

*A big
 day for
 Ben Didway*
 (See story on page 4)

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Director does his part

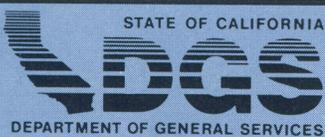
Walking to work clears the mind

This issue of the *Outlook* will be the first of many to highlight employees using innovative methods for reducing commute trips and traffic congestion. During the past few months, the Department of General Services has offered incentive plans for employees including subsidized transit passes and vanpools, and increased flexible work schedules. I have been impressed with the creative ways in which people are getting to work, in particular those which are also healthy!

Personally, I enjoy my daily walk from home to work in Sacramento. I find that it keeps me in good health and clears my mind. I've always made it a point to walk to work. In the past, I have parked a mile from work and walked in. This is a great way to start off what often turns out to be a crazy day.

Thank you for leaving your cars at home during peak hours and utilizing the alternative transportation opportunities which will result in less aggravation, unlocked gridlock, less pollution, lowering of transportation costs and providing for a more productive state. Ultimately it is up to each of us individually to use available alternatives and set an example for others to follow.

Alternatives to perpetuating traffic congestion include public transportation (Metro Light Rail, BART, bus), shuttle bus, car and van pools, rearranged work hours, alternative work weeks, telecommuting, bicycling, skating, jogging and walking. Please contact Marianne Arenas in the Commute Management Office at (916) 322-0253 or ATSS 8-492-0253 for a profile in the *Outlook* on your unique alternative!



State of California
 GEORGE DEUKMEJIAN, Governor
 State and Consumer Services Agency
 SHIRLEY R. CHILTON, Secretary

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

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from the desk of

People to People

In my past work experiences, I have observed one aspect of management that is frequently overlooked — it is the “one-on-one” concept of people interacting with people. A number of years ago when I was working at the county government level, I began to ask potential employees during interviews and others at various occasions if they liked people. I was always surprised at the number of people who answered “Yes” without hesitation, but then proceeded to express thoughts and ideas that were contrary to the principles of good interpersonal relationships.

I have concluded that people who generally like people have a tendency to make things go smoothly and to help make it happen. On the other hand, we have all heard horror stories of sales clerks, government employees, and others who provide services to the public who had very poor people skills. In most cases, the bottom line was that we took our business elsewhere and told our friends about the crude treatment we received. Such a situation benefits no one.

On this note, I would like to share my thoughts on how you can develop better one-on-one relationships. I hope you will keep these thoughts in mind when interacting with others.

Trust: People vary in their capacity to trust others. Similarly, people vary in the degree to which they are trustworthy. Positive interpersonal relationships require a minimum of mutual trust.

Empathy: Empathy is the capacity to see, understand, and experience the world as another person is seeing, understanding, and experiencing it. Empathy is critical to good interpersonal relationships because it fosters a situation in which one person can believe and genuinely feel that another human being knows what is going on inside oneself.

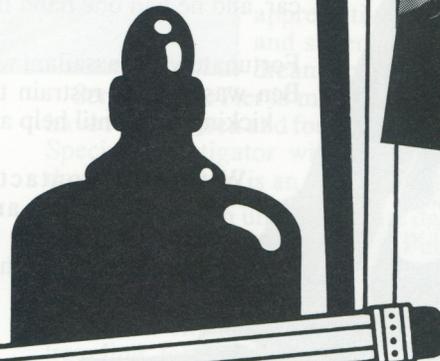
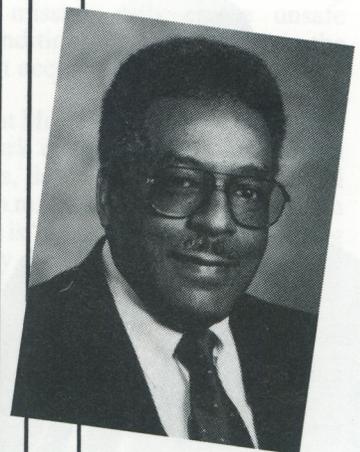
Active Listening: Seek to understand first and then to be understood second. Evaluate without being judgemental. Read facial and body language. Restate without repeating person's words.

In closing, I'd like to leave you with this quote from management consultant Peter F. Drucker: *“The most important thing in communication is to hear what isn't being said.”*

Robert L. Wright

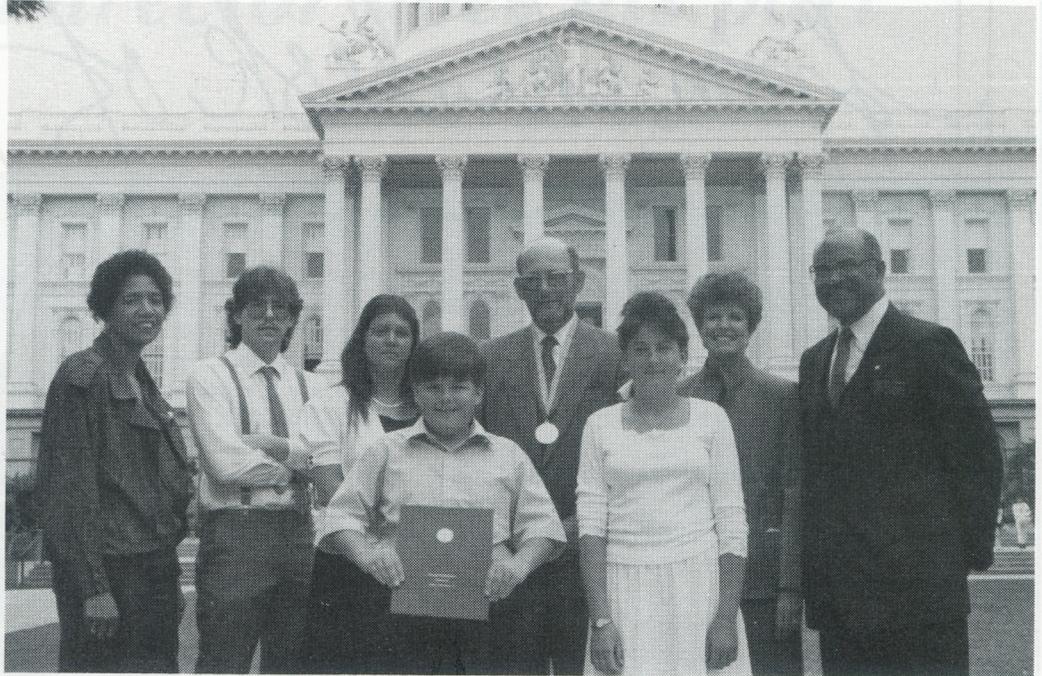
Editor's Note: This article, written by Robert L. Wright, Deputy Director, is the third in a series of articles to be prepared by the Executive Staff sharing their thoughts and ideas on management issues.

I have concluded that people who generally like people have a tendency to make things go smoothly and to help make it happen.



Ben Didway, Office of Buildings & Grounds is honored for his heroism

The Women In Trades Task Force is recruiting new members!! If interested contact Georgia Lee 324-7108 or Beck Roller 322-6047. Your input is extremely valuable to them in accomplishing their goal.



It was a warm September day, when Ben Didway got involved. "It was the way I was raised," he said. It all happened as Ben headed toward his car parked in the DMV parking lot, when he spotted an angry and out-of-control man. Suddenly, and without reason, the angry man turned and slugged an unsuspecting woman who was returning from lunch.

A chief engineer for the Office of Buildings and Grounds for the past 13 years, Ben, temporarily supervising the crew assigned to the DMV Building, was also on lunch break when he saw the outburst, threw down his lunch and ran toward the assailant. The man was going to strike the woman again, but saw Ben and started to run. Abruptly, he turned and headed toward Ben. "He made me mad," Ben said, "I didn't even think about him having a weapon, until I had him pinned to the back end of a car, and he had one hand free."

Fortunately, the assailant was unarmed and Ben was able to restrain the fighting and kicking man until help arrived.

Witnesses contacted the DMV security office and one of the security officers had a pair of handcuffs. Together, they hand-

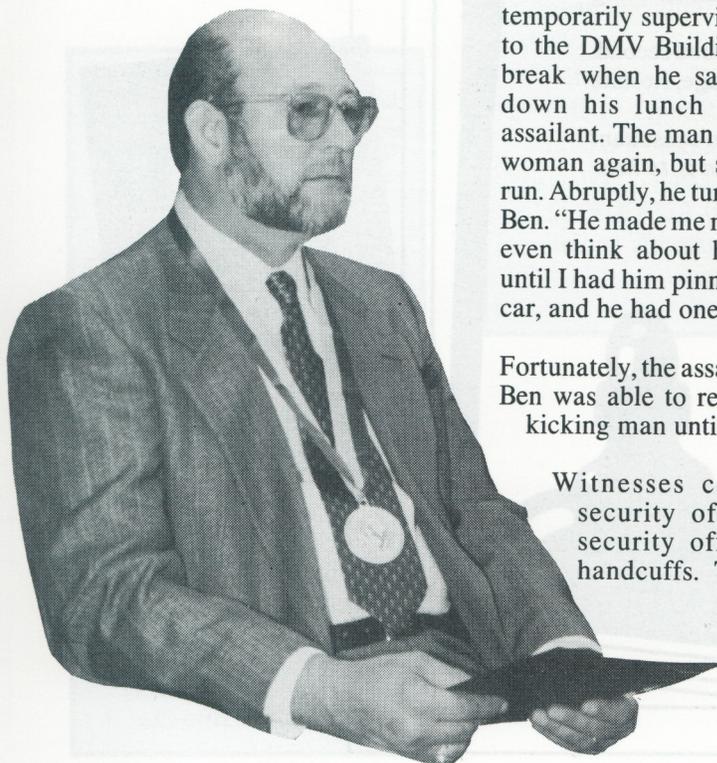
cuffed the assailant and held him until the State Police arrived.

It was apparent that the victim by the virtue of Ben's intervention avoided a potentially life-threatening situation, and further serious injury.

Ben recently was honored for his heroism at an Awards Ceremony held in the Governor's Office. He was one of 16 individuals who was bestowed the Medal of Valor by Governor Deukmejian for heroism above and beyond the call of duty.

"I feel a little funny about the award," said Ben, "it is just something you should do, and I would do it again. I was truly impressed by the other individuals receiving the awards. These people deserve more recognition for their actions."

Ben's wife and three children also attended the ceremony. "My two younger children didn't realize the importance of the event until the ceremony began. I was as nervous as can be — the audience, the Governor, the formality — it was great."



