



“Earforce One”
(See ‘On The Cover’ page 7)

Letter From The Director

Not too long ago, on my way to speak to a group of DGS' supervisors attending a training class, I met an old friend who spoke in glowing terms about his experiences with an investment counselor. He talked to me about how long-range investment planning would help him to secure all that he wanted in life.

Our visit was short, but as I continued on my way, some thoughts came to me that I'd like to share with *OUTLOOK* readers today. Thoughts about the long-range investment we at DGS are making when we offer our people the excellent training opportunities that are now available.

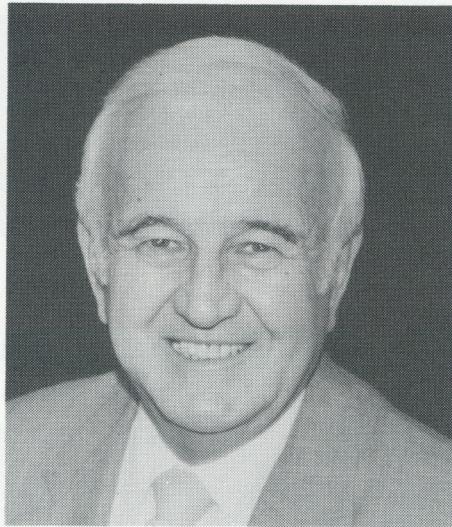
I know that some people may see training as an expensive "frill," nice to have, but still a frill. Not everyone can step back from the pressures and responsibilities of the day's work to see the broad picture, and realize the payback potential of our investment in training.

I see training as a two-way responsibility. It involves a solid commitment from the Department in terms of time, effort and money — but it also involves a personal commitment from every participant — again time, study, and application of what is learned.

I thought about my own experience, and of how the training opportunities I have had over the years have helped to shape my own career. A career that's been fulfilling and highly rewarding. I know that if I hadn't put so much of myself into the training that was offered to me, many of the good things that I have today may never have been possible.

To say that I support training is an understatement. I not only support training, but see it as a vital component in giving our people the strengths and the skills that are so needed to keep up with today's challenges. I make it a personal commitment to attend DGS' supervisory training sessions on a regular basis to talk to the participants about the Department and our goals and objectives. What's more, I have asked each Deputy Director to take an active role in our training activities by sharing their expertise and knowledge with the participants. This sharing of ideas will promote greater understanding in the Department.

The next time I see my friend, I am going to tell him something about real long-range investment planning — and what it means to all of us here in General Services!



DGS Chief Deputy Director Elected Vice-Chairperson of National Organization

Chief Deputy Director Elizabeth Yost has been elected to serve as Vice-Chairperson of the Executive Committee of the National Conference of State General Services Officers (NCSGSO). This action continues California's ongoing leadership role in NCSGSO.

The membership of this national organization is comprised of General Services Officers in seven geographic regions encompassing the 50 states. NCSGSO provides a continuing mechanism through which General Services agencies can exchange information of common interest in order to increase the effectiveness and efficiency of individual state efforts in providing services.

In April 1987, DGS hosted the first West Coast and Rocky Mountain Regional Conference of this group.

Chief Deputy Yost was elected at the annual meeting of NCSGSO recently held in Santa Fe, New Mexico. Her term runs for one year.

OB #1

Has a New Name

Since its completion in 1928, 915 Capitol Mall has been referred to as State Office Building No. 1 or OB #1. Now, almost sixty years since its completion, OB #1 has been renamed the Jesse M. Unruh Building in honor of the late State Treasurer who recently passed away.

The construction of the building has an interesting and lengthy history. As a result of a growing state and expanding government, Legislation was enacted to establish a program for the construction of two additional state buildings, the Library and Courts Building and the now Jesse M. Unruh Building.

In 1917 bonds were sold to obtain construction funds and the San Francisco architectural firm of Weeks and Pay was chosen to design the buildings under the direction of the State Archi-

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ELIZABETH YOST

EMPLOYEE SPOTLIGHT:

Barbara Procissi

Office of the State Architect

“Mediator Between People and their Environment”

by Laurie Duval

The Fall season is now upon us and the cool weather is starting to settle in. As the weather changes, it seems to be a time in which many of us will reflect on the pleasant memories of how we spent our summer vacations. Remember those camping trips you took to D. L. Bliss, S.P. Taylor, Bothe-Napa Valley, and Malibu Creek State Parks? Have you ever thought about the specific reasons why you enjoyed yourself so much? Well, besides the enjoyment of being with family and friends, it was probably the beauty, tranquility, and relative comfort of the surroundings which made your vacation so memorable. Did you notice how everything around you, including both natural and man-made elements, appeared to be in perfect harmony? Achievement of this balance between natural and man-made elements is the goal of the Landscape Architect.

Landscape Architects are involved in the planning, design and development of landscape architectural projects in connection with numerous State highways, buildings, institutions and parks. Theirs is a profession of environmental planning and design concerned with the location and arrangement of natural and man-made elements with the objective of providing a pleasing, harmonious, and aesthetic environment for use and enjoyment by people. Sounds like an insurmountable task, doesn't it? Not for **Barbara Procissi** who is a professionally licensed LANDSCAPE ARCHITECT for the Office of the State Architect (OSA).

Barbara has worked for OSA since September 1986 and previously for Caltrans, San Francisco, as a Landscape Architect working on irrigation systems. Before her employment with the State, Barbara attained her degree in Landscape Architecture



from U.C. Davis and worked as a licensed landscape contractor. With her well-rounded background, Barbara was a welcome addition to the OSA Landscape Architecture unit. The unit is staffed with two Associate Landscape Architects and one Senior Landscape Architect who are responsible for the site development of numerous and varied State projects. According to Barbara “The primary function of our unit is to construct the working drawings for all Department of Parks and Recreation programs and other irrigation and planting plans for different State buildings, and then to work as Project Manager during the design and construction of any of those projects.”

For example, Barbara is currently working as Project Manager on the Malibu Creek State Park project. The Department of Parks and Recreation submitted this project to OSA which involves the construction of two combination buildings (shower and restroom facilities) at the campsite areas and another restroom facility in the “Day Use” area. It was Barbara’s responsibility to set the wheels in motion by constructing the working drawings for the building site, writing the specifications, obtaining the estimates, and coordinating with the various contractors and intradepartmental personnel to get the project “in the ground.” Sounds like an easy feat? After listening to Barbara talk about the Malibu Creek project, one realizes it is not.

To be a good Project Manager, one must also be a good problem solver. For those who are not familiar with Malibu Creek State Park, it’s in southern California and is the place where the TV series “MASH” was filmed. Remember the hills in the background as the helicopters are coming down for a landing? That’s part of Malibu Creek State Park. Malibu Creek is also a place where a sacred American Indian burial ground is located. Plans were drawn, the sacred burial area had been identified and bypassed on the working drawings and the construction work commenced. However, during trenching the remains of an Indian were unearthed which caused the temporary stoppage of the project. Subsequently, the project was resumed through negotiations and agreements between the

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Jack D. Smith Appointed Deputy Director

A twenty-one year veteran state employee, **Jack Smith** officially assumed the duties of Deputy Director, Management Services Division on August 17, 1987.

Jack began his state service career back in 1966 with the Department of General Services in the area of real estate appraisal and acquisition.

Since that time he has gained knowledge and experience in a wide range of disciplines including Capitol Outlay, budgeting, training, personnel, collective bargaining and auditing, all with the Department of Finance.

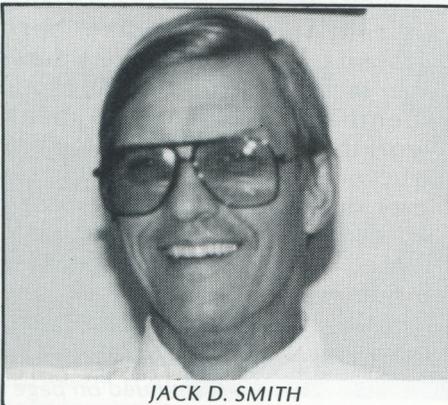
In his most recent assignment Jack served as Interim Executive Secretary, Board of Control and just prior to that he was Chief, Office of Management Technology and Planning.

