

# Side-by-Side



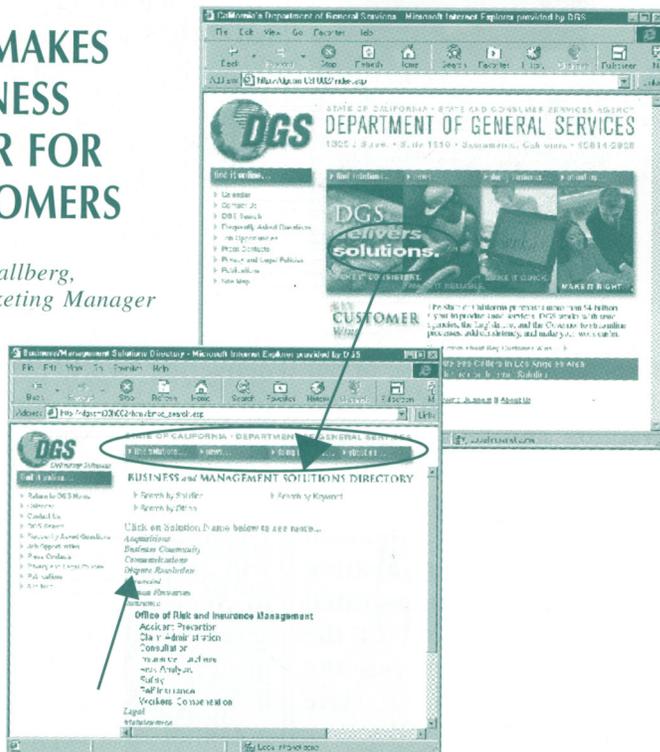
California Department of General Services

a newsletter for employees by employees

Issue #19 • December 1998

## DGS MAKES BUSINESS EASIER FOR CUSTOMERS

By Don Hallberg,  
DGS Marketing Manager



DGS's web site continues to evolve to make it easier for our customers to do business. The site compliments the brand new departmental marketing brochure. Joe Fassett of the Office of State Publishing helped redesign the site resulting in a format that makes it easier than ever for visitors to locate the information they need. With just a few "clicks of the mouse," they can reach out to the division and office web sites and find everything from job openings to solution delivery opportunities.

The next time you have a few spare minutes, visit:

<http://www.dgs.ca.gov>

and do a little exploring for yourself.

Start out by clicking on "find solutions..." (see picture above) and before you know it, the Business and Management Solutions Directory appears. Then click on a category like Insurance in the example above. You'll see the category expands showing specific solutions arranged by division or office. Click on a solution area and you are transferred directly to the division or office web page that

Continued Page 3

## Spotlight on . . .

### THE EMPLOYEE ASSISTANCE PROGRAM

(See page 6 & 7)

## DGS OPENING FOR BUSINESS ON-LINE

The Department of General Services (DGS) is launching a new purchasing system, including an electronic ordering component, with private-sector technology firms that will enable state agencies to more efficiently purchase goods and services. The California Statewide Procurement Network (CSPN), developed by the Procurement Division of DGS, will feature an Internet-based catalog system that will reduce the state's reliance on costly and time-consuming paper-based procurement processes.

"We anticipate that CSPN will allow the state to obtain better prices from suppliers, reduce turnaround times, and enhance customer service," said DGS Director Peter Stamison. "The economic benefits to be realized will be significant given

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To ensure quality, cost-conscious, and timely assistance and support to state and other public agencies so they can efficiently deliver needed services to California citizens. With the leadership of the Governor, and in cooperation with the Legislature, we seek to provide creative business solutions and serve our customers in a responsive and flexible manner. Our mission is dedicated to serving the customer.



Peter G. Stamison,  
Director

## DGS PROMISED AND DELIVERED!

It's hard to believe the last three and a half years have gone by so quickly. It was May 1995 when Governor Pete Wilson invited me to come to Sacramento to help DGS carry out its mission of being California's "on time, on budget" (and even better) business services provider. Nearly four years later we have much to be proud of.