EMPLOYEE SPOTLIGHT

A dream come true — 25 years later



On August 17, 1981, John McTier realized a lifelong dream. On that day he was sworn in as a California State Police Officer. His childhood ambition had always been to be a peace officer and work in law enforcement, but due to circumstances beyond his control, his dream was put on hold for 25 years.

Instead of law enforcement, McTier began a 24-year career in the U.S. Marine Corps. His military career included a stint in the U.S. Secret Service where he worked as an agent assigned to then Vice President Lyndon Johnson. He first came to California, he said, in 1963 when he traveled with then President Kennedy's entourage.

After retiring from military service he spent a short time working at the Employment Development Department and was then hired by the California State Police (CSP) in 1981. After graduating from the Rio Hondo Police Academy in 1982 he was assigned to the San Diego Field Office. Today, Sergeant McTier is supervisor of that seven-person office.

The San Diego Field Office is part of the South State Command, the largest of five commands in the CSP Division, in terms of the number of field offices in its jurisdiction.

Sergeant McTier and staff are charged with protecting over 200 state facilities located in San Diego and Imperial counties, such as the Department of Transportation, Employment Development Department, Department of Motor Vehicles, and the Department of Corrections.

"Many people don't realize that we are peace officers," explains Sgt. McTier. They think of us as security guards for state property. In reality we are peace officers for the State of California. Our power of arrest extends to anywhere in California where a crime is being committed in our presence. Although our primary mission is to protect state property, we work closely with other law enforcement agencies to ensure public safety."

On any typical day (if there is such a thing) Sgt. McTier and staff can be involved in any of the following:

- investigating burglaries,
- responding to annoying calls received by state employees.
- investigating grand theft,
- providing protective service to Legislative staff members

in district offices (which sometimes means attending community meetings),

- working with local law enforcement agencies investigating crimes,
- recovering stolen vehicles for DMV,
- responding to vehicle accidents on state property,
- transporting prisoners between institutions,
- monitoring prereleased centers for the CYA,
- providing bailiff services for the Court of Appeals,
- investigating forgery attempts on state checks,
- providing warrant services for the Franchise Tax Board and the Board of Equalization.

As we spoke, Sgt. McTier was sending an officer to investigate a vehicle accident in the DMV parking lot. (Oh, no, not another student driver!).

Recently, the San Diego Field Office working with the San Diego City Police broke a theft ring which resulted in the arrest of several people who were stealing and recycling freeway guardrailings. Not only is stealing of the guardrailings a crime, missing rails create unsafe driving conditions on the freeway, in the event of an accident.

Sergeant McTier says he usually begins his work day at around six a.m. and often times, doesn't leave for home until about six p.m. He adds that supervising a field office is "quite a challenge," offering a "diversity of activities." He is especially appreciative of all of his fellow officers and supervisors who have all helped his dream come true.

Sergeant McTier is married to Delilah Rebecca and they have two children and four grandchildren. His son John II, is a Special Investigator with the City of San Diego and his daughter, Donna, is an electronics technician.

McTier has an undergraduate degree in Business Administration and a masters degree in Public Administration. Both he and his wife are active in the Bayview Baptist Church of San Diego as church school teachers. John is also a Deacon and serves on the board of trustees. They enjoy bowling and traveling. John is also interested in building radio controlled planes, boats and cars.

Sgt. McTier's supervisor says "John truly exemplifies the motto of the California State Police — "Dedicated to service!"



PIN automates purchasing statewide

PIN — a significant step in reaching the Department's new vision



Within six months, Office of Procurement customers will be able to log directly into a new computerized purchasing network and:

- Transfer Purchase Estimates to the Office of Procurement
- Check the status of those Purchase Estimates
- Access the Office of Procurement's bidders lists
- Access the Office of Procurement's commodity catalog
- Place orders against statewide contracts, price schedules, master service and rental agreements
- Produce delegated purchase orders

These and many other features are the result of the Office of Procurement's automated Purchasing Information Network (PIN) project. PIN has actually been in development for over four years. In 1985, at the request of the Legislature, the Bechtel Corporation completed a management study of the Office of Procurement. One of the primary recommendations of this study was to replace the Statewide Logistics and Materials Management (SLAMM) system with a more modern, responsive computer system.

In response to the Bechtel recommendation, the PIN Team was organized and has evolved into its present form: Original members include Gaylord Moulds, Project Leader; Lea Truss, Program Administrator; and Janice King, Program Analyst. Other members who have since joined the Team include Mary Salontai, Commodity Analyst and Statewide Training Coordinator; Gordon Flowers, System Administrator; Diana Kendall, Assistant System Administrator; Gloria Joachim, Vendor Analyst and Assistant Program Administrator; and Maureen Thompson, Assistant Vendor Analyst. Teri Moore and Gerry Esker, while not officially members of the PIN Team, have provided valuable assistance during the development phase.

PIN was designed to provide both Office of Procurement staff and clients with electronic tools to more effectively process their purchasing work. The software, which is written in Natural II, resides at the Teale Data Center and most state agencies will have access to it. Procurement staff mem-

The PIN system will ultimately be a significant step in meeting the Department's new "vision" — To improve customer services through automation.

bers have terminals at their desks from which they will process their work. Among other features, they will have the ability to:

- Prepare and print bids complete with terms, conditions and specifications
- Access and print bidders lists and mailing labels
- Record vendor responses and produce bid tabulations
- Prepare and print Purchase Orders
- Access historical information by commodity, vendor, business class and client agency
- Produce a myriad of reports for management
- Maintain an up-to-date list of vendors and commodity catalog online.

Because the PIN workflow will be electronic in nature, the Office has abandoned its central pool concept and has reorganized into teams. Each team has a defined area of responsibility and all members will have an integral part in the purchasing process. It is expected that this team approach to buying will eventually make the job more meaningful and rewarding for all.

In conjunction with the software development the PIN Team has, with the help of the rest of the Procurement staff, redesigned the stock item catalog. The new catalog organizes commodities in a more consistent and logical way and provides for online access to accurate data.



Project Leader — Gaylord Moulds

And finally, the PIN Team is managing its own local office automation system. This system provides Office of Procurement staff with word processing, electronic mail and messaging, scheduling, database management and the ability to communicate with other offices within the Department who have similar systems. When the purchasing software is implemented, this system will serve as the catalyst for Procurement staff to access the Teale Data Center and PIN to process their daily work.

When will all this happen? According to Gaylord Moulds, the PIN system will be ready to implement at the Office of Procurement prior to the end of this calendar year.

The PIN system will ultimately be a significant step in meeting the Department's new "vision" — To improve customer services through automation.

PIN *Highlights*

- *One of the primary recommendations was to replace the SLAMM system with a more modern, responsive computer system.*

- *Client agencies can send Purchase Estimates directly to Office of Procurement via their terminal.*

- *The new catalog organizes commodities in a more consistent and logical way and provides for online access.*

- *The software resides at Teal Data Center and most state agencies will have access to it.*



The PIN Team

This year's winners are . . .



Cherlyn Longtin
Management Services Technician
Telecommunications Division

Cherlyn performs her job in an outstanding manner. She has improved the procedures for and streamlined the contracting function, and has a dedication and commitment to the job not often seen.

When Cherlyn came into the unit, she was able to quickly absorb the responsibilities of Contract Manager for the division. Without formal training, she researched rules and regulations to insure that the contracting process was in compliance with all applicable codes and regulations.

As the division has grown, so has the contracting function. For efficiency, Cherlyn has standardized many of the documents used in contracting. She has designed forms to simplify the process, and also has standardized "boilerplate" contract language so it does not have to be re-written for each contract, saving the division hundreds of hours.

She is diplomatic and discreet, a vital consideration in her job. Her problem solving skills and creativity are unsurpassed.

Carol M. Ross
Senior Graphic Artist
Office of Small and Minority Business

As the Editor of the California State Contracts Register for the past four years, Carol has displayed an extraordinary degree of initiative. Under her guidance, the publication has turned around and become profit-making to the extent that prior losses were liquidated.

Carol accepts the challenge of creating an exciting publication that attracts new customers by giving her readers news and information of interest and benefit to their business as well as fulfilling the Legislative Mandate. Because of her, the Small and Minority Business Office now has a financially sound publication that is successful in helping the office achieve its goal of ensuring that small, minority, and women-owned businesses get their fair share of business that is available through state government.

Carol has done much to promote the publication by carrying its message to seminars, conferences and workshops.



Mabel Salanga-Giltner
Office Technician
California State Police

Since her assignment as an Office Technician to Command Headquarters in September 1986, Mabel has consistently performed her duties with a high level of efficiency. As the only clerical employee in the Command Headquarters Office, this places a special degree of importance on the excellent manner in which she does her work. It also requires her to perform a variety of tasks, some routine and many complex that are always done accurately, neatly and quickly.

She learns new tasks rapidly and accepts new responsibility willingly. She always presents a positive image through her excellent attitude toward her job, fellow employees and the public. She is quiet and deliberate in her work, has complete job knowledge, superior skills, and works hard.



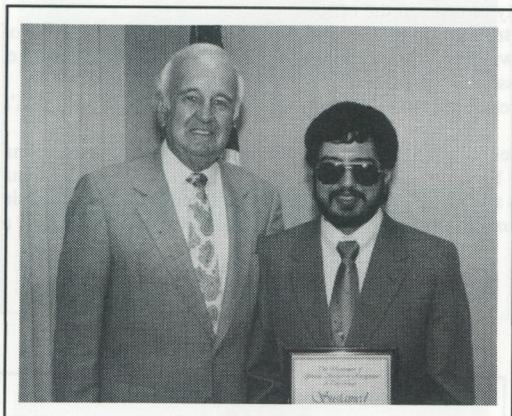
Sue Gutierrez
Office Technician
Office of Fleet Administration

Sue is currently the lead person in the Acquisition/Disposition Unit of the Office of Fleet Administration. Her major responsibilities include supervision of the unit, coordinating the Los Angeles State Auction, preparing auction fliers for Sacramento and Los Angeles, and reviewing and making necessary correction on inspection reports submitted by the inspectors of repair equipment.

Since November 1988, she has been working two positions because of an unfilled vacancy in the Disposition Unit. She is knowledgeable and can serve as back-up to any staff person in her unit. Her work is thorough and complete. A reliable employee, Sue often times takes on additional workload to ensure a job gets done. She goes out of her way to answer questions or assist people coming into the office.



