



WHAT'S INSIDE

- **EMPLOYEE SPOTLIGHT:**
Let's Meet Manuel Fotos
pg. 3
- **COPING WITH STRESS**
pg. 7
- **HOT OFF THE PRESS**
pg. 8

MERRY CHRISTMAS



Letter from the Director

It is hard to believe that it has been almost four years since I first came to the Department of General Services. Your continual cooperation and support have made this time both exciting and rewarding. I am proud of our accomplishments and I thank all of you for your contributions.

I constantly receive compliments from other agencies on the services provided by Department of General Services employees. I credit the Department's emphasis on client relations with establishing effective and efficient work practices. This attitude, as well as the reactivation of the Advisory Council, increases in delegations, and streamlined procedures, have all helped to improve our working relationship with other agencies. At the same time, innovative initiatives to provide business management services have attracted attention statewide and nationally.

Of course, all of these measures would be meaningless without that extra effort from each individual. Your courtesy, conscientiousness and hard work have become trademarks of the Department of General Services.

My best wishes to each of you and your families during the holiday season. I look forward to working with you in the new year.

YOUR IDEAS MAKE A DIFFERENCE . . .

The following six employees were recognized by the Department for their successful participation in the Employee Suggestion Program.

JAMES T. PARQUER, Book Binder IV, Office of State Printing, recommended limiting padding gum jobs (binding on note pads) to one inch thick. Anything over that thickness has to be done by hand and is ultimately more expensive for the client.

Based on the Improved Procedure Scale, Jim received a \$35 award.

RICHARD PENNY, DON BANDY, CARL WIGREN, Printing Plant Machinists, Office of State Printing, recommended using the venturi tube principle, instead of a vacuum to remove waste from the plastic shrink wrap machine. As a result, waste is

piped directly into a waste bin and there is less down time on the machine.

Based on the Improved Procedure Scale, they received an award of \$81 to be divided equally among the three.

CARL R. WIGREN, Printing Plant Machinist, Office of State Printing, designed a special tool to remove female punch dies from the printing press which resulted in a reduced removal time.

He was awarded \$50 based on the Improved Procedure Scale.

ALFRED J. CARDILLO, Senior Telecommunications Technician, Office of Telecommunications, recommended consolidating three service Record Books into one invoice type form. He received an award of \$208 based on 10% of the first years savings.

JAMES E. TURGETTO, Telecommunications Technician, Office of

Sustained Superior Accomplishment Awards Nomination Period to Begin

It is that time of year again to nominate departmental employees for the Sustained Superior Accomplishment Award. These employees represent the highest standards of excellence on the job during the past 24 months. All nominations must be submitted to the Program Coordinator by Friday, January 16, 1987.

This annual program allows the Department to recognize the outstanding contributions of 20 employees who meet stringent eligibility and performance standards.

All nominations must be submitted on Standard Form 278. The form is to be completed by the employee's supervisor and then is approved by the office chief and the appropriate deputy director. Each supervisor is limited to one nomination.

The rules and regulations governing this program can be found in Departmental Manual Section 4930.

If you have any questions regarding the program or are in need of a nomination form, contact Program Coordinator Mary Anne Riehl-Campos at 324-6462 or ATSS 454-6462.

All nominations should be submitted to the following address:

Office of Administratives Services
915 Capitol Mall, Room 474, C-2
Sacramento, CA 95814
Attn: Mary Anne Riehl-Campos

Telecommunications, recommended fabricating a "test box" for trouble shooting CHP radio equipment. The "test box" minimizes the time spent isolating problems; allows the vehicle and radio to remain in operation during repair and promotes less chance of injury during removal and installation. He received an award of \$625 based on the Improved Safety Scale.

Congratulations — your ideas do make a difference.

EMPLOYEE SPOTLIGHT: MANUEL FOTOS

Office of Procurement Standards & Quality Control Section

by Jeannine Gendar



Manuel Fotos, Quality Assurance Engineer tests the stretchability of rubber bands. Each size of rubber bands must meet specific flexibility standards to be approved for State usage.

Have you ever noticed that you never know your stapler's empty until you try to use it? Do your paper clips get hopelessly tangled every time you look the other way? Do rubber bands and binder clips appear on your desk in massive quantities only to migrate to another dimension moments later? Although **Manuel Fotos** hasn't been able to solve these particular problems, there are few other office supply problems that he hasn't dealt with.

Manuel is a Procurement Engineer in the Office of Procurement's Standards and Quality Control Section. He has been with the Department of General Services since 1979 and has a total of 18 years' experience in materials and quality control testing, specification writing and purchasing.

We've all heard that the State purchases from the "low bidder," but the law actually reads "lowest responsible bidder meeting specifications." This is where Procurement Engineers come into the picture. Manuel and his colleagues in Sacramento write and review specifications and compile lists of acceptable brands. Procurement Engineers at Quality Control in North Highlands evaluate

bid samples and test the quality of products that have been purchased.

In other words, these are the people that determine what will be required of State office supplies. For example, list finders (telephone indexes) are not durable enough for State use unless they "continue to be accurate after the list finder has been dropped ten times on a rigid surface from the height of three feet." Transparent tape is tested for thickness, tensile strength, opacity, unwind, specular gloss, adhesion, and adverse effects like adhesive transfer or roll-coning under high temperature or humidity conditions. Ball point pens are required to contain enough ink to draw a line at least 5400 feet long.

