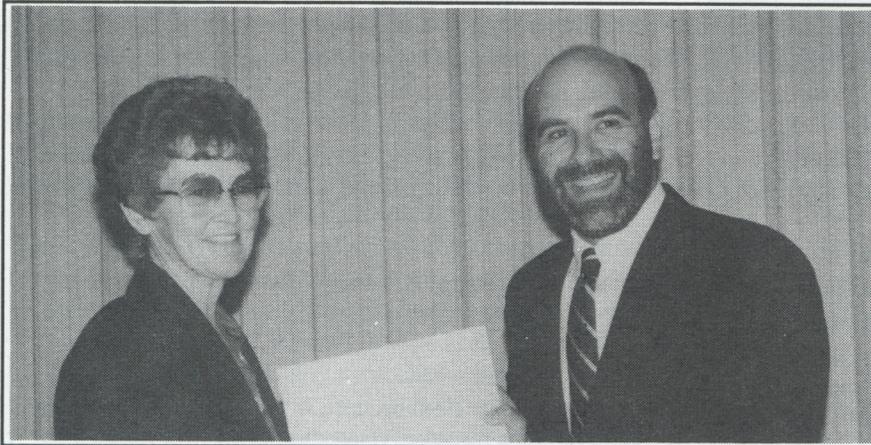


Governor's Employee Safety Awards



Geri Morris, Office of Local Assistance, accepts her award from Larry Goldzband, Deputy Cabinet Secretary

On Friday, July 10, 1992, 88 state employees from 25 different departments were honored at the Sacramento Community Center for their individual contributions to safety in the workplace. The Office of Risk and Insurance Management coordinated this event which recognized the collective achievements of individuals and agencies in reducing the number of vehicular accidents.

In attendance for the Governor was Larry Goldzband, Deputy Cabinet Secretary who awarded the certificates of commendation to the recipients for outstanding efforts to promote safety in the workplace. These individuals demonstrated outstanding involvement in and the improvement of safety programs. This year's accomplishments were in areas such as care for the disabled, chemical and hazardous substances handling, education, accident prevention, emergency preparedness, fire prevention, highway maintenance, law enforcement, and motor vehicle operation.

Three departmental awards for the most improved record in safe driving were presented to the Departments of Water Resources, Alcohol and Drug Programs, and the Office of Statewide Health Planning and Development. Five plaques for reducing costs of work related injuries were presented to the Departments of Justice, Food and Agriculture, Personnel Administration, the State Lands Commission and the Santa Monica Mountains Conservancy. Special recognition was given for six employees whose actions resulted in saving a life. Two Department of General Services employees were honored at the ceremony:

Geri Morris, Office Assistant, Office of Local Assistance

Geri was credited with the recent reorganization and clean up of files, plans, and various documents utilized by the Office of Local Assistance. Geri's innovative approach to reorganizing and maintaining the file room allowed reduced accidents involving file room staff from two in 1990 to zero in 1991. Under her direction, the

(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

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Director's Message



John Lockwood

One of the smallest and most unusual offices in the Department is the Office of Energy Assessments (OEA). In these times of tight General Fund budgets, this office is actually putting money back in the General Fund.

The OEA is in business to save our state agency clients money and reduce their energy use. Their principle means of doing this is through the development of energy project such as lighting system efficiency improvements, cogeneration power plants, and improvements to heating and cooling systems in buildings.

Funding for these projects comes from "Energy Efficiency Revenue Bonds" which are issued by the Public Works Board, and then loaned to the various state agencies. The payments on the loans are smaller than the energy savings produced by the projects, thus the client enjoys immediate savings. In the fiscal year which just ended,

I and my fellow Public Works Board members approved over \$31 million in project brought to us by OEA. These projects will save clients nearly three dollars for every dollar of capital cost above and beyond the repayment of the loan. Not bad for an office with only 18 positions.

In July, the Public Works Board approved an \$8 million funding package for lighting efficiency improvements at building operated by the Office of Buildings and Grounds in the Sacramento area which included almost \$3 million in cash rebates from SMUD.

This program was given the Council of State Governments' Innovations Award in 1990 because it "dealt with a significant problem in an effective and innovative manner and that it has the potential to be transferred to other states."

The OEA is also operating an innovative natural gas purchasing program. Much like the opportunities available after the breakup of ATT for telephone services, Department of General Services gas clients can now buy discounted gas services from non-utility companies. Operated in conjunction with the Office of Procurement, this program buys gas on the open market at discounted prices and arranges the contracts with various pipeline companies to get the gas to the clients. Total natural gas savings in the past year were nearly \$2 million.

Affirmative action hiring is another of OEA's outstanding achievements. The Office has been at or above labor force parity for Hispanics, Women, Asians, and Blacks since its inception in 1980. Their success at meeting their affirmative action goals is attributed to recruitment planning efforts and resources, including the development of an unusual Student Assistant Program. The Student Assistant Program hires students through a contract with the Community College Foundation, and they work for the office on a long-term basis. This allows them to work in a para-professional capacity—good for the office, good for their careers.

The OEA is an example of an entrepreneurial program that will hopefully become more typical in the future. Since no agency is required by statute or administrative order to come to OEA for services, they are necessarily more responsive to clients' needs and wishes.

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staff functioned safely and efficiently performing plan and specification filing, purging and updating.

Darlene J. Newman, Associate Business Equipment Analyst, Office of Support Services

(Unavailable for photo)

Darlene has been a major contributor to safety in her Office and for the Department in 1991. She served 6 months on the Departmental subcommittee developing the Department's Injury and Illness Prevention Plan (IIPP). On her own, she developed and published a booklet containing Codes of Safe

Practices. She also chairs a newly developed office safety committee with a representative from each unit. The purpose of this committee is to provide a communication network between all employees for continued awareness of safe practices and safe environmental issues, emergency preparedness, and the continued development of the IIPP. Darlene's latest contribution to safety is the monthly "Friendly Safety Reminder", a newsletter with safety tips for Support Services staff. On her own initiative and time, Darlene continues to produce safety material and services which is above and beyond her normal duties.

Be A Strong Supporter

Shirley Oglethorpe, a Manager with the Office of Procurement, will be serving as the Department of General Services chairperson for the 1992 United California State Employees Campaign (UCSEC). Charitable organizations need your help now more than ever. You know more than most people what a devastating effect budget cuts and layoffs have on a family and the community. Many of the charitable organizations in the community are hit twice as hard. When you give to the UCSEC, you're helping others and you're helping yourself. Whether it is disaster assistance, guidance for our youth, or cancer research, UCSEC agencies are here to help all of us. Did you know:

- 100,000 people per month are currently seeking emergency groceries from the Sacramento Food Bank.
- There are over 60,000 waiting children in the United States and only two out of ten will find a family.
- Each month, Women Escaping A Violent Environment receives over 985 crisis calls. Of the requests for shelter by battered women, 150 must be turned away.
- Approximately 10,000 young people aged 16-24 are killed each year nationally in alcohol-related accidents of all kinds.
- One out of every two persons over age 65 can expect to spend some time in a nursing home.

By law, each state employee is allowed the opportunity to make a charitable gift through payroll deduction once a year. The UCSEC represents the effort to bring those choices to you. Whether you choose to give generally or designate an organization to receive your gift, more than one in three people will receive service supported by UCSEC. Here are some of the ways your individual gift can help:

- \$2 a month feeds one person for a week.
- \$3 a month enrolls one low-income youth in Scouting.
- \$6 a month provides a child's day care for two weeks.
- \$10 a month enrolls three teenage mothers in a teen parenting class.
- \$26 a month pays for six nights shelter for a battered woman.
- \$50 a month sends a developmentally disabled child to camp.

Recipient agencies are depending on our strong support this year. The UCSEC is a unique opportunity for you to personally donate to the non-profit agency of your choice.

A Historic Achievement



Left to right: BOMA Members James Nicholson, Secretary/Treasurer; Rosamond Bolden, Secretary/Treasurer Elect (top); Stephen Hokanson, President; and Thomas McChesney, Vice President

Rosamond Bolden, Chief of the Office of Buildings and Grounds, has added another significant and historic accomplishment to her growing list of professional achievements. In June of this year at the 85th Annual Building Owners and Managers Association (BOMA) International Convention in Seattle, Washington, she was elected as BOMA International's Secretary/Treasurer.

As Secretary/Treasurer, Rosamond will be responsible for assisting the President in governing BOMA International while having specific responsibilities for fiscal oversight of the Association's financial affairs, and for serving as Ex-Officio Secretary of the Board of Governors and the Board of Directors.

Founded in 1907, BOMA International is a dynamic international federation of 100 local associations. BOMA's members are top property owners, managers, developers, leasing agents and facility managers across North America and abroad that manage over 5 billion square feet of commercial properties and facilities in North America. One of BOMA's primary functions is to keep its members informed of the latest issues and new developments affecting the commercial real estate industry.

This accomplishment is not only significant, but is historic in that Rosamond is the first female officer in the 85 year history of BOMA International! She has served the State of California with distinction and dedication for over 25 years and has headed the Office of Buildings and Grounds since 1977. Throughout her career, Rosamond has been active in professional and community activities.

The Department extends their congratulations to Rosamond for this tremendous and significant historic achievement and honor!

Sustained Superior Accomplishment Award Finalists



**Robert Barton, Assistant Information Systems Analyst
Office of Buildings and Grounds**

Upon accepting a temporary assignment in the computer automation in the Office of Buildings and Grounds, Robert Barton has worked tirelessly and trained himself on his own time to ensure that the computerized preventive maintenance project was a success. He came into a completely new program with no preset requirements and a vision of what this program could be and mean to the Office of Buildings and Grounds, and established a viable, effective system which continues to provide management with new information to go beyond maintenance and has introduced office automation in other aspects of the Office. One such project eliminated the practice of using highly paid trades personnel to perform routine data entry work.