Sustained Superior Accomplishment Awards



Thomas S. Soria, Sr.
Associate Programmer Analyst
Office of Management Technology and Planning

During 1987, Tom took over a difficult, problem ridden, failing project. His perseverance and great personal initiative enabled him to overcome extremely low client moral, software bugs and poor system design and allowed him to turn the project around to be completely successful. His ability to develop, organize, prioritize, and implement a project plan is outstanding.

Tom puts forth an effort on this project that far exceeds what would normally be expected of an individual under similar circumstances. He approaches the problem with a good positive attitude and he displays an ability to listen to clients and resolve their problems with virtually no interaction from others. He spends a great deal of his own time resolving the many problems he encounters, never requesting compensation.

The written reports and user procedures prepared by Tom are of such high quality that they are recognized as the basis for standard in the unit. He always responds readily and in a positive manner to every request made of him. He shows the same dedication and sincerity to do an outstanding job regardless of the situation.

Richard D. Freeman
Electrician I
Office of Buildings and Grounds

Rick has repeatedly demonstrated his superior job performance not only by doing his duties as Electrician I at the Central Heating and Cooling Plant but by going that extra step to attempt improvement at every opportunity. When a problem arises, Rick will take the initiative to diagnose, plan, procure supplies, and follow through with the job until its completion.

He recently investigated and gathered all the necessary data to justify the replacement of over 300 incandescent lamps in the tunnel system under the streets of Sacramento. He was able to gain for the State of California a rebate of 40% of the project cost with an estimated 1.2 year payback based on energy savings only.

This example is typical of the work that Rick has put forward during the years he has been at the Central Plant. He does this in addition to his regular duties.



Brenda L. Cartwright
Account Clerk II
Office of Buildings and Grounds

Brenda came to Region II Sacramento, as an Office Assistant II and at various times has performed all the clerical functions of the office including, temporarily the function of Office Supervisor. She is always pleasant and cheerful and her presence uplifts the other staff members.

She meets challenges with a positive attitude and possesses the ability to learn and perform any tasks assigned to her in an expedient manner. Just one of the many changes she is responsible for is the streamlining of the accounting function.

Brenda has spent a lot of time and energy enhancing her knowledge of personal computers and has been elected to represent Region II as a member of the Buildings and Grounds Computer Task Force.

Marianna Stevens
Associate Personnel Analyst
Office of Administrative Services

An exam analyst since July 1985, Marianna has continually worked one of the highest number of exams. She has excellent organizational skills and her positive cooperative attitude enables her to develop and maintain rapport with co-workers, consultants, SPB staff, and the public. Marianna often goes that extra mile to accomplish a job by working on Saturdays or changing vacation days in order to process exams on a timely basis for DGS offices as well as Boards and Commissions.

The actions and outstanding accomplishments of Marianna present a positive "can do" image for both the Departmental Personnel Section and the Department of General Services as a whole.





Ronna Taylor
Staff Services Analyst
Office of Project Development and Management

Ronna's work encompasses a wide variety of tasks in the office.

As her role has become more and more intricate, she consistently gives over one hundred percent of her time and energy, often working on her own time, at home, after normal working hours in the office, and on weekends to insure the completeness of assigned tasks.

Her unique knowledge of the office's overall operations has proven to be invaluable to OPDM's management.

As with any office, staff members are absent due to vacation or illness. During those periods Ronna often assumes additional responsibilities by covering for those absent staff members. Ronna consistently produces high quality work, has an uncanny ability to complete difficult tasks on schedule and always puts extra effort and personal commitment into every project assigned to her. She is truly a credit to the office and the Department.

Joe D. White
Senior Delineator
Office of Real Estate and Design Services

Joe is the type of employee any supervisor would like to have. His performance is consistently outstanding. He is dependable, conscientious, neat, well organized, thorough and he performs work well above and beyond expected standards.

He demonstrates a great deal of initiative and independence and has done an excellent job of training subordinates. Because of these qualities, Joe has garnered the most important tribute of all, the respect and confidence of his peers, subordinates, superiors and the public at large.

For the past two years, he has been an active member of the team charged with implementing the statewide property inventory system. He was originally selected for the project because of his knowledge of the propriety land index. Many times during his tenure on the project he has helped resolve complicated problems into clear and simple solutions. His highly thoughtful work has been a tremendous asset on several important projects. In addition he manages to keep up with his other work even during stressful and demanding periods.



Sergeant Ronald R. Miller
California State Police

Over the past two years, Sergeant Miller has set an example of outstanding performance. Initially, he acted as the Command Internal Affairs Investigator, performing sensitive inquiries for the Commander. In this role he established a system that all sergeants in the Command could follow, resulting in the development of a routine format for handling all inquiries.

Ron then assumed control of the detective program in Sacramento, completing a full study of personnel procedures and assignments of the NSC Detective Unit. He initiated case prioritization and case management systems to make the most of the limited personnel resources available in the unit.

During the past year, CSP initiated an underwater rescue team to assist the Department of Water Resources. Ron drew on his own experiences as a diver with the U.S. Navy and volunteered to participate. He led the project through writing the procedures, selecting the most effective training program, and developing standards for the team.

He frequently works late or returns to duty if an investigator needs his assistance. Sgt. Miller has made the North State Command Investigative Unit a bench mark by which other CSP Investigation Units are compared.

Tyra J. Stebbins
Office Technician
Office of the State Architect

For over four years, Tyra's performance appraisals have all been excellent. She not only carries her own workload, but half or more of the work of the Office Assistant assigned to the office. The current Office Assistant is on medical leave, so besides her own duties of typing, keeping personnel records, bid openings, close-out-packages, etc., Tyra has had to train all the new Office Assistants.

Without her dedication and hard work, this office could not adequately serve the public and the State.





Steve SoRelle
Records Management Analyst II
Office of Records Management

An ORM employee since 1963, Steve gives careful attention to his varied tasks and the many people requesting his help.

His most significant accomplishment has been the statewide improvement in assessing agency records management programs and developing new training seminars for these programs. This accomplishment has helped ORM in monitoring departments for compliance with the mandatory statewide records management program.

His creative skills have also benefitted the State by his expansion of the training program in Records System Technology. In his capacity as a consultant, Steve has emerged as a statewide resource person for a new fast changing technology-optical disk. He is recognized as one of the most knowledgeable people in the Records Management System in the State.

Additionally, Steve is often asked to handle special projects outside the scope of normal duties. These projects frequently require research in new areas, and considerable time and energy in developing scope, procedures, and reports. He accepts these additional duties with energy and enthusiasm.

Opal Kane
Management Services Technician
Telecommunications Division

Since March of 1985, Opal has supervised the Word Processing Unit of the Telecommunications Division. During this time, she has received several memorandums of commendation and superior ratings in her performance appraisals for improving the timeliness and efficiency of the client/agency project processing.

As the division acquired a large number of personal computers, she trained the division staff in the use of the word processing software. She assisted users on-site, and coordinated the purchase, distribution and installation of many types of computer software throughout the division.

Her interpersonal skills, experience with automation, and familiarity with document management practices were instrumental in the establishment of a highly efficient computerized document resource. Because of her efforts, the division has been able to directly realize \$102,000 savings by reclassifying three Word Processing Technician positions.

There have been numerous improvements in the division's technical and support operations that would not have been realized without Opal's diligence and skills.



Kathy Yamamoto
Associate Governmental Program Analyst
Office of the State Architect

Kathy's performance clearly exceeds the normal job requirements for a journey level analyst. Her duty statements indicates that 25% of her time would be devoted to the development of a new management system. When she found that this was not enough time, she began to work numerous overtime hours. This included working late in the evenings and coming in on weekends to make sure deadlines were met and new ones established so that systems could be completed on time.

Simultaneously she was functioning as lead to a Data Processing Technician and an Office Assistant II, as well as managing the current system, and monitoring OSA's budget.

Because of Kathy's hard work and a great deal of personal time, the system is on-line and functional. She monitored the project independently for two years. The end result has been a well designed Management Information System used to identify expenditures, incumbrances, overexpenditures, and percentages of projects processed by OSA.



Morris E. Andersen
Senior Telecommunications Technician
Telecommunications Division

From November 1985 to December 1988, Morris' initiative, reliability and resourcefulness were beyond that normally expected of a Senior Telecommunications Technician. During this period, Area 6 technical staff was reduced by 50% due to promotions and transfers. Losing this many trained and knowledgeable technicians at one time, became a near unbearable burden on the remaining staff. Those technicians remaining gave a minimum 100% effort in maintaining client agency communications systems. During this crucial period, Morris always gave 150%.

On many occasions, the area supervisor would call Morris in the early morning hours, late evenings, and weekends to repair outages in remote communications sites outside of his assigned area. Some calls were made in the early morning just after he completed a previous emergency call.

Not one time during this period was Morris uncooperative. His answer was always, "I'll take care of it." His fortitude and reliability were instrumental in keeping state agencies' communications equipment fully operational during this period. A technician of lesser competence and dedication could not have accomplished this.



Luisa Park
Associate Governmental Program Analyst
Office of Local Assistance

As an analyst in the Office of Local Assistance Luisa is extremely dedicated and is consistently giving help and advice to the other operations units.

When new legislation caused the workload for her unit to increase threefold, Luisa was clearly instrumental in making the transition for the new legislation and it occurred without disruption. This accomplishment was more significant due to the fact that 50% of the unit's personnel was new and untrained.

With little direction, Luisa has prepared herself to be a manager. She always gives 110%. She participates in management level meetings with considerable expertise and is an exemplary employee who has demonstrated superior performance many times during her ten-year career.



George Kurisu
Field Representative II
Office of Local Assistance

George is unequalled in maintaining control of the flow of information, documentation, and policy necessary to process a project through the office and to insure that the construction of the school facility becomes a reality. His sense of theory behind the justification of research projects is uncanny and his ability to advise client school districts is recognized by all who come in contact with him.

As a trainer for Region I his influence is seen in the finished product of five other field representatives in the region.

George consistently goes beyond that normally required to see that the workload is right up-to-date and moving toward approval by the State Allocation Board. George manages effectively to accomplish the details and to keep the program moving. The quality of his finished work is superior.



Sherry Foster
Word Processing Technician
Office of Insurance and Risk Management

Sherry's performance has been outstanding from the beginning. Her expertise in the handling of technical data on both the word processing and the data processing system is commendable.

She takes it upon herself to voluntarily pick up the skills needed to perform assignments other than her own. In the absence of the Senior Word Processing Technician she voluntarily handles rush projects and instructs other technicians. If necessary, she works past her regular quitting time to complete rush projects that were assigned to her without warning. If someone is needed to cover another clerical assignment in the office she is the one who volunteers.

