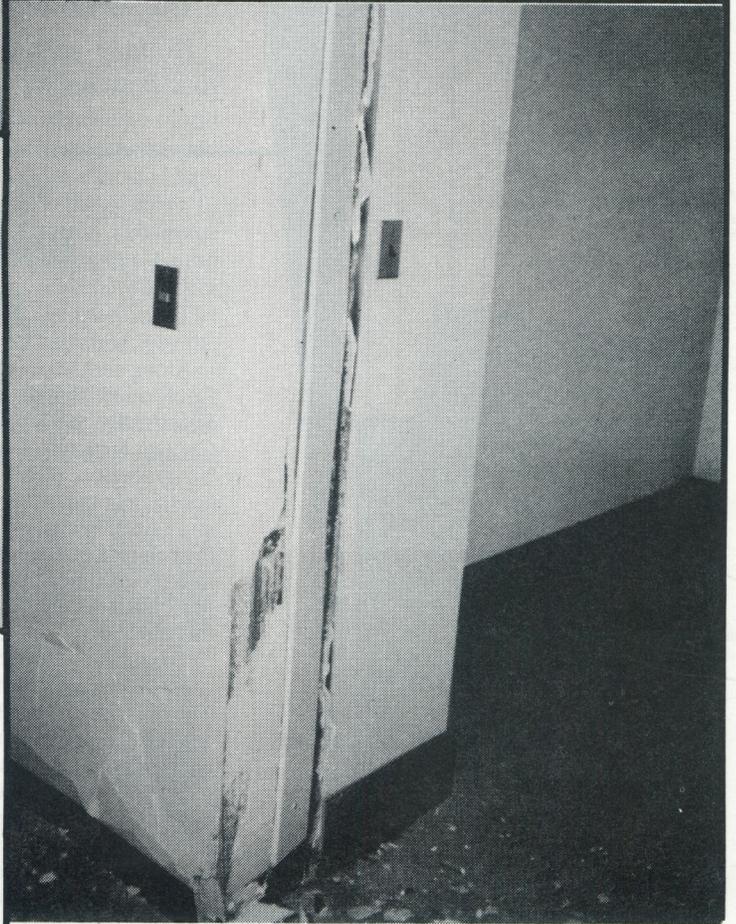
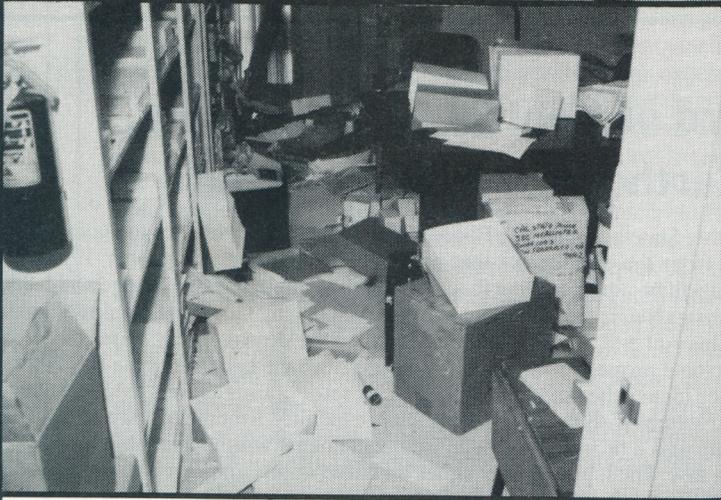
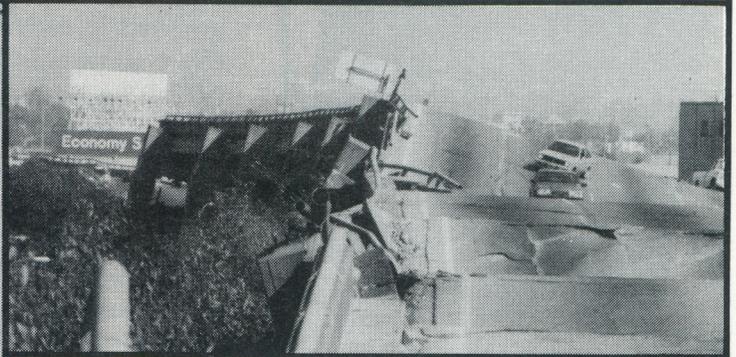
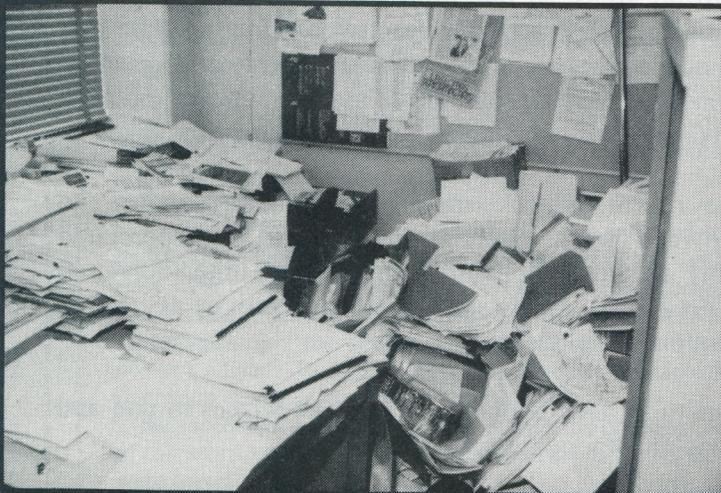


EAP  
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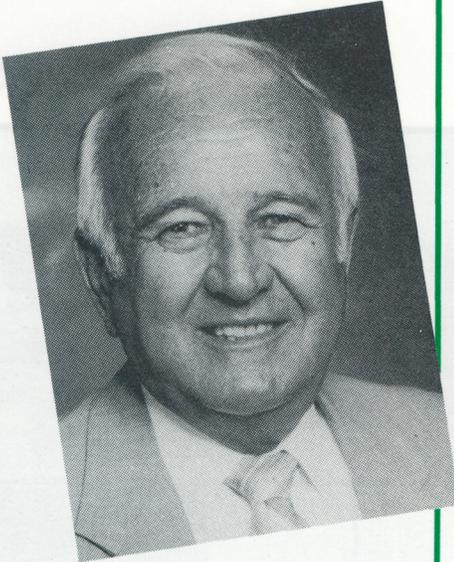
**OUTLOOK**  
 December 1989



**WHAT'S INSIDE —**

- COVER STORY — Earthquake* ..... page 12-13
- Office of Management Technology & Planning* ..... page 4
- Supervisory Bonus Awards* ..... page 8
- Women and Alcoholism* ..... page 16

# Director's Message



Some of us did not feel the earthquake that rocked the Bay Area at 5:04 p.m. on October 17, 1989. But all of us were swept up in the aftermath as we watched the events on television. At the same time many DGS employees were on the road to the Bay Area to provide vital support services to the hard-hit areas. At one time, over 600 employees were involved in earthquake-related activities, many contributing time and effort above and beyond the call of duty. Others were working on an on-call basis, making themselves available to assist whenever the need arose. Some suffered personal hardship as a result of the earthquake.

Because of our key role in state government operations, the services and assistance we provided were essential and critical. I appreciated everyone's hard work and dedication during this difficult time. Individual efforts mattered a great deal. As always it is a pleasure to be associated with such a fine group of employees.

Holiday greetings to all DGS employees. My best wishes to you and your families for safe and happy festivities.

## Board of Control Administering Earthquake Disaster Relief

Along with many other State agencies, the Board of Control has had a chance to play a role in California's recovery from the earthquake that struck the Bay Area on October 17, 1989. Specifically, the Board will be administering the San Francisco-Oakland Bay Bridge and I-880 Cypress Structure Disaster Relief Act which was signed into law by Governor Deukmejian on November 6, 1989. This Act will provide compensation for the deaths, injury losses (medical and/or income) or personal property losses which resulted from the collapse of the Bay Bridge and I-880 Freeway. The idea of the program is to promptly settle claims against the State due to the collapse of these structures without determining fault or liability. Emergency payments of up to \$200,000 per family and a process for negotiated settlements will be available to eligible persons under the new law. The legislation provides an initial appropriation of \$30 million for this purpose.

To comply with the Governor's directives and the intent of the new law, the Board had roughly one week to pull together a brand new program! Under the leadership of the Board's Chairman, Tony Anthony, the Board's staff designed a new application form, worked with other State agencies, installed a toll-free number and developed a number of public information tools to announce the new assistance program. On November 15, 1989, the new applications were made available to the public through the Bay Area Offices of the Departments of Motor Vehicles and Employment Development. The Board plans information releases to other organizations as well to advise potential claimants of this financial assistance. The Board's Government Claims Program will be administering these earthquake relief efforts and has already received a number of claims for compensation.

The Board was successful in meeting its deadlines for this new program largely due to the concentrated efforts of its staff. Key staff members from all of the Board's programs, i.e., Victims of Crime, Government Claims and Administration, played a role in implementing this program. The Department of General Services was instrumental in helping the board achieve its goals by providing immediate response to the board's requests. The Offices of Support Services, State Printing, Insurance and Risk Management and Fiscal Services are all to be commended for their services. Thanks to the efforts of all who were involved, the board is now ready to assist those persons for whom the new program is intended.

STATE OF CALIFORNIA  
  
 DEPARTMENT OF GENERAL SERVICES  
 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

The buzzword of the eighties is arguably "excellence". It's a word that has been on the tongues and pens of our most prestigious mavens of management. Excellence is not a quality we are each born with and bring to our work. It is a quality we have to learn and a quality we must cultivate. Yet I often wonder where most of us really see the effects of excellence in organizations. I can name a number of places that clearly miss the mark but if I think about it I can also define excellence by examples that I see daily.

Not too far from the Capitol is a small tavern and restaurant that is celebrating its fifty-fifth year under the same ownership. It hasn't changed much from the time, over twenty years ago, I first dropped in for a corned beef lunch. It hasn't had to change because it's always been a good value and a friendly place and its customers enjoy the respect they receive from these two indicators of the owner's attitude. Its customers remain its customers in a time when this type of operation comes and goes with the tides.

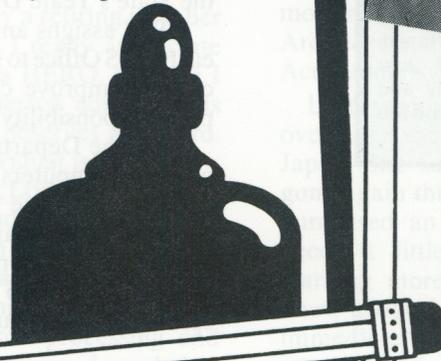
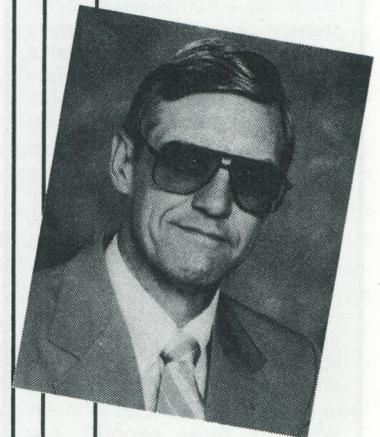
Sacramento has just had a department store opening. You all know the name of this store, one of a chain from the northwest. It's a store that Sacramentans were traveling to the Bay area to visit rather than shop in town. Now why would we do that? I guess excellence of operation is the answer. Where else can you return items without a reason, have salespeople treat you like you own the store, not have to wait in line to buy your items and have an espresso on the premises to help you stand the rigors of your shopping day? Now that this store is in town the competitors are finding new and better ways to serve their clients but it's too late, really. We don't talk about the competing stores in terms of what they offer the customer but in terms of how they compare to their new competition. The "old" stores have found the direction to excellence but they've found it in the hands of their competitor and they may never recover.

In every issue of the *Outlook* there are examples of excellence. They range from the simple extension of courtesy to a beleaguered citizen to heroic efforts on the job. Our employees who receive these kudos deserve more than just our thanks, they deserve our emulation. I'd like all of us in General Services to think about ways in which we can become the "new store" in terms of service to our clients. Every time you are asked to do your job, ask yourself how you would like to be dealt with if you were your client. Every time you see something that doesn't look too efficient, that seems really "bureaucratic" or looks "downright stupid," ask yourself what needs to be done to "fix it" and then do it. That's the least we owe the taxpayers, and to paraphrase Walt Kelly's Pogo, "Them taxpayer's is us!"



