

Side-by-Side



California Department of General Services

a newsletter for employees by employees

Issue #13 • December 1997

CAPITOL HOLIDAY DRESSED IN VICTORIAN STYLE

*Jeff Spahr
Jajuan Francis*

Two employees from the Building and Property Management Branch have spent months delving into design publications, old books, and even the Internet, to research and design a spectacular display of representative Victorian holiday decorations, now on display in the restored State Capitol.

In addition to their regular workload, Jeff Spahr, groundskeeper, and Jajuan Francis, lead groundskeeper, were busy during the last three weeks creating and constructing the decorations.

As you visit the Capitol you will see the urns in the Rotunda filled with huge holiday arrangements flanked by eight large wreaths. The second floor railing is draped with over one hundred and fifty feet of fresh garland, accented by eight swags and on the walls, sixteen smaller wreaths, one on each light sconce. Francis and Spahr used fresh California roses, ribbons, fruit, dried magnolia pods, evergreens, holly and other material to create more fragrant, historically

appropriate designs that are true to the 1900-1910 decor of the Capitol.

Spahr and Francis are hopeful the decorations for this initial effort will spark a yearly tradition. The unveiling of the completed decorations will take place at the Governor's annual lighting ceremony for the state Christmas tree. The tree is placed on the lawn in front of the West entrance to the Capitol. The annual lighting, scheduled for 5 p.m. December 9, marks the kickoff of the holiday season for Sacramento.

During the remainder of the year, Spahr and Francis also manage to find time to design and create elaborate period flower arrangements in the Rotunda urns. "We sometimes end up donating a lot of our own time," said Francis. "We feel it's worth it since it promotes our vision for the Capitol and Capitol Park."

The floral arrangements and decorations are provided

★
★ *Spotlight on . . .*

THE E.E.O. EXECUTIVE OFFICE & THE AUDIT SECTION

(See page 6 & 7)



Jajuan Francis and Jeff Spahr discuss what flowers and plant materials they will use for the Capitol's Christmas floral arrangements this year.

by the Capitol Historic Arrangements Program (CHAPS), an extension of the Capitol Park Color Donation Program, and are funded through donations and a grant from the California State Capitol Museum Volunteers Association. Spahr spearheaded the Color Donation

Continued Page 8



To increase the efficiency and effectiveness of state government by providing high quality business and support services to state and public agencies consistent with state law and regulations and in a manner that results in a high degree of client satisfaction.

Peace
For
Earth



DIRECTOR'S

Message...



*Peter G. Stamison,
Director*

With the coming of the new year we all tend to look back and reflect on what we have accomplished during the past 12 months. Maybe we finally tackled the back yard patio project, or saved enough to send a daughter to college. For some of us, 1997 was the year we finally got on the Internet!

In the workplace, you have many accomplishments to look back on here at DGS. Real accomplishments, the kind which withstand even the scrutiny of our ever-probing friends in the news media.

Before the calendar turns the page to 1998, I'd like to thank you for your contribution to this department, and for making us one of the brightest stars in state service.

We have learned a great deal about customer service during the past year and are putting that knowledge to good use. By changing the structure of our Real Estate and Building Division, we are better suited to manage projects, save taxpayer dollars, and provide customer service like never before. The concept of "design build" projects has come from a working environment where employees are free to think "outside the box," so to speak, putting the customer's wants and needs first.

By examining our core competencies—those products and services which we do the best and which most clearly define us—we have determined that state government

should not be the owner and operator of the state's telecommunications system. This year, we have attracted bids from Pacific Bell/MCI, Sprint, AT&T, GTE, and Teleport Communications Group for the procurement of CalNet—the state's phone system. The contract with our new business partner is expected to emerge early next year.

The Office of Public School Construction and the Division of State Architecture are working more closely than ever before, streamlining school construction reform. We are now better equipped to manage our human and financial resources, thanks to your efforts in the area of activity-based management. And we are offering real performance pay incentives, as an outgrowth of our involvement with performance-based budgeting.

