



STATE OF CALIFORNIA  
**OGAS**  
DEPARTMENT OF GENERAL SERVICES

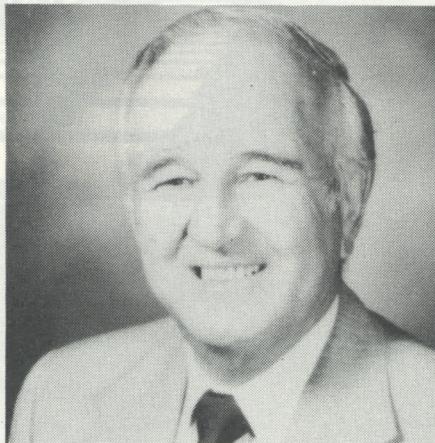
"I will assume the undertaking," she said, "for my own crown of Castile, and am ready to pawn

**OUTLOOK**

Sept.-Oct. 1985

See Cover Story on Page 5

## Letter From the Director



*During the past three years, the Department of General Services (DGS) has initiated a series of actions designed to improve its relations with client agencies. We began with a comprehensive user survey which resulted in the re-institution of the DGS Advisory Council. Currently, we are scheduling a series of meetings with council member Directors to discuss issues and concerns pertaining specifically to their departments.*

*In conjunction with these actions, it occurred to us that we could broaden the scope of our efforts by an in-depth look at how this Department can improve its image with client departments. Toward this end, a Task Force has been appointed to review and evaluate client relations. The Chairperson of this Task Force is Allan Tolman, Deputy Director, Office of Telecommunications. Other members include: John Babich, Deputy Director, Office of Procurement; Rosamond Bolden, Chief, Office of Buildings and Grounds; D. Brent Korff, Chief, Office of Support Services; and Casey Randall, Chief, Office of Administrative Services.*

*Their charge will be designing a client relationship program thereby increasing communications between DGS and other departments to provide feedback for improving and enhancing services to better meet client needs.*

*Part of the Task Force evaluation will be to explore methods which DGS line workers and other departments can use to surface potential program changes for greater efficiency and more effective delivery.*

*Since this is a departmental effort, you are urged to contact any member of the Task Force with your ideas regarding better delivery of services in your program area. Remember, service is our most important product. Thank you for your cooperation.*

### **CHARLIE THRASHER SUCCEEDS EMIL RELAT AS CHIEF COUNSEL**

Effective September 17, 1985, Charles Thrasher was appointed Chief Counsel to the Department of General Services. The position of Chief Counsel is the top position in the Office of Legal Services and was recently vacated by the retirement of Emil Relat. The Office of Legal Services is comprised of a staff of 18 personnel including 11 attorneys. The function of the Office is that of house counsel, which includes giving legal advice on new and ongoing programs, the advocacy of the Department's position in a wide

variety of situations, the issuing of opinions, and drafting and review of legal documents. Additionally, the Office reviews all State contracts subject to the approval of the Department for their compliance with the law, policy and good business sense. As Chief Counsel Mr. Thrasher will be responsible for managing the legal activities of the Department. He will report to Elizabeth Yost, Chief Deputy Director of the Department.

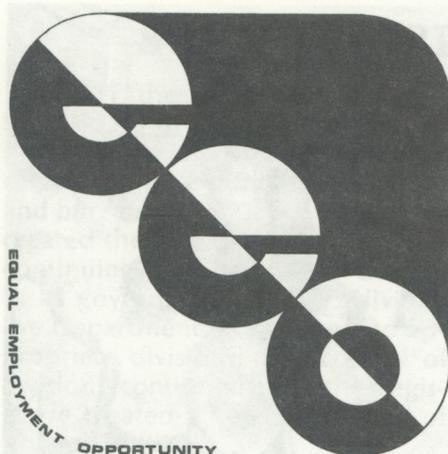
Charlie began his career in 1957 as a lawyer with the Department of Finance. He worked there until the Department of General Services was created in 1963. Charlie became Assistant Chief Counsel in 1966 and remained in that position until his appointment as Chief Counsel. He had been acting Chief Counsel since the retirement of Emil Relat in June of 1985.

Charlie was born in Dayton, Ohio, but being the son of a career military officer lived in many different places. He served in World War II in the European Theatre and attained the position of Company Commander. Charlie's education includes a BA in Economics from the University of California and a LLB in Law from University of San Francisco.

Charlie makes his home in Sacramento with his wife Beverly. Charlie and Beverly have two children and two grandchildren. His favorite hobby is golf, however, he refused to disclose any facts concerning his handicap.



Chief Counsel, Charles Thrasher



## MICROCOMPUTERS FOR THE DISABLED

Breaking the Silence Barrier

By Dr. David T. Uslan

The flight to this remote mountainous community took several hours. The setting was picturesque; the site for the regional workshop was a rural country club with its own airstrip. I was able to taxi my airplane neatly to the meeting room door, where a group of school representatives was on hand to greet me and to assist in setting up the equipment.

