



Photo by Vicki Lee Collinge

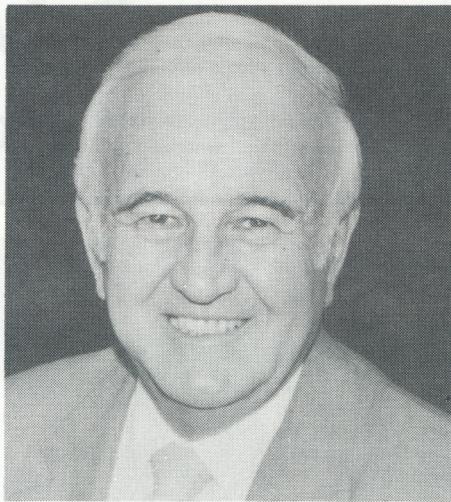
WHAT'S INSIDE —

Employee Spotlight — “The One and Only” Joyce Thompson - OAH — page 3

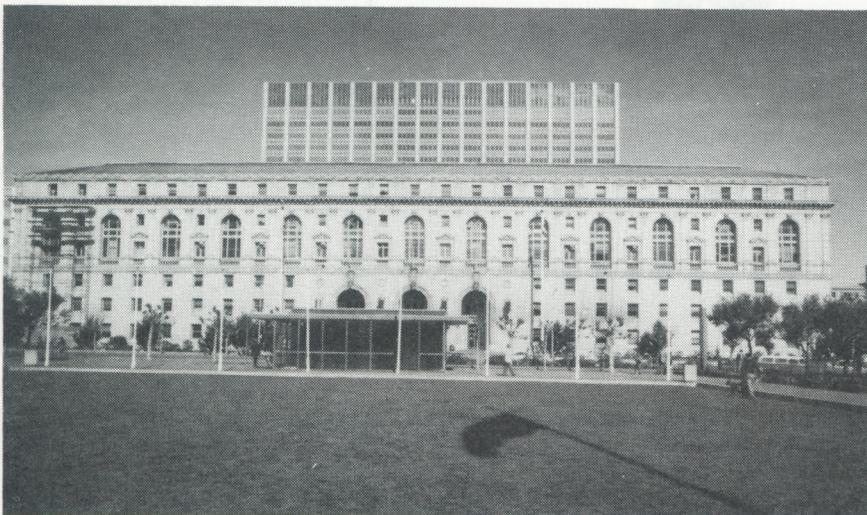
Planning Ahead for Your Safety — The CSP Crime Prevention Unit — page 7

Four DGS Employees Talk About Telecommuting — page 10

Letter From The Director



The Department of General Services is proposing to undertake a major renovation of the "Old" San Francisco State Building located at 350 McCallister Street in San Francisco. This project is so interesting and exciting because it represents the largest endeavor of its type ever considered by the State. The need to preserve the State's resources is an essential part of California's heritage, and this building, located in the Civic Center District, has been nominated to the National Register of Historic Places. The original state office building, constructed in 1919 has an Italian Renaissance theme. The Annex segment of the city block, built in 1957, has a more modern appearance. The reconstruction project's scope will incorporate improvements in structural, mechanical, electrical, architectural, and energy efficient components of the facility at an estimated cost of \$140 million. The project's scheduled completion date is substantially into the 1990's, and will involve the temporary displacement of 26 clients into leased space. If approved by the Legislature, this pilot project may serve as a model for similar endeavors in the future, since the majority of the Department's buildings are already over 40 years old. This type of active administration of the State's assets will ensure the usefulness and preserve the beauty of the facility well into the next century.



The "Old" San Francisco State Building, located at 350 McCallister Street, San Francisco has been nominated to the National Register of Historic Places.

OB #1 Dedicated In Honor Of Jesse Marvin Unruh

Jesse Unruh "devoted much of his life to service on behalf of the people of California, becoming one of our most loyal and distinguished public officials," said Governor George Deukmejian. On Feb. 9th, 1988, the Governor, three members of the Legislature, W.J. Anthony, Director, General Services, Elizabeth M. Whitney, Acting State Treasurer, and Ms. Christine Unruh officially named 915 Capitol Mall, the Jesse Marvin Unruh State Office Building.

Governor Deukmejian said he named the building in honor of Mr. Unruh "in appreciation of his tireless service and devotion."

Mr. Unruh is often called the "father" of the modern California Legislature. He was a member of the Legislature from 1955 until 1970. During that time he served as Speaker of the Assembly for seven years. In 1974, he was elected as Treasurer of the State of California and served in that position until his death in 1987.

Christine Unruh, widow of Mr. Unruh, gave an eloquent speech at the dedication ceremony, recalling the outstanding achievements of her late husband, both as an Assemblyman and as State Treasurer.



Governor George Deukmejian officially names 915 Capitol Mall, the Jesse M. Unruh State Office Building. W.J. Anthony, Director, Department of General Services is seated to the left of the podium; Elizabeth M. Whitney, Acting State Treasurer, is on the right.

EMPLOYEE SPOTLIGHT

Joyce Thompson “Hearing Monitor — The One and Only” Office of Administrative Hearings

by Steve Martini

Much has changed in the world since Charles Dickens sat more than a hundred years ago, quill pen in hand, and recorded the judicial proceedings in London's Old Bailey. And while **Joyce Thompson** in no way resembles the stiff and formal appearance of the court scribe of the past, the professional function she performs remains to this day part of an ancient and time-honored tradition, though the tools employed would never be recognized by Dickens or his contemporaries.

Joyce Thompson is a hearing monitor, in the San Francisco office, of the Office of Administrative Hearings (OAH) where she has been employed for four years. At the present time, Joyce is the only hearing monitor employed by the office, though additional positions may be filled in Southern California in the near future. In addition to hearing monitors, OAH employs five certified shorthand reporters who use more traditional mechanical stenotype machines to record proceedings.

The California Administrative Procedure Act (APA), which governs most hearings conducted by OAH, requires that all hearings must be recorded by “a phonographic reporter.” Surprisingly, the term “phonographic reporter” has nothing to do with the voice recording device of a similar name invented by Thomas Edison. Rather the term dates from the original California codes adopted in 1872. At that time, court reporting, or “phonographic reporting,” consisted of handwritten summaries of court proceedings, including summaries of testimony and argument. As time passed and court reporting techniques improved, the term “phonographic reporter” remained in the law and its definition grew to include newer and more acceptable methods of reporting, including both manual and mechanical shorthand.

Today most court reporters use a device known as a stenotype machine to produce mechanical shorthand notes which are later prepared in the



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form of a written transcript or “record” whenever required. As with most other aspects of modern life, the field of court reporting has been greatly affected by advances in electronics and computer technology. Some mechanical stenotype machines, including those used by OAH, are now linked to computers to produce notes which can be read by optical scanners or an electronic tape which is read by a computer. This advanced equipment produces transcripts that can instantly be called up on a computer screen for editing and final revisions.