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

*Excellence is a quality we have to learn and a quality we must cultivate.*



## Office of Management Technology and Planning

### New Program of External Audits

In March of this year the Director launched a major new program aimed at auditing the business management functions and services of other state agencies. The scope of these audits includes compliance with policies governing contracting, purchasing, copy centers, telecommunications, fleet, printing, real estate, and records management. It also includes compliance with any specific delegations of authority or exemptions from approval granted by the Department.

The external audit program has been readily accepted by both DGS and other state agency personnel as a necessary and helpful tool in improving program operations. The cooperation of various DGS office personnel has been invaluable in implementing this audit program. These personnel are contacted prior to each audit and provide information on areas for potential audit coverage.

The implementation of a comprehensive external audit activity has been a long-standing goal of the Director. While his primary goal was to ensure that the DGS is performing a timely monitoring activity of delegated operations or programs, he also wanted a new vehicle to provide input from state agencies concerning how the DGS could better serve its clients.

Approximately 15 to 25 external audits are ultimately planned to be conducted each fiscal year, so do not be surprised when you are contacted by your colleagues in other state agencies who ask **Who are these people?** Just answer: just your friendly and courteous DGS auditors who are there to HELP!

Office of Management Technology and Planning (OMTP) is an impressive title, but what does it mean?

We all know what management is and what planning is, but what does OMTP have to do with it? And technology, now that's a word which can mean just about anything. What does OMTP do? OMTP supports the Department's major computer systems; writes programs for many of the Department's microcomputers; contracts for the operation of the State Computer Store; holds computer classes for 4,000 students each year; acts as management consultant to the Department; audits the Department and other state agencies; key enters 1,000,000 records each year; and writes the Department's computer plans.

To handle this diversity of tasks, OMTP has many units, including: Data Processing Services, State EDP Education Program, Management and Consulting Services, Data Capture, Computer Store Support, Planning Unit, and Audit.

### DATA PROCESSING SERVICES

The Data Processing Services Section (DPSS) provides a full range of information technology services to the Department's Offices and to a limited number of external agency clients. These services include: information systems consulting; EDP planning and estimating; systems analysis, design and programming; delegated EDP procurements; computer hardware and software installation; application systems support for Personal Computers, Local Area Networks and Unisys Office Systems and computer processing services using the State's Teale Data Center.

DPSS assigns an account manager to each DGS Office to streamline communications, improve cooperation and pinpoint responsibility.

With the Department's increased use of microcomputers, local area networks and Unisys office systems, DPSS staff has increased training in these new areas. DPSS staff now works on-site in many offices to help manage the spreading use of automation.

### STATE EDP EDUCATION PROGRAM

The State EDP Education Program

(SEEP) was started 20 years ago to provide computer programmer training for the users of the newly created Teale Data Center.

A lot of things have changed in the last twenty years.

Teale is no longer the only mainframe in town and SEEP is no longer limited to programmer training.

Four years ago SEEP began expanding its curriculum to include hands-on classes in microcomputer software products, hands-on Unix classes and on-line programming classes. In November a Macintosh classroom will be added.

Last year SEEP trained 4,000 students in 150 different data processing classes, mostly hands-on classes.

SEEP publishes a monthly newsletter called the SEEP Report and an annual catalog which contains course descriptions, class schedules and prices, and class schedules and prices are available on-line at the Teale Data Center. To get a copy of our newsletter or catalog, call (916) 445-0397 or ATSS 485-0397.

### MANAGEMENT AND CONSULTING SERVICES

The Management and Consulting Services Section, (MACS) acts as management consultant for the Department and undertakes projects that provide innovative solutions that have statewide impact or improve departmental management controls.

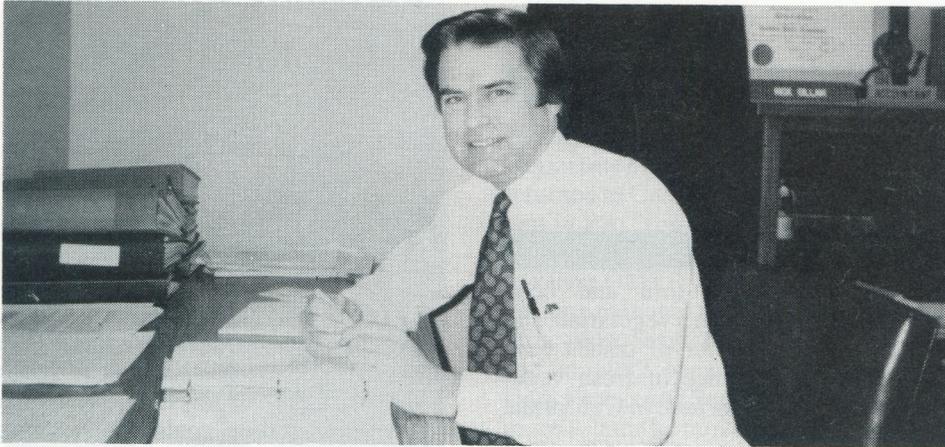
A recent project was to simplify the way the Department evaluates bids for the reduced air fares available to state employees. MACS reviewed the process and changed the bid document from a Request For Proposal, Secondary (RFP Secondary) to an Invitation For Bid (IFB). The evaluation process was reduced from two weeks to two days.

Five years ago MACS did the original study which found a way for the State to get reduced air fares, and the State has saved from \$5 to \$10 million on air fares each year since.

In July of this year, MACS assumed the role of Contract Officer for the Department. In this capacity, MACS reports contract information to the Legislature, reviews department contract policies and procedures and recommends changes to increase accountability and improve contracting practices.

(Continued on page 11)

## OMTP EMPLOYEE SPOTLIGHTS



### RICK GILLAM

After 10 years as a traveling auditor for the Department of Finance, Rick Gillam says he is finally "beginning to feel at home in Sacramento."

Rick came to OMTP as head of the Audit Section last year as a Supervising Auditor II and has since been promoted to Auditor III.

He travels very little in his new job and, aside from regular trips to his home town of Fresno, he has settled down in Sacramento.

Being at home isn't the only advantage of his position, he also likes being part of a management team rather than doing external audits as he did at DOF.

"The Audit Section role of assisting

management has been readily accepted," explains Rick, "and allows me to share expertise with management as part of their team."

Rick was born in the little San Joaquin Valley farming town of Hanford and raised in nearby Fresno where he graduated from CSU Fresno in 1977. He went to work almost immediately for DOF and remained there 10 years. It involved up to 80 percent of his time traveling and he says he never really felt "at home" in Sacramento.

Helping new employees develop into professional auditors is a source of special pride to Rick. "It is very satisfying to watch a new employee develop expertise and confidence and become a self-confident professional employee," says Rick. "Last year we were able to hire five entry level auditors and it has been enjoyable to watch their development." GS



### LORETTA WILSON

Recognition for doing your job well is flattering. However, when recognition comes from one's peers, it is an honor. In December, 1988, Loretta Wilson was the first to receive OMTP's Honored Employee Recognition Order (HERO) award for her technical contributions and willingness to assist her fellow employees. The HERO award is determined from nominations submitted by all OMTP employees and presented about every two months. Loretta is proud, "but mostly embarrassed," being the very first recipient. As a way to return the compliment, she began serving

on the HERO award committee in May 1989, when asked by a retiring member to volunteer. "Now I really appreciate having been made a HERO, because I can see that each person nominated is already a hero and deserves an award. Singling out an individual is difficult."

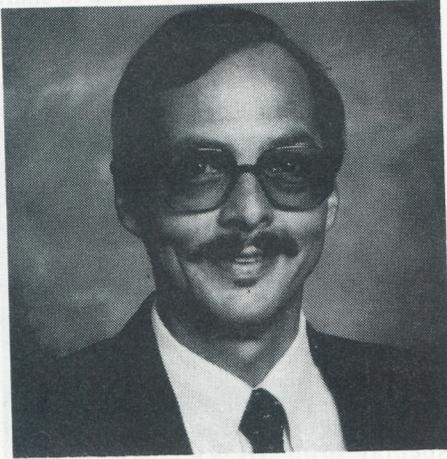
An Air Force brat, Loretta was born in Columbus, Ohio, and lived most of her early years in South Carolina until the family moved to Sacramento. In high school, when looking for a career, she got interested in data processing and accounting. "Otherwise, I probably would have been a cultural anthropologist and been forced to teach or starve or both." While attending Cali-

fornia State University, Sacramento, she worked part time for the Employment Development Department.

In 1978, she started working full time as a Programmer with the Department of Social Services after receiving a Bachelor of Science degree in Business Administration for Management Information Science and completing a minor in Computer Science. She joined OMTP in January 1982 as an Associate Programmer/Analyst. She has since worked for several client agencies including Public Employees Retirement System on their member contributions and refunds systems and, most recently, the Office of the State Architect on their Project Management/Accounting system.

Last year, she made her first trip overseas, vacationing two weeks in Japan. She says that she would have gone again this year, but in August she purchased an "existing home" which needs a little fixing up. "And, I'm learning more than I ever wanted to know about the process! Right now, my immediate goal is to find a suitable companion for my lonely housecat. Get the impression I lead a quiet life? Well, my long range goal is to keep it that way." GS

## OFFICE CHIEF PROFILE



**Casey Randall**  
Office of Fleet  
Administration



### Feeling #281

While visions of sugar  
plums dance in your head  
plus mistletoe, tinsel  
and holly —  
We earnestly wish you  
good holiday spread  
with happiness, presents,  
and folly.

#### FAVORITE QUOTE:

"If you have to swallow two frogs,  
swallow the biggest one first"  
Mark Twain

#### FAVORITE FOOD:

Would you believe tofu and bean  
sprouts? Actually, I am a vegetarian, and  
enjoy a great number of dishes built  
around the abundance of fresh vege-  
tables available to us here in California.

#### FAVORITE BOOK

Although I do a fair amount of reading, I  
can't really identify one favorite book.  
Probably the most recent book that I  
particularly enjoyed was *All I Ever Really  
Need To Know, I Learned In Kindergarten*  
by Robert Fulghum.

*What I like most about my job. . .*

The opportunity to interact with a  
variety of people to provide needed  
services, and to work together to solve  
problems related to that service delivery.

#### FAVORITE PASTIME:

Cycling. My wife Pat and I do a lot of  
recreational riding, and enjoy traveling  
to different rides and rallies within  
California and in nearby states. In  
addition to our single bikes, we have a  
tandem (bicycle built for two) that we  
rode in excess of 2,000 miles last year.

#### Short history — personal/work

I received a BA in Sociology from  
California State University San Fran-  
cisco and started my work career as a  
printer. I left the Wall Street Journal to  
begin a career in Youth Corrections with  
San Francisco County. I began state  
service with the Department of Youth  
Authority in 1970 and came to the DGS  
in 1983 as Special Assistant to the  
Director. I then went to the Office of  
Administrative Services as Chief in  
November 1983 and transferred to the  
Office of Fleet Administration in  
January 1987. I am a Native Californian  
and have been married for 31 years. I  
have three adult children. Steve is a  
waiter at the Nut Tree Restaurant in  
Vacaville; Diane is a first grade teacher  
in Lodi; Wayne is a graduate student at  
UCLA. GS

## Tony Awards Recognize Affirmative Action in DGS

The second annual Tony Awards,  
presented after the October Office  
Chiefs' meeting, recognized each Of-  
fice's affirmative action accomplish-  
ments during the past fiscal year.

A total of 58 awards were presented,  
representing 14 different categories. The  
first series of awards recognized those  
Offices which had reached labor force  
parity and hiring goals for women,  
disabled and ethnicity. Others were  
recognized for their LEAP hiring and for  
perfect attendance at the Affirmative  
Action Coordinators' Council Meetings.

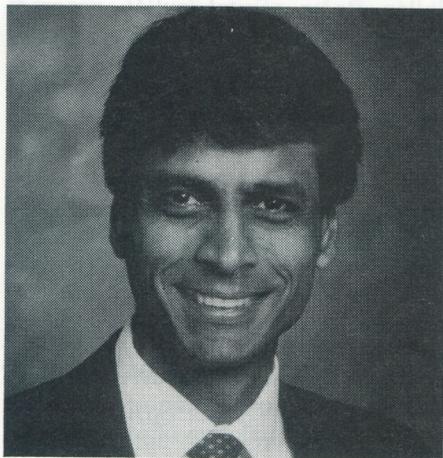
The next set of awards acknowledged  
the Offices that had made significant  
contributions in the various program  
areas within the Affirmative Action  
Program. Various committees nomi-  
nated and selected Offices that they  
felt were outstanding within their own  
affirmative action focus.