The host called the meeting to order, and the seemingly enthusiastic crowd took their seats. After a brief introduction, I walked to the front of the room, noting another individual approaching simultaneously. When he took a position about five feet to my right and stood facing the audience, I asked if he needed to make an announcement, and he responded that he would be signing for three deaf teachers in the audience. I nodded, wondering which ones they were and why there had been neither deaf teachers nor interpreters at previous workshops.

The audience was diverse: teachers, administrators, supervisors, speech therapists, psychologists, media specialists, and a few each of school board members, teachers aides, nurses, and librarians. I noticed the nimble fingers and rapid gestures of the interpreter as he articulated my words. I still wondered where the deaf teachers were.

The group was very responsive as we worked our way through two hours of demonstrations and discussions, covering synthesized and

digitized speech output, microcomputer braille, synthesized art and music, and a variety of online bibliographic searching of distant data bases. Audience participation is an important part of these workshops, and there had been an abundance of eager volunteers. With our color TV monitors spaced around the room, it was possible for everyone to have a feeling of involvement, and several input errors by participants had installed an aura of joviality and informality. During the five-minute break, many persons bursting with questions flocked around the equipment.

A demonstration of voice recognition by the microcomputer is a sequence I usually reserve for the final ten minutes of the workshop. I have wired an extension cord to the microphone hooked to the voice recognition board, permitting me to stroll through the audience and ask people at random to say the first word that pops into their minds, in any language.

The computer then responds through a seemingly simple procedure. After loading the program and entering a few commands, one types a list of words on the keyboard to be remembered by the computer. People are then asked to repeat each word they see on the TV screen. I have made a few modifications in the electronics as well as the program, to permit each sound spoken into the microphone to be displayed simultaneously in color on the TV screen, with each spoken syllable appearing as distinct color bands representing both high and low voice frequencies and the intensity of the spoken word.

I briefly explained voice input to the audience, warning them that later I would walk through the aisles and ask individuals at random to say something into the microphone. This time I began with a gentleman in the first row, slightly to my right as I faced him.

Yes, I had unwittingly selected one of the deaf teachers for our first subject. He quickly gestured to the interpreter, who said, "Mr. Wood is deaf and has no speech, but his first word for the computer is boy." I asked the interpreter to have Mr. Wood (not his real name) lean forward and type the word boy on the computer keyboard. Mr. Wood

responded and "boy" appeared on all four TV screens.

Quickly forgetting that he had no speech, I held the microphone to Mr. Wood's lips and said, "Now say boy." The interpreter reiterated, "Mr. Wood has no speech. But he says he can make some sounds." At that point Mr. Wood took the microphone from my hand and muttered something that sounded like "eh."

The computer indicated an acceptable input and provided a color display of "eh." Now, feeling that the demonstration was about to fall flat, I reached for the microphone, hoping to move on to another subject. Mr. Wood would not surrender the microphone. Instead, he gestered to the interpreter, who said to me, "Mr. Wood says his second word will be girl." Repeating the sequence, I asked the interpreter to instruct Mr. Wood to type "girl" and then to say "girl" into the microphone. To my ears, his sounds for both boy and girl were identical, but once again the computer registered an acceptable input and provided a color analysis of the new "eh."

Now surely it was time to move on to another person, but Mr. Wood's tight grasp on the microphone indicated he was not finished. The interpreter said, "He wants to do another word. It will be football." This time Mr. Wood's speech into the microphone was "eh-eh" and the computer again registered an acceptable input.

The moment of truth had arrived. With the computer having indicated a positive input of each word, I asked the interpreter to instruct Mr. Wood to say girl or boy or football in any order, repeating them several times, but to let us know first what the order would be.

As Mr. Wood uttered "eh" for his first word, boy, the computer screens displayed "boy." Each time Mr. Wood spoke into the microphone, the computer screen printed out the proper response. The room became hushed.

Mr. Wood handed me the microphone and carried out a detailed gesturing sequence with the interpreter, who announced, "Mr. Wood thinks the first three performances by the computer might have been a fluke — maybe it got his words correct by pure chance. This time, he

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Victims of Crimes, Analyst Staff



Government Claims Staff



Victims of Crimes, Verification Staff



Administrative Staff



Victims of Crimes, Clerical Staff

## STATE BOARD OF CONTROL

In 1911, the Legislature created a State Board of Control to supervise state departments, hospitals, prisons, reformatories, boards, commissions, and bureaus. In 1921, the Legislature created the Department of Finance, continuing the State Board of Control as its governing body, and divided the Department of Finance into appropriate divisions. This control of divisions continued until the Legislature created a new State Board of Control in 1927.

The Board consists of the Director of the Department of General Services as Chairperson, the State Controller, and one member appointed by the Governor. The day to day operation of the Board of Control is carried out by a staff of 132. Lane Richmond, Executive Officer to the Board, reports to W. J. Anthony, Chairperson and Director of Department of General Services. The Board is not a part of General Services, but does contract with the Department for the performance of support functions such as personnel, accounting, budgeting, and legal services.

