



OUTLOOK

July-August 1984

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Sustained Superior Accomplishment Awards . . . see page 2



10th Annual Sustained Superior Accomplishment Awards

On Monday June 18, the Department of General Services held an awards ceremony to honor the twenty employees who received Sustained Superior Accomplishment Awards for 1984. This year, the tenth year the Department has participated in the awards program, Director Tony Anthony and State and Consumer Services Agency Secretary Shirley Chilton presented each recipient

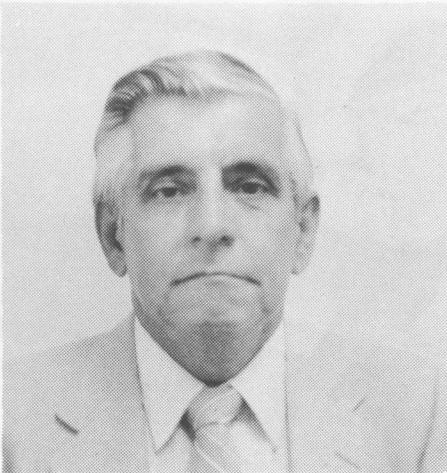
with a framed certificate and a check for \$250.

The Annual Sustained Superior Accomplishment Awards are one way the Department recognizes those employees who have made significant contributions through exceptional job performance. Employees who meet the criteria are nominated by their immediate supervisors. The employee's office chief and the ap-

propriate deputy director must approve every nomination.

Merit Award Board regulations limit the number of awards presented by the Department to twenty each year. This year, supervisors nominated thirty employees. A Departmental Review Committee which consists of all DGS Office Chiefs met to select the twenty finalists.

The employees who received awards this year are:

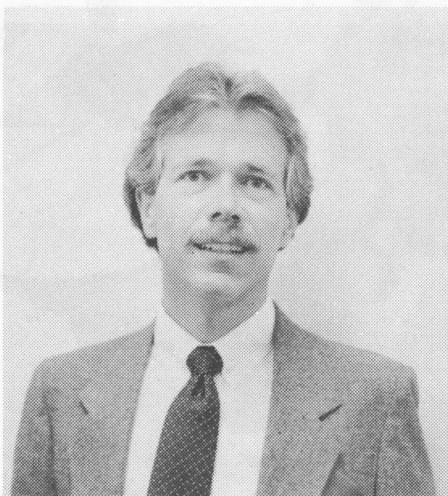


John Barcena, Office Building Manager II, Office of Buildings and Grounds

John Barcena has been a building manager in Fresno since May 1981. Since that time he has repeatedly gone above and beyond the call of duty to see that difficult and sensitive jobs were completed.

While performing his regular duties in an above average category, he has done even more by helping with an art project at the Fresno State Building, donating his personal time on Saturdays and Sundays when necessary to help get the job done.

He has come in to work on his own time on many occasions to get the Water Resources Building in Fresno in good shape. The building was in very poor condition when purchased by the State and now, through John Barcena's dedication and hard work, the building is in very good shape.



Ralph Barnett, Associate Risk Analyst, Office of Insurance and Risk Management

Ralph Barnett brought his automobile claims adjusting experience to the Office of Insurance and Risk Management in 1977, the year the Vehicle Self Insurance Program was formed as an alternative to commercial insurance. Since then, the program has effectively performed many functions usually performed by insurance companies and has produced savings for the state in excess of \$10 million.

The program would not be the success it is without the planning, cooperation, and good judgement of Ralph Barnett. It is through his efforts that the Vehicle Self Insurance Program has become something in which the Department can have great pride.



Paul Darby, Senior Inspector of Automotive Equipment, Office of Fleet Administration

Paul Darby came to the Office of Fleet Administration in March 1981 as an Inspector of Automotive Equipment in the Oakland area. The area has a dense population of state vehicles and the assigned inspector must hustle to keep up with the heavy workload. Paul's dedication and endurance made it possible for him to stay abreast of his work by working long hours and weekends to keep his reports and approval documentation flowing. He has consistently been the highest producer of all Inspectors of Automotive Equipment state-wide.

In December of 1982 Paul was promoted to Senior Inspector and became responsible for the supervision of the coastal area. Paul has frequently demonstrated his dedication to excellence when he covered for staff shortages in his area.

In summary, Paul's technical competence and the excellent example he sets have earned him the respect of his staff, his peers, management and his contacts on the job.



Joan Duncan, Senior Word Processing Technician, Office of Telecommunications

Joan Duncan has for the past three years supervised the secretarial, clerical and word processing units within the Office of Telecommunications. The three units consist of 13 employees who provide services to 75 engineers and administrators. She has performed in an exemplary fashion and has assumed tasks and projects way beyond what is expected of her.

Examples of some of her major projects include the establishment of a three station word processing unit including the selection of hardware and operating procedures, implementation of a revised engineering project status monitoring system, complete revision of headquarters and field office record retention schedules and the establishment of standard filing systems.

Her ongoing daily work is outstanding. Even with limited staff due to extended vacancies caused by the hiring freeze she has been able to distribute and equalize the work of her staff and still meet critical deadlines required by the engineering staff.



George F. Fariss, Office Machine Technician II, Office of Support Services

George Fariss has continuously demonstrated a superior level of skill, knowledge and efficiency as a technician in the office machine repair field. Working independently in a satellite sub shop and with a minimum of supervision, the daily workload of service calls and preventative maintenance accomplished by Mr. Fariss has far exceeded the normal workload standard expected of technicians. The workload standard is 7,400 units per technician; in fiscal year 83-84, George produced 11,044 units. Over the past three years, he has consistently produced more than 10,000 units each year.

George Fariss has benefited the State of California many times over with his exceptional knowledge and experience on a variety of office machines and equipment. His trouble shooting of problem machines and his unselfish assistance to less experienced technicians contribute to his program production-wise as well as morale-wise.



Ralph Fisher, Data Processing Technician, Office of Management Technology and Planning

Ralph Fisher began his employment with the Department of General Services in October 1981 in the Data Processing Services Section. In July of 1981 he became an EDP Service Assistant. After initial training he was assigned as a member of the Data Processing Services Section OSP Computer Support Programming/Analysis Unit. He functioned as an assistant to the programmers, developing data file layouts, test procedures, user manuals and documentation packages. He did an outstanding job.

In December 1982, Ralph was promoted to a Data Processing Technician and was assigned to the Data Guidance Unit. His past experience

in other areas of data processing and his above average ability to analyze problems made him an immediate asset to the unit. His performance throughout the past year has been excellent and far exceeds the expectations of a new Data Processing Technician.

In addition to his outstanding ability, Ralph maintains a good relationship with clients, programmers and analysts, and his fellow employees.



Patricia Friel, Management Services Technician, Office of Space Management

Pat Friel plays a key role in ensuring the smooth and efficient operation of the Office of Space Management. As a dedicated and conscientious employee since 1977, she has acquired tremendous knowledge of administrative functions and exceptional organizational skills. This, coupled with her willingness to put forth that extra effort, has enabled her to take on many new responsibilities and still meet critical deadlines, and with no sacrifice in quality.

Pat carries an extremely heavy workload with many responsibilities. She serves as the Office Coordinator for the State - Owned Space Inventory, Contracts, Equipment, Training, Telephone Communications, Records and Forms Management. In addition, she serves as backup supervisor in a unit of six employees. She is frequently called upon to assist her supervisor on special analytical projects and she is always willing to set aside her own work to help others when priorities dictate.