He received his Bachelor of Arts degree from Chico State College and a Masters of Public Administration at the University of Southern California.

His professional affiliations include memberships in the American Society of Public Administration and the Data Processing Managers Association. He is currently President of the California State Internal Audit Forum and for the past two years has been Chairperson of the Planning Committee of the State Accounting Advisory Group.

He also served as President and Vice President/Treasurer of the Delta Sierra Alfa Romeo Club.

"I'm looking forward to the challenge of this job," said Jack. "My last few years with General Services, as Chief, OMTP, have been satisfying and rewarding and I expect that to continue."



JACK D. SMITH

Austin Eaton Appointed To Board of Control

Austin Eaton was recently appointed Executive Secretary, Board of Control. A state employee since graduation from Fullerton State University in 1968, Austin has spent the last 19 years working in the Office of Procurement.

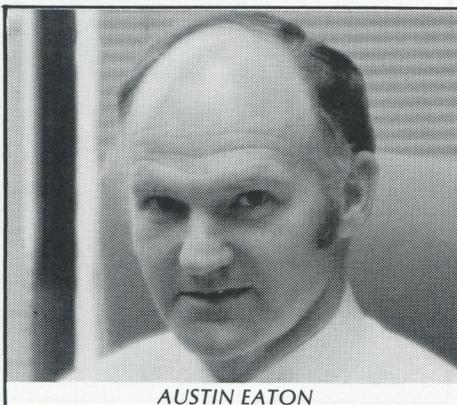
He started as a Buyer, purchasing equipment and supplies for use by other State agencies. Three years later he became the Administrative Assistant for the Office. Since that time, he has promoted through the ranks and has gained extensive management experience including budgeting, personnel, legislative analysis, and affirmative action.

Just prior to his appointment to the Board of Control, Austin was the Purchasing Manager, Office of Procurement. In this position, he was responsible for managing the State Purchase Program which includes the purchasing of all commodities required by State agencies including data processing and telecommunications equipment. Annual purchases are approximately \$700,000,000.

Austin is married and has one son, Tim. His wife, Cindy, is also a state employee. She works for the Board of Equalization.

In his spare time Austin enjoys camping and playing raquetball. He is also the Cub Scout leader for his son's troop.

When asked about his new appointment, Austin replied, "I am looking forward to learning about the Board of Control from a different perspective other than appearing before it in a bid protest. That was one of my duties while at the Office of Procurement. Now I'm on the other 'side of the fence.'"



AUSTIN EATON

Mary Bretzke is Appointed To Executive Staff

The newest member of the Executive Staff, **Mary Bretzke**, was recently appointed as Executive Assistant to the Chief Deputy Director. She assumed the responsibilities of Susan Hogg, who was promoted to Staff Manager II, OMTP.

Mary started working for the State at age 17 and will soon celebrate twenty-five years of service. She spent the last fifteen at the Department of Justice and her experiences there included four years as the Manager, Public Inquiry Unit, Office of the Attorney General. The primary responsibility of this unit is to handle the more than 100,000 inquiries received from the general public each year on a broad spectrum of legal and law enforcement issues.

Prior to her management position in the Public Inquiry Unit, Mary served as Administrative Assistant to the Chief Deputy Attorney General. Just prior to that she was the Legal Office Manager for the Attorney General's office in Sacramento.

Although a new employee to DGS, her affiliation with the Department goes back many years. Her father, Walt Bretzke, worked for 18 years as an electrician with the Office of Buildings and Grounds.

When asked about her first impressions on the job, Mary replied, "I'm sure that most people new to DGS have the same reaction. It's my fifth day on the job and I am amazed at the diversity of this organization's operations. It is awesome! Also, I am very impressed with the fine people I have met here."

Her outside interests include reading and traveling. "Reading is my passion," she said, "I am also an animal lover and an avid supporter of the Sacramento SPCA."



MARY BRETZKE

Employee Spotlight...

(Continued from page 3)

Department of Parks and Recreation and the native American Indians. An archeologist was called in and American Indians were hired to monitor the trenching while it was going on.

Different agreements were reached in order to bring the job to a conclusion. Some of the agreements made it necessary to find alternative ways to implement electrical and water heating systems. This is where Barbara exercises her role as Project Manager. She looks at the viable alternatives, the costs involved, makes decisions on the best way to proceed, and then coordinates the work of all personnel involved. It's not an easy job as one can see. In addition, Barbara is handling approximately ten different projects at a time.

Barbara states that her favorite part of the job "is the whole concept process; working with the people, whether it's Parks and Recreation employees, our own personnel, or in this case it was with the American Indians." Barbara continues by describing her profession as follows "Landscape architecture as a profession is a very broad spectrum field. It is much more than designing landscape and irrigation plans. It is site planning and analysis ensuring compliance with environmental laws, building codes and public health, safety and welfare regulations. Landscape Architects actually spend more time in the planning and analysis phases of a project rather than sitting at a drafting table drawing the plans. However, that is the area of our profession that receives the most attention. In reality, preparing landscape and irrigation plans are a minor aspect of the landscape architectural profession. We wear many hats — we are part planner, part horticulturist, part artist, part engineer...bits and pieces of many trades."

It should now be obvious that Landscape Architects are not glorified gardeners. They are the design professionals that are most frequently involved with the environment. They are hired to ensure compliance with environmental laws.

They protect us as consumers who use and enjoy the results of their work. Their professional niche is

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MAKING HISTORY

State Telecommuting Pilot Program

Two hundred (200) State employees are soon to make history. The State of California is the first state government in the U.S. to officially launch a formal telecommuting pilot program. In the final planning stages, the Telecommunications Division, Department of General Services will have a pilot program in place by December 1987.

Telecommuting means the use of telecommunications technology to transport ideas and information. That technology can include anything from telephone, pencil and paper to sophisticated computer systems including electronic mail and bulletin boards. In a broader sense, it means working independent of location and it can be done either full time or part time.

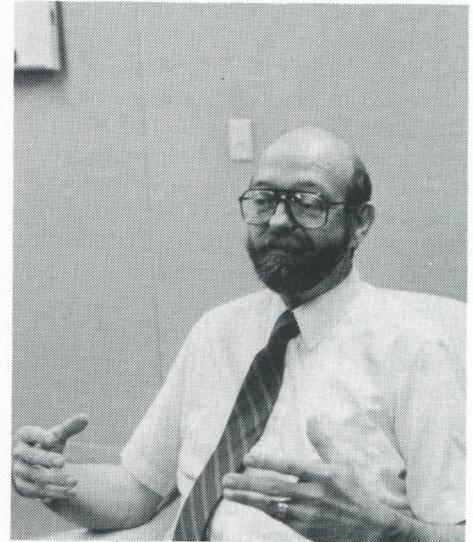
The purpose of the State pilot program is to establish telecommuting as a work option in California state government. The goal of the program is to define the most cost effective means of telecommuting by measuring the benefits and costs to both employer and employee.

The State will benefit in that telecommuting will offer more management options, increased productivity, higher work quality, lower overhead (office space, utilities, etc.), wider employment pool (including the mobility restricted and disabled) and better recruitment and retention of skilled personnel. Society benefits include reduced traffic congestion, improved air quality and transportation energy savings. Commuting to and from work accounts for almost one-half of the auto transportation energy use in California today.

Benefits to the telecommuter include reduced work costs (transportation, clothing, food) improved productivity, improved morale and greater control over work environment.

Putting It All Together

Dave Fleming, Program Manager, Telecommunications Division, has developed the pilot program with the assistance of JALA Associates, Inc. Jack M. Nilles, President, JALA Associates, Inc., and pioneer and "founding father" of the concept,



Jack M. Nilles, President, JALA Associates, Inc., coined the term "telecommuting" back in early 1973.

coined the term "telecommuting" back in early 1973.

Since 1973, Mr. Nilles has been researching and implementing telecommuting programs in the private sector. He is currently completing a two year telecommuting program with Pacific Bell, General Telephone of California, Honeywell and other Fortune 100 companies.