With minimum supervision she assists two analysts with the management of various insurance programs. She knows what is required and successfully completes staff work without being reminded. Her work is always accurate and neat. Rush jobs are completed with the same high standards as regularly scheduled work. (During May she transferred to the Department of Justice.)



Sergeant John Gentile
California State Police

Throughout his twenty-five year plus career with the California State Police, Sergeant Gentile has performed his job with great zeal and more importantly in a highly professional manner. For the past three years, he has performed as the Emergency Preparedness Program Coordinator for the South State Command. In this capacity, he is responsible for contacting state offices and facilities to make inspections and recommendations regarding personal and physical safety in earthquakes, fires, and/or other disasters. Over the past three years he has made 849 field contacts, conducted 448 training sessions attended by 30,566 state employees and has traveled an excess of 52,000 miles.

What makes Sgt. Gentile's accomplishment stand out even more is the fact that he done this without the benefit of any staff. He is the sole person assigned to the Command. His is an infectious spirit attested by all who have met him.

No Photo available

Nina C. Barratt
Office Machines Services Technician
Office of Support Services

During Nina's initial six months in the Office Machine Repair Shop, she showed great initiative by voluntarily clearing up a large backlog of electronic calculators and dictation machines needing repair. After this period, Nina was assigned a regular service area and was still able to assist on many electronic shop repairs.

Nina has been called upon many times to cover for other technicians on extended leave, creating in effect, a double workload for herself for weeks at a time. She accepts this extra work willingly and performs it in a cheerful and professional manner. She has received many accolades from clients on her excellent work.

During this same time, Nina has managed to attend night classes in electronics (on her own time) to further her expertise as a technician. Her ability to use her knowledge in tracing circuits and rebuilding complex computer board components, has contributed substantial savings to the State.

Nina is consistently cheerful and positive. She is always ready to lend a helping hand, and give that extra effort.

Melinda A. Sanchez
Printing Trades Specialist I
Office of Support Services

During the past two years Melinda has been trained on all of the equipment in the bindery section and received some training in small press and camera section, and has excelled in each area.

Her continued attention to small details which so vitally affects the smooth functioning of this unit, and her desire to learn and fully understand all phases of the procedures involved are outstanding. She has progressed to the point of not only instructing new employees, but training current operators on the equipment in her unit. Her pleasant attitude, efficiency and dependability make her an outstanding employee.



Nina Barratt (l) and Melinda Sanchez (r), with Director W. J. 'Tony' Anthony.

IN MEMORIAM

Carl E. Carmichael and his wife, Sharon, died on Thursday, June 8, 1989. His death has been a tremendous loss for the Office of Local Assistance (OLA), as well as the State Allocation Board.

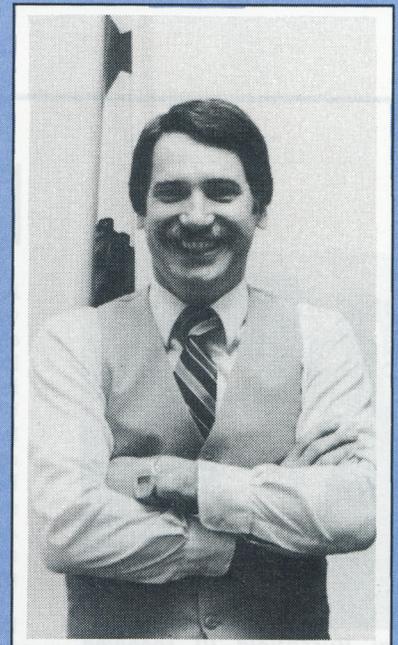
Carl assumed the position of Deputy Local Assistance Officer in October 1983. From the very beginning of his tenure he exhibited a real commitment to providing service to the school districts needing State assistance. He was also practical, energetic and dedicated to getting the job done. His many accomplishments included: steering the Office of Local Assistance through a major growth period during which the staff quadrupled in size, and revamping the already complex school facilities programs, after they were extensively revised and expanded by 1986 legislation.

Carl was considered by his staff to be approachable, concerned and knowledge-

able. One of the things that Carl really enjoyed was a good joke. He was quick-witted and could generally add humor to just about any situation. He was famous around the office for his wit and good natured disposition.

A native Californian, he was born and raised in Shasta County. After graduation from high school he enlisted in the military and served in the 82nd Airborne Division. He graduated from Sacramento State University and remained in Sacramento to pursue a career in state government. In his spare time he devoted many hours to the American Cancer Society as a facilitator to help people stop smoking. He leaves behind two children as well as his mother, brother, sister and two foster sisters.

Carl will be missed by his many friends and colleagues at the Department of General Services.





JULY

- Baden Q. Wallace
Office of Building & Grounds
- Douglas L. Herrick
Office of State Printing
- Gene Mondro
Office of the State Architect
- Jerry W. Burchfield
Office of the State Architect
- Calvin E. Rowan
Office of State Printing
- Donald C. Boom
Telecommunications

AUGUST

- Warren Caldwell, Jr.
Office of Real Estate
and Design Services
- Charlie Mosley
Office of State Printing
- Carl J. Lucey
California State Police
- David E. Terrill
Office of Buildings & Grounds
- Pete Wanzenried
Telecommunications Division

40-YEAR SERVICE AWARD — JULY
Alvin Myrick — Office of Buildings & Grounds

RETIREMENTS

NAME	OFFICE	STATE SERVICE
Kenneth E. Swift	Office of Local Assistance 8 years
Walter W. Matsuoka	Office of Buildings & Grounds 15 years
Joseph Aguinaga	Office of Buildings & Grounds 12 years
Deyo Norwood.....	Office of Buildings & Grounds 13 years
Richard K. Welch.....	Office of State Architect 30 years
John E. Bako	Office of State Architect 15 years
Miyoko Omoto.....	Office of State Printing 30 years
Harold Young	Office of State Printing 37 years
Myron L. Pickett	Telecommunications Division 24 years
Virginia B. Wagner	Office of Fiscal Services 23 years

JERRY BURCHFIELD



Jerry Burchfield (l) receives congratulations from Michael Bocchicchio, State Architect.

Jerry W. Burchfield, Office of the State Architect, first went to work for the State of California as an engineering student trainee. He worked for the Department of Transportation, Division of Highways in Marysville for four summers. Upon graduating from UC Berkeley in 1965, Jerry was hired by the Caltrans Bridge Department in Southern California and worked as a civil engineer until he took a commission in the Air Force in 1967. Four years later, he returned to state service and in 1975 he transferred to the Office of State Architect as a Construction Supervisor. There he supervised several state park and university construction projects.

During the past several years Jerry has relocated throughout the State supervising several different construction projects including: the new library at Cal Poly University, various projects at the California

Men's Colony, and Atascadero and Porterville State Hospitals. He was also the Chief Inspector at the first new prison construction project at Tehachapi in 1983.

In October 1985, Jerry experienced the most memorable event of his career — he was appointed Chief of Construction Services. It was totally unexpected, due to the sudden retirement of his predecessor.

He considers among the most notable achievements of his career, his involvement in the organization of the quality assurance program for the new prison construction program and the completion of the new library at Cal Poly, San Luis Obispo.

He plans to continue serving as Chief of Construction Services, modernizing and improving services for client agencies. He also plans to retire by age 60.

"It really doesn't seem like 25 years," he said. The time has gone by quickly. Certain aspects of the jobs have been frustrating but never boring."

DONALD C. BOOM

"It's been educational, rewarding, frustrating and time-consuming, but I believe beneficial to myself and the State," says Don Boom. Reflecting back upon a distinguished 25-year career with the Office of Telecommunications, Don believes his most notable achievement has been "keeping the customer satisfied all of these years."

Currently a Supervising Engineer and manager of the Division's Network Development Section, Don began his career with the State after graduation from Chico State College in 1964. With a BS in Electrical Engineering, he was hired as Junior Electrical Engineer for Microwave in what was then DGS' Communications Division. He continued to advance through the Telecommunication's ranks, holding assistant, associate, and senior engineering positions in the areas of VHF/Microwave maintenance, police section engineering and telephone data.

However, Don feels the epitome of his career came in January 1987 when he was assigned the monumental task of implementing and expanding the CALNET System — the fully digital telecommunications network and management system which will replace the present ATSS network including approximately 30,000 Centrex station lines throughout the State. The notice of intent to award CALNET was released shortly before Don's 25-year award.

His future plans don't include an early retirement, as Don plans to continue working to see the CALNET System off the ground and well on its way to achieving full integration.

Don's 25-year certificate and gold pin were awarded at a presentation held in July at the Telecommunications Division honoring Don and his notable achievements.

WARREN CALDWELL, JR.

During August Warren Caldwell celebrates 25 years of state service. He worked as an Engineering Aide with the Division of Highways for four summers on highway construction jobs at Emigrant Gap, Donner Summit and Chico during the early 1960's.

In October, 1965 Warren was hired as a Right-of-Way Agent with the Division of Highways in Marysville and then transferred to Real Estate Services in October of 1974. Warren was promoted to Senior Land Agent in July of 1976 and has since worked in Property Management, Appraisal Review, Acquisitions, and Appraisal sections of the Office.

Warren's most notable achievement was directing efforts in securing rights of entry for both the cities of Davis and Stockton in the Super Conducting, Super Collider site selection process. His most memorable and challenging experience he recalls was attempting to manage State-owned housing in the Capitol Plan during Governor Jerry Brown's administration.

An avid outdoorsman, Warren enjoys elk hunting and is a member of the Yolo Fly Fisher's Club. He does not anticipate retirement for at least another 10 years.

PETE WANZENRIED

Not many people have the opportunity to celebrate two silver anniversaries in one year, let alone in the space of a few days. Pete Wanzenried has, and he is enjoying every minute of it.

First, Pete and his lovely wife Verna Gene celebrated their silver wedding anniversary. A few days later, July 5th to be specific, Pete marked 25 years of state service, all within the Telecommunications Division, Department of General Services.

A graduate of Sacramento State University with a BS in Electrical Engineering, Pete was originally hired as a Junior Electrical Engineer for the Microwave Unit of Communications Division. It wasn't long before management recognized his administrative talents as well. Progression through the engineering ranks, including tenure in every facet of engineering services, came rapidly for young Mr. Wanzenried. It wasn't long before he attained the position of Supervising Telecommunications Engineer. Very early in his career, Pete traded the slide rule and engineer's drafting table for a calculator and a set of budget books. Before long he was managing the administrative side of the Division which included all support services and information systems functions which led to promotion to Assistant Chief of the Division.