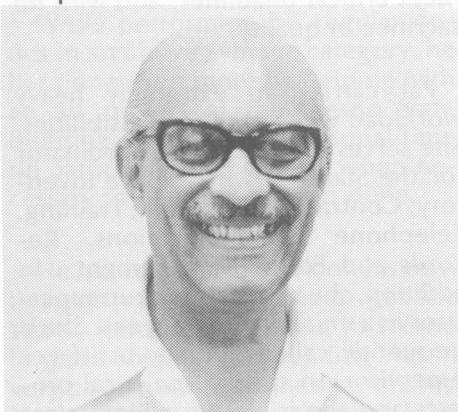
Judy Goodridge, Associate Personnel Analyst, Office of Administrative Services

Judy Goodridge recently transferred to the Labor Relations Section but not before her supervisors in the Personnel Section could recognize her for her outstanding work as personnel analyst providing personnel management services to six offices within DGS.

One of her many significant accomplishments as a personnel analyst is the improved recruitment, testing and hiring procedures she developed for State Police Officers.

The cumulative results of her efforts in this area are that State Police Officers are recruited and hired much more quickly and efficiently and the number of vacant police officer positions has decreased dramatically.

While the improvements in State Police recruitment, because of their contributions to the State Police's ability to carry out its responsibilities, was perhaps her most significant accomplishment, Judy has done outstanding work in carrying through a number of other projects. In all, she is an exceptional employee, truly deserving of the Sustained Superior Accomplishment Award.



Joe Goncalves, Janitor, Office of Buildings and Grounds

Joe Goncalves has been a janitor at the Resources Building in Sacramento since it opened in 1964. He has given twenty years of outstanding service to the Department of General Services.

Joe extends himself on a daily basis beyond his regular job assignments. In recent years, budgetary constraints have necessitated a 10% reduction in janitor staffing and the freeze imposed even further reductions. To see Joe's route you would have no indication of a lower cleaning level; he extended his same thorough cleaning over a much larger route.

Joe gets along well with his coworkers and the building tenants. He never has to be asked by his supervisor or a tenant to do anything. It is already done. He routinely checks with his supervisor for new assignments.

His positive attitude is infectious. He reflects extremely well on the Department of General Services.



Judy Inouye, Secretary, Office of Buildings and Grounds

Judy Inouye has been a Secretary at the Office of Building and Grounds for four years. She is responsible for the clerical support function of Region II which includes 200 employees engaged in the maintenance and operation of eight office buildings consisting of 2 million square feet.

Judy's dedication, initiative and courtesy reflect well on the Department of General Services. Often people calling her office are angry and frustrated over malfunctioning elevators, lighting, or plumbing. She is always polite and prompt in notifying the appropriate maintenance personnel. Her evaluation and response to tenant complaints prevent minor maintenance problems from becoming major.

The Sustained Superior Accomplishment Award was designed for Judy, someone whose competence and dedication makes the workday

more efficient and enjoyable for many people.



Sharon K. Kashuba, Associate Land Agent, Office of Real Estate Services

Sharon Kashuba came to the Office of Real Estate Services as a Senior Stenographer in 1975. By attending college courses in the evenings and working hard she was promoted to Staff Services Analyst. Her continued dedication to expanding her education on her own time and her irrepresible effort to do the best job possible for the State enabled her to take and pass the Associate Land Agent exam.

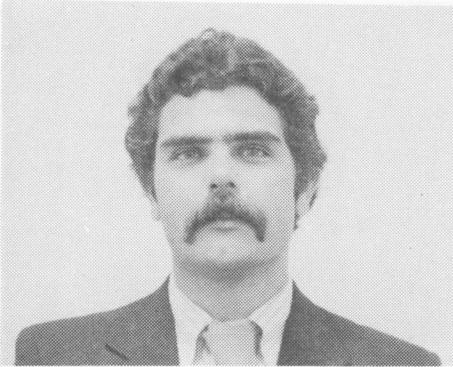
In her current assignment Sharon acts as support staff to the State Public Works Board. During the past year, the Administrative Secretary to the Board was terminally ill. Sharon took on extra workload during this difficult period to ensure the smooth functioning of all the various details associated with the Board.

In July of 1983, Budget Act language transferred many of the functions of the Public Works Board to the Department of Finance. As further evidence of her accomplishments and abilities, Sharon was called upon to train the Department of Finance staff on the details and intricacies of the many Board functions and activities. Through her efforts the transfer went smoothly and the new staff was able to maintain the high standards traditionally associated with the Public Works Board.

Health Plan Open Enrollment Begins September 1

The Open Enrollment Period for changes, additions, or deletions to employee health plans will be held from September 1 through 30, 1984.

The Open Enrollment Period is the time for each employee to give careful consideration to individual health care needs and costs.



William M. Mede, Warehouse Worker, Office of Support Services

Bill Mede has worked in the Office of Support Services for four years. During this time he has set high standards for himself and has set an example for other employees in the Office. In addition to his normal duties he has voluntarily assumed the responsibility of processing the necessary order documents to maintain an adequate inventory for the Reproduction Unit.

Bill has established a good working rapport with his fellow workers and private vendors. Because of his close relationship with vendors, the State has received special price discounts. The vendor has also expedited the delivery of requested stock to meet client due dates.

Bill is normally one of the last employees to leave the facility. Even though building security is not his responsibility, he checks all exit doors in headquarters and the warehouse to make sure both buildings are securely locked.

When the workload is extremely heavy, Bill has many times voluntarily worked through breaks, lunch hours and overtime to meet the needs of the Reproduction and Mass Mailing Units. There are few employees that display the dedication and reliability exhibited by Bill Mede.



Gary Muenk, Construction Inspector, Office of the State Architect.

Gary Muenk has consistently displayed a commitment to quality in all phases of his work. As Construction Inspector he is responsible for making continuous detailed inspections of building projects under construction; inspecting and reporting on the quality of materials and workmanship entering into construction; developing data required on monthly estimates for payment to contractors; and maintaining accurate diaries of important conditions during the progress of the project.

For the past three years Gary's performance has increasingly exceeded the normal job requirements of the Construction Inspector position. He played a critical role on the inspection team which monitored the construction of three major Sacramento state office buildings having a construction value of \$35 million. Specifically, Gary was the principal inspector of the Site 1B parking garage valued at \$3.5 million . . . an achievement clearly above normal job requirements.

Gary's willingness to accept diverse, extraordinary assignments from Truckee to Tehachapi, his commitment to quality work demonstrated by many hours of overtime, and his desire to stay abreast of technological advances through continuing education are just a few of the reasons he was selected to receive an award this year.



James Quinn, Staff Space Planner, Office of Space Management

Jim Quinn has exhibited superior job performance resulting in exceptional contributions to the efficiency of State government for period far in excess of the two years required for a Sustained Superior Accomplishment Award. For the past few years he has been assigned the difficult task of working on the leased and state-owned facilities in San Francisco.

Jim's expertise is respected by all. He spends a portion of virtually every

day helping, guiding and counselling other space planners in every phase of space planning, from the most elementary of plans, to large build-to-suit projects.

His work is always of the highest quality. He takes the time on each project to investigate alternative methods to reduce cost, yet provide absolute efficiency for the State and the lessor, in the case of leased projects.



Chester Pallach, Photo Composer, Office of State Printing

Chester Pallach has been employed at the Office of State Printing for over 19 years. In that time he has developed into a consummate employee combining enthusiasm, learning ability, accuracy, productivity and tenacity. He has consistently exceeded work standards, requires little direct supervision and has demonstrated exemplary behavior when working in his section and with fellow workers and customers from other agencies. Productivity and accuracy have marked Chester's career since its inception.