For Joyce, the field of reporting involves the use of highly sophisticated multi-track audio recording equipment. The machine currently used by OAH is the Sony BM-146 four-track “Confer-Corder.” It is a tape recorder designed specifically for the recording of court proceedings, conferences and meetings.

Joyce joined the office in March 1984 under a pilot program, and since that time has used her audio equipment to report more than 500 cases. She generally handles high volume, short cause matters — cases which take only a few hours to conduct, but which comprise a good percentage of the matters that go to hearing.

“I think about 70% of the cases I do involve the Department of Motor Vehicles, Department of Real Estate and the Contractors’ State License Board,” says Joyce. For the most part, these are licensing cases that involve anything from a monetary fine or citation to the suspension or revocation of a professional or occupational license. She explains that under present law, parties must agree to the use of audio recording equipment in APA hearings, but that this has not been a problem. In fact, some attorneys favor the use of this equipment because it makes it possible for them to obtain inexpensive duplicates of the audio cassette tapes if they want to review portions of the hearing later. “A duplicate copy of a tape costs \$5,” says Joyce, “whereas a written transcript can cost hundreds or thousands of dollars.” Of course the written transcript is the only “certified” or official record of the proceedings.

While the audio equipment effectively records the testimony of witnesses and questioning by attorneys,

(Continued on page 4)

ON THE COVER

"She fell from the sky, just like him, each as vulnerable as the other. For the first time in years she soared like an eagle and her spirit was free," writes **Kathleen Davenport, OSS**, who witnessed the historic jump of Beverly Sanders, a 35-year-old mother from Ceres, California. Ms. Sanders is believed to be the first quadraplegic woman in the world to make a tandem parachute jump. The jump was made at the Parachute Center in Lodi, California, a well-known class drop zone, on May 3, 1987.

Kathy explains — "For those not familiar with sky diving, a tandem means a person is strapped in front of a jumpmaster or expert. Both people jump from the plane at the same time. The jumpmaster is relaxed and in complete control. The two skyrocket towards the earth at 120 miles per hour from a starting altitude of 12,500 feet. The jumpmaster then pulls the drogue, which is like a little parachute to slow them down before releasing the canopy. The canopy allows the jumpers to float like a ship on water until the moment their feet touch the earth once again."

Every year around this time, support is solicited from organizations to join the March of Dimes in their effort to fight birth defects. On April 24, 1988, thousands of people, including several DGS employees, will participate in the annual 32 kilometer walk-a-thon which is their biggest fund raiser of the year. While preventing birth defects is the main concern of the March of Dimes, they are more than generous in helping children and adults who have been afflicted with a disability/illness that prevents them from living a normal life.

"Beverly is a woman physically limited," relates Kathy, "but gifted with the capacity to live her dreams, and share those dreams with others. While some people reach for the stars, Beverly chooses to go up to them and simply help herself."

If you would like to participate in the March of Dimes' Walk America, call DGS Chairperson, **Casey Randall** at 455-7526.

Joyce Thompson...

(Continued from page 3)

there is plenty to keep Joyce busy during the course of a hearing. The monitor listens to the hearing through a headset and prepares a log, noting key events in the hearing, unusual or technical words and the identity of various speakers as they testify, examine witnesses or make oral argument. This log is vital to an accurate record since it can serve to clarify important points should any confusion later be discovered on the cassette tape.

The equipment used by Joyce possesses a "search function" which permits her to instantly seek out specific information from the tape during a hearing. This is used if it becomes necessary to read back portions of the record for the administrative law judge or counsel during the hearing.

Like a sophisticated machine of modern warfare, the recorder used by Joyce has a "failsafe" device and a "security key lock." The failsafe device signals the monitor if a cassette is defective or the equipment fails for any reason, allowing the monitor to immediately stop the hearing in order to make the necessary corrections or repairs. The security key prevents persons from tampering with the taped record when the monitor is away during breaks in the hearing.

According to Joyce, the machine's accuracy and reliability are uncanny. During four years of nearly constant use, Joyce says she has experienced only one minor failure of the equipment, and that was quickly repaired.

When Joyce is not seated behind her recorder in an administrative hearing, you might find her engaged in one of the many and varied volunteer activities that take up her off hours and holidays. Before joining state service, she was self employed in the small business field for 17 years, and during that time she became affiliated with a business women's sorority. She has now been an active member of Epsilon Sigma Alpha for 35 years, and this year is serving as the second vice president for her local district. Joyce lives with her family in Marin County and is actively involved in volunteer work with organizations serving the blind and handicapped, as well as the Arthritis Foundation.



Remembering the Past — Changing the Future

March: National Women's History Month



Generals, scientists, politicians, artists, literary giants, business moguls, religious leaders — it is impossible not to hear about our forefathers' achievements. Their accomplishments are paraded before us whenever we celebrate national holidays. We see their faces every day on our hard-earned money. Museums are filled with artifacts of their contributions to society.

But what about our foremothers? Not *ALL* of our country's leaders are men. For the eleventh year, the month of **March has been proclaimed National Women's History Month** to help balance the scales.

Women have struggled against incredible obstacles to succeed. Join us in this salute to some of our most outstanding foremothers — and some who are making history today!



The Bindery Room of the State Printing Plant in the early 1900's.

(Photo courtesy of the Printing Plant)

Below we have profiled three DGS female employees as we celebrate Women's History Month

Profiles by Charlene MacKenzie, Office of Buildings and Grounds

Working for the Office of Procurement at 4675 Watt Avenue, Sacramento, is **Shirley Oglethorpe**. Currently, she is an Associate Materials Management Analyst ...a long way from her start in State service as a Junior Clerk Typist 26 years ago! And, all those years she has been with the Office of Procurement.

Originally from Arizona, Shirley has been a California resident for 32 years. She has a 22-year-old son living in Spokane, Washington.

Looking back on her career, Shirley noted that one of the major highlights includes her participation in the DGS Women's Program. During the past four years, she has

(Continued on page 6)

You will find **Gwen Davidson**, at 107 S. Broadway, Los Angeles, where she serves as Office Technician for the Office of Buildings and Grounds. She enjoys the clerical support she gives to management and the information services she provides in a very busy State building. Gwen comments that not only does she appreciate her work environment, but she likes the challenge of taking work orders and relaying the needs of tenants for over 30 buildings in the greater LA area to the Buildings and Grounds work force.

Gwen pointed out that she is "service oriented" and her involvements both professionally and in

(Continued on page 6)

Meet **Rosaline Lau**, Assistant Telecommunications Engineer, with the Telecommunications Division here in Sacramento. A native of Hong Kong, she came to the United States to complete her higher education in 1982. Rosaline attended college on the east coast, then came west and attended Sacramento City College, and ultimately completed her Electrical Engineering Degree at the University of the Pacific in Stockton.

Rosaline "followed in her brother's footsteps" as a foreign student. Both have become engineers, although only Rosaline has entered State service and channeled her

(Continued on page 6)

Shirley... Continued

held every major office and is the recent past president. Shirley also highly rates her opportunity to be Affirmative Action Coordinator and EEO Counselor for the Material Services Section, Office of Procurement.