Since the State is committed to competitive purchasing, Procurement Engineers not only specify an acceptable quality level, but must ensure that the specifications they write are not unduly restrictive. They frequently have to draw the fine line between features that are required for adequate performance and frills that cost more than they're worth.

Until recently, the State required the conical section at the end of 0.5 mm and 0.7 mm mechanical pencils to be made of metal. When Manuel determined that plastic would function adequately and changed the specifications accordingly, bidding became more competitive, and the State saved about 30¢ per pencil. The total savings for one year amounted to more than one hundred thousand dollars (\$100,000).

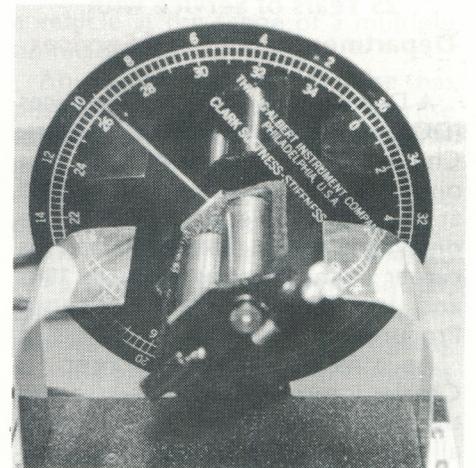
Recently, Manuel has been involved in evaluating stapler bids and testing rubber bands, paper punch and surgical dressing samples. He has also been helping out with rainwear testing at the Quality Control laboratory.

When we asked Manuel what he particularly likes about his job, he explained that since manufacturers change their products constantly, the State may save money and get better supplies by staying in touch with

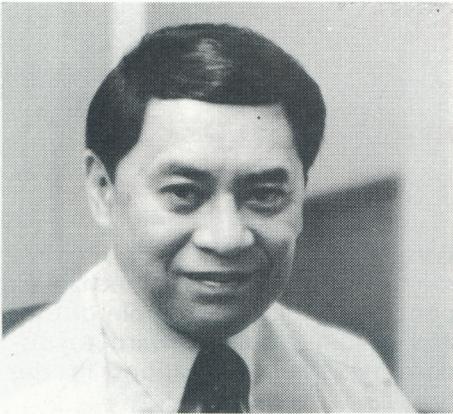
these changes and revising requirements accordingly. The mechanical pencils are a good example of this, and Manuel looks forward to discovering similar situations in the future.

If you have suggestions to make regarding the quality of State office supplies, you may want to contact the Standards and Quality Control Section at: Box 942804, Sacramento, CA 94204-0001 (IMS Code B-17). Their telephone number is (916) 445-0957 (ATSS 485-0957).

Editor's Note: This new column focusing on a different office each issue, will give the reader a new insight into the workings of that particular office. Each article will feature an in-depth look into the day-to-day activities of one employee from that office.



This machine used by the Standards and Quality Control Unit staff, tests the softness and stiffness of paper items and is used on anything from tissue paper to memo pads.



Leonard Reyes, the newest member of the Labor Relations Staff, Office of Administrative Services.

Meet Leonard Reyes, Office of Administrative Services

Leonard Reyes is the newest staff member with the Labor Relations Section. Leonard comes to DGS from the Department of Personnel Administration with five years of experience in labor relations, classification and compensation, and training. He had been assigned responsibilities for Bargaining Units #1, 10, 11 and 15. His wife, Cynthia, works for EDD and they have two sons. Leonard is a member of the U.S. Air Force Reserve and serves as a Manpower Requirements Officer at McClellan AFB.

25 Years of Service with Department of General Services

A Department of General Services (DGS) employee for the past 25 years, Charles Gilbert, received his 25 year pin and certificate at a ceremony held at the Material Services Warehouse on Watt Avenue. Charles started his career at the Printing Plant in 1961 and transferred to the Office of Procurement in 1968.

As a Warehouse Manager II, Charles is responsible for overseeing the distribution of office supplies to all state agencies in Northern California.

An avid traveler, he has visited several European countries, China and Mexico.

Upon receiving his award, Charles stated, "It sure has been fun. Each day is different. I never know what to expect. We really have a good crew working here . . . It's because I hired most of them," he quipped.



The State Recruiter's Roundtable presented its first all State Department Job Fair at Cal Expo, October 24-25, 1986. Honored guests, Agency Secretary, Shirley Chilton and Mrs. Gloria Deukmejian, are show here with Department of General Services' recruiter, Louis Loera and interested students.

A NEW B&G COMMITTEE



Member of the newly formed Office of Building and Grounds training committee are as follows: (clockwise) Frank A. Arteaga, Gloria Logan, Everett V. Whiteside, Fred Luzzi (Chairman), Roy W. Gilkey, Nancy Grunnet and Greg Bullard. Not pictured: Ed Loader and Dreama Streit.

Office of Building and Grounds' newly established Training Review and Advisory Committee is in full swing.

The purpose of this committee is to monitor the progress of those individuals in training and development assignments or deep class positions.

The committee will meet quarterly to review job record sheets and

evaluations of both trainee and trainer. This will ensure a thorough understanding of the training needs required of individuals in these programs.