*The Most Outstanding Affirmative  
Action Coordinator as selected by the  
Equal Employment Opportunity staff was  
Gaylene Searles of the Telecommuni-  
cations Division. Gaylene, along with  
Joe Caroll were chosen due to their  
many achievements:*

- Established a network of six EEO  
Counselors statewide
- Participation in the Selection Inter-  
view's Report (SIR) training
- Achievement of Labor Force parity  
for Blacks
- Timely and assertive implementation  
of their Sexual Harassment Prevention  
Program
- Utilization of people skills to gain  
cooperation and results
- Professionalized the Division's re-  
cruitment program to be more com-  
petitive with the private sector
- Instrumental in the development of  
the Mentor Program

Congratulations to all those who  
received awards! GS

## OFFICE CHIEF PROFILE



### P. K. Agarwal, Chief, Office of Management Technology & Planning

#### FAVORITE BOOK

"Celestial Omnibus", by E. M. Forster

#### FAVORITE QUOTE:

"If it works, it isn't state of the art."  
Merlin

#### FAVORITE PASTIME:

Tennis

#### FAVORITE FOOD:

Anything fattening.

*What I like most about my job is . . .*

. . . the opportunity to be creative. The structure of General Services allows for a great deal of flexibility and room for innovation. Many of the things we do have a statewide impact and it is exciting to be a part of making it happen. Of course, along with that comes a great deal of responsibility and accountability.

#### Education

P. K. was born in India and goes by his initials because "most Americans find my name unpronounceable." He has a BS in mechanical engineering from India and a Masters in Mechanical Engineering from California State University, Sacramento. He also has a MS in Operations Research from the University of California at Berkeley and was in the Management Development Program for EDS Corporation.

P. K. worked for EDS Corporation, the Ross Perot Company (now part of General Motors) involved with many

automated government health support programs, from 1975 to 1978 when he joined the Department of General Services. He switched to the Department of Health Services in 1979 and then on to Department of Social Services. He returned to General Services as a consultant in PACT, a predecessor of OMTP, in 1983.

When OMTP was formed in 1984 he became manager of the Information and Education Services Section in OMTP and in 1987 became manager of the Data Processing Services Section. Eight months later he moved up to his present position, Chief of the Office of Management Technology and Planning.

"I have worked to create a strong team concept and to instill a service attitude," says P. K., "I try to meet with most of our clients once a quarter and I urge all my staff to meet with their clients regularly and have a good working relationship with them."

To emphasize this P. K. has encouraged motivational training as well as technical training and conducted a work place satisfaction survey. "After all," says P. K., "People is what counts." To further institutionalize the service philosophy, the senior managers are evaluated based on the following four factors: Financial Performance, Customer satisfaction, employee environment and creativity/innovation.

"By the time I get through with the day to day administration there isn't enough time for hands-on involvement with all of the projects. The most important thing I can do is provide a vision of service and encourage a positive attitude."

#### Family

P. K. lives in Fair Oaks with his wife Nancy, his two daughters, Maya and Nisha, and a son, Kumar. **GS**

### OMTP's New Office Installs Flexible Building Wire System

Office of Management Technology & Planning (OMTP) moved into a newly renovated office at 1500 - 5th Street (5th & O) in August.

OMTP worked closely with the Telecommunications Division to ensure that the building would be pre-wired with a single scheme for both voice and data communications. The wire plan had to be flexible to allow any kind of communications equipment to be attached and to permit non-technical staff to easily re-route services throughout the building.

OMTP is using the same 4-twisted pair cable system to allow PC's and terminals to communicate with OMTP Unisys mini computers, 3270 terminals that communicate with a Teale cluster controller, and soon a LAN. The same system also supports Centrex phones and a 24-station key system.

The system is so flexible that literally any service, voice or data, can be routed to any work area by simply changing a patch cord. The flexibility of the system has already proven itself. Recently a vendor installed a demo computer. Within just a few minutes six terminal ports were patched through the building wire system into OMTP's conference room for a presentation.

A special thanks is due the Telecommunications Division staff for the superior support they provided OMTP prior to, during, and after the move.



## Supervisory Bonus Awards



Seated, l to r: Dolores Parker, Ethel Harvey, Mary Bretzke, Cec Wallin; Standing, l to r: William Werry, Dennis Karnes, Kenneth Potterton, Paul Hynarowski, Roger Brown, W.J. Anthony, Frank Davidson, Richard Lordge, Don Boom, Ron Lewis, Steve Weston and Bruce Hancock.

### **DONALD BOOM, Supervising Telecommunications Engineer Telecommunications Division**

As project manager of the "CALNET" project, Donald Boom has been instrumental in bringing this 100-million-dollar project to the point of the first phase being operational in 1990. In order to accomplish this ambitious project, Don consistently spent a lot of his own time working 50 to 60 hours a week for the last two years. Sophisticated and cost effective features were also designed into the system under Don's direction and leadership. His dedication to this project will enable the State to have one of the most effective and efficient communications systems in the world.

### **MARY BRETZKE, Executive Assistant to Chief Deputy Director Executive Office**

Mary Bretzke, with an extensive supervisory and an indepth knowledge of the civil service system, has helped to assemble a cohesive and effective secretarial team in the Executive Office. In coordinating activities of these individuals she has handled sensitive personnel issues with consistent good judgement and diplomacy. As Assistant to the Chief Deputy Director she identifies and tracks issues for the Chief Deputy and has frequent contact with the Governor's Office, the State and Consumer Services Agency, Deputy Directors and Office Chiefs. Mary is willing to get involved in an issue and to resolve it as quickly as

possible. She is resourceful and persistent when confronted with uncooperative individuals. As backup to the Special Assistant to the Director, she very capably handles press contacts for the Department. Her enthusiasm, flexibility, and concern for the wellbeing of the Department make her an asset to state government.

### **DENNIS KARNES, Supervisor, Landscape Unit, Office of the State Architect**

Dennis Karnes' constant awareness and thoughtful personal attention to client needs and demands has resulted in a positive image of the Architecture and Engineering Services. Many of the intangible results are realized in better communications and coordination with a client agency.

### **ROGER BROWN, Contracts Section Leader, Office of Project Development and Management**

Roger Brown provided the following services for the office: supervised the development of a Contract Monitoring System as part of an overall Office Management Information System; developed a contracting procedure process which is being used in the Office and will be made part of the Office's Procedures Manual; trained, assisted and advised office staff in the State's Capital Outlay Program as it relates to contracting; and provided fiscal management to the Office which entailed transferring of funds from client departmental appropriations to the Architectural Revolving

Fund. Roger's indepth knowledge and his organization skills keeps the contracting aspects of the multimillion dollar major capital outlay program working efficiently and effectively.

### **FRANK DAVIDSON, Area Supervisor Office of Real Estate and Design Services**

Frank Davidson is an expert in the highly specialized field of commercial and office real estate leasing for which he has spearheaded several creative and innovative projects which are not routine, saving the State millions of dollars in yearly leasing agreements. Frank is frequently involved in very complex situations, some of which are outside his normal area of assignment.

### **ETHEL HARVEY, Janitor Supervisor III, Office of Buildings & Grounds, Region II**

Ethel started working for the OB&G over 17 years ago as a Janitor and has promoted to a Janitor Supervisor III. Ethel's "take charge" and cheerful attitude for her work has influenced many of her subordinates to strive for higher achievements and excellence in their jobs resulting in a 25% to 30% promotional pattern for her staff. In her spare time, Ethel works with a Drug Prevention Program, a Crime Prevention Program and is an active church member.

### **PAUL HYPNAROWSKI, Supervising Electrical Engineer, Office of the State Architect**

Paul has developed and maintained a high degree of knowledge and expertise in the specialized field of PCB equipment retrofit over the past eight years while supervising the statewide program. As a direct result of Paul's actions, the PCB switch failure occurring at the Department of Education building was resolved with a minimum of time lost.

### **BRUCE B. HANCOCK, Field Services Manager Office of Local Assistance**

Bruce Hancock has been a supervisor with the OLA for the past four years. In addition to supervising a staff of over sixty persons in the Lease-Purchase Program, Bruce also volunteers to speak at various gatherings of school facilities personnel throughout the State. His willingness to perform these speaking engagements, has improved the image and credibility of the Office with school districts and related school facilities

(Continued on page 9)

## Supervisory Awards...

(Continued from page 8)

industries. He voluntarily and effectively assumes these "extra" duties, in spite of his heavy workload and immense responsibilities. Bruce was also named Ad Hoc Chairman of the State Allocation Board Legislation Implementation Committee, and has become the primary author of all OLA policies and procedures.

### **RONALD C. LEWIS,** Program Manager, Mail and Messenger Services Office of Support Services

Due to Ron Lewis' leadership and creativity, the Mail and Messenger Services Program reached an all-time high in quality, productivity and morale in 1988-89. Some of Ron's accomplishments include: facilitator for four Investment in Excellence training classes; and co-developer of a Local Area Network for Addressing Services. This is impressive considering the increase in responsibility. He has developed trust, clarified expectations, and used creativity when assisting clients with positive results.

### **RICHARD A. LORDGE,** Production Control Supervisor Office of State Printing

Richard Lordge has supervised the Production Control function of the OSP for over seven years. Dick stands between the OSP customers and the capabilities and resources of OSP production departments and must mediate and resolve conflicts that satisfy each. Dick has led his staff in the Production Control Unit to a high level of productivity and has generated great confidence from OSP customers in the ability of OSP to meet their needs. His rapport with the production departments also demonstrates his ability to get a hard job done with a minimum of conflict.

### **DOLORES A. PARKER,** Legal Support Supervisor I Office of Administrative Hearings

Due to a vacancy, Dee Parker effectively carried out the role of her former secretarial duties while maintaining the obligations as Supervisor of nine clerical positions. Dee was involved in training a new receptionist and student clerical working while continuing to train a junior calendar clerk. She also continued her unofficial position as the primary resource person for the staff relating to computer problems or questions. To

manage all of these seemingly unmanageable obligations, Dee worked well beyond normal work hours on a regular basis. She did all of this in an exemplary manner.

### **KENNETH POTTERTON, Supervisor,** Building Trades, Office of Buildings & Grounds

Ken started with DGS as a painter over 25 years ago and has promoted to Supervisor of Building Trades. Ken has taken on and completed several large and complex projects in the past year that resulted in a savings to the State in excess of \$160,000. One of the projects Ken worked on was the emergency roof repairs of the High Tech roofing; repairs of over 1440 sq. ft. of roof valley replacement, water proofing of over 6,000 sq. ft. of patio decking that was leaking into office areas in the Bateson Building at 1600 9th Street, Sacramento.

### **RICK RANGE, Scheduling Section Leader, Office of Project Development and Management**

Rick Range developed a workload measurement system to use to keep the Office abreast of the staffing requirements of OPDM's work and effectively produce project schedules for clients. This system will provide the OPDM with a continuing methodology in which to manage its Project Director resources. The system he developed was solely a result of his own initiative and creative ability.

### **SAUL RODRIGUEZ,** Bay Area Garage Manager Office of Fleet Administration

When the Berkeley State Garage was closed, Saul Rodriguez, Bay Area Garage Manager, was able to provide uninterrupted transportation services to the Department of Health Services, the primary client for this garage. As a result of his leadership, the Bay Area garages operate at a high level of efficiency, and the preventive maintenance shops consistently show an above average level of production. Saul achieves this high level of accomplishment while operating somewhat independently, as his immediate supervisor is located in Sacramento. Saul has earned the respect of his employees, peers and customers through his dedication to effective and efficient service. Saul is also recognized as the expert in regard to the data printouts from Teale Data Center, and is often called upon by staff throughout the State for assistance in reading, understanding, and using the printouts.

### **CECILEAN WALLIN, Budget & Planning Officer, Office of Fiscal Services**

The Department's 1989/90 budget cycle was unusually active with a record number (83) of budget change proposals submitted. This level of activity required a tremendous individual effort on Cec Wallin's part to develop these proposals into an acceptable product. For the first time, the Department encountered difficulty in its personal services budget. This required an extra effort on Cec's part, as well as her staff, to take a more active role in monitoring expenditures. As a result of this extra effort, the Department was able to manage its resources and avoid the embarrassment of requesting a deficiency to make ends meet. Through Cec's leadership, her extreme dedication, and her staff's efforts, the Department's performance in the budget arena was outstanding for the 1989/90 budget cycle.

### **WILLIAM M. WERRY,** Principal Buyer Office of Procurement

For four months William Werry, while continuing to manage his own buying units, also took the responsibility of supervising half the Contract Management Unit's staff. While maintaining the above average performance of his own unit, he also was responsible for visible improvement in the performance of the contract staff. As a result, for the last eight months he has been the full time supervisor of the Contracts Management Unit. William's personal efforts and dedication to the Contract Management Unit resulted in bringing the Material Services Warehouse contracts up to date.