As a leading force in the Division, Pete has seen significant changes in the past 25 years. "The Division has had to grow in order to keep up with our clients' needs and new technologies," says Wanzenried. "I see no letup in either area. This is certainly the place to be if you like action." His future plans call for more of the same. With one son in his first year of engineering at Chico State and another still in high school, retirement is not in Pete's immediate future.

A 25-year certificate and gold pin were presented to Pete in July at the Telecommunications Division during a surprise ceremony honoring his notable achievements.



"I'd like a second opinion from another computer."

CARL LUCEY

Carl Lucey started his career in law enforcement as a deputy sheriff in 1952. In 1964 he entered state service with the California Highway Patrol and transferred to the California State Police in 1973.

Officer Lucey received the Chief's Commendation for Valor award in 1984. He apprehended two shooting suspects during two incidents involving assaults on peace officers.

Two years later in 1986, Officer Lucey received the **Officer Of The Year** award from the San Bernardino/Riverside Counties Chapter of The Latino Peace Officer's Association.

Recalling his 25 years of state service, Officer Lucey said that it has been a pleasure to provide fast, accurate service to all State Police client agencies.

He plans to retire in December of this year, move to the central coast and start traveling in his motor home.



CREATIVE ALTERNATIVES

Achieving a 10% trip reduction during commute hours

by Marianne Arenas, Office of Fleet Administration

In commute language, we reduce trips by reducing the number of solo trips or single occupant vehicle (SOV) trips.

An SOV driver makes two trips per day or ten trips per week. To save money and to respond to the Governor's Executive Order, many SOV drivers have decided to reduce their solo commute trips by taking the bus or rail either full-time or part-time.

Besides public transit, others are reducing trips by carpooling and vanpooling. Parking costs, maintenance costs, etc. are shared among those ridesharing. A savings of \$250+ per year can be achieved by ridesharing. So in addition to reducing trips, you can also increase your spending power.

Telecommuting and working alternative work hours, such as 4-40 or 9-80, are other ways to reduce trips. If you are interested in these programs, talk to your supervisor — many jobs lend themselves to telecommuting and alternative work hours.

Are you doing your part?

Casey Randall, Chief, Office of Fleet Administration, is doing his part. Despite the fact that the Employee Parking Program is a part of Fleet Administration, Casey doesn't have a parking space. How does he get by? He bikes to work an average of three times per week, *and* takes the bus the other two days per week. Casey likes knowing that he is reducing congestion, parking problems and air pollution by the way he commutes. The added bonus, he says, is that he and his wife, Pat, can share one car, which saves on insurance and maintenance costs, etc. In addition, Casey gets to commute using his favorite mode of travel — cycling. Casey has been involved in cycling since 1977 and is a member of the Sacramento Wheelmen, The Sacra-

mento Bikehikers, The Tandem Club of America, and The League of American Wheelmen.

Anthony Pescetti, Mike Bocchicchio, and Hugh Campbell, of the Office of State Architect, carpool together and would not trade it for any other mode of transportation. Anthony said he rideshares to reduce gasoline and parking costs, and notes that he gets a head start on the day by discussing business. Another added benefit for the carpoolers is being able to get to know each other better, which also makes the commute more pleasant.

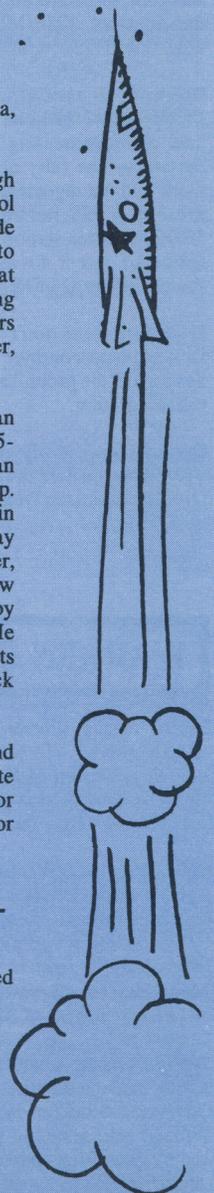
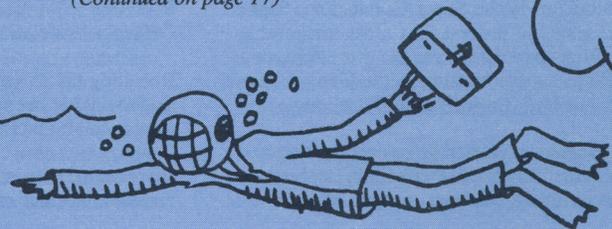
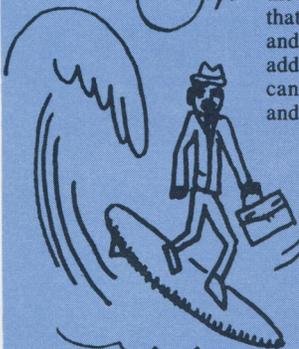
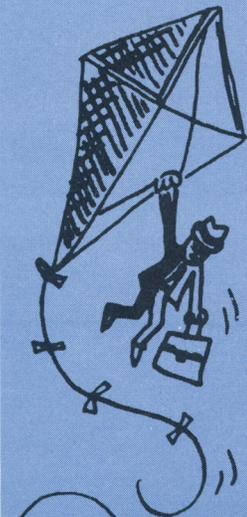
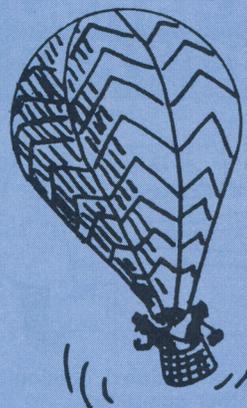
George Clark, Chief Engineer working in San Francisco, is a driver/coordinator of a 15-passenger van. He commutes from Auburn to San Francisco daily, which is a 300 mile per day trip. He picks up one person in Auburn, one in Rocklin and the rest in Sacramento. The riders pay anywhere from \$160 to \$200 per month. As driver, George receives \$50 per month under the new subsidy program. Yes, George is doing his part by taking 14 other people to work with him. He figures he saves about \$1200 per year on fuel costs alone by sharing a ride. Most people just sit back and sleep during the morning, he said.

Maurice Hasbun, of the Office of Buildings and Grounds, and Clovis Begley, of the Office of State Architect, also are receiving \$50 per month for driving and coordinating vanpools. Thanks for doing your part.

Using state time to commute — a pilot project

On July 15, the Office of State Architect entered into the 30-minute compensated commute pilot project. Only three offices in the State are participating in this one-year experiment. Employees who are riding public

(Continued on page 17)



CREATIVE ALTERNATIVES

(Continued from page 16)

transit or a vanpool may use 30 minutes per day for commute purposes. So far, 15 employees are participating. After one year, the Department of Personnel Administration will report its findings to the Governor's Office. If the pilot is successful, it may be implemented statewide.

Sacramento trip reduction ordinance

Effective July 1, 1989, major employers (100 employees or more) will be notified to comply with a new trip reduction ordinance, by completing a transportation plan by the end of the year. The Department of General Services is working on this new plan. The ordinance basically requires the employer to survey employees and set goals to achieve a maximum of 35 percent alternative commute modes usage during commute hours. Minor employers (with 25-99 employees) will be required to post information regarding alternative commute modes and designate a transportation coordinator.

Alternative fuels discussed

The California Energy Commission held a two-day hearing in June, to receive public comment on transportation fuels. The private and public companies that testified recommended that California promote more demonstration projects for other fuels such as ethanol, propane, natural gas, hydrogen and electricity. Methanol has been used, but other fuels should be researched and developed. Then incentives must be provided to promote changing from one fuel technology to another. For instance, it would cost \$1500-\$2000 to change a gasoline vehicle to an electrically operated one.

Alternative modes incentives program

Starting July 1, 1989, employees may participate in a new program called the Alternative Modes Incentives Programs. You may be eligible to qualify. Call your transportation coordinator or me for more information.

Folding Bike

There is a folding bike on the market which is light enough to take aboard the bus and rail. It is called the Dahon folder, and can be purchased for \$130-\$160, depending on the store. Regional Transit in Sacra-

mento allows the bike on board. This is useful for those who say "it's too far to walk to public transit."

Assessing new areas for express bus pool or van pools

Would you be interested in forming an express vanpool or buspool in any of the following areas in Sacramento?

- Sunrise Blvd./50 freeway
- Sunrise Blvd./80 freeway
- Hazel/50 freeway
- North Highlands/Antelope Area
- Pocket Area
- Valley Hi
- south of Glendale and Scottsdale.

If you are interested and/or would like information on any of the items discussed in this article contact Marianne Arenas, Commute Management Officer, 322-0253 or 445-7529.

CHARLIE MOSLEY

Charlie Mosley started his state career in 1964 as a Janitor I at the Office of State Printing. In 1979, through the Training and Development Program, he moved into the mainstream of OSP as a Printing Trades Assistant I, now known as a Bookbinder I.

Charlie recalls his earlier days of cleaning the dusty overhead pipes in the high ceilings. He's back on the ground now and he says, "state service is one of the most beneficial jobs compared to working on the outside because of the 'good benefits'."

Charlie plans to retire in about five years and take his wife to Hawaii. And of course, Charlie will also be doing a lot of fishing.

"B.Q." WALLACE

Baden Quinten Wallace, better known as "B.Q." began working for the Office of Buildings and Grounds as a Janitor in Fresno, during June, 1964. He says that working for state government these past 25 years has been a pleasant experience.

His most memorable event on the job occurred when he was working the night shift in the Fresno State Building. At that time, the Employment Development Department was equipped with an alarm system that when set-off alerted the Fresno City Police Department. That night "B.Q." was working the buffer machine when it accidentally hit the alarm cable and before he knew it, the building was surrounded by police officers. All he could hear was the police officers

telling him to surrender and come out with his hands up! It is a day on the job, he'll never forget!

In his spare time, B.Q. enjoys photography and he plans to retire sometime in 1990 to pursue his hobby professionally.

DOUG HERRICK

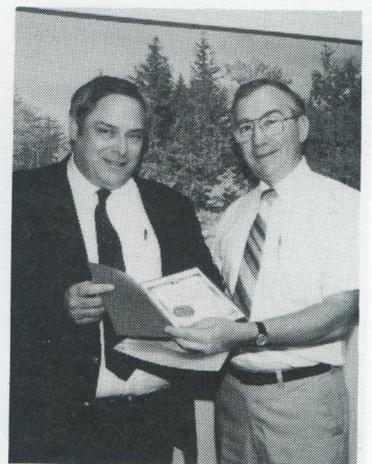
In mid-1964, Doug Herrick began working for the Franchise Tax Board as a Junior Clerk. His responsibilities included opening and sorting income tax returns. Different promotions led to jobs with EDD and the State Controller's Office. Today Doug works as a Staff EDP Acquisitions Specialist.