In addition, the committee will provide a communication link between the work force and management.

A NEW STATE BUILDING IN SAN FRANCISCO



San Francisco State Building

State of California and San Francisco local officials celebrated the opening of the new San Francisco State Office Building at 505 Van Ness Avenue.

Governor George Deukmejian officially opened the building at the 11 a.m. ceremony on September 20, 1986. He was joined by San Francisco Mayor Dianne Feinstein, Assembly Speaker Willie Brown, Senator Milton Marks, California Public Utilities Commissioner Frederick Duda, and California Department of General Services Director W. J. Anthony. Wilbur Hamilton, Executive Director of the San Francisco Redevelopment Agency served as Master of Ceremonies. Entertainment was provided by the San Francisco Youth Orchestra and the Lowell High School Choir.

The five-story, 292,000 square foot office structure houses the California Public Utilities Commission's approximately 850 employees. It was designed by the State's consulting architectural firm of Skidmore, Owings and Merrill of San Francisco and constructed by Stolte — NME, Inc. of Oakland for the California

Department of General Services.

The design of the new office building is exceptional for its compatibility with the architecture in the surrounding Civic Center area. A California State Seal, 18 feet in diameter and made out of fiberglass, graces the front of the building at the corner of Van Ness Avenue and McAllister Street. The color scheme of the interior courtyard is peach and green. A two-level, 240-space subterranean parking garage is also located in the building.

The interior was designed to allow the State flexibility for altering the office space to accommodate program and organization changes at minimum expense. Also, the building was designed so that heating and lighting needs would be reduced, reflecting favorably on energy bills.

This building is one of the first State office buildings designed to accommodate a child care center. The Civic Center Child Care Corporation, a non-profit organization, leases the space from the State to operate the facility.



Governor George Deukmejian gives the opening remarks at the official opening of the new State Building in San Francisco.

STATE POLICE OFFICER GREEN HONORED

State Police Officer Doug Green, recently was given the Law Enforcement Professionalism Award by the Carmichael Elks #2103 at the Annual Law Enforcement Night Banquet for his work with explosive devices.

For the past two years Officer Green has been assigned to the Explosive Ordinance Detail in Sacramento. It is his responsibility to respond to calls dealing with known or suspected explosive devices as well as teaching state employees how to deal with bomb threats and how to properly handle suspicious packages.

During 1985, Officer Green responded to 40 calls. So far this year he has responded to over 80 calls for help.

He has handled explosive chemicals at Sacramento High School, Chico State University and the University of California at Davis.

In Galt, Woodland, West Sacramento, Oroville and Butte County, he assisted law enforcement agencies during calls where suspects used hoax bombs during robberies. He has dealt with car bombs, pipe bombs and suspicious packages found aboard commercial airplanes.

Recently he removed approximately 25 pounds of highly explosive material and automatic weapons from a vehicle at the scene of a multiple homicide.

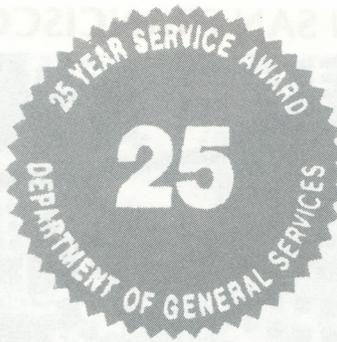
An expert in the field, he has provided Explosive Disposal Expertise for Governor Deukmejian and visiting dignitaries such as Vice President Bush and Bishop Desmond Tutu on their recent trips to Sacramento.

An active member of Sacramento Area Metropolitan Bomb Squad, Officer Green has been influential in the development of an on-going training program to keep technicians "up-to-date" on the latest techniques and procedures of handling explosive devices.

EDITOR'S NOTE:

In the last issue of **OUTLOOK**, we mistakenly reported that Jim Allen worked for the Office of Project Development and Management. He actually works for the Office of Management Technology and Planning. Sorry for the confusion.

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 contributions to our Department and the State of California.

25 YEARS

OCTOBER

John P. Gentile California State Police

NOVEMBER

Charles Gilbert Procurement
 Gerald E. Barry Telecommunications
 Charles F. Keeney Telecommunications
 James A. Kropp Telecommunications
 Louvinia Williams Office of State Printing

DECEMBER

Leon Johnson Building and Grounds
 Stacy Lundberg Office of State Printing

RETIREMENTS

JUNE

George A. Pitzer, Jr. Office of State Printing
 Carl J. Kaufman Office of State Printing
 Donal L. Biggs California State Police
 John Buxie Building and Grounds
 Earl R. Rist Building and Grounds
 Leon L. Louie Office of State Architect

AUGUST

Paul Washington Fleet Administration

SEPTEMBER

Mervyn E. Cole Office of State Architect
 Jesse D. Soto Office of State Architect
 Wilmon Baggett Fleet Administration
 Alvin A. This Office of State Architect

OCTOBER

William E. Nichols Office of State Architect
 Vieux R. Rawls, Jr. Office of State Architect
 Wendell Pierce Office of Records Management

NOVEMBER

Laurence L. Mulkins Office of State Architect

MARVIN VICE COMPLETES 25 YEARS OF SERVICE

MARVIN VICE was presented his 25 Year Certificate by Alan Jeffery, Supply Operations Manager and Rick Evans, Chief Surplus Property Officer at the Commerce Circle Warehouse.

