

# Side-by-Side



California Department of General Services

a newsletter for employees by employees

Issue #3 • April 1996

## SERVICE WITH A SMILE: HECTOR MEDINA

Even without a steak and baked potato, Hector Medina gives his customers good service. But, like all employees, he likes to be appreciated, and when former Lt. Gov. Leo McCarthy gave Medina and his family a gift certificate to Sizzler, he didn't turn it down.

Medina is a janitor with the Office of Buildings and Grounds at the State Capitol, and his regular rounds from 5:00 p.m. to 1:30 a.m. include the lieutenant governor's office. Medina receives enthusiastic praise for his conscientious work; so much so that McCarthy

recognized Medina's excellent job when the long-time politician left state government in 1995.

"He takes that extra little step in doing things without being asked," says Trish Fontana, special assistant to the chief of staff for now-Lt. Gov. Gray Davis. "With Hector, it's not as if you have to go back and check. The job is always done."

Medina was born in Mexico and came to the United States permanently in 1974. "A few years later they gave me my citizenship," Medina says.

He joined OB&G in San Francisco in 1988. Just over



*Hector Medina*

a year later, the Loma Prieta earthquake damaged the California State Building where he worked and it was closed.

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## SAN BERNARDINO OFFICE GROUNDBREAKING

A cast of dignitaries, from Gov. Wilson on down, celebrated the recent groundbreaking of the San Bernardino State Office Building.

The \$58 million, 12-story project in the center of downtown San Bernardino will be managed by the Office of Project

Development and Management.

The building will replace the Caltrans District 8 Headquarters and the transportation agency will

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To increase the efficiency and effectiveness of state government by providing high quality business and support services to state and public agencies consistent with state law and regulations and in a manner that results in a high degree of client satisfaction.

## DIRECTOR'S

### Message...

Since last year when the California State Contracts Register put its bid invitations on the Internet, DGS has made the Internet a part of its business plan.

Recently, we have taken another big step in our effort to provide better service through the Internet. The Office of Small and Minority Business (OSMB) and the Office of Information Services (OIS) have renewed their partnership and upgraded the Internet version of the Contracts Register from bi-monthly to daily. The paper version of the Contracts Register will continue publication until June 30.

At that time, the Internet version will completely replace the paper edition.

With the move to daily Internet publication, the Contracts Register will be published in full, adding listings of exempted contracts and progress payments made to construction contractors. These notices were not included in the original Internet version.

The Contracts Register is the primary information source for thousands of private businesses that want to bid on a portion of the state's contracting opportunities.



Peter G. Stamison,  
Director

A second important development in the partnership will occur late this spring when local governments will be able to publish their invitations to bid in the Contracts Register. All billing will be accomplished electronically.

With this new partnership venture, businesses will have a central source to consult for bid opportunities and local governments will have a far wider audience for their invitations to bid on commodities, services, construction, real estate and leasing.

Another innovation scheduled for later this year will be the ability of agencies to deliver their bid packages online.

Think of the time saved. Businesses can receive bid documents immediately. No phone tag, no office hours. They can get a head start on bid preparation in the two or three days it takes to deliver by mail.

This is DGS at its best, relying on our core competencies and forging partnerships. It is the kind of out-of-the-box thinking that will make us the best DGS in the country. We're always looking for better, faster and cheaper ways to deliver service to our customers. This is our future.

Peter G. Stamison



The first state mini-van powered completely by natural gas picks up DSA Accounting Technician Ana Vila (right) and her car pool buddies for the trip home to Elk Grove and points south. The Office of Fleet Administration operates 12 of the seven-passenger vans. The driver is Ron Hand (left) of the Air Resources Board. Other passengers are Ann Ouellette, Sandra Corti and Samantha Cannon, all of the Department of Alcohol and Drug Programs. Chrysler Corp. developed the vans to reduce air pollution.



# CONFLICT RESOLUTION IMPROVES THE WORKPLACE

As a place to work, DGS is improving dramatically.