Procurement reform is another great example of how DGS is putting its customers first. The work you put into Cal-Card and Multiple Award Schedules is appreciated by your client agencies. The number of monthly Cal-Card purchases is up to 31,000! Motorcycle officers of the California Highway Patrol certainly appreciate the "best value purchasing" process which provided them with the safest and highest quality motorcycles, while the taxpayers appreciate the long-term savings.

Electronic commerce is something we are becoming more familiar with as we enter the Internet age. DGS has taken major steps in this arena this year with the award-winning GS \$Mart Internet marketplace for lease/purchase financing information, and a pilot project for alternative information technology acquisitions. Your efforts in the area of procurement reform have not gone unnoticed or without praise. The recent CalPro Procurement conference in Oakland drew several hundred of our customers, and I was happy to hear all the positive feedback aimed in our direction.

Then there's the "SAM." We not only rewrote our portion of this monstrosity, we made it better, smaller, and more flexible. And they said it couldn't be done.

These are just a few of the many successes we reflect on at this time of year. The fruits of your labor will continue to pay off with our client agencies and with the private sector for years to come. As the Sacramento Bee noted recently, DGS was put in charge of seven major projects for government reform and streamlining, and all of them are either done, near completion, or are moving forward.

In my view, we have much to be proud of, and an exciting new year ahead. Please accept my sincere thanks for your dedication, hard work, and forward thinking. May I extend to you, on behalf of your executive staff and myself, my best wishes to you and your family for a joyous holiday season and a prosperous new year.

Peter G. Stamison



THE TREATS ON SEEP

By Deborah Ray-Sims

The Statewide Educational Enhancement Program (SEEP) in cooperation with its national training partner CompUSA and Office of Information Services (OIS) Customer Account Managers (CAMs) hit the streets of Sacramento on Halloween to distribute information on SEEP's training services. Outfitted as clowns, pirates and pumpkins, OIS and CompUSA treated state and local agencies with SEEP Bucks in denominations of \$5, \$10 and \$50. SEEP Buck coupons provide discounts on SEEP classes.

OIS and CompuUSA representatives scurried through hallways and cafeterias of various state and local agencies, including the Department of Social Services, Franchise Tax Board, Employment Development Department, the Governor's Office, and the California Community Colleges Chancellor's Office, among many more, delivering treats. OIS delivered over 1,500 Halloween bags of information on how SEEP provides training services and classes on the Internet, software application courses such as Excel, PageMaker, Windows 95 and the CompUSA partnership which provides training from San Diego to Emeryville in over 20 locations statewide.

"I did not know anything about SEEP," explained Kim Wakefield, a Management Services Assistant at the Department of Social Services, "but I do now." James

Jones of the Department of Social Services, who knew about SEEP, indicated he wanted "everything on computer training" and was going to take a class in the near future. Janis Takehara, a Training Coordinator at Criminal Justice Planning, was pleasantly surprised when she received a bag full of SEEP's special treats.

Over 50 agencies were visited. Val Bothun of SEEP stated the Halloween surprises were well received. "Agencies were very excited about our visits." This special outreach event was developed to provide more exposure for SEEP and to inform customers about the CompUSA statewide training partnership, and new SEEP equipment and facilities. The Franchise Tax Board (FTB) also helped SEEP distribute information in their agency, and as a result of

their their supportive efforts FTB received a \$50 SEEP Buck training discount.

Steven Park, Staff Services Manager for the Department of Social Services (DSS), who had phoned SEEP offices to sign up for an Access Level 1 class, was stunned when he met SEEP staffers clad in Halloween costumes in the DSS elevator on their way to visit some of his coworkers. SEEP staffers were able to answer his questions re-garding the Access Level 1 class right on the spot. "Now this is what I call face-to-face service," he smiled.

**For further information
regarding SEEP services,
call: (916) 445-0397
or toll free at
1-888-895-SEEP**



Marketing their services in the spirit of Halloween, employees in the Statewide Education Enhancement Program took to the sidewalks and office buildings of Sacramento to talk with state workers about the benefits of training.