One of Doug's projects which will impact all of us, is the purchase of credit card-like magnetic strip driver's licenses and ID cards. All California residents will be issued these cards in the early 1990's.

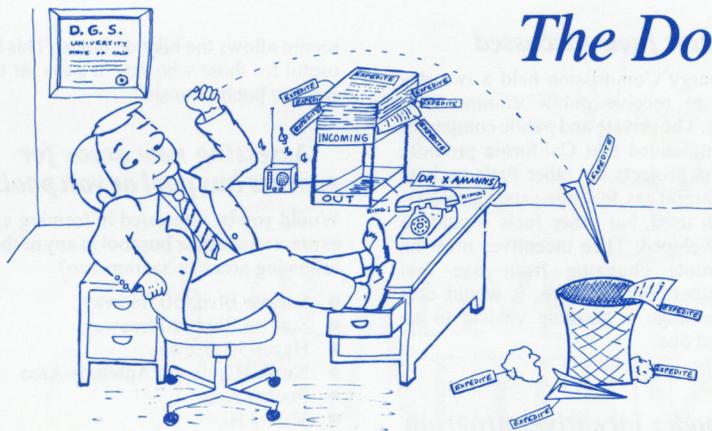
Despite the varying responsibilities, Doug says that "every new assignment has been a growing and challenging opportunity. I have learned from each of my work experiences and, hopefully, have put those experiences to work in each succeeding assignment."

One of these experiences, (he adds with a hearty laugh,) was when he was working the swing shift at EDD. One night the Fire Department appeared at the computer room door with axes in hand. It seems someone had triggered a silent alarm, and the unexpected guests were there to break the door down and put out a fire.

Doug enjoys working with computers at home, too. He recently purchased a new PC, and he is interested in starting a business in desktop publishing. His wife just shakes her head and wonders why he needs three computers at home for this venture.



Doug Herrick (l) is congratulated by John Babich, Deputy Director on the receipt of his 25-Year Service Award.



The Doctor is in...

Someone dug a moat around my house and I couldn't get to the Post Office Or, Why My Application Was Late

Sound farfetched? Perhaps. Nevertheless, we have heard a variety of excuses for why applications were received after the *final filing date*. And what exactly does "Final Filing Date" mean? It means that your application must be either personally delivered to the testing agency or postmarked by that date. The final filing date is published on all exam announcements. For most promotional exams, the final filing date is approximately three weeks after the bulletin is released. For open exams, it is usually four weeks after the release of the bulletin.

And what happens if your application is late? It is very simple — you can't participate in the exam. This is one area where we have no discretion. Missing the final filing date can mean the loss of promotional opportunities for the life of the list — which can be anywhere from one to four years. This tragedy is certainly preventable if you remember the following points:

1. File your application early — don't wait until the last minute. If you like to procrastinate, get a "Certificate of mailing" from the Post Office — this is proof that you mailed it on time.
2. Follow the instructions on the bulletin about *how* and *where* to file your application. The address is clearly spelled out on the bulletin.
3. File your application *yourself*. Do not entrust this important task to someone else. As the applicant, it is *your* responsibility to ensure that your application is received on time.
4. Use U.S. Mail or deliver it personally. Use of Interagency Mail Service (IMS) is not only illegal (using State employees to conduct your personal business) but also you have no proof that you mailed it on time in the event that it does not arrive by the final filing date.

Thanks for stopping by — The Doctor will be back next issue.

EDITOR'S NOTE: This is the first in a series of articles that will appear in OUTLOOK discussing and/or answering questions regarding issues related to taking state exams.

The Testing Unit
processed 6083
applications
during Year
1988-89

ALVIN MYRICK



"I don't change things too often," said Alvin Myrick, Janitor Supervisor III, Office of Buildings and Grounds as he reflected on his 40 years of state service. He started working with the Office of Buildings and Grounds as a Janitor in 1949 right after his honorable discharge from the Army and has worked there ever since. At that time the office was known as the Bureau of Buildings & Grounds and it was part of the Department of Finance.

For at least 35 of his 40 years of service, Alvin has been in charge of the cleaning and maintenance of the Los Angeles Governor's Office. During that time, he has seen governors come and go. He also has witnessed the construction of several new state buildings and the destruction of some of the old ones. In fact, he has worked in every state building in Southern California.

He remembers his starting salary was \$180.00 a month

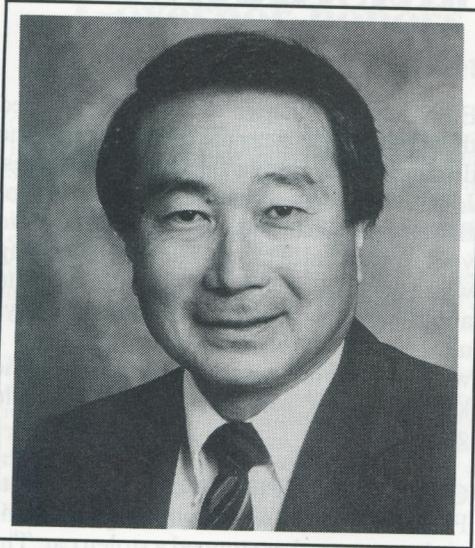
— enough to buy him a brand new Chevrolet (total price \$1,987).

He plans to retire at the end of June, ending a memorable career. His wife of 43 years will also be retiring and they plan to travel throughout the USA in their motorhome. They have one son who has given them two grandsons. Alvin plans to take them hunting and fishing.

A dedicated and reliable employee, Alvin has been blessed with good health. He has accumulated more than 2,700 hours of sick leave (it would take 26 years to accrue that amount) and fortunately his good health continues and he looks forward to an active and healthy retirement.

Friends and co-workers held a retirement party in his honor during June.

Stim Suzuki, Chief Office of Small and Minority Business



What I like most about my job: “I appreciate the opportunity to serve those businesses that require our assistance and to be able to see the results of those efforts. I also enjoy the exposure that has been provided to me in working with so many different people in various organizations — the Governor’s Office, the Legislature, minority organizations and the broad spectrum of business in general.”

Favorite Quote: “If at first you don’t succeed, try and try again.”

Favorite Book: Shogun by John Clavell

Favorite Pastime: Golf

Favorite Food: BBQ Spareribs

If Stim Suzuki suggests passing up a cab in favor of walking, be prepared! His calm, dignified appearance behind his desk or a podium hides a man who walks “faster than a speeding bullet.” When they talk about people who “hit the ground, running,” they must have had Stim in mind. Stim had his first job at age six selling newspapers, no easy task as he was just beginning to learn English. Born in Portland, Oregon to immigrant parents from Japan, he spent 3-½ years in an internment camp during World War II. After the war his family moved to Spokane, Washington and started a small vegetable farm where he learned firsthand the skills and instincts required to survive in business.

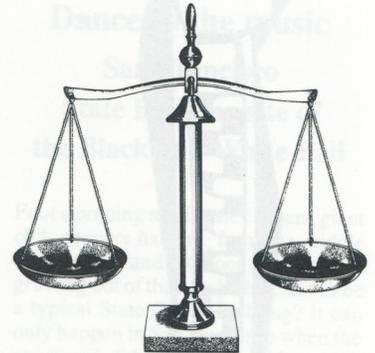
Stim is a graduate of the University of California, Berkeley, and has 29 years in state service of which 17 have been as a Buyer and Principal Buyer for the Office of Procurement. He has been actively involved in small and minority business programs since 1973 and served as the small business liaison for the Office of Procurement.

As Chief of the Office of Small and Minority Business (OSMB) since 1981, he keeps top government officials informed on issues affecting small and minority businesses. OSMB serves to assist small, minority and women-owned businesses and to ensure that a fair proportion of state contracts are placed with such businesses.

In addition to his duties at OSMB, Stim is a member of the Japanese American Citizens League and the American Contracts Compliance Association. His future plans are to continue to serve those businesses which need assistance in the best possible manner, do more traveling, look for an outdoor environment to enjoy his later years and continue to play his favorite “game within a game” — golf.

Stim lives in Sacramento with his wife, Betty. He has two children, Joanne and Mark.

Mitchell makes history



Governor Deukmejian recently appointed Donald S. Mitchell, Director of the Office of Administrative Hearings, to the Municipal Court in San Francisco. The Governor appointed Don to his present position as Director of OAH in 1983. Since that time, Don has served the Administration, the Department, and OAH in an exemplary manner. As Director of OAH, Don was responsible for many improvements, including: 1) initiating a successful prehearing/settlement conference program which has saved thousands of dollars; 2) automating the office; 3) and improving relationships with client agencies. Don makes history by being the first OAH Director appointed directly from OAH to the court system.

We wish Don the best of luck in his new judgeship.



Mavis Barker is congratulated by her supervisor, Alice Flissinger and Art Kevorkian, Local Assistance Officer on the receipt of her 25-Year Service Award.

Six ingredients improve job satisfaction

What important needs must be satisfied before an employee feels wanted and more importantly becomes more productive? Experts in job and motivation indicate that there are five primary needs:

- Economic security — awards for services rendered.
- Emotional security — self-confidence from being in the right job and feeling that he/she “belongs.”
- Recognition — credit for accomplishment, such as a pat on the back for a job well done.
- Self-expression — opportunity to communicate ideas, suggestions, opinions, and even fears to supervisors.
- Self-respect — recognition as an individual rather than a number on the payroll check.

And we add one more, HUMOR! We believe that finding humor or a little comedy in your job helps you get through the day. Below, some of your fellow employees have shared the events that make up the funniest thing that ever happened to them while on the job:

DON BOSWART, Office of Fiscal Services, remembers the funniest thing that happened to him at work was, “when I was still a new and eager employee and always made a point to arrive at work early. On this particular day, it appeared that I was unusually early, in fact I was the first one here. Presently, the security guard told me that I could go home, it was Columbus Day!”