According to Mr. Nilles, experience with telecommuting in the private sector has shown "significant and lasting increases in the productivity of telecommuters, decreased rates of turnover, and space and energy savings." The state pilot program will test those claims.

Other JALA consultants involved in the State Pilot Program include: 1) Michael Durkin, a Los Angeles based expert in the area of home office design; 2) Gil Gordon, from New Jersey, coauthor of *Telecommuting: How to Make it Work for You and Your Company* and editor and founder of the foremost newsletter on telecommuting: "Telecommuting Review"; and 3) Joanne H. Pratt, a "home worker" from Dallas, Texas, who conducted a pioneering study of home teleworkers for the Xerox Co. and has done consulting work for the Small Business Administration in the area of telecommuting.

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Making History...

(Continued from page 5)

Who Will Telecommute

During the months of July, August and September Dave Fleming and the JALA consultants interviewed and surveyed interested State managers. The data that was collected during those interviews will help managers to make decisions on how they can best benefit from the telecommuting pilot program. The ultimate decision of who will telecommute will be made by the managers and supervisors. At least two hundred state employees will participate. The employees will represent a wide spectrum of jobs and classifications including managers and supervisors. They will come from a variety of state agencies and most of the participants will have jobs, with certain tasks, that can be done independent of location. All will participate on a voluntary basis.

There has been a significant level of employee and management interest. "The level of support and enthusiasm for the program," said Dave Fleming, "is gratifyingly high."

Two Forms of Telecommuting

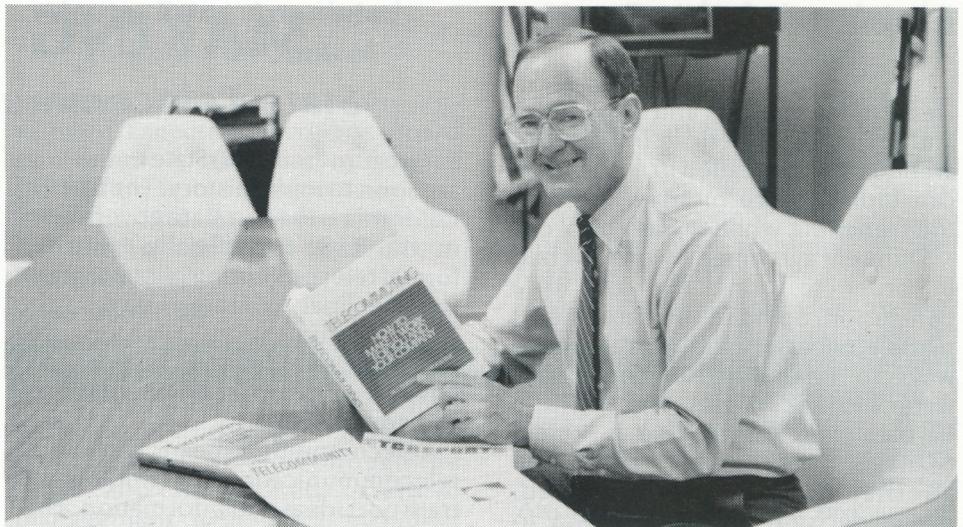
The pilot program includes two forms of telecommuting. At least half of the employees will work from neighborhood centers close to their home and the other half will set up offices in their home and work the remaining time in the neighborhood office or in the "regular" office.

The time spent working at home or in the neighborhood center will vary from participant to participant and will depend upon the nature of the job they perform.

Training and Evaluation

Telecommuting will vary from agency to agency with DGS acting as the "umbrella agency." Each manager and telecommuter will attend a one half day training session. Managers will be trained to focus on the process used to produce results rather than on the time it takes to produce them, to focus on the task rather than the details and to develop a management style of leadership and goal setting rather than surveillance and monitoring.

Past experience has shown that the most significant barrier to telecom-



Dave Fleming, Telecommunications Division is Program Manager of the State Telecommuting Pilot Program.

muting program success is a manager's apprehension about managing someone he/she does not see.

To alleviate this apprehension managers will be offered techniques and methods to gain confidence in their ability to get quality results from their subordinates and co-workers regardless of where they work.

The telecommuter will be trained in setting up a "home office," how to overcome home distractions and developing techniques for working independently.

Both manager and employee will be trained in methods of staying in touch with the main office through the use of telephones, electronic bulletin boards and/or electronic mail.

During the two year pilot program, each manager and telecommuter will be required to evaluate the program three times; twice during the program and once at the end. Completed questionnaires will provide insight into which forms of telecommuting are most effective and which employees and organizations will benefit most. The consultants will continue to evaluate the program on an ongoing basis and make changes as necessary to improve the program.

A control group, consisting of employees with similar jobs as the telecommuters will provide data to be used for evaluating the benefits and costs associated with telecommuting during the two year pilot program.

The overall goal of the pilot program is to demonstrate the worth of telecommuting to both employer

and employee, and to develop techniques for increasing and improving that worth as a means to firmly establish telecommuting as a work option in state government.

In this age of information, telecommuting is an evolutionary idea. The technological advances achieved during the past two decades make it a viable and economic work option for a much larger number of jobs and people.

Again, California leads the way. Countries including Japan, Australia, England, Canada, and Sweden and other state governments as well, are looking at this pilot program with great interest. What ultimately happens in California is a good indicator of what will happen nationwide, and in this case, perhaps worldwide.

QUESTION: How many State employees does it take to change a light bulb?

BETTER QUESTION: How many lightbulbs can a State employee change?

ANSWER: In the case of Atascadero State Hospital, the answer is 805. Atascadero will soon begin a lighting retrofit project, replacing high energy-use lamps with ones that use much less energy. The project, which is being financed with Energy Efficiency Revenue Bonds, will save the hospital nearly \$21,000 in the first year.



A Purpose for Reasonable Accommodation

by Dennis Jackson

The reasonable accommodation process is used to assist a disabled employee to perform, or to continue to perform, the duties of a given position, provided he/she is able to perform the essential functions of that position; meaning those tasks which are necessary or fundamental to complete the job. The process may be used when a new employee is hired, or at any time during employment. Reasonable accommodation includes efforts by the Department to remove artificial and real barriers which prevent or limit employment of disabled persons. This is in keeping with the Department of General Services' policy not to discriminate against any qualified person on the basis of disability and to ensure equal opportunity for employment.

Reasonable accommodation may take the form of support services provisions, restructuring jobs, or the physical modification of a job site and is based on a medical assessment by a physician. It can also include a job related assessment by a vocational rehabilitation consultant who is requested to review the specifications of the positions. The assessment must address the employee's disability in relation to position performance and outline specific restrictions of the employee in that position.

There are also reasonable accommodation provisions in the State civil service exam process. In this instance, the process is used to "equalize" competition in an examination by offering such options for the disabled

candidate as an interpreter, an assistant to write for an individual on an answer sheet, use of an electric typewriter, the administration of an oral interview as opposed to a written exam, and more.

Requests for reasonable accommodation may be initiated in the examination process by completing item 2 on the application for examination (Std. 678). Employees may initiate a request for reasonable accommodation with their immediate or hiring supervisor. In writing the request the individual should clearly indicate:

1. This is a request for reasonable accommodation.
2. The specific physical or mental limitation which requires the accommodation.
3. The type of accommodation, suggestion for work site modification or specific duties which can be restructured to facilitate employment.
4. How this accommodation will allow requester to perform the essential functions of the position.

The written request initiates a more detailed request and review process. In the instance of job accommodation, management may elect to deal with the problem directly at the lowest level or request interpretation of the physician's assessment by a qualified rehabilitation specialist who will review the prognosis and the work, interview the disabled employee and supervisor, and make recommendations on reasonable accommodation options. The request does two things: 1) Should the reasonable accommodation request be granted, there is a "record" of the specific request being made if the employee promotes or transfers to a position within another Office or State department; and 2) If Office Management declines the request, the EEO Office upon appeal may act as an independent party in judging the merits of the request.

For more information on the Reasonable Accommodation Process, or other Department programs for disabled employees, please refer to the Department's AA Manual, contact your Office's AA Coordinator, or phone the Department's EEO Office at (916) 324-7108 (ATSS 454-7108) or the TDD Number (916) (324-0940 (ATSS 454-0940).