The Board is divided into two major areas of responsibility: The Government Claims Program and the Victims of Crime Program. A third program, the Local Mandate Program, was removed from the Board in 1985, and is now the Commission on State Mandates.

The Government Claims Program receives all civil claims against the State for money damages. This requirement stems from the principle that the State must be permitted to determine the course of claims against it. If the claim falls within the area of the State's statutory liability, the Board may either settle with the claimant or deny the claim and advise the claimant that he/she may pursue court action.

Another type of claim against the State is one for which no statutory liability exists, but for which the claimant has a legitimate right to remedy. That is, the State may damage a person although no legal liability for the damage will exist. Thus, the damaged person has no recourse in a court of law. It is the policy of the State that persons so damaged should not suffer because of the inadequacy of the law. For this reason, the State

has created an equity process to handle these "moral" claims. (This process is often referred to as "exercising the State's conscience.")

For some of these claims, the Legislature has delegated authority to the Board to make the final determination. An appropriation is made in advance to cover these payments. For the remainder of these claims, the Board reviews the evidence and makes a recommendation to the Legislature for payment, in the form of four annual omnibus claims bills, each containing hundreds of claims.

The Board also has the authority to administer a myriad of miscellaneous fiscal control functions, such as approving the charitable organizations which may participate in the annual state employees' charitable contributions campaign, adopting regulations governing travel allowances for elected state officials, and hearing protests relating to the purchase of supplies or equipment.

The Victims of Crime Program is the Board's largest, consisting of 105 positions. It was the first victim's compensation program in the United States, and is now one of the largest in the world.

This program provides reimbursement for medical expenses, wage losses, and rehabilitation to individuals who were injured during the commission of a crime. Fifteen million dollars was paid to victims last year, and by the end of this fiscal year, it is expected that \$40 million will be paid out. Currently, the Board is taking significant steps towards eliminating the backlog of cases in this Program, and reducing the time it takes to pay a victim whose claim has been allowed by the Board.

An unprecedented increase in victims claims in 1984-85, 13,000 compared to 10,700 in 1983-84, resulted in claims filed at a rate twice as fast as staff resources could verify losses for victims compensation. Processing and verification of the claims began to backlog in the second half of 1984 as the number of claims filed continued to increase at an unexpected 20% compounded annual growth rate in 1984 and 1985 to date. This rate is expected to continue to increase, 15,600 claims are estimated to be filed in the 1985-86 fiscal year.

The Board of Control set a goal to eliminate the claims backlog by May of 1986 and reach a total turnaround time of 90 days from application to payment. Progress toward meeting this goal has been outstanding. The backlog peaked at 8,122 claims on April 30, 1985, and stood at 4,872 claims on August 1, 1985. An additional 24 positions, approved by the Governor in the 1985-86 Budget, joined the staff April 29, 1985.

Funds were provided to enhance the Board's computer capability, expected to be on-line in January 1986. Funds were provided to enter into contracts this summer with five

*(Cont'd on page 11)*

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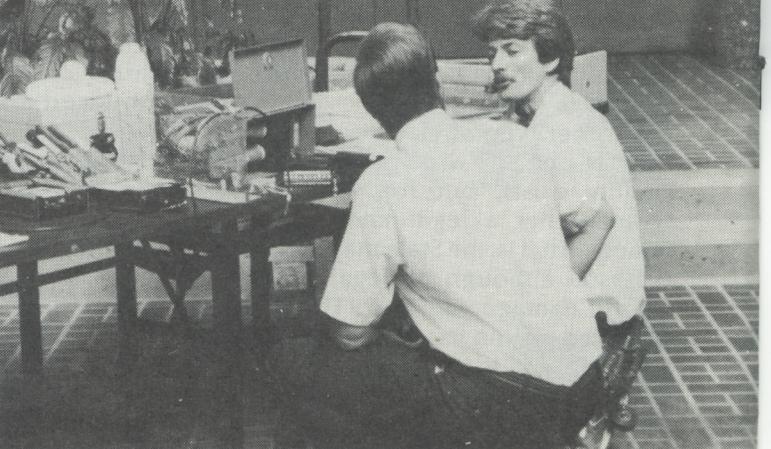
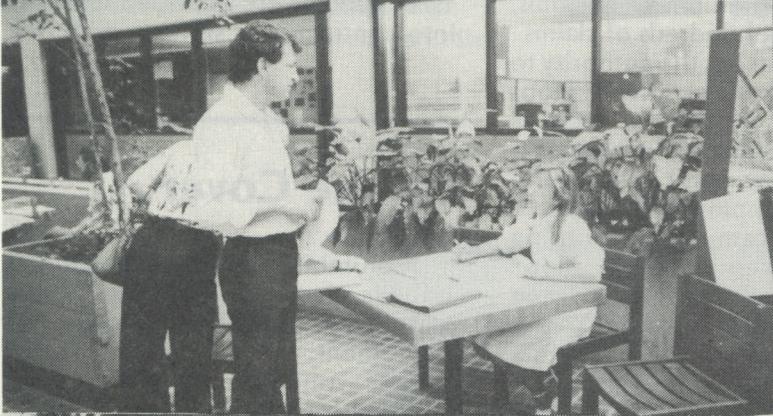
## On the Cover . . .