Marvin started his State career as a Light Duty Truck Driver at the Surplus Property Warehouse back in 1961. He was a truck driver until February 1980, when he was appointed Automotive Equipment Operator I and given the job of Dispatcher. In January 1986, Marvin had open heart surgery. When he returned to work in March 1986, he was appointed as a Material and Stores Supervisor II and currently divides his time between the Commerce Circle Warehouse and the Watt Avenue Warehouse.

Congratulations Marvin and thank you for your years of service.



Marvin Vice (center), is congratulated by Rick W. Evans, Chief Surplus Property Officer (left), and Alan Jeffery, Supply Operation Manager (right), at his 25 year award presentation ceremony.

LAURENCE L. MULKINS RETIRES

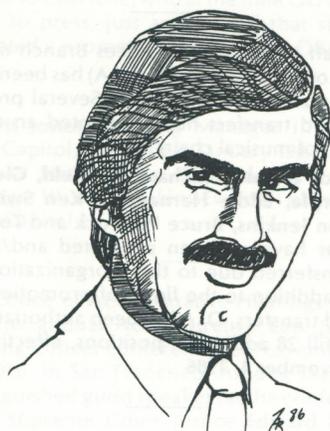
After sixteen years of State Service, Laurence L. Mulkins retired on November 30, 1986. He began his career as a Junior Construction Inspector and promoted through the ranks to the position of Construction Supervisor. For two and one-half years he supervised the inspection of \$110 million in prison construction. He also supervised construction work at Lanterman State Hospital and Cal Poly State University.

His post-retirement plans include boating, fishing, hunting and four-wheeling.

UNDERSTANDING AND MANAGING STRESS

by Clare V. Bluemel

Safety and Return-to-Work Coordinator



This brief article is offered, not as a professional commentary, but rather as lay observations which may help the motivated reader better understand and manage stress.

Have there been a lot of deadlines on your job recently? Do you feel anxious and have a hard time sleeping? Is it becoming increasingly difficult to control your temper? Has it occurred to you that the problem may be a stress overload?

SOME STRESS IS NECESSARY

As we have all read, a little stress is necessary to keep us on our toes and functioning properly, but too much can be debilitating. Where do we draw the line . . . how much is too much?

A good rule of thumb might be, when it interferes with our ability to maintain a normal home environment, carry on a pleasant social life, or perform our jobs, then it is time to take some action. To begin a regimen of diet, exercise and altered conduct designed to reduce stress when the real problem may be a physical illness would be to lose valuable time in its treatment. The first thing you should do is make an appointment to see your family doctor for a complete medical examination.

The family doctor who is familiar with your medical history will evaluate the examination results to determine whether your condition is actually the result of a stress overload. Should he/she find that to be the case

he/she would probably be interested in hearing about your diet, exercise, possible home or job stressors and may ultimately recommend an appointment with a specialist or counselor.

A PROPER DIET AND EXERCISE WILL REDUCE STRESS

A diet high in fiber, fruits and vegetables, with a reduced intake of fried foods and red meats is considered an important element of a program to reduce stress. To reduce consumption of coffee and tea as well as the elimination of any chemical dependency will also play a principal role in controlling stress. Now, assuming we have improved our diet and we're eating smaller meals more often, what else can we do to turn things around?

Within the guidelines recommended by our doctors, we can make a personal commitment to maintain a program of regular exercise. To some, that may mean a brisk 15 minute walk each day, but to others it could be 30 minutes of aerobics three times a week. For those unable to engage in conventional exercise, perhaps isometric exercises, yoga, or even deep breathing should be practices on a regular basis.

THE KEY TO STRESS MANAGEMENT

Being able to separate yourself mentally from the stressors is the key to stress management. However, don't just walk away. The experts recommend you move through your imagination to a tranquil and comfortable setting for at least five minutes twice each day. This will defuse the immediate stressful situation and provide an opportunity to return with a clearer mind and a better likelihood of resolving problems.

To list those things that we might do to reduce stress would literally take pages, but a few examples are listed for your consideration. For each of us there are those things which we most enjoy doing, whether listening to music, reading, gardening, going for a walk, talking to a friend, playing with our children, or going to church; whatever we

consider to be fun can be a good stress reducer.

Vacations are designed to be annual stress reducers — the time away from our routines when we recharge our batteries — so when planning yours, leave the stress at home.

MOST STRESS IS THE RESULT OF PROBLEMS AT HOME

Most stress is focused on conditions in the workplace, but can be traced to problems in the home. Try to step back and realistically assess the situations at work and at home to determine the real source of your stress.

The Department of General Services is fortunate to have an excellent Employee Assistance Program which is available to employees with difficulties on or off their jobs. If you feel that the perspective of a trained counselor would be helpful, you may request an appointment. This can best be handled through your supervisor. Also stress management training may be requested.