**Anne Cavanagh, Staff Space Planner
Office of Real Estate and Design Services**

Anne Cavanagh traveled to San Francisco and Oakland the day after the Loma Prieta Earthquake to assess damage to state buildings and to begin the relocation process for the displaced agencies. She worked nights and weekends developing lease exhibit plans and specifications so that these agencies could be up and operating as soon as possible. As many of these leases were temporary, the following year she replanned and relocated these same agencies into their permanent quarters. In addition to her daily work, Anne volunteers her time as a trainer for the Client Orientation classes and planner training classes. She is also a mentor for new planners and helps train them.



**Renee' de la Rosa, Telecommunications Systems Analyst I
Office of Telecommunications**

Renee' de la Rosa has been recognized for developing the Emergency Telephone Tracking System in the Office of Telecommunications and continues to make herself available whenever budget adjustments are necessary, even when it has meant giving up her own personal needs. In 1991 the Office decided to begin development of a comprehensive set of written procedures. Renee' was the first to volunteer to study the information mapping technique of procedure writing and to join a team committed to development of written procedures. Her product is always neat, well organized, complete, and correct.



Sherry L. Harm, Junior Small Business Officer, Office of Small and Minority Business

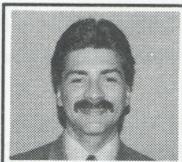
Sherry Harm has demonstrated an outstanding ability to handle sensitive issues with diplomacy and tact. Sherry has been instrumental in the development of a new system for processing certification files. She has provided guidance with the development of a new automated telephone answering system titled, "Teletask" and was instrumental in bringing the

system on line in a relatively short time. In addition, Sherry has been able to expertly learn the certification process and apply the appropriate rules and regulations in her certification reviews. She has demonstrated a high degree of enthusiasm for work and exemplary work attitude especially in periods of peak workload.



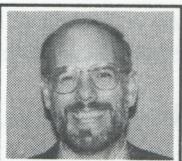
**Marlene Henson, Staff Services Analyst
Office of the State Architect**

In her capacity as a Personnel Liaison from 1990 to 1991, Marlene Henson analyzed office personnel needs including various alternatives for placement, coordinated the approval of difficult transactions, and brought questionable items to the Chief's attention for corrective action as needed. Marlene also served as a member of the Departmental Personnel Automation Committee. She independently worked with Office Chiefs and their key staff, Departmental Personnel, and Budget staff. The feedback provided by these broad contacts has always been extremely positive and complimentary of Marlene's performance. She has also served as back-up to the unit manager during periods of absence. She produces a substantial amount of priority and sensitive work with little or no direction or supervision.



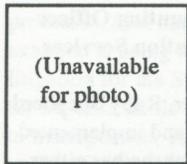
**Mark Hernandez, Programmer II
Office of Information Services**

A visible Departmental success achieved by Mark Hernandez is the development and implementation of the automated Personnel Leave Balance System. Currently, all but four DGS Offices have the system operationally installed and use automated monthly reporting or are in the process of reconciling staff leave balances. With the implementation of this system, Mark has taken independent initiative to establish a User Group to consider departmental direction, enhancements, and problem resolutions for the system. Mark has also taken independent initiative to volunteer and participate in special office projects aimed at improving their operations and client services. Mark's superior accomplishments are continuously at a level normally shown by staff in Associate and Staff classes.



Richard E. Hill, Associate Management Analyst, Executive Office

Richard Hill was primarily responsible for the implementation of the State's charge card program. After receiving approval from the Director, he proceeded to write a Request for Proposal, manage the contract process, and successfully award a contract. Potential savings to the State are approximately \$2-4 million annually. Richard has also successfully developed a Departmental Handbook for business recovery. Richard was assigned sole responsibility for writing the guidebook and making presentations to deputy director level members of a business recovery committee, lead discussions, and secure their approval for the final product. He is very reliable, hard working and able to handle complex issues with diplomacy and skill.



**Jimmie D. Hodson, Sergeant
California State Police**

While involved in a substantial share of the Inland Valley Command's activities, Jimmie Hodson took on the additional duties of

teaching Report Writing at the State Police Advanced Officers Course. He has also been the driving force behind the concept of a State Police underwater crime scene investigation team. Sergeant Hodson formulated the idea and developed the concept. He not only took on the request for a complete, comprehensive and in-depth security survey of the Water Project, but also found the time to develop a format to be used by the field office supervisors reducing the time needed to complete the survey, resulting in a better finished product.



Marsha Jelich, Associate Personnel Analyst, Office of Administrative Services

Marsha Jelich has consistently exerted a personal effort on her assignments over and above the normal expectation for her classification.

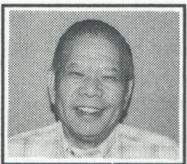
An example of her continuing exceptional performance occurred when she successfully prepared and presented a package to establish a new classification of Assistant Purchasing Manager for the Procurement Division. This was extremely difficult to negotiate with the Department of Personnel Administration (DPA) due to it being a high level one position class, which the DPA is very reluctant to establish. Even with the large volume of requests coming in, she always goes out of her way to assist her clients by coming up with innovative ways of accomplishing their specific needs.



Virgilio A. Landas, Building Maintenance Worker, Office of Buildings and Grounds

When the Locksmith is on vacation or out due to illness, Virgilio Landas takes on his tasks willingly. Virgilio also assumed the role of an

Electrician I who had to have surgery. In this position, he researched, planned and installed a new emergency lighting system and an exit lighting system in the state building on Golden Gate Avenue in San Francisco. During this time, he also had the task of rewiring the Governor's Office suite, as well as facilitate the arrival of the Department of Industrial Relations to the building. He is courteous to his peers and supervisors and is respected by his co-workers as knowledgeable and hard working.



**Yeo Lim, Stock Clerk
Office of the State Architect**

Yeo Lim is in charge of the mailroom operations for the Office of the State Architect. He is responsible for the distribution, mailing,

and maintenance of hundreds of plans and specifications. His expertise in the plans and specifications area and his knowledge of the Office of the State Architect after 29 years of service has enabled him to meet the deadlines, saving the State additional time and money. His performance is remarkable considering the heavy workload and minimum staff support he has available.



**Carolyn D. Magnuson, Administrative Law Judge II (Specialist)
Office of Administrative Hearings**

In addition to the monthly case management reports which she compiles, Judge Carolyn Magnuson also prepares computer generated

calendars for the Los Angeles and San Diego Offices, as well as personal calendars for each of the judges. The case management program has been enormously successful, saving in excess of 1,000 trial days for Southern California Offices for 1991. On a daily basis, Judge Magnuson acts as Assistant to the Presiding Judge in Los Angeles, handling with skill and dispatch all of the administrative duties required. She accomplishes all of this while still handling cases as a trial judge.



**Franc Martinez, Associate Telecommunications Engineer
Office of Telecommunications**

Through the direction of Franc Martinez, the radio traffic for California Highway Patrol's

Golden Gate Communications Center, was planned, coordinated and installed. Franc worked many hours of overtime, and his personal time, to see that this project proceeded within the given time constraints. Through his efforts, many problems were solved as they were brought to his attention and the system would not have worked as well as it does if not for his involvement. He also handled the reconfiguration of the Public Safety Telephone System. His planning, commitment and overtime efforts allowed this transfer to take place in a timely, smooth and orderly fashion. Franc also oversaw the extension of the Microwave Alarm System to the 24-hour Network Management Control Center. His knowledge of the systems' details and ability to solve the problems that came up was critical to putting this extension on line.



**Lloyd McKean, Janitor
Office of Buildings and Grounds**

Lloyd McKean is one of a kind - dedicated, dependable, hard working, self motivated, sincere and caring, always smiles and never says

an unkind word. He has a positive attitude and goes beyond the call of duty to satisfy his clients on his route and the rest of the building as well. He took on additional workload due to vacant positions and even with this additional work, he still received commendations for his work. He is well respected by the clients and his co-workers.



**Kathy Mehler, Mailing Machines Operator II
Office of Support Services**

In addition to her excellent performance as a Mailing Machines Operator II, Kathy Mehler also functions as the Lead Operator in the Unit

and serves as Supervisor in her absence. She also functions as one of two Office of Support Services representatives on the Postal Customer Council, and as the United Parcel Service liaison for the downtown units of the Mail and Messenger Program. Kathy performs end-of-the-month reports of the Procurement Unit in the Office for a vacant Office Technician position. She is the most productive operator in daily operation in addition to the other duties that have been assigned to her.



**Doris M. Morelli, Office Technician
California State Police**

Because of Doris Morelli's initiative and conscientiousness she has developed and implemented numerous office procedures.

Recently the Command's clerical staff was decimated due to the probationary termination of an Office Assistant and the absence and subsequent resignation of the Command's lead clerical Office Technician. For six months, Doris performed yeoman duties, and at times was assuming the duties of three positions. Without Doris' loyal, dedicated service to the State Police, the administrative and clerical activities in the Office and Command would have virtually ceased.



**Sandra Proctor, School Facilities Program
Analyst II, Office of Local Assistance**

As the lead analyst in the Emergency Portable Classroom Program, Sandra Proctor has performed at a superior level. Assisting her supervisor in providing leadership and training,

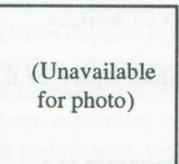
she has instilled much needed stability and credibility to a unit which had experienced an unusually high rate of personnel turnover prior to her appointment. Her extra effort to train each of the Emergency Portable Program analysts on a one-to-one basis and to lead each by her intimate knowledge of program requirements has helped to put together a unit well prepared to serve school districts in need of portable classrooms.



**Judith Putman, Associate Planner
Office of Project Development and
Management**

Judith Putman's contributions to the Department start with the timely completion of facilities planning studies for the Department of

Transportation. She spent nights and weekends working on a final draft in order to meet the deadline for the Headquarters Project. Judy also demonstrated a high level of commitment with respect to the completion of the District 8 facilities plan. Again she was faced with a strict project deadline and had to complete other assigned tasks such as the Employee Childcare Plan which also had a mandated completion date. Judy has definitely built a reputation as a provider of quality service.