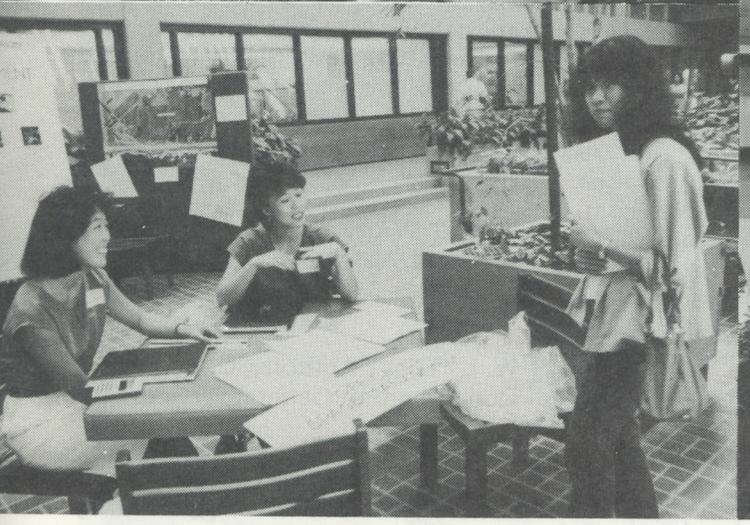
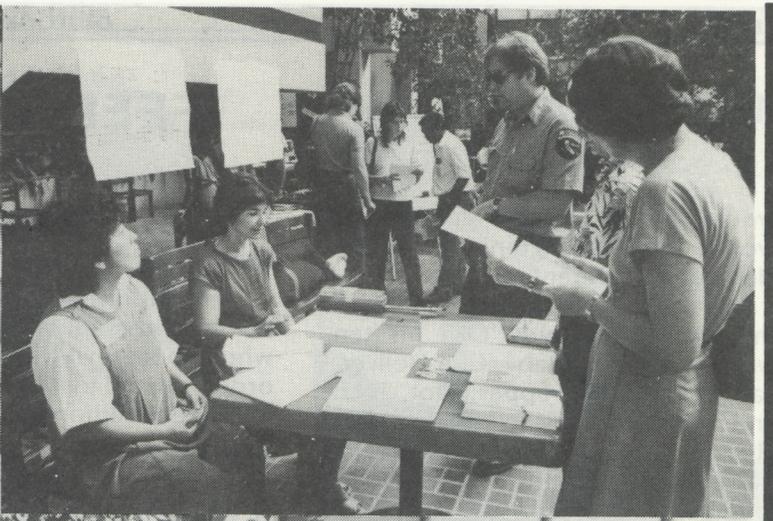
"Columbus' Last Appeal to Queen Isabella" has long been part of our State Capitol's historic heritage. The monument was created by world-famous American sculptor, Larkin Goldsmith Mead, in Florence, Italy, between 1868 and 1871. Originally owned by an eastern socialite, the statue was purchased by famous Sacramentan, Darius Ogden Mills, who presented it to the State of California for placement in the Capitol rotunda.

The statue remained in the Capitol rotunda continuously from December 22, 1883, to July 1976, when it was removed to allow for extensive reconstruction and restoration of the historic west wing. The monument was taken across Tenth Street to State Office Building 1, where it remained until it was again placed in the Capitol rotunda on October 6, 1982.

The statue depicts Christopher Columbus asking Queen Isabella to finance his voyage to prove the existence of a New World. The rare work was fashioned out of a Carrara marble in the Neo-Classic style by one of the first truly significant American sculptors. In August of 1982, the statue was cleaned and conserved by Mr. Spero Anargyros, a Brisbane, California sculptor.

"Columbus' Last Appeal to Queen Isabella" is a priceless and irreplaceable part of California's history and will be enjoyed by generations of Californians.





*Third Annual Career Fair sponsored by  
the Department of General Services'  
Women's Program, September 26, 1985*

## Microcomputers . . .

(Cont'd from page 3)

would like to try ten alphabetical words, the first beginning with A. He needs a moment to think."

More signing took place, and then the interpreter said "OK, his ten words are Army, Baby, Cry, Deliver, Easy, Fish, Grasshopper, Hot, Inch and Jump. He wants to know if this is all right with you." We had already passed the time for the workshop to end, but no one had left. I glanced at the crowd. Many heads nodded affirmatively, and I responded, "Let's try it." A volunteer wrote his words on the blackboard.

Each word Mr. Wood spoke into the microphone sounded the same—a nasal "eh." Grasshopper sounded like "eh-eh-eh."

The audience leaned forward in their seats. Mr. Wood first typed each word and then uttered his sounds. In each case the computer indicated an acceptable input with a concomitant color display of the word. Finishing the list, Mr. Wood gestured to the interpreter, who said he wanted to know which words to retrieve first. Someone in the audience spoke out: "have him first say the words alphabetically. If that works, have him say them in reverse order. If that still works, have him say the words at random."

