinating a satellite office move, she has sacrificed her own personal time to meet the needs of the office.

HOLLIS THOMPSON
Deputy Chief Surplus Property Officer
Office of Procurement
Hollis Thompson has increased sales of federal property to the public which has generated $65,720 in sales -- an increase of 117%. Mr. Thompson also coordinated interagency agreements with the California Highway Patrol to make available to clients unclaimed property and with the Prison Industry Authority to refinish surplus state-owned office furniture.

Real Estate and Building Division

GABRIEL GODINA
Chief Engineer II
Office of Buildings and Grounds
Gabriel Godina developed and implemented a water conservation plan that saved 2,932,446 gallons of water by the start of fiscal year 1990/91 which is about an 11% increase. He has also made suggestions and supervised a major renovation of the cooling towers for the Department of Motor Vehicles complex that resulted in a 38% reduction in water usage.

MICHAEL GOLDEN
Senior Waste Management Engineer
Office of the State Architect
Michael Golden's supervision of the underground storage tank program covers 21 departments and over 1,800 tank sites statewide. In addition to directing staff, he personally supervises site remediation contracts and site investigations. Through Mr. Golden's efforts hazardous contamination has been limited and citations and penalties by federal, state and a host of local entities have been avoided.

MARK HUMPHRIES
Restoration Supervisor II
Office of the State Architect
Along with his normal responsibilities for historical restoration work, Mark Humphries has fulfilled the duties of a vacant Direct Construction Supervisor and was instrumental in installing a project cost and schedule control system that provides individual cost item tracking and accountability for direct construction projects. As a result of his efforts, the Office has been able to complete construction projects that have allowed state agencies to maintain critical services to both the state and the public.

EDWARD M. LOADER
Office Building Manager III
Office of Buildings and Grounds
Edward Loader has resolved problems and provided long-term solutions in the area of environmental issues such as asbestos, pollution from underground fuel tanks, sick building syndrome, air pollution, waste pollution, and the use of safe products in maintenance that will not impact employees and tenants in a negative way. He oversees interaction with approximately 28,000 building tenants, including our state legislators and Governor's staff.

WILLIAM LYLE
Construction Supervisor III
Office of the State Architect
William Lyle served as Chief Inspector for the construction of the new state prison near Delano. The job consisted of supervising up to 20 inspectors and ensuring quality control of a complex project with capital outlay approaching $200 million. The benefits to the State included more accurate inspection, along with a reduction in man-hours needed to accomplish the work. These techniques have been packaged and are now being utilized by the supervisors at other prototypical prison sites.

MAURICE O'RAY
Janitor Supervisor III
Office of Buildings and Grounds
Maurice O'Ray does an excellent job of planning, organizing, staffing and directing the work activities in his areas of responsibilities. Mr. O'Ray voluntarily and frequently returns to the workplace to ensure that all jobs are being properly completed and to correct any personnel problems needing his attention. He is a role model for his employees and often goes above and beyond the call of duty to build healthy relationships with the building occupants.

STEPHEN K. SAVAGE
State Facilities Manager I
Office of Real Estate and Design Services
Since its inception, Steve Savage has been very instrumental in formulating the CAD (Computer Aided Design) system into the Office of Real Estate and Design Services. It is estimated that approximately 21-31% of the planning staff time can be reduced by the use of CAD. In addition, Mr. Savage is assigned the Special Projects Unit and supervises five Space Planners, assists the Assistant Chief of planning, formulates the asbestos policy on all leased and state-owned buildings, updates the outline specifications, and conducts training classes.

ROBERT C. THACKER
Supervising Structural Engineer
Office of the State Architect
Robert Thacker, as supervisor of the Plan Review Unit, has a keen interest in those operations affecting the Structural Safety Section. Mr. Thacker is currently serving on the structural safety section permit tracking and certification committee where his extraordinary knowledge of state-of-the-art computer hardware is an indispensable asset to this committee.

TOM TOMMASI
Carpenter Supervisor
Office of Buildings and Grounds
Due to a vacancy, Tom Tommasi volunteered to assume the additional responsibilities of a vacant Building Trades Supervisor position. In this capacity he continued the additional work without extra compensation and assisted the new supervisor in a smooth transition. On several occasions, he worked extended hours to assist supervisory responsibilities and shift variations created to accommodate the Department's transportation plan. The Department will benefit for many years because of Mr. Tommasi's devotion to duty and willingness to do whatever is necessary to help our management team.

(cont.)