(Unavailable for photo)

**Mary Salontai, Associate Governmental
Program Analyst
Office of Procurement**

During the past two years, Mary Salontai has been responsible for bringing state agencies on-line to the Purchasing Information Network (PIN) and providing the necessary training for them to interface electronically. Mary also spearheaded the complete reorganization of the commodity file in the Office of Procurement. Through her persistence, she was able to elicit all units within the Office to work with her in reorganizing and redefining all commodities to assure that they were arranged in the most logical group, class and sub class so that the information from PIN was consistent and accurate. Finally, on her own time, Mary has learned enough about the operation of the office hardware that she is able to perform some system administration duties when others are not available.



**Ruby Shepherd, Senior Accounting Officer
(Specialist), Office of Information Services**

As a Senior Accounting Officer, Ruby Shepherd has continually recommended and implemented microcomputer applications that she has either augmented or written herself. The networking of

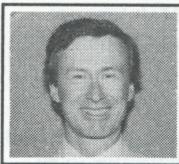
the Cash Receipts Register application allows multiple users to access and input information. Previously done on outdated bookkeeping machines, the new system has larger reporting capabilities and on-line access for doing research. This is one of many programs Ruby has implemented. She was not hired or trained as a programmer, but was able to complete her normal duties and spend time learning to program. She is constantly thinking of ways to streamline processes with microcomputers even when the time savings and benefits do not relate directly to her job.



**Yukie Smith, Janitor
Office of Buildings and Grounds**

Yukie Smith continually produces an extremely high quality and quantity of work, proving herself to be an exceptional employee. Through Yukie's hard work, dedication and punctuality,

work such as high cleaning, stairway cleaning and low dusting, which are normally done periodically are performed daily or as often as needed to provide a safe, clean, neat and healthy environment. Yukie is also outstanding in the way that she takes action without having to be told. She makes work improvements and is able to identify and correct errors. Yukie always treats others with respect and courtesy, thereby inspiring their respect and confidence.



**R. Andrew Sorgatz, Senior
Telecommunications Technician
Office of Telecommunications**

Andy Sorgatz has increased the performance of the Ventura Radio Maintenance Shop and improved the clients' perception by showing concern for and responding to their needs as though each client problem were priority number one. He has organized his shop parts and materials inventory on his own personal computer, on his own time, thus improving the effectiveness of the shop operations. Andy co-authored a technical article published in two trade magazines, raising the Telecommunication Division's visibility in the communications community. When a technician retired, Andy carried the workload of a two person shop for over a year, maintaining all the client agencies equipment in an exceptional manner. Andy served as a member, and in one case as a crew leader, of a "swat team" on console modification projects. He has consistently been a team player and is very productive and efficient.



**Mel Uchida, Senior EDP Acquisitions
Specialist, Office of Procurement**

Mel Uchida has demonstrated particular skill in his ability to function effectively in a politically sensitive environment such as the Secretary of State's multimillion dollar Optical Disk procurement and the California Highway Patrol CAD procurement. Throughout these

(cont. from page 6)

processes, Mel has exceeded what was required for his position. One example is being the custodian of all records pertaining to the litigation for the State on the CAD procurement project. This calls for superior skills in organization, tact, and the immediate response to management, Highway Patrol, attorneys representing the State and the vendor. Mel has done this and more while maintaining an enthusiastic, positive attitude and a professional manner.



Joel Willis, Associate Governmental Program Analyst, Office of Fleet Administration

In the Employee Parking Unit, contact with individuals at all levels in all three branches is routine, and requires tact and diplomacy, as parking spaces in the most desirable locations are at a premium, and the demand far outstrips the supply. Through Joel Willis' efforts and leadership, the utmost utilization of all available spaces is realized, and parking is provided to the full extent of the resources at hand. Part of Joel's efforts to achieve the most effective and efficient operation has been a thorough evaluation of the existing access control and reporting system, and planning for the development and implementation of a new, comprehensive system utilizing the latest technology.



Recycling Success Story

State employees housed in the building at 1325 J Street, Sacramento, have certainly done their share of recycling. Since January 1, 1992, the Executive Office and the Offices of Legal Services, Risk and Insurance Management, Administrative Services and Fiscal Services, along with the Federal Army Corps of Engineers, have recycled 57.97 tons of paper. This is another way to look at it:

- 985 trees saved
- 23,245 KWH saved
- 395,645 gallons of oil saved (or 174 barrels)
- 194 cubic yards of landfill saved

The building's goal is to recycle 7.5 lbs. of paper per person per month. We are currently recycling approximately 6.5 lbs. of paper per person. If every occupant in the building diverted 4 more sheets of paper to the recycle bins per day, they will reach their goal.

California State Police Service Is Our Middle Name

The California State Police (CSP), under the leadership of Chief Duane Lowe, employs approximately 390 people to provide police services to the State of California. The mission of CSP is the protection of life and state properties through the delivery of police services to state government, its agencies and officers and the provision of protective services to the Governor, designated state officials and others as directed.

Police Services

CSP provided police services for the "Napa Town and County Fair" in August. In the past, service has been provided by the Napa Police Department. The Napa Police Chief endorsed the change, saying his department would have difficulty providing the necessary staff for the fair.

Sergeant Dale Banda, Santa Rosa field office supervisor coordinated the police services for the fair, and was the liaison with fair officials.

At peak periods, there were approximately 18 CSP officers at the fair, including two on horseback for crowd control. CSP also directed a larger force of private security officers provided by a private company. The fair was a major success.

Investigative Services

The Manager of the Bureau of Investigation is Captain Robert Donnalley. Under the administrative direction of the Headquarters Commander, he performs the function of a staff officer with delegated authority which includes the direction, coordination and control of bureau units in Sacramento, Oakland, San Francisco, and Los Angeles.

Detectives conduct criminal and specialized investigations of criminal acts occurring within the jurisdiction of the State Police. They gather information and evidence leading to the identity and apprehension of perpetrators of crimes. Detectives conduct in-depth investigations related to the protection of the Governor and other constitutional officers and Legislators. In addition to conducting general and specialized criminal investigations, the Investigative Support Unit provides for the detection, removal and disposal of explosive devices.

In May of this year, Attorney General Lungren honored CSP Detectives Douglas Green and Robert Koob. The detectives were awarded certificates of commendation by the Attorney General for their work in deactivating the explosive device mailed to the Governor in December last year. The California National Guard (CNG) also recognized 22 members of CSP for their participation in the Drug

(cont.)

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Interdiction Operation, or "Task Force Grizzly", along the California/Mexico border. The officers were awarded the California Commendation Medal.

A few examples of investigations conducted:

- Detectives assisted the San Jose Police Department with a homicide that occurred at the Department of Motor Vehicles. No arrests have been made, however police are pursuing the suspect(s).
- Detectives investigated the murder of one derelict by another who had taken up residence under Interstate 80 in Sacramento. Detectives responded to the pre-dawn occurrence and identified the suspect, who was taken into custody and booked for murder.
- Detectives went to Oroville in response to a subject driving his vehicle into a portion of the water project. The vehicle contained the driver, an 18 month old baby, a 3 year old child, and an 11 year old child. The vehicle submerged in 30 feet of water and subsequently, the 3 year old drowned in the vehicle. The driver's blood alcohol level was .24. He was charged with vehicular manslaughter, drunk driving, and child endangerment.
- CSP investigation unit has been assigned to assist other police agencies. In Chico they supported an allied area Narcotics task force at a suspected clandestine drug lab, booby trapped with explosives. Detectives also assisted other CSP Commands during the riots in Los Angeles and San Francisco.

Special Services

CSP provides Crime Prevention and Emergency Preparedness training to all state employees. These services are provided free of charge in the major metropolitan areas. The training emphasizes emergency call procedures using the (9+) 9-1-1 system and also covers the most current conventional knowledge and procedures recognized by public and private emergency and disaster services.

Training topics are office safety/security, personal safety, rape awareness and vehicle security, provided by the Crime Prevention Program (CPP) Coordinators. The Emergency Preparedness Program (EPP) Coordinators provide training in earthquake, fire, floods, bomb recognition, threats, and evacuation procedures.

CSP has increased the number of training seminars to state employees in an effort to enhance the safety awareness of all employees. The CPP/EPP Coordinators have trained over 13,000 state employees since fiscal year 91/92, and hope to bring that number up to 50,000 in the 92/93 fiscal year.

If you are interested in any of the training provided by CSP, please submit the request through your Office Training Coordinator, to: Lieutenant Darryl Willis, California State Police, 815 S Street, 2nd Floor, Sacramento, CA 95814. For further information about the courses provided, contact Lieutenant Willis at (916) 323-1600, or ATSS 8-473-1600.

Crime Analysis & Records

The CSP Crime Analysis & Records Security Section recently developed an in-house computerized crime reporting system for both the state agency generated crime report form and the CSP officer generated form. The new automated tracking system is used to monitor and evaluate the information received regarding crimes committed on state-owned and state-leased property. A new data instruction manual and a crime/incident instruction manual was developed to ensure standardization in data entry and officer reporting. Specific quality control reports were also developed for use at the command level and headquarters to ensure the legitimacy of statistics provided to the Department of Justice, the Legislature, CSP, and agency management.

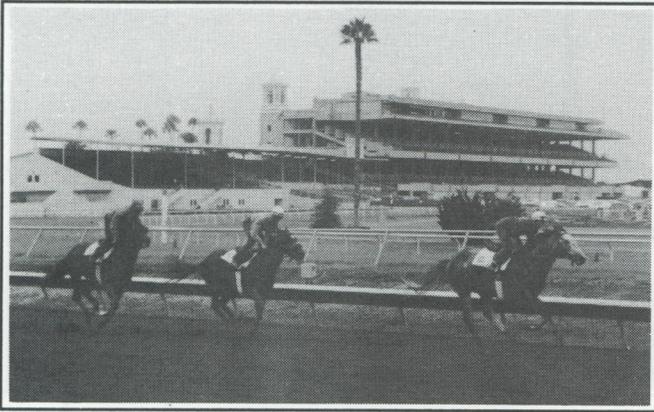
CSP is dedicated to service. The safety of all state employees is of paramount concern to CSP, so we ask all of you to join with us in making our community and workplaces more secure, by being crime prevention conscious and prepared for emergency situations.

