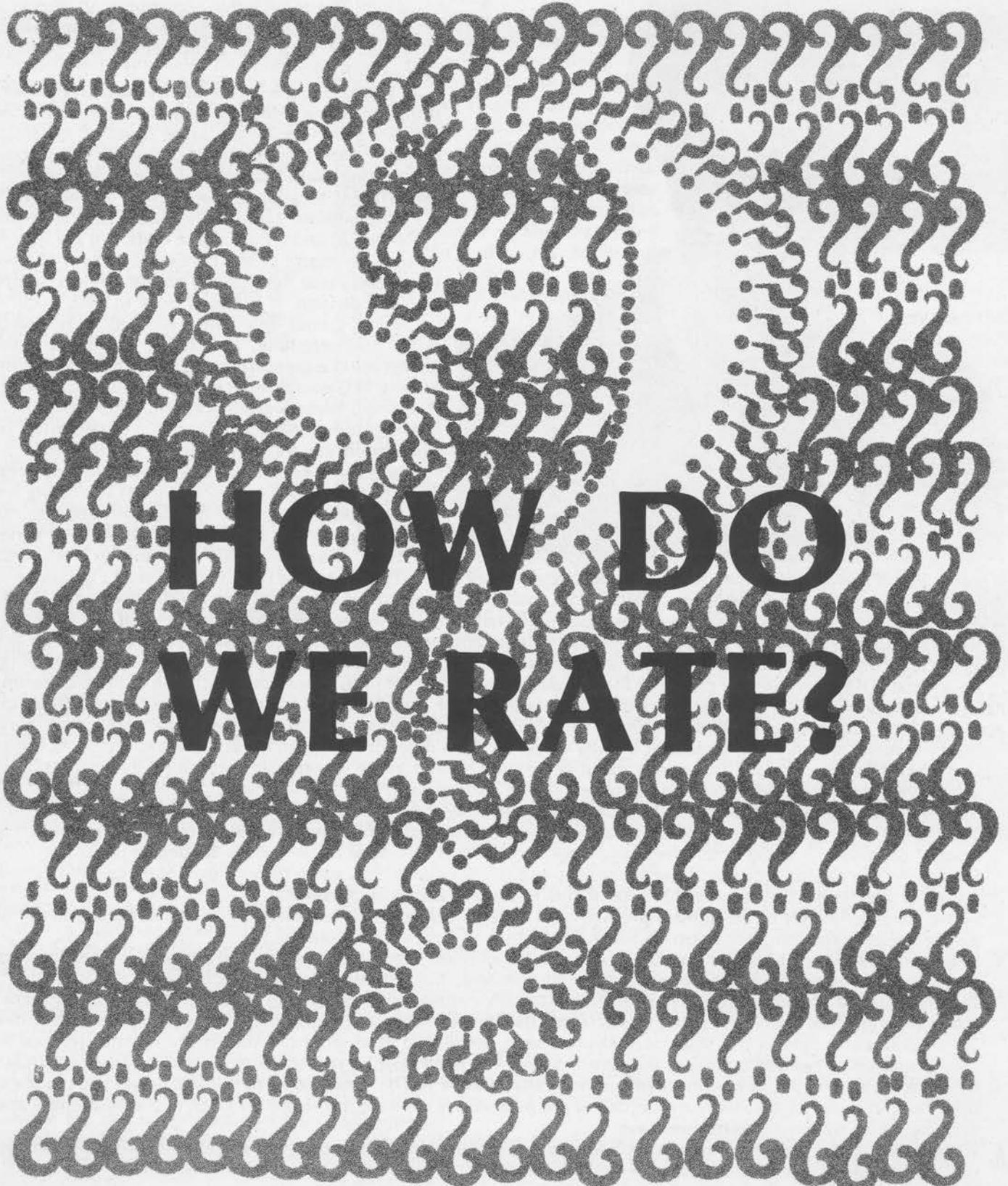




# OUTLOOK



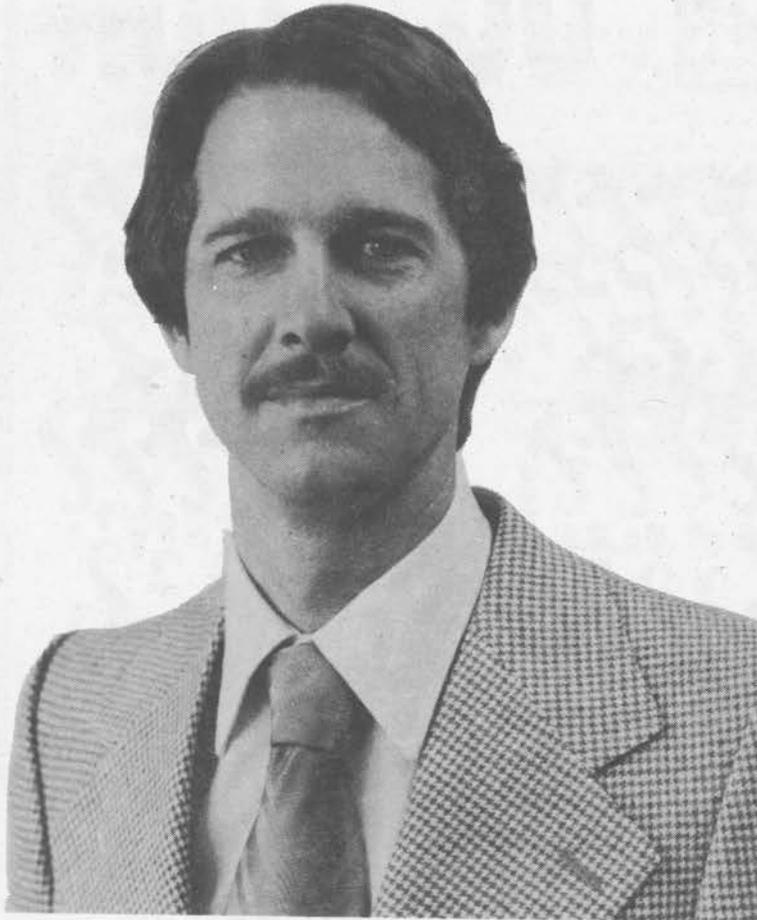
## HOW DO WE RATE?