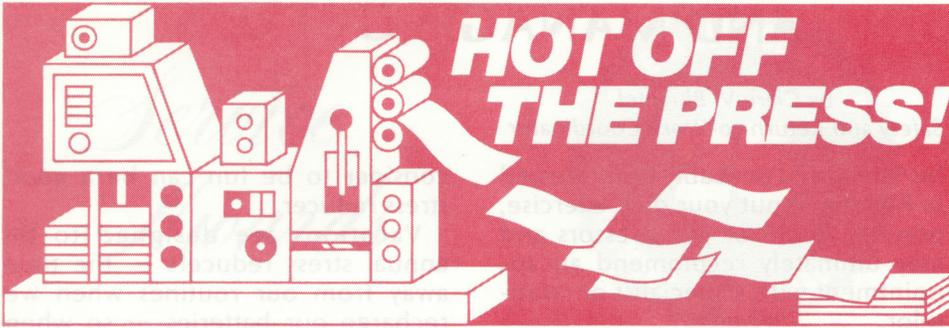
A GOOD SUPERVISOR CAN REDUCE JOB STRESS

It is not enough to focus on quantity and quality if in the process good employees are made to lose their self-esteem and subsequently their potential for future productivity. A good supervisor knows how to train and motivate the employee to the best performance possible. The supervisor who empathically focuses on the employee will most often find that the quantity and quality desired will follow. If a supervisor expects respect and good performance from an employee he/she must strive to maintain a stress-free environment. In short, he/she must treat the employee with respect and fairness if he/she expects them to make a full commitment to the team effort. An adversarial posture between the supervisor and the employee is a double-edged sword capable of injuring each through job stress.

PEOPLE ARE LIKE BOILERS

We are all like steam boilers with

continued on page 11



Editor's Note:

This new column, which will appear in each issue, contains information about each office in the Department. If you have a news item to share, contact your OUTLOOK OFFICE REPORTER.

The Office of Fleet Administration has selected a new location to hold surplus vehicle auctions in Sacramento. Located at 1421 Richards Blvd., the new site is a 30,000 square foot warehouse, with ample outside space to accommodate both sales vehicles and parking on sale days. . . The current sale yard, located at 19th & X Streets is planned to be converted to employee parking as part of the peripheral parking program. . .

Congratulations to both **Myrla Espineli** and **John Briggs**, Office of Management Technology and Planning. Myrla has completed all required parts of the Certified Public Accountant (CPA) exam and has recently received her certificate. Myrla works in the Audits Section OMT. John just recently passed the Certified Information Systems Auditor (CISA) exam. Before competing in the exam and receiving his certificate, John was required to complete a two-year internship in EDP audits. John's assignment in OMT is to establish a Data Processing Quality Assurance function and to plan, develop, and perform EDP system reviews. . .

Meet **John Nosler**, the System Administration for the Office of Small and Minority Business (OSMB). John manages the operations of a microcomputer system and is the lead analyst in the Verifications Unit, which handles the small business verification program. He also handles bid protests and the most difficult and sensitive verifications. . .

CFS? It stands for Contracted Fiscal Services, a unit within the Office of Fiscal Services that provides a full range of budgetary and accounting services to other state agencies. Currently, CFS has 31 clients, the largest being the Department of Finance and the smallest, the California Auctioneer Commission. This year CFS has added two new clients: 1) Commission on the Status of Women and 2) Foster Parents Insurance Program, which is administered by the Department of Social Services. . .

Although the Office of Legal Services has had the misfortune of losing **Carol Chesbrough** to the Department of Food and Agriculture, they have had the good luck to appoint **Barbara Eckard**, formerly with the Office of Administrative Law, in her stead. Barbara joined the Legal Office's staff in October. She had previously worked in the Office as a student legal assistant. . .

Congratulations to the twenty new employees hired to work in the Bindery, Office of State Printing. This, added to the fourteen hired earlier this year, gives the Bindery a full crew. . .

For the first time in State history, the DGS' Office of Energy Assessments has solicited bids from natural gas suppliers for the sale of natural gas to State facilities. State gas supplies have traditionally been purchased from the major California utilities, Pacific Gas and Electric, Co. and the Southern California Gas Company. Successful bidders will be announced in February. . .

The Office of Procurement is exchanging raffle tickets for food for this year's holiday food drive. Two raffle tickets will be given to each person who donates one pound of food. The exciting part is the prizes, which include enough white elephants to stock a three-ring circus. Incredible items have been donated, including a carburetor from one of Elvis Presley's cars. . .

State Police would like to welcome some new employees to Headquarters and the Clerical Staff at 815 S Street. **Janice Grech**, Staff Services Analyst, **Maria Lopez**, Management Services Technician and **Andrea Traverso**, Office Technician will be working in Personnel and **Juanita Rios**, Office Assistant II is assigned to the Training Section. Also welcome to **Alice Bingham**, back after a short time away. WELCOME ABOARD!!! . . .

One of the Board of Control's Office Assistant II's supplements his life as a state employee with an exciting hobby. **Rory Castillo** is a talented designer of costumes for Halloween events and the Sacramento Mardi Gras. His specialties are period costumes, such as ornate ballgowns from the 19th century, 1920's flapper dresses, etc., and ethnic costumes from different countries, especially Latin countries.

Rory also serves as a Sacramento Mardi Gras representative, and has appeared on local television to publicize this annual event. He encourages interested individuals to join Sacramento's Mardi Gras. Telephone 362-4555 for more information. . .