(cont. from page 12)

CHRISTAL WATERS
Senior Planner
Office of Project Development and Management

As supervisor for the Sacramento Facilities Planning Section, Christal Waters prepares reports on the State's space management needs in the Capitol area, provides staff assistance to the Capitol area plan committee and its technical advisory committee, and serves as one of the Department's principal staff-level contacts with the City of Sacramento. During the past two years, Ms. Waters and the four planner positions she supervises, has been responsible for several major facilities studies and other related planning efforts.

DELORES WILSON
Supervising Program Technician II
Office of the State Architect

Delores Wilson has continually performed her duties as a supervisor of the Business Office in a highly professional and thorough manner. She is currently involved in the automation of the certification and tracking system for public school, hospital, and essential services construction projects.

Telecommunications Division

JOSE ESPINA
Telecommunications Maintenance Superivsor I
Office of Telecomunications

Jose Espina was responsible for the transformation of the California Highway Patrol radio communications system in the Golden Gate Division. He was responsible for coordinating all the maintenance and installation activities demanded of the maintenance section of the Telecommunications Division. His outstanding personal efforts are a major factor in the success of the system and its overall integrity.

GLEN NASH
Senior Telecommunications Engineer
Office of Telecommunications

Glen Nash has been actively involved in representing the Department and the State in radio spectrum management, usage, and issues related to the Federal Communications Commission (FCC). Mr. Nash was the State's representative in the development of both the FCC mandated Southern California and Northern California 800 MHz Regional Communications Plans. This effort resulted in the State's obtaining additional critically needed radio channels for our public safety agencies.

NEW CENTURY PROJECT QUICK REFERENCE

WHAT:

The New Century Project provides a process to monitor and analyze changing customer needs and to develop short-term and long-range responses to these needs. New Century embodies the concepts of Total Quality Management (TQM). The central focus is on our customers and involves all employees, representing total organizational commitment toward continuous improvement of product and service at every level.

WHY:

Not unlike other service organizations, the Department of General Services (DGS) is facing the challenge of providing an increasing level of service from ever more demanding customers. While the Department currently provides a wide variety of services to many satisfied customers, a perception exists that the Department's current level of customer service is less than what some expect. Information from various sources, including direct contacts with customers, audits of departmental operations, media reports, and the "grapevine" underscore the simple fact that the Department's service delivery requires improvement.

WHO:

The project is facilitated by the New Century staff (from the Training Section) who work directly with the managers, supervisors, and employees of the work units involved in New Century. The offices also may indentify other office employees who either possess or are willing to learn skills in the areas of team facilitation, statistical process control, and/or process analysis. Technical support, as needed, is provided by the Office of Management Technology and Planning.

HOW:

The DGS' New Century staff work with offices to identify and survey customers, compare customer and staff perceptions of

(cont. on page 17)

SAFETY TIPS FOR THE HOLIDAYS

CALIFORNIA STATE POLICE

The safety of all state employees is of paramount concern to the California State Police. We share your grief and indignation when your person or your property falls victim to criminal predators. With this in mind, we urge you to make a conscious effort each and every day to enhance your safety by reducing criminal opportunity.

Duane Lowe
Chief

CAN YOU PREVENT CRIME?

You can do a great deal to reduce your risk of becoming a victim. The most effective weapons against crime are common sense, alertness and a few basic precautions.

Elementary Street Sense

• Communicate the message that you are calm, confident and know where you are going. Stand tall, walk purposefully and make quick eye contact with people around you.

• Stick to well-lighted busy streets. Stay on the part of the sidewalk that is farthest away from shrubs, dark doorways and alleys where people can hide.

• If you walk at night, consistently vary your routes.

• Walk with a companion whenever possible.

• If you work late, arrange to leave with a co-worker or be accompanied by a security guard. Make sure your car is parked as close to the entrance as possible or move it to a safe spot in the late afternoon when others are leaving.

• Do not overload yourself with packages and do not wear shoes or clothing that restrict your movements.

• Carry your purse close to your body, not dangling by the straps, and keep a firm grip on it. Carry your wallet in an inside coat or front trouser pocket.

• Have your car or house key in hand as you approach your vehicle or home.

Tips for Bus and R/T Riders

• Use well lighted and busy stops.

• Do not fall asleep. Stay alert!

• If you are verbally harassed say loudly and firmly "Leave me alone." Attract help by talking loudly or screaming.

• Watch who gets off the bus or R/T with you. If you feel uneasy, walk directly to a place where there are other people.