Not only have we kept our promise to make the state's systems more efficient and effective, but we've also improved our level of customer service. We have become, in the words of former State and Consumer Services

Agency Secretary Joanne Kozberg, the "go to" department.

Thanks to your tireless efforts, along with those of our talented line-up of Deputy Directors and Office Chiefs, DGS has transformed from a "command and control" agency to one that is recognized nationally as an innovative leader with a demonstrated ability to think "out of the box," as well as being the provider of choice for state agencies.

We've earned several accolades from NASCA, NASPO, NASIRE, and other awards honoring our creative

solutions. We've also received a lot of positive press nationwide from publications such as the Wall Street Journal, Government Technology, and Public Purchaser magazine.

So where are we going next? DGS will continue to use technology to align businesses with its customers. We'll further management integration as well. Our procurement system will continue changing its focus on processes into a focus on acquisition knowledge. And first and foremost, DGS will strive to remain out front in delivering "world class" customer service, as well as real life, real time solutions to our customers' business problems.

How will DGS get there? I would like to share what I will call the "Top Ten Secrets to Success" combined from several leaders in the management field. These strategies can help DGS reach its full potential as a department, but you may find them to be effective in reaching top human potential as well.

1. **HOW YOU THINK IS EVERYTHING.** Always be positive. Think success, not failure. Beware of a negative environment.
2. **DECIDE UPON YOUR TRUE DREAMS AND GOALS.** Write down your specific goals and develop a plan to reach them.
3. **TAKE ACTION.** Goals are nothing without action. Don't be afraid to get started now. Just do it.
4. **NEVER STOP LEARNING.** Go back to school or read books. Get training and acquire skills.
5. **PERSIST AND WORK HARD.** Success is a marathon, not a sprint. Never give up.
6. **LEARN TO ANALYZE DETAILS.** Get all the facts, all the input. Learn from your mistakes.
7. **BUDGET YOUR TIME AND MONEY.** Don't let other people or things distract you.
8. **DON'T BE AFRAID TO INNOVATE, BE DIFFERENT.** Following the herd is a sure way to mediocrity.
9. **COMMUNICATE AND DEAL WITH PEOPLE EFFECTIVELY.** No person is an island. Learn to understand and motivate others.
10. **BE HONEST AND DEPENDABLE, TAKE RESPONSIBILITY.** Otherwise, numbers one through nine won't matter.



## INTERNET ...

*Continued From Page 1*

contains the specific information you wanted.

Unless I miscounted, it takes just three clicks to find a web page pertaining to insurance claim administration. Or if it's business cards you're after, just click on Publishing. If you think the Solutions Directory is pretty nifty, take a peek at the departmental organization chart created by Jamie Mangrum, Technical Services Section. The chart dynamically expands as you traverse it. Here's how to find it: click on the About Us button and then click on Organization Chart and follow the instructions.

Thanks to exceptionally creative staffers with the Office of State Publishing and Technical Services Section, DGS's web site helps "delivers solutions" like never before.

## DIRECTOR'S MESSAGE ...

*Continued From Page 2*

I have been a critic of government since I got my first paycheck, but I am a fan of DGS! My staff challenged you to change DGS into a top state government agency, and you have responded like the true professionals you are! Customers of DGS are in great hands for the next administration.

It has been an honor and privilege to serve this great state as your Director. All the very best of health and success to you and yours.

*Peter H. Stamison*

Director



*Another satisfied customer drives off with the winning bid at OFA's monthly auction in Davis.*

## FLEET AUCTION INFORMATION JUST A MOUSE CLICK AWAY



Getting a sneak preview of surplus state vehicles offered at the Office of Fleet Administration's (OFA) monthly auction just got easier. Information on items to be disposed of at auction is now on the Internet. A list of items for bid—everything from cars, trucks, vans, boats, busses, and even riding lawn mowers—is provided on line several days prior to the next scheduled auction date.