Shirley added that one of her most unusual assignments as a Materials Management Analyst was to review inventory and warehousing practices at California correctional institutions. She is one of the first women to complete these reviews.

The purpose of the review is to ensure that the institutions' warehousing practices are in compliance with SAM guidelines. The emphasis is to reduce excess inventory investment. To complete the review, Shirley stayed six to eight weeks at each institution.

In the community, Shirley is one of the longest serving volunteer counselors with Sacramento's only battered-women's organization, known as *WEAVE*. Currently on leave, Shirley will be returning to work for this group. When asked about highlights of her experiences in the community, Shirley chuckled at an unusual "first" — she is the first woman umpire for Orangevale Little League! But, now Shirley's activities focus on bowling and her membership in the California Association of Square Dancers.



SHIRLEY OGLETHORPE

Gwen... Continued

GWEN DAVIDSON (Photo courtesy of the Office of Buildings and Grounds)

the community illustrate that. She has worked for the State for ten years — first with CAL-OSHA, and then with Health Services Toxic Substances Control Division. Gwen says that she naturally feels at home with General Services since "service" is what we are all about.

Prior to State service Gwen spent ten years as a pre-school teacher. She continues that interest now by serving on a pre-school board. The goal of the board is to set up a pre-school for State employees' children — "Kids' Kove." Gwen also is on a private school board which recruits, hires and makes all the major administrative decisions for the school.

Gwen is mother of two and grandmother of six who range from nine to fifteen years of age. In response to being interviewed for the *Outlook*, she said she was glad for the opportunity — that sometimes L. A. seems so far away from Sacramento and that she thought employees in L.A. felt forgotten at times. To be interviewed seemed to bring us all closer together.

Rosaline... Continued

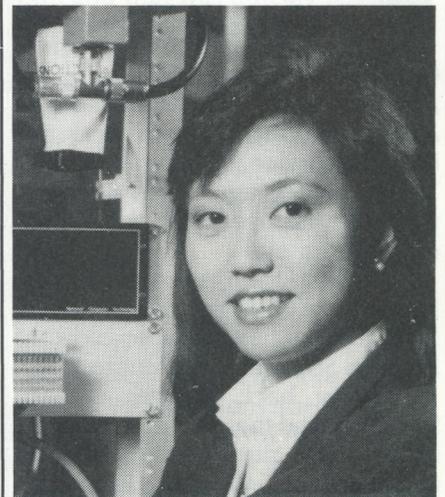
education/skills into the Conservation Unit of the Telecommunications Division, which serves the Office of Emergency Services (OES). Rosaline deals with 2-way radio communication systems,

writing installation procedures for mobile units, repeaters, control stations, (and many more) for the Telecommunication Technicians located statewide.

Rosaline speaks with enthusiasm about the rewarding education she has experienced becoming an Electrical Engineer and her continuing education, learning the OES communication systems which are involved and have taken years to develop. Rosaline says she learns something new every day which creates a new and rapidly expanding world of challenge and professional interest.

When asked about her view of life in America, Rosaline is very positive. First, she spoke about the man she met in the U.S. and ultimately married last June. He is a Power Engineer with SMUD — engineering again, yes, but a very different occupation from hers! And, then she spoke about her "cultural shock." Rosaline appreciates how open and friendly Americans have been to her. As a newcomer she continues to enjoy the "welcome" she is given at work and in the community.

But Rosaline is "open and friendly" too! She offers encouragement to women — noting that "Telecom" is looking for qualified female Telecommunication Engineers and Technicians. She welcomes your calls if you'd like to get more information on securing positions such as these. She has done it and you can, too! (Phone: 322-5719)



ROSALINE LAU (Photo courtesy of the Telecommunications Division)

Small Staff — Big Job

Planning for your Safety — The CSP Crime Prevention Unit

by Sgt. Bob Sherwood — CSP

Since 1976 the California State Police (CSP) has been administering a statewide Crime Prevention Program (CPP). The mission of the CPP is to ensure the safety of state agencies by assisting them in developing property protection plans, provide training programs, and conducting safety inspections of state facilities. The bottom line — planning ahead for your safety and security.

During the past twelve years the Crime Prevention Unit has evolved into a highly specialized organization. Each member has attended hundreds of hours of technical training. The services they provide are available to all State agencies regardless of location and are free of charge.

Some CPP services include:

- **SECURITY SURVEYS** — Crime Prevention consultants inspect state facilities and make recommendations to reduce the risk of theft or unauthorized entry. Recommendations are provided in a written report. Some of the areas and items typically checked are lighting, doors, windows, skylights, locks, fences and other barriers.

All services provided by the Crime Prevention Unit are available to all State agencies regardless of location and are free of charge.

- **TRAINING** — Safety Training is provided. There must be a minimum of 20 people at each class. Some of the subjects covered in the training are:

Personal Safety Training — Home Protection

- leaving the house
- driving
- vehicle breakdown
- weapons at your disposal
- purse/wallet protection
- parking
- walking
- physical attack
- kidnapping
- rape awareness



Office Safety Training — Working Hours

- angry persons
- suspicious persons
- purses/valuables
- delivery/pick ups
- equipment repairs
- persons with weapons
- physical attack
- hostage situations
- obscene phone calls

- **PROPERTY PROTECTION PLANS** — The State Administrative Manual requires all State agencies to prepare a Property Protection Plan (CSP Form 122). The Crime Prevention Unit reviews and approves these plans and assists agencies in their preparation. *Planning ahead for safety and security is the key to success.*

- **ALARM SYSTEMS, ACCESS CONTROL SYSTEMS, VIDEO SURVEILLANCE** — State offices planning to lease/purchase a security system must notify the CSP Crime Prevention Unit. The Crime Prevention Unit will make recommendations as to the need and type of system that is best suited.

The Unit will help with the design, specifications, bid process, and final testing of systems. Once installed, the State Police has a fully equipped and staffed central station to monitor alarm systems at *no charge*. Currently the State Police monitors 1550+ alarm points statewide.

If the State Police Crime Prevention Unit can be of assistance to your facility or employees, please contact the office nearest you.

Sacramento
(916) 322-3337 or ATSS 8-492-3337

Los Angeles
(213) 620-5821 or ATSS 8-640-6036

Oakland/San Francisco
(415) 464-0450 or ATSS 8-561-0450

Fresno
(209) 445-5231 or ATSS 8-421-5231

California State Contracts Register Proves to be Successful DGS Publication

In 1981, the California State Contracts Register (CSCR) was initiated as a tool for businesses to use in contracting with the State. Published by the Office of Small and Minority Business, it was designed to centralize State contracting. By listing upcoming projects over \$500.00 from all agencies, the bidding process was opened to a more diversified vendor. Small, women-owned, and minority businesses have recognized a greater percentage of participation in doing business with the State.