Workers are involved in fewer adverse actions, being injured less frequently on the job and generating fewer labor grievances and equal employment opportunity complaints.

The favorable trend was revealed as part of a study by the DGS Program Research and Evaluation Section.

Despite progress, DGS still has challenges to meet. Specific offices continue to generate high and disproportionate numbers of employee actions. And while total discrimination complaints are down, race and disability discrimination complaints are up. Also increasing are sexual harassment complaints.

Our research shows, however, that both the work-

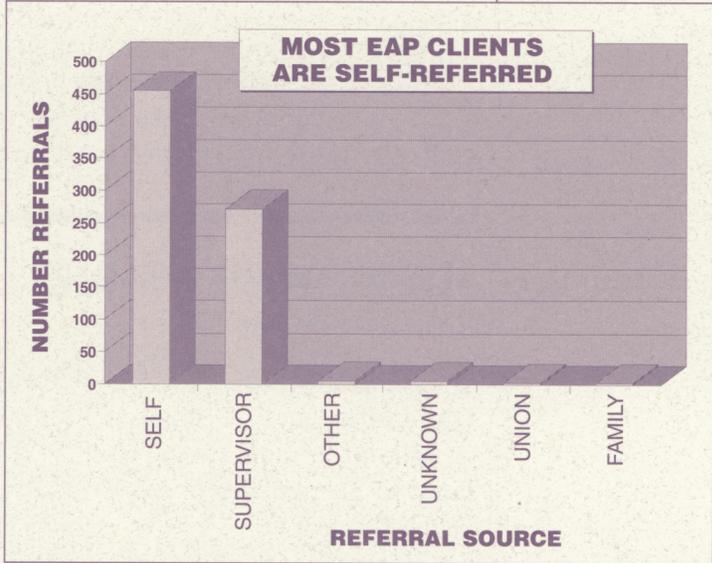
place and the worker benefit when employees get help.

Offices that refer more employees to DGS' Employee Assistance Program (EAP) have fewer adverse actions. And employees who refer themselves to EAP when difficulties first surface have a better chance of remaining in good standing on the job.

EAP provides professional problem analysis and strategy planning for issues ranging from family and finances to job performance and substance abuse.

DGS policy supports EAP and gives these reminders:

- EAP is available free to any employee or family member who desires help.
- Employees who participate in EAP are assured of strict confidentiality.
- Managers and supervisors should encourage employees to use EAP.
- Management is required to make formal referrals to EAP when an employee's job performance is affected.





OB&G Landscape Architect Jim DeJournett strolls through Capitol Park and discusses the Color Donation Program with KCRA Channel 3 reporter Edie Lambert and cameraman Michael Orcutt.

## MAKE YOUR MARK ON THE PARK

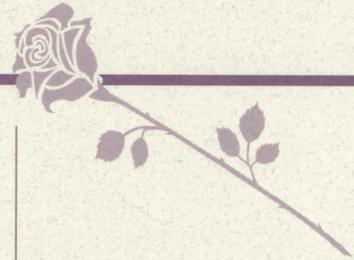
Individuals and groups have an opportunity to add to the beauty of Capitol Park with a program promoting donations of flower beds.

The Color Donation Program is a way for the Office of Buildings and Grounds (OB&G) to maintain the lush flower displays, for which the Capitol grounds are famous, in an era of budget constraints. The donor's name will be displayed on a sign adjoining the flower bed.

Donors can choose from 21 different flower bed locations throughout the 40-acre Capitol grounds and the Library and Courts traffic circle, said Jim DeJournett, DGS landscape architect who manages ground maintenance for Sacramento state facilities.

Flowers and shrubs can be selected from lists of sun-loving, shade-seeking or seasonal flowers, or the donor can design his own beds. Designs will be subject to approval by OB&G.

Cost of donating a bed depends on the types of flowers and shrubs selected, DeJournett said. For more information, call him at 445-3658.



## SERVICE WITH A SMILE

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He was transferred to the DMV office on Fell Street in San Francisco and, two years later, to Sacramento to work at the Capitol.