SEE STORY ON PAGE 6

AUGUST 1978

# RAP SESSION

By David Janssen, Director  
Department of General Services



I would like to take this opportunity to discuss with you the Department's proposals and actions taken relative to the mandate expressed in the passage of Proposition 13.

As you know, the Governor, by Executive Order, instituted a hiring freeze on new State employees for an indefinite period. At the same time, he expressed a concern with the continuing growth in the cost of conducting State business. Further, he directed this Department to take positive action in this area.

As the business agent of the State, General Services is at the hub of and reflects those costs. We see here most clearly the impact of the continued growth of government. Every year the demand on our services has grown in every division. It is clearly time to take stock.

Over a month ago I met with all of the division chiefs to reexamine, as a team, the overall cost of government expenditures for supplies and equipment as seen in General Services. Numerous proposals were discussed. Some were discarded, others pursued. The Management Memos that have recently been distributed are a result of those discussions.

There are a number of underlying assumptions related to the actions we are taking: 1) The hiring freeze should reduce the overall number of State employees, thus reducing the demand for goods and services; 2) There is an inevitable inflation or cost-of-living

increase in the commodities the State has to purchase to function — therefore, the need for cost saving becomes more difficult as it becomes more necessary. Basically the costs can be controlled either through a reduction in the quality or level of service, or a better utilization of the resources available; 3) We can no longer consider what the State does as business as usual. Quite simply things that were considered appropriate before Proposition 13 may no longer be appropriate. It is incumbent upon those of us in management positions to reevaluate everything we do; 4) We are trying not to be arbitrary. It should be very clear that the sun does not rise and set on General Services. The line State departments have the responsibility for the programs that directly affect the people of this State. Our job is to assist them in the accomplishment of their programs. In light of this, there will be a monitoring of the freezes by the General Services Advisory Council which is composed of deputy directors from most of the major State departments; 5) At the same time it should be clear that we are serious about generating savings in the way the State conducts its business. Departmental sovereignty must be tested and retested — we cannot drift.

With these thoughts in mind, then I would like to turn to the specific actions we have taken:

1. The purchase of new State automobiles has been frozen and a comprehensive review of utilization ordered. Home storage permits are being scrutinized and approved only where vital to the needs of departments.
2. Employees are asked, urged, and encouraged to use self-service pumps when they fill up a State car. We estimate a potential savings to the State of \$300,000 if this course of action is pursued.
3. I have administratively directed the State Architect to return all Form 23 requests (minor capital outlay) to the originating departments and ask them to reconsider them in light of Proposition 13.
4. I have directed Space Management Division to return all Form 9 requests for space and alterations. The allocation of space is perhaps the most sensitive function we perform, but it is time to bite the bullet!
5. The purchase of office furniture, typewriters, calculators, various other office machines, office filing equipment and stationary items has been frozen. We estimate that the State has approximately \$90 million worth of inventory in over 200 locations throughout the State. SLAMM has been developed to identify specifically the inventories, but it will take a number of years to complete the consolidation. We need now, to start making better use of the resources that we have. By not buying new equipment we hope that people will be encouraged to think of better ways to use what they have. We also have to work on depleting the inventories we have, turning over stock more frequently, and reutilizing more effectively what we have.
6. We are also in the process of reviewing State-hauled freight, the distribution of free publications, the purchase of radio equipment, the consolidation of reproduction centers and personal services contracts.

It should be obvious that the State has a substantial challenge facing it in the year ahead and the years to come. There are no easy answers, but the issue is clear; business as usual cannot continue.

# Nancy Schlenker . . . Her Work is Improving

For Nancy Schlenker, work improvement is more than a nebulous concept, it is a nonpareil commitment. Ms. Schlenker, who recently filled the position of Merit Award Board Administrator following the retirement of William Bartle, is the primary advocate for good ideas submitted to management by employees. It's a role and a challenge she faces with enthusiasm, and the necessary expertise to convert that enthusiasm into positive results.

Ms. Schlenker began her career in state service in 1957. She came to the Merit Award Board in 1971 from the Department of Conservation. She has also worked for E.D.D., and the Board of Equalization. Her experience in these line departments has proved invaluable.