JERRY BURCHFIELD AND WIFE KILLED IN CRASH

Co-workers remember Jerry Burchfield as a man of contrasts. He was a graduate of the prestigious UC Berkeley in civil engineering, known for his loud discussions and verbal management style. He held a masters degree in business administration, yet was famous for the rumpled look of his business attire.

And despite a 22-year career spent in state service at DSA, Burchfield still had a zest for his work. His last 12 years he served as office chief at the Office of Construction Services (OCS).

Burchfield and his wife, Marta, were killed recently in an auto accident east of Sacramento when another driver hit the rear of their pickup truck, sending the Burchfields' vehicle end-over-end down a Highway 50 embankment.

"Jerry had a unique way of working out a problem," recalled RESD Branch Chief Rich Sturman. "He would get you in his office and discuss it—some people would think you were arguing—in loud voices. He was a big man with a big voice." Sturman worked for Burchfield for many years prior to the reorganization of real estate services.

"Those verbal free-for-alls were very useful. They made you think about all the options in a comprehensive manner," Sturman said.

Burchfield's approach was very effective for the type of work, said Bob Courtner, acting manager of construction services.

"Construction is such a dynamic business, decisions need to be made fast."

Burchfield brought \$50 million in revenues to OCS when he landed the state prison construction inspection program and added to it a construction management program. Construction management is now a core competency of OCS.

For all his imposing manner, Burchfield had a quiet, thoughtful side as well. Courtner was surprised to learn, after Burchfield's death, that Jerry had contributed extensively of his vacation hours to DGS employees who needed additional time for catastrophic leave.

Jerry was a native of Marysville. He began his service to the state when he was 16, an honor student who worked at Caltrans in the summer, Sturman said. His wife was born in San Antonio, TX.

Jerry and Marta lived in the Sierra foothill community of Cameron Park. They enjoyed their vacation home and boat at Lake Almanor. They left behind four children—two sons and two daughters—and two grandchildren.



OIS' IMAGING AND RECORDS MANAGEMENT GETS RECOGNITION

The nationally circulated newsletter of the Association of Records Managers and Administrators, Inc., ran an article about OIS' Imaging and Records Management Forum, held in northern and southern California sessions last spring.

News, Notes and Quotes described the forum's speakers, content and OIS organizational team, which included Statewide Imaging and Records Management Chief Fernando Vellanoweth, Joe Barajas, John Crettol, Karen MacRae, Jack E. Fort, and Ramona Gutierrez.



DGS MERGES PUBLISHING PROGRAMS

Two major DGS publishing programs, the Forms Management Center and the State Administrative Manual Unit, merged recently with the Office of State Publishing.

The purpose of the move from Office of Information Services to OSP was to give the units easier access to publishing resources and combine similar products and services in one convenient location.

Future plans include consolidating the Forms Management Center with OSP's other forms activities to strengthen forms automation technology and increase customer service.

The SAM Unit now offers OSP customers its expertise in developing, organizing and marketing manuals and other administrative publications. The unit has changed its name to Administrative Publications Services to reflect this expanded role.

Here is new contact information for the Forms Management Center and the SAM Unit (now Administrative Publications Services).

Office of State Publishing

Forms Management Center

344 North 7th Street, Room 102 IMS: P-6
Sacramento, CA 95814-0212

Mary Messenger, Forms Management & Design Consultant

Office: (916) 324-9697

CALNET: 454-9697 FAX: (916) 322-2497

Wonda DaRosa, Forms Consultant

Office: (916) 323-3241

CALNET: 473-3241 FAX: (916) 322-2497

Formerly: State Administrative Manual Unit

Office of State Publishing

Administrative Publications Services

344 North 7th Street, Room 104 IMS: P-6
Sacramento, CA 95814-0212

Simona Hernandez, Publications Consultant

Office: (916) 327-8910

CALNET: 467-8910 FAX: (916) 322-2497

Melalee Peterson, Publications Specialist

Office: (916) 327-8908

CALNET: 467-8908 FAX: (916) 322-2497

Stephanie Carter, Customer Coordinator

Office: (916) 445-2295

CALNET: 485-2295 FAX: (916) 322-2497



SPOTLIGHT ON...