In the 6½ years of its history, the CSCR has met its commitment in several ways. Every deadline has been met and the Register has moved from red ink to black. It is a completely self-supporting program, funded through subscriptions and agency advertising fees.

Designed in a classified ad format, the CSCR lists a short description of the upcoming jobs, highlighting the project title for easy reading, followed by the information needed by the vendor to deal with the agency: bid opening date, duration of contract, location, department, and contact person. When the situation warrants

an exemption from advertising, that contract is listed in a separate section.

The California State Contracts Register has been self-supporting since July 1985. The enabling legislation for this program, GC 14825 et. seq. would have expired on December 31, 1987 if it had not been self-supporting.

Self-supporting status has certainly piqued the interest of other states. New York and Florida have sent high level delegations to California to learn as much as possible about the operation of the CSCR so that this information can be incorporated into their small business programs. Maryland, Kentucky, and Pennsylvania have attempted to accomplish the same by telephone and correspondence. Continued interest in the CSCR program among other states is anticipated as they proceed with their small business programs.

The CSCR program is managed by Stan Standard, Office of Small and Minority Business (OSMB). Stim Suzuki is the Chief of OSMB and Carol Ross is the Editor. The Office and the Department of General Services can be very proud of the success of this model program.

Fe Springs on March 1, 1988, Brent Korff, Chief of OSS, and Richard Booth, Program Manager for Office Machine Repair Service (OMRS), presented Paul with three certificates of commendation from the "Mainstream Milestones" award program. This is a program co-sponsored by the Los Angeles Chamber of Commerce and the Foundation on Employment and Disability for disabled individuals in the greater Los Angeles who have performed outstanding service in the community. Paul was nominated by W.J. Anthony, Director, Department of General Services. He was subsequently awarded with a Certificate of Tribute from the City of Los Angeles, a Certificate of Appreciation from the County of Los Angeles, and a Certificate of Recognition from the California State Assembly, signed by Burt Margolin, member, 45th Assembly District.

Paul is a deserving recipient of these awards recognizing his outstanding performance during his 15 years of service with the Department. Despite a severe hearing disability, Paul has always been a top producer for OMRS, receiving many commendations from client agencies for the quality of his work as well as his helpful attitude and cheerful personality. Paul has also voluntarily participated in many Job Fairs and Career Development programs for the disabled.

Paul is a long time resident of Southern California and is active in family and community affairs. His son, Chris is a professional motocross rider on the National Circuit, receiving many top awards. Paul has gained the respect of his peers and has made many friends because of his outgoing personality. One of these is Bob Babbe, an OMRS Technician, who is usually seen with Paul at meetings or other gatherings giving valuable communication assistance. Paul receives service calls through the use of a telephone communications device for the hearing impaired. Paul Young is a valuable asset to the State of California and the Department is proud of his accomplishments.

March — A Memorable Month for Paul Young - Office of Support Services

March will be a memorable month for **Paul Young**, an employee of the Office of Support Services (OSS) in

the Southern California unit of Office Machine Repair Service. At the monthly staff meeting held in Santa



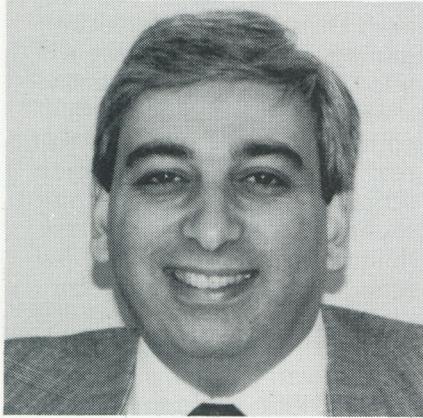
Displaying Paul Young's awards and pictured from left to right are: D. Brent Korff, Chief, OSS; Paul Young and Richard Booth, Program Administrator, OMRS.

WHAT DO YOU ENJOY MOST ABOUT YOUR JOB?

Anthony Pescetti, Deputy to the State Architect, OSA

"It's many things — the challenge, the variety, and the people.

"For example, in the course of one day I might be faced with issues ranging from asbestos abatement to hiring of personnel. In resolving these types of issues, I have always encountered a good resource of people, both here at the Office of the State Architect and within the Department as a whole."



Mary Lemke, Bookbinder IV - Journey Level, OSP

"I think it's the people aspect — learning to work as a crew. I'm running a crew and it's always a challenge to keep everyone happy — client, crew, and supervisor."

[Editor's note: A crew consists of two or more machines in a line and the people that run them.]



Cher Daniels, Associate Environmental Planner, OPDM

"The environmental planning work here at OPDM allows me to learn about local communities, the economic, social and political impacts of state growth and how to plan for the growth so it's environmentally sound. I enjoy the research work, and the computer software programs."



Gwen Walkley, Records Management Analyst I, Forms Design and Recycle Program, ORM

"I enjoy the challenge — this is totally different from anything I've done in the past. Working in the Recycle Program I get to meet a lot of interesting people.

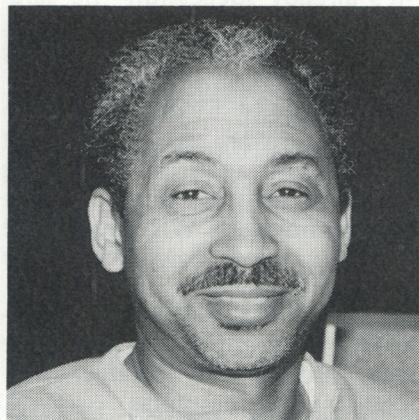
"I also enjoy the people here. They are great to work with — it's a nice atmosphere and there's a lot to learn."



John Mason, Pool Manager I, LA State Garage, OFA

"What I enjoy most is that it's not boring — it keeps me busy.

"Also I enjoy working with the public and helping to solve difficult problems — automotive problems that come up with state employees. It's a good feeling when a problem comes up and you are able to solve it for an employee especially when he/she is in a difficult situation. To take care of state business as quickly as possible and as safely as possible using a state vehicle."

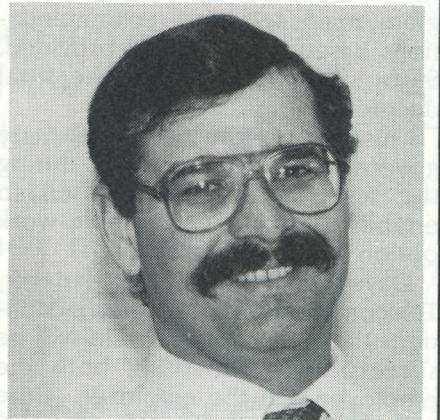


Mike Langley, Energy Resources Specialist II, OEA

"It's a new challenge — most of my jobs in the past have been challenging — but this is new and different from my job at the Energy Commission where I spent the last 10 years.

"Here I'm the new kid on the block — at the Energy Commission I was the one who knew it all after being there ten years. It's kind of like a role reversal.

"Also, I like the smallness of the group — everything is more direct — things happen a lot faster and I like that!"