### **STEVE WESTON,** Training Lieutenant, Office of California State Police

As Training Lieutenant, Steve Weston has been instrumental in the development of a comprehensive advanced Officer Course for police officers and supervisors. As a result of Lt. Weston's efforts, the OCSP was able to meet the new POST requirements and provide training directed toward the Division's needs without increased training costs to the State. He standardized in-service training statewide, which ensured that officers received the same training regardless where they are assigned. In addition, he developed a videotape library, which contains over fifty video tapes, which are shown at briefings during rollcall training. 65

**25  
YEARS**

**DEPARTMENT OF  
GENERAL  
SERVICES**

**NOVEMBER**

Gary A. Sigafos  
Office of Management  
Technology & Planning

William Wong  
Office of Real Estate &  
Design Services

**RETIREMENTS**

NAME	OFFICE	STATE SERVICE
<b>AUGUST</b>		
Kenneth Peckinpaugh .....	Office of State Printing	..... 39 yr., 10 mos.
Marilyn Nelson .....	Administrative Hearings	..... 15 yrs., 10 mos.
<b>SEPTEMBER</b>		
Imogene Sadler .....	Office of State Police	..... 25 yrs., 9 mos.
William B. Brandenburg II ....	Telecommunications	..... 16 yrs., 5 mos.
Vernon L. Schultz .....	Office of State Printing	..... 30 yrs., 3 mos.
<b>OCTOBER</b>		
Sharon E. Tresca .....	Administrative Services	..... 17 yrs., 6 mos.
Crescenciano Burgas .....	Office of State Police	..... 8 yrs., 8 mos.
Frank Tolstick .....	Office of Support Services	..... 13 yrs.
Anne M. McConico .....	Office of Buildings & Grounds	..... 15 yrs., 5 mos.
<b>NOVEMBER</b>		
George France .....	Office of State Printing	..... 23 yrs., 1 mo.
Kenneth W. Reeves .....	Office of the State Architect	..... 36 yrs.
<b>DECEMBER</b>		
William D. Blackburn .....	Office of Local Assistance	..... 27 yrs., 3 mos.

**Sustained Superior Accomplishment Awards  
Nomination Period to Begin**

It is that time of year again to nominate departmental employees for the Sustained Superior Accomplishment Award. These employees represent the

highest standards of excellence on the job during the past 24 months. All nominations must be submitted to the Program Coordinator by January 19, 1990.

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

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

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

If you have any questions regarding the program or are in need of a nomination form, contact Program Administrator Mary Anne Riehl-Campos at 324-6462 or ATSS 454-6462 or Chris Castro at 324-4591 or ATSS 454-4591. All nominations should be submitted to the following address:

Office of Administrative Services  
915 Capitol Mall, Room 510, C-2  
Sacramento, CA 95814  
Attn: Mary Anne Riehl-Campos



**MAIL & MESSENGER HEROES** A Mail & Messenger Program Hero is one of those fine employees of the Mail & Messenger Program (Office of Support Services), who demonstrate initiative, independence, and fine character. Their creativity regarding the job, their reliability, their willingness to embrace responsibility, their willingness to go that "extra mile" exemplify our "Service Attitude." Heroes are nominated by their Supervisor, selection is the sole responsibility of the Program Manager. Heroes receive a Letter of Commendation and five "Quick Picks." Pictured left to right: Barbara Robinson, Alex English, Paul Henderson, Thomas Guilino, Ruben Dominguez, Kathy Mehler, Randy Akaburi; (Not Pictured) Nellie Carmona, Thomas Fairgood.

## OMTP...

(Continued from page 4)

### DATA CAPTURE

The Data Capture Unit is still sometimes called "Key Punch," referring to the olden days (maybe 14 years ago) when operators pushed a "key" and the machine "punched" a card, universally known as an "IBM card."

The technology has changed rapidly since the late 60's when the Key Entry Unit was established in the basement of the Jesse Unruh Building, even the name of the building has changed from OB 1, to provide key punched cards to the old E.A.M. (Electronic Accounting machines) in the Accounting Section.

The technology has changed from key punch to key to disk, and the name has changed from Key Entry to Data Capture, but the task remains the same. It still requires a human being to read a paper document and put the data into a machine so a computer can use it.

New technology has put much of the data capture in the originating office, bypassing Data Capture altogether, but some applications still require the human operator, and the Data Capture Unit inputs about 1 million records every year.

Six operators were recently honored for averaging an astonishing 11,000 keystrokes per hour.

### CALIFORNIA COMPUTER SOURCE

The State computer store, officially the California Computer Source, has been a smashing success since its opening in 1985, selling an average \$1 million each month in micro-computer hardware and software.

Modeled after the federal computer store, the Management and Consulting Services Section wrote the first bid document which launched the first computer store.

Subsequent bids and management oversight is now handled by Al Wildermuth, Data Processing Manager II, in the Information and Education Section.

The store is a prime example of the benefits of government and private sector cooperative partnerships. The store offers to state departments a wide variety of microcomputer hardware and software, plus introductory seminars, training, and maintenance.

The store carries more than 2,000 products, including five microcomputer brands; Apple, Hewlett Packard, IBM

WYSE, and Zenith; and provides assistance to see that the buyer gets the right items for the job.

### CALIFORNIA SOFTWARE SOURCE

The California Software Source is a new cousin of the successful California Computer Source, and another example of the cooperative efforts between the State and private vendors. The five vendors, one in the Bay Area and four in Sacramento, sell more than 70 popular software products at substantial discounts. With the initial success for the Software Source already apparent, OMTP is working with the Office of Procurement to expand the service and increase its value to the State.

### PLANNING UNIT

The Information Systems Review Board (ISRB) consists of five Deputy Directors and sets policy for computers and automation in the Department.

The OMTP Planning Unit is staff to the ISRB and coordinates and compiles the Departmental Information Management Annual Plan (IMAP), the EDP Operational Recovery Plan, and the Department's Personal Computer Policy.

Last March the Planning Unit organized a two day Strategic Planning Session which resulted in a "Vision for the Future" which includes the statement "utilize Information Technology to deliver services in an integrated, effective and efficient manner. DGS will provide a single interface point for all its electronic services, therefore advocating the concept of 'One Stop Service.'"

### AUDIT

The Audit Section provides management with an independent appraisal of Department operations. This involves conducting audits of activities performed directly by the Department and of activities that have been delegated to other state agencies.

The Audit Section conducts an audit of every DGS office within every three years.

In March 1989 the Audit Section began a major new external audit program to review the operations of other state departments as necessary to ensure they are complying with requirements contained in delegations or exemptions granted by the DGS. Audits also conducts special reviews and investigations which can involve anything from misuse of state property to special

Articles in this series were provided by OMTP staff Dale Morgan, Al Wildermuth, Christy Quinlan, Stephan J. Cohen, Valerie Bothun, Mary Ann Olsen, Rick Gillam and editor Curt Sutliff.

requests to review a specific program activity.

The Audit Section also coordinates all audits of the DGS by external audit agencies.

In addition, the Audit Section Manager is responsible for the DGS "Hotline" where employees can report any suspected misconduct, waste, or other abuse.

The Audit Section is comprised of twenty professional staff who have acquired a variety of bachelors and masters degrees, and includes four Certified Public Accountants. **GS**

### Travel Cards

The use of State travel charge cards is another example of the careful mixing of private enterprise and public service to benefit both the employees and taxpayers of the State.

This year the Management and Consulting Services Section issued bids and awarded a contract to American Express to issue approximately 2,000 credit cards to State employees in ten selected departments.

The advantage to the employee is use of an American Express card without an annual fee, with no limit, and with up to 60 days to pay. The card also has check cashing privileges at merchants who accept the card.

The advantage to the State is that employees will request fewer travel advances, which are a considerable cost to the State, and American Express will make management information available to the State.

State employees will have to carry less cash when traveling, will not have to use the credit limit on their own personal charge cards, and it will be more convenient for trips on short notice, when a travel advance would be hard to get.

## Department of General Services — Supporting the State's Earthquake Relief Efforts

Within minutes of the devastating October 17 earthquake, Department of General Services forces went into action. The State Police were first on the scene at the State Office of Emergency Services, and the Chief Deputy Director arrived within 90 minutes. After that evening, virtually every DGS office became involved in earthquake-related activities.

The earthquake left the Department with three office buildings unable to be reoccupied: the Oakland State Office Building; the San Francisco State Office Building at 350 McAllister; and the Department of Industrial Relations Headquarters in San Francisco. Fortunately, there were no injuries. All three buildings are closed indefinitely until repairs can be made. To coordinate support services with all affected agencies (about 25), the Department conducted a meeting three days after the earthquake to notify the agencies of the status of all DGS-owned buildings and to discuss relocation efforts. This coordination helped ensure a smooth resumption of State business during the emergency.

Actions performed by those offices most involved with earthquake relief efforts are highlighted in the following information.

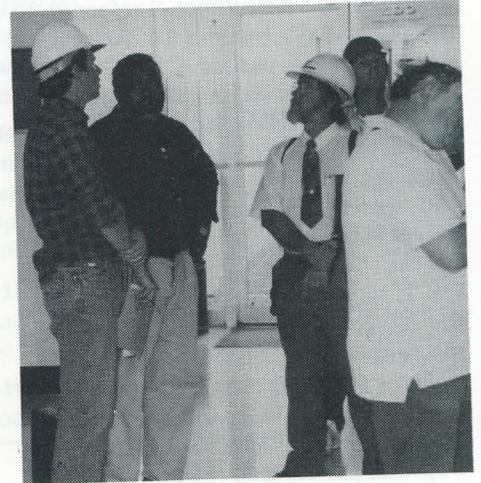


On-site personnel with the **Office of the California State Police** (OCSP) responded immediately after the tremor, by starting the evacuation of buildings and the search for victims. Within 1 hour after the quake, 51 employees from Sacramento and 10 from Los Angeles were dispatched to the affected areas to

patrol state facilities and to do preliminary investigations of state buildings and to offer assistance to local jurisdictions. Some of these employees were airlifted to the Bay Area by the National Guard. Officers worked 12-hour shifts, though some worked 24 hours straight. Staff were also stationed 24 hours a day at the OES headquarters in Sacramento, and provided security at OES' Emergency Operations Center while it was being activated. OCSP Officers also provided dignitary protection for Lieutenant Governor Leo McCarthy, then Acting Governor, to Candlestick Park and various other locations. The San Francisco State Police Office acted as the only communication point in operation between the Acting Governor and Washington D.C.

The **Telecommunications Division** employees were in action by 5:30 p.m. on October 17. Remote alarm systems, at the time of the quake, alerted the Division to the problem areas with microwave and public safety radio systems. Technicians were flown by helicopter to mountain tops and other locations to do site surveys and repair microwave equipment, which was the only method of communications for all public safety agencies during the disaster. Technicians residing in the affected areas went immediately to work contacting various agencies to alert them. By October 20, Technicians were installing a two-way radio at the Bay Station for better communication with law enforcement and emergency crews. There were also several radios installed at the command post for Caltrans at the Cypress freeway site. Technicians were sent far and wide to install microwave phones and to check system failures as they were reported and subsequently restored. One crew was dispatched to move the microwave antenna that was damaged on Mt. Umunhum, which was 15 miles from the epicenter of the earthquake. State systems held out very well throughout the disaster.

At the request of the Director, Telecommunications presented telecommuting orientation briefings in Berkeley,



Sacramento, and San Francisco in November. The briefings, designed for managers and supervisors in state agencies that were impacted by the earthquake, were focused on how state agencies might benefit from initiating or expanding employee telecommute options.

Starting the evening of the earthquake, 15 teams from the **Office of the State Architect** (OSA) were sent out and by October 18 had inspected 20 state buildings and an estimated 50 hospitals and schools. This included inspection of leased buildings in which state employees are housed. These teams assessed damage to determine if buildings were safe for occupants. Subsequent inspection teams were sent to all the Bay Area counties. By October 27, the OSA had inspected 74 state buildings, 100 schools, and 7 hospitals. Inspectors went out as the requests came in. Architects and



# SURVEY

## Employee Assistance Program

Even if you have never heard of the Employee Assistance Program, or know very little about it, please take the time to answer the survey questions.

By hearing from you, we will be able to use your answers in our efforts to build the best Employee Assistance Program possible. Please remove this survey when completed and mail. Mailing instructions are on the last page of the survey.