Prices vary depending on the age and condition of the equipment, but on average sedans go for as low as \$600, a pick-up can be driven away for as little as \$1,000, and 4x4s can be had for as little as \$2,000.

OFA auctions are open to the public and held every third Wednesday at 5950 Chiles Road in Davis. Everything is sold "as is" with no warranties.

A detailed list of equipment to be sold is available at OFA's web site at [www.fleet.ca.gov](http://www.fleet.ca.gov).





*DGS and private-sector partners team up to launch California into the electronic commerce age. From L to R, DGS Chief Deputy Director Steve Olsen, DGS Director Peter Stamison, Procurement Division (PD) Information Technology Systems and Services Chief JoAnne Payan, PD Deputy Director Chuck Grady, Ariba Technology's Paul Melchior, PeopleSoft's Chris McClain, and Andersen Consulting's Tom O'Neil.*

## ON-LINE BUSINESS ...

*Continued From Page 1*

the amount of goods and services purchased by the state."

Approximately \$4 billion of goods and services—from office supplies and furniture to information technology and automobiles—are purchased annually by state agencies. CSPN will enable state agencies to obtain better prices through comparison shopping on the system.

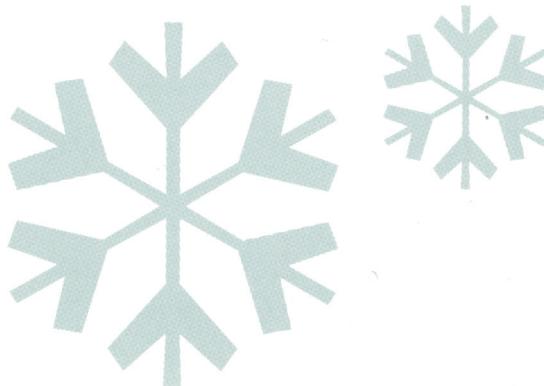
"CSPN will provide the state with a reliable source of product and service information," said Procurement Division Deputy Director Chuck Grady. "Through comparison shopping on the Internet, agencies will be able to make a best-value purchase they may not have been able to see previously."

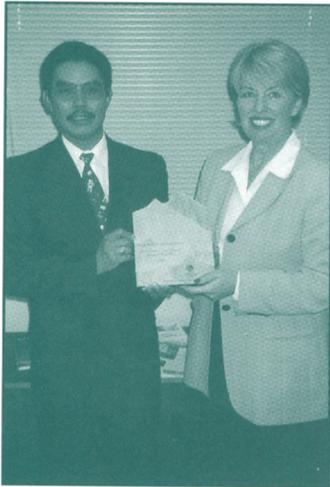
The electronic procurement network is the result of Governor Pete Wilson's Executive Order directing DGS to undertake a comprehensive reform of the state's procurement system in order to maximize the state's purchasing power and to better serve its customers.

DGS is building the CSPN system in stages with several private-sector companies, including Andersen Consulting, People Soft, Ariba Technologies, KPMG Peat Marwick, and Logicon. The CSPN project is due to be fully operational by February 2000.



*From L to R: Private-sector partners David Hotchkiss of KPMG, Logicon's Jim Stanfield, DGS's JoAnne Payan, DeDe Hames, CSPN Team Chief Larry Aronson, Mary Liz Richter, Frank Mora, Mindy Ericson, and Karen Miyao.*





## FLEET WINS QUALITY AWARD

The Office of Fleet Administration has been honored with a California Quality Award from the California Council for Quality and Service (CCQS), whose mission is to enable the state's private- and public-sector organizations to achieve world-class service through the principles of the Malcolm Baldrige National Quality Award.

OFA was in good company, too! Also recognized with a CCQS' California Challenge award was the Boeing Aerospace Company in Southern California.