Safety In Transit

• If you are working late or reporting in early, try to meet another employee to ride together and enter or leave together. If you are in a one-person office and you use public transportation, check with neighboring businesses to see if any of their employees have similar schedules.

• Do not use the stairs alone. Stairwells can be traps as well as a way to save time or get some exercise. Never enter a stairwell to escape pursuers or potential attackers. Go to an office where there are other people.

Parking Lot Sense

• Park in well-lighted, heavily traveled areas if possible. If you know you are going to be staying late, check for lights when you park in the morning. If there are no spaces near lights, move your car to a better location at noon or when other employees begin to leave for the day.

• Always lock your car and roll the windows up all the way. If you notice any strangers lurking in the parking lot, notify security or the police immediately.

• Do not leave any valuable items in plain view inside your car. Leave them at home or lock them in the trunk.

Thoughts and Views on Total Quality Management

Earlier this year the Office of State Printing (OSP) began a culture shift towards continuous improvement of service to its customers. Some employees, sensing this shift, have enrolled in the Total Quality Mangement (TQM) program at local colleges—on their own time!

As for the views of OSP employees regarding TQM, here are a few quotes from them:

Roberta (Bobbie) Whaley

A much needed new process for bringing everyone together with the customer in mind. Do 100 things 1% better daily and over time the process works better for all. As a student of Total Quality Management at American River College, I am learning that TQM is not just for managers, not just for workers, EVERYONE is a customer!

Linda Adams

I like it! It's not like we hadn't thought of these things before. It's been around. Now it's structured and as plain as the nose on your face. TQM puts all the right things about people and management together. We need to "re-tool" and people shouldn't fight it. It benefits all. You won't look at your job the same way. You won't even look at your life the same way.

Norm Miller

TQM: interesting, enjoyable. Way to keep a positive outlook. A good way to try and do something positive, to build up instead of tear down.

Diane Adams

I'm excited about Total Quality Management because it values people. The employees are a valuable resource, not to be discarded by technology or budget cuts but to be reutilized in new and better ways. With this approach and attitude, I don't see how we can go wrong.

John Zieminski

Totally necessary. About time it's taking hold. It is working! As people commit themselves to a quality product, everyone around them will fall into the swing of things and TQM will become second nature.

Tracy Reed

OSP is turning around to a new way of thinking. Accepting change and inviting new thought. Our careers depend on everyone buying in to TQM. I think we've started for the second time. This is the first resurrection, like the Phoenix rising from the ashes.

Donna Hamilton

Very necessary. I believe people involved in it show more commitment to the job. I'm enthused because all levels - management and rank and file are involved and concerned.

Paula Staley

I won't believe or accept that it won't work. There's no reason for it not to. We have to change our mind set to expect success. Survival of everything depends on quality management, even in everyday life. I demand quality from everyone I deal with, not just work.

Carl M. Adams, Sr.

" In the race for quality, there is no finish line" but at least we're running in the right direction. TQM is definitely another step forward.

Cynthia Scheppmann

With all the negative things happening in the State right now, it's refreshing to see something so positive. TQM is not only needed, it's wanted.

TRANSPORTATION FAIR - CALIFORNIA RIDESHARE WEEK

Marianne Arenas

On September 24 the Department of General Services (DGS) participated in the Transportation Fair held on the west steps of the State Capitol. Approximately 5,000 people attended the activities which included vanpool and bicycle vendors, transit companies, and rideshare agencies.

DGS Booth served by Dorothy Woody, Office of Fiscal Services

Free food and soft drinks were available as well as live music. The first 400 bicyclists that attended with their bicycle received a free tee shirt.

Employees were encouraged to fill out a pledge to rideshare or reduce commute trips during the week by using a compressed workweek schedule or by tele-commuting. DGS challenged the Department of Health Services on the number of pledges turned in. Our Department won hands down with employees turning in over 350 pledges. Thanks to all of you who participated!

Randy Nelson & Marianne Arenas

Departmental employees had an opportunity to enter into a drawing for the most creative transportation mode into work. Randy Nelson, Office of Real Estate & Design Services won three days and two nights at the Olympic Village Inn in Squaw Valley. Randy used seven types of transportation modes to travel to work. At 6:20 a.m., he left his Orangevale home and skateboarded approximately 3 blocks, then bicycled to Fair Oaks and Sunrise Boulevards. He motor-scootered to the American River where he launched a 4-man raft and traveled across the river. From there he carpooled with his wife to the Light Rail at the Butterfield Station. He traveled by Light Rail to 8th and O Streets where he disembarked and walked into his Office at 400 R Street by 8:00 a.m. Quite a trip! What does Randy have to say about this? Randy feels that "people should be more open to different travel modes and not rely on past impressions of ridesharing because it does work." He normally carpools into work with his wife Donna, or takes the bus into the Light Rail station. Randy, thanks for doing your part to keep California Moving!