The staff in the Field Services Branch of the Office of Local Assistance (OLA) has been busy reorganizing and expanding. Several promotions and transfers have prompted an office version of musical chairs:

Linda Holmes, Richard Sheffield, Glen Marple, Eddie Hernandez, Ken Swift, John Jenkins, Bruce Hancock and Tom Fehr have all been promoted and/or transferred due to the reorganization. In addition to the flurry of promotions and transfers, OLA has been authorized to fill 28 additional positions, effective November 1, 1986. . .

For those of you who missed the Mail Management Seminar Interview article in the last issue of OUTLOOK, the Office of Support Services is sponsoring this seminar statewide. Offered by Pitney Bowes Postal Educational Center, the seminar was designed with mailroom managers in mind, but all employees are welcome. The cost is \$150 per person. A seminar will be held in San Francisco on January 14, 15, 1987, and due to popular demand, an additional seminar has been scheduled for Sacramento, April 15 and 16, 1987. The more information, contact **Peggy Robinson** at (916) 739-2386 or ATSS 497-2386. . .

According to **Marianne Arenas**, Parking Program Manager, the Employee Parking Office now has a full-time parking monitor who monitors the DGS parking facilities for unauthorized parkers, malfunctioning gate controls, and general condition of the facilities. This service to parkers will ensure their ability to find a place to park. You can call 445-7529 for more information about parking in Sacramento. . .

As of November 8, 1986, the Office of Project Development and Management has a new location. They are now officially located at 400 P Street, Suite 3460. . .

The Office of Real Estate and Design Services (formerly the Office of Space and Real Estate Services) has also moved to the same building. They too are located at 400 P Street, Suite 3110. Phone number (916) 445-9693/ATSS 485-9693. . .

Two times a week (Tuesdays and Thursdays) DGS co-worker **Charlene MacKenzie**, Office of Administrative Services, puts on a "new hat" and becomes a Los Rios Community College Instructor. She teaches Speech 10 "Interpersonal Communications" during the noon hour as part of the On-Site College Program offered to State employees. The course which

continued on page 9

continued from page 8

runs February to June is held in the Department of Education Building, 721 Capitol Mall, Room 208. Class time is 11:30 a.m. to 12:45 p.m. To take advantage of this on-site class, enroll with Sacramento City College. . . Also congratulations to Charlene, who at the time OUTLOOK went to press, just announced that she had accepted a promotional transfer to OB&G. . .

Everett Jones, Building Manager III for the State Capitol, is retiring in January 1987, after 27 years of State service. **Richard Lee**, Building Manager III, will be taking Everett's place at the State Capitol. . .

The Office of Administrative Hearings scheduled its annual Administrative Law Judge/-Hearing Officer conference for November 19-21, 1986, in San Francisco. Among the many distinguished guest speakers at the conference were Supreme Court Justice **Edward Panelli** and **Robert Peckham**, Chief Judge, U.S. District Court, Northern District.

FEEDBACK

The following DGS employees show that we care; that our business is service; and that we are professionals. . .

GARY MUNGIA, Office of Real Estate and Design Services, received a letter from Sharon McComb, Health and Welfare Agency expressing appreciation for the work Gary performed as a project planner in several southern California field offices. "In every instance your response to our needs was immediate; each project progressed much faster than we dared to anticipate, not only were we extremely pleased with the end product but the (office) managers were very impressed by your professional manner and attention to detail."

Gavin N. High wrote to Assembly Speaker Willie L. Brown, Jr. relating the fine assistance he received from **ERIC U. BROOKS**, Office of Small and Minority Business, in getting an overdue bill paid.

Dominic Del Re, C.S.U. Dominguez Hills wrote to Sid Urba, Office of Support Services, telling him of the "diligent work habits" and "friendly attitude" of **NINA BARRATT** who had been working on the campus for

several weeks. . . "express to Nina our thanks for a job well done."

AL SIMONETTE, Office of Small and Minority Business received a letter of thanks from Donald A. Bike, owner, Choreboy Janitorial Service. . . "It is such a pleasure to find in this world of today someone who cares about the small businessman trying to get ahead, as you have given us hope for future opportunities." (Al was able to significantly reduce the amount of liability insurance this business needed in order to perform a job for the Department of Parks and Recreation.)

JOE SOGGE, Graphic Artist, Office of the State Architect received words of appreciation from Assemblyman Dan Hauser's office regarding his "compassionate professionalism." (Joe Sogge worked on the signage of the Santa Rosa State Building.)

Xavier Mena, Minority Business Development Agency, U.S. Department of Commerce wrote to **STIM SUZUKI**, Chief, Office of Small and Minority Business congratulating him on the results of their fourth and final quarter review for the activities accomplished by the Office of Small and Minority Business. the Office received a rating of COMMENDABLE (92%) for both the 4th quarter and the entire period. "We congratulate you and your staff for the efforts you have initiated in working to achieve the program goals."

Kathryn C. Scheld, Minority Business Opportunity Committee of Sacramento, McClellan AFB wrote to thank **STIM SUZUKI** for participating in the Second Annual Minority Enterprise Development conference held in Sacramento. . . "Your outstanding and professional presentations were highlights of the conference and contributed greatly to its success."

RICHARD PENA, Office of Small and Minority Business was applauded by the Department of Corrections for his participation in a departmental workshop held in San Diego. . . "Your presentation of the Office of

Small and Minority Business will prove invaluable to many contractors who will be bidding for State contracts. Your, 'down-to-earth approach' to the contract process will put into proper perspective how the contractors will need to work with State agencies.