# EMPLOYEE ASSISTANCE PROGRAM SURVEY

**ALL OF YOUR COMMENTS ARE CONFIDENTIAL. ONLY STATISTICAL SUMMARIES WILL BE DEVELOPED FROM YOUR RESPONSES.**

*Please answer all questions based ONLY on your experience at General Services.*

**1. How familiar are you with the General Services Employee Assistance Program? (CHECK ONE)**

- (a)  I have never heard of the Employee Assistance Program.
- (b)  I have heard of Employee Assistance, but know little about it.
- (c)  I know some about the Employee Assistance Program, but not enough to know how to use it.
- (d)  I know how to use the Employee Assistance Program, but not enough to help others use it.
- (e)  I know how to use the Employee Assistance Program and could help others understand how to use it.

**2. Exposure to Employee Assistance Program information. (CHECK ONE FOR EACH ITEM.)**

	YES	NO	NOT SURE
(a) I have heard about the Employee Assistance Program during an orientation session. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) I have received printed materials about the Employee Assistance Program in my pay envelope. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) I have seen posters in my building that advertise the Employee Assistance Program. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) My manager/supervisor has told me about the Employee Assistance Program. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) One of my co-workers told me about the Employee Assistance Program. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) My labor union or professional organization told me about the Employee Assistance Program. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**3. Knowledge of the Employee Assistance Program.**

- |  | YES                      | NO                       | NOT SURE                 |
|--|--------------------------|--------------------------|--------------------------|
| (a) A person can use the Employee Assistance Program while on State time. ....                             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| (b) The Employee Assistance Program is intended to help people find the help they need. ....               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| (c) Members of the employee's family can use the Employee Assistance Program. ....                         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| (d) Conversations with the Employee Assistance Program person are confidential. ....                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| (e) The Employee Assistance Program will make appointments for any hour that best suits the employee. .... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| (f) The Employee Assistance Program is only for people with drug problems. ....                            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**4. Satisfaction with Employee Assistance Program Services. (Answer only if you have used the Program.)**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Does Not Apply
(a) I have personally used the Program and feel... ..	<input type="checkbox"/>				
(b) I have referred employees to the Program, and feel... ..	<input type="checkbox"/>				
(c) As far as the Program being accessible to me, I am... ..	<input type="checkbox"/>				
(d) When I consider the quality of the Program's service, I am... ..	<input type="checkbox"/>				
(e) When I consider the confidentiality of the Program, I am... ..	<input type="checkbox"/>				
(f) When I think of the Professionalism of the Program, I am... ..	<input type="checkbox"/>				

**5. My job can best be described as: (CHECK ONE)**

- (a)  Clerical                      (c)  Janitorial                      (e)  Technical/Professional  
 (b)  Crafts/Trades                      (d)  Managerial/Supervisory                      (f)  Other (please explain) \_\_\_\_\_

**6. I am: (CHECK ONE)**

- (a)  Female                      (b)  Male

**7. My age group is: (CHECK ONE)**

- (a)  Under 20                      (d)  30 - 34                      (g)  45 - 49  
 (b)  20 - 24                      (e)  35 - 39                      (h)  50 - 54  
 (c)  25 - 29                      (f)  40 - 44                      (i)  55 and over

**8. I have been at General Services for: (CHECK ONE)**

- (a)  Less than 1 year                      (c)  6 to 10 years                      (e)  16 to 20 years  
 (b)  1 to 5 years                      (d)  11 to 15 years                      (f)  Over 21 years

**9. My primary work area is: (CHECK ONE)**

- (a)  Greater Sacramento area                      (d)  Southern California  
 (b)  Northern California                      (e)  Other (describe) \_\_\_\_\_  
 (c)  San Francisco Bay Area

**10. I am a manager/supervisor and I... (CHECK ALL THAT APPLY)**

- (a)  Does not apply to me                      (e)  Do not see the usefulness of the E.A.P.  
 (b)  Have used the E.A.P. for consultations                      (f)  Have found the E.A.P. to be a valuable tool for helping employees return to standard performance.  
 (c)  Have referred employees to the E.A.P.  
 (d)  Have not referred employees to the E.A.P.                      (g)  I am not satisfied that the E.A.P. was helpful to the employees I referred.

**11. I think the Employee Assistance Program could be improved if...**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**12. I could have used the Employee Assistance Program, but decided not to because...**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

13. If I needed help, I (CIRCLE ONE) *would/would not* use the Employee Assistance Program because...

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you for taking your time to help your Employee Assistance Program continue to grow. Your answers and comments are important resources to us. We will continue to make improvements as we learn from you.

## Mailing Instructions

1. Fold in half and *tape closed*.
2. If you have Interagency Mail Service, place in the interagency mail pouch, address to:  
E.A.P.,  
1518 'L' Street,  
Sacramento, CA 95814;  
Interagency Mail Code C-21.
3. If you do not have Interagency Mail Service, Return your survey to your Headquarters' Training Coordinator's office, just as you would forward a Training Request (Form 1090).

**D.G.S. TRAINING OFFICE  
1518 'L' STREET  
SACRAMENTO CA 95814**

**TO:**

Engineers from OSA, as well as outside consultants, were working on designs to repair the closed buildings. Some emergency repairs were already underway by direct construction crews in buildings that were still habitable, but needed minor repairs. They provided emergency repairs to stabilize structures and install or repair ceilings and light fixtures. The OSA is now working to assess the damage and estimate the cost of repairs.

The **Office of Buildings and Grounds** (OB&G) staff were also involved in the coordination and inspection of state buildings. They were assigned to limited entry into the damaged buildings so that a designated number of occupants could come in to assess the damage to their office or to pack their files in preparation for relocation. Many OB&G employees worked to help in various ways; elevator inspections, monitoring air quality (asbestos), boarding up buildings, cleaning the interior areas of buildings including offices, activating electricity and HVAC systems when possible.



The **Office of Real Estate and Design Services** (OREDS) were experts when it came to locating space for displaced employees from offices within our Department, as well as those from other agencies. Leasing agents in the field reported alternate space was scarce in San Francisco, but much better in Oakland. With the exception of the administrative offices of the Courts and the Department of Justice, the OREDS staff relocated the population of three



state buildings (approximately 30,000 square feet of space). By November 3, arrangements had been made for all departments which needed to be relocated. Various teams of Leasing Officers and Planners made plans right on site. Most of the moving had to take place during the hours of 6:00 p.m. and 7:00 a.m.

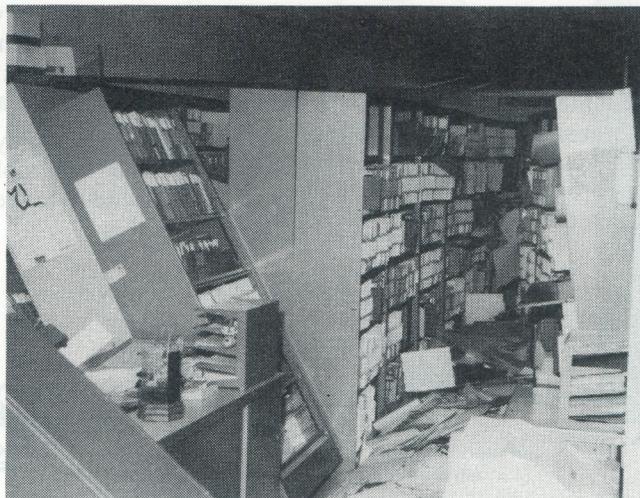
Supplies from the **Office of Procurement** were made available to agencies in need. Forty-two much needed generators were located and delivered on an on-call basis as directed by the Office of Emergency Services. The Office of Procurement distributed such articles as lanterns, batteries, flashlights, archive boxes and rain gear to any agency by request. They also provided advice to state and local agencies regarding emergency purchasing procedures.

Vehicles from the **Office of Fleet Administration** (OFA) were available for emergency use. Approximately 35 sedans and 25 vans were held for

emergency use only from the Sacramento State Garage. All other state vehicles were available for routine use.

Staff of the **Office of Insurance and Risk Management** (OIRM) worked with Caltrans on the insurance of "loss of revenue" at the Oakland Bay Bridge. They also provided insurance coverage for the transportation of three ferry boats provided by the State of Washington. Many of the OIRM insurance experts worked with the Department of Veteran's Affairs determining the earthquake coverage for CalVet homeowners submitting claims. The CSU-San Francisco also benefited from the assistance of OIRM staff on damage claims for the CSU parking structures, dormitories and various other campus buildings.

The **Office of Records Management** (ORM) responded to rush requests from Caltrans for building and highway plans. Emergency services were also available through the Manager of the State Records Center. GS



*All earthquake pictures provided by State Police and Building & Grounds*



# CREATIVE ALTERNATIVES

## Commuter Management Faire

by Marianne Arenas, Office of Fleet Administration



A Transportation Faire, sponsored by the Department of General Services (DGS), Health Services, and the Public Employees Retirement System (PERS), was held on September 22, 1989 from 10:00 a.m. until 2:00 p.m. at the Lincoln Plaza Building in Sacramento. The Faire featured exhibits and demonstrations of alternative commute options in order to encourage state employees to leave their solo commutes behind. Activities and exhibits were sponsored by such programs as Regional Transit, Sacramento Rideshare, Reebok, and Bottom Bracket (a bike shop), to name a few. A total of 15 vendors participated. Lots of free information was available and one vendor provided hot dogs, soft drinks, and popcorn for a minimal price. Approximately 1000 employees visited the Faire.



The purpose of the Faire was to encourage employees to change their transportation from solo drivers to an alternative mode in order to meet Governor Deukmejian's goal of reducing commute trips by 10 percent. The Department of General Services employees are making changes to their commute. We have doubled the number of transit riders by offering transit subsidies. We are also participating in a pilot project called the 30-minute compensated commute time project which

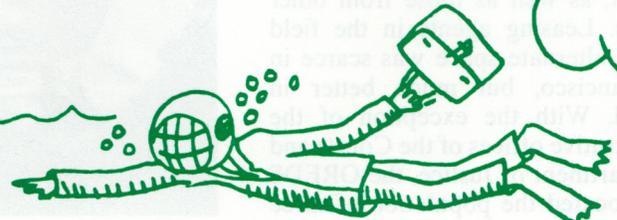
allows employees commuting by transit, or vanpool, 30 minutes of their eight-hour day for commute purposes. Our Department also manages the State's pilot Telecommute Program. Also, a number of employees are working the 4/10 work week, which is working four 10-hour days a week.

Introductory remarks were made by Marianne Arenas, the Transportation Coordinator for DGS. Speakers at the Faire were representatives from each sponsor department: Alex Cunningham, Chief Deputy Director for the Department of Health Services; Dale Henson, Executive Officer for PERS; and Robert L. Wright, Deputy Director for the Department of General Services.

There was a special drawing at the Faire for those who had commuted to work that day by an alternative mode or modes. A total of 50 drawings for prizes were made. In addition, there was a grand prize — two nights accommodations at the Olympic Village Inn at Squaw Valley, for the employee who commuted to work in the most unique way. Pat Friend from Support Services won this prize. Some of the most unique modes talked about were:

- One employee rode a foldup bike to the bus, took the bus to Sacramento, and rode the bike to work;

(Continued on page 15)



(Continued from page 14)

- We had an employee bike to the freeway, park it, and roller skate to work;
- Another employee took a boat to Old Sacramento and rode a bike to work;
- One employee rode a bike to the Franchise Tax Board from El Dorado county, then hopped on a pogo stick to light rail, and rode it to work;
- We had another employee ride a skateboard to the bus station, ride the bus to downtown, and roller skate to work.

### Results of Pledges for Rideshare Week

The Department of General Services challenged the Department of Health Services on the number of employees who would pledge to take an alternative mode to work on October 5, 1989. Approximately 10 percent of DGS employees pledged, and we won the challenge by 90 pledges.

### Sacramento Regional Transit

Ridership in transit has increased dramatically since June of 1988. Regional Transit expanded the frequency of service and service hours, and at the same time, the State began subsidizing transit passes in April of 1989. All these factors have increased ridership on bus and rail. From June of 1988 to June of 1989, ridership during Monday through Friday has increased from 52,200 to 59,000 riders per day. This is a 13 percent increase. On Saturdays, over this same time period, ridership has gone up 27.7 percent and on Sundays, ridership has gone up 12.2 percent. Thank you, Regional Transit for doing your part to keep California moving.

I'm finding out that more people use light rail to go to business meetings or lunches. After all, you don't have to worry about parking problems.

### Airport Transportation

Transportation to and from the airport can be improved. Beat the parking hassles by taking a shuttle to the airport.

There are many companies who provide door-to-door service which may mean you could ride from home to the airport. In Sacramento, the General Services Charge card is accepted by the Sacramento Airport Transit which operates 24 hours per day, seven days per week, in the greater Sacramento area including Yolo, Placer, and El Dorado counties. Costs vary depending upon the mileage. For example, charges start at \$7 from downtown locations to \$18 from Citrus Heights. Phone 424-9640 for reservations. Other shuttles in Sacramento are Skyline Airport (424-9640), Airport

Transit (444-2222), Goldust Airport Shuttle (925-0880), and Sacramento Metro Shuttle (962-1222). They also accept the Charge Card.