GUARANTEED RETURN TRIP PROGRAM

If you carpool, vanpool, or use bus or light rail to commute at least three times per week, you qualify to register for the new Guaranteed Return Trip Program. Contact your Transportation Coordinator for more information. The program guarantees you a free ride to your home or emergency up to 4 times in a 12-month period. Approximately 500 employees are registered so far. The new service is available in Sacramento, Rancho Cordova, San Franciso, Berkeley, Oakland, San Jose, Long Beach, Los Angeles, Van Nuys, Santa Ana, San Bernardino, and San Diego. If you are not sure who your Transportation Coordinator is, you can call the Commute Managaement Office at ATSS 8-327-8999, or 916-327-8999.

NEW PLANS FOR TRAIN SERVICE TO THE BAY AREA

Times are a changing. In 1920 approximately 75% of the population traveled between cities by rail, but today only 10% of the population travel by rail. Caltrans rail plans, however, indicate that more train service will be available in the 1990's.

(cont.)

(cont. from page 16)

By using the recently passed rail bond legislation (Proposition 108), Caltrans is planning 3 new daily Amtrak trains between Sacramento and Oakland to San Jose, with connections to BART in Richmond for those desiring to travel into San Francisco. Service is scheduled to start December 12. The tentative schedule calls for trains to leave Sacramento at 7:15 a.m., 11:40 a.m., and 5:05 p.m., and return at 9:55 a.m., 3:35 p.m., and 8:20 p.m. The earliest trip would start from Roseville and the latest one would end there. It would take approximately one hour to arrive in Oakland, and three hours into San Jose, and it would cost $23.00 round trip from Oakland and $30.00 to San Jose. This new route would be perfect for traveling in to do your holiday shopping, taking in a play, or visiting friends in the San Francisco area. Phase two of this new rail service in 1993-94 would increase the service to 6 times per day. The third phase would increase the service level to 10 times per day which would provide service every hour during the day.

Regional Transit and other rail enthusiasts are looking into providing a Light Rail connection with the Amtrak trains at perhaps the Marconi Station. A multi-level garage may also be a part of the plan.

In addition, plans are being formulated to increase round trips on the Amtrak line from Los Angeles and Santa Barbara to San Diego from 4 round trips to 8 round trips per day. Other Amtrak routes would include trips from San Bernardino to Los Angeles, and from Orange County to Los Angeles.

The Sustained Superior Accomplishment Awards nomination period runs 12/1/91 to 1/17/92. For more information contact Beth Townsend at 324-6462 or ATSS 454-6462.

(cont. from page 13)

service, identify problem areas, and facilitate teams to analyze and seek solutions to these problems.

WHERE:

The Project is currently underway in four offices (Risk and Insurance Management, Real Estate and Design Services, Local Assistance, and Records Management); seven other offices have expressed interest but have yet to begin. Other offices will become involved as they express interest.

WHEN:

New Century began in late 1990 in several DGS offices. Once underway, the New Century process of continuous improvement of product and service continues and eventually becomes standard office practice.

DGS' NEWEST HERO!

On May 23, 1991, during the mid-afternoon hours, a strong-arm robbery occurred outside a restaurant on J Street in Sacramento. The suspect pushed an elderly man to the ground, stole his wallet, and fled the scene on foot.

Debra Hutchason, Account Clerk II with the Office of Fiscal Services, and her son were walking up to the restaurant when she observed the suspect approaching the victim in a suspicious manner. Ms. Hutchason attempted to stop the suspect from robbing the victim by asking him what he was doing. When that did not work, Ms. Hutchason ran into the restaurant and alerted the people inside that someone was being robbed. Several citizens ran in pursuit of the suspect. The suspect was caught as a result of Ms. Hutchason's quick actions.

Ms. Hutchason was commended for her keen observation, quick action and willingness to get involved at the risk of personal safety. The Sacramento Police Department honored her with a Certificate of Commendation, signed by the Chief of Police, for her courageous and heroic actions. We at the Department of General Services applaud your actions too Debra!!