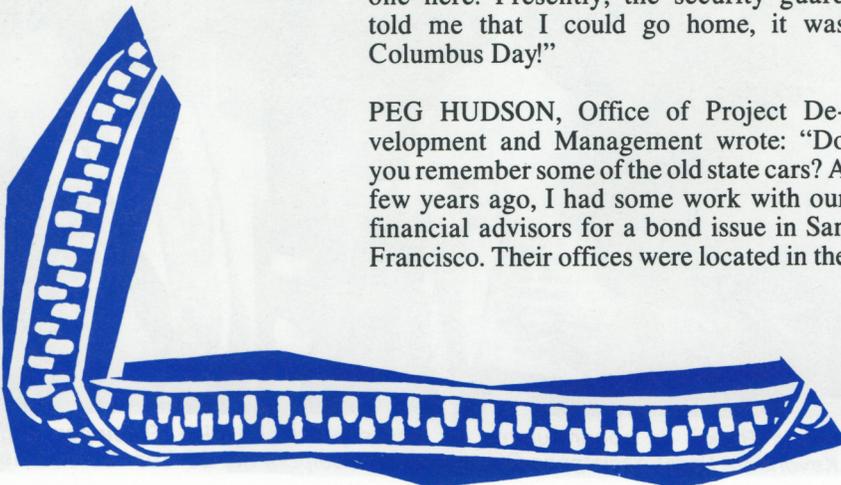
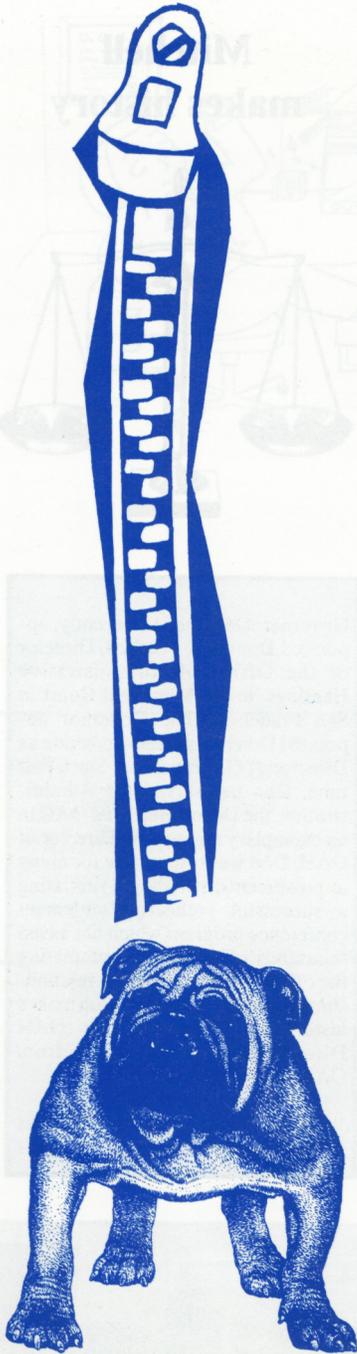
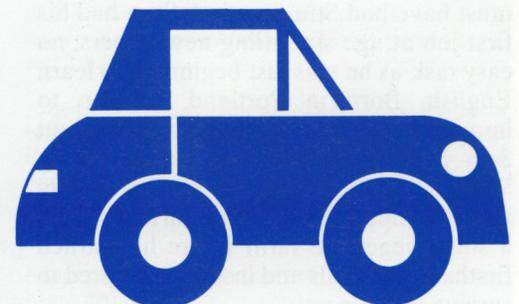
PEG HUDSON, Office of Project Development and Management wrote: “Do you remember some of the old state cars? A few years ago, I had some work with our financial advisors for a bond issue in San Francisco. Their offices were located in the

Embarcadero Center and they suggested that I park there, near the building. Imagine driving into a garage full of Rolls Royces, Jaguars, BMWs, Mercedes, a couple of Bentleys and handing the valet the keys to your orange state pinto. The valet, wearing white gloves, really seemed to hesitate about whether he should touch the keys until they had been disinfected. When I went to pick it up, it was apparent that the keys were lost until he was sure he would get a tip!

Officer **DAVID PETERS**, California State Police recalls, “while working late one night, a co-worker stopped a stolen car. The driver of the stolen car fled and hid. I and another officer searched the area. I was about to give up looking for the suspect, when I spotted a trouser leg protruding from inside a bush. I was by myself and did not want the suspect to run again, so I began to bark like a dog and yelled ‘get ‘em boy.’ The suspect surrendered thinking I was a K-nine officer.”

MILT COATE, Office of Procurement, remembers the day “the zipper on my pants broke!.... need we say more?”

HARVEY MAKISHIMA, Office of Insurance and Risk Management was walking by Pete Petersen’s office early one morning and happened to overhear Pete saying how he might “move those dummies” out of the third floor. Harvey, thinking Pete was referring to people who were disturbing his class, asked Pete if he could help. Harvey didn’t realize that the “dummies” were actually the new CPR mannequins that Pete uses in his class.



NEWSBRIEFS

Governor honors 97 state employees at 9th Annual Safety Awards ceremony

On June 16, 1989, the ninth annual Governor's Employee Safety Awards ceremony was held at the Sacramento Community Center. Loren Kaye, Deputy Cabinet Secretary from the Governor's Office, William J. "Tony" Anthony, Director, Department of General Services, and Ralph L. Maurer, Chief, Office of Insurance and Risk Management (ORIM) presided over the ceremony which was organized by the staff in the ORIM Workers' Compensation and Safety Unit.

The ceremony honored 97 employees and five departments for their accomplishment in creating, maintaining and improving safety in the workplace. The Governor's Office has taken the lead in promoting the state employee safety program. In his letter of appreciation, Governor Deukmejian exalted the award recipients in stating:

"Today's 97 honorees have demonstrated a personal conviction to protecting the safety of California's workers in both the public and private sectors. Their dedication and foresight have resulted in improved safety for countless citizens and underscore their continuing commitment to enhance California's work environments and enrich the lives of all citizens.

This special occasion provides an excellent opportunity for all of us to evaluate the importance of safety in the workplace and rededicate ourselves to improving working conditions and implementing proper safety measures whenever prudent. Please accept my best wishes for a most memorable and inspiring ceremony."

Among the 97 honorees were three from the Department of General Services: **Darlene Newman**, Office of Support Services, **Dean Watkins**, Office of Records Management, and **Frank Yates**, Office of Buildings and Grounds. A summary of these employees' accomplishments from their outstanding efforts are as follows:

DARLENE J. NEWMAN — OFFICE OF SUPPORT SERVICES

A Staff Services Analyst for the Office of Support Services, Darlene was the major contributor to a hazardous materials work group initiated by the Office during 1988. Her contribution included distributing the first Hazardous Materials Business Plan to be completed by an office in the department. Her detailed evaluation of reprographics chemistry resulted in approval to safely discharge three products into the sewer which were formerly stored and disposed of as hazardous waste. Although she had no previous experience with implementing a health and safety program, she took charge and has made a dramatic change in safety within that office. She is a classic example of an individual who knew something had to be done and willingly took it upon herself to propose and develop a solution to a pressing problem.

DEAN WATKINS — OFFICE OF RECORDS MANAGEMENT

A Warehouse Manager I at the State Document Destruction Center, Dean emphasizes safety by his personal example through safety "tailgate" talks, in the development of special equipment, and by encouraging safety reviews. His exemplary four and a half years of work has resulted in safe working conditions for the Center's employees. There have not been any accidents or lost time for employees during his tenure which has included two shifts each day, considerable overtime, and over 50,000 hours worked. He has, at the same time, established record-setting production, proving once again that an operation that builds safety into its procedures can be a productive one.

FRANK YATES — OFFICE OF BUILDINGS & GROUNDS

In addition to regularly assigned duties as Building Manager I, Frank Yates took on responsibility for developing and coordinating safety programs for the Office of Buildings and Grounds' employees performing asbestos-related work. He devoted many hours of his personal time to research issues and present solutions to top management. He played a key role in submitting an application to Cal/OSHA to obtain certification to do asbestos abatement work. The Office of Buildings and Grounds is the only State "agency" to successfully complete this registration process. Also, due to his efforts, OB&G was able to obtain medical examinations for fit testing and training of 192 employees. He has provided comprehensive training sessions to 1,000 OB&G employees on "Asbestos Awareness," so that they can be cognizant of this potential hazard in the workplace. Based on his proven knowledge and expertise, other departments have requested his assistance with this awareness training program.

So, the next time you see Darlene, Dean or Frank, extend a word of thanks for a job well done!



Dance to the music

San Francisco State Building site of the Black and White Ball

Foot stomping music, trick ropers, giant chili peppers hanging from the middle of the tent and 16-foot high cactus growing out of the rose beds. Can this be a typical State Office Building? It can only happen in San Francisco when the courtyard of then Governor Edmund G. "Pat" Brown Building was again transformed into a Country Western Pavilion for the San Francisco Symphony's biennial Black and White Ball.

The Ball, known as San Francisco's Biggest Dance Party, was held in seven locations within the Performing Arts Center, each featuring a variety of music ranging from rock to chamber. Over 12,000 party goers, paying \$150 per person, attended this sell-out event which is expected to net over \$1 million dollars for the benefit of the San Francisco Symphony.

The Office of Buildings and Grounds and the California State Police assisted the producers of the Black and White Ball and provided the necessary service and security during the event held on May 12, 1989. The State Police Explorers were also in attendance.

Oh, the pain!!

Non-represented state employees recently had the opportunity to participate in a health services screening which included blood pressure testing, cholesterol screening and the completion of a confidential computerized health and lifestyle behavior questionnaire.

The screenings, part of a pilot health program, were held at various sites in downtown Sacramento. The purpose of the screening is to increase health awareness among employees. The more you know and understand about your health, the healthier you will be. Cholesterol and blood levels are significant factors in assessing one's overall state of being. Test your cholesterol consciousness on the following page. When it comes to your health, you *can't* know too much.

WHIZ QUIZ TEST

Cholesterol Consciousness



"Were Jack and Jill pals, brother and sister, a two-career couple, or persons having a relationship?"

- 1) Which is the best blood cholesterol level? a) 182 b) 235 c) 270
- 2) How many Americans know their blood cholesterol levels? a) 58% b) 46% c) 17% d) 7%
- 3) There is "good" blood cholesterol and "bad" blood cholesterol. a) true b) false
- 4) Besides cutting down on saturated fat and cholesterol-laden foods, what can you do to reduce the risk of heart attack or stroke? a) exercise b) don't smoke c) keep high blood pressure under control d) a, b, and c
- 5) Reducing blood cholesterol levels always requires drug therapy. a) true b) false
- 6) How many Americans suffer from heart disease? a) 5 million b) 10 million c) 15 million d) 500,000
- 7) Dietary cholesterol is found only in animal foods. a) true b) false
- 8) The most effective dietary way to lower blood cholesterol is by eating less cholesterol. a) true b) false
- 9) A food product labeled "no cholesterol" is a safe choice for people with elevated cholesterol levels. a) true b) false
- 10) Which has more calories: a) butter b) margarine c) they have the same.