Four DGS Employees Talk About Telecommuting

“It will save me two hours a day in commuting time; I can be more flexible with my schedule — I work best at night; I can get more work done with less interruptions; I can drive my kids to school — we are only 10 minutes from school but because of the bus schedule my kids spend 1½ hours on the bus each way; I’m a home body — I can be home more — the place I work best.”

These are just a few of the reasons that State telecommuters gave for volunteering to participate in the State telecommuting pilot program.

What is telecommuting? Primarily it is the use of telecommunications technology to transport ideas and information — in a broader sense it means working at home or in a satellite office instead of the main office, either on a full-time or part-time basis.

After a lengthy and involved selection process the first 100 State employees officially began telecommuting during February 1988. These 100 volunteers will telecommute or work at home on a part-time basis during a two year period. An additional 100 employees will work part-time in a satellite office, closer to home, rather than in the main office.

The participants were chosen based on a number of criteria: the nature of their job; the amount of face-to-face interaction that is essential/required of the job; the need for physical access to special resources; and the input provided by supervisors regarding the employee.

JALA Associates, Inc., the consulting firm who helped develop the program, made selection recommendations based on the input provided. State supervisors made the final decisions.

This pilot program is a first in State government. Data collected during the test period will be used to establish telecommuting as a work option for State employees.

Dave Fleming, Program Manager, Telecommunications Division is confident that the pilot program will be successful — benefiting both the employee and the employer — the State of California.

Before telecommuting, both employee and supervisor attended two training sessions. The second session, jointly attended by both supervisor and employee, was devoted to developing individual telecommuting plans. Based on these plans, the participants will telecommute anywhere from 1 - 3 days a week.



Donnette Chatters, Telecommunications Division, telecommutes two to three days a week.

“One of the best results of the telecommuting planning workshops is the quality communication that happened between supervisors and employees,” commented Dave Fleming. “Many who attended the training said that it was the first time they and their supervisor really communicated about their job and job expectations.”

“Judging from comments like these — it’s already successful,” he said. “Besides making us more productive, telecommuting should also make us better managers and supervisors.”

Other benefits to the State from telecommuting are already apparent as well. Some agencies are taking advantage of the space made available by telecommuters. What was once just office space, now is used for multiple purposes.

Additionally, supervisors have reported improvements in both the quality and quantity of work produced by telecommuters.

Several State agencies, including

DGS, are participating in the program. In fact, nine DGS offices have several employees, representing a variety of job classifications, taking part in this pilot program. Below are the comments shared by four DGS employees about their involvement in this evolutionary program.

Donnette Chatters, Telecommunications Analyst (911 Coordinator), Telecommunications Division, started telecommuting in March 1988. She will telecommute two-to-three days a week. “I learned about telecommuting a year ago and I was real pleased. I am going to school full-time and telecommuting will give me more flexibility with my work and school schedules. Some of the core classes I need are only scheduled during the day. With the flexibility given to me by telecommuting, I’ll be able to take the necessary classes and still do my job!”

“School was my primary reason for volunteering for the program. Also, my job lends itself to telecommuting. I work independently already and have no need for face-to-face contacts other than with my supervisor. My division is supportive of the idea. I appreciate that.”

Judith MacBrine, Associate Planner, Facilities Section, OPDM, started telecommuting during February 1988. She telecommutes three days a week. “It sounded like a good way to have concentrated work time without interruptions. I volunteered for the program in order to get that concentration time.”

“I’m working on a long, involved data collection project. I’m going to have to do a lot of data crunching and analysis. It will be easier to do it at home without the everyday office interruptions.”

Teddy Wilson, Sr. EDP Acquisition Specialist, Office of Procurement, started telecommuting on February 1, 1988 and will telecommute three days a week. "I'm really excited about it. I think it's a great idea. It will help cut down on the traffic and parking problems in the downtown area as more people begin telecommuting. I volunteered to participate for two reasons — one — because of increased traffic. I live 15 miles from the office and it takes 35 to 40 minutes to get to work. On telecommuting days I will save approximately 1½ hours in travel time and avoid the tensions of driving in bumper-to-bumper, often stop-and-go traffic — and two — for health reasons. I have allergies to dust and mold and it's much easier to control the environment at home than it is in the office. I feel I can be as productive at home as in the office — if not more so."



Leo Brady, Associate Land Agent (Appraisal Unit), OREDS, started telecommuting in February 1988. His telecommuting schedule varies from week-to-week depending on his assignment. "As an appraiser, I'm away from the office — out in the field a lot, anyway. Normally I come back to the office once all the appraisal data has been collected. My time in the office is spent writing up the appraisal — putting it into a narrative form. Now, I will be doing some of the write-ups at home."

"I look forward to telecommuting as a chance to increase my productivity and to have more of a sense of accomplishing goals. I volunteered for the program because of the flexibility. It gives me a chance to work more on my own — to be more independent."

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Xyvision at OSP

Utilizing personal computer and word processor input

The California Office of State Printing's Composing Room is pleased to announce a new service.

We now can capture PC and Word Processing Data and typeset it into design intensive printed pages with ease.

Several state agencies are now producing publications in a new and more cost-effective way.

With Xyvision, a state-of-the-art photocomposition and text management system, OSP can ac-

cept data generated on most personal computers and word processing devices and utilize it for creating fully paginated publications.

Among the agencies already utilizing this service are:

- the Legislative Analyst's Office—*Budget Analysis and Perspectives and Issues*;

- the Department of Fish and Game—*Outdoor California*;

- and the Department of Justice—*Biennial Report of the Attorney General*.

What do I have to do to utilize this service?

It's simple actually. Contact the OSP composing room with your publication idea and the specifics of your personal computer or word processing setup. Our personnel will develop a set of typographic and pagination commands espe-

cially for your publication. You insert these simple commands into your publication and telecommunicate it to OSP. You can

supply data in

some PC floppy and magnetic tape configurations, too, if telecommunication is a problem for you. Once we have your data, we take it from there. Very little operator intervention is required.

For further information on this exciting new service, contact Harley Pebley, John Zieminski or Bob Kelly at 322-5267.

Utilizing Personal Computer and Word Processor Input for Typesetting

Professional Secretary's Week is April 24—30, 1988. Secretaries constitute the largest segment of the office work force. There are 2,796,700 secretaries in the United States. There will be 9.6% more by 1995, according to the U.S. Bureau of Labor Statistics. Show your secretary just how much her/his work is appreciated. Do something special to mark the occasion.