"I think most employees are not aware of how the evaluation of suggestions is handled," states Ms. Schlenker. "We don't have a very big staff here, so, we send the suggestions we receive to the departments for evaluation."

Though using the departments for evaluation of suggestions allows the Merit Award Board to tap into just about all the available technical expertise of state government, it does pose some management problems.

"We believe that for our suggestion program to be effective, we must provide as rapid and as fair a response to an employees idea as is possible," continues Ms. Schlenker. "Unfortunately, suggestions don't always receive the kind of priority we would like to see them have from the evaluating department."

In addition to the need for reliance upon the departments for evaluations, the Merit Award Board is unable to authorize an award to an employee without the prior approval or adoption of a suggestion by the agency with responsibility for implementation. This means for example, that if a suggestion concerned the revision or improvement of a standard state form, the Merit Award Board could not make an award for the suggestion unless our very own Records Management Division approved the change and took the necessary steps to modify future forms.

These two facets of the employee

suggestion program place Nancy Schlenker in a challenging managerial role. With her direct span of control limited to determining the proper evaluating and implementing agency, tracking the suggestions, and insuring compliance with state policy regarding suggestions, she finds her role in actually getting the ideas looked at and judged fairly, one of infinite creative possibilities.

Essentially, as long as the departments accept and carry out their responsibilities regarding suggestions there are few problems. But, when they don't — and they often don't — that's when Ms. Schlenker and her staff truly go to work.

"We really feel that employees are the best source for making on-the-job improvements. Since we are employees of government, consequently, improving our jobs, improves government as a whole," relates Ms. Schlenker. "Unfortunately, government is not always open to change and continues to do things because they are comfortable."

When an agency becomes somewhat remiss in its evaluation responsibilities, the staff at the board, especially Ms. Schlenker, has been known to do everything from cajole to chide, subtly sway to overtly shout, and mildly message to militantly memo, to get an evaluation completed.

Ms. Schlenker admits that it would be much easier to get more cooperation out of state agencies in evaluating suggestions, if the employees who submit their suggestions would fully develop their ideas before turning them in.

"When we receive a suggestion that is just a shell, a bare seed of an idea, we must rely on the agencies to understand the concept the suggester is proposing," she states. "If suggesters would take the time to research their ideas thoroughly, the entire suggestion process would be greatly sped up."

"We can understand an evaluating agencies reluctance to allocate costly staff time to review an incomplete suggestion."

One of the things Ms. Schlenker feels might aid suggesters in developing their ideas fully, is to overcome the fear of discussing ideas with others. Many employees



Nancy Schlenker

are concerned that if they take their idea to a supervisor or co-worker, that somebody might plagiarize the idea and submit it before they have a chance to do so themselves. As far as Ms. Schlenker and the board staff are concerned however, this is more an anxiety than a rational fear. They believe that a spirit of openness would not only benefit the suggestion program, but, would also benefit individual suggesters as well.

"I think that anyone who submits a suggestion believes it is a good idea," Ms. Schlenker continues, "and since they think it is a good idea, they should give that idea the best possible chance of being accepted by putting out the extra effort to fully develop it."

"I believe evaluators should keep in mind the concept that no one purposely submits a poor idea when they go to review the suggestion. If they would review suggestions with the attitude of how can this idea be made to work, rather than how can it be most easily turned down, they would be doing the job of suggestion evaluation the way it was intended to be performed," she concludes.

Through managing the state employee suggestion program can sometimes be a frustrating proposition, Nancy Schlenker maintains a faith in the value of her program. It is a faith shared by the entire staff of the board. It is quite possibly the reason that the State Merit Award Board program remains one of the most vital, progressive, and successful governmental employee suggestion programs in the nation.



*Julie Zanolio*

The Departmental Women's Program and the Women's Caucus are scheduling noon-time training and information sessions in OB #1. Many of these programs are "highly portable" and can be given in other Sacramento locations. If women in your "field" location are interested in having programs at various locations, let us know. We can make arrangements to bring select programs to you!

In July, the Center for the Early Detection of Breast Cancer, presented "NOT ME." Breast cancer is a killer; it spreads if untreated. One out of 15 women fall victim to it, and the survival rate is less than encouraging. Although only one out of 100 men develop cancer of the breast, the odds that a woman in their life — be it mother, wife, sister, girlfriend, daughter — will fall victim, are high.

In August we switch from health issues to training. Patricia Lewis from the Departmental Training Office and Alberta Lane from Personnel Development Center (PDC), share general information on training, with a practical "how to get it" approach.

How many of us know what classes are available or how to fill out a training request form — much less what one looks like. What's a Career Development Plan or a Training Needs Survey? Who needs 'em? (YOU DO!) Or for that matter — who's my divisional training coordinator? These questions and more will be answered on August 24.

Have you asked yourself: "Where do I want my personal/professional life to be five years from now?" — Or even one month? We have just the program for you. . . Goal Setting Techniques is the presentation scheduled for September 14



# NEWSLINE

By Julie Zanolio



from 12:00 noon to 1:00 p.m. in Room 587 (Large Conference Room) of OB #1. Our speaker is Alberta Lane from PDC.