Sookyung Chang, YWCA of Los Angeles wrote to **STIM SUZUKI**. . . "On behalf of our Korean community, the Governor's Office Round Table Steering Committee and the YWCA of Los Angeles, I would like to extend our thanks to you for speaking at our Asian Pacific Small Business Development Conference. . . your presentation was both informative and inspiring. . ."

Department of Transportation staff wrote a letter of appreciation to the Building and Grounds janitorial staff. . . a week ago (you) came in on a Saturday and cleaned the floors in Room 235. (You) did a very fine job. Thanks!"

In the last issue of OUTLOOK, we reported that the Office of Energy Assessments had received a one-half million dollar check from O.L.S. Energy for services rendered in developing the Chino Cogeneration Project and that an additional check was anticipated from the developers of the Camarillo Cogeneration Project. Well, Acting Chief, Doug Grandy and Deputy Director Bob Wright are happy to announce that they just received another check in the sum of one-half million dollars for the completion of the Camarillo Cogeneration Project. Another satisfied customer!





EEO WELCOMES NEW STAFF

by Georgia Lee

Recently, the Department of General Services' EEO Office welcomed new staffers, **Georgia Lee** and **Louis Loera**. Formerly with the Office of State Architect, Georgia Lee is the Department's first full-time Women's Program Officer. In this position, she will focus primarily on women's issues while giving special emphasis to women in trades and women in law enforcement.

Louis Loera's major responsibility is achieving continuity and professionalism in the Department's recruitment efforts. Louis has a long state service history. Most recently he was with the Board of Control.

Dennis Jackson, long-time EEO staffer, will act as the LEAP (Limited Examination and Appointment Program) and COD (Career Opportunity Development) Coordinator as well as address issues of concern to the disabled.

In addition, each analyst has office assignments which carry all-encompassing responsibilities typical to affirmative action. Office assignments are as follows:

Dennis Jackson, Office of:
 Management, Technology and Planning
 Fiscal Services
 Procurement
 Administrative Hearings
 Insurance and Risk Management
 Administrative Services
 Small and Minority Business
 Legal Services

Georgia Lee, Office of:
 State Printing
 Buildings and Grounds

California State Police
 Support Services
 Records Management
 Fleet Administration
 Louis Loera, Office of:
 State Architect
 Telecommunications
 Real Estate and Design Services
 Local Assistance
 Project Development and Management
 Energy Assessments

During October and November, each analyst visited their respective office assignments for formal introduction to Office Chiefs and appropriate staff, to receive orientation on office goals and objectives, and to gain insight into individual office affirmative action needs and situations.

Also, each analyst will interact with the Department's advisory committees whose missions parallel the individual analyst's overall focus. The advisory committees are the Women's Program Advisory Committee (WPAC); the Disabled Advisory Committee (DAC); and the Affirmative

Action Advisory Committee (AAAC).

The addition of staff is in timely coincidence with the enhanced goals and objectives of the EEO Office. Together, EEO Officer, O. J. Findleton, and staff will schedule more training, more often. Training will highlight such subjects as women in blue collar jobs, sexual orientation, sexual harassment, and upward mobility as well as affirmative action orientation for rank and file employees. A one-day affirmative action update for management and supervisors is also planned.

Further, the staff will broaden the use of student programs, and initiate new programs which meet the affirmative action needs of the Department.

The new EEO team has reaffirmed as its mission helping to ensure equal opportunity for all through better recruitment and increased employee awareness. To some extent, DGS employees will assist our team in its efforts. If there is an area of interest to you, give us a call at 324-7108 (ATSS 454-7108).



The EEO Team (left to right): Louis Loera, Yolanda Martin, O. J. Findleton, Georgia Lee, Dennis Jackson.

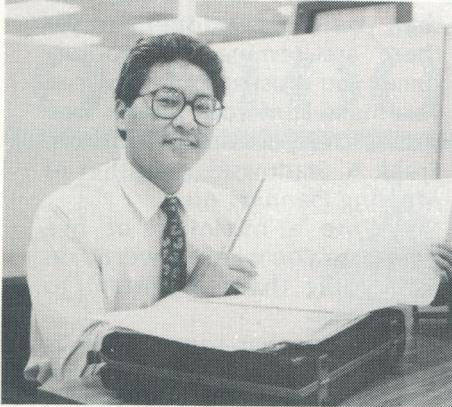
CHRISTMAS ORPHAN PROGRAM — STATE EMPLOYEES MAKE A DIFFERENCE

California State employees have an opportunity to bring Christmas to children who otherwise would not be able to share in the joy of the season. The California Child Development Programs Advisory Committee is asking for sponsors for needy children as part of the Children Orphan Program. As a sponsor you have the

opportunity to purchase gifts for a particular child by requesting a "wish list" from that child. Or, instead of purchasing gifts, used clothing, odds and ends around the house, and anything which could be used for stocking stuffers, would be appreciated. This year is the tenth year State employees have participated in this meaningful program. For additional information, contact: Giovanna Stark or Barbara Hansen, Child Development Programs Advisory Committee, (916) 322-8181.

ORED Employee Travels to Japan

by Martha Betschart



Ron Okimura, Office of Real Estate and Design Services reviews the floor plans for the new state office soon to be opened in Tokyo, Japan.