IN MEMORIAM

CHARLES L. CLARK

Charles L. Clark passed away unexpectedly on September 29, 1991 following heart by-pass surgery. Chuck came to work for the Department in 1973. He worked in various units and reached a personal pinnacle in his career as part of the team who completed the planning of the Van Nuys Office Building in the mid-1980's. Chuck was instrumental in some of the key decisions concerning the Ronald Reagan State Office Building in its infancy. Chuck leaves behind a large family, including his wife, Joan and their 4 children and 4 grandchildren. He is sadly missed by his family, friends, and many co-workers, and is remembered for his warmth and zany sense of humor.

MARY MORENO

Mary Moreno, a Janitor with the Region III unit of the Office of Buildings and Grounds was killed June 30, 1991 in a car accident. Mary is survived by her husband Henry, her children Sherrie, Pam, Roxanne, Sandy, Jennifer, John, Henry, Francine, Janine, and 18 grandchildren. Mary had been with the Office of Buildings and Grounds since January 12, 1987. She was a member of the Penryn Fire Department Auxiliary. Mary was well liked and is missed by many.

In the September issue of OUTLOOK, an article regarding the Equal Employment Opportunity News was in error. We welcomed Nancy Galindo as the new EEO Officer and Women's Program Officer; however, Lisa Brown is the EEO Officer and Nancy is the Women's Program Officer. Our apologies to Lisa and Nancy for the mistake!

NEW SPORT AT THE OFFICE OF LOCAL ASSISTANCE

The phrase "Handcar Racing" is very popular at the Office of Local Assistance (OLA). The National Handcar Races, hosted by the California State Railroad Museum, are held in the third week in September along Front Street in Old Sacramento. At this years event, featuring 105 teams and 11 Divisions, two employees at OLA qualified in the finals and were awarded medals. Derek Yagi of the team "Kuel Heat" qualified first place in the Open Middle Weight Division and was awarded the gold medal. Derek works in the OLA mailroom as an Office Assistant II and has been involved in handcar racing for five years.

Leo Usmial of the team "Stylens Railers" qualified for third place in the Open Novice Middle Weight Division and was awarded the bronze medal. This was Leo's first year in the handcar races and he quotes "he is hooked and will be back next year." Leo is a Field Representative for Santa Cruz County.

For those of you who are unfamiliar with this sport, Handcar Racing involves strength, endurance and technique. The course is 300 meters long and includes a team of five, one pusher and four pumpers. At the sound of the starter's gun, the pumpers work the bar, while the pusher gives one mighty shove before falling onto a pad. An electric eye at the starting line activates a timer when the handcar passes through a beam of light. Another electric eye at the finish line will stop the timer. This electronic timer records time down to 1/1,000 of a second and prints out the time. However, the electronic timer is not the official record of the time. Each race has an official timer and his/her time is official record. The average speed of a handcar is between 20-27 mph. Anybody who enjoys fun, excitement and competition is encouraged to participate. Hopefully this article will inspire others to organize a team and enter next year's races.

FEEDBACK

Suzanne M. Crowder, Telecommunications Division, wrote to Jerry Webster, Office of Management Technology and Planning: **BRIAN MOONEY** is to be commended for his excellent support and participation in assisting our Unit in producing a CALDEX Supplemental Phone Directory. The Telecommunications Division would not have been able to produce this expeditious second version of the Directory without Brian's assistance and dedication toward his work.

• • •

Karl S. Engeman, Office of Administrative Hearings, wrote to Gene Pieracci, Office of Fiscal Services: I wish to compliment **MARY ANN DEWITT** for her presentation on the budget process. She gave a broad overview of a complicated process that was clear and understandable. She has been extremely helpful to me with some very difficult budgetary problems. My staff and I appreciate all her help and guidance in the budget arena. Mary Ann is a valuable asset to your staff.

• • •

Patrick Johnston, Senate, California Legislature, wrote to **GARY ALEXANDER,** Office of Buildings and Grounds: Thanks to you and your staff, my refurbished office looks terrific! I appreciate all the time and effort that you and your crew put into making the remodeling job go forward so efficiently. Special thanks to: **DAVE DIETZ, GERALD WATSON** and **ART JAMIE.** Finally, my appreciation to you for working so cooperatively with my staff by being available to answer their questions and do the follow up work that enabled this project to be completed in a short period of time. Please share my thanks for a job well done.

• • •

Audrey Mayer, C. H. D. P.. wrote to **MARIANNE PEACOCK** and **EDDIE RUSSELL,** Office of Fleet Administration: Please accept my thanks for the effort and honesty involved in the return of my waist pack and wallet. Pleasant surprises like that restore my faith in humanity and my pride in being a state employee. That's quality service!