SERVICE AWARDS



MARCH

RECIPIENT	OFFICE
Jonas LaCour	California State Police
Manuel D. Fotos	Procurement
Ennis E. Grant	State Printing
David L. Vogle	State Printing

APRIL

RECIPIENT	OFFICE
Earl Collins, Jr.	Buildings and Grounds
Elosia D. Stratton	Office of Management & Technology Planning
Shirley E. Oglethorpe	Procurement

RETIREMENTS

NAME	OFFICE	STATE SERVICE
Richard E. Wehrli	Office of State Architect 9 years
Alfonso Gallardo	Office of State Architect 14 years
Claudia Coster	Office of Buildings & Grounds 8 years
Santiago Reyes	Office of Buildings & Grounds 16 years
Frank P. Abate	Office of Buildings & Grounds 27 years
Jacob Eling	Office of Support Services 14 years



Averil Franklin, OMTP, surrounded by husband Glenn, daughter Shellie Brougner, son-in-law Robert, and granddaughter Allison, is congratulated by P.K. Agarwal, Chief, OMTP on the receipt of her 25-year service award.

Averil Franklin Celebrates 25 Years of Service

Friends, family and co-workers gathered as P. K. Agarwal, Chief, OMTP presented Averil Franklin with her 25 year service award. P. K. introduced Averil as a woman married to "the same man and department for the past 25 years." Married to her husband, Glenn, for 30 years, Averil has spent her entire State career (25 years) at DGS. She has acted as secretary to numerous office chiefs and has supervised the DGS Typing Pool.

Averil brightens the day of many OMTP employees by relaying important messages in a cheerful and humorous manner across the office electronic mail system. A valued employee, OMTP staff look forward to many more years of dedicated service from Averil.

"It doesn't seem like a big deal until you get here," she said while receiving her award, "now that I'm here, it's wonderful!"

In her spare time Averil enjoys traveling, needlework and playing pinochle. She is also an active fund raiser for the OMTP Christmas Fund. She was personally responsible for raising well over \$100 for the fund by setting up a used book library at OMTP.

Friends and co-workers presented her with flowers and a cake on this special occasion.

Robert Meier and William Zell Receive 25-Year Pins

Robert Meier and William Zell of the Office of Real Estate and Design Services each received a pin and certificate from Paul Savona, Chief, OREDS, in acknowledgement of their 25 years of State service.

Meier, a Senior Land Agent, has been with DGS for 16 years. He previously worked with the Board of Equalization and the Department of Water Resources. He has been involved in numerous interesting pro-

(Continued)

Esque Frost Retires After 30 Years With the California State Police



Paul Savona, Chief, OREDS (c) congratulates Robert Meier (l) and William Zell (r) on the receipt of their 25-year service awards.
(Photo courtesy of OREDS)

(Continued)

jects, including the appraising of over \$43 million of property needed for the Century Freeway in Los Angeles, and the supervising of appraisals of over 3,000 environmentally sensitive properties in the Lake Tahoe Basin for the Tahoe Conservancy.

Zell who is an Associate Land Agent, started his State career in this Department. He has earned the designation of "Certified Property Manager" from the Institute of Real Estate management. He is a past-president of the International Right of Way Association, Chapter 27, and the Sacramento Junior Chamber of Commerce. He was awarded the Sustained Superior Performance Award in recognition of his consistent professional contribution.

Both are renown for their golfing prowess (i.e., sandbagging!).



Darryl Jones, OAS, (l) is congratuated by Thor Barrows, Training Officer (r) on the receipt of his 25-year service award.

On the evening of December 21, 1987, a surprise retirement party was held to honor 30-year State Police veteran Esque Frost. Frost retired from the State Police on December 31, 1986. "Frostie," as he is affectionately known by his friends, is a native of Sacramento where most of his CSP service was performed.

Following his honorable discharge from the navy, Esque began CSP service on July 9, 1956. During the next three decades his CSP service included uniform patrol duty; CSP Academy Staff; rangemaster; First Aid/CPR instructor; explosive ordnance disposal technician; member of the CSP Dignitary Protection Bureau. He also served as a CSP radiological defense instructor, Protection of Public Officials Training Course instructor, electronic counter measures technician, and a tear gas instructor.

Esque helped establish the Sacramento Metropolitan Bomb Squad. He is also a charter member of the National Association of Bomb Technicians and Investigators and the International Association of Bomb Technicians and Investigators. He was an important contributor in establishing the CSP State Em-

ployee Protection Program, (CSP Emergency Preparedness Program). Esque's professional accomplishments and achievements include his having trained an estimated 10,000 persons.

Handling dangerous assignments in exemplary fashion, Esque disabled a jet fighter's ejection seat charge so the wreckage could be removed from the Farrell's Ice Cream Parlor destroyed in the 1972 tragedy. During the 1973 Roseville Bomb Disaster he distinguished himself by clearing remaining un-exploded ordnance in the Southern Pacific railroad yard. Both events make it easy to understand why Esque Frost became known as an outstanding example of a CSP officer devoted to duty and dedicated to service.

Frost was actively involved in the protection of Governors Knight, Pat Brown, Reagan, Jerry Brown, and Deukmejian. Because of his professional reputation he was one of the CSP officers selected to travel to Miami Beach, Florida, to assist in special security arrangements for Governor Reagan at the Republican National Convention in August 1972.

Over one hundred persons attended the surprise retirement party
(Continued on page 16)



Esque Frost, who retired from the California State Police after 30 years of service, received a letter of appreciation from Governor George Deukmejian thanking him for his years of service.

(Photo courtesy of The Sacramento Union)

Two Days in the Life of a Telecommunications Technician

by Roger Zabkie

The fierce winter storm that blew into Southern California during the early morning hours of November 16, 1987 did more than bring snow to Malibu. It also raised havoc with one of the most important remote sites in the State's telecommunications network.

Alarms began going off in the Telecommunications Division's Sacramento Microwave Center at 9:30 that morning, indicating that something was wrong at Santiago Peak. That site, located exactly on the Orange-Riverside county line at an elevation of 5,687 feet, houses equipment of virtually all large State agencies. Most importantly in this instance, however, is that it is home to the state-of-the-art trunked radio repeater system which is the heart of telecommunications for Caltrans in its Los Angeles district.

The alarm indications were ambiguous. Technicians in both Orange and Sacramento tried to make sense of them, deciding that the most likely explanation was a partial failure of power from Southern Cal Edison, and that the Caltrans backup generator at Santiago had *failed to start*. This was bad news indeed, because the trunked radio system was designed to operate on its internal batteries for only thirty minutes after loss of power.

Sure enough, at 10:00 a.m. the trunked system went off the air. Now all of the Caltrans workers, who were plowing snow and rocks and trying to save bridges, had to fall back on their secondary communications systems.

By 10:30 a.m., **Joe Lopez** and **Larry Stevens**, both Telecommunications Technicians at Orange, were making their first attempt to get to Santiago to find out what was going on. Even in their four wheel drive vehicle, however, they could not get beyond the thousand foot level due to heavy snow and washouts of the dirt road. They made two more attempts before nightfall, but discretion (being the

better part of valor) brought them back to Orange.

Meanwhile, **Jim Troutman**, their lead man, and **Lenny Mundt**, their area supervisor in San Diego, conferred with the Caltrans people who are responsible for the physical plant at Santiago. They decided to assemble an assault force that would make another attempt the next time it was safe to do so, which would be at first light.