Smoking Cessation Classes Available Soon

As a result of the Department's new smoking policy, the Office of Insurance and Risk Management (OIRM) has developed a smoking cessation program for interested DGS employees.

Under this program, OIRM will make onsite smoking cessation courses available to Department employees in Sacramento, San Francisco, and Los Angeles beginning in January 1988. The onsite classes will be given on state time. Departmental employees who are unable to attend the onsite courses may attend local public clinics on their own time.

Both onsite classes and public clinics are for two hours a week over a 6-8 week period, and will require the employee to pay tuition of between \$30 and \$50 at the inception of class, depending on the program. When the employee completes the course, the cost of tuition will be reimbursed to the employee by the Department. Programs will be offered by groups such as the American Lung Association, the American Cancer Society, etc.

Information on the dates, times, and locations of the onsite classes will be presented in the next edition of *OUTLOOK*. Information on the local public clinics is being forwarded to Office Training Coordinators.

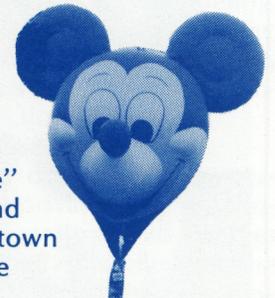
Now is a good time to consider a New Year's resolution that may save your life! If you would like additional information on the smoking cessation program or these classes, you may contact Steve Soto of the Office of Insurance and Risk Management at (916) 323-3866, ATSS 473-3866.

ON THE COVER

"Earforce One" entertained and greeted downtown workers on the morning of September 9, 1987.

A ten-story high, hot air balloon depicting Mickey Mouse, loomed on the west side of the State Capitol.

Mickey was in town to promote State Fair Days in Disneyland.





LT. MICHAEL HENRETTY

TAG HANDLES THREATS STATEWIDE

On the average, three threats a day are made to state elected officials, appointees of the Governor, and/or members of the State judiciary. A highly specialized unit within the California State Police (CSP), the Threat Assessment Group (TAG), processes and investigates these 100 plus threats each month. TAG, a statewide network established to handle these potentially dangerous matters, is mandated by law to act as a repository of all threat related information.

Recognizing the need to centralize, store and investigate information regarding threats to state officials, TAG was established as a pilot program in December 1985. TAG complements Penal Code Section 76 which requires that all such threats be reported to the CSP.

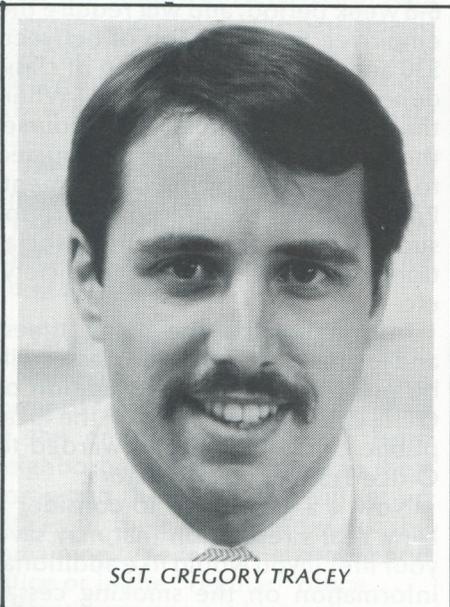
After a highly successful pilot program, TAG was permanently funded beginning July 1, 1987. Being a part of a Special Service Section within the Office of the Chief, TAG staff report directly to the CSP Chief, **Joe G. Sandoval**. Although Lieutenant **Michael Henretty**, the originator of the concept, presently helps manage the overall unit, it is under the direct supervision of Sergeant **Gregory Tracey**. The special investigators assigned to this group are **Alberto Perez**, **Cathy James**, **Jerry Everett** and **Roy Sterling**.

According to Lieutenant Henretty, all threats are reviewed and assigned a level of security. Level 1 is the lowest level or least serious. Level 2 includes "veiled threats," and usually involve statements or accusations where the person's intent or meaning is not readily apparent. Level 3 is a blatant threat, needing little interpretation. Regardless of the security level all threats are handled with speed and timeliness.

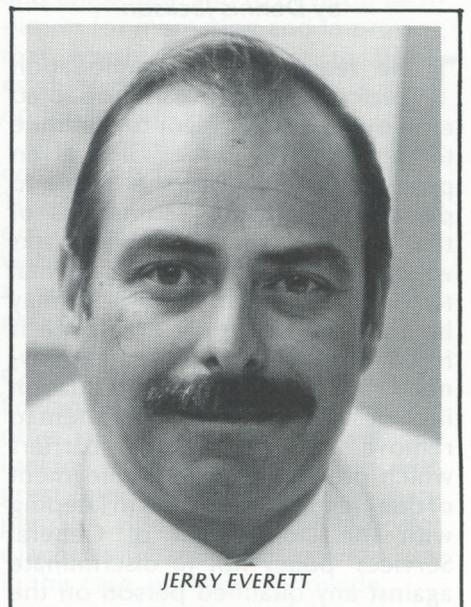
Ninety-five percent of the threats are in the form of written letters with the majority of the threats being "veiled threats." "Veiled threats," explains **Sergeant Tracey**, "mean we don't know exactly what the suspect has in mind." Oftentimes, the threat letter rambles on and the subject is unable to keep a train of thought. "We must keep our perspective,"



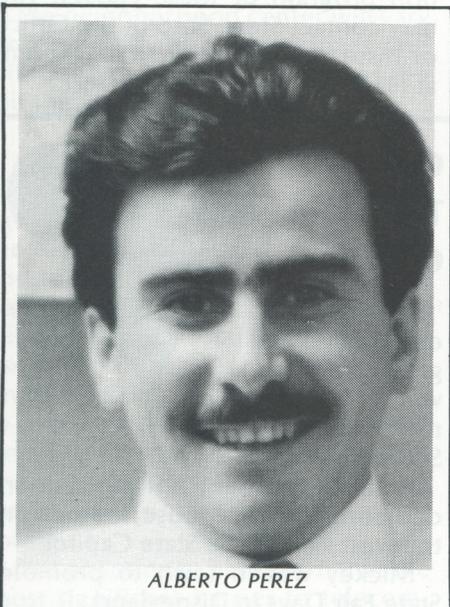
CATHY JAMES



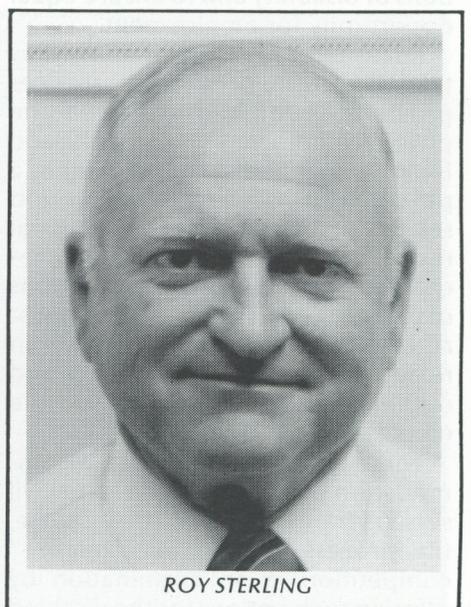
SGT. GREGORY TRACEY



JERRY EVERETT



ALBERTO PEREZ



ROY STERLING

said Lieutenant Henretty. "We don't overreact and we don't want the principal or his/her staff to overreact. Ninety-nine percent of the time we know who the person is and it's a matter of getting that person the necessary medical and psychiatric help."

"We use the group discussion approach," added Special Investigator **Jerry Everett**. "Each investigator has his or her own caseload but before acting on any case, we share our expertise and knowledge."

All investigators agree that there is no "typical" suspect. "They encompass the entire spectrum of our society," explained Special Investigator **Alberto Perez**, "from the ultra professional, highly intelligent doctor or lawyer to the down and out street people and transients. The only thing they have in common is something in their life has gone wrong."