• • •

Fred A. Slimp II, Agricultural Labor Relations Board, wrote to **RON LEWIS,** Office of Support Services: The Executive Secretary and his legal typing staff would like to express their appreciation to the Office Building #1 Mail Room staff for their extraordinary help. Because of their assistance, we were able to get a court record in the mail in a very tight frame. If it had not been for their help we would not have been able to meet the mailing deadline.

• • •

Judy A. Hehl, Southwest Plastic Binding Company, wrote to **GLORIA JOACHIM,** Office of Procurement: I wanted to thank you so much for your extraordinary help and patience with me in my search through the "government maze". Because of your fine service, I am able to do business with the State of California. So this is one of those proverbial "win-win" situations.

• • •

Gerald Fernandez, Department of Motor Vehicles, wrote to Patsy Cromar, Office of Buildings and Grounds: This memo is to let you know about the wonderful job **BARBARA GREY** does at that facility. Barbara does an excellent job in all phases of her work. She is thorough in completing her work and makes good use of her time without close supervision.

• • •

Helen Gersbach, Department of Transportation, wrote to the Direct Construction Unit of the Office of the State Architect: We are very happy and fortunate to have **JOHN PALECEK** directing our projects. He and **FRANK WARD** have been very cooperative and attentive to our needs. The projects completed were performed in a professional workmanlike manner and the end result has been quality work. We are confident that future projects are all going to be completed to our expectations and satisfaction.

• • •

Roland Skumawitz, Romoland School District, wrote to **BRUCE HANCOCK,** Office of Local Assistance: In his letter, he praised Mr. Hancock for his commitment and sensitivity when working with their school district to resolve an immediate housing problem. He indicated that "with all the comments heard about the insensitivity and inflexibility of bureaucrats, it was a good feeling to know there are times when the bureaucracy listens and responds."

• • •

Kevin Schunke, Office of Procurement, wrote to Judi Heard, Office of Administrative Services: Many thanks to you and your staff for giving me the opportunity to participate in the Civil Service Exam process. I especially want to express my appreciation to **NORMA MEDINA,** who was the exam analyst, and **PATTI FOX,** who acted in Norma's stead during her absence.

• • •

Don Edmun, Department of Rehabilitation, wrote to George Silva, Office of Procurement: This memo is to commend your staff at the Transit Storage Warehouse in Anaheim for their help in organizing our equipment in storage. **AL RIOS** and **RENEE WADE** were more than just helpful, they went above and beyond their normal jobs. I would like to take a minute to thank you and them for the great job they did and the cooperation they extended. It's nice to know that there are still employees that are willing to do the best job they can do and take pride in their work.

• • •

Jim Parks, SMUD, wrote to **DEAN CALLENDAR** and **JACK LOFTIN,** Office of Local Assistance: Mr. Parks thanked them for taking time to help him develop SMUD's new construction rebate program.

• • •

Sheri Railey, Employment Development Department, wrote to **MEL GILLIARD,** Office of Buildings and Grounds: On behalf of the San Diego/Imperial Area Administrator and myself, I want to express a very sincere thank you for exceptional service and quality work we have received during the opening of our new office. All work was done well, on time, and with a smile! All your staff have been equally helpful. They have done more than I could have every expected to help us carry boxes, move furniture, clean floors; the list goes on. And, again, with a smile. We couldn't have had better customer service.

• • •

Adele Lagomarsino, Department of Conservation, wrote to **STAFF AT MASS MAIL,** Office of Support Services: Just a note of thanks for all your consideration and assistance in my dealings with the unit. I appreciate all your efforts in complying with all of our requests. The staff has always been most courteous and helpful. Again, many thanks.

• • •

Gloria Harmon, State Personnel Board, wrote to John Lockwood, Director: I want to personally extend my thanks to you and staff of the Office of Management Technology and Planning who co-sponsored the Downsizing Outplacement Conference. You recognized the problems that State employees were facing and responded immediately and with a generosity that I found to be unprecedented in my tenure in State civil service. We were able to work together to put on a conference that was both informative and uplifting to the departments who are facing the problems of budget cuts and staff reductions. I could not have asked for a more creative or supportive group of co-sponsors.