*OFA Chief Tim Bow and Interagency Support Division Deputy Director Karen McGagin show off the California Challenge Award which honors quality and service in business.*

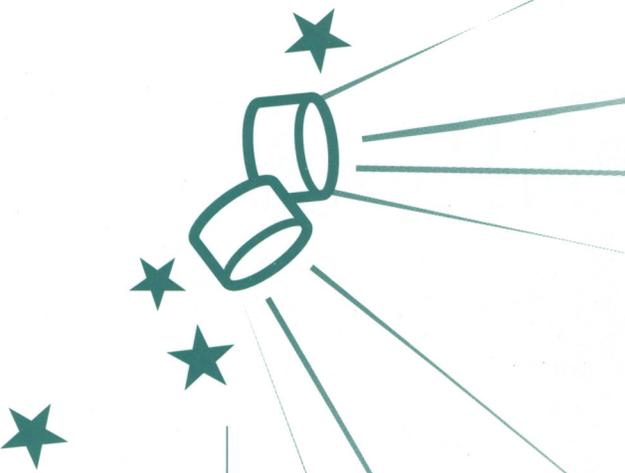
## OSBCR RECOGNIZES A WINNING DUO



Office of Small Business Certification and Resources (OSBCR) Chief Olive Findleton (l) presents Tay Higashi with a certificate for 25 years of state service, 17 of those with OSBCR where Tay began as the office chief secretary, and currently holds the position of Associate Small Business officer, serving the Disabled Veterans Business Enterprise Participation Program.

Olive Findleton congratulates OSBCR's Hunt Warner for 25 years of state service. Hunt coordinates the Target Area Contract Preference Act and Enterprise Zone Act.





## SPOTLIGHT ON..

# THE EMPLOYEE ASSISTANCE PROGRAM

At sometime in our lives all of us are likely to need help with money troubles, marriage problems, stress, serious illness, legal problems, coping with adolescents, raising children, elderly parents, or substance abuse in the family. These are issues that can affect work performance, and ultimately the overall performance of the department. Asking for help is often the first real step toward finding a solution.

At DGS, that help is as near as a confidential phone call to the Employee Assistance Program.

"I would encourage any DGS employee who needs help to contact this cost-effective service," says DGS Director Peter Stamison. "There's no doubt in my mind that employees with family or personal problems will eventually bring those problems to the workplace, affecting not only their own performance but that of their workplace teammates. When you have access to a resource like EAP, you owe it to yourself and those most important to you to use it."

DGS's program takes a "broad brush" approach to employee assistance by offering assessments, professional and community resource referrals, and management consultations. The goal is early resolution of problems so the worker and department can both continue to prosper.

Started in 1982, DGS's assistance program has helped more than 5,000 employees and has exceeded many industry-wide benchmarks for similar programs in the private sector. Most experts agree that a well established and trusted assistance program will be used by about 9 percent of the companies' workforce. At DGS, a little over 13 percent of our 3,000 plus employees have utilized this program. What's more, DGS management referrals average about 30 percent, double the industry-wide standard.

Simply put, the department's well being and the well being of its employees are one in the same. Offering help to DGS





*Employee Assistance Program Manager Darryl Jones and Performance Consultant Gloria Martinez*

employees whose personal problems are impacting their productivity is a humane and sound business practice. DGS's employee assistance program is a "win, win, win situation" for the department, its employees, and the taxpayers.

Darryl Jones manages DGS's Employee Assistance Program. Gloria Martinez is EAP's performance consultant.

## DID YOU KNOW?

- You may use state time and a state phone to contact Employee Assistance.
- Your conversation is strictly confidential.
- No problem is too small or trivial.
- Everyone deserves a chance to be helped.
- Family members are eligible too.