Also in September, we have invited Secretary of State, the Honorable March Fong Eu to address a joint meeting of the departmental Women's Caucus and the Coalition of Women in State Service. Watch for her September 20th, in the EDD Auditorium, 800 Capitol Mall.

Other activities in the offing are: What's SB 839? — Employer/Employee Relations; Meet the Coalition; Upward Mobility and You; Opportunities for Women in Non-Traditional Occupations.

These are just the beginning. There are many issues that we should be exploring, both as employees and concerned and responsible citizens: health issues, upward mobility, equitable salary treatment, equitable representation in all job categories, training needs. . . the list is infinite. The Department has made the commitment to assist women in these areas. The Equal Employment Officer, Personnel Office and Training Office are sensitive to these needs. As a team we can strive to achieve these goals; however, you are an integral member of this team also. Active participation can only benefit you both in your employment, and in your personal satisfaction.

What about career counseling? What is it and who gets it? Personnel Analysts are typically the best source

of information. However, both the Equal Employment Opportunity Officer and myself are available. The Commission on the Status of Women has published a booklet "What's Your Next Move" which provides valuable information on career ladders in all occupational areas. The departmental Personnel Office has recently prepared and distributed similar information on clerical career ladders.

Another important resource is the departmental Career Development Program booklet. In this program, both the employee and the supervisor participate in an intensive planning session to determine job responsibilities, training resources needed, availability of resources, and thus enter into an agreement to fulfill the goals of the individual career development program. The "Training Needs Survey" can be used in a similar way.

Statistics concerning the employment status of women can be staggering. The under-representation and under-utilization of women in particular job categories is not unique to any one department, or to state service in general, or the California labor force. [The department has computerized reports available on these statistics. Your divisional EEO Coordinator has them for your division.] The question is how do we change this employment picture? How long will it take? You can help us make these determinations. Again the answer rests with active participation.



*Women employees gather for presentation by the Departmental Women's Caucus.*

# NEWS BRIEFS

## Change in Register

Governor Brown has signed legislation insuring a timely and more informative Administrative Code Notice Register, all at no increase in price. Authored by Assemblyman Frank Vicencia, AB 1026 also makes significant reforms to the administrative regulatory process and becomes effective January 1, 1979.

The new Notice Register will be more informative by adding to the notices and the summaries of adopted regulation changes the following:

1. A digest summarizing the effect the proposed regulation would have on existing law;
2. An estimate of the new cost or savings of the proposed regulation to government;
3. The name and telephone number of an agency information officer. This person has a statutory duty to handle all inquiries about the proposed regulation.

This additional information will also be published in the Notice Register whenever an emergency regulation is adopted.

Just as important as knowing what the proposed regulation is about is having time to react to it. The Vicencia Law assures enough time by measuring the required 30-day notice from the day the Notice Register is in print. Under existing law the 30-day waiting period begins when the notice is delivered to the Office of Administrative Hearings. The new law also provides the Notice Register the same top priority given legislative publications in the State Printing Office.

The Vicencia Law also significantly changes the process for adopting emergency regulations. To assist agencies in meeting the new requirements OAH will conduct training programs next Fall and Winter. The Legislative Counsel has agreed to specially train agency staffs in the preparation of informative digests of how proposed regulations affect existing law.

The reforms encompassed in the Vicencia Law will allow government,

## CSP Bikes in Capitol Park

The California State Police inaugurated its bicycle patrol of Capitol Park the beginning of July. On hand for inaugural ceremonies were Senator James R. Mills, Senate President Pro Tempore, Director David Janssen, and State Police Chief William Skelton.

The concept of patrolling the Capitol grounds area by bicycle, was suggested and developed by two State Police Officers, John Harder, and Robert Legland. It is structured closely to the current bicycle patrols operated by the Davis City Police and the U.C. Davis campus police.

As expected, since becoming operational the program has drawn considerable interest from both state employees and visitors to the park. It seems that the State Police has added a touch of pleasantness to the grounds, by using the non-polluting and quiet bicycles instead of the familiar motor scooters which plied the park with such regularity in the past.

## Printing Scrutinized

In a memo to State Printer, Vincent Toolan, and Chief of Office Services, Robert Macey, Director David Janssen has called for a more thorough scrutinization and evaluation of printing requests received by General Services.

Both divisions have been directed to make recommendations to client agencies regarding cost reductions in the area of printing.

The two primary areas of concern and action are:

1. Quality/weight of paper will be reduced to lowest acceptable grade, without reducing the functional use or purpose of the document/publication to be printed;
2. Standard "contract" grades and colors of paper will be substituted for "special order" papers, where feasible.

the people, and enterprises it regulates, to come together to openly resolve the common questions they face.

## PASSpoRT Available

The Department of General Services is joining with the Departments of Transportation and Corrections and other Sacramento area businesses in a demonstration program where employees can purchase Sacramento Regional Transit monthly bus passes through payroll deduction.