• • •

Steven Larson, County of Tulare, wrote to Pat Campbell, Office of the State Architect: I would particulary like to recognize the special efforts of **DAN LEVERNIER and JIM HACKETT,** who consistently went that extra mile to work with our consultant and to help expedite the Woodlake Fire Station Project. It is a pleasure to deal with true professionals when we so often seem to run up against an endless stream of bureaucratic roadblocks.

• • •

Susan Clifford, City of Sacramento, wrote to **JOEL WILLIS,** Office of Fleet Administration: Thank you for taking time away from your regular duties to serve as a panelist for the Senior Parking Lot Attendant. City departments will have an opportunity to appoint qualified individuals because of the professional consideration you extended to each candidate. It was a pleasure to work with you.

• • •

Paul Chappell, Multisoft Corporation, wrote to John Babich, Office of Procurement: The purpose of this letter is to bring to your attention the professional assistance I received from Mr. **MARTIN SEVENSON** during a recent sales "experience" with the State of California. Throughout the entire procurement process, Martin was very easy to work with and was both understanding and helpful. He was able to keep a sense of humor at all times and helped me to keep things in perspective as I struggled with my first sale to the State. Martin is a real credit your department and to the State of California.

25 YEARS OF SERVICE

DON R. BAKER
OFFICE OF STATE PRINTING

MARILEE S. COURTRIGHT
OFFICE OF BUILDINGS AND GROUNDS

DANIEL P. HEALY
CALIFORNIA STATE POLICE

AUBREY N. HOLLOWAY
CALIFORNIA STATE POLICE

DONALD L. JONES
OFFICE OF REAL ESTATE AND DESIGN SERVICES

LONNIE L. KING
OFFICE OF BUILDINGS AND GROUNDS

JOHN R. LEAL
OFFICE OF BUILDINGS AND GROUNDS

GERALD W. LEFFINGWELL
CALIFORNIA STATE POLICE

BRIAN MOONEY
MANAGEMENT TECHNOLOGY AND PLANNING

RONALD S. OKIMURA
OFFICE OF REAL ESTATE AND DESIGN SERVICES

MAROLYN K. OLVER
OFFICE OF FISCAL SERVICES

MICHAEL D. RASMUSSEN
OFFICE OF THE STATE ARCHITECT

DONNA M. RITCHIE
MANAGEMENT TECHNOLOGY AND PLANNING

SHARYN D. SLIVKOV
OFFICE OF TELECOMMUNICATIONS

FRED SWEAT, JR.
OFFICE OF BUILDINGS AND GROUNDS

ERNEST J. VICTORINE
CALIFORNIA STATE POLICE

JOE D. WHITE
OFFICE OF THE STATE ARCHITECT

CALVIN L. WILLIAMS
OFFICE OF BUILDINGS AND GROUNDS

WILLIAM YUEN
OFFICE OF BUILDINGS AND GROUNDS

Stim Suzuki, Mary and Larry Gaines

LARRY GAINES

On September 23, 1991, there was a special ceremony held to commemorate the 25th anniversary of Larry Gaines' employment with the Department of General Services Reprographics. Larry became a state employee in May 1966 as a Machine Operator I and moved to Printing Trades Supervisor I in October 1975. Larry and his unit were the first in Northern California to receive and use the new Multi Graphics. During his 25 years of state service Larry has received both the Sustained Superior Performance Award and Employee of the Year Award. When asked how much longer we can expect to have the privilege of working with him, Larry stated, "Another 8 years if the Lottery doesn't smile on me sooner."

Marolyn Olver receives her 25-year award from Gene Pieracci.

RETIREMENTS

ALAN JEFFERY
OFFICE OF PROCUREMENT

THOMAS MCCAULEY
OFFICE OF PROCUREMENT

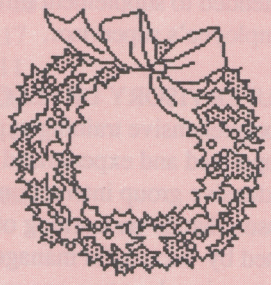
PHILLIP SCRIVER
OFFICE OF TELECOMMUNICATIONS

KAZUKO TANAKA
OFFICE OF PROCUREMENT

GASPER TASSIELLI
OFFICE OF TELECOMMUNICATIONS

PATRICIA WILLIAMS
OFFICE OF TELECOMMUNICATIONS

OPEN HOUSE



DEPARTMENT OF GENERAL SERVICES
PERSONNEL TRANSACTIONS

1325 J STREET, SUITE 1714

DECEMBER 12TH
1:00 - 4:00

ALL EMPLOYEES WELCOME

For a Happy New Year ...