## CALL...

916-445-3962

 8-916-485-3962 CALNET

916-324-0940 TDD





*Procurement Division (PD) team members gather to celebrate the signing of a lease agreement to consolidate state warehouse space in Sacramento's North Natomas area. Three separate warehouse locations throughout Sacramento will relocate to the 183,000 square foot site being built at 1700 W. National Drive in a move that will save taxpayers millions of dollars over the lifetime of the new warehouse's 15-year lease.*

*L-R: Procurement team members fronted by (with hard hats, and shovels) Project coordinator John Hilton, DGS Director Peter Stamison, PD Materials Manager Shirley Oglethorpe, and PD Deputy Director Chuck Grady.*

## DGS NEGOTIATES WITH DEVELOPMENT CONSORTIUM FOR SALE OF FORMER AGNEWS LAND IN SANTA CLARA

DGS is negotiating with a consortium of national developers—Centex Homes, Shea Homes, and Lennar Communities (CSL)—for the sale of 152 acres of state-owned land in the city of Santa Clara.

“CSL offered the best price and we have a high expectation of completing the sale” said DGS Director Peter Stamison. “Our goal is to generate the best deal for state taxpayers, and we believe that CSL’s proposal will do just that.”

The negotiations follow an extensive marketing effort that attracted 27 proposals to purchase all or part of the property. The land was once part of the Agnews Developmental Center, which the Legislature declared as surplus in 1996.

Centex, She, and Lennar combined are the largest publicly traded home building companies in the nation, with a market capitalization of \$8.5 billion. The three companies will sell approximately 30,000 lots and homes nationwide in 1998.

CSL and DGS expect to propose a plan for the City of Santa Clara to review and approve in early 1999. The CSL proposal is a slight variation of a concept plan that DGS had developed with the help of staff of the city and others. The plan includes approximately 1,650 units of new housing, a neighborhood shopping center with a major grocery store, a new school, park, library, fire station, and other public amenities in which the community has expressed interest.

“Because DGS has been active with Santa Clara in developing the land use plan, the property has become more marketable,” Stamison said. “This is good news for the developer, residents of Santa Clara, and state taxpayers.”

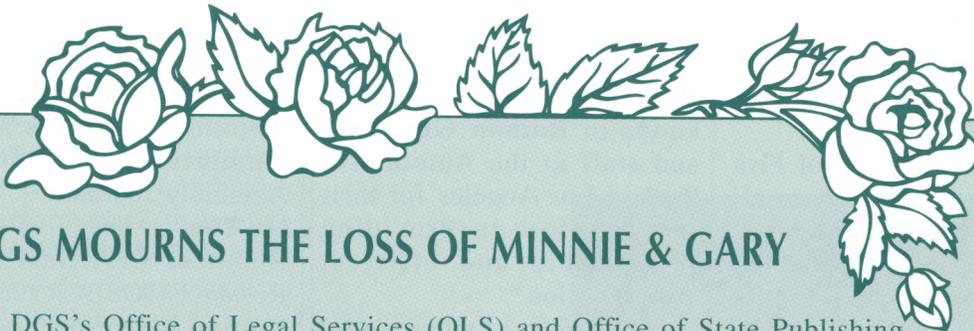
The state is already in the process of working with the city housing authority to develop more than 200 units of affordable housing on the site for low-income families and seniors. In addition, the state has provided property for the development of 50 more units of transitional housing for the Emergency Housing Consortium.

The state has recently sold another portion of the former Agnews property, which included many of the center’s older buildings, to Sun Microsystems. Sun is planning to build a new corporate campus.



## TELECOM WEATHERS EL NIÑO!

Randall Iwasaki (l), Maintenance Chief for the Department of Transportation presents a certificate of appreciation plaque to Telecommunications Division (TD) Public Safety Radio Services Chief Pete Wanzenried. The certificate acknowledges TD's "time, effort and resources" in completing installation of dozen 800 MHz repeaters during the El Niño storms of 1998, providing expanded communications capabilities to Caltrans employees during the disaster.



## DGS MOURNS THE LOSS OF MINNIE & GARY

DGS's Office of Legal Services (OLS) and Office of State Publishing (OSP) both lost exceptional, long-time employees this fall.

**Minnie Hanly** worked for the state for 26 years, with DMV, Parks and Rec, and Consumer Affairs. She came to DGS in 1986 where she was working for OLS at the time of her death. The mother of nine children, Minnie is remembered for being a "great" mother, a shy person with a good heart, and having a lot of energy. She enjoyed playing the piano, reading, and watching classic movies.