We watched in tense silence as Mr. Wood began his sequence of "ehs." The microcomputer screen faultlessly displayed the list alphabetically, in reverse, and at random. Suddenly, Mr. Wood handed the microphone to me, began sobbing and ran out the side door. The interpreter ran after, while we all sat stunned and immobile. I was about to terminate the meeting when the interpreter returned and said he would like to make an announcement.

He began, "Many of you know John Wood. He wants you to know that he is forty-eight years old and this was the first time in his life that his speech was ever understood. He will not be returning to the meeting because he is too upset, but he says thanks."

I noted tears in many eyes and handkerchiefs being removed from purses. I thanked everyone for coming. There was no applause.

## FEEDBACK

Jim Demarest  
Office of Procurement

Dear Jim,

I recently ordered a forklift through the procurement office of **Bob Riola**, who, upon reviewing my purchase order noticed that we were ordering a 1973 reconditioned TCM forklift for \$9500.

He gave me a phone call and advised me that \$9500 is a lot of money for a 1973 forklift. He indicated that I could probably buy a new one for a very little more or save some money by eliminating 2 extras.

I followed up on his recommendations and am now ordering a 1983 TCM reconditioned forklift for \$8000.

So I will receive a machine 10 years newer for \$1500 less. I appreciate this kind of concern and consider it worthwhile to tell you.

Respectfully,

Gilbert D. Mello, Manager  
Santa Cruz County Fair

• • •

Mr. Charles Buelow, Supervisor  
Communications Division Area 5

Dear Mr. Buelow:

I wish to express my sincere thanks and appreciation to technicians **Barry Walker**, **Perry Studabaker**, and Engineer **Myron Curtis** for all their assistance regarding our recent communications conversion project.

Nearing completion, the replacement of our console has brought all the needed changes hoped, and due to the efforts and forethought of

Several people expressed their appreciation for being introduced to the world of computers. One lady, in tears, gave me a hug and said nothing.

After all had departed and the equipment was loaded, I taxied out to the runway and lifted off into the mountain darkness. I was as drained by the experience as the audience. It was a quiet flight home.

Editor's Note:

*Dr. David T. Uslan is a former teacher and school administrator, with a doctorate from UCLA and specialization in the field of mental retardation.*

the above individuals, it's been an orderly change with no upset to our ongoing dispatch system during the conversion.

Again, my sincere thanks to these three professionals.

Sincerely,

Kenneth M. Alexander  
Sheriff-Coroner  
Sierra County

• • •

Mr. Richard Pena  
Office of Small & Minority Business

Dear Sir:

I wish to thank **Mr. Leo Rutledge** for exceptional service.

Phone Ware, Inc. applied for a small business number two weeks ago. I called Mr. Rutledge to verify if he had received our small business vendor profile. He indicated that there were several hundred profiles, and he had not seen ours. I explained we had a big job pending with the Department of Justice and a small business number would win or lose us this job, and that he would be receiving a call from a **Mr. Dave Green** with the Department of Justice, Sacramento to verify our number.

Mr. Rutledge not only called back and said he located our file; he took the time to review our application for any problems which there were none.

We wish to extend our compliments for a job well done!

Sincerely,

PHONE WARE, INC.  
William J. Nassir  
President

• • •

W. J. "Tony" Anthony, Director  
Department of General Services

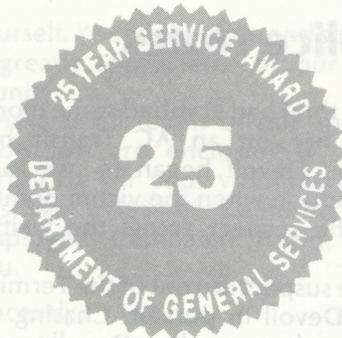
Dear Mr. Anthony:

On behalf of the California State Lottery and its staff, I would like to thank you and your Office of Space Management for the splendid job they did to assure office quarters for the Lottery.

Staff of the Office of Space Management, working under extremely short notice and an impossible time frame, was able to help assure occupancy of four regional and twelve district offices while at the same time, acting in a very professional and businesslike

(Cont'd on page 11)

# Service Awards



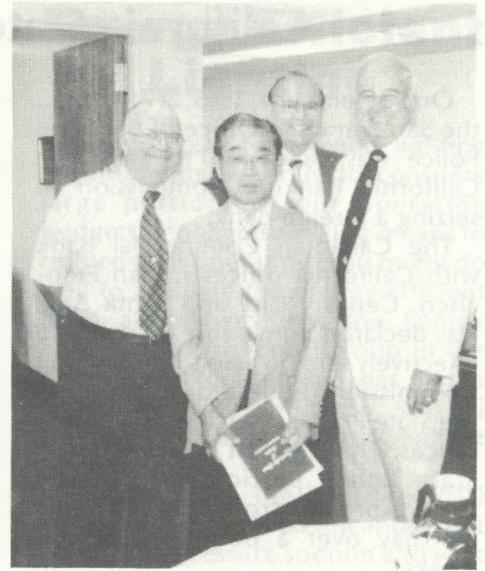
Congratulations are in order for the following employees of the Department of General Services who have completed 25 years of service with the State. Best wishes to you and thank you for your contribution to our Department and to the State of California.