On his own time, at his own expense he has taken numerous classes in data processing to keep abreast of new developments in his field. He has shared his added knowledge with those associated with him. Due to his ability, he has been given special assignments that require contact with customers from other agencies and programmers within the department.

He has always been willing to work long hours on jobs that have a severe deadline such as the Governor's Budget. Using the Budget as an example, he has developed and maintained an improved record keeping system to keep track of the copies as they move from one agency to another. The system greatly improved the flow of work and reduced the time and cost of getting the job done in an orderly fashion.



Wendell W. Pierce, Records Management Analyst, Office of Records Management

Wendell Pierce is responsible for the statewide micrographics program in the Office of Records Management. He has performed in a superior manner and his efforts are responsible for saving the State millions of dollars.

Wendell has trained and provided detailed assistance to many agencies in establishing their micrographics programs. Without his specialized knowledge, much more effort would have been expended by agencies to learn the proper equipment, if the effort would have been made at all. His promotional efforts sparked the interest in many who later used his knowledge and review to establish their programs.

Wendell has used his own time and contacts to further his job. He was president of the National Micrographic Association in 1981-82 and a board member in 1982-83. He used these contacts to gain knowledge and to assist in coordinating work such as an Executive Seminar on Computer Output Microfilm.



Walter K. Smith, Pressroom Supervisor, Office of State Printing.

Walter Smith started his career at the Office of State Printing in 1956 at the entry level of Printing Trades Assistant. His attitude, enthusiasm and

good work habits were recognized early. This recognition resulted in his selection to enter an interdepartmental training program. It was during this program that his mechanical aptitude was identified as well as his desire to work in the pressroom.

His outstanding characteristics were quite evident when he completed his apprenticeship and became a journeylevel press operator. He was capable of running every web press and the majority of sheet-fed presses in the Plant as well as being proficient at platemaking. In some instances he produced more than the long term operators of the same equipment.

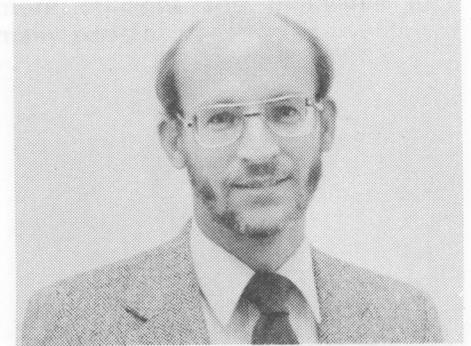
Walter has always been the one with the courage and willingness to defy the "established" methods and procedures that restricted production in the pressroom. He has submitted at least ten Merit Award Suggestions that have been adopted and is always looking for ways to improve procedures.



Donna Rae Taggart, Senior Word Processing Technician, Office of Real Estate Services

Donna Taggart has been an outstanding employee and supervisor since she started working for the Office of Real Estate Services in March, 1981. In her first month as a Word Processing Center Supervisor she was able to increase unit production from 5 percent over standard to 25 percent over standard and reduce turnaround time from eight days to two. Since then the turnaround time and production have remained at a similarly efficient and high level. She also made a suggestion to change data card vendors that saves the State \$2,300 annually.

Donna has proven to be a mature and effective supervisor who has the respect of the employees under her direction and of the office management. She is well deserving of the Superior Accomplishment Award.



Dennis Wehels, Buyer II, Office of Procurement

The superior performance of **Dennis Wehels** is best demonstrated by the efficient and professional manner in which he handles his very complex and exacting purchasing assignments.

Dennis has been assigned and successfully completed a significant number of technologically complex and politically sensitive acquisitions. At present he has the assignment to purchase all toilets, security window frames and doors, including the electrically controlled locking devices for the California Medical Facility in the amount of \$2.3 million, and the personal security alarm system, lights, transformers, precast cells, fencing, heating, and ventilation for the renovation and new construction of all correctional institutions. The purchases will amount to approximately \$12 million.

Dennis is extraordinarily perceptive and sensitive to the needs and abilities of others. He relates well to his co-workers as well as agencies and vendors. He is very cooperative and enthusiastically joins in all social as well as job related activities. He has a well developed sense of humor, a twinkle in his eye, and a sincere desire to be of assistance whenever possible.

State of California
GEORGE DEUKMEJIAN, Governor

State and Consumer Services Agency
SHIRLEY R. CHILTON, Secretary

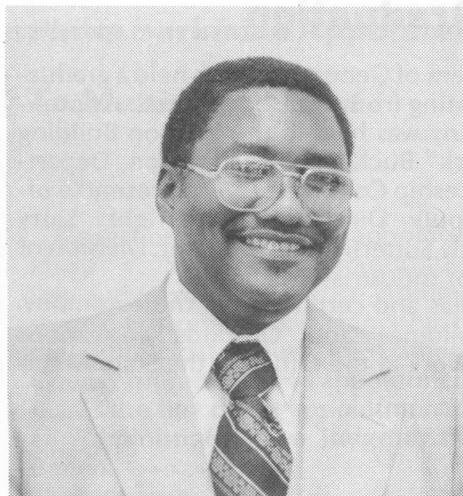
DEPARTMENT OF GENERAL SERVICES
William J. "Tony" Anthony, Director

OUTLOOK

is published bimonthly by the
Department of General Services,
Office of Administrative Services
Casey Randall, Chief

Joyce Gibson, Editor

Composition, Graphics & Printing
by Office of Support Services



John L. White, Plumber, Office of Buildings and Grounds.

Final Walk-A-Thon Results

The March of Dimes credited the Department of General Services with collecting \$10,434 during the Annual WalkAmerica Team Walk held on April 19, 1984. A total of \$112,850 was raised during the event with the Department of Motor Vehicles collecting the most with \$12,333. The Employment Development Department placed second and the Department of General Services placed third among state agencies.

Lorraine Lema of the Office of Local Assistance was the top state-employee money raiser. She single-handedly collected \$2,102 and was presented with a stereo by the March of Dimes.

The Office of Support Services collected more money than other offices within DGS, turning in \$2,200.

Plans are already being made for next year's walk. Casey Randall, Department Chairperson for the event, predicts that if all goes as planned, DGS without a doubt will be the top money raiser next year.

The Departmental Review Committee commissioned to choose the top twenty candidates for the Sustained Superior Accomplishment Award had a difficult and challenging task to perform.

Even though not every one of the thirty nominees could be selected, it is still an honor to be nominated. Each nomination shows that that employee's supervisor as well as Office Chief feels that the employee represents the highest standards of performance and excellence on the job.

On behalf of the Department, the Director wrote each nominee that was not selected to receive an award this year to thank him or her for the continued hard work and dedication to performing a superior job. The nominees included:

- Joe Blair Office of State Printing
- Gary Grootveld Office of Telecommunications
- Howard Kashiwamoto Office of Buildings and Grounds
- Ray Lenau Office of State Printing
- Nancy Nakahara Office of State Printing
- Jennie Martinez Office of State Printing
- Charles Phillips Office of Administrative Services
- Ethie Dayle Rankin Office of Fleet Administration
- Fred Sweat Office of Buildings and Grounds
- Tom Whitfield Office of Buildings and Grounds

Buildings and Grounds Working To Solve Well Failure

The Office of Buildings and Grounds, Central Heating and Cooling Plant provides heat and air conditioning services to 20 state-owned office buildings in Downtown Sacramento.