This test program, funded in part by the Urban Mass Transportation Administration is designed to provide benefits to employees of participating Sacramento area businesses. Holders of RT's "MONTHLY PASSpoRT's" enjoy fast convenient access to a transit system which serves the entire Sacramento area. Beth Beach, Regional Transit's Project Coordinator describes some of the added benefits available to "MONTHLY PASSpoRT" holders:

1. RT's "MONTHLY PASSpoRT" SAVES TIME. The convenience of the PASSpoRT eliminates the inconvenience of exact change for fares. No more waiting in line. Just show your PASSpoRT!
2. RT's "MONTHLY PASSpoRT" SAVES ENERGY. Avoid the hassle of in-town driving, parking, towing and fines. Also, have the satisfaction of knowing you are contributing to energy conservation.
3. RT's "MONTHLY PASSpoRT" SAVES MONEY. The price of the PASSpoRT is \$12.00 per month, based on 18 round trips. The average, of course is 20 round trips per month — so you save \$2.00 a month right there. In addition, other members of your family can use your pass on week-ends too! In fact, the more you use your PASSpoRT, the more VALUABLE IT BECOMES!!!

General Services employees can sign up for this new exciting program in Room 490, 915 Capitol Mall. More information can be obtained by phoning 445-7024.



# WE RATE ?



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the State Printing

Plant average 27% below the current market rate;

- Office Machine Repair Service offers a \$8 to \$14 savings per typewriter on contract maintenance;
- The cost of a 4 minute phone call from Sacramento to Los Angeles is \$1.46 less expensive over ATSS than over regular toll lines;
- Total savings from the states lease line phone network, managed by Communications Division, comes to more than \$18 million;
- Client agencies shared in the over \$350,000 savings which accrued to them by using the State Records Centers instead of outside record storing firms. (What they saved by using the Records Centers instead of filing cabinets amounts to millions);
- The Office of State Printing produces textbooks at 60% of the publishers price;
- The State Police was able to provide us with a safe working environment for a little over half of the average per capita cost of local police services;
- Management Services-State EDP Education Program saved over \$280,000 by providing its courses for less than half of the average student fee cost of similar company courses;
- Fleet Administration provided us with autos for from 30% to 64% of

the cost of renting them from private vendors.

The list of areas where we were able to provide duplicate service at reduced cost is impressive, and considerably more lengthy than we have room to fully illustrate in this article. It encompasses all of our divisions. It covers clerical, technical, and professional services. Accounting, leasing, land acquisition, messenger service, material services, procurement...we did it well, and with a business sense that would have made Rockefeller envious.

It is gratifying that we can look back upon what we have been able to accomplish. We should all take pride in knowing that we have done our jobs well. Our efforts have benefited both the taxpayers, and the recipients of our client agencies services.

Every dollar we save, is money that can be spent upon the direct services of government—those services which endeavor to meet the collective needs of our society. It is after all, the meeting of societies collective needs that forms the basis for the very existence of government.

How will we rate next year? That is up to us. But, if yesterday is any indicator of tomorrow, our clients can expect big dividends and cost savings by working with General Services.

Not too shabby for "government work" — don't you agree?



# MERIT AWARDS — IDEAS BRING RESULTS!

Congratulations are in order for the 16 employees and one supervisor who shared \$22,718.70 worth of savings by turning their ideas into action by sending in a suggestion. They will share nearly \$3,000 in cash awards for their timely suggestions.

• • •

Thor Barrows, our Departmental Training Officer, suggested insulating the wall between the building housing his office and the state-owned building next door. By placing aluminum flashing at vertical joints between the buildings, heat loss was cut for both of them by creation of a dead air space.

Mr. Barrows will receive \$25.00 for his idea.

• • •

Arthur Ososke, of Communications Division, designed a test panel that could be used in lieu of the console to service printed circuit cards for certain devices. This enables these consoles to be tested without interfering with the activities of the console.

Mr. Ososke will receive \$60.00, for his suggestion.

• • •

Marguerite Geftakys, of the Office of Administrative Hearings, recommended that a cover, labeled "lights," be installed over the light switch near the elevator in her building. Seems as though several times a day a stranger would press the light switch thinking they were pressing the elevator button and end

up turning out the lights.

Though her idea was not adopted as suggested, it did lead to getting the light switch converted from a standard switch to a keyed switch.

Mrs. Geftakys will receive \$25.00 for her good idea.

• • •

Leo Daugherty, of the Office of Procurement, felt that it would save some money to eliminate the two ounce tube of rubber cement from stock at Material Services and only issue larger quantities. The office agreed and Mr. Daugherty will receive an award of \$25.00 for his idea which will save the state a little less than \$100 a year.

• • •

Richard Burke of the Office of State Printing, thought the Plant ought to have its own water distiller rather than purchase distilled water from a vendor. The installation of the distiller turned a nice yearly savings of \$703.00 for the Plant.

Mr. Burke will receive \$70.00 for his adopted suggestion.

• • •

Russell Haverstock of Buildings and Grounds, had an idea about how price changes to contracts could be distributed to clients in a more usable manner. The Office of Procurement found that though they couldn't use his recommended procedure all the time, that what he had recommended would work better than their existing system for certain types of contract price

changes.

Mr. Haverstock will receive an award of \$40.00 for taking the time to submit his suggestion to the Merit Award Board.