### SEPTEMBER

- Roosevelt George ..... Office of Buildings and Grounds
- Marion Daniels, Jr. .... Office of Buildings and Grounds

### OCTOBER

- Charles E. Olver, Jr. .... Office of Space Management



Takeo Fujitani receives his 25-year pin, also pictured left to right, Jim Morgan, Fred Gustin, and W.J. Anthony, Director.



The State printing Plant held its annual ceremony to recognize those employees who have attained 25 years of service — pictured: Front row (left to right); Bob Johnson, Richard Valdez, Curtis Frazier, Marylou Sommendorf; Back row, (left to right) Don Male, Bob Gonzales, Tom Oates, Fred Gustin, W.J. Anthony.

## California State Police Notes

On September 1, 1985, at 7:00 p.m., the San Francisco Office of the State Police was called on to assist the California Banking Commission in seizing a foreign bank.

The Canadian Commercial Bank with California offices in San Francisco, Century City and Santa Ana, was declared non-viable. In order to effectively seize its assets, the Banking Commission requested service from the State Police at each of the bank's offices. That request has resulted in State Police participation in the seizure process from 16 to 24 hours per day over a period of several weeks.

Also participating in the action was the South State Command, which provided service at the two Southern California branches.

State Police Officers Steve Smith and Virginia Jeffery were on patrol at 5:15 p.m. on September 3, 1985 when they were dispatched on a suspicious person call in the San Francisco State Building.

Responding to the 5th floor, they met several state employees who described a man who was seen prowling the area. The officers searched the floor and apprehended a suspect, who had been burglarizing offices when interrupted by Mr. Harry Strahl, a P.U.C. project manager. It was Mr. Strahl who subsequently called the State Police and provided information to the officers.

Officers Jeffery and Smith used good interview techniques and investigatory skills, and they were able to collect sufficient evidence to arrest the suspect on a felony burglary charge. The two officers, along with Mr. Strahl, have been commended for their quick and professional actions. This case shows that alert state employees can make a difference in reducing crime on state property!

State Police Officer Rick Devoll of the San Francisco Field Office foiled a thief's getaway recently at the Transbay Transit Terminal in San Francisco.

Officer Devoll was contacted by a juvenile female commuter who said

that a thief had grabbed some money from her on an AC Transit bus. Officer Devoll began to ask for a description when the victim pointed out the suspect across the waiting room.

The suspect ran out of the Terminal with Devoll in pursuit. Chasing the suspect down an alley, Devoll turned a corner and found the suspect gone.

Devoll back-tracked, looking for any clues to the suspect's location. A short distance away, he thought he saw something under a car. That something was the suspect. Seeing the wisdom of giving up, the suspect came out when ordered by Devoll to do so. The suspect was arrested for grand theft.

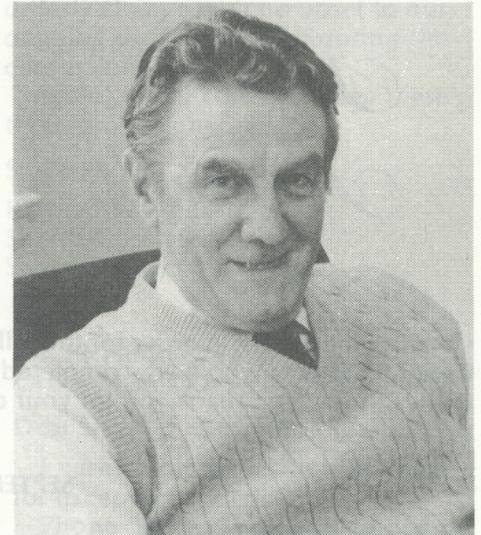


Sergeant John Fidalgo receives an Award from Steve Bragman of the Fresno Chapter of the Elks Lodge. Sgt. Fidalgo is on the left.

### SERGEANT FIDALGO RECEIVES AWARD

ON Wednesday, July 31, 1985, the Fresno Chapter of the Elks Lodge held an awards banquet for outstanding members of law enforcement in the Fresno area.

State Police Sergeant John Fidalgo was presented with a Certificate of Appreciation for his service in the Fresno/Inland Valley Command as an Employee Protection and Crime Prevention Coordinator. His duties include traveling throughout central California, contacting state agencies and reviewing their safety and emergency preparedness, and assisting in their efforts to promote crime prevention. He gives many useful training classes to state employees on these and other subjects.



Victor Bradshaw

### IN MEMORIAM

Victor Bradshaw of the Office of Insurance and Risk Management passed away on September 25, 1985. He was 63 years young. Vic was a vibrant, gracious gentleman, a humanist in the purest sense of the word. Unfailing in his love for his fellow human beings, and totally forgiving of his co-workers' frailties, he will be sorely missed by us all.