THE EQUAL EMPLOYMENT OPPORTUNITY EXECUTIVE OFFICE



*Greg Sandin,
EEO Office Manager*

The Equal Employment Opportunity Office for the Department of General Services subscribes to the old "80/20" rule: To be helpful, you need to listen 80 percent of the time to employees and their concerns while the remaining 20 percent should be devoted to offering advice or direction.

The EEO Office handles discrimination complaints of all kinds, implements standards for the Americans with Disabilities Act, and provides extensive training in the areas of cultural diversity, sexual harassment, and violence in the workplace prevention, headed by the Office of Risk and Insurance Management.

The State Personnel Board, as part of its civil service reform effort, is conducting a pilot program to provide mediation services to

assist employees and managers in reaching collaborative, mutually satisfying solutions to workplace disputes. Discrimination/harassment complaints, disciplinary actions, medical/reasonable accommodation cases, and interpersonal conflicts in the workplace are all appropriate for mediation.

To ensure objectivity and build trust, the mediation is conducted by a mediator from another participating department and a mediator from the California Center for Public Dispute Resolution or the State Personnel Board. Participation in a dispute mediation is voluntary for all parties. Thus far, the mediation pilot program has been very successful. The informal and formal complaint process is still a viable option for DGS employees who feel they

have been treated unfairly in the workplace. In addition, the office works closely with Darryl Jones, manager of the Employee Assistance Program.

"I want to assure all DGS employees that the EEO Office is here to help, no matter what the situation," said newly appointed EEO Office Manager Greg Sandin. "We are here to listen and to provide the direction that will ultimately protect the department and its employees the best way we can."

The DGS EEO Office analysts include Donna Cranston, Laurie Pope and Cynthia Castillo. The support staffer is Anna Hernandez. They can be reached by calling 324-7108.



THE AUDIT SECTION

AUDIT SECTION PROVIDES SECOND PAIR OF EYES

"We're not a control office or the cops. We're here to assist the offices and their clients. We're another set of eyes," said Rick Gillam, the audit manager, in describing the Audit Section.

The Audit Section provides a second pair of eyes to see operations from an independent perspective. The section is part of the DGS Executive Office and consists of Gillam, 14 professional auditors, and a secretary. The section's primary mission is to provide DGS management with assurances that the department and its clients are complying with laws, policies, procedures, delegations, and good business practices.

The audits focus on promoting compliance through

system improvement, which sometimes means serving as consultants and advocates. Occasionally, the auditors also investigate alleged wrongdoing and enforce contracts. No matter which of the several hats the staff wears, the auditors are dedicated to solving problems and protecting the interests of DGS.

The section operates according to strict professional audit standards in applying techniques to find errors and to determine the causes of the errors. The auditors are never out to catch someone for having made a honest error or mistake. Rather, they want to help everyone involved to learn from errors. If the error was caused by a system problem, they want to work with the client to determine how to fix the problem and to prevent a recurrence. This usually leads to recommendations in an audit report.

The vast majority of audits are routine and consist of periodic audits of DGS offices and audits of client departments. In both cases, the auditors try to minimize the disruption often associated with being audited. They go out of their way to keep everyone informed and to avoid any surprises. In addition, the auditors keep a low profile by trying to reach agreements on all findings and carefully wording the audit



DGS' outstanding auditors. Seated left to right: Mabel Wong, Gray Pattillo, Elena Aquirre. Standing left to right: Gregg Gunderson, Marshall Nelson, Mark Vollmer, Jim Hawkins, John Briggs, Sylvia Ortega, Rick Gillam, Bob Storelli.

reports so that controversies are minimized.

While they make up a relatively small part of the workload, audits of wrongdoing or contract enforcement get more attention.

For example, the section investigated a fraud case where a DGS employee stole over \$68,000. The auditors' work was critical to a successful prosecution by the district attorney for felony embezzlement. In another case, an investigation discovered that a vendor double billed the state. As a result, the vendor had to pay back \$60,000.

The auditors emphasize open communication, focusing on system improvement, minimizing disruption, and making the audit experience as friendly and helpful as possible. It takes more time, but they believe it is the only way to get a quality product.