• • •

Frederick Ottawa of the Office of State Printing, recommended a technical change to some composing room procedures. Though the change affects only a few jobs, his suggestion was found to warrant a \$25.00 award.

• • •

Walter Smith of the State Printing Plant, cashed in on his suggestion to modify a Hantscho Press, to allow for easier mounting and removal of some of the parts. His idea significantly reduced the time required to install and remove the parts. Though actual time and salary savings could not be computed, he will receive an award of \$100 for this good idea.

Mr. Smith will also receive another award of \$30.00 for his suggestion which led to the placing of a one square-foot window in a guard on a Web-Press. The placement of the window allows the pressman to see register marks while the press is in motion, without raising the guard. The window is still small enough however, that there is no decrease in the safety which the guard provides individuals working on the press.

Demonstrating that knowing your job and keeping your eyes open for ways of improving it really can pay off. Mr. Smith will receive yet another \$30.00 award for his suggestion which led to a modification to a Forms Press. The modification will eliminate some of the causes for forms becoming caught and damaged in the press.

• • •

Dale Vanderhoof, of the Office of State Printing, suggested that the makers of zinc plates used at the plant be requested to comply more closely with specifications. His suggestion resulted in some positive action on the part of the manufacturer and a \$30.00 award for Mr. Vanderhoof.

• • •

Marvin Arnold, of Communications Division, didn't have to go far

(Continued on page 11)



Chief of Procurement, John Babich, presents 25-year award to Evelyn Ratliff at the North Highlands warehouse.

# Safe Talkin

by Insurance Office Staff

The energy crisis and ever increasing vehicle operating costs have prompted many of us to look for more economical means of transportation. Probably the most economical means is the bicycle and if properly operated it can be safe and enjoyable.

A pilot project in Sacramento is currently studying the feasibility of using state owned bicycles, in lieu of taxis and state automobiles for in-town trips. If successful the state transportation costs could be reduced significantly.

Since more and more state employees are using bicycles for business and pleasure, it was felt a review of bicycle safety would be in order.

A positive attitude and compliance with the following laws and defensive riding tips are the key factors in making you an accident free cyclist.

- Obey all applicable traffic regulations.
  - Ride with the flow of traffic
  - Obey signs and signals
  - Use arm turn signals
  - Do not carry passengers or packages that obstruct your vision and control
  - Remember you can get a ticket for noncompliance with the laws
- Ride defensively
  - Keep your eyes moving
  - Beware of road surface hazards
  - Watch for car doors opening
  - Plan your trip, do not ride on hazardous streets
  - Use bike lanes when possible
  - Prevent clothing from entanglement with moving parts, especially the chain
  - Ride a safe bike; maintain it properly and frequently check tire pressure
  - For riding at night, make sure you are seen, equip your bike with lights and reflectors as required by law.
  - Lock your bike whenever leaving it.
- Remember, your size makes it harder for other traffic to see you so ride defensively and legally.

## Thor's Corner

By Thor Barrows, Department Training Officer

Your personal development is important to the Department of General Services. The Director and top management provide a significant amount of time and dollars each year for your training.

Your development in the following areas is of vital importance to the Department:

- Skills in any function to help you perform your current job requirement.
- Development to assist in meeting the departments upward mobility goals.

Encouragement is also provided in meeting your personal career goals within state service.

Training programs are available from many sources including General Services Training Office, the Personnel Development Center, Regional Training Centers, local colleges, private organization and many other sources.

The following list includes descriptions of the courses which will be given by the General Services Training Office this fiscal year. For additional information on these courses, contact your supervisor or your division's training coordinator.

The name and phone number of your coordinator may be obtained by calling the department training office at 322-6058, ATSS 492-6058.

### Civil Service Examination Workshop

A twelve-hour workshop designed to improve skills in civil service test taking for:

- Employees who have been hired in TAU positions to assist in implementing the Department's affirmative action goals.
- Any TAU employee hired for a permanent position who requests this training.
- Employees who are participating in the Department's career development program, and have this training indicated in their career plans.

Emphasis will be placed on the oral examination process, however, other important topics such as application preparation, the written examination and the probationary period will be included. Group participation and personal involvement will be emphasized with individual

feedback through video-taped recordings, group critique and individual counseling as needed.

### Telephone Courtesy

This short course presented by the telephone company is for all employees who answer phones and take messages. It demonstrates the most effective techniques and develops skills in handling a variety of telephone situations.

### New Support Staff Orientation

A 16-hour workshop for new support staff, to instruct them in the use of departmental forms, departmental services, special programs, such as forms control and the handling of emergency situations.

### Transacting With People

A three-day workshop for non-supervisory employees on the basic theory and application of transactional analysis in the work setting.

Through transactional analysis, participants will be able to evaluate old decisions and behavior, and change what they decide is desirable for them to change.

### Effective Reading

Effective Reading is especially designed for the individual who wants realistic, practical training in gathering more information in less time. The purpose of this twelve (12) hour workshop, is to help employees to become more effective through the use of effective reading.

### Dictation Techniques And The Use Of Word Processing

A six-hour workshop on effective dictation techniques and the use of the General Services' Word Processing Center.