I recently took a shuttle to and from my home to the airport and was pleasantly surprised how great it worked. Many super shuttles exist in other major metropolitan areas for your convenience. In addition, if you are going to and from a conference, you may not need a rental car at all. Let others do the driving for you, give your car and yourself a vacation, and forget the parking hassles.

GS

### Mothers and Fathers of Invention

Everyone has creative abilities. There are dozens of smart little ideas that spring up daily from the most unlikely places. Yet very few people become famous for what they create.

Consider this list from *Wake Up Your Creative Genius* by Hanks & Perry:

- Kodachrome film was invented by a musician.
- The pen was developed by a sculptor.

- The pneumatic tire was invented by a veterinarian.
- The automatic telephone was designed by an undertaker.
- The parking meter was invented by a journalist.
- The airplane was developed by bike mechanics.

Have an idea? Nurture it and you might become famous. Thomas Edison, for example, performed more than 14,000 experiments before inventing and perfecting the light bulb, and thereby winning himself a place in history.

COMMUNICATOR, E-Systems, Greenville, Texas



"George, when are you going to face up to the fact that summer is over?"

### Light Rail Pass Program

Barbara Carico, a Programmer I at the Office of Management Technology and Planning (OMTP), is the first DGS employee to take advantage of Regional Transit's Paratransit Pass Program. OMTP's Stan Travis, a Key Data Operator, will be OMTP's next employee to participate in this special program. Within OMTP's staff, 14 percent currently participate in the Regional Transit Pass Program.

# Women and Alcoholism

by Darryl Jones, Employee Assistance Program Manager

Can you consistently choose when to drink or not to drink? When you do drink, do you wrestle with yourself about when to STOP? Do you rehearse how many drinks you will have in advance?

Alcoholics are STILL among the most misunderstood segments of our population. Myth and misinformation runs rampant, even among professionals in the health field. Only recently are family practice physicians and mental health counselors beginning to ask these important questions. Testing for alcoholism is gradually becoming a routine part of the background information and periodic checkup information requested in counseling. Unfortunately, these questions are frequently answered with evasion.

Why? Because denial is a primary symptom of alcoholism and emotional distress. It serves to keep the alcoholic unaware that she has begun to lose control. Sadly, the rational sounding denial she expresses is often enough to keep others from believing that she has a problem and is only experiencing a little "set back."

Female alcoholics must deal with additional stresses. Not only will denial help them avoid facing their loss of control, but also to avoid the more subtle social pressures of our culture. The subtle pressures still persist that "women do not have such problems unless they are from the dregs of society." Sadly, this belief results in many otherwise healthy women not getting the help they need.

Official estimates from the National Council on Alcoholism places the number of women alcoholics at about three million. That's about 30% of the known cases of alcohol addiction. When these numbers are discussed with the Family Practice Physician and the Mental Health Counselor, we learn that they represent only the tip of the iceberg. Estimates place women at approximately one-half of those suffering from this progressive and debilitating disease. Changing values, changing roles, and changes in professional and social demands are exposing many previously hidden problems.

As with most alcoholics, women remain unwilling to face their disease. However, they will probably not "come out" unless their co-workers and employers begin to look past these myths

and social pressures, and offer sanctioned support programs and confidential means to assist them.

At the highest risk are those who grew up in families with alcoholism. Almost equally at risk are those who grew up in families with major dysfunctions other than alcoholism... verbally abusive fighting, parents threatening each other with permanent "walkouts," one or both parents being cold or rejective, families ruling with iron fists, rigid rulemaking, teetotaling families, and families that expect children to be perfect adults. These are the more classic examples of families that produce adults who are at risk.

## Some Facts About Alcoholism... and Women

1. As a group, women tend to progress through the stages of alcohol disease more rapidly than men.
2. Alcohol is the drug of choice among women (yes, even more so than prescription drugs).
3. Alcoholism is both physically and psychologically addicting.
4. Nearly 14 million American women are considered prone to alcoholism.
5. The average female alcoholic is middle class, works outside the home, has a family, and is a responsible citizen.
6. If left untreated, alcoholism ranks as high as cancer and heart disease in morbidity.
7. 30% to 35% of all suicides involve alcohol. The risk of suicide among alcoholics is 30 times greater than that for the general population.
8. Children from alcoholic families are twice as likely to develop alcoholism as are children from nonalcoholic families.
9. Children from alcoholic families are prone to forming relationships that are dysfunctional, and frequently choose a spouse who is alcoholic or a problem drinker.

10. Alcoholism and the effects of growing up in an alcoholic home are treatable. The success rate can be astonishingly high if intervention occurs before serious physical and social (family/career) damage is done. Even in advanced stages, treatment can be successful.

## What You Can Do

- Learn about alcoholism and about

growing up in an alcoholic home. Call A.A., Alanon, Ala-teen, Women for Sobriety, and ask for guidance. You can call the DGS Employee Assistance Program anonymously and be furnished with phone numbers.

- Listen to the alcoholic... avoid preaching and moralizing. Accept the fact that this person hurts and feels deeply ashamed, in spite of the superficial bravado.
- Remain independent. Avoid "walking on eggshells" when around this person.
- Tell the truth! Use "I" statements, such as "I won't cover for you," "I will help you to get help," "I care about what's happening to you," "I won't lie for you," and "I understand."
- Refuse to cover, lie, distract, do extra work, apologize to the neighbors, or otherwise help the alcoholic avoid the real consequences of her drinking.
- Be patient... not a martyr.
- Don't do for the alcoholic what she can do for herself.
- Offer support, concern, and reality-based information and you will be helping in the truest sense of the work.
- If the presence of the alcoholic resurrects old wounds for you, take care of yourself first and do so without guilt. You were not put on this earth to rescue or persecute. You have a right to tend to your needs, even when others are hurting.
- Remember that confidentiality and non-judgmental support are key to your helping the alcoholic.

The DGS Employee Assistance Program is voluntary and confidential. You do not have to wait for someone to refer you. If you are facing a problem with dependency upon alcohol or any other drug, call for an appointment, or call for resource phone numbers. No one needs to know your identity if you want it that way. Above all, **CALL!**

DGS Employee Assistance can be reached at (916) 445-3962, ATSS 485-3962, or TDD 324-0940.

You may call on State time and on a State phone from any place in California.

*\*Statistics taken from material furnished by the National Institute on Alcohol Abuse and the Department of Health and Human Resources. 80/81*

# TRAINING: It's Good for You and the Department

The Director of General Services, W.J. "Tony" Anthony, is committed to having a well-trained work force to provide good service to the Department's many clients.

Of course, much of the training you receive is ON THE JOB or "OJT." OJT usually continues for weeks or even months as you learn about your job and take on more responsibility.

But, the Director is interested in providing you the chance to learn skills that can help you do your current job better and help you progress in your career. To do so, the Department provides its employees the opportunity to attend classroom training conducted by the General Services' Training Office and other organizations.

## Who Conducts Training?

Department of General Services employees obtain training from several sources on a wide variety of subjects. The providers of training are:

1. The DGS Training Officer, located at 1518 L Street in Sacramento, conducts a wide variety of classes at the Sacramento office and at various locations throughout the State. All classes conducted by the DGS Training Office are free to employees.
2. The State Training Center (part of the Department of Personnel Administration) offers 70 different courses designed to assist state employees improve their level of public service. The courses offered by the State Training Center (STC) are intended to cover subjects which are of interest to employees of most state departments. The STC, which charges a fee for its classes, conducts them both at its main office located at 1515 S Street, North Building, Sacramento, and at National University, 9920 LaCienega Blvd. in Inglewood (near downtown L.A.).
3. The State EDP Education Program (SEEP), as part of the Department of General Services (Office of Management Technology and Planning), offers a multitude of high quality, highly concentrated computer courses in the following areas:

Data Processing Topics, Macin-

tosh, Mainframe, Microcomputer, Minicomputer, Programming,

With few exceptions, all classes provide hands-on workshops for students to practice what they learn. Each student has their own personal computer for the workshops.

SEEP is located at:  
1500 - 5th Street, Room 101  
Sacramento, CA 95814  
Telephone: 445-0397,  
ATSS 485-0397,  
FAX 445-7791

## What Does the Training Office Do Besides Conduct Training Classes?

Most employees, when asked about training, think of classroom training, especially if you've been to one of the classes put on by the Training Office, either at 1518 L Street or in a field location. Well, it is true that training classes are being given almost continuously throughout the year in many locations in the State. **BUT THERE'S MORE!** Other services offered by the Training Office include:

1. Training equipment, including TVs, VCRs, overhead projectors, and easels are available for loan.
2. 16MM movies, VHS video tapes and books on many subjects can be borrowed or used at the Training Office. For those of you outside of Sacramento, we will be happy to send these materials to you. The Training Office will publish a list of movies, tapes, and books in a future issue of *OUTLOOK*.
3. Helping Offices and their employees find training to meet their needs, whether it is training provided by the Training Office, SEEP, STC, or outside vendors.
4. Special "customized" training - beyond the usual classroom training, Training Office staff will develop, arrange and/or conduct customized training to meet special training needs. The Training Office can be reached at (916) 322-6058 ATSS 8-492-6058.

## Where can I find Information on Training Courses?

The *OUTLOOK* publishes the Training Course Schedule for courses conducted by the DGS Training Office. A description of each of the classes shown on the schedule published in this issue will appear in future issues when room permits.

Your supervisor or Training Coordinator has a class schedule for the 70 courses conducted by the State Training Center. There is a separate Class Schedule for the Los Angeles area. The STL Class Schedule includes a course description, scheduled dates, costs, and how to register for courses.

The State EDP Education Program (SEEP) publishes a detailed catalog for its numerous computer-related courses. The 1989-90 edition of this catalog was just recently published and was distributed throughout the Department. Copies of the catalog can be obtained by calling 445-0397 (ATSS 485-0397).

If you have questions about a particular course or the availability of training to meet your needs, call the Training Office on (916) 322-6058, ATSS 492-6058. GS



## QUESTION: What is one thing you have never done — that you would like to do?

### Records Management Forum

On September 28th the first *Records Management Forum* was held at the Office of Records Management (ORM) training facility. Leslie Wickey, Chief of ORM, and Conrad Lara, Manager of Records/Micrographics Systems Analysis Unit, presided over the meeting which was organized by ORM staff.

The *Forum's* objective is to open communications within the State records management community. The *Forum* offers ORM's client agencies an opportunity to learn about the latest records management technologies, voice needs, and share experiences, problems, and solutions associated with today's records management issues.

The *Forum* was well attended and based on the excellent response in this first effort, ORM will be scheduling other *Forums*. Look for our announcement! We're looking forward to sharing with you.

**Answer:** by *David Preciado, EEO*

Skydiving. This venture presents the unique opportunity of an "instantaneous double exposure" to life. On the one hand, a free-fall through the atmosphere at an incredible rate of speed would be euphoric. Spontaneous. A total detachment from the "8 to 5." The other extreme is unavoidable peril. The free-form of skydiving is enticing.

**Answer:** by *Linda Jimenez, OEA*

Since returning from a recent trip to the far East where she tried parasailing for the first time, *Linda Jimenez*, Staff Services Analyst for the Office of Energy Assessments, says she's ready to try skydiving. She hasn't tried it yet, but says it won't be long before she does!

**Answer:** by *Ree McLaughlin, OP*

...go hot air ballooning. Several years ago I scheduled a flight over Montreal, but the winds were against me. So I did the next best thing, put on a space suit and went in an Aerodome. This is a silo with a huge fan at the bottom. When the fan was turned on, I literally flew in midair... WHAT A THRILL! I'd still like to fly in a hot air balloon... maybe someday when the winds are right.

**Answer:** by *Richard Steuber, OB&G*

Make a trans-Pacific or trans-Atlantic crossing on a sailboat. In 1976, I wanted to do something special to celebrate the bicentennial of our country. I volunteered as crew for four (4) months service on the *MS-Explorer*, a 100-foot, tall ship from Tacoma, Washington and accompanied her on her goodwill sailing visit of the east coast. In addition, after coming to California I navigated for a French-Canadian on his sailing voyage from Long Beach to Panama. I've had my own boat now for about six (6) years, a 44-foot masthead sloop, and I've sailed parts of the California coast, San Francisco to San Diego, whenever I could.

**Answer:** by *Jan Dietz, OAS*

This is a hard question to answer, since I have many things I would like to do but have never done. One of the things I would like to do is travel to the New England states during the latter

part of September or early October to take in the spectacular sights and see the beautiful fall colors.