A person may make numerous threats but never have the intention of carrying them out. It is TAG's role to assess the seriousness of the threat and take action to prevent the threat from posing a serious problem. All incidents are profiled and analyzed: do the threats follow a pattern; will the suspect carry it out; is this the same person making threats to other officials as well. TAG provides the principal with specific recommendations and, in the most serious of circumstances, recommends that the principal receive additional protective services from the Dignitary Protection Command of the CSP.

According to the investigators the number of threats is growing. They explain that the reason is twofold: the population is increasing in size and now, finally, someone is keeping records. As a result, TAG makes this information available to all other law enforcement agencies throughout the U.S. and even the world.

One of the most bizarre cases handled by TAG is what they refer to as the "Emperor of the World Case." It involved a person who, among other things, made numerous threats to members of the judiciary system. He thought he should be the only judge. He lived in a 4 million dollar mansion in Southern California, complete with ornate throne, purple robes and flashing lights.

The most serious case involved a suspect who wrote over 96 combination threat and obscene letters to

numerous state dignitaries and their families. TAG investigators eventually tracked down the suspect obtaining both search and arrest warrants. In the suspect's apartment they found incriminating evidence including an automatic weapon and bullet proof vest, indicating the suspect's ability to carry out the threat.

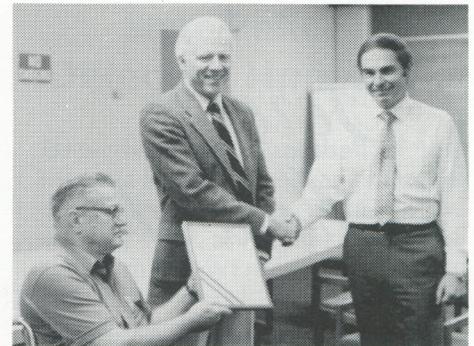
"After 25 years in the law enforcement business," concluded **Lt. Henretty**, "I'm finally preventing something. We are a prevention law enforcement service with a near perfect track record; not one of our principals has been injured as a result of a threat." According to CSP Chief **Joe Sandoval**, **Lt. Henretty's** expertise in threat assessment is sought by other law enforcement agencies statewide. The expertise within that group has earned the staff and CSP credibility and respect from those they serve and protect.

OSA's Disabled Access Compliance Section — Assuring Accessibility For the Disabled

by Laurie Duval

On September 2, 1987 in the Sacramento Office of the State Architect (OSA), W. Jud Boies, Manager of the Access Compliance Section (ACS), was presented with "A Special Award" by the California Paralyzed Veterans Association (CPVA). Mr. Barry Holliday, Legislative Director of the CPVA, presented Jud with this award in recognition of his time and efforts to benefit the disabled community. Others honored by the CPVA were Pat Colivas and Hollynn Fuller Boies. They were recognized for their continued efforts in the furtherance of accessibility for the disabled.

State Architect, Michael J. Bocchicchio, Sr. spoke highly of Jud and his personal endeavors on behalf of the Access Compliance Program. Jud has worked for OSA since December 1981 as the Manager of the Access Compliance Section. Prior to his tenure at OSA, Jud was a Building Official for the City of Sonoma, and later the City of Novato and was affiliated with the California Building Officials Association. Prior to his Building Official work, Jud worked as a general contractor for fifteen years. He has been



W. Jud Boies, OSA (c) is congratulated by State Architect Michael Bocchicchio, on the receipt of "A Special Award," presented by the California Paralyzed Veterans Association (CPVA). Mr. Barry Holliday, Legislative Director, CPVA, presented Mr. Boies with the award recognizing him for his time and efforts in the furtherance of accessibility for the disabled.

on "both sides of the fence" so to speak because he has had to comply with, and enforce access regulations which enable him to maintain a balanced perspective.

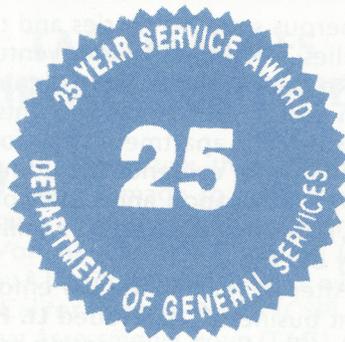
Jud, along with his staff of six employees who work in Sacramento, San Francisco, and Los Angeles, are responsible for enforcing Title 24 of the California Administrative Code, the State Building Code. The ACS certifies that all state buildings, schools, state colleges and universities, and all state funded projects are accessible to and usable by the physically disabled. There are three major program components within the ACS.

1. The first component is the certification process that provides plan checking and certification of the plans on all public schools, community colleges, the University of California, as well as all state buildings. Plans certify that construction or remodeling, done in accordance with these plans, will comply with OSA's accessibility regulations as required by Government Code Section 4454.

2. The second component is interfacing with the private sector regarding use, interpretations, and changes to the access regulations. Because the disabled access regulations are new concepts to most architects, builders, manufacturers, etc., it takes time for all concerned to develop the expertise and knowledge required to produce a workable product. Since most

(Continued on page 12)

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.

SEPTEMBER

Florence Elizabeth Johnson Office of Local Assistance
 Ronald Warford Office of State Printing
 Jim Ray Office of Procurement

OCTOBER

Asayuki Shimizu Office of Buildings & Grounds
 Antonio Torlai Office of Legal Services
 William D. Blackburn Office of Local Assistance

RETIREMENTS

MAY

Frances G. Velasquez Office of State Printing

JULY

Marvin F. Stout California State Police
 William M. Malevich Office of Buildings and Grounds

AUGUST

Wanda Danel Office of State Printing

1st Annual OB&G Region I Picnic a Success

by John LePera
 Office of Buildings & Grounds

On Saturday, July 25th at 10:00 a.m. it all started, Region I's first annual "Family Picnic."

The committee, chosen three-weeks earlier, included Chairperson John LePera, Bobbie Griffin, Robert Cummings, Trinidad Cabalfin, Craig Navratil, Selma Ware, Henry Brooks and David Excoabar.

"WHO, WHAT, WHERE, WHEN, & WHY ME?" were questions thrown around the first committee meeting. After the dust settled, we developed a good basic plan and proceeded on. A park was selected, Cordova Community Park, and reservations were made. Small committees were selected, and each went about completing his/her part to meet the deadline.

The day was here before we realized it. That morning we were off and running and I do mean running. The picnickers started arriving around 10:00 a.m. and food started coming in. We sold tickets to two hundred adults and children. Activities included a dunk tank, in which several supervisors and managers got "wet." The Sacramento Valley Live Steamers
(Continued on page 11)



Robert Donald Jacobs, OB&G (c), is congratulated by (l to r): Alvin Livingston, Deputy Director, DMV; Del Pierce, Director, DMV; W.J. Anthony, Director, DGS; Rosamond Bolden, Chief, OB&G; Robert Wright, Deputy Director, DGS; and E.V. Whiteside, Building Manager, OB&G, on the receipt of his 25-Year Award.
 (Photo by Joel Willis)

Robert Jacobs Celebrates 25 Years of Service

Robert Donald Jacobs, Janitor, OB&G celebrated twenty-five years of State service on August 1, 1987 with an awards ceremony held in the DMV

Building in Sacramento. Robert has been a DGS employee during his entire career and for the last five years has been the Janitor responsible for cleaning the Director's area in the DMV Building.

To show their appreciation for Robert's dedication to the job, Del Pierce, DMV Director and Alvin Livingston, Deputy Director were present to offer their congratulations when DGS Director, W. J. Anthony presented Robert with his 25 year certificate and pin.

A reliable employee, Robert has always maintained good attendance and willingly fills in for the supervisor when his is gone.

Robert's leisure activities include working in his church and collecting antiques.

State Police Detective Honored

Detective Steve Campbell of the California State Police, was given the Law Enforcement Professionalism Award by the Carmichael Elks #2103 at the Annual Law Enforcement Night Banquet on August 27, 1987.

Detective Campbell has been a member of the California State Police for over six years. The last four years he has been the lead detective in Sacramento, a role which includes directing the major criminal investigations conducted by the State Police.