"Overall, we try to do our jobs in a tactful, helpful manner. We tend more toward counsel and correction than criticism." Gillam said.

AUDIT HOTLINE

If you have any information about wrongdoing within the DGS or by one of the Department's contractors, or violations of delegations to other state agencies, PLEASE CALL 916-322-4188 or write to Rick Gillam, 1325 J St., Suite 1739, Sacramento, CA 95814. Every effort will be taken to keep your complaint confidential.



WILSON SIGNATURE ADVANCES EAST END PROJECT

The state took another major step toward realizing the vision for the Capitol Area when Governor Wilson signed Senate Bill 1270 (Johnston) authorizing the development of the East End Complex, five new state office buildings on a multi-block site east and southeast of Capitol Park.

The legislation enables DGS to proceed with the development of 1.47 million gross square feet of office space and related parking in three garages, estimated at \$392 million and funded by the sale of State of California Public Works Board bonds. The new complex will house approximately 6,000 employees.

The East End complex will provide for the consolidation of headquarters operations of three large departments, Health Services, Education, and General Services, on state-owned land. These programs

are currently located at 20 different sites throughout downtown Sacramento.

SB 1270 implements the Comprehensive Facilities Plan completed by the Real Estate Services Division (RESA) in July 1997. Furthermore, the 1997 Capitol Area Plan identifies this site as the first priority for office development. Occupancy is expected in March 2003.

At a recent meeting of the Capitol Area Committee, Eugene Spindler, deputy director of RESA, highlighted the significant aspects of this project, including advancement of the state's asset management goals and office consolidation initiatives.

Development at the east end of Capitol Park will protect and enhance the historical State Capitol Building and Park. The prominent location offers an opportunity to create a distinctive eastern entrance to the seat of California state

government that complements the western entrance. The project will also support local downtown redevelopment activities and regional transit objectives.

The increased concentration of employees in the Capitol Area is expected to affect the downtown housing market and further support the housing and retail development plans of the Capitol Area Development Authority (CADA).

The approval of Senate Bill 1270 completes a series of planning activities by DGS, including the Urban Land Institute study of the state office program in Sacramento and implementation task forces, Capitol Area master planning studies, Capitol Area Plan update and environmental review, Comprehensive Facilities Plan, and 1997 Sacramento Regional Facilities Plan.

VICTORIAN CAPITOL ...

Continued From Page 1

Program after budget cuts curtailed the use of flowers in Capitol Park. The program, established two years ago, allows organizations and individuals to donate beds of flowers to the park. "The Color Donation Program has been very successful," said Spahr. "We learned from the experience and used it to develop

CHAPS operates in partnership with the Department of Parks and Recreation's Capitol Museum, and with the unqualified support of all their staff.

Jajuan Francis is a trained floral designer with 24 years experience in the industry and with the state. When asked how she designs, she replied, "I like using texture, being creative, using shape, height, and color. I want to bring the

world of the garden inside."

Jeff and Jajuan are extending their passion for historical accuracy to the flower beds in the park, where they will be planting seeds and growing varieties of antique flowers, once common in the turn-of-the-century gardens.

Note: While CHAPS and the Color Program are well established, they are always ready to expand and new donors are welcome. If interested, please call (916) 445-0549.



ABMS SHAPES THE DEPARTMENT'S COMPETITIVE FUTURE

Mary Ann Riehl-Campos

On September 29, DGS began implementing a state-of-the-art integrated human resources and financial information project. The kickoff for this Activity-Based Management System (ABMS) celebrated many months of teamwork, research and analysis by a big team of employees.

Beginning last year, representatives from all DGS offices met to define business needs and expectations in the human resources and financial areas. Vendors were invited to demonstrate their proven software products. Criteria for the winning vendor included: an experienced company, a proven software in operation, a local firm and an affordable product.

After many vendor demonstrations, focus groups recommended Oracle as the winning vendor. An FSR was submitted to the Department of Information Technology (DOIT) for final approval. DOIT on September 9 approved the FSR as a pilot project.