Hector tries to give a little extra to his customers, whether it is polishing the wood paneling on the walls or giving special attention to the tops of the desks.

Beyond his cleaning chores, Medina looks out for the office personnel, who often work late.

"He works his cleaning schedule around our schedule if we have a late night," says lieutenant governor's staffer Lucha Jaquez.

"I'm very cautious," Medina says. "I make sure the office doors are locked

during non-working hours. I look for safety."

The Capitol work crew is a diverse group that appreciates each other's differences, Medina says. "Late at night, we eat together and share. When we have pot-lucks, we have all different foods. Everybody is a different nationality."

What is his secret to rating a steak dinner?

"Here in the Capitol, the people on our team work together. We care for each other." Medina pushes his barrel and his vacuum cleaner down the Capitol halls to the lieutenant governor's office, ready to start work. "It's teamwork. That's what helps me do a good job."

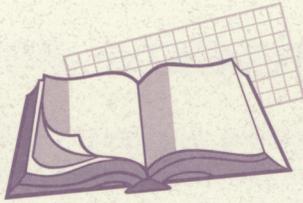
## SAN BERNARDINO OFFICE GROUNDBREAKING

*(Continued From Page 1)*

occupy an estimated 70 percent of the space. Other occupants will be six tenants from the current San Bernardino State Office Building, which has substantial seismic safety issues.

State and Consumer Services Secretary Joanne Corday Kozberg and DGS Director Peter Stamison were among other state and local officials at the ceremony.





## COMPETITIVE GOVERNMENT HANDBOOK

Governor Wilson took another step toward his vision of competitive state government with the recent issuance of a workbook, *California Competes: A Manager's Workbook for a Competitive Government*.

Wilson launched his campaign for leaner, more effective government in September 1995 when he requested that each department survey all of the jobs it performed. The survey was intended to identify the universe of state services, from repairing law enforcement radios to building prisons, and evaluate their role as core functions.

The workbook moved the process one step further.

It identified four categories of actions that can be taken to improve quality and cost-effectiveness.

They are: *retain* some critical services; *improve* through restructuring and consolidation; *outsource* for cost-effectiveness but keep oversight; and *transfer* completely to another department or the private sector.

Included in the workbook are examples of actions already taken to make state government more efficient, cost-effective and customer-friendly:

- The merger of the State Police and the California Highway Patrol consolidated resources, buildings, management and personnel services, which

will produce savings of \$835,000 this year.

- The Department of Parks and Recreation cut 44 steps from its 56-step process formerly required to acquire office space. Process time was reduced 60 percent.
- Management and staff at Napa State Hospital joined to create a plan to reduce overtime payments 37 percent, for a saving of \$1 million a year.

Wilson has asked departments to submit evaluations of all their functions as to whether they should be retained, reorganized, transferred or out-sourced. He is expected to issue a list of priorities by mid-April.

## FORMER TRAINING OFFICER DIES

Charles E. "Chuck" Phillips, 71, former DGS training officer well-known for his good humor and corny jokes, died recently.

Phillips retired in 1984. He worked 36 years for the state, including about 10 years at DGS, according to his daughter, Judy Lemke. "People remember him as a great joke-teller, most of them corny," Lemke said.

Darryl Jones, who heads the DGS Employee Assistance Program, worked with Phillips here and at the Youth Authority, where they both served as parole agents.

Phillips designed and taught the first management training course for the department and did organization and development work for the Office of State Printing, Jones said.



## OFFICE SUPPLIES TO MOVE TO CATALOG OPERATION

Following an intensive analysis, DGS has decided to move to a more efficient and cost-effective system of procurement for pens, paper and 400 other office supplies.

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A WAREHOUSE HOTLINE HAS BEEN ESTABLISHED AND IS UPDATED REGULARLY: 574-2273 or CALNET 8-481-2273.

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The elimination of the DGS warehouse operation for office items is expected to save at least \$1.3 million annually through more competitive pricing. Additionally, it will recapture \$4 million in state funds that are currently invested in the office supply inventory.