So, at 7:30 the next morning, **Lopez**, with a Caltrans electrician and a mechanic in his vehicle, again assaulted Santiago Peak during a storm. This time, however, he was following a bulldozer that Caltrans had obtained for this purpose.

The team arrived at the site about noon. The mechanic tinkered with the generator. They jump started it and had it running by 1:30 p.m., which brought the trunked radio system back on line for use by the highway workers. After checking out all the other equipment and making sure the generator would continue to run, they left at 3:30 p.m. because the bulldozer lacked headlights and they *had to be back on the bottom by nightfall*.

They made it back safe and sound, but the whole adventure, which is common in this business, provides an idea of the variety of experiences our technicians are exposed to. Far beyond being simply "radio techs," they are expected to tackle computer driven monsters like the trunked radio system, after traveling for hours off road during a storm, and even to jump start engines as needed. It is interesting and challenging work that, fortunately, attracts good people.

Oh yes! Southern Cal Edison restored commercial power to Santiago Peak at 6:00 p.m., about the time **Joe Lopez** was getting back to his shop. But his efforts, along with those of the Caltrans employees, provided four or five hours of communications the highway workers otherwise would not have had. It was worth it.

NEWSBRIEFS

- Need to photocopy an article minus highlighter markings? Adjust the dark/light switch on your copier to the lightest setting. If your highlight pen is yellow or blue, it should fade out or disappear completely from the background.
- "Books of Tape" are the book industry's equivalent of fast food. No time to sit down and read? Then rest your eyes and "read" with your ears. Book cassettes are a hot item in book stores these days. They can give you a dose of literature while you jog, commute, bike ride or shop. Most of the cassettes, which cost between \$9 —\$15, are abridged versions of originals often set to music.
- For the first time in 21 years, Random House has published a new unabridged dictionary, with 50,000 new entries and 75,000 new definitions. The Editor-in-Chief, Stuart Flexner describes it as a "mirror of our society." A few new entries include:
 - Carbohydrate loading: *The practice of eating high amounts of carbohydrates, sometimes after a time of low carbohydrate intake, for several days immediately before competing in an athletic event.*
 - Edutainment: *A TV program, movie, book, etc. that is both educational and entertaining.*
 - Grazing: *To eat small portions of food, as appetizers or the like, in place of regular meals.*
- According to DPA Rules and Regulations, all long distance telephone charge claims must show the date, place and party called. In addition, vouchers or receipts must be provided for individual calls which exceed \$2.50. Please include all this information when making a claim.
- Success — Getting up just one more time than you fall down.
- **HEALTH TIP —**
OATS — NOT JUST FOR HORSES!
 Do you usually have the coronary bypass special for breakfast: eggs, bacon, cream in your coffee, and butter on your toast?
 Tomorrow, try oats — either oatmeal or oat bran. Northwestern
 (Continued on page 15)

(Continued)

University School of Medicine researchers have found that just two ounces of oats can lower your cholesterol level as much as 5% when you consume moderate levels of fat.

Whether you have a normal or

high cholesterol level, you can reduce your risk of heart disease just by modifying your breakfast. You might also try a sandwich of oatmeal bread for lunch, or an oatmeal cookie or two for a snack. You'll be feeling your oats!

FEEDBACK

Claude E. Finn, Department of Corrections wrote to Bob Hoover — "...thank you and your staff for the favorable response to the Department's request for a sole source procurement of computer aided design (CAD) software/textware/training systems. The assistance provided by **Doug Herrick** and **Jerry Alley** has been exemplary."

Bill Welty, Office of the State Controller wrote to John Babich, Deputy Director, Procurement Division — "...this is to express my appreciation for the supportive efforts of **Roger Thomas** and **Kathy Beam**. Each was personable and responsive, and together they made an otherwise difficult procurement process easy."

Karney Hodge, California Housing Finance Agency wrote to Don Male, State Printer — "...We are pleased to congratulate the Office of State Printing staff on the excellent craftsmanship in the printing of the CHFA 1986-87 Annual Report. It is a most attractive document and our special thanks to all who worked on the production."

Lee Ann Pence, Department of Motor Vehicles wrote to **Amanda Behe**, Office of Administrative Hearings — "...I reported the OAH/DMV hearing on 07/26/88. I just wanted to tell you that I really appreciated the way you conducted the hearing. You were professional and understanding. It made my job a lot easier."

Gerald H. Goldberg, Franchise Tax Board wrote to W. J. Anthony, Director, Department of General Services — "...with great pleasure, I commend **Don Male** and his OSP staff in completing the printing and distribution of this season's tax forms. Special thanks to **Mel Savery**, **Sam Shimada**, **Dick Lordge**, **Wally George**, **Gary Ledbetter** and **Jerry Hohnholz** for their efforts. I am grateful for the great work performed under very difficult circumstances."

Senator David Roberti wrote to **Stim Suzuki**, Office of Small and Minority Business — "...This is to thank you personally for attending the Senate Select Committee on Small Business Enterprises' Small Business Advisory Board's regional conference. Doug Brown, consultant to the Committee, reports the gathering was very productive. I appreciate your personal sacrifice of time and effort to participate in such meetings.

Through your contributions at quarterly meetings, sub-committee meetings, and the all-regional conference, you have helped me to concentrate more thoroughly on legislative remedies to small business problems."

Janice K. Ahrens, Department of Consumer Affairs wrote to Hollis Thompson, Office of Procurement — "...I would like to take this opportunity to let you know how much I appreciate the help and assistance I receive whenever I visit Property Reutilization. **Vince Young**, **Chuck Crafton** and **Alex Rodarte** are courteous and more than willing to assist me in any way they can."

Richard A. Young, Lecturer, School of Architecture and Environmental Design, Cal Poly State University wrote to Frank Artega, Office of Buildings and Grounds — "...Many, many thanks to you and your staff, **Paul**, **Dave** and **Leland**. Your talk about the building and then the tour last Friday were just what the students needed and we truly appreciate all the time and effort you and staff gave us. A most memorable field trip."

"I'd like to share one of my 4th year architectural design students comment with you..... 'I learned more from this building tour and discussion than I have in one quarter (ten weeks) of class time'."

Dorothy Lind, Tulare County Fair wrote to **Larry Buczky**, Office of Real Estate and Design Services — "...I really appreciate your assistance and attention to our needs at the Tulare County Fair in helping us formulate our "O" Street property purchase. Ester told me that you guys were terrific and she was right!

"Again Larry, I want to thank you for taking the time to educate me in the fine art of real estate protocol."

Bill Hookano, Department of Forestry and Fire Protection wrote to Christy Quinlan, Office of Management Technology and Planning — "...I want to thank you and your staff, **Karen Jackson** and **Alison Boyle**, for the very competent assistance they provided our training session in Redding. Fortunately for CDF, **KAREN** and **ALISON** were able, on very short notice, to prepare lessons and assist with the training."

Edward Veit, Department of Corrections wrote to Casey Randall, Office of Fleet Administration — "...While recently reviewing some of our operations in 1987, I was extremely pleased to note that State Garage managers have been successful throughout the state in providing our agents with the necessary vehicles so that they can do their job.