She's survived by seven children, John Hanly, Anne Hanly, Cecilia Hanly Barnett, Jeanette Hanly, Sam Hanly, Elsa Hanly, and Frances Hanly.

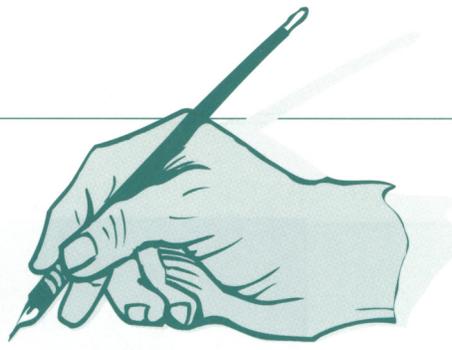
**Gary Meng** worked for the state for 24 years, the last three years with OSP after it merged with the Office of Support Services. Gary was 54 when he passed away.

His friends and coworkers say his many years at Interagency Mail made him the most recognized messenger in state service. His passions included the San Francisco 49ers and Giants.

His mother Irene Humpherys and his stepfather Barney Humpherys of Escondido survive Gary.



## Orchids



### MORE WORDS OF PRAISE FOR WORLD CLASS SERVICE

The Telecommunications Division's (TD) **Mike Guzzi** was singled out recently for "a job well done" in his role as TD Private Line Coordinator. **Joe Fallon** was praised by the State Auditor's office for his "outstanding, in-depth explanation" of TD's Enterprise Management System. The **technicians and staff of the Area 3 Sacramento Maintenance Depot** got a high five for their "professional, courteous, and polite" attitudes.

The Department of Fish and Game thanks them all for "great" customer service. Caltrans congratulated **Roy Cheatwood, Chet Ashbaugh, and Jeff Condor** for their "dedication and quick response" in assisting with a project in San Bernardino. TD's **Ajamu Strivers** won the gratitude of La Familia Counseling Center in Sacramento for helping young people transition in the work force. The National Oceanic and Atmospheric Administration appreciates the "super tech" efforts of **Chuck SeEVERS, Dave Carlson, and Paul Clay** in TD's Redding shop during an antenna swap.

The California Highway Patrol is much obliged to **Alan Judd and Cal Lum** of TD's Oakland radio shop for "outstanding support" in

assisting undercover investigators. Pacific Bell's 911-Emergency Communications officials applauded **Julie Runyan** for "going out of her way" to help whenever called upon.

Thank you notes are rolling into the Office of Fleet Administration (OFA), including one addressed to **Rodney Pitchford** from the State Lottery for his "prudent and local judgment" when it comes to knowing what repairs are needed on state vehicles. The Department of Justice sent kudos to **Ramon Gutierrez** and staff at the Automotive Pool in Los Angeles for their "extra effort in providing comfortable and efficient transportation."

The State Independent Living Council commends OFA Chief **Tim Bow** along with **Eulalio Moncada** and crew for the "courtesy, interest, and enthusiasm" they showed in procuring a vehicle needed by a quadriplegic customer who wanted to drive independently. The Department of Corrections gives a "thumbs up" to **Aaron Thuston** at the state garage in Sacramento for "determination to provide customer satisfaction." OFA, says CDC, is "in good hands" with Aaron.

Letters continue to jam the mailbox at the Office of Public School Construction (OPSC) as school district officials from San Diego to Yreka appreciate

OPSC's world-class service. OPSC staff singled out recently include **Katherine Frost, Eddie Hernandez, Lori Morgan, Maria Ruiz, Lien Huong, Dave Hardin, James Casebolt, Irene Yamagiwa-Oliver, Beatriz Sandoval, Scott Hansen, and Sue Reese.**

The Office of State Publishing (OSP) received a note of praise from the Chief Clerk of the State Assembly who let State Printer Celeste Cron know all about the "absolutely outstanding job" performed by OSP's **Annette Cummins** who edits the Assembly Journal.