The Central Plant requires 10,000 gallons of water for condensing purposes in the refrigeration process, which produces the cooling needed during the hot summer months.

The Plant gets this water from a well system that is located 80 feet underground adjacent to the Sacramento River.

When working properly, water is pumped from the well system through the refrigeration process at the Central Plant and returned to the Sacramento River.

Unfortunately, during one of the warmest summers on record, a portion of the well system collapsed restricting the water capacity to the Central Plant.

Buildings and Grounds immediately contracted with a private consulting firm to investigate, evaluate and make recommendations to correct the situation.

The results indicate that it will not be possible to make permanent repairs until winter. Until then, Buildings and Grounds is replacing some of the reduced water capacity from other sources and has been able to maintain the current level of air conditioning services to the buildings. If there is an extended period of extreme hot weather during the remainder of the summer, cycling of air conditioning services may become necessary.

Director Tony Anthony sent a letter to each employee working in buildings air-conditioned by the Central Plant asking for patience and endurance until the well can be repaired, and assuring that Buildings and Grounds is taking every possible action to repair the well as soon as possible.



Merit Award Suggestions Now Earn Higher Awards

The Merit Award Board recently amended its regulations to increase the amounts employees can earn by making merit award suggestions:

- There is a completely revised point scale for safety suggestions that permits awards of up to \$1,000 for adopted safety ideas.
- Suggestions that result in annual savings to the State of at least \$250 but less than \$1,000 are now eligible for a \$100 award. (Previous regulations permitted an agency to award 10 percent of the annual savings).
- Suggestions resulting in savings of \$1,000 or more will still earn the suggester 10 percent of the annual savings. There is really no limit to the amount a suggestion can earn; however, awards over \$3,000 must be approved by the legislature.

When was the time you had an idea to improve something? What did you do about the idea? Hopefully you didn't put it aside--the State can use ideas like yours.

All employees are now eligible to participate in the program--this includes managers, supervisors, retirees and members of quality circle groups.

To become eligible for an award, complete an Employee Suggestion, Standard Form 645 and submit it to the Merit Award Board. Follow the instructions carefully and supply as much information as you can. This will provide the evaluator with the information needed to evaluate your idea and increase the possibility that your idea will be adopted.

For more information about the program or to obtain forms, contact Joyce Gibson, the Departmental Merit Award Administrator, at 324-6462 (ATSS 454-6462).

Apprentice Graduation

On Thursday, July 12, 1984 the Department of General Services held a graduation ceremony for the apprentices graduating from the Department's Apprenticeship Program this year. The ceremony was held in the Bateson Building Atrium and was conducted by H.F. "Buck" Buchanan, Chairperson, Department of General Services' Joint Apprenticeship Committee. Also present to offer congratulatory remarks were Deputy Director Bob Wright; Larry Andreuccetti, CSEA Coordinator and Rudy Sutterfield, Consultant, Division of Apprenticeship Standards, Department of Industrial Relations.

Nineteen apprentices received diplomas and certificates at the ceremony. Fifteen work in the Office of Buildings and Grounds at various locations throughout the State and four work at the Office of the State Architect. Those graduating include:

Graduating Apprentice	Trade	Location
Frank Abney	Engineer	San Francisco
John Adams	Carpenter	O.S.A.
Rickie R. Bippus	Carpenter	O.S.A.
Brian Carter	Painter	Sacramento
Daniel Chambers	Engineer	Sacramento
Mark Cole	Electrician	O.S.A.
Terry Counts	Engineer	Sacramento
Claudia Cruickshank	Electrician	Sacramento
Raul B. Daria	Engineer	San Francisco
Charles E. Evans	Carpenter	Sacramento
Michael M. Fales	Carpenter	O.S.A.
Rolund L. Flores	Painter	Los Angeles
Jack Harris	Engineer	Sacramento
Gloria Logan	Engineer	Los Angeles
Claude R. Loudermill	Electrician	San Francisco
Camilo Moreno	Plumber	Sacramento
Michael L. Neilson	Painter	Sacramento
Tony Oreb II	Carpenter	Sacramento
Dreama Striet	Engineer	Sacramento

General Services' Apprenticeship Program began in 1976 and offers apprenticeships in the Carpenter, Electrician, Painter, Plumber and Stationary Engineer classifications. Its purpose is to develop journeylevel tradespeople that are familiar with state operations and procedures. It also provides upward mobility opportunities for state employees and opportunities for women to enter non-traditional career fields.

The nineteen graduates, now qualified journeylevel tradespersons, began the apprentice program three years ago by taking a civil service examination. The exam consisted of a written and an oral; final selection was made by the DGS Joint Apprenticeship Committee.

The apprentices agreed to a 3-year, 6,000-hour training program. Part of their training was on the job but a good portion of it was on their own time participating in a correspondence course. Their progress in the program was monitored on a daily basis by their supervisors and on a monthly basis by the DGS Joint Apprenticeship Committee.

Buck Buchanan, Chairman of the Committee, says that this is an excellent program where both the State and the employees benefit. Before the apprenticeship program began, the State hired journeylevel tradespeople from outside state service and trained them to perform the types of work needed by the State. Since the work done by the State is typically maintenance related and most of the new hires had backgrounds in construction, the training period was typically long and expensive. The Apprenticeship Program permits the State to train its own employees beginning at the apprentice level, and provides employees with increased opportunities and upward mobility in trades that would otherwise be difficult to enter.

Philip Sarkisian Appointed To Municipal Court

by Anne Garbeff

Governor Deukmejian appointed Philip V. Sarkisian, Administrative Law Judge with the Office Administrative Hearings in San Francisco, to the Municipal Court in Alameda County on June 13. His appointment marks the first direct appointment of an Administrative Law Judge to the Bench.

Judge Sarkisian's career with the Department of General Services began in 1974 after stints with the Office of Legislative Counsel and a private Sacramento law firm. His first Department of General Services assignment was in Los Angeles and he transferred to the San Francisco office in 1977.

The new Municipal Court Judge is originally from Sacramento. He graduated from Stanford University in 1961 and Boalt Law School at U.C. Berkeley in 1964.

Department of General Services Courses For 84-85

1. ADVANCED SUPERVISION
2. AFFIRMATIVE ACTION
3. *BASIC SUPERVISION
4. CIVIL SERVICE EXAM WORKSHOP
5. COMPLETED STAFF WORK
6. CONFLICT MANAGEMENT
7. DEVELOPING LEADERSHIP SKILLS
8. EMPLOYEE DISCIPLINE
9. *INTRODUCTION TO SUPERVISION
10. MANAGEMENT BRIEFINGS
11. MANAGING & SURVIVING ORGANIZATIONAL STRESS
12. MANAGING COMMUNICATIONS THRU ASSERTION
13. NEW EMPLOYEES ORIENTATION
14. TRANSACTING WITH PEOPLE
15. YOUR TELEPHONE PERSONALITY

* MATRIC COURSES - The third course, ADVANCED SUPERVISION, will be announced at a later date.

Training Office Announces 84-85 Course Schedule

by Al Mankoff

Training Officer, Thor Barrows announced the Training Office's class schedule for 1984-85 which includes some exciting new courses.

"MATRIC I, MATRIC II, and MATRIC III will be the new buzz words among DGS supervisors", announced Thor, during a recent conversation with members of the Department's management team. While outlining the Training Office's plans for the 1984-85 fiscal year, Barrows stated that "MATRIC represents a new concept in supervisory training. For the first time, we're looking at the training needs of the first level supervisor from the point of entry into the new responsibilities, to a level of some seasoning in the job, and beyond, to the needs of the experienced supervisor. The word MATRIC itself represents the concept we've prepared: Management Training: Integrated Concept", Barrows added.