1—a. A recent report by the National Cholesterol Education Program says a cholesterol count of less than 200 mg/dl (milligrams per deciliter) is best for men and women. Levels from 200 to 239 are borderline, and 240+ are high.

1—c. According to an FDA survey, 58% said yes when asked if they had ever had their blood cholesterol checked, and 17% could give a number.

3—a. One form of cholesterol, high-density lipoproteins (HDL), is associated with a decreased risk of heart disease. Low-density lipoproteins (LDL) carry cholesterol along to a place of deposit, increasing heart disease risk.

4—d. Diet, exercise, and achieving ideal weight help bring down cholesterol levels or improve total cholesterol/HDL ratios.

6—a. It is responsible for more U.S. deaths than any other illness.

7—a. Reducing cholesterol in your diet is important, but eating less saturated fat would probably be more effective.

9—b. A product can contain no cholesterol and still be high in saturated fat — which raises blood cholesterol. Examples are commercial baked foods made with coconut, palm, or hydrogenated vegetable oil.

10—c. However, 62% of the fat in butter is saturated compared to about 16% in stick margarine made from corn oil. Further, a teaspoon of butter has 11 milligrams of cholesterol; margarine has none.

ANSWERS

OSA participates in 2nd annual Science and Technology Fair

On June 11, 1989, the Office of the State Architect (OSA) participated in the 2nd annual Science and Technology Fair sponsored by the National Chicano Science Project at Southside Park in downtown Sacramento.

This all day event provided elementary school age children an opportunity to learn about various agencies' "technologies." Some of the participants included OSA, Office of the California State Police, various other State departments, NASA, Aerojet, C.S.U.S., U.C.'s Davis, Berkeley, and Irvine, U.S. Forest Service, U.S. Geological Survey, Air National Guard, and many more. Mexican music, entertainment, and many delicious food booths, definitely added a festive air to this event.

OSA's booth was a hands-on demonstration involving adobe brick making. This process has been used in various restoration projects completed by the Direct Construction Unit. One such project was the restoration of the adobe buildings at the Santa Cruz Mission.

Randy Atkins, Restoration Work Specialist, was quite a hit with the kids. At least 35 children tried their hands at making the adobe bricks which many equated to "making mud pies." Other OSA attendees included Bonnie Seif, Skilled Laborer, and Wally Love, Construction Supervisor II, with the Direct Construction Unit, as well as Laurie Duval and Julie Bittner, personnel representatives.

The Science and Technology Fair was a fun and worthwhile event for all who attended!



Training Course Schedule August — December 1989

AFFIRMATIVE ACTION (8:00 a.m.-4:00 p.m. each day)

Section 1: Sept. 21 & 22

Section 2: Dec. 4 & 5

BUSINESS WRITING (1:00 p.m.-5:00 p.m. each day)

*TO BE ANNOUNCED FOR OCT./NOV. — SEE BELOW**

CAREER GOALS: A SKILLS ANALYSIS (8:00 a.m.-12:00 noon)

Section 2: Aug. 25

Section 3: Oct. 19

Section 4: Dec. 19

CIVIL SERVICE EXAMINATION WORKSHOP

(8:00 a.m.-12:00 noon each day)

Section 1: Oct. 23-24-25-26 & 27

COMPLETED STAFF WORK(8:00 a.m.-5:00 p.m.)

Section 1: Nov. 9

DYNAMICS OF CHANGE (8:00 a.m.-4:00 p.m. each day)

*TO BE ANNOUNCED — SEE BELOW**

INVESTMENT IN EXCELLENCE (8:00 a.m.-5:00 p.m. each day)

Section 5: Aug. 8-9-10 & Sept. 8

Section 6: Aug. 9-10-11 & Sept. 14 (Redding)

Section 7: Aug. 14-15-16 & Sept. 15

Section 8: Aug. 28-29-30 & Oct. 10

Section 9: Sept. 12-13-14 & Oct. 16

Section 10: Sept. 18-19-20 & Oct. 20

Section 11: Oct. 4-5-6 & Nov. 7 (San Francisco)

Section 12: Oct. 23-24-25 & Nov. 27

Section 13: Oct. 25-26-27 & Nov. 29 (Los Angeles)

Section 14: Nov. 1-2-3 & Dec. 4.

Section 15: Nov. 13-14-15 & Dec. 5

Section 16: Nov. 15-16-17 & Dec. 13 (Fresno)

Section 17: Nov. 20-21-22 & Dec. 18

Section 18: Dec. 6-7-8 & Jan. 9 (Stockton)

Section 19: Dec. 12-13-14 & Jan. 17 (San Bernardino)

Section 20: Dec. 20-21-22 & Jan. 22

Section 21: Dec. 27-28-29 & Jan. 23

INVESTMENT IN EXCELLENCE — TRAINING FOR FACILITATORS

(8:00 a.m.-5:00 p.m. each day)

*TO BE ANNOUNCED — SEE BELOW**

MANAGEMENT BRIEFINGS (Day 1, 8:00 a.m.-4:00 p.m.)

(Day 2, 8:00 a.m.-12:30 p.m.)

*TO BE ANNOUNCED — SEE BELOW**

MANAGING COMMUNICATION THRU ASSERTION

(8:00 a.m.-4:00 p.m. each day)

Section 1: Oct. 26 & 27

Section 2: Dec. 7 & 8

MANAGING & SURVIVING ORGANIZATION STRESS

(8:00 a.m.-4:00 p.m. each day)

Section 2: Aug. 17 & 18

Section 3: Nov. 7 & 8

Section 4: Nov. 29 & 30

NEW EMPLOYEES ORIENTATION A.M. Classes (8:00 a.m.-12:00 noon)

P.M. Classes (1:00 p.m.-5:00 p.m.)

Section 3: Aug. 24 (a.m.)

Section 4: Oct. 2 (p.m.)

Section 5: Nov. 16 (a.m.)

Section 6: Dec. 19 (p.m.)

SUPERVISORS' FORUM (8:00 a.m.-4:00 p.m. each day)

*TO BE ANNOUNCED — SEE BELOW**

SUPERVISORY DEVELOPMENT PROGRAM (SDP)

(8:00 a.m.-4:00 p.m. each day)

Section 4: (Week B): Oct. 11-12-13, 17 & 18

Section 5: (Week B): Sept. 11-12-13-14 & 15 (Los Angeles)

Section 1: (Week A): Sept. 25-26-27-28 & 29

(Week B): Feb. 26-27-28 & Mar. 1 & 2

Section 2: (Week A): Nov. 13-14-15-16 & 17 (Los Angeles)

(Week B): Apr. 16-17-18-19 & 20 (Los Angeles)

Section 3: (Week A): Dec. 11-12-13-14 & 15

(Week B): Jun. 4-5-6-7 & 8

TIME MANAGEMENT (8:00 a.m.-4:00 p.m.)

Section 1: Sept. 11

YOUR TELEPHONE PERSONALITY (8:00 a.m.-4:00 p.m.)

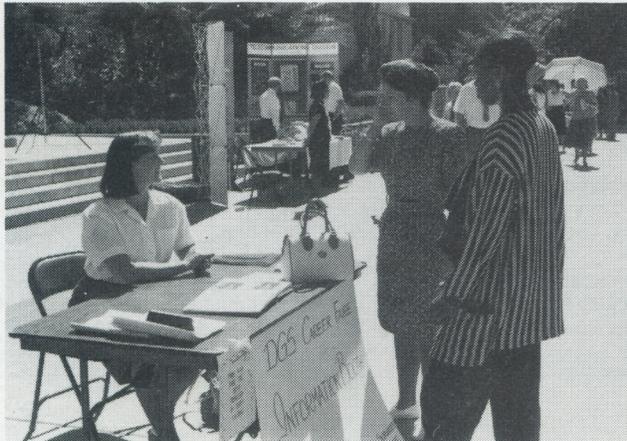
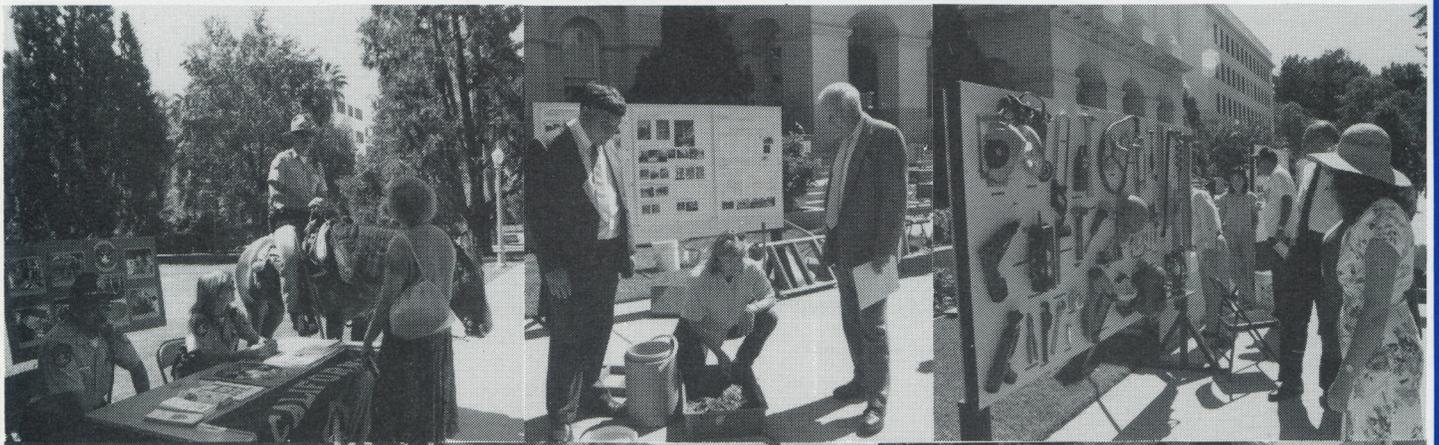
Section 1: Oct. 30

All classes are in Sacramento unless otherwise noted. If you are interested in classes outside of Sacramento, please send a training request (GS 1090) to the Training Office indicating the desired location. Classes will be scheduled as needed.

*If you are interested in a "TO BE ANNOUNCED" class, please send a Training Request (GS 1090) to the Training Office even though no specific dates are shown. Classes will be scheduled as needed.

EDITOR'S NOTE

Due to limited space we were unable to include the FEEDBACK column in this issue. It will appear in the next issue and will include all letters received from the offices.



DEPARTMENT OF GENERAL SERVICES

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