Take 12 fine, full-grown months; see that these are thoroughly free from all old memories of bitterness, rancor, hate and jealousy.

Cleanse from them completely every clinging bit of spite; pick off all specks of pettiness.

Cut 11 of these months into 30 or 31 equal parts. (Feb. leaps with 29 next year.) Do not attempt to make up the whole batch at one time, but prepare one day at a time, as follows:

- Into each day put equal parts of faith, patience, courage, work, hope, fidelity, liberality, kindness, rest, common sense, and meditation.
- Add about a teaspoonful of good spirits, a dash of fun, a pinch of folly, a sprinkling of play, and a heaping cupful of good humor.
- Pour love into the whole and mix with vim.
- Serve with quietness, unselfishness, and cheerfulness.

DEPARTMENT OF GENERAL SERVICES -- COURSE SUMMARIES

AFFIRMATIVE ACTION: This 1-day workshop covers the information and skills necessary to incorporate Affirmative Action policies into day-to-day activities.

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 8-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 oral interviews). Group participation and personal involvement is emphasized with individual feedback through video-taped recordings, group critique and individual counseling.

COMPLETED STAFF WORK: This 1-day workshop teaches how to present 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 the year 2001 is what this 2-day video/discussion course is all about - sanely safely and whole. Past, present, and future meet; your job and career are the focus as 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 (IIE): 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 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.

*MANAGING COMMUNICATION THROUGH ASSERTION: This 2-day workshop focuses 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 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 1 1/2-day workshop that teaches a clear systematic method for preparing management briefings. This is NOT a course in public speaking. It 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 the rights, responsibilities and benefits of state employment, the mission and activities of the Department, training, upward mobility, employee relations, and much more. The class is intended to supplement information provided on-site by the employee's supervisor.

SUPERVISORY DEVELOPMENT PROGRAM (SDP): A comprehensive training experience designed both for newly appointed and experienced supervisors. It includes extensive group interaction and a minimum of lecture to assure 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 three months apart.

*SUPERVISORS FORUM: Participants in this unique 2-day advanced supervisory course will 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.

TIME MANAGEMENT: A 1-day workshop covering 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.

DGS TRAINING SCHEDULE, OCTOBER 1991-MARCH 1992

Affirmative Action (8:00 a.m. - 4:00 p.m. each day)
Section 8: Nov. 19
Section 9: Dec. 5

Career Goals, A Skills Analysis (8:00 a.m. - 4:00 p.m.)
Section 3: Oct. 17 (cancelled)
Section 4: Nov. 18
Section 5: Dec. 6
Section 6: Jan. 13

Civil Service Exam Workshop
(20 hours: Mon 8-12; Tu 8-4:30; W & Th 8-12)
Section 3: Nov. 12-13-14-15

Completed Staff Work (8:00 a.m. - 4:30 p.m.)
To be announced - see below*

Developing Your Leadership Skills
(Days 1 & 2, 8:00 a.m. - 4:00 p.m.)
(Day 3, 8:00 a.m. - 3:00 p.m.)
Section 2: Nov. 18-19-20 (Los Angeles)

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

Investment in Excellence (8:00 a.m. - 4:30 p.m. each day)
Section 4: Oct. 22-23-24 & Nov. 22
Section 5: Nov. 19-20-21 & Dec. 20
Section 6: Dec. 17-18-19 & Jan. 17
Section 7: Jan. 14-15-16 & Feb. 11
Section 8: Jan. 27-28-29 & Feb. 20
Section 9: Feb. 25-26-27 & Mar. 19

Investment in Excellence Refresher
(1 day, 8:00 a.m. - 4:30 p.m.)
Section 2: Nov. 15

Investment in Excellence - Training for Facilitators
(8:00 a.m. - 4:30 p.m. each day)
To be announced - see below*

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 2: Oct. 17 & 18

Managing & Surviving Organization Stress
(8:00 a.m. - 4:00 p.m. each day)
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 5: Nov. 5 (a.m.)
Section 6: Dec. 5 (a.m.)

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

Supervisory Development Program (SDP)
(Note: Completion of Week A is a prerequisite of Week B)
(8:00 a.m. - 4:00 p.m. each day)
Section 1:(Week B): Jan 6-7-8-9-10
Section 2: (Week A) Oct. 28-29-30-31 & Nov. 1
(Week B): Feb. 3-4-5-6-7
Section 3: (Week A) Dec. 9-10-11-12-13
(Week B): Mar. 2-3-4-5-6

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

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.

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