While MATRIC I and MATRIC II were designed to meet the requirements of recent legislation, MATRIC III represents a new degree of sophistication in recognizing and meeting the special developmental needs of the supervisor who has been on the job for some time, has mastered the fundamentals of supervision, and is looking more toward the future and what it holds for him or for her.

Barrows announced that the new course programming is being designed and will be presented by Al Mankoff, a recent addition to the Training Office staff. Al has more than 25 years of experience in management training and organizational development. He has worked previously with DMV, EDD, and Aging. Before that he spent many years with a major airline, a Big-8 accounting firm, a national bus line, and in consulting--all in designing and presenting management training programs. Al, who succeeds Chuck Phillips, DGS's retired 'master trainer', will work with Darryl Jones, a highly regarded and popular Training Office staff member. Darryl holds a Masters Degree in Psychology from Chapman College, is a licensed Marriage,

(con't. on page 10)



Christmas in July? Not really. This picture of the State Building at 2135 Akard Avenue in Redding was taken by Mike Beck, Chief Engineer with the Office of Buildings and Grounds on December 23, 1983. He submitted it to provide a small amount of relief to the OUTLOOK readers who are experiencing one of the hottest California summers on record.



Jinny Munro

Two New Faces In The Personnel Section

Departmental Personnel Manager Einer Christensen recently announced the addition of Personnel Analysts Johnnie Hayward and Jinny Munro to the Personnel Office staff. Johnnie came to General Services from the Water Resources Control Board and will be responsible for the following offices: Administrative Hearings, Local Assistance, State Architect, Fiscal Services and Management Technology and Planning.

Jinny was previously with the Air Resources Control Board and will be the Personnel Analyst for: State Police, Facilities Planning and Development, Insurance and Risk Management, Legal Services, Space Management and Support Services.



Johnnie Hayward

CSP Provides Community Services

State Police Officer Willis Haynes and Officer/Pilot Bruce Bridge, of the CSP Pearblossom field office made a presentation to the 8th graders of Almondale School in Littlerock about Law Enforcement and the State Police. The State Police frequently participates in Career Development programs in schools.

State Police Officers Solve Burglaries

A major problem with repeated burglaries was occurring at the Department of Transportation maintenance and shop yards in Fresno. State Police Officer Ron Davidson was assigned to the case, assisted by Officers Dan Hoover, Randy Siemsen, Roy Moore and Scott Millsbaugh. The investigation resulted in the arrest and conviction of the perpetrator of the crimes, and the recovery of some of the property.

(TRAINING, con't. from page 9)

Family and Child Counselor, and in addition to his training duties, has spear-headed the highly effective Employee Assistance Program within the Department.

"All in all", Barrows concluded, "1984-85 looks like a banner year for all DGS employees who are deeply committed to ongoing education, growth and development. With our own internal strength and the resources of out-service training opportunities, DGS' personnel will have many choices for learning. And that is how it should be!"

For details of the schedule interested employees should contact Michelle Montgomery at the Training Office, at 322-6058 or ATSS 492-6058.

Stationary Engineer Apprentice Graduation

by H.F. "Buck" Buchanan

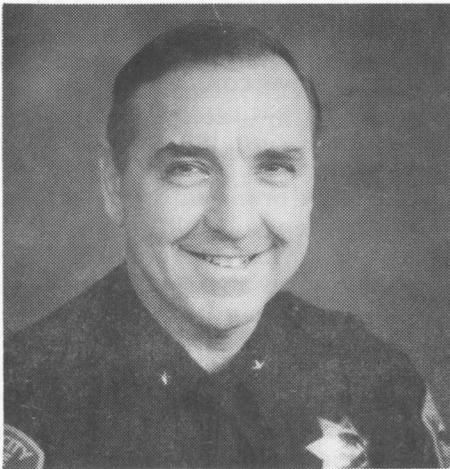
The twenty-third apprentice graduation of the International Union of Operating Engineers was held Saturday Evening, June 2, 1984, at the Holiday Inn Union Square in San Francisco. Sixty-three apprentices received their Journeyman Certificates in the largest apprentice graduation in the history of the Union.

Six of the graduating apprentices were employees of the Department of General Services, Office of Buildings and Grounds. They are Frank Abney, Daniel Chambers, Terry Counts, Raul Daria, Jack Harris and Drema Striet (Gloria Logan, a graduating apprentice in Los Angeles will receive her certificate at the southern region graduation).

The graduation ceremony consisted of cocktail hour, dinner, congratulatory remarks, and certificate presentation. Dancing concluded the evening.

Honored guest speakers presenting their congratulatory remarks to the apprentices, their families, the Union and supporting firms were: Rosamond Bolden, Chief, of Office of Buildings and Grounds; Michael Canar, Department of Personnel Administration; Willie Kennedy, San Francisco City/County Supervisor; Hilary Hsu, Chancellor Superintendent, San Francisco Community College System; California State Senator Milton Marks; Gene Janvier, Acting Chief, Division of Apprenticeship Standards; and Art Viet, Business Manager, Local 39. The certificates were presented by Elmer Johnson, Executive Vice President, Building Owners and Managers Association and William Denevi, Apprenticeship Coordinator.

Rosamond congratulated the apprentices on their accomplishments and reiterated the Department of General Services' support of the apprenticeship program. Further, she acknowledged that the apprenticeship program is an excellent avenue for women and minorities to acquire the skills necessary, by completion of the apprentice curriculum and on-the-job training, to become a qualified journey-level tradesperson.



*John Norton, Chief
California State Police*

State Police Chief Wins V.F.W.'s J. Edgar Hoover Award

Chief John J. Norton has been selected to receive the Veterans of Foreign Wars' highest law enforcement award. The J. Edgar Hoover award is presented annually by the V.F.W. to a law enforcement officer in recognition of outstanding abilities, compassion, integrity, honor and public service. Chief Norton is only the fourth California law enforcement officer to receive this prestigious award since its establishment in 1966.

Along with the award comes a cash award of \$1000.00. Chief Norton donated the money to the V.F.W.'s MIA/POW Committee to help further their efforts in locating missing servicemen in Southeast Asia.

The award presentation will be made during the V.F.W.'s 85th National Convention to be held in Chicago.

Congratulations Chief Norton!!!!!!!

State Police Officer Wins Bronze Medal In 17th Annual Police Olympics

Officer Ron Peck placed 3rd in a field of 65 police officers in the 6 mile cross country track event. The cross country portion of the Police Olympics was held at Sacramento State University.

Each year police officers from all over California enter the Police Olympics to test their athletic skills. The Police Olympics consists of many different types of events including track and field, weight lifting, marksmanship, golf, tennis and bowling. Congratulations to all State Police Officers who participated in these games.

Dean Bailey, Office Of Real Estate Services, General Chairman Of Appraisal Institute Conference

by Dwight Weathers

On May 17, 18, and 19, 1984 the American Institute of Real Estate Appraisers held its 34th Annual Southwest Regional Conference at the Capitol Plaza Holiday Inn. The Institute is the most widely respected organization of its kind with chapters nationwide. Furthermore, the Institute's MAI (Member of the Appraisal Institute) designation is one of the most coveted in the real estate profession.