What A Generous Notion

Staff at the Office of Real Estate and Design Services (OREDS) has joined together in strumming up the spirit of giving. Sally Glines, an Associate Planner has been instrumental in coordinating the efforts of some talented and generous individuals at OREDS who have volunteered to plan, finance, and construct a playground for the children of homeless families. The playground will be constructed at the Loaves & Fishes facility located on North "C" Street in Sacramento. OREDS staff are working on this project in association with the Mustard Seed Program which provides education for children, preschool through 12th grade, of homeless families.

Any type of donation to help us in our efforts will be greatly appreciated. If you would like to donate time and/or skill, please contact Sally Glines at 323-5017. If you would like to donate money for the purchase of playground equipment, please contact any one of the Donation Committee members; Mary Stanley at 323-4843, Julie Cimino at 323-6563, or Cheryl Doncaster at 323-5772.

And Their Off . . .



Part of the new Del Mar horse racing grandstand (on the right) finished as part of a total replacement project

The Office of Project Development and Management (OPDM) is the Project Manager for the Del Mar Grandstand Replacement Project. The project is an 80 million dollar undertaking which includes the demolition of the existing horse racing grandstand and the design and construction of a new 15,000 seat grandstand with a capacity of approximately 40,000 patrons. Also included in the project is a 12,500 square foot exhibit building, a 20,000 square foot administration and operations building, a receiving barn and extensive landscaping and infrastructure.

The grandstand and horse race track are operated by the 22nd District Agricultural Association (DAA) at the state-owned Del Mar Fairgrounds, 20 miles north of San Diego. The State Race Track Leasing Commission, comprised of the Directors of the Departments of Finance, Food and Agriculture, and General Services, along with three public members from the 22nd DAA Fair Board, is charged with the responsibility of controlling and overseeing the track and the Del Mar master plan. The horse racing operation is leased to the Del Mar Thoroughbred Club which has succeeded in developing the Del Mar horse racing program to produce the largest average daily wagering handle in North America.

The original Del Mar grandstand and race track, constructed in 1937 and financed by singer Bing Crosby and actor Pat O'Brien, carries a long history of nostalgic value epitomized by the traditional playing of a Bing Crosby recording each racing day which contains the phrase "...where the surf meets the turf in Del Mar...." It continues to attract celebrities from Los Angeles and owners with thoroughbred horses from around the country. The new facility, though much larger and more up-to-date in every respect, is designed in California Spanish Mission style architecture, as was the original grandstand, to preserve the original character and ambiance as much as possible.

The firm of Froehlich, Kow and Gong, Architects, was selected by the State as consultant architect. The firm has completed over 50 national and international race track facilities over the past 50 years.

Since the project is in most part financed by revenues derived from the horse racing program, the 45-day horse racing period from July to September each year must take place. Therefore, the project was prepared by OPDM to bid with guaranteed phases of completion so the facility may be operated for horse racing each year. Jones Construction Management, the selected construction management consultant for the project, was instrumental in helping to develop the phased schedule. An intense prequalification of general contractors was conducted by OPDM to further insure the project every possible opportunity to succeed. The successful bidder was Centex-Golden Construction which is currently constructing the facility.

OPDM has retained Fred Hummel, FAIA, former State Architect, to serve as its resident project director of on-site management of construction and of consultants under contract to OPDM.

Phase I was successfully completed and included demolition of the west end of the existing grandstand and construction of a new west end in its place. The entire facility, using the remaining portion of the original grandstand and a substantial portion of the new west end, is in operation for the July to September 1992 horse racing program. Phase II restarts construction in September after the racing program ends, and will see the demolition of the remaining original structure, the construction of its replacement, and a completion of the west end which was substantially completed during Phase I. A Phase III is scheduled to finish all portions of the grandstand and other project buildings, landscaping, and all appurtenant items for total project completion by May 1994.



Plaza entry side of the new grandstand with the remaining portion of the original grandstand on the right

Let's Make A Deal

The Department of General Services (DGS) has over 4,000 employees most of whom are represented by one of the State's 21 bargaining units. Because of the diversity of programs within DGS, we have a very heterogeneous workforce which makes the labor relations program complex and sensitive. In fact DGS has employees in approximately 500 classifications represented in 11 of the 21 bargaining units.

The DGS Labor Relations Section (LRS) has a staff of four. Les Wickey, Labor Relations Manager, has been with the Department for over 20 years. Les started with DGS handling press relations and has also served the Department in programs including legislation, personnel, and records management. Bill Denny, is one of two Labor

Relations Analysts. Prior to coming to LRS in 1989, Bill worked in the private sector. Bill also has nine years of experience with the California State Employees' Association as a labor representative and 14 years of earlier experience with the Department of Transportation (then called the Division of Highways) as a Highway Engineering Technician II. Bill handles bargaining units 12, 13 and 15 for our Department. The other Labor Relations Analyst is Kathy Miras who also joined the LRS in 1989 and has a Bachelor of Science degree in Business Administration with emphasis in personnel and industrial relations. Prior to joining state service, Kathy had 10 years of private sector labor relations experience in the construction and manufacturing industries. Kathy handles units 2, 4, 7, 9, 10 and 11. Jinny Munro, Assistant Labor Relations Manager, has a Bachelor of Arts degree in History with emphasis on social sciences. Jinny has over 17 years of combined personnel and labor relations experience in state service. While Jinny has worked for six different state departments; nearly half of her state experience has been with DGS. Jinny is responsible for units 1, 14, and all confidential and nonrepresented employee issues.



The "Let's Make A Deal" team, l to r: Les Wickey, Kathy Miras, Jinny Munro and Bill Denny

Added up, the staff has over 60 years of combined labor relations experience which makes them well qualified to tackle the daily challenges of labor relations work! The role of DGS to provide centralized services statewide to other agencies allows staff to get involved in statewide labor relations issues such as building maintenance and safety, employee security, parking, telecommuting, contracting, and commute management. Their combined diverse backgrounds makes them qualified to successfully meet these challenges.

For more than a year, the LRS staff has been actively participating in negotiating sessions with seven bargaining units for the current contracts. Many people are curious about negotiations and often ask, "What is a typical negotiation session?" Actually, nothing is typical, and some of what you have seen in the movies may be accurate. Like in the movies, both parties usually are in a room with a long table and both parties sit on opposite sides of the table. However, unlike the movies, there is no smoking allowed in the room during the negotiating sessions. Staff have had numerous long, late night negotiation sessions. Occasionally negotiations end up in non-stop marathon sessions where the parties are "locked up" until an agreement is reached. Les' record is negotiating 36 hours straight without sleep. Some of the sessions have involved very heated debates, where the issues are very sensitive and the meetings become rather emotional. Other sessions are very cordial. The goal in negotiations is to negotiate a "win/win" agreement that satisfies both parties at the table, and maintains a continuing good working relationship between the parties. This is often a very difficult task, but the challenge of being successful is what makes a job in labor relations personally rewarding to the staff.

In addition to negotiating contract agreements with various bargaining units the LRS's other major activities include:

I. Grievance Investigation and Resolution

Grievances are usually filed when there is a dispute regarding a contract provision. For example an employee is denied the use of sick leave and files a grievance alleging that the supervisor has not complied with the contract provisions concerning approval of sick leave. Staff provides advice and counsel on grievance resolution at the first and second level of review. First level is usually filed with an employee's immediate supervisor, while the second level is usually the office chief. Staff also investigates, reviews and responds to third level grievances on behalf of the Director, or the assigned Deputy Director. If the issue is still not resolved the grievance is forwarded to the Department of Personnel Administration.

2. Arbitration Cases

Arbitration hearings are similar to administrative hearings where an arbitrator ("judge") listens to both parties, reviews all the evidence and renders a decision which is binding on both parties. Issues which are not resolved through the grievance process will occasionally be referred to an arbitration hearing for a final resolution. However, contracts may exempt certain provisions from the arbitration and/or grievance process. LRS prepares the defense for the arbitration hearings and assists in presenting cases before the arbitrator and negotiating settlement agreements.

3. Contract Administration - Meet and Confer/Meet and Discuss Policy Review

This responsibility includes meet and confer sessions, DGS policy review of proposed program and/or policy changes for labor relations impact, union paid leave and release time bank administration, implementation of specific Memorandums Of Understanding (MOU) sections, as well as the ongoing, day-to-day advice and direction to supervisors, managers and nonrepresented personnel on contract interpretation issues.

4. Contingency Plans

Contingency Plans are prepared by each office and identify the critical program elements, and a plan for the continuation of those programs in the event of a job action, which may include a strike, a sick out, a walk out or similar actions. LRS works with the various DGS offices in preparing these plans and represents the Executive Office in coordinating and administering the various aspects involved in the planning effort.

If you are interested in further information, or have a labor relations related question, the LRS staff is available to provide assistance and can be reached at (916) 324-4591, or ATSS 8-454-4591.

Adopt-A-School Library Program



The California Library Association reports that California, one of the largest and most dynamic states in the nation, lags far behind other states in library staffing, instruction, budget and programs. In fact, California ranks 43rd among the states in the number of library books per student.

As you are aware, budget cuts have severely impacted our schools, and school libraries in particular have suffered from lack of funds. The Adopt-A-School Library Program, sponsored by the Sacramento Area Literacy Coalition, is

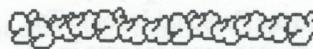
intended to address the growing literacy problem by promoting business and employer involvement in schools through corporate sponsorship of Sacramento school libraries. An adopting organization makes a commitment to provide its adopted school with a minimum of \$1,000 each year for five years. Donations are tax deductible and go directly to fill library needs, exclusive of staff salaries or any other administrative costs. There are 150 schools on the list with the County Office of Education and approximately 25 schools so far have been adopted. Some other sponsors for school libraries include: Franchise Tax Board, Board of Equalization, Pacific Bell, The Sacramento Bee, Larchmont Homes, and Vision Service Plan, to name a few.