### Effective Presentations

This is a course for employees who may be called upon to prepare and present information orally to groups of people in and out of State government. It is intended for individuals who need to better prepare themselves, their material, and their delivery for oral presentations.

### Completed Staff Work

Completed Staff Work is the study  
(Continued on page 11)

# GENERAL SERVICES PEOPLE



With Assistant Director Dale Garrett and Deputy Director Susann Morgan looking on, Director Janssen presents Transactions Unit Supervisor Artie Porter with her 25-year Service Award.

Compliments to the State Police Officers who handled the wheelchair demonstration at the Trans-Bay Terminal in San Francisco. Not only did you keep your cool in what could have been a very bad situation, you kept it so well that even the demonstrators you were forced to arrest described you as being "real nice."

On July 1, 1978, the Thistle Inn Restaurant in Los Angeles was packed as friends and co-workers, past and present gathered to honor **Bernadette Garcia** on the occasion of her retirement. Bernadette began her State career 31 years ago with Buildings and Grounds, when her husband asked her to take a six-month job to help supplement the family income. Bernadette's husband, **Aurthur Garcia**, joined her in retirement and for a relaxer, traveled to Mexico for a few days with an extended European trip planned in the fall. Bernadette's congenial attitude and the pleasant atmosphere she generated will truly be missed. Best wishes to both the Garcias and happy retirement.

**Mike Sciarria**, Groundskeeper, retired from Buildings and Grounds after more than 18 years of service. Mike's sudden retirement surprised his co-workers but health reasons necessitated his decision. Best Wishes to Mike.

**Joseph Bennett** started State service with the Department of

Finance in 1957. He worked as a janitor at the California State buildings in Los Angeles, and came over to General Services when it became a department. Bennett, as he was called by his co-workers is looking to take it easy for awhile. Congratulations and best wishes for a happy retirement.

**Clarence Yound**, janitor in Los Angeles, began his State career with the Department of Transportation 30 years ago. He came to Buildings and Grounds during the consolidation of services in 1968. Clarence plans to start his retirement by taking it easy. Well done Clarence and happy retirement.

**Alcuen Adams** enjoys the outdoors and after more than 20

years of State service he plans to spend time exploring the wide open spaces with his grandchildren. A janitor for Buildings and Grounds in Los Angeles, Alcuen and his recreational vehicle will explore many interesting camp sites. Best wishes and a happy retirement.

Those that know **Mae Lee** in the Budget and Planning Office, know she is very knowledgeable about state procedures. Now the folks at the Department of Conservation know it too. Mae volunteered her time after work to help out a former co-worker now with Conservation, so that department could get its year-end reports out. Conservation really appreciated your help Mae.

Though we weren't able to get any information on his future plans, we would like to wish **Orbra Mullan**, a 19-year veteran of the State Police, a very happy retirement.

We have a new special Assistant to the Director for Capital Outlay. His name is **John Baker**, and he comes to us via the Legislative Analyst Office. Welcome to DGS, John.

Finally, our scouts tell us that if you're in the market for a good left fielder for your softball team, Deputy State Architect **Barry Wasserman** is an outstanding prospect.



Director Janssen and Architect Dale Dwyer of the Capitol Restoration Office, following the presentation of Mr. Dwyer's 25-year Service Award, take a few moments to discuss how the restoration project is going.

**Thors Corner. . .**

(Continued from page 9)

of a problem, and presentation of a solution, in such a form that all that remains to be done by the manager is to indicate approval or disapproval of the recommendation.

**First Aid**

This 8-hour "Standard First Aid" multimedia course is designed to provide fundamental principles and knowledge of, and skills in, first aid and accident prevention. It prepares persons to care for most injuries and to meet most emergencies, when medical assistance is not excessively delayed.

**Cardiopulmonary Resuscitation "CPR"**

A six-hour course presenting basic life-saving technique for sudden cardiac arrest. CPR involves a combination of mouth-to-mouth breathing, and other ventilation techniques and chest compression. This technique provides basic emergency life support until more advanced life support is available.

**New Supervisors Orientation**

A basic supervision course for new and/or future supervisors with no prior supervisory training.

New Supervisors Orientation is a practical "How to" program that does not require prior experience in order to understand it. Presented in a direct, down to earth manner, it is designed to assist the new supervisor in many of his/her most critical problems.

**First-Line Supervisors Workshop**

The objectives of this training program are to give the participants an understanding of various principles and methods of effective supervision.

**Effective Discipline**

This 12-hour workshop will present a systematic, practical and no-nonsense techniques for dealing with a supervisor's most difficult problem: How to develop appropriate and effective solutions to improving the work performance of employees who chronically fail to comply with standards of conduct, and whose job performance is significantly below standard.

**Grievance Handling for Supervisors**

This 16-hour program will be dealing with "Collective Bargaining"

**Merit Award. . .** (Continued from page 8)

in searching for improvement. His suggestion that the STD 645, Employee Suggestion Form, be printed with guidelines for suggestions submitted in written form, caused the form to be revised and earned Mr. Arnold a \$30.00 award.

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Christy Bell, of Management Services Division, thought the method of payment for monthly cab service as a bit cumbersome. Seems as though somebody had to run a photocopy of each charge slip before the rest of the paperwork could be forwarded to the Controllers Office for payment.