"We received very good cooperation from all of your managers and this certainly makes our parole operations much more efficient."

Linda Kuna, Governor's Office wrote to W. J. Anthony, Director, Department of General Services — "...I would like to take this

opportunity to thank you for the tremendous support we received from the Office of Small and Minority Business and the Office of Procurement for the Governor's Conference on Women in Business.

"**Sally McSherry** especially was of great assistance to us, as always, and once again came through for us coordinating the displays of various state agencies. She is a competent, thorough professional as well as a great resource person and a truly pleasant addition to any team."

Jim Vorderstrasse, General DataComm, Inc., wrote to **Alice Romitti**, Office of Procurement — "...I just wanted to drop a note of thanks for your assistance the other day when I came by asking for various publications and information. As I mentioned, I am very new to the area and this position, and help such as you gave is very much appreciated. Please express my thanks to **Kayla (Deogracia)** as well for her help on that same occasion."

A.A. Pierce, Director, Department of Motor Vehicles wrote to W.J. Anthony, Director, Department of General Services — "...The jointly developed operational agreement between the Office of Real Estate and Design Services (OREDS) and the Department of Motor Vehicles (DMV) which utilized limited leasing delegation to DMV and the use of a consultant architectural firm for five satellite field offices, was an overwhelming success.

"I would like to take this opportunity to thank you and your staff for not only the innovative concepts used to develop these projects, but also for their combined team effort in securing the leases on our sites.

"In particular, we would like to thank: **Sheral Gates** and **Ken Raymond** for securing Snynamead and San Gabriel field offices.

Chuck Crosby, **Bill Wong** and **Ron Okimura** for securing Pinedale and Poway field offices, and

Dick Marrah and **Dustin Doyle** for securing the Campbell field office.

"We would also like to note our appreciation to **Steve Savage** for reviewing preliminary plans and final drawings, and especially **Phillip Salamy** for his management assistance in coordinating this outstanding effort."

Arnold Schuler, Deputy State Controller, wrote to Don Male, State Printer — "...A few weeks ago we discussed our need for extraordinary service from the State Printer's Office for the State Controller.

"We are very pleased that our needs have been met both promptly and efficiently. Your staff has provided a major service to this office and we are appreciative."

Michael L. McMullen, California Youth Authority wrote to John Babich, Deputy Director, Department of General Services — "...This brief note expresses my appreciation of the efforts of **Greg Lai** during our efforts to document the problems we have been having with the Spencer/D'Hooge equipment. He has and continues to conduct himself in a most professional manner. His analysis has been thorough, he has kept people informed and he has represented Prison Industry Authority's interests as if they were his own. Greg is a credit

(Continued on page 16)

FEEDBACK...

(Continued from page 15)

to your organization and I'm sure his future is bright."

•••

Connie L. Smith, President, Great West Equipment wrote to John Babich, Deputy Director, Department of General Services — "...During the course of working with **Sherry Harm**, to fill out State of California's Bidder Questionnaire, I found her to be extremely pleasant, well-informed, and conscientious. It was an unexpected pleasure finding someone so knowledgeable, sincere and helpful. Sherry really knew her job, which in itself is a breath of fresh air in this day and age."

•••

Michael A. Kelley, Director, Consumer Affairs wrote to Bob Hoover, Office of Procurement — "...On behalf of the California Department of Consumer Affairs, I would like to commend the outstanding presentation made by **William F. Pentz** of your staff at the 1988 Western Regional CLEAR Conference held in Sacramento on February 6, 1988.

"Mr. Pentz was a principal speaker in the panel session titled 'The Use of Personal Computers to Manage Enforcement Programs.' His specific topic was on 'Selecting a Champagne Microcomputer System On A Beer Budget.'

"His presentation was clearly excellent and reflected extremely well on both the State of California and your agency."

•••

William C. Kris, Executive Director, Energy Strategy, wrote to Dean Callander, Office of Local Assistance — "...On behalf of CSBA, Jack Stevens, Dennis Hutsell and myself, we wish to thank you and the Office of Local Assistance for participating in the Energy Conservation

Funding workshop. Through the efforts of OLA this program has become very effective and we all appreciate your support."

•••

Pamela Tsuchida, Santa Cruz County Transportation Commission wrote to **Jud Boies**, Office of State Architect — "...On behalf of the Santa Cruz County Transportation Commission, its Elderly and Handicapped Advisory Committee, and the Santa Cruz County Planning Department, I would like to thank you for conducting the informative Title 24 Workshop last December 16 at Santa Cruz Dominican Hospital.

"The Title 24 Interpretive Manual will be an asset in clarifying requirements of ongoing and future planning efforts with regard to accessibility.

"Again, I would like to express my appreciation for your presentation and your role in educating those in Santa Cruz responsible for assuring complete accessibility to public facilities for persons with disabilities."

•••

Arlene Mayerson, Disability Rights Clinical Legal Education Program wrote to **Jud Boies**, Office of State Architect — "...Thank you for your important contribution to the First Annual Disability Rights Education Conference. It enabled us to get the program off to a flying start and was helpful to us in building a level of enthusiasm beyond what we even anticipated."

•••

Donald A. Mitchell, Director, Office of Administrative Hearings wrote to **Leonard L. Scott**, Office of Administrative Hearings — "...Statistics for the first year of our Prehearing/Settlement Conference Program show a total savings to State agencies, licensees and applicants for license of over \$165,000. In Sacramento, 19 settlement conferences were conducted which successfully settled cases set for 112 hearing days. The year-end report indicates

that you settled a Stull proceeding set for 40 days and a Social Services' case scheduled for 19 days. These two matters alone account for almost half of the total hearing days saved in Sacramento.

"I want to thank you and express my appreciation for your active involvement in this program. Your efforts have contributed substantially to making the program a success."

•••

Sid Mandel, Board of Equalization wrote to **Don Male**, State Printer — "...Your outstanding staff has always gone the 'extra mile' for me. Never was that more evident that last week, when an outside vendor almost spoiled your perfect record of punctuality. It was a close one, Don, but your terrific team beat the deadline. I thank you and all the folks who produced the beautiful publication that will be my farewell project for the Board of Equalization. Working with you all has been a gratifying and rewarding experience for me, and I shall miss this very happy association."

Esque Frost...

(Continued from page 13)

at the Crestwater Gardens Clubhouse in Sacramento to pay tribute to Frost's long and distinguished State career and to wish him well in his retirement. There were a number of presentations and acknowledgements including an expression of appreciation for Frost's outstanding CSP service and congratulations on his retirement from Governor Deukmejian in a letter to Frost which was presented to him at the surprise party.

How Clever Are You? Try Writing a Winning Caption—

Fill in the blanks...

and return to *Outlook* Editor
C-1

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Sacramento, CA 95814

The most humorous will be
included in the next issue of
Outlook.

Be sure to include your name,
your office and a telephone
number.