The Department of General Services Skills Enhancement Awareness Committee (SEAC), has agreed to help support a Sacramento-area school library. The school they chose is Sam Brannan Middle School, one of five schools designated by the County Office of Education as being at immediate risk. All DGS Offices in Sacramento participated in a major fund raising event, "Bucks for Books", on August 5. We raised over \$3000 which will be given to the school to buy much needed materials for this school year. Nothing is more fundamental or essential to our progress as individuals and as a society as literacy. It is the vehicle of education - the means through which ideas, information, knowledge and wisdom are expressed and exchanged.. Thank all of you for your support of this very worthy endeavor!

If you would like more information about the DGS Adopt-A-School Library Program, please call Beth Townsend at (916) 324-6462, ATSS 8-454-6462 or Mary Bretzke at (916) 445-0077, ATSS 8-485-0077.

Creative Alternatives

By Marianne Arenas



California Rideshare Week

California Rideshare Week will be held from September 14-18, 1992. The goal of this annual statewide event is to encourage commuters to try a ridesharing alternative on September 17, designated as "Don't Drive Alone Day". This year's prizes for California Rideshare Week include three vacation getaways for two; an 8-day European vacation including stops in London and Paris, a 5-day trip to Honolulu, Hawaii, and a 4-day trip to Acapulco.

The Department's Commute Management Office is planning to sponsor seven transportation fairs during California Rideshare Week. The fairs will be held in Los Angeles, Long Beach, Sacramento, San Bernardino, Santa Ana, San Diego and Van Nuys. There will be prizes drawn at each fair from local vendors.

(cont. from page 11)

New Vanpools Qualify for Free Parking in Sacramento
Every new vanpool formed from "The Easy Rider Vanpool Incentive Program" will receive six months of free parking paid by the Central City Transportation Management Association (TMA), which is sponsoring the promotion.

To qualify, employees must report to work at sites between the American River and Broadway, and the Sacramento River and 55th Street. To request entry forms, call your Office Transportation Coordinator, or the Commute Management Office at (916) 327-8999.

Once an employee completes an entry form, the Central City TMA, with the help of Sacramento Rideshare, will introduce the employee to other commuters who ride in his/her area and would like to start a vanpool.

Commuters who join an existing vanpool, and those already in a vanpool, may complete the Easy Rider Entry Form to enter into a drawing for a month's free ride in the vanpool. Six winners will be drawn in December.

Sacramento Rideshare Developing "Bike Buddy" Program

Sacramento Rideshare is developing a "Buddy Biker Program" for bicycle commuters. Similar to the carpool matchlist system, the Buddy Biker Program will match bicycle commuters who have similar commute routes and schedules so they don't have to bike to work alone. If you are interested in this program, contact your Office Transportation Coordinator or the Commute Management Office at (916) 327-8999.

Legislative Update

There are a number of legislative bills under consideration which will impact transportation. AB 1999 would authorize the Department of Transportation to make grants from the vanpool revolving loan and grant fund to other state agencies for the purpose of purchasing vehicles for state employee vanpooling. AB 703 would change the Personal Income Tax Law by allowing a deduction in adjusted gross income in an amount equal to 80% of the costs incurred by an employee operating a vanpool or carpool to rideshare to and from work. Other credits for ridesharing including public transportation are included.

Super Savers

In these times of economic blight, when money is scarce and budgets are tight, opportunities abound. Such opportunities were sought out and seized by some of the enterprising staff at the Office of Real Estate and Design Services (OREDS).

The leasing staff at OREDS has been analyzing some of their leases to ensure lease rates negotiated in past years were

consistent with current market conditions. This practice has been very beneficial to many OREDS customers.

John Galaxidas, a Real Estate Officer (REO) working the Sacramento leasing market, has managed to save various state agencies a total of \$3,399,731.51. He opened and renegotiated several leases that were still in force and successfully reduced the rent, yielding a substantial savings to the State.

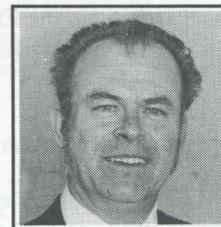
Ian Ekholm, the REO assigned to the San Francisco area, accomplished a similar feat. He renegotiated a lease in San Francisco for the Employment Development Department that will save them \$1,200,000 over the remaining eight years of their lease.

These are just two of the outstanding examples of the money saving efforts in effect at OREDS. The staff continues to look for ways to save money for the State and for you, the taxpayer.

Famous Faces

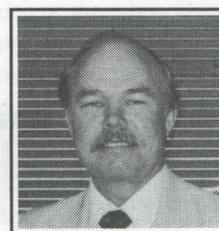
Many people are told they resemble some famous person. In the March issue of Outlook, I asked you to take a good look at your co-workers for such a face. See if you can identify these "famous" Department of General Services employees (answers on page 13).

1.



Jack Nicholson

2.



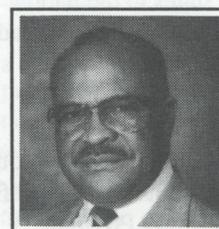
Tim Conway

3.



Ella Fitzgerald

4.



Thomas Bradley
L.A. Mayor

5.



Red Buttons

Good "Clean" Fun



Jose Damian (OSA) helps a youngster scrape mud into a brick mold

science, math, engineering and technology. This all day event provided

elementary school age children an opportunity to learn about various employers' "technologies".

Participants included OSA, the Departments of Transportation and Conservation, the California Highway Patrol, SMUD, Aerojet, and other public sector employers. Notable keynote speakers

On June 7, 1992, the Office of the State Architect (OSA) participated in the 4th annual Science and Technology Fair sponsored by the National Chicano Science Project at Southside Park in downtown Sacramento. This was the third year OSA participated. The purpose of the fair was to promote the educational well-being of minority and low income youth by encouraging them to participate in the areas of



Not only fun for the young children, but some of the "older kids" too.



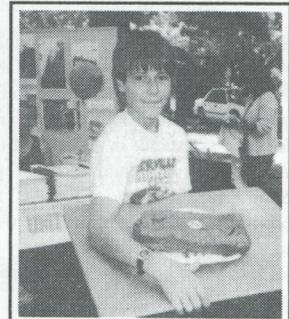
A group of young participants hard at work

OSA's booth was a hands-on demonstration involving adobe brick making. This process has been used in various historic restoration projects completed by the Direct Construction Unit over the past 30 years. One of the projects that the Direct Construction Unit has completed was the restoration of the adobe buildings at the Santa Cruz Mission. Some of the parents remarked how they had made adobe bricks and actually built their home and other buildings in Mexico.

The making of adobe bricks was a definite hit with the children. As you can see by the photographs, working with wet clay soil mixed with straw is any kid's idea of good "clean" fun.

OSA participants were Jose Damian, Greg Pitt, Punita Chandra, Monique Campos and Laurie Duval.

included Mrs. Gayle Wilson, wife of Governor Pete Wilson, and Sacramento's Mayor Elect, Joe Serna. Mexican music, entertainment, and many delicious food booths definitely added a festive air to this event.



Today a brick...tomorrow a city!

Hispanic Task Force Open House

The Department's Hispanic Task Force (HTF) held its first annual Open House on May 7, 1992 in Sacramento. In attendance were Director John Lockwood, Chief Deputy Director John Waraas, other members of the executive staff, as well as many departmental employees. The Open House was a great opportunity for employees to socialize with the HTF members and to learn more about the HTF's goals and objectives. It was a festive event with Mexican music and an abundance of food and beverages. The HTF extends its appreciation to all who attended as you helped make our first annual Open House a huge success!

The HTF plans to sponsor other networking and outreach events during this fiscal year. If you would like to become involved, please contact the DGS Hispanic Employment Coordinator, Cynthia Castillo, at (916) 323-6505 or ATSS 8-473-6505.

Answers to Famous Faces (page 12): 1. Frank Freidrichs, Office of State Printing; 2. Philip Shearer, Office of Local Assistance; 3. Irene Lewis, Office of Buildings and Grounds; 4. Everett Whiteside, Office of Buildings and Grounds; and 5. Brent Korff, Office of Local Assistance

Applaud (formerly Feedback)

Jo-Ann Slinkard, Senator Kenneth Maddy's Office, wrote to John Lockwood, Director: I was disappointed to read in the last issue of OUTLOOK that my letter of praise for **Teresa Landeros** didn't get the recognition that was due her! I'd like to try again! Teresa Landeros has been so appreciated by the staff and Senator Maddy. She's always pleasant and does an extraordinary job of keeping the office well maintained. We have all enjoyed her excellent attitude and want you to know how much we appreciate all she does. Editor's Note: Our apologies to Teresa Landeros for attributing her letter of praise to another "Teresa". We in General Services are proud of our employees and the diligence and professionalism they exhibit in the course of their work.

Robert Clifford, Dept. of Personnel Administration, wrote to John Babich, Procurement Division: This is to thank you and your staff member **Lee Cooper** and **Jim Byers** for their assistance in revision of the State Administrative Manual section regarding the State Employee Service Awards. Jim responded promptly to our request and we will now be able to submit our revision in a timely manner. Please let him know how much we appreciate his efforts in the matter.

Mike Daly, Jane's Ultra Clean Blind Service, wrote to Margaret Winebrenner, Office of Small & Minority Business: In a world of computer-voiced assistance and directions, it is a rare delight to have pleasant and courteous humans to rescue us. **Gina Lara** was pleasant, courteous and most helpful in my confused dilemma. Gina went out of her way to answer all of my questions. The smile in her voice made the maze of confusion a path of delight. Please personally convey my thanks to her and let her know that your office is very fortunate to have her.

Carl Ehmann, Mendocino College, wrote to **Ricardo Guzman**, Office of the State Architect: It was indeed a pleasure to have met with you. We were grateful for the time you took to discuss something that was so important to us and the citizens of our district. Thanks to you and **Jim Murray** for being sensitive to our needs.

Debbie Hamilton, Office of Legal Services, wrote to **Judy Otis**, Office of Fiscal Services: I wish to express our appreciation for all the help you've given us during the current budget season. You have been responsive and helpful in every turn. We look forward to continuing to work with you.