Dean Bailey, MAI, and Assistant Chief Land Agent, Office of Real Estate Services served as this year's general conference chairman. Those who attended were most impressed with all aspects of the conference but especially with the fine series of education seminars which included discussions of real estate investment, subdivision analysis and the appraisal of apartment buildings.

Dean was, in large measure, responsible for the success of the conference and was duly recognized for his achievement. He received a plaque from the Institute's national president, Reaves C. Lukens, Jr., in appreciation for outstanding service to the Institute and for his work on the conference. Dean also received a letter of commendation from James A. Edmonds, Jr., Real Estate Commissioner for California and fellow MAI. Incidentally, Mr. Edwards was one of the luncheon speakers and discussed pending legislation that would voluntarily certify real estate appraisers in California in a similar manner as accountants are now certified.

Also adding their congratulations to Dean were Director W.J. Anthony and Deputy Director Robert L. Wright who were informed of Dean's accomplishments through Mr. Edmonds.

CSP Awards Ceremony



Officer Tony Koudelka (center) receives the Award of Merit with Valor from Chief John Norton (left) and Commander Art Ullner.

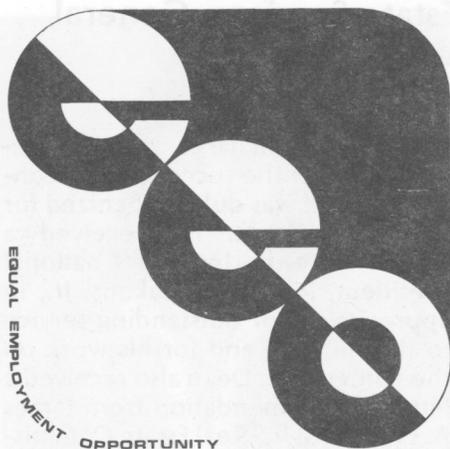
On June 3, 1984 an awards ceremony was held in the Castaic field office of the State Police to honor award recipients from the Inland Valley Command. Anthony Koudelka was presented with the Award of Merit with Valor for discovering a grass fire that was threatening a home. Anthony alerted the woman and her dog who lived there, as the fire was scorching the outside of the house.

The "Gift of Life"

The Office of State Printing and CSEA Chapter 714 jointly sponsored a Sacramento Medical Foundation Blood Bank donation drive on Thursday, August 23, 1984 at the State Printing Plant.

The drive was held in an effort to build the Blood Bank's waning resources during the summer months when vacation travel and recreational events tend to reduce the number of regular donors. The Medical Foundation expressed its appreciation for the opportunity to conduct the drive and had a special thank you for each DGS employee who participated.

Officers John Peterson and Pat Hardy as well as Department of Water Resources employees Eric Anderson, Terry Davis, Kurt Johnson and William Wilson were given awards for their role in curtailing the dangerous break that occurred in the California Aqueduct near Quail Lake.



Preparing For An Oral Examination

By O.J. Findleton

The EEO Office has received many inquiries regarding the exam process and the oral interview specifically. The following is being presented to assist you in preparing for civil service examinations.

Because most examinations are very competitive and because your entire score may depend on how well you present yourself, you should make every effort to prepare well in advance of the oral examination. Keep in mind that the panel may not necessarily be looking for a right answer, rather, they will evaluate your creativity in resolving a given problem and/or your ability to reason logically.

PREPARATION

1. Obtain a copy of the exam announcement and the classification specification sheet (available from the State Personnel Board). Study both the exam announcement and the specification sheet and be prepared in the interview to:

- Explain the duties, functions, and responsibilities of the position/classification.
- Match your experience to the requirements for admittance to the examination for the classification and the knowledges and abilities listed in the "scope" for the oral examination.
- Provide examples of personal or special characteristics, such as, will-

ingness and ability to accept increased responsibility and ability to work under pressure.

- Discuss education, work record, self-development, job knowledge, interpersonal skills, adaptability, and/or supervisory experience (if applicable).
- Research the classification, office, department. Read laws, policies, reports, pamphlets, news accounts, budget and manuals.
 - Write out answers to the most obvious kinds of questions. (Please see sample questions provided at the end). In addition, develop your own list of questions by asking yourself what you would want to know if you were the interviewer.
 - Participate in practice interview sessions with co-workers, family members, friends, supervisors, and/or managers.
 - Practice asking and answering questions with a tape recorder. You will probably discover that your responses are not as refined as they should be. Using the tape recorder will provide you with an opportunity to polish your presentation.
 - Review your application, and/or appraisals (EDA, PRE, Rule 200) before you go to the interview. You should be prepared to respond to any questions the panel may have concerning the information provided.
 - Get plenty of rest the night before the interview.
 - Dress appropriately for the interview. If you need advice on how to dress for success, check your local library for books on the subject.
 - Arrive at the interview at least five minutes early. If you are rushing to your interview at the last minute, you run the risk of being late.

If you prepare for your interview according to the suggestions above, you will greatly increase your chance of giving a good impression.

YOUR PRESENTATION

1. Attitude - As you present yourself, you must exhibit confidence and enthusiasm. You will need to show the panel that you can control your nervousness and that you care about this opportunity to present yourself.

In addition to exhibiting self-confidence and enthusiasm, remain aware of your body language and speech.

- Sit comfortably in the chair and avoid fidgeting.
 - Make eye contact with the panel. Face each panelist as he/she asks a question, but look at everyone when responding.
 - Use the pronoun "I" rather than "we" when you tell the panelists about your work experience. They want to know about what you have done, not what your unit or office has accomplished.
 - Avoid negative terms such as "only" or "just" because they have a minimizing effect on your skills, education, experience, etc. Avoid any responses that the panel may view as putting yourself down.
- Speak loudly enough so that the panelists can hear you.
 - Support your statements with examples. If you offer examples without being asked, you will show the panel that you have prepared for the interview and that you know what you are talking about.

PANEL EVALUATION

The panel will assess your presentation based on the following:

- The breadth and depth of the information that you provide concerning your skills, education, and work experience (was your answer sufficient?).
- Your ability to analyze situations and take an effective course of action.
- How well you understand the questions being asked.
- Your ability to communicate.
- How directly you responded to the questions (avoid skirting around the issue).
- Your knowledge of the classification applied for.
- Your display of genuine interest and enthusiasm for working in the class being tested.
- Your attitude and aptitude for accepting increased responsibilities.
- Your ability to relate experience to the promotional level.
- The flexibility and adaptability of your responses.

If you are not satisfied with your presentation, you may contact the chairperson for feedback after the list has been published. The chairperson will then be able to offer constructive criticism to help you prepare for future oral interviews.

The following are sample questions that may be asked in oral interviews. If you are prepared to answer them clearly and completely, you will feel confident about your presentation.

SAMPLE QUESTIONS

General Questions

Tell the panel why you feel qualified to be a class at this time. What are the most important/difficult duties of your present position? Why do you want to leave your present position? How do you organize your work? What is the primary function of a class? How much training have you had? Types? How much formal education have you had? What have you done to prepare for this promotion? Have you had any difficulties in previous positions? What do you have to offer for this position? Describe your strong/weak points on the job? (When discussing weak points always end on a positive note by telling them what you are doing or have done to correct this.) In what ways are you preparing yourself for career advancement? Where do you plan on being in your career 2 years from now? 5 years?

Sample Questions for Analytical Positions

How would you conduct a survey? What basic steps would you follow to solve a problem? Have you written an issue paper? If so, please explain. What is completed staff work? How does your job contribute to the goals of your office? The department? How do you determine priorities in your present position? How do you go about getting additional responsibilities in your present position? Have you spoken before groups? Have you made a presentation to your Office Chief? Director? Name a current issue facing your department.