Since the kickoff, several Oracle staffers have moved to 1325 J Street. OHR and OFS have selected implementation team members to begin the six-phase process. The goal is to have ABM on line by July 1, 1998.

What is an ABM system? It is a method for determining the cost to provide products

and services to customers and for determining the cost of the activities performed to provide those services.

By maintaining detailed financial, human resource and production data, officers can determine how the performance of various activities consumes human and physical resources. This detailed information will give offices the ability to identify process improvement opportunities vital to succeeding in a competitive business environment.

ABMS will provide the following services:

- On-line, real-time, activity-based information in purchasing, payables, general ledger, accounts receivable, project costing, training, performance enhancement, employee separation and appointment, and workers' compensation.
- Improve DGS' competitiveness by reducing HR and financial overhead costs.
- Give DGS a system that can be upgraded and supported.
- Reduce unnecessary, competitive key entry and replace stand-alone systems
- Provide offices with good reporting and analysis tools.

The ABMS team has produced over 295 "as is" process flow charts. These

charts, produced to educate Oracle staff to the DGS business world, are now being catalogued to ensure all business requirements are met in the new Oracle automated system.

KEY POINTS ABOUT ABMS

- Top priority for DGS
- Other agencies watching our progress
- First integrated HR/Financial system in California government
- Opportunity to shape DGS' future
- DGS can become competitive government model



Orchids

LETTERS KEEP ROLLING IN ...



The Office Machine Repair Service (OMRS) received a letter from Cal/EPA praising the courtesy, promptness and knowledge of **Jeff Lowe**, who upgraded 16 of the agency's computers.

Karen Hatch, a Parks and Recreation tour guide at the Capitol, wrote that she has guided thousands of people from many countries through the building, and everyone has compliments on the clean, gleaming interior. She said the "beautiful staff" at **Building and Property Management (BPM)** deserves all the credit.

Mario Molina of OIS has a fan club of satisfied customers writing letters praising his work. Staff at Corcoran State Prison, Wasco State Prison and North Kern State Prison have rave reviews for his initiative, customer service and resourcefulness in providing computer parts and maintenance.

The Property Management Branch wrote an appreciative letter on behalf of **Dave Bulmer**, who exhibited "tact, diplomacy and patience," in acting as a single point of contact in the installation of environmental monitoring systems in buildings throughout downtown Sacramento.

Vera Fernandez at OIS received an e-mail message from Debi Keller at the

Office of Legal Services full of kudos for her "responsive, prompt, cheerful assistance" in updating and creating links for OLS' Homepage.

BPM received a memo of thanks from DGS Real Estate Officer Randall Nelson praising the knowledge, courtesy and professionalism of Long Beach Office Building Manager **Gerrard Gray** and Building Engineer **Robert Pokorski**. The two BPM employees assisted Nelson in answering questions from prospective buyers of the structure.

Office of Small and Minority Business **Perry Duncan** was given high praise from a disabled veteran who received excellent service in certifying his company as a DVBE. "It makes it seem worth while to have fought in Viet Nam as a helicopter pilot and to have served my country for such an individual (as Perry)," wrote the veteran.

In another message to OSMB, Orozco Construction credited **Sherry Harm** with the firm's winning a contract because she double-checked paperwork on the apparent low bidder. Through her persistence, Harm found that the apparent awardee had not re-certified as a small business by the deadline and was, therefore, ineligible for the small business preference.

The Department of

Developmental Services commended **Giacomo Poli** of BPM for his smile and his helpfulness in performing maintenance at its offices.

Rick Guidera and his hard-working BPM staff at the State Personnel Board building received an appreciative letter from the business services chief on the additional work they did preparing and cleaning up after a recent job fair.

The Fourth Floor "family" at EDD's solar building in Sacramento said **Freddie Rowe** of BPM is a "joy to work with" and praised him for his willingness, promptness and thoroughness in cleaning their office.

Bertha Lopez and **Barbara Gilbertson** of OHR got an appreciative memo from Marilee Courtright at BPM for the OHR staffers' swift assistance in conducting an associate industrial hygienist exam on short notice to fill a vacant position quickly. **Norma Wood** in OHR received a nice thank you note from the widow of Anthony Hopkins, thanking her for the special attention she provided to the Hopkins family during a very stressful time.