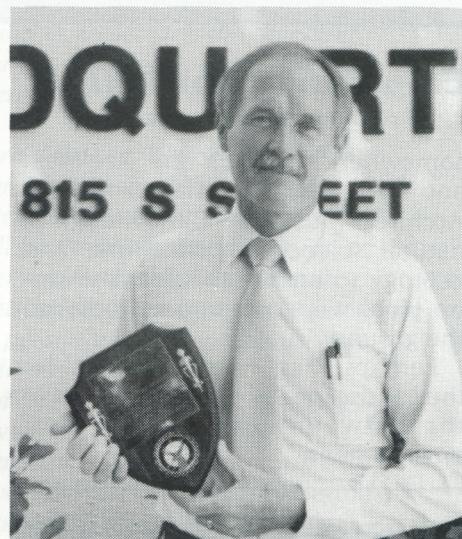
Recently, Steve has been successful in two major operations. One involved breaking an employee theft ring that recovered \$30,000 in property and successfully prosecuted five individuals. The other was an undercover narcotics investigation that resulted in the seizure of over \$250,000 in narcotics and the arrest of eight individuals.



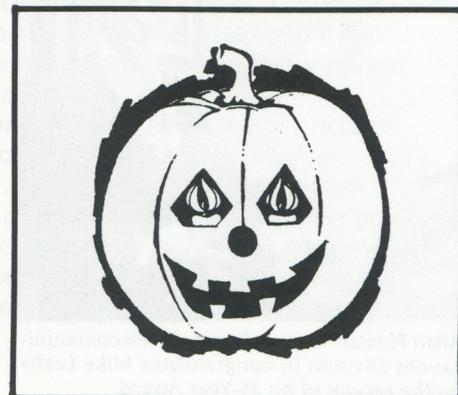
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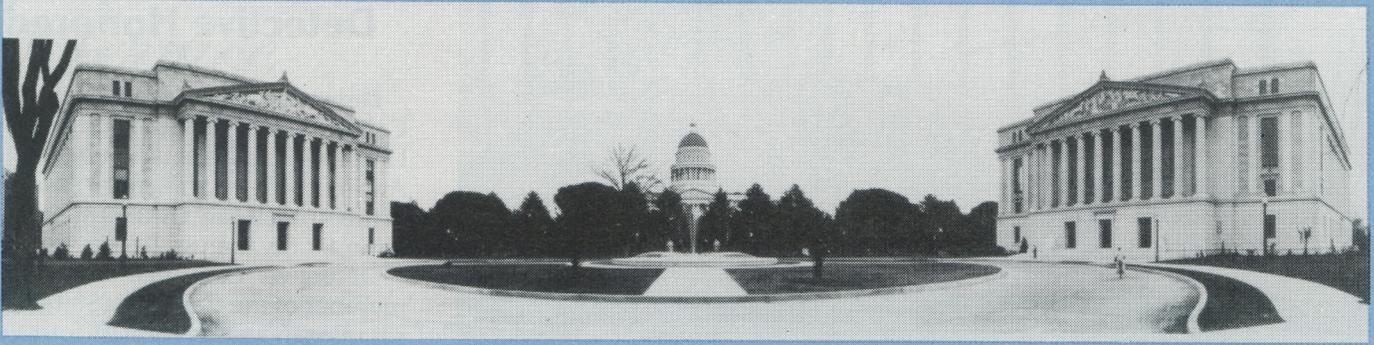
Club had their trains there too. If you ever want to be a kid again, try riding one! The lines were long, but pinatas kept the children busy eating candy. Many gifts were donated for the raffle and there was so much food that the leftovers were put on sale. Bargains! Bargains! Bargains! Many pictures were taken, and placed into an album, which is in the Region I office for everyone to see.

The committee made seventy dollars after expenses so the name of everyone at the picnic was placed into a box and fifteen names were drawn. The first fourteen names drawn received five dollars each in lottery tickets, the fifteenth winner received one roll of film. The 1987 Region I committee would like to thank everyone who helped to make the picnic a success. Our advice to next year's committee is "start raising funds now to cover next year's expenses."



Detective Steve Campbell, California State Police.





OB #1 ...

(Continued from page 2)

tect. It was nearly eleven years later that the buildings were completed. The long construction period was the result of two interruptions: World War I and the controversy that flared over the statues that Edward Field Sanford designed to adorn the exterior of the buildings. At that time the seminude figures, found

at the main entrances of the buildings, “shocked” consciences as far away as New York. Replicas of Sanford’s work were even reviewed by the New York Anti-Vice Commission and incidentally were found to be “works of art.”

The statues were designed to represent the spirit of California’s material wealth. They represent

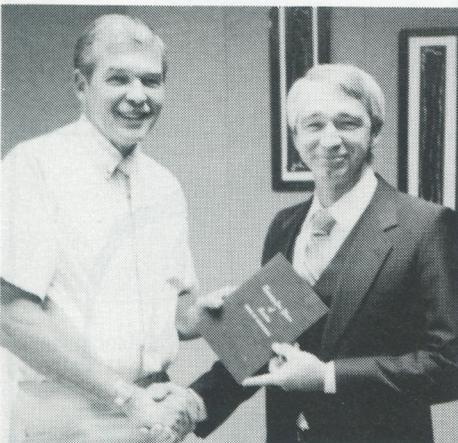
the goddesses of Floral and Climate Wealth and the gods of Romantic and Mineral Wealth. Sacramentoans couldn’t decide if the statues actually represented California’s wealth or whether they were simply “obscene.” However, the state “weathered the storm” and the buildings were eventually completed with the statues in place.

Employee Spotlight...

(Continued on from page 5)

somewhere between the Architect and Civil Engineer. The Landscape Architect must have a knowledge of natural sciences, horticulture, and ecology to ensure that ideas drawn on plans will grow into maturity on the ground.

Perhaps, then, we should consider the Landscape Architect the “mediator between people and their environment.”



Allan Tolman, Deputy Director, Telecommunications Division (l) congratulates Mike Leahy on the receipt of his 25-Year Award.

Disabled Access ... (Continued from page 9)

people in the industry are still in the learning stage at this time, they look to OSA for the answers to many of their questions.

3. The third component serves to improve the access regulations on an ongoing basis. As with any new product, there are problems to be worked out. The OSA access regulations are no exception. Through dialogue with, and input from, the construction industry and other constituencies, the access regulations become a working document for the betterment of all of California’s citizens.

Because the access regulations affect the construction of virtually all commercial occupancies in California, it is imperative that industry personnel have knowledge and understanding of access requirements. However, there is no regular curricula offered at any architectural college or trade school that helps industry personnel acquire information on interpretation and use of the access regulations. Therefore, the ACS pro-

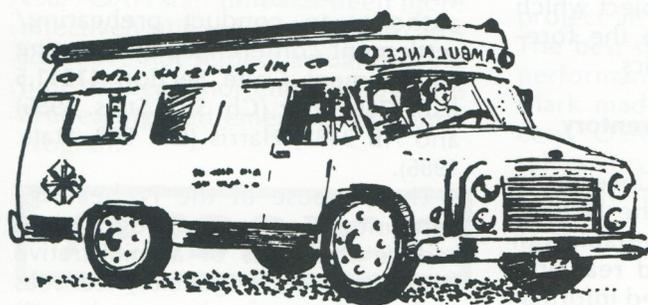
vides education on the requirements of the new regulations in three ways: 1) By conducting seminars; 2) By providing interpretive manuals; and 3) By providing an ongoing telephone advice and information service.

By year’s end, the ACS will have conducted over fifty educational seminars for federal, state, county and city government employees, and construction industry personnel. Also, OSA in conjunction with the Department of Rehabilitation has developed the INTERPRETIVE MANUAL which has proven to be an invaluable source of information on how to use Title 24 and interpret the access regulations within Title 24. Now in its Second Edition, OSA has sold approximately 10,000 copies of the INTERPRETIVE MANUAL by word-of-mouth alone.

As always, the goals and objectives of the ACS are in keeping with those of OSA, in general — to provide high quality services at a reasonable cost as related to regulation, design, and construction of facilities in the State of California.