Give an example of a project you were assigned because of your special skill or experience. Of what single accomplishment are you most proud? How would your supervisor describe your writing/speaking skills? What is a primary objective of your unit/section/office? How do you keep up with current trends/information/technology/policies in your present position?

Sample Questions for Managerial Positions

As a manager, what would be your responsibility towards affirmative action? How would you handle a request from upper management to reduce your office staff? If a union representative came to the work site to talk to employees without first obtaining your approval, how would you handle this situation?

Sample questions for Supervisory Positions

What is the extent of your supervisory experience? What is the role of a supervisor? What is the most important quality you think a supervisor should possess? What do you think is the most difficult task of a supervisor? What is the main difference between a supervisory and a journey position? Since you have no supervisory experience, what else could you offer to offset this lack of experience? What would you do with an employee who is habitually tardy? What steps would you take to train an employee? How would you present a policy that you did not agree with to your subordinates? As a supervisor what is your responsibility towards affirmative action? What is the role of collective bargaining?

State Police Officer Assists In Capture Of Armed Suspect

On June 12, 1984 in Redding, California at approximately 2000 hours Officer John Harder assisted the Redding Police Department in the capture of a suspect who had engaged in a gun battle with Redding officers, and had fired upon a California Highway Patrol helicopter.

Officer Harder responded to a call for assistance from Redding Police and assumed a blocking position. He was able to identify and interview witnesses and determine the direction of escape the suspect had taken. While Redding Police Officers and the CHP helicopter tracked the suspect, Officer Harder carefully worked his way behind the suspect and blocked his last avenue of escape.

Officer Harder observed the suspect exchange fire with the other officers, but could not return fire himself because the officers were in his line-of-fire. Accordingly, Officer Harder sneaked up on the suspect and forced him to abandon his safe position. When the suspect moved, Officer Harder and two Redding Police officers placed him under arrest.

During the suspect's last movement he attempted to discard his weapon (a rifle). Officer Harder's keen observation allowed him to recover not only the weapon but also the spent cartridges that had been ejected from the suspect's weapon during the running exchange of fire.

Officer Harder's actions were calm and intelligent; he forsook the avenue of escape and closed it. He observed the suspect's actions and was later able to recover evidence that is critical to securing a conviction.

State Police Pilot Saves The Beef

Dale Banda, Chief Pilot with the State Police Air Surveillance Detail, discovered a grass fire near the California Aqueduct that was burning in a cattle grazing area. Dale directed ground units of the State Police and Department of Water Resources to the area so gates could be opened allowing the cattle to escape. The fire was extinguished without any significant property damage.

The following people have recently retired . . .

May

Jerry Herninger, 12 Years Real Estate Services

June

Charles Daugherty, 18 Years Telecommunications
 Philip Hanley, 26 Years Administrative Hearings
 Mitchell Kunkel, 17 Years Buildings & Grounds
 Lillian Oates, 10 Years Administrative Services
 Mary Rogers, 18 Years Management Technology and Planning
 Andrew Zolnay, 27 Years Real Estate Services

July

Donald Wilsey, 19 Years Telecommunications
 thank you for your years of service



Andrew Zolnay Retires

From Office Of Real Estate Services

Andrew L. Zolnay, a Senior Land Agent with the Office of Real Estate Services retired on June 29, 1984 after 27 years with the State. During his years with General Services he was responsible for acquiring several important properties for the State including Gill's Mustang Ranch, Humboldt Lagoon, San Bruno Mountain, Cal Expo and several state college sites.

Mr. Zolnay was born to a noble Hungarian family who were dispossessed as a result of the communist take-over of Hungary following WWII. At the outset of the war he fought in the Hungarian Army with Germany against Russia and later with Russia against Germany. He immigrated to the United States following the war and graduated with highest honors from Occidental College in Los Angeles.

Following college he worked for several title companies then accepted employment with the Division of Beaches and Parks of the Department of Natural Resources. He transferred to the Department of Finance in 1960 and to the Department of General Services at its formation in 1963.

James Quinn Retires

A retirement luncheon was held on August 3, 1984 for James Quinn, who retired after 32 years with the State of California. After serving in the Army Air Corps and attending the University of California at Berkeley, Jim earned his Certificate of Registration in Architecture. Jim started his career with the State in 1952 when he started working for the Division of Architecture as a Junior Draftsman. He worked there approximately 15 years before transferring to the Office of Space Management.

While employed with the Division of Architecture, he was involved in the planning and construction of a variety of state facilities such as office buildings, hospitals, prisons, laboratories, and college classrooms.

As a Staff Space Planner, his duties at the Office of Space Management have been primarily the planning and design of state-owned and state-leased office space in Northern California.

Jim is the consummate handyman. After retirement, he plans to keep busy for years catching up on long neglected projects and plans.

After retirement Andy, as he is known to his friends, plans to do a lot of traveling in his recreational vehicle.

Elmer Longcor Retires

Elmer Longcor, retired for the second time from the Office of Local Assistance on June 30, 1984. Elmer's first retirement was on April 1, 1979 but since then he has been working 90 days per year as a retired annuitant. This time he plans to spend his time on his 20 acre almond orchard in Delhi, California where he can relax and take periodic fishing trips.

Mr. Longcor began his civil service career as an Assistant Civil Engineer with the Local Allocation Division of the Department of Finance in 1947. He was promoted to Field Representative II and later to Area Supervisor. In 1955 he was transferred to the Southern California Field office where he remained for 10 years.

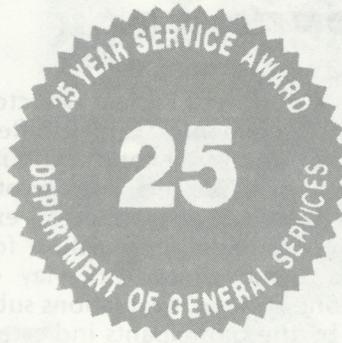
During his tenure in Southern California he became the first Chairman of the Planning Commission for the City of Mirada and served as a member of the Commission from the time of the City's inception until September of 1963. In 1965 he was transferred to Sacramento and became the Supervisor of Agency Services. In 1969 he became a constitutional appointee of the State Allocation Board with the joint titles Assistant Executive Officer, State Allocation Board and Assistant Local Assistance Officer, Office of Local Assistance; positions he held until his "first" retirement in 1979.



Mary Rogers Retires

June 30, 1984 marked the conclusion of Mary Rogers' 18-year career with the State of California. Mary was an Associate Management Auditor in the Audits Section of the recently created Office of Management Technology and Planning. She began her career as an Account Clerk with the Employment Development Department and has worked for Caltrans, the State Lands Division and the Department of Motor Vehicles. A retirement party was held in her honor at Mather AFB on June 13, 1984. Mary's post-retirement plans include traveling, visiting and volunteer work.

Service Awards



Congratulations are in order for the following employees of the Department of General Services who have completed 25 years of service with the State during the months of July and August. Best wishes to you and thank you for your contribution to our Department and the State of California.