The Telecom Division received sincere appreciation from the Ukiah Police Department for **Diane Osborn** and her suggestions and assistance with their 9-1-1 system. **Jim Lohr** was cited for his "tremendous help" and for going beyond making



TWO ADDITIONS TO EXEC OFFICE STAFF

Two new members of the executive team share a common background—both began their careers as broadcast journalists.

The Executive Office announced recently the appointment of Pete Dufour as Special Assistant to the Director, Interagency and Customer Relations and Greg Sandin as Equal Employment Opportunity Officer.

Dufour brings to the department eight years of state public affairs experience. Most recently, he served as chief of communications for the Department of Toxic Substances Control, where he supervised the Public Information Office, guided the development of the department's Internet web site, and assisted the management team with the department's strategic plan.

Prior to state service, Dufour was a broadcast journalist in the Sacramento market for 10 years, working

with KQPT "The Point," K-108-FM, and KHYL radio. He also has experience in print and television news.

He currently coaches Little League and youth basketball, and broadcasts high school football and basketball games on a Grass Valley radio station. He replaces Jerri Dale, who has taken a position as a customer account manager with DGS' Customer Account Management Branch. Dufour is also filling in for Anne Richards in the Public Information Office, who has left for a position in the Communications Office at the CHP.

Greg Sandin returns to the Executive Office after three years at Procurement and Fleet. Sandin previously held Dufour's position in Interagency and Customer Relations during 1993 and 1994. Most recently, Sandin served as administrative manager at the Office of Fleet Administration. Prior to that, he

worked as special assistant to the deputy director at the Procurement Division.

Sandin attended the College of San Mateo and Chico State University. He worked in broadcasting in Chico, Redding, and Sacramento before he joined state government as media consultant at the Legislature. Sandin served as assistant director for public affairs at the Department of Developmental Services before joining DGS in 1993.

Sandin spends his spare time playing softball, running 5K races, biking, and volunteer at Sacramento's Make a Wish Foundation. He has one son, Christopher, and lives in the Laguna Creek area.

He replaces Michelle Ogata, who accepted a position as manager of the solution delivery program at the Office of Information Services.

Orchids

Continued From Page 10

repairs needed at the Caltrans Office of Radio Telecommunications in the San Francisco bay area.

Caltrans also appreciates the work of RESD-BOPP employee **Teresa Goodlow**. Several employees sent her a letter thanking her for her "excellent work performance and ethics. Our office building has never looked cleaner."

Chris Castro of Personnel Transactions received a note of thanks from Marci McFadden for her friendly assistance with her benefits. **Bill Amaral** did such a good job conducting airline safety training for 50 individuals at the Department of Social Services that they sent along a letter thanking him for a "timely,



well organized, professionally delivered and well received" presentation.

Sumio Kubo and **Jim DeJournett** with BPP were singled out by the Social Services for "excellent customer service" for their prompt action in marking and then repairing a hazardous sidewalk outside their building on P Street in Sacramento.



OHR TAKES THE YELLOW BRICK ROAD TO OFF-SITE



Scavenger hunt winners included, from left, Vanessa Geter, Kathy Miras, Karen Lucas, Mary La Casse and Mike Gugino.



The Wizard of OHRZ skit included, from left, Lynn Catania as the Scarecrow; Irene Rodarte, the Tin Person; Les Wickey, the Cowardly Lion; Jack Smith, the Wizard; and Debra Boulter, Dorothy.

The Office of Human Resources (OHR) in September held an off-site at McKinley Park in East Sacramento. The event celebrated the accomplishments of the staff during the last fiscal year. It also served as a time for fun and team building.

Activities included a mixer-style game where staff got to know each other better a skit entitled "The Wizard of OHRZ," starring OHR's management staff, a health walk tour of the rose garden, and a scavenger hunt. Staff broke into groups for the hunt based on their birthday month.

OHR showed its creativity when it came to finding scavenger items. One team brought back a real jogger and another had a very creative tennis ball.



Pete Wilson
Governor

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