Staff at CSU, Dominguez Hills, wrote to Barron Allen, Office of Support Services: We wish to express our appreciation of the excellent service of **Charles E. Hill**. Charles is ever efficient, helpful and pleasant. He has always responded to our "problem" calls in a timely manner. We feel very fortunate that Charles is there to keep our office machines running. We wish to call your attention to his excellent skills and thank him formally for his kind attention to our needs.

Andrew Mecca, Dept. of Alcohol and Drug Programs, wrote to Donald Male, Office of State Printing: I would like to take this opportunity to personally thank you for assisting us with the printing of our brochure. I appreciate the willingness of you and your staff to work with us on the timeline for this project. **Kathy Schmitt** worked very closely with my staff to ensure that we received everything on time. Her effort clearly demonstrates "going the extra mile." Please extend my gratitude to Kathy and the other staff involved with this project.

Gary Adams, Dept. of Transportation, wrote to the Telecommunications Division: Our Department is currently in the process of converting a radio system in a nine county region. **John Clark** has been very instrumental in keeping the project on track. At a time when there is a challenge to accomplish more with the available personnel resources, it is encouraging to see an individual who reaches out to be of service.

Dennis Dearbaugh, Employment Development Dept., wrote to John Babich, Office of Procurement: It was essential that funds be encumbered for purchase of our mailing equipment. This was accomplished with the assistance and dedication of your staff. Without the continued support and expertise of **Bob Hoover**, **Chris Burke**, **Diane Dart**, and **Elmer Wrye**, it probably would not have been finalized by the due date. Please extend our appreciation to them for their excellent service and support.

Ron Yeo, Ron Yeo, FAIA Architect, Inc., wrote to Margaret Hudson, Office of Project Development and Management: We have worked with many government employees in our 30 years of practice and feel that **Kevin Kaestner** is one of the best. He is a good team player, working with our office and Parks and Recreation, respecting opinions and guiding often conflicting goals toward a successful completion. A firm, but fair negotiator, he kept change order costs to a minimum, always looking out for the taxpayers' interest. It was a pleasure working with him and your department.

Max Morre, BEP Vendor, wrote to **Cathy Wood**, Office of Risk and Insurance Management: I want to take this opportunity to thank you for this and the countless other courtesies you have extended to me over the years. You are a remarkable human being.

Gerald Schweitzer, Cordoba, Gervin and Schweitzer, wrote to Bill Van Gundy, Office of Local Assistance: I would like to compliment you and your staff on the quality of the 1992 version of the Lease Purchase Applicant Handbook. We are impressed with the layout, graphics and easily referenced information. Please convey my compliments to the Quality Control and Public Response Unit.

A.A. Pierce, Business, Transportation and Housing Agency, wrote to John Lockwood,

Excellence in action

Director: Through the long process of changing our office locations, two staff member from the Office of Real Estate and Design Services provided excellent service, **Robert Webster** and **John Galaxidas**. These two individuals were always very responsive to requests for service and consistently performed required actions in a timely manner. Both men overcame all challenges and delivered an office that met our every expectation. The positive, can do attitude displayed by these two gentlemen made it a pleasure to work with them.

James Randall, Camellia Society of Sacramento, wrote to Rosamond Bolden, Office of Buildings and Grounds: On behalf of the Society, I want to thank you and all the member of your staff for providing cut camellia blooms used in our 68th Annual Camellia Show. Please extend a personal thanks to **Jim DeJournett** and his staff for their efforts in making the show a continued success.

Judy Esola, Office of Risk and Insurance Management, wrote to **Hiriam (Joe) Ortega**, Office of Fleet Administration: On behalf of the State Safety Program, I wish to thank you for your cooperation and assistance in providing a training room for the training that was provided to all state agencies in the Bay Area. It makes my job easier to work with such competency and professionalism.

Karen Redman, Dept. of Alcohol and Drug Programs, wrote to **Betty Lemons** and **Bernice Ng**, Office of Information Services: We want to thank you and your staff for your outstanding efforts and rapid results in eliminating the backlog of data work from our Department. Due to your cooperation, we have been able to bring our database up to date and provide essential information to our customers.

Jan Bashinski, Dept. of Justice, wrote to Robert Hoover, Office of Buildings and Grounds: **Bob French** and **Carol McCollum** were instrumental in assisting us in obtaining several items of critical equipment prior to and immediately after moving to a new laboratory. I want to thank you for the professionalism of your staff and for their patience and understanding of our needs.

Connie Smith, Great West Equipment, Inc., wrote to Dave Smith, Office of Small & Minority Business: We would like to take this opportunity to thank and commend your staff. I had the pleasure of talking with **Debbie Baxter**. She not only returned my call immediately, answered questions about the questionnaire, but helped me with other entities of the state bidding process.

Phil Gilmore, Dept. of Corrections, wrote to Richard Booth, Office of Support Services: I am writing in appreciation of a job well done in connection with our CMIS project. Your staff in the Office of Machine Repair were responsible in expediting the upgrading of our equipment. It is clear that **Gene Freeman**, **Kevin Tiernan**, **Michael Whitten**, **John Baker** and **William Kauffman** dedicated personal time to get our

(cont. from page 14)

workstations ready for our class. My staff could not have completed the job without your staff's dedicated help.

Harold Jackson, Fairview Developmental Center, wrote to Mike Koester, Office of the State Architect: The support of **Dan Walsh** was superior in all phases of the swimming pool removal project. **Ben Stahovich** has been the driving force in the very positive and cooperative attitudes of the trades and crafts working at this facility. Both men have generated a positive, informative, can do, and cooperative spirit.

Ginnie Zitzmann, Dept. of Motor Vehicles, wrote to Ray Lands, Office of Buildings and Grounds: I have realized an opportunity to briefly give recognition to a very conscientious employee, whom I have observed and come to know for many years. **Christine Lozano** is respected and well thought of by many of us who are located in the areas she maintains. She overextends herself to keep our work areas exceptionally clean. She is always pleasant and is very obliging to anything that may require some attention above and beyond her normal job. Please acknowledge our sincere appreciation for her efforts and our recognition of a very commendable employee.

Helen Rogers, Office of Risk and Insurance Management, wrote to Brian Thomas, Office of Fiscal Services: Just a note to express our appreciation for your employee, **Pat Ford**, for the extra efforts she recently made to process two warrant requests. Pat was ill that day, but came to work to ensure that this deadline was met. It really means a lot to work with people as dedicated as her. Please express our sincere appreciation for the extra efforts she made on behalf of our Fund.

Russell Bohart, Health and Welfare Agency Data Center, wrote to John Lockwood, Director: **Tom Lee**, Office of Procurement and **Alice Flissinger** and **Olive Findleton**, Office of Small and Minority Business recently conducted vendor training sessions. Vendors especially appreciated the time the trainers took with real examples to help show how to improve vendors' efforts. We received many favorable comments about their expertise. Thanks for the time and effort of your staff and their devotion to this endeavor; quality education benefits everyone.

Brian McNamara, California Highway Patrol, wrote to Ray Lands, Office of Buildings and Grounds: Personnel from your office were recently called upon to repair one of our main air conditioners. **Dick Prutle** and **George Ketchingman** repaired the unit saving the Dept. approximately \$4,000 in commercial repair costs. We would like to extend our appreciation to these employees for their fast and effective crisis intervention.

Dan Hobbs, CSU-Hayward, wrote to Judy Esola, Office of Risk and Insurance Management: Thank you for making it possible for us to offer First Aid/CPR training to our employees and for sending **Walter Cook** as the instructor. He is a patient, professional teacher who demonstrated a

vast knowledge of the subject material.

R.E. Hill, California Highway Patrol, wrote to the Telecommunications Division: **Henry Vanderlest** was assigned the task of installing two radios. While appearing to be a basic installation on the surface, in reality it was very complicated because of factors beyond his control. He is to be commended for his efforts in this endeavor.

Helen Lam, Office of Small and Minority Business, wrote to **Larry Hughson**, Office of the State Architect: I want to express my appreciation for your assistance in researching on OSA photographs for use in our annual report. Because of your prompt attention, I was able to present management with one of the photos for inclusion in the report. It is truly a pleasure to know someone as pleasant and professional as you in state government.

San Ramon Valley Unified School District, wrote to **Becky Forseberg**, Office of Local Assistance: Thank you for your exceptional efforts to assist us with an asbestos abatement program.

Bob Corn, Dept. of Fish & Game, wrote to Jim Hargrove, Office of Project Development and Management: I would like to express my appreciation for **Paul Davidson** of your staff. It is spirit lifting to work with a professional, helpful person who makes every effort to accomplish a goal and Paul is such a person.

James Hutchings, California State Police, wrote to **Lou McGrew**, Office of Fleet Administration: While I was in the Bay Area, my state vehicle was burglarized. I wish to thank you and your staff for your assistance in replacement of the broken window. More impressive to me was that you made the most efficient use of the down time to take care of needed service. Your commitment to excellence is appreciated and will go a long way to dispel the perceptions that DGS is not committed to service!

Kathryn Frost, Office of Local Assistance, wrote to **Dan Collins**, Office of Support Services: I appreciate the work being done by you and your staff. With your help and the assistance of **Duc, Ed, Paul** and other OB#1 personnel, we were able to accomplish a rather large mailing. We wish to express our thanks for your support of our special accommodation. We look forward to working with you in the coming months.

Paula Lile, Assembly Rules Committee, wrote to Rosamond Bolden, Office of Buildings and Grounds: I appreciate the opportunity to praise the character and capabilities of **Joe Myers, Joe Haynes**, and **Louise Gipson**. Not only are the endless and relentless services provided by them executed very thoroughly and professionally, but each unique demeanor which they possess makes each individual encounter very pleasant. This opinion is shared not only by myself, but all staff of the Committee.

Ben Davidian, CA Fair Political Practices Commission, wrote to Ralph Maurer, Office of

Risk and Insurance Management: I cannot tell you how happy we all are that we took a chance and invested a few hours with **Bob Burns** with the CPR/First Aid training. The man was terrific! His teaching style was direct, professional and properly leavened with his delightful humor.