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  
 Joel Willis, Editor

Composition, Graphics & Printing  
 by Office of Support Services

## FEEDBACK . . .

(Cont'd from page 8)

manner. Without the cooperation by both the leasing and planning staff, our goal would have been unattainable.

Please accept and extend my appreciation to the Office of Space Management staff for their understanding and outstanding performance. The Lottery is extremely grateful for their assistance.

Sincerely,

M. Mark Michalko  
Director



Dear Judge Lopez:

Transmitted herewith is the completed Notice of Decision in the matter of the Petition for Rent Adjustment of San Roque Mobile Home Park.

Your proposed decision was appealed by **Mr. Berkovich** and the Board heard the appeal (although Mr. Berkovich failed to appear) on July 10, 1985, and unanimously voted to adopt your proposed findings and decision without modification.

The Board requested that I advise you of their appreciation for the highly professional manner in which you conducted the proceedings and felt that the high standards which you set will serve to guide any future matters of this nature and assure that all parties are treated in a fair and equitable manner.

Thank you again for your assistance and we look forward to working with you in the future.

Sincerely yours,

Allan R. Coates, Jr.  
City Manager  
City of Carpinteria



Mike Beck  
Buildings and Grounds

Dear Mr. Beck:

Congratulations! The California State Employees Campaign raised \$317,262 this year — almost a 9% increase.

The success of this campaign was due to the efforts of people like

yourself. Your dedication and support is greatly appreciated by our community.

As a small token of our appreciation, we are enclosing a special certificate for your volunteerism in this year's 1984-85 California State Employees Campaign. Again, thank you.

Sincerely,

Hal Peddy  
Chairman,  
1984-85 State Campaign  
United Way



Mr. Richard Booth  
Office Machine Repair Services

This is to thank you for the services of **Bob Maser**.

Bob has handled three difficult problems for us here in the Contracts Bureau, Department of Social Services, and has in every case remedied the problems expeditiously.

When we were told that General Services would be taking care of our IBM and Toshiba equipment, we were a bit worried that your personnel had not had enough time to master the technologies needed for rendering appropriate service levels.

Bob Maser has won our Office's confidence.

He is a credit to your Organization.

Thanks again,

Ron Bernard, Chief  
Administrative Contracts  
Department of Social Services



Louis Carson, Assistant Hospital Administrator, Agnews State Hospital, wrote the following letter of appreciation to **Mike Brown**, Office of Fleet Administration, "I want to thank you for the recent assistance and advice you have provided in our attempt to purchase long over-due replacement vehicles. Your quick response to our call for help, may very well make the difference in whether or not we are able to meet the required purchasing deadlines. Your cooperation and understanding of our needs at Agnews State Hospital has made working with you a real pleasure."

## Energy Efficient Lighting

Energy costs to provide lighting requirements continue to consume large portions of our operating budgets. Managers seeking means to reduce their operating costs might do well to evaluate the energy efficient lamp alternatives that the Energy Efficient Procurement Group in the Office of Procurement has made available in the 1985/86 Annual Contract for Large Lamps (Contract #1-85-62-31).

In addition to the long life (2500 hours) krypton filled incandescent lamp, high pressure sodium and watt reducer fluorescents offered in the past, this year's contract offers two new lamp alternatives; PL fluorescent and low pressure sodium.

Low pressure sodium lamps are the most energy efficient lamps available today (183 lumens per watt). However; due to its yellow color, it is best applied outdoors in areas for security lighting or in warehouses where color is not important. The PL miniature fluorescents, offered as replacements for incandescent lighting, come in sizes ranging from 5 watts to 13 watts. With the 7 watt PL fluorescent, you get about the same light output as you do with a 40 watt incandescent, but you save 75 percent on energy. You also save on lamp replacements. Typical incandescent lamps last 750 hours while the PL fluorescents have an average rated life of 7500 to 10,000 hours . . . up to 10 times the life of an incandescent.

## STATE BOARD OF CONTROL

(Cont'd from page 5)

local victim centers to verify claims. Major improvements were made in the internal verification process so that total production is now at 1,500 new claims per month versus a 1984 average of 600. Average individual employee production is up over 30%, with some functions having a 100% productivity increase.

Development of the 1986-87 Budget will contain additional resources to continue to meet the growing needs of the Victims Program.