Ms. Bell devised a method of eliminating the need to run the photocopies. Her method will save over \$194 a year for the state, and earned her an award of \$25.00.

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Clint Harlan and John Hilton, of the Office of Procurement, noted that a substantial savings in shipping costs could be achieved by using a new company. Because the particular company doesn't serve the entire state, they devised a system for separating orders that could be shipped with the particular firm.

Use of their idea will lead to an estimated \$2,600 savings in the first year. Mr. Harlan and Mr. Hilton will share in an award of \$260.00.

It should be noted that their idea was not originally received with a great deal of enthusiasm, but with persistence on the part of the suggestors and their documentation of savings that could be achieved, their idea was finally adopted.

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for state employees and supervisors, and their role in handling future grievances in the new environment.

Since this program is in coordination with the Governor's Office, it is extremely important that all supervisors attend.

Any Department of General Services' supervisor that supervises the work of others is encouraged to participate.

**Transactional Analysis for Managers**

This three-day workshop is for supervisors/managers on the basic theory and application of transac-

Werner Schon and Frederick Young of Buildings and Grounds Division, suggested an improvement to some chill water pump shaft seals. They noted that the pumps were using graphite packing and landyord rings to contain water.

They suggested, and with the aid of their supervisor developed a method of using mechanical seals in place of the graphite packing. This change significantly reduced the maintenance costs on the pumps, in fact it reduces the costs by close to \$11,000 a year.

For their suggestion Mr. Schon and Mr. Young will share in a \$1,000 award. Their supervisor who helped them develop the idea, will receive a \$312 supervisory award.

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Esther Deogracia, of the Office of Procurement, suggested that instead of using two pages stapled together when mailing bid notices, that the office switch to using one 17" x 11" page folded.

Mrs. Deogracia will receive a \$645 award, for her idea which will save the office \$6,450 a year on the preparation of the 250,000 bid invitations they process annually.

• • •

Peter Sardlich, of the Office of State Printing, recommended using either roll type or flat paper towel dispensers, but not both, at the Printing Plant. As roll type paper towels were not on state contract, the Printing Plant switched to flat paper towels which will result in an annual savings of \$1,716.21.

Mr. Sardelich will receive an award of \$170 for his good idea.

tional analysis in the work setting. Emphasis will be on the manager's role.

The objective is to assist supervisors/managers in gaining increased understanding of the nature of their interpersonal communications, and to be able to see how others in the organization perceive their style, approach and impact.

**Middle Management Workshop**

This 40-hour program is designed for those persons at the second-level of supervision and above. Persons attending must have already completed a basic course in supervision.

*State of California  
State and Consumer Services Agency*

**DEPARTMENT OF  
GENERAL SERVICES**

EDMUND G. BROWN JR.  
*Governor*

LEONARD GRIMES  
*Agency Secretary*

DAVID E. JANSSEN  
*Director*

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# Service Awards



Congratulations are in order for five employees of the Department of General Services who have completed twenty-five years of service with the State within the months of July and August. Best wishes to all of you and thank you for your contributions to our Department and the State of California!

### JULY

- Alan Himmah ..... Office Services
- Artie Porter ..... Administrative Services
- Dan Harris ..... Buildings and Grounds

### AUGUST

- Anne Turkel ..... Administrative Hearings
- Lloyd Nelson ..... Buildings and Grounds



## ON THE BEAT

On occasion police officers are forced to make a life and death decision. During one such recent incident, Sgt. Frank Gonsalves of the California State Police, rose to the occasion.

Sgt. Gonsalves was backup for two of his officers on a "threat to employee" call. While Frank was interviewing the department supervisor and the officers were in another area of the complex, the suspect entered the building.

Armed with a 357 Colt Python in a holster strapped to his hip, the suspect kicked down the door and

## Bakke and Affirmative Action

Many people have expressed opinions on the effects of the Bakke decision as it relates to the Departments hiring policy.

The policy of the Department is not to discriminate in favor of any

group. Our efforts are to create a balanced pool of qualified candidates. This is being accomplished by a more active recruitment effort. Therefore, the policy and program of the Department will not be affected by the Bakke decision.

entered the inner office. Frank called for a backup. Without thought for his personal safety, he approached, and tried to reason with the suspect. The suspect was in a state of frantic hysteria, but by placing his life in jeopardy, Frank managed to maneuver the suspect behind a counter. This gave the employees an opportunity to escape.

The suspect drew the weapon. Just as the backup officers arrived, the suspect was distracted for a fraction of a second, and Sgt. Frank Gonsalves went into action. He grabbed the weapon, disarmed the suspect, placed him in an armlock over the counter, and was finally assisted with the search and handcuffing by the backup officers.

The Equal Employment Opportunity Officer may play a very important part in your career with the State. At some point in your career, you may feel that you have been discriminated against because of your race, sex, physical abilities, or age. If that should happen, be sure to contact Larry Myers the EEO Officer. You will receive prompt, courteous and effective action. You may contact him at (ATSS) 8-492-5990 or (916) 322-5990.

His office is located at 915 Capitol Mall, Room 447, in Sacramento.

Remember, at some point in your career discrimination could happen to you!