Dennis King, Dept. of Transportation, wrote to **Glenn Hezmalhalch**, Office of the State Architect: We recently requested an electrical engineering consultant. Your office responded immediately to meet our urgent needs. Improper wiring in our lab could have resulted in a serious injury to our employees, and because of the response from your staff this hazard will be eliminated.

W.A. Pritchard, William A. Pritchard Administrative Services, wrote to **Renae Hatcher**, Office of Small and Minority Business: In my years of dealing with all forms of state government, I have found it a rarity indeed to deal with someone who displayed the intelligence, organizational ability, perseverance and professionalism that you displayed while handling the request of the OMNI group. A big hearty thanks for the expeditious job well done.

Shirley Best, Dept. of Transportation, wrote to the Office of Buildings and Grounds: **Bob Hesselgesser** is a very reliable person. He is thorough in his daily tasks, has good attendance and was always pleasant when working around my employees. I believe Bob would be an asset wherever he worked.

Duane Seibel, Air Resources Board, wrote to Don Halbert, Office of Information Services: This is to bring to your attention the excellent service recently provided to us by **Bernice Ng** and the **ITEC Data Capture Services Section**. We were able to complete processing of the captured data and transmit the required information by our deadline. The outstanding efforts by them on our behalf was appreciated. Please convey our appreciation and thanks to all involved.

Laurie Woods, Dept. of Justice, wrote to Carey Mulloy, Office of Fleet Administration: We were in the process of serving seven search warrants at various locations when one state undercover vehicle became disabled. Thanks to the outstanding service and professionalism demonstrated by **Herbert Kakizoe**, the vehicle was not only repaired, but it was given a partial 4,000 mile service within hours. Because of this exceptional service to an out-of-the-area state employee, I would like to express my appreciation to you and Mr. Kakizoe.

Elvin Mullen, State Controller's Office, wrote to Richard Booth, Office of Support Services: This is to express our appreciation to you, your organization, and especially **Kay Lynch**. When our laptop computer died, we expected a lengthy delay in getting it back, but were pleasantly informed by Kay we could have it back in 24-48 hours. We found her to be courteous in working with us and extremely efficient and effective in performing the needed repairs. Please convey our appreciation to her for a job well done.

25 Year Awardees in the Telecommunications Division

John Peters, Area Supervisor

On April 1, 1992, John Peters celebrated 25 years of state service. John began his state career with the former Division of Highways in Stockton. He transferred to the Department of General Services in 1972 as a Senior Communications Technician and in 1982 was promoted to Supervisory Telecommunications Technician. In his current position John oversees six radio maintenance shops. One memorable event that he is not likely to forget was his direct involvement in helping to repair the communications systems that were affected by the Loma Prieta earthquake. John has plans to retire in a "few" years but feels that his tenure with the State has been a very rewarding and fulfilling experience.

Richard P. Dahlgren, Telecommunications Maintenance Manager

Richard (better known as Dick by friends and coworkers) Dahlgren hit the 25 year mark in February 1992. Dick has spent his entire state service working for the Division. He is responsible for the supervision of personnel assigned to the installation and maintenance of the VHF equipment and the microwave equipment of California's Public Safety Radio System. Prior to coming to work for the State he worked for ITT, RCA, and the U.S. Army Signal Corps., all of which are communications related. Congratulations Dick on your completion of 25 years of state service!

Morris Andersen, Senior Technician

On the first of January 1992, Morris Andersen celebrated 25 years of state service. What a way to start a year! Andy (as he is known to all) started with the Division in December 1966 and has spent his entire state career there. Traveling to radio sites for maintenance and repairs is all in a days work for a radio technician. Andy recalls traveling by horseback (equipment and all) into the Emigrant Wilderness to inspect one of the Division's radio sites. Andy plans to continue working for a few more years but when the time comes for retirement he's heading home to his native State of Montana. Congratulations Andy!

Sharon Panell, Telecommunications System Manager

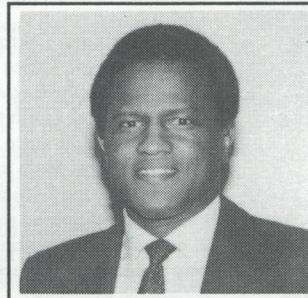
Sharon Panell started her state career in 1963 with the Department of Real Estate. Her intention was to finish paying for a new car. She has worked at various departments throughout the State but the vast majority of her years were with the Department of Health Services. For the past eight years "Sherry" has worked for the Telecommunications Division and is currently in the Policy and Planning Section. When asked about her past 25 years Sherry replies that somehow the years have passed and she's still paying for that "new car"! Congratulations to her on 25 years with the State.

Don Caler Says Farewell

After 27 years of service to the State (18 of those with the Department of General Services), Don Caler, Manager of the Research and Analysis Unit at the Office of Procurement retired! Don said his goodbyes on May 23, 1992.

Don worked for the Departments of Motor Vehicles and Finance before coming to the Department of General Services. He held many positions within the Department including; Assistant to the Director, and Manager of the Consulting Services Unit. During his tenure, Don successfully developed, marketed, and managed the Consulting Services Unit to be competitive with private sector consulting firms. His post-retirement plans include traveling, speaking engagements, and plans to be an early retirement consultant. Congratulations Don, and enjoy!

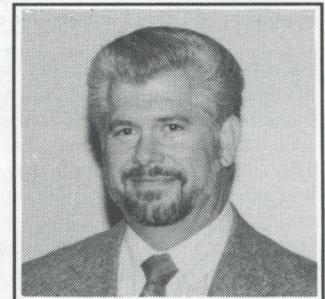
Employees from the Office of State Printing Celebrate 25 Years



Les McQuillon



Rosemary Doud



Ray Haskew



Ruth Holland



Barbara Harvey

Clifford A. Roberts Retires

Architect Clifford A. Roberts retired June 30, 1992 after nearly 45 years of credited state service. A testimonial banquet was held in his honor July 16th at Shanley's in Sacramento. A large gathering of his friends and work associates attended the gala affair. Cliff, who has held a Senior Architect position for the past 15 years, also served in the U.S. Army Air Corps as a Finance Analyst. Following World War II, he joined the State at the Office of the State Architect as an Underdrafting Aide, then he scaled great heights to his position as Architect. Cliff served a total of 36 months in the military during World War II and Korea. In addition, he has served as an elected School Board Trustee in the Rio Linda area for 22 years and was also elected president of the Board. His future plans include travel and community activities. Congratulations from all of us at DGS on this happy occasion!

Retirements

Robert D. Duvall, Fiscal Services
Rodney D. Harmon, State Architect
Grace Hoshino, Support Services
Hubert B. Mar, Fiscal Services
James W. Murray, State Architect
Richard K. Penny, State Printing
Jack B. Pines, Fleet Administration
Ying C. Wong, Buildings and Grounds



25 Year Awards

Rosemary Doud, State Printing
Barbara Harvey, State Printing
Ruth Holland, State Printing
Mary Rivera-Wooden, State Printing

A Noteworthy Accomplishment



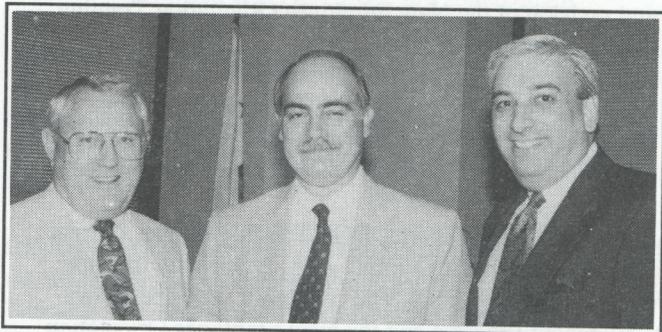
Dwayne E. Smith, an Office Assistant in the Office of the State Architect (OSA) in Los Angeles, is an accomplished composer and musician. Recently, Dwayne and Amalek's NEMESIS Productions released a production of his music on tape, as well as that of Johann Sebastian Bach and the 14th century French composer Guillaume de Machaut. This was Dwayne's second release, utilizing electronic keyboard, a synthesizer and a computer.

Dwayne is currently involved in composing an opera. He is not only writing the music, but also the libretto (the opera's text). Thus far, the first act (consisting of five scenes) has been completed and scored for chamber orchestra. Dwayne comments, "From the synopsis and outline of the opera, I can say that there will be five acts, but the acts won't be terribly long...I hope. The completed opera may be about two hours long."

Dwayne received his Bachelor of Music degree in Composition as well as a Master of Music degree in Composition and Conducting (double major) from the San Francisco Conservatory of Music. Dwayne also served as the Assistant Director of the Conservatory's New Music Ensemble.

Dwayne has had his work performed extensively in the San Francisco Bay Area. He has also had performances in New York City, at the Lincoln Center and the Brooklyn Museum of Art. He has also given lecture/workshops on 20th century music, and has taught privately.

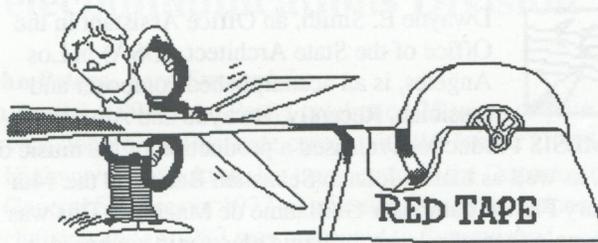
Employee and Department Benefit



R. Lewis Kiehn (center) accepted a check and certificate for his merit award suggestion from Director John Lockwood (left) and Anthony Pescetti, Chief of Staff (right).

R. Lewis Kiehn, Office of the State Architect recently received a check in excess of \$1700 for his merit award suggestion! His suggestion saved the Department \$17,177 the first year!

Cutting the Red Tape



Maybe you haven't noticed, but there have been many improvements to the Department of General Services (DGS) Training System in the past few years - many due to the diligent work of the Training Advisory Committee (TAC) members who work behind the scenes.

The TAC was established in 1988 to advise the Training and Executive Offices on matters related to training policy and training needs, and to provide an evaluation of the Department's training activities. TAC is very effective in assisting the Training Office in its role of providing the best training possible.