The Office of Small Business Certification and Resources (OSBCR) continues earning the respect of small business owners throughout the state. OSBCR's **Sherry Harm, Perry Duncan, David Golden, Lousie Kurashige, and Ellen Yaconelli** all received commendations from business representatives from their "professionalism" in making the certification process easy and understandable.

**Allison Sukauye** of the Office of Human Resources (OHR) was credited for her "thoroughness, and timeliness" while assisting a manager in OHR's Worker Compensation Section.

The Office of Risk Insurance Management (ORIM) has a lot of satisfied customers out

*Continued Page 11*



## Orchids

Continued From Page 10

there thanks to the efforts of ORIM staffers such as **Susan Pipes, Thomas Alves, Rich Beck, and Kathy Hanford** who were singled out for "seeing that state business is conducted in an efficient and responsive manner."

The Real Estate Services Division (RESA) continues to impress, evidenced by the congratulations received by **Geoff Brandt, Stephanie Counts, and Robin Bennett** for their "expeditious handling" of a project in Santa Rosa. **Dwight Weathers** got a note of thanks for his "personal attention" to a Wildlife Conservation Board transaction.

**Howard Sacks and Dave Sharkey** of RESA's Building and Property Management Branch for their "commendable performance" in helping the Oakland Telephone Service Center of the Department of Motor Vehicles move to a new location. BPM's **Archie Headley** was acknowledged by the Department of Forestry and Fire Protection for his help with their Y2K presentation.

Please send your  
"Orchids" to:

**Ken Hunt**  
1325 J Street, Suite 1910  
Sacramento, CA 95814-2928

or fax them to  
(916) 323-6567

or e-mail to:  
[Khunt@dgs.ca.gov](mailto:Khunt@dgs.ca.gov)



### "OVER THE 30-YEAR HILL GANG"

DGS is a great place to work. Just ask the employees who have 30 or more years with the Telecommunications Division. The "over the 30-year hill gang" include (seated L to R) Don Boom, Richard Williams, Marlene Ehresman, Gene Sapnaro, and Pete Wanzenried. (Standing L to R) Roger Zabkie, Al Corey, Don Jones, Wayne Pfohl, and Jerry Webster.



### 25 YEARS OF GREAT SERVICE

The Telecommunications Division presented an exceptionally large number of 25-year service awards to employees this year. Nineteen TD staffers reached their silver anniversary date in '98! From Seated L to R: Gary Grootveld, Cheri Case, Sharon Williams, Sandy Williams, Michael Critchfield, Dale Buchholz. Back row, L to R: Gary Forsberg, Robert Ensminger, Rick Brown, Richard Sift, William Clay, Travis Richardson, George "Michael" Lewis, Kenneth Relat. Not pictured: George Gregurich, John "Wes" Maier, Cal Lum, Larry Rowe, Gerald Scoville.





*Pictured from L to R: Y2K Project Manager Michael Goble, BPM Assistant Chief Fred Luzzi, San Diego BM John Evans, BPM Chief Rosamond Bolden, State Senator James Brulte, Sacramento Regional Manager Charlene Haynes-Bozzo, Sacramento BM John Johnson, Santa Rosa BM Alan Endo, East Bay Regional Manager David Sharkey, Sacramento BM Dave Bulmer, Oakland BM Glenn Della-Monica.*

## STATE BUILDING MANAGERS MEET

The annual statewide building managers (BM) meeting was held this year at Sacramento's Doubletree Hotel. Managers with the Building and Property Management Branch (BPM) of DGS's Real Estate Services Division were updated on new trends and technology in building administration, operations, maintenance, repairs, and grounds keeping. BPM currently has 200 buildings with 20 million square feet to manage. Thirty managers received their Real Property Administrator and Facilities Management Administrator designations at the meeting.



**Pete Wilson**  
*Governor*

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*Wishes everyone a  
safe & happy holiday season!*