## DEPARTMENT OF GENERAL SERVICES TRAINING COURSE SCHEDULE Oct. 1985 - March 1986

- \* **ADVANCED SUPERVISION** (8:00 a.m. - 4:00 p.m. each day)  
Section 2: Oct. 21, 22, 23, 24 & 25
- \* **AFFIRMATIVE ACTION** (8:00 a.m. - 4:00 p.m. each day)  
Section 2: Oct. 31 & Nov. 1  
Section 3: Jan. 9 & 10, 1986  
Section 4: Mar. 26 & 27 (San Francisco)  
Section 5: Apr. 9 & 10 (Los Angeles)
- CAREER GOALS: A SKILLS ANALYSIS** (8:00 a.m. - 4:00 p.m. each day)  
Section 3: Oct. 11  
Section 4: Nov. 7  
Section 5: Jan. 21  
Section 6: Jan. 31  
Section 7: Feb. 19
- CAREER PLANNING WORKSHOP** 8:00 a.m. - 12:00 noon each day  
Section 1: Nov. 15, Dec. 12, & Jan. 22, 1986  
Section 2: Mar. 7, 31, & May 2
- CIVIL SERVICE EXAMINATION WORKSHOP** (12:15 p.m. - 4:15 p.m. each day)  
Section 2: Oct. 28, 29, 30, 31, & Nov. 1  
Section 3: Feb. 24, 25, 26, 27, & 28, 1986
- COMPLETED STAFF WORK** (8:00 a.m. - 4:00 p.m.d)  
Section 1: Mar. 18, 1986
- \* **CONFLICT MANAGEMENT** (8:00 a.m. - 4:00 p.m. each day)  
Section 2: Nov. 13 & 14  
Section 3: Jan. 23 & 24, 1986
- DEVELOPING YOUR LEADERSHIP** (8:00 a.m. - 4:00 p.m. day 1 & 2)  
(8:00 a.m. - 3:00 p.m. day 3)  
Section 1: Nov. 5, 6, & 7  
Section 2: Mar. 19, 20, & 21, 1986
- \* **MANAGING COMMUNICATION THRU ASSERTION** (8:00 a.m. - 4:00 p.m. each day)  
Section 3: Oct. 29 & 30  
Section 4: Jan. 29 & 30, 1986  
Section 5: Apr. 3 & 4
- \* **MANAGING & SURVIVING ORGANIZATION STRESS** (8:00 a.m. - 4:00 p.m. each day)  
Section 3: Oct. 17 & 18  
Section 4: Dec. 2 & 3 (Los Angeles)  
Section 5: Dec. 10 & 11  
Section 6: Dec. 17 & 18  
Section 7: Jan. 14 & 15, 1986 (San Francisco)  
Section 8: Feb. 10 & 11
- MANAGEMENT BRIEFINGS** (Day 1, (8:00 a.m. - 4:00 p.m. -  
Day 2, (8:00 a.m. - 4:00 p.m.)  
Section 2: Nov. 25 & 26
- NEW EMPLOYEES ORIENTATION** (8:00 a.m. - 11:00 a.m.)  
Section 3: Oct. 31  
Section 4: Dec. 9  
Section 5: Jan. 28, 1986  
Section 6: Mar. 5  
Section 7: Mar. 28 (San Francisco)  
Section 8: Apr. 11 (Los Angeles)
- \* **SUPERVISORY DEVELOPMENT PROGRAM (SDP)** (8:00 a.m. - 4:00 p.m. each day)  
Section 1 (Week B): Dec. 2, 3, 4, 5, & 6  
Section 2 (Week B): Jan. 22, 23, 24, 27, & 28, 1986 (San Francisco)  
Section 3 (Week B): Mar. 10, 11, 12, 13, & 14, 1986 (Los Angeles)  
Section 9 (Week A): Sept. 25, 26, & 27, Oct. 3, & 4, 1985  
(Week B): Mar. 24, 25, & 26, Apr. 1, & 2, 1986  
Section 4 (Week A): Nov. 18, 19, 20, 21, & 22, 1985  
(Week B): May 5, 6, 7, 8, & 9, 1986  
Section 5 (Week A): Jan. 6, 7, 8, 9, & 10, 1986 (San Francisco)  
(Week B): Jun. 16, 17, 18, 19, & 20, 1986 (San Francisco)  
Section 6 (Week A): Feb. 3, 4, 5, 6, & 7, 1986  
Section 7 (Week A): Feb. 24, 25, 26, 27, & 28, 1986 (Los Angeles)
- \* **TRANSACTING WITH PEOPLE** (8:00 a.m. - 4:00 p.m. each day)  
Section 1: Oct. 8, 9, & 10, 1985
- YOUR TELEPHONE PERSONALITY** (8:00 a.m. - 4:00 p.m. each day)  
Section 1: Nov. 19, 1985  
Section 2: Dec. 20, 1985

For further information contact your Office Training Coordinator  
All classes are in Sacramento unless otherwise noted.

\* Courses which are acceptable for required Supervisor/Manager training.

## WPAC MEETS

The Women's Program Advisory Committee (WPAC) meets the fourth Wednesday of each month from 10 a.m. to noon. The Department of General Services is recruiting in Sacramento for 3 new members. This is an opportunity to present your issues and concerns for Equal Employment Opportunity and to develop Affirmative Action goals and objectives for women. Your selection to the WPAC will require that you attain knowledge and understanding of Women's Issues, AA programs and commit your time to attending meetings and assigned projects for approximately 2 to 6 hours per month.

The WPAC serves both management and employees by recommending various courses of action necessary to achieve goals and objectives of Affirmative Action for women.

The WPAC is open to all who are interested in furthering Equal Employment Opportunities and Affirmative Action for women.

If you have any questions regarding the WPAC or are interested in volunteering your services on this committee, please contact Joyce Cortez, President of WPAC at 324-2685.