Members of TAC have direct communication with their Office Chiefs, and are familiar with the training function. Each member also displays interest in participating on active working subcommittees. These subcommittees have worked hard to prepare an efficient and complete evaluation of the DGS training function. They have tackled a variety of issues and are very proud of their past accomplishments, some of which include:

- * Compliance with mandatory supervisory/managerial training requirements, and a process to ensure compliance
- * Development of a DGS Management Training Package
- * Development of a New Employee Orientation Checklist and revision of the New Employee Orientation Training course content
- * Revision of the Training Request, GS Form 1090
- * Evaluation of the Supervisory Development Program
- * Revision of the Career Development Plan, GS Form 19
- * Development of the New Employee Orientation Packet

As stated by Pete Williams, DGS Training Officer, "Great gains have been made in improving service with the input from this advisory group. The content of the Supervisory Development Program and the New Employee Orientation classes have been significantly modified to meet customer needs as well as to introduce Total Quality Management concepts. In addition, forms and associated processes have been revised and/or eliminated through input from our customers."

The same can also be said about the revision to the Career Development Plan (GS Form 19). This tool was used in the

Department as a method by which we developed and implemented a plan of action for the employee to better use their talents and skills and ultimately gain career satisfaction. The GS Form 19 has been revised and combined with the Individual Training Plan to give supervisors a positive tool in communication. A Career Development Guide (GS Form 19A) was also developed to define career development and give tips to the employee and supervisor in completing the form. The Departmental Manual now reflects these changes as well.

Major revamping has been implemented in both the Supervisory Development Program and the New Employee Orientation Program. TAC subcommittees began this process by surveying class participants to evaluate course satisfaction. The results were encouraging and current class exercises appear to be more pertinent. Employee motivation and positive reinforcement are addressed effectively. The New Employee Orientation Checklist (Form GS 9) has proven to be invaluable for managers and supervisors in identifying subjects to be covered when orienting new employees to their job, and to the Department. The "Great State Employee" movie was developed for offices for use during this process.

Proving the theory that progress is often the elimination of past waste, the Class Evaluations for non DGS courses have been delegated to the participant's office for tracking by their Training Coordinator. TAC also recommended this practice for the Unit Training Plan. Offices will now be accountable for their own out-service training and fiscal constraints.

The TAC is nearing completion of two other challenging projects: The Development of a DGS Quality Management Certificate Program - which will broaden the supervisor/manager view of the organization as a whole; and review of The Office of Information Services' Training System Software which will automate training paperwork.

Some of the future projects TAC subcommittees will be working on are: Tracking supervisory/managerial mandated training, revision of and update to the Departmental Training Policy, streamlining the publicity and scheduling of classes, and identifying and developing in-house training resources for DGS.

If you would like additional information about TAC or our projects, please contact Sally McSherry, TAC Chair, at (916) 323-4941, or ATSS 8-473-4941.

Mission:

The Training Advisory Committee continues in its efforts to enhance the Department of General Services Training Office and to assist it in its role of providing the best possible training service to the Department.

DGS 1992/93 Training Schedule

1st Quarter

The DGS Training Section provides a variety of services, including: (1) classroom training (listed below), (2) special, on-site, customized training; (3) helping find training elsewhere to meet your needs; and (4) loaning videos, books, and equipment from our Training Lending Library. For more information on any of our services, call 322-6058.

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

- Section 1: Sept. 23
- Section 2: Nov. 19**
- Section 3: Mar. 24 (San Diego)

Career Goals: A Skills Analysis (8:00 a.m.-4:00 p.m.)

- Section 2: Oct. 9** Section 5: Apr. 14
- Section 3: Dec. 18** Section 6: June 9
- Section 4: Feb. 3

Civil Service Exam Workshop

(Day 1: 8-4; Day 2: 8-12; Days 3 & 4: 8-12)

- Section 1: Oct. 13-16 Section 3: Feb. 23-26
- Section 2: Dec. 8-11 Section 4: Apr. 27-30

Completed Staff Work (Day 1: 8-4; Day 2: 8-12)

- Section 1: Sept. 17 & 22
- Section 2: Oct. 22 & 29

Developing Your Leadership Skills (8:00 a.m.-4:00 p.m.)

- Section 2: Sept. 30-Oct. 2
- Section 3: Dec. 1-3
- Section 4: Mar. 9-11
- Section 5: June 15-17

Investment In Excellence (8:00 a.m.-4:30 p.m.)

- Section 3: Sept. 21-22-23 & Oct. 22
- Section 4: Oct. 13-14-15 & Nov. 18
- Section 5: Dec. 15-16-17 & Jan. 15
- Section 6: Jan. 27-28-29 & Feb. 26

Investment In Excellence Refresher (8:00 a.m.-4:30 p.m.)

- Section 1: Oct. 23

Management 1 (11:30 a.m.-2:30 p.m.)

- Aug. 20-Dec. 17 (Thursdays only)

Management 2A (11:30 a.m.-2:30 p.m.)

(Note: Completion of Management 1 is a prerequisite)

- Aug. 18-Dec. 15 (Tuesdays only)

Management 2B (11:30 a.m.-2:30 p.m.)

(Note: Completion of Management 2A is a prerequisite)

- Aug. 19-Dec. 16 (Wednesdays only)

Management Briefings (Day1: 8-4; Day 2: 8-12)

- Section 2: Sept. 9 & 11

Managing Communication Thru Assertion (8:00 a.m.-

- Section 3: Nov. 9-10 4:00 p.m.)
- Section 4: Jan. 5-6
- Section 5: Apr. 20-21

Managing & Surviving Organization Stress (8:00 a.m.-

- Section 1: Oct. 20-21 4:00 p.m.)
- Section 2: Nov. 19-20
- Section 3: Feb. 2-3
- Section 4: May 12-13

New Employees Orientation

(a.m. classes: 8-12; p.m. classes: 1-4:30)

- Section 3: Sept. 9 (a.m.)**
- Section 4: Nov. 17 (p.m.)
- Section 5: Jan. 13 (p.m.)
- Section 6: Mar. 17 (a.m.)
- Section 7: Apr. 8 (a.m.) (San Diego)
- Section 8: June 16 (a.m.)

Supervisory Development Program (SDP) (8:00 a.m.-

4:00 p.m.)

(Note: Completion of Week A is a prerequisite of Week B)

- Section 6: (Week B): Oct. 5-6-7-8-9
- Section 1: (Week A): Sept. 14-15-16-17-18
(Week B): Dec. 7-8-9-10-11
- Section 2: (Week A): Nov. 2-3-4-5-6
(Week B): Feb. 1-2-3-4-5
- Section 3: (Week A): Jan. 11-12-13-14-15 (San Diego)
(Week B): Apr. 5-6-7-8-9 (San Diego)
- Section 4: (Week A): Feb. 8-9-10-11-12
(Week B): May 10-11-12-13-14

Supervisor's Forum (8:00 a.m.-4:00 p.m.)

(Note: Completion of SDP, Weeks A and B a prerequisite.)

- Section 2: Oct. 27-28-29

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.

**[Changed] - Indicates that the dates and/or times are different than those shown on the previous Training Course Schedule.

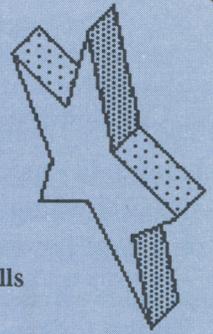
Note: Ask your Office Training Coordinator for the course summaries.

State Meets Feds And Everyone Is Singing?

That's what happened. Last year, Department of General Services (DGS) employees at 1325 J Street in Sacramento, were invited by the Army Corps of Engineers (who share several floors of the building) to sing with the Corps' Christmas Choir, aptly named, "Esprit de Corps." The response by DGS employees to join the choir was so well received, a performance of Christmas music was presented at the Railroad Museum in Old Sacramento, at the annual Corps awards benefit at the Convention Center, and on several floors of the building by popular demand! Rehearsals are scheduled to begin September 23 for the coming season. If you would like more information about the choir's activities for this year's holiday season, you are invited to contact Bob Fletcher, Choir Director, Army Corps of Engineers, at (916) 557-7235, or Carl Vandam at (916) 557-6604 for more information about the instrumental section.

DGS Star Search

The Training Advisory Committee is looking for employees to share their skills and knowledge with others as training facilitators:



Examples: Supervision/Management Skills
Affirmative Action
Media
Financial Management
Multi-Cultural Workforce
Labor Relations
Legislation
Communications Skills
Analytical Skills
Interviewing Skills
Health and Fitness (physical & mental)
Sexual Harassment Prevention (training for trainers)

If you are interested, contact Carol Gans at the Training Office at 445-6037, or ATSS 8-485-6037.

New Client Workshops Available

Over 230 participants representing 71 state agencies attended one of the 12 Client Orientation Workshops conducted by the Office of Support Services (OSS). Eleven of the offices of the Department of General Services also sent representatives to attend the workshop.

The purpose of the free workshop is to provide information to our clients that will increase their understanding of OSS operations, procedures and costs with the ultimate goal of improving the quality and timeliness of the services rendered. Presentations cover services provided by Addressing Services, Interagency Mail Services, Mass Mail Services and Reprographic Services. Participants are provided information packets which include handouts covering resources available, costs of services provided, order forms and State Administrative Manual



l to r: Ron Lewis, Barbara Robinson, Tom Moyer, Ruben Dominguez, Terri Miller, Rachael Vaiza and Guy Blair share their years of expertise with participants of the workshop

guidelines. A tour of the production area is also given so participants can experience a close-up look at the printing and mailing equipment while in operation. Here's what a few of the participants had to say about the workshop:

- "I was impressed by the repeated remarks of cost savings, recycling and quality control."
- "The class was excellent! The tour was fascinating..."
- "It is a delight to work with so many people who are so anxious to be of help in any way. It sure makes my job a lot more pleasurable. Thanks!"

OSS intends to offer the 3-hour workshops on an on-going basis. If you are interested in attending one of these informative classes, please contact Guy Blair, at (916) 387-4326.