**Answer:** by *Charmaine C. Sonnier, OSMB*

At first thought, maybe I'd want to do a movie with Tom Cruise or do something daring such as climb Mt. Everest. But, if given the chance, I would do something meaningful such as being a teacher for children in a poor, underprivileged country like the Philippines. My cultural background is Filipino and I could learn about my heritage by living and working there. It would be a lot of hard work, but it would be an enriching experience!

**Answer:** by *Sergeant John Weidinger, OCSP*

Take a ride on a space ship to the moon and see earth while standing on the moon. I then would tell all my friends that this trip was out of this world. I would also be able to see what it is really like in outer space instead of hearing and reading about it.

**Answer:** by *Shirley Garrett, OSA*

I can visualize myself (in my retirement years), as a "glass prospector," living on the edge of the desert. I would make daily treks into the desert, along the freeways and along the edges of the tourist areas, searching for unique colors and shades of discarded and broken glass objects. I would load them on my faithful pack mule "Jughead" and carry them home to be thrown into my homemade "melting pot" and heated to a syrupy consistency. Then using methods and tools not very different from those of medieval times, I would then gather a clinging mass of molten "glass" lava on the end of a hollow-iron pipe. With this simple device I would "free blow," swing, roll, cut, pinch, squeeze, and pull the hot glass into creations of beautiful and fragile hollow glass objects. One day, from those discarded shards of broken glass, I would "strike it rich" with a special combination of colors, and create a beautiful glass object that would reflect the shimmering molten "gold" of the sun and the tranquility and richness of the colors of the desert.

I have always had a dream — to learn the ancient art of "glass blowing"!





## Office Chief Honored by National Organization

Rosamond Bolden, Chief, Office of Buildings & Grounds, was recently selected as the recipient of the American Society for Public Administration's (ASPA) 1989 Outstanding Public Administrator of the Year Award. A banquet to honor Rosamond was held November 15, 1989, at the Clarion Hotel. The ASPA is a national organization established to promote professional growth and excellence in the public sector. The annual award is given to a nonelected professional public administrator who is serving or who has recently served with any level of government in the Sacramento valley or the Northwestern California area.

During Ms. Bolden's stewardship, programs have been successfully implemented which have led to a productivity increase of nearly 100 percent. She has led the industry in the implementation of

## California State Employees Food Drive

Celebrating its 14th year, the State Employees Holiday Food Drive officially opened October 5, 1989. This year's Chairperson for DGS is Don Caler with the Office of Procurement.

For 1988, state employees contributed the equivalent of 351.7 tons of food which included cash contributions. Approximately 16,000 food baskets were distributed to needy families in the Sacramento and Stockton areas. This year's goal is 20,000 baskets.

Virginia Douglas of the State and Consumer Services Agency, accepted an

computer data bases to monitor building activities.

Ms. Bolden has been active in professional and community activities. In 1984 she founded and was made president of the Sacramento chapter of the Building Owners and Managers Association. She is a founding member of the Sacramento chapter of the National Forum of Black Public Administrators.

From 1980-85, Ms. Bolden served as chairperson of the state Merit Award Board and is currently a member of the State Labor Management Child Care Committee, which has been instrumental in the establishment of 17 child care centers for State employees.

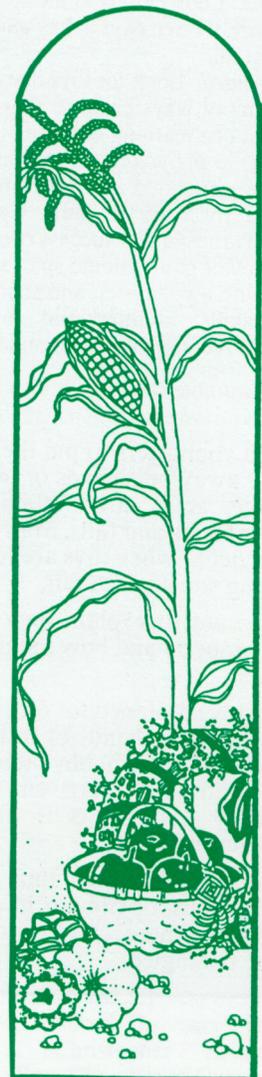
The ASPA is a nationwide organization of professionals consisting of approximately 16,000 members. These members come from a wide variety of jobs including, federal, state, city, county and school districts. The local Chapter of ASPA consists of approximately 225 individuals. The ASPA focuses on public services in our community as well as nationwide. Just some of those services include: budgeting and financial management, emergency management, government and business, human services, national security and defense administration, natural resources and environmental administration, personnel administration and labor relations to name a few. As a member of ASPA, you would be able to pinpoint one of these interests and join a Section of ASPA which narrowly focuses that interest.

Each chapter of ASPA is locally governed by six council members and five officers, who are voted to office every July 1 by ASPA members. This group of people plan the year's activities. Some of this year's programs

and conferences are: "Addressing the Changes Linked to Closing Mather As An Air Force Base," "Implications of Technology in Government," "Ethics in Government," and the "Annual Chapter Dinner." One of the most significant programs is the one which honored Ms Bolden.

One of the main publications of ASPA is the Public Administration Review, which is a professional level journal. There are numerous other publications available to members which bring information regarding such things as improvements in public works, book reviews, improvements on budgeting, transportation, strategic planning, etc.

If you are interested in joining ASPA or would like more information about the program, please contact the Membership Chair, Marcie Paolinelli, Monday through Friday, 8:00 a.m. - 5:00 p.m., at (916) 441-2370. GS



award for the highest per person contribution to the Food Drive last year. They contributed 569 pounds of food per employee!

W. J. Anthony, Director, and Melodie Cato, last year's Departmental Coordinator, accepted an award for our Department for contributing a total of 58,091 pounds of food.

This year's efforts, although not yet counted, again demonstrates the tremendous generosity of state employees. You are to be congratulated for your participation. GS

## Upward Bound Program

### Safety Spells Sense

'Tis the Season to  
be Jolly — Safely

Parents can make the season jolly and educational, too. Here are some points to keep in mind when selecting toys or games for youngsters. Try to purchase toys that are:

**Safe.** Be wary of toys that have sharp edges or points, have toxic paints, make loud noises, are flammable, have dangerous cords and strings or parts that can be swallowed. Electrical toys should have the UL insignia for Underwriters' Laboratory on them.

**Durable.** Look closely at the construction of a toy. It often pays to buy quality or not buy at all.

**Open-ended.** Look for toys that can be used in many ways because they teach more than one learning concept.

**Suitable to the youngster.** A youngster should be stimulated and motivated, not frustrated, by a toy or game. Curiosity should be aroused and success rewarded. A good toy or game should span a year's growth with a youngster, and should suit his/her skills, abilities and interests. (Heed age recommendations on labels.)

Then promote safety with toys in your home —

- Teach youngsters to put their toys safely away on shelves or in other storage areas after playing to prevent trips and falls. Many accidents occur when toys are left out, causing someone to fall.
- Take care to explain how to use toys properly and how to take care of them.
- Keep toys designed for older children out of the hands of little ones. Chemistry sets, hobby items, and toys with small parts can be extremely dangerous if used by younger children.
- Never hang toys with long strings, cords, loops, or ribbons in cribs or playpens where children can become entangled.

GS

Jose Ramirez is a hardworking student who worked at the Department of General Services Training Office where he was exposed to various aspects of the training program, as well as several other DGS statewide programs. Jose was one of many students selected for the Upward Bound Program which is designed to help high school students, who may not have the opportunity to attend post-secondary education, get a feel for college life. The program lets them experience living away from their families, gives them work experience (Internship), and lets them participate in college courses such as Government and English.

Students are selected based on their grade point average, their parent's income, and an essay written by the student on how the Upward Bound Program would benefit him/her. Some of the program locations and areas of study are:

- CSU-San Diego - Medicine and Marine Biology
- TRW/Loyola Marymount University

- Computer Science and Engineering

- Naval Academy of San Diego - preparation for the navy
- Harvy-Mudd College - Government

Students are placed in the different programs according to their interest and space availability.

Jose was part of the Harvey-Mudd Program which consisted of 27 students and four staff members. They all lived in the California State University-Sacramento apartments.

According to Gloria Mercado of the Training Office, Jose was a very valuable asset to the Office, as well as the Department. During his one-month stay, he worked on the out-service training report, extracting information and compiling it by office. He also summarized the unit training plans from various offices, and learned to input data into the training database. Jose was a motivated employee who was cheerful, enthusiastic, a quick learner, and always willing to take on extra assignments. He was a definite credit to the Program!

GS

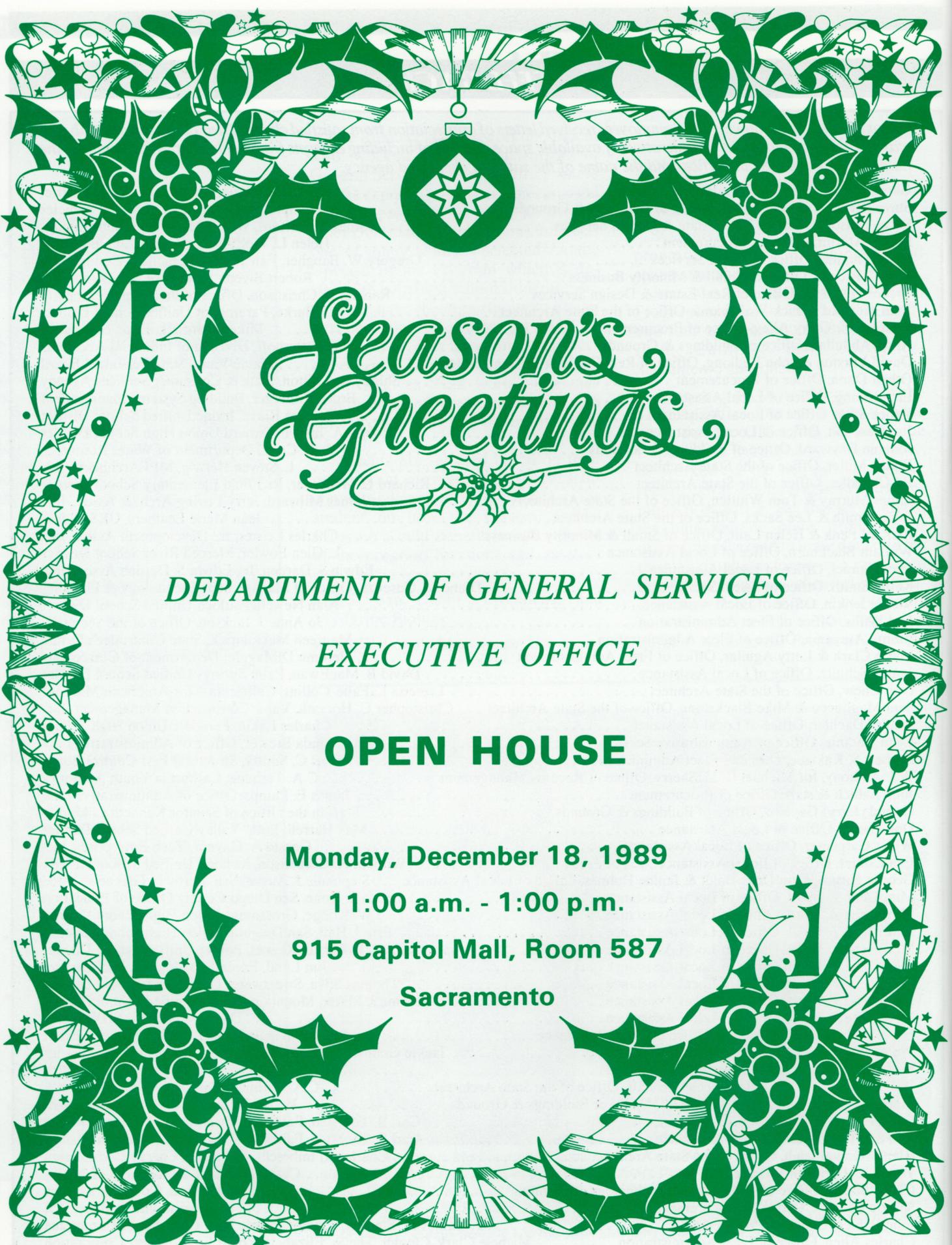


Commander Robert Morehen and Captain Glenn Della-Monica of the California State Police display the award they received from the U.S. State Department on behalf of CSP Chief Duane Lowe. The plaque was presented in recognition of the outstanding job the CSP has done in providing a uniformed police presence at the Consulate of the Soviet Union in San Francisco. The contract the CSP has with the State Department at the consulate is the first ever of its type for a state agency, and the State Police has been providing police service to the consulate for over two years.