July

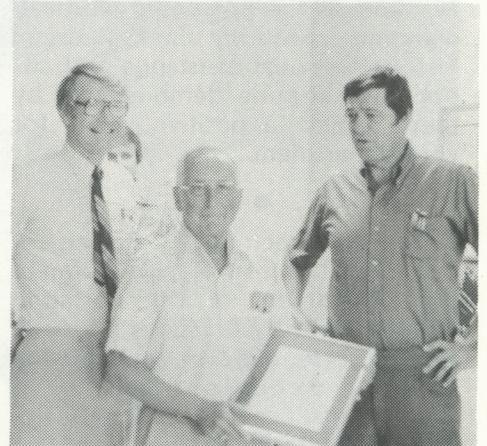
- Earl R. Rist Buildings & Grounds
- Rudolf C. Theilacker State Architect

August

- Robert G. Flink Buildings & Grounds
- Donald R. Gerhardt Records Management
- Everett P. Jones Buildings & Grounds
- Milford A. Maron Administrative Hearings
- Manuel Morales Buildings & Grounds
- Donald M. Morrow Buildings & Grounds
- Stimson S. Suzuki Small and Minority Business



Gerry Stanley receives his 25 year certificate from State Architect Whit Cox (left).



Real Estate Services Chief Ed Miller (right) and Dean Bailey, (left) present Andy Zolnay with a letter from the Governor upon his retirement.



Director Tony Anthony wishes Elmer Longor the best upon his retirement.



Help Someone Special

6th Annual Benefit Run

The Department of Parks and Recreation and Water Resources recently announced that they will once again sponsor the BE SPECIAL, HELP SOMEONE SPECIAL BENEFIT RUN and have issued a friendly challenge to all State agencies to see which one can contribute the largest pledge donation. This year the annual run will be held on Saturday, September 22, from 8 a.m. to 11 a.m. at California State University, Sacramento.

The event is classified as jog, walk, run, race and is held to raise money to provide year-round recreational opportunities for the disabled in the

Greater Sacramento Area through Special Olympics. Over \$72,000 has been raised since the event began six years ago. General Services employees have participated in the past and helped raise funds for this worthwhile cause.

REGISTRATION: Registration forms may be obtained by contacting the Sacramento City Department of Parks and Community Services at 449-5196. A pre-registration fee of \$5.00 is due by September 12, 1984. Thereafter the fee will be \$8.00, payable the day of the run.

ROUTE: The run begins at the outdoor theater area near the CSUS Library. A three-mile course will be available which can be repeated for longer distances. The course is paved and is suitable for wheelchair participants. Timing will be available to those interested.

OTHER INFORMATION: All participants will receive a T-shirt. Pre-registered participants will receive their T-shirts on the day of the run and will be eligible for door prizes.

The registration fee covers only the race expenses so participants are encouraged to obtain pledges prior to the race and/or make additional tax deductible donations.

For more information contact Casey Randall, Office of Administrative Services at 322-5990.

FEEDBACK

The State Fire Marshal's office recently revised and updated its in-service training policy and program and contacted DGS's Training Office for assistance. As a result, State Fire Marshal Ronald W. Bogardus wrote the following to Director Tony Anthony: "The information provided by your staff was extremely comprehensive and useful. I would like to identify **Thor Barrows**, and his staff, **Darryl Jones**, **Michelle Montgomery** and **Al Mankoff** as the personnel we dealt with and express my thanks to them. The professional assistance and cooperative attitude demonstrated by them project a positive image for your department."

• • •

Deputy Director John Babich received a letter from Robert Quinn of the Department of Transportation thanking him for his staff's efforts in acquiring the highway signs for the 1984 Olympics in Los Angeles. Mr. Quinn specifically mentioned **Jess Ramos** and **Harley Raymond** and said that they "went out of their way to purchase the signs on an expedite basis." CalTrans reports they "were delivered on time and are perfect. Credit for this is due to the cooperation and hard work of your staff."

• • •

Earl Erickson, Office of Management Technology and Planning recently participated in California State University, Sacramento's Fifth Annual Accounting Conference and received a thank you from Conference Chairman Merrell Skeels. Professor Skeels wrote that with Earl's assistance, "it was a most worthwhile occasion for those in attendance." He added that, "Earl's presentation received high ratings."

• • •

George McKernon, Chief, Office of Business Management, Department of Transportation wrote Deputy Director **John Babich** to thank him for the special service provided by the Office of Procurement during a recent problem at CalTrans. Mr. McKernon wrote, "The cooperation of your organization was very much appreciated."

Susan Cronewett, Project Director for the Sacramento City Unified School District's Second Annual Nontraditional Careers Fair wrote each of the DGS participants to express her "sincere appreciation for being a demonstrator on May 4, 1984." She added, "evaluations submitted by the participants indicated that the fair was an extremely valuable learning experience."

DGS employees participating in the Fair included: **Susan Griffith**, State Police; **Wendy Maworth**, Space Management; **Cathie Neagle**, State Printing; **Pat Jones**, **Dreama Streit**, **Claudia Cruickshank** and **Vera Kaiser**, Buildings and Grounds; **Becky Roller**, Fleet Administration; **Dorothy Smith**, Administrative Services and **Dennis Jackson**, Equal Employment Opportunity Office.

• • •

John J. Sawyer, Administrator, Sonoma State Hospital wrote Deputy Director John S. Babich to comment on the "excellent job done by **Tom Smith** and **Sue Toolan** during a recent material management survey." Mr. Sawyer added, "The enthusiasm both team members displayed is to be commended . . . thank you for encouraging and supporting this valuable review of our material management program."

• • •

San Jose State University wrote the Office of Procurement to thank the staff for its assistance in handling an office partition purchase during the last days of the past fiscal year. Jim Hill, Director of Logistical Services wrote John Babich and said, "Thanks for your assistance and your allowing our emergency to become yours as well."

• • •

Deputy Director John Babich received a letter from James E. Cook of the Water Resources Control Board expressing his appreciation for **Shirley Swanson**. Mr. Cook has had several phone conversations and meetings with Shirley concerning the purchase of photocopiers for the State Water Resources Control Board this year. He wrote, "Shirley is very professional in her attitude, very competent and knowledgeable in the procurement of photocopiers, and a very pleasant person with whom to deal."

W.G. Todd, Region II Chief in the Department of Forestry wrote the Chief, Office of Telecommunications, Allan Tolman, to thank him for the work Telecommunications' staff performed transferring Forestry's emergency communications operation to the U.S. Forest Services' new interagency service center. The effort took almost two years of planning, procurement, engineering, coordination and installing and involved nearly two dozen people. As it worked out, the complex move was completed right before the beginning of the 1984 fire season.

In appreciation Mr. Todd wrote: "This project was a team effort all the way. We want you to know we appreciate the expertise, hard work, and cooperative spirit of all Office of Telecommunications personnel who assisted us. In spite of the pressures we exerted and those of other high priority projects, your people were continually helpful and confident. It was a pleasure to work with them."

"Please express our thanks to **Jerry Kiliany**, **Jim Sawyer**, **Jerry Webster**, **Glen Nash**, **Pete Hoijer**, **Howard Parsons**, **Chuck SeEVERS**, **Bill Burg**, **Andy McClure**, **Maurice Brumbelow** and any others we have overlooked."

"A special word of thanks to Project Engineer **Jim Sawyer**, the 'man-in-the-middle'. Jim contributed much more than just engineering ability. He took an intense personal interest in getting things done right and on time, and keeping us informed."

• • •

Paul Savona, Chief, Office of Space Management received a letter of thanks from Norman Boehm, Executive Director, Commission on Peace Officer Standards and Training (POST). Mr. Boehm wrote Paul to express POST's "appreciation for the outstanding work done by the Office of Space Management arranging for a permanent, suitable headquarters for POST staff." He noted that, "It is through the efforts of Space Management's staff that we will soon be able to bring all of the POST staff together in one location."