HEALTH & SAFETY

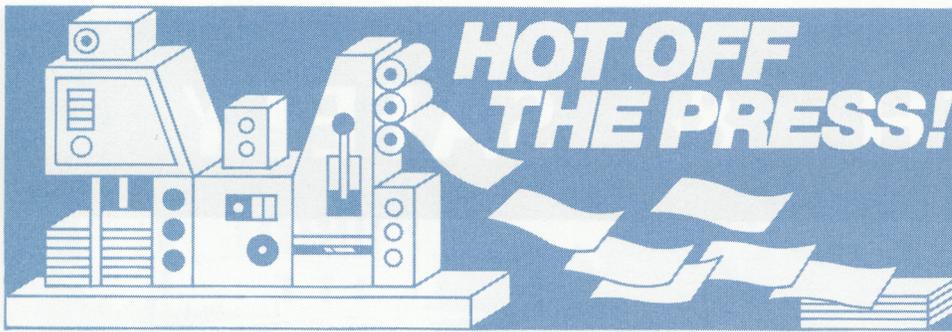
How to Recognize *REAL* Emergencies



Your child falls from the chair and bumps her head on the floor. You have a sharp pain in your chest. You find a toddler with an almost-empty bottle of children's vitamins. How do you know if it's an emergency?

According to Drs. Donald Vickery and James Fries, authors of the book *Take Care of Yourself*, there are ten situations that are clearly emergencies.

1. **Major injury.** Common sense will tell you that broken bones and gaping wounds need immediate care.
2. **Unconsciousness.** Get help at once.
3. **Continued bleeding.** If direct pressure to the wound does not stop the bleeding, head for the emergency room. Children can tolerate the loss of less blood than an adult.
4. **Stupor or drowsiness.** Children who cannot be aroused and adults unable to converse should be attended to without delay. The only exception will be those whose epilepsy is already under supervision by a physician.
5. **Disorientation.** Seek immediate attention for any person who was previously alert and suddenly is not aware.
6. **Shortness of breath.** Unless you are sure it is temporary hyperventilation, get help.
7. **Cold sweats.** These are common with a high fever and stress, but can be serious if chest pain, abdominal pain, or light-headedness accompany the symptom.
8. **Severe pain.** Don't wait, even if the injury proves to be inconsequential.
9. **Poisoning.** Take a few seconds to determine how much was ingested and what the poison was before calling your poison control center.
10. **Seizures, convulsions.** Head injuries accompanied by seizures should be attended to immediately. Also seek medical help for seizures during an attack of measles, chicken pox, or mumps. Never attempt to restrain a person having a seizure; just help keep them from injury by protecting them from further danger.



This issue's column is dedicated to new and/or expanding programs within the offices of the Department. Information was provided by OUTLOOK office reporters.

OFFICE OF MANAGEMENT TECHNOLOGY & PLANNING

The Office of Management Technology and Planning (OMTP) has recently reorganized its computer services functions in an effort to improve its responsiveness to DGS offices. The computer services to DGS offices have now been consolidated in the Data Processing Services Section (DPSS) and each office has been assigned a designated "Account Manager." Each office's Account Manager is a lead person who is responsible for providing and/or coordinating all of the computer services for that office. The primary purpose of this reorganization was to bring together, under an accountable individual, services previously provided by up to three different OMTP units.

Account Managers have been assigned for all OMTP client offices. We look forward to your support in making this concept a success. Please direct any inquiries about your office's support needs to Dale Morgan, Data Processing Services Section, at 324-9990.

OFFICE OF REAL ESTATE & DESIGN SERVICES

Superconducting Super Collider

The Office of Real Estate and Design Services (OREDS) prepared the real estate portion of the State's two site proposals recently submitted to the Department of Energy for the Superconducting Super Collider. OREDS is currently negotiating Rights

of Entry on both sites for environmental studies and negotiating contracts for aerial mapping. The collider is a \$4.4 billion project which will involve the acquisition of over 16,000 acres (8,000 acres in fee and 8,000 acres in easements) at a cost of approximately \$100 million. If the collider is located in the State of California, OREDS will act as the lead agency in handling the site engineering, appraisals, and acquisition for this one-of-a-kind project which will bring California into the forefront of high energy physics.

Statewide Property Inventory

Legislation signed by the Governor in late 1986 requires that the Department of General Services establish an inventory of state-owned real property and provide updated information each year. The Office of Real Estate and Design Services was designated to develop and maintain this inventory, and has contracted with a consulting firm to conduct a study, prepare a feasibility study report, and develop a general system design. The new law requires that, by July 1, 1988, each agency furnish DGS with information regarding the properties under its jurisdiction. DGS must issue by January 1, 1989, a report of all properties declared surplus or with no projected use.

Property Management Demonstration Project

Legislation signed by the Governor in late 1986 requires that the Department of General Services conduct a demonstration project, within a defined geographical area of the State, through the use of a Request for Proposal process. The purpose of this pilot study is directed toward maximizing the benefits of real property ownership through the use of a proactive assets management pro-

gram. The requirements of this law may have a far-ranging impact on the jurisdiction and control of state property by the lead agency. Depending on the consultant's report and subsequent legislation, OREDS may be thrust into a lead role to implement a proactive assets management program. Currently, the State is contracting with the consulting firm of Deloitte, Haskins-Sells to conduct the study. A final report on the findings of the demonstration project is due to the Legislature and Administration by January 1988.

OFFICE OF ADMINISTRATIVE HEARINGS

Prehearing/Settlement Conference Program

Effective January 1, 1987, the Legislature granted the Office of Administrative Hearings (OAH) mandatory authority to conduct prehearing/settlement conferences by enacting Government Code Section 11511.5 (AB 2769, Sher (Ch. 597, Stats. 1986) and AB 3482, Harris (Ch. 899, Stats. 1986).

The purpose of the Prehearing/Settlement Conference Program is to reduce the costs of administrative hearings for State agencies, licensees and applicants for licenses by: (1) initiating or pursuing settlement possibilities; (2) exploring ways to shorten hearing time if the matter is not settled; (3) resolving as many procedural and substantive matters as possible through stipulations and compromises; and (4) providing for full mutual discovery continuing up to the first hearing day.

Prior to the enactment of this legislation, OAH had been conducting prehearing conferences on a voluntary basis, primarily in Board of Medical Quality Assurance disciplinary matters where the parties had estimated at least five days of hearing would be required.

Prehearing/settlement conferences will now be able to deal with one or more of the following matters; exploration of settlement possibilities, preparation of stipulations, clarification of issues, rulings on identity and limitation of the number of witnesses, objections to proffers of evidence, order of presentation of evidence and cross-examination, rulings regarding issuance of subpoe-

nas and protective orders, schedules for submission of written briefs and schedules for the commencement and conduct of the hearing, or any other matters which will promote the orderly and prompt conduct of the hearing.

The Program has been very successful. In Northern California alone, as of September 1987, 21 cases have had prehearing conferences, with an ultimate savings of 13.5 hearing days. Thirteen settlement conferences have been held, and 10 have resulted in settlement agreements, with 39 hearing days saved. This means a savings of more than \$31,000 in costs for Administrative Law Judges and over \$5,000 in Hearing Reporter costs, representing a total savings in excess of \$36,000 for State agencies, licensees and applicants for license in Northern California since the inception of the program on January 1, 1987. OAH staff time has been more effectively utilized, and of those cases that have not settled, actual hearing time has been shortened through the Prehearing/Settlement Conference Program.

FEEDBACK

Henry Kusaba, OREDS received a letter of appreciation from the owners he worked with during the acquisition of additional land for Mt. Tamalpais State Park... "We know that you worked harder on this transaction than you probably ever had to for an acquisition sooo small. You may never know how important that was for us."

Gudrum Baxter, Department of Parks & Recreation wrote to **Joe Chan**, OSA... "I would like to express my appreciation for the effort expended by you and your team at OSA. I know it is not always an easy task to respond to the client agency's demands, in this case I recognize the extra effort it took to respond to our schedules and it is appreciated."

Charles Cooper, Department of Transportation wrote to **Paul Savona**, Chief, OREDS... "I would like for you to know of our appreciation for the valuable assistance rendered by **Camille Jackens** of your staff. Her

work on the Dot Tot lease agreement was thorough, efficient and professional. In my opinion, she did a truly outstanding job and demonstrated considerable expertise. It was a pleasure to work with her."