## FEEDBACK

*Editor's Note: The following DGS employees received letters of appreciation from satisfied clients. Their desire to do the job well was greatly appreciated. In consideration of available space, instead of including excerpts from each letter, we will include the name of the employee, the office, and the name of the satisfied client and agency.*

George Silva, Office of Procurement	Jack L. McKinzie, Chowchilla Water District
Steve Parker and Fred Sweat, Office of Buildings & Grounds	C.A. Humphries, Department of Motor Vehicles
Susan Nelson, Office of Real Estate & Design Services	James B. Stafford, Water Resources Control Board
Sherry Antrim, Office of Procurement	Helen L. Wolff-Yates, Chem-Lite Industries
Brian Thomas, Office of Fiscal Services	Gregory W. Baugher, Fair Political Practices Commission
Eric U. Brooks, Office of Small & Minority Business	Robert Bivens, County of San Bernardino
Trevor Gutierrez, Office of Real Estate & Design Services	Randall B. Christison, Office of the Attorney General
John McHord & Jack Wakayama, Office of the State Architect	A.J. Burke, Paramount Unified School District
Tom Lee & Gerry Alley, Office of Procurement	Mike Shamrock, Dept. of Finance
Amin Abdullah, Office of Buildings & Grounds	Jay Fetterhoff, Division of Industrial Accidents
David Yorston & John Budlong, Office of Real Estate & Design Services	Elaine Vann, State Personnel Board
Othell Dunn, Office of Procurement	Shirley R. Chilton, State & Consumer Services Agency
Lien Hoang, Office of Local Assistance	Bruce Ritberger, Building Systems Management
Vance Stice, Office of Local Assistance	Corinne Riave, Irvine Unified School District
Jim Casebolt, Office of Local Assistance	Robert A. Brown, Oxnard Union High School District
Johnnie Hayward, Office of Buildings & Grounds	Clyde B. Creel, Department of Water Resources
Elaine Miller, Office of the State Architect	L. Steven Herwig, MPI Architects, Inc.
Ed Chandler, Office of the State Architect	Richard L. McBrayer, Richfield Elementary School District
James Murray & Tom Whitten, Office of the State Architect	James Milward, Jerry Loving Arch. & Assoc., Inc.
Julian Smith & Lee Sacks, Office of the State Architect	Jean Marie Leathers, URS/Blume
Richard Pena & Helen Lam, Office of Small & Minority Business	Charles Leister, Jr., Development Assoc., Inc.
William Blackburn, Office of Local Assistance	L. Glen Fowler, Merced River School District
Joan Hamiel, Office of Local Assistance	Edwin S. Darden, Jr., Edwin S. Darden Assoc., Inc.
Kathy Smith, Office of Fiscal Services	Diane M. Cusenza, Office of Management Technology & Planning
Vickie Jenkin, Office of Local Assistance	Alan Newell, Antioch Unified School District
Joel Willis, Office of Fleet Administration	Jo Anne J. Jackson, Office of the Secretary
Jimmy Asayama, Office of Fleet Administration	Maureen McGoidrick, State Controller's Office
Marie Clark & Letty Aguilar, Office of Fleet Administration	Jerome DiMaggio, Department of Corrections
Janine Schultz, Office of Local Assistance	David B. MacEwan, Palm Springs Unified School District
Ivan Chew, Office of the State Architect	Lizzetta LaFalle-Collins, California Afro-American Museum
Sam Magliocco & Mike Blackstone, Office of the State Architect	Christopher C. Horvath, Vanir Construction Management, Inc.
Sandra Daehler, Office of Local Assistance	Charles Lakin, Ferndale Union High School
Lynn Catania, Office of Administrative Services	Linda Brewer, Office of Administrative Law
Herbert S. Kakizoe, Office of Fleet Administration	Carl C. Smitty, Structural Pest Control Board
W.J. Anthony, for Michael R. McSherry, Office of Records Management	C.A. Terhune, California Youth Authority
John Babich & staff, Office of Procurement	James E. Phipps, Office of Administrative Law
Gerald (Jerry) Gaylord, Office of Buildings & Grounds	Staff in the Office of Senator Kenneth L. Maddy
Don Hartin, Office of Local Assistance	Max Harrell, Butte Valley Unified School District
Willie Carpenter, Office of Local Assistance	Gerald A. Gaynor, Tech Enterprises, Inc.
Eva Collier, Office of Local Assistance	William H. Cornelison, Konocti Unified School District
George Kirusu, MimiDene Boldt & Janine Holmes, Office of Local Assistance	Stephanie J. Austin, Sen. Leroy F. Greene's Office
MimiDene Z. Boldt, Office of Local Assistance	Leona S. Hone, San Diego County Office of Education
MimiDene Z. Boldt, Office of Local Assistance	J.W. Kriege, Grossmont Union High School District
MimiDene Z. Boldt, Office of Local Assistance	Eric J. Hall, San Dieguito Union High School District
MimiDene Z. Boldt, Office of Local Assistance	Robert L. Reeves, Poway Unified School District
MimiDene Z. Boldt, Office of Local Assistance	Jim Lund, Escondido Union School District
MimiDene Z. Boldt, Office of Local Assistance	Thomas Silva, Sweetwater Union High School District
MimiDene Z. Boldt, Office of Local Assistance	Jerome J. Miller, Mountain Empire Unified School District
MimiDene Z. Boldt, Office of Local Assistance	David M. Wilson, SHWC, Inc.
Dave Fallis & Bruce Hancock, Office of Local Assistance	John Wiggins, Vista Unified School District
Wales Woodard, Office of Local Assistance	Jackie Goldberg, Board of Education, County of Los Angeles
Kathy Beam, Office of Procurement	John Conner, Department of Justice
W.J. Anthony, for Mike Bocchicchio & staff, Office of the State Architect	C.A. Terhune, California Youth Authority
Marilee Heldt, Frank Yates, & Bill Dill, Office of Buildings & Grounds	Walter Vaughn, State Personnel Board
George Shaw, Office of Local Assistance	Carl B. Thorsted, Fairfield-Suisun Unified School District
Ken Swift & Office of Local Assistance	Carl B. Thorsted, Fairfield-Suisun Unified School District
Glenn Hezmalhalch, Office of the State Architect	Charles R. Imbrecht, California Energy Commission
Tom Lee, Office of Procurement	Cathy Christian, Department of Justice
Claire Blazer, Office of Management Technology & Planning	Don Mulford, Governor's Office
Sherrie Bawden, Office of Procurement	Christopher P. Baker TSI
John Babich, Office of Procurement	James M. Stewart, Albany Colonie Reg. Chamber of Commerce
Charles Allen, Office of Fleet Administration	Michele Clark-Clough, The St. Elizabeth Youth Employment Corporation



*Season's  
Greetings*

*DEPARTMENT OF GENERAL SERVICES*

*EXECUTIVE OFFICE*

**OPEN HOUSE**

**Monday, December 18, 1989**

**11:00 a.m. - 1:00 p.m.**

**915 Capitol Mall, Room 587**

**Sacramento**

# DGS Training Course Schedule

## December 1989 — March 1990

### **Affirmative Action** (8:00 a.m. - 4:00 p.m. each day)

- Section 2: Dec. 4 & 5
- Section 3: Feb. 7 & 8 (San Francisco)
- Section 4: Mar. 22 & 23

### **Career Goals: A Skills Analysis** (8:00 a.m. - 12 noon)

- Section 4: Dec. 19
- Section 6: Jan. 9
- Section 7: Feb. 6
- Section 8: Mar. 13

### **Civil Service Examination Workshop**

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

- Section 2: Mar. 12-13-14-15 & 16
- Section 3: Mar. 26-27-28-29 & 39 (San Francisco)

### **Developing Your Leadership Skills** (Days 1 & 2, 8:00 a.m.-4: p.m.) (Day 3, 8:00 a.m. - 4:00 p.m.)

- Section 2: Jan. 24-25 & 26

### **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 16: Nov. 15-16-17 & Dec. 13 (Fresno)
- Section 17: Nov. 20-21-22 & Dec. 18 (*Cancelled*)
- Section 18: Dec. 6-7-8 & Jan. 9 (Stockton)
- Section 19: Dec. 12-13-14 & Jan. 17 (San Bernardino)
- Section 20: Dec. 19-20-21 & Jan. 22
- Section 21: Dec. 27-28-29 & Jan. 23
- Section 22: Jan. 10-11-12 & Feb. 13
- Section 23: Jan. 17-18-19 & Feb. 20
- Section 24: Jan. 24-25-26 & Feb. 8 (Fresno)
- Section 25: Jan. 29-30-31 & Feb. 22
- Section 26: Feb. 14-15-16 & Mar. 19
- Section 27: Feb. 21-22-23 & Mar. 22 (Stockton)
- Section 28: Mar. 5-6-7 & Apr. 3
- Section 29: Mar. 14-15-16 & Apr. 19 (Santa Rosa)

### **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 2: Dec. 7 & 8
- Section 3: Mar. 8 & 9

### **Managing & Surviving Organization Stress**

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

- Section 5: Feb. 1 & 2
- Section 6: Mar. 20 & 21

### **New Employees Orientation** a.m. Classes (8:00 a.m. - 12 noon) p.m. Classes (1:00 p.m. 5:00 p.m.)

- Section 6: Dec. 18 (a.m.)
- Section C: Jan. 3 (a.m.)
- Section 7: Feb. 21 (a.m.)
- Section 8: Mar. 27 (p.m.) (San Francisco)

### **Supervisors' Forum** (8:00 a.m. - 4:00 p.m. each day)

*To be announced — see below\**

### **Supervisor Development Program (SDP)**

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

- Section 1: (Week B): Feb. 26-27-28 & Mar. 1 & 2
- Section 2: (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
- Section 4: (Week A): Jan. 22-23-24-25 & 26 (San Francisco)

### **Time Management** (8:00 a.m. - 4:00 p.m.)

- Section 2: Mar. 27

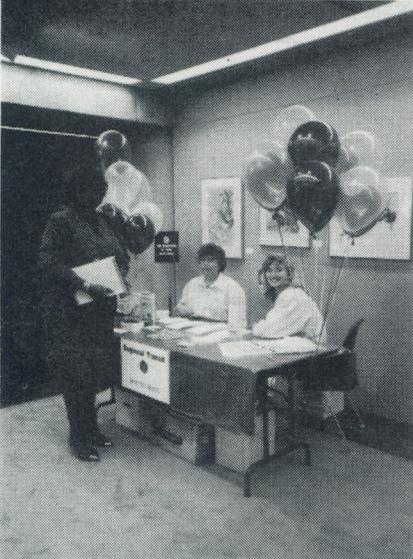
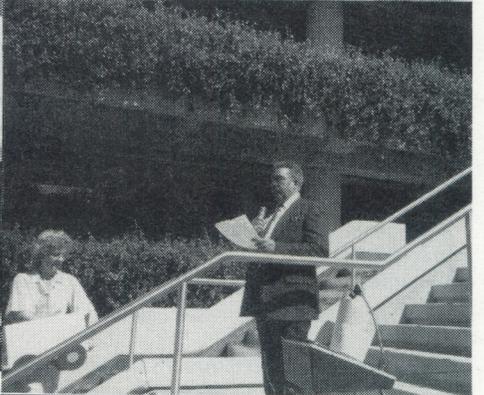
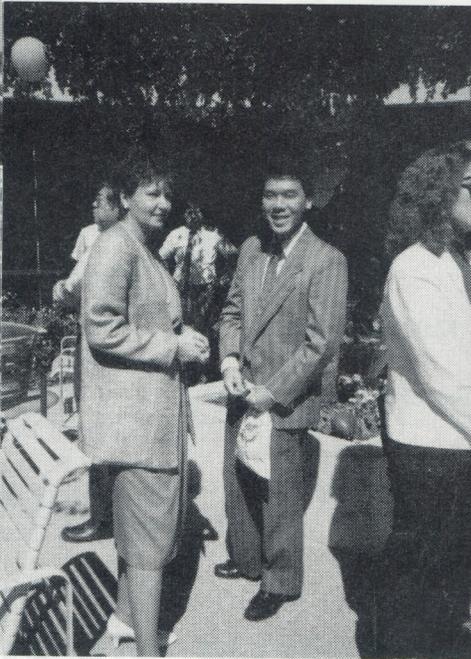
### **Your Telephone Personality** (8:00 a.m. - 12 noon)

- Section 2: Mar. 28 (12 noon - 4:30 p.m.) (San Francisco)

*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.

# TRANSPORTATION FAIRE



Happy Holidays