Ron Okimura, Space Planning Manager with the Office of Real Estate & Design Services, went to Tokyo, Japan, to meet with a building manager to negotiate tenant improvements and acquisition of furniture for a 1500 square foot office that is being developed for the State of California.

According to Ron, during his ten day stay he found several differences between Japan and the U.S.; most notably the economy. Leasable office

RT METRO — A NEW BEGINNING

In March 1987, history will in a sense, repeat itself. Brand new light rail vehicles will glide along the streets of Downtown Sacramento, delivering people to their offices just like the old trolley cars did over 40 years ago. The new light rail system is part of an integrated transportation network aimed at reducing traffic congestion and air pollution in the Sacramento area.

Like many cities, Sacramento had an extensive trolley system that began before the turn of the century. But on January 4, 1947, Sacramento's last trolley rolled down K Street on its way out to the old State Fairgrounds for the last time.

space there runs \$6.00 to \$10.00 per square foot as compared to \$1.00 to \$1.50 per square foot here and a light dinner at the hotel costs about fifty U.S. dollars.

The State is developing the Tokyo project to encourage Japanese companies to establish offices and plants in California and to promote export of California products to Japan.

Today's light rail vehicle is state of the art in technology. Unlike the old trolleys, light rail has air conditioning and heating and is much larger and faster than its predecessors. Because light rail is part of the total Regional Transit system which includes all the bus routes, you will be able to go just about anywhere in the community.

"RT Metro" is the official name of the new system which will open the first of two phases in March, 1987. This will roughly parallel the I-80 Freeway from Watt Avenue to Downtown Sacramento. The second phase, from Folsom Boulevard and Butterfield (near Franchise Tax Board) to downtown will begin in approximately September of 1987. The RT Metro project also includes two transit/-pedestrian malls; a 5 block section of the K Street Mall which is the heart of the retail shopping corridor, and the O Street Mall which is the center of the state government buildings.

A major feature of the new RT Metro system is the free Park-N-Ride lots. Yes, that's right, FREE parking for over 3400 riders at six suburban locations. Also RT's many bus routes that will serve RT Metro offer a free transfer from the bus to the train.

If you would like more detailed information about RT Metro and how to use it, just call the Transportation Coordinator in your Department. Regional Transit will be working with the coordinators to make sure they have the most current maps and light rail materials.

STRESS . . .

continued from page 7

the heat adjustment constantly being turned up or down. As the pressure builds, the excess must be vented to avoid an explosion. For those of us who can open up to a friend, or otherwise release the pressure, there is seldom an explosion. The people who cannot vent, but hold everything inside, are the prime candidates for a stress overload blow-up. If you see yourself here, don't delay. Take some positive steps to turn things around. Learn to relax, exercise to loosen tension, regulate your diet. Don't bottle up your emotions — get busy doing something you enjoy.

(The next article will address two subject not necessarily related, but quite timely . . . Cold Weather Safety and Fire Prevention).



John Babich, Deputy Director (left), W. J. Anthony, Director (center) and Stim Suzuki, Chief (right), display the Outstanding Minority Business Program Award that was presented to the Department during Minority Enterprise Development Week (September 1986). The award was given to DGS in special recognition of its Minority Business Program. As a result of this program, during fiscal year 1984-85, 10.8% of the total dollar amount of all state contracts was awarded to minority business.



A Holiday Happening!

OPEN HOUSE

Department of General Services
Executive Office

Thursday, December 18, 1986

10:00 a.m. — 1:30 p.m.

Room No. 565, 915 Capitol Mall, Sacramento



GET MORE OUT OF SEMINARS

You always have more work than you can get done, and yet there are seminars or conferences you must attend. How can you make sure your time is well spent? Here are some tips from Frank A. Statiowski, publisher of *Meeting Planners Alert*.

- Write a minimum of five questions you want answered on each topic that's important to you.
- Realize that some speakers will be ineffective. Don't hesitate to walk out after you're sure there is nothing there for you.
- Go to dinner and lunch with groups of six to eight people if possible. Networking can be a giant plus for your career.
- Bring lots of business cards. Ask for others' cards and write something distinctive about the person on the back of each one.
- Try to get a complete set of handouts for every speaker — even those you don't get to hear.
- Read your notes. Summarize them on the way home, if possible. Prepare a brief summary of the highlights.
- Conduct a mini-seminar for your staff on the key points.
- Write to good speakers with specific questions. Ask where you can get more information on pertinent topics.

TELECOMMUNICATIONS DIVISION

TELECOMMUNICATIONS EDUCATION AND TRAINING PROGRAM

COURSE SCHEDULE

January 12-16, 1987	Mobile and Cellular Radio System
January 12-16, 1987	Optical Fiber Communications
February 2-6, 1987	Mobile and Cellular Radio System
February 9-20, 1987	Voice Networks
March 16-18, 1987	Senior Management in Telecommunications
March 30-April 8, 1987	Design and Management of Building Cable

Courses are open to all interested employees. For more information contact Fred MacRae, Training Coordinator, Telecommunications Division, (916) 322-9739 or ATSS 492-9739.

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

Mary Anne Riehl-Campos, Editor
Composition, Graphics & Printing
by Office of Support Services