James P. Maruca, U.S. Department of Commerce wrote to **Stim Suzuki**, Chief, OSMB... "Thank you for the excellent support given to this year's Mega Marketplace business conference in Washington, D.C. and Los Angeles. We could not have successfully concluded these two events without the assistance and participation of people like you."

Kenneth R. Hamilton, Department of Food and Agriculture, wrote... "We want to bring to your attention **Mark Fulton's** inspection performance on the 'Grandstand Renovation' project at the Sonoma County Fair. The best single word to identify his performance would be 'EXCELLENT'. Mark made a difficult project look easy. OSA should consider themselves very fortunate to have such a qualified and capable person on their staff."

Patrick J. McKoy, OPDM, wrote to **Jerry W. Burchfield**, OSA... "The new State Parking Garage is open for employees and public parking a month ahead of schedule. Successful completion of a project of this size is due to the cooperation and close coordination of many people. **Ron Crawford**, Construction Supervisor II, has done an outstanding job. It was a pleasure to work with someone of Ron's caliber and I'm convinced the State received a better facility through his personal efforts."

John Babich, Office of Procurement received a letter of appreciation from **William Cusick**, Department of Food & Agriculture... "I want to express my appreciation for the superior cooperation, counsel and assistance provided by **Dr. Lee Cooper** to our organization. During the past fiscal year, we increased our instrument purchases from a yearly average of \$200,000 to over \$1,000,000. The increased procurement activity required more staff support than we

expected and it was because of Lee's expert advice that we were successful in meeting our instrumentation objectives.

Senator Bill Campbell wrote to **Stim Suzuki**... "Thank you so much for participating in Senator Campbell's Conference on Women, as a speaker. The contributions of many are needed to make this event fulfilling and worthwhile, but without your expertise in this field and your willingness to share with others, it couldn't be done at all."

Stim Suzuki, Office of Small and Minority Business received a letter from the Hispanic Chamber of Commerce... "I wish to thank you for your active participation and support of our San Diego Conference. Your presence and involvement were a vital factor in the success of the event."

State of California
GEORGE DEUKMEJIAN, Governor

State and Consumer Services Agency
SHIRLEY R. CHILTON, Secretary

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

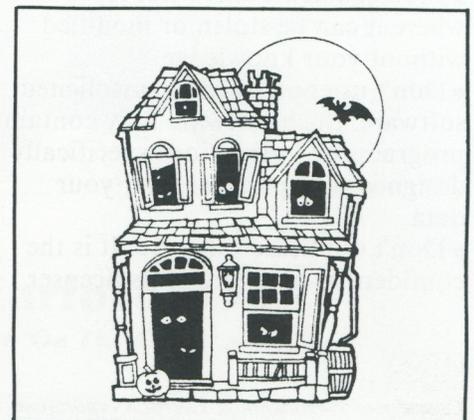
OUTLOOK

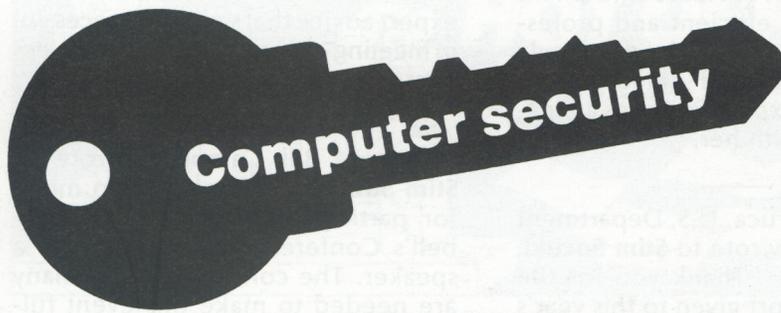
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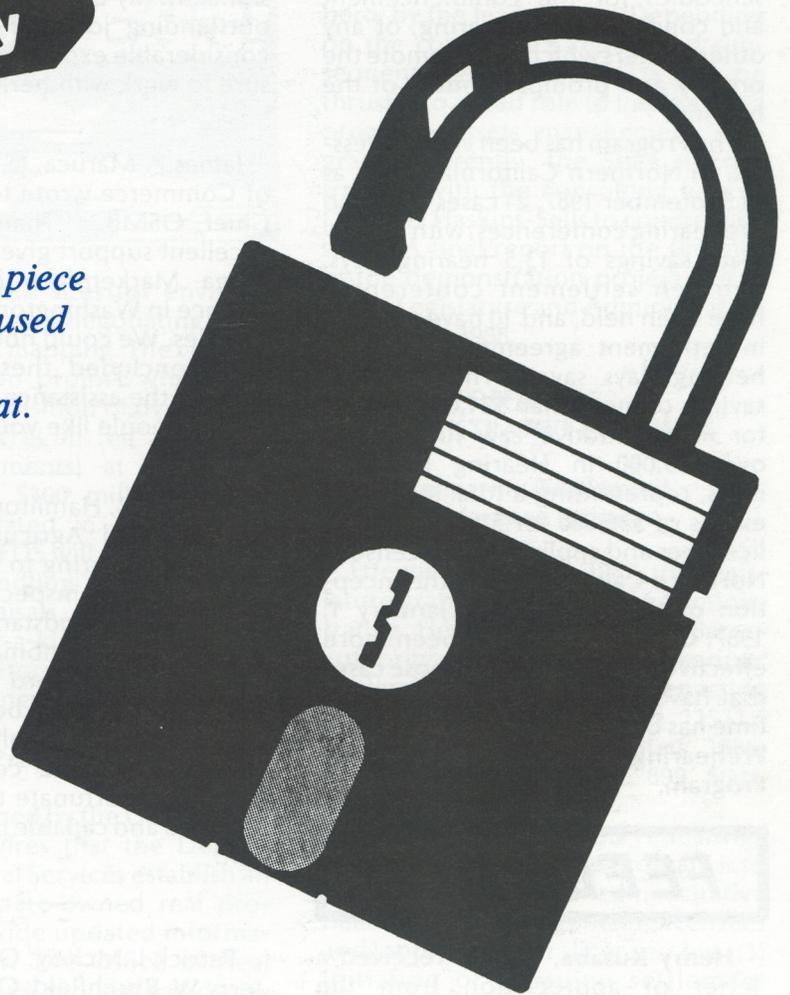
Composition, Graphics & Printing
by Office of Support Services





The most important piece of office equipment used to be the trash can. But the computer age and the "paperless office" have changed that. While the trash can is not yet obsolete, the most important piece of office or business equipment today is probably the personal computer (PC).

According to BUSINESS WEEK, there are more than 13 million computer terminals being used in offices around the country.



As more and more PCs find their information-processing niches in the workplace, the risk of unauthorized disclosure of information rises significantly. Computer systems cannot distinguish between "good" users and "bad" users, so if you are working with confidential or sensitive information, you should take the following steps to ensure a safe and secure computing environment.

- Use passwords and change them frequently.
- Never leave the computer or terminal logged on and unattended.
- Protect software. Do not leave it where it can be stolen or modified without your knowledge.
- Don't use borrowed or unsolicited software. Such software may contain programs or instructions specifically designed to capture or alter your data.
- Don't duplicate software. It is the confidential property of its licensor.

- Limit the access of others to your PC. Know those who use, service and repair it. If possible keep it locked in a secure room. Use system lock-down or power switch locking devices if it cannot be secured.

- Label all diskettes. Indicate proprietary or sensitive information.
- Don't leave sensitive data in the PC. Remove diskettes containing confidential information and store them in a locked desk or file. Turn off the PC after using it. This will usually clear data from its memory, but you should check the manufacturer's documentation to be sure.
- Do not trust data deletion commands, such as "remove," "erase" or "delete." Even though the file name may be deleted, these commands may

not be enough to remove data from your diskette. Sometimes the information can be retrieved with the correct software.

- PCs connected to other computers can be accessed, and files, applications and even the operating system may be changed without your knowledge. Again, turn off the PC or disconnect it from other computers when you're not using it.
- Make backup copies of all your data files and applications frequently.
- Report unusual events to your security coordinator.