The elimination of warehousing of office supplies, announced in February, involves a reduction of 46 jobs at the Procurement Division's two warehouses,

one in Sacramento and the other in Fullerton.

Currently, the DGS warehouses purchase 630 products in bulk, including 400 office items, and stores them for resale to the various state departments. With the streamlined process, state customers will go directly to a supplier, chosen by competitive bid. It is expected customers will be able to select products from an electronic catalog.

The change will be phased in over a 12-month period.

The DGS Transition Team is assisting in securing other employment for employees whose jobs will be eliminated. Transition Team members include representatives from the procurement division as well as personnel, equal employment opportunity, training, labor relations and em-

ployee assistance offices.

A Warehouse Hotline has been established and is updated regularly: 574-2273, or CALNET 8-481-2273.

Forty-six positions were identified to be eliminated with the changes. As of March 25, 24 employees remain to be placed. Fifteen positions were vacated earlier, three were filled by limited-term appointments and four were vacated by employees who have moved to other DGS offices since the announcement.

Office supplies are a highly competitive industry that provides excellent opportunities to cut costs, according to a cost comparison made by a team of procurement employees and consultants. The conservative \$1.3 million annual savings estimate could go higher, since it covered a sample of 29 products and not the entire office supply line. The sample covered 40 percent of general supply sales.

Huge office supply firms have distribution networks in place that can process and ship to state customers quickly and easily.

The DGS warehouses will continue to handle other commodities such as canned food and cleaning supplies.

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## NEW EXECUTIVE OFFICER, BOARD OF CONTROL



*FRANK ZOLIN, former director of the Department of Motor Vehicles, is sworn in by DGS Director Peter G. Stamison as the executive officer of the Board of Control. Zolin instituted strategic business re-engineering and information technology plans at the DMV. Stamison serves as board chairman.*



## REPORT SUGGESTS STATE RETHINK TELECOM SERVICES

A study of the state's telecommunications systems commissioned by DGS outlines preliminary findings aimed at making its service more efficient and customer-friendly for state and local agencies.

The study makes a series of recommendations that will provide a starting point for discussion among agencies, the Legislature and private industry, said Mark Phigler, deputy director of the Office of Telecommunications (OT).



The report, entitled *Strategic Directions for Telecommunications in the State of California*, provides a bench mark for a final telecommunications strategy.

OT manages state-owned video and data transmission systems and CALNET, the state's contractor-operated telephone system. CALNET is the third largest telephone network in California with 225,000 customers.

The study makes numerous recommendations, including

- suggesting agencies use

CALNET, the state's voice communication network. Use of CALNET by state agencies currently is discretionary, although 85 percent of the state's voice traffic is now carried by CALNET.

- a gradual shift to upgraded data, voice and video services through contracting out rather than through a large infusion of state funds committed to system overhauls.
- consolidation of state agencies' redundant data networks.

## SEISMIC RETROFITS

The largest seismic retrofit program ever undertaken is being managed jointly by the Office of Project Development and Management and the Office of Design Services.

Using a portion of \$250 million in earthquake safety bond funds approved by the voters in Proposition 122, OPDM and ODS have completed design work for retrofits on 17 state buildings. Construction on the seismic upgrades will begin with the approval of the project's recommendations to the Legislature in the Governor's Budget.

A second set of buildings identified as potential risks recently have undergone engineering studies and 16 have

been listed for retrofit. The work on design and working drawings on the second group will be scheduled pending Legislative approval.

The ODS surveyed more than 7,000 structures of the state's inventory, identified 400 for further study and has completed intensive investigation on 100 determined most likely to be at risk. The team currently is processing the remaining 4,500.

The buildings were sorted, in descending order of priority, according to seismic zone, occupancy, risk level and cost. The retrofits will be completed in nearly all cases with employees remaining in the buildings.



## EMPLOYEE SERVICES PROVIDE TOOLS FOR CAREER ADVANCEMENT

Employees looking for career advancement, skills improvement, training and counseling services have a marketplace of services available through DGS. Here is a list of offerings:

### Training: 322-6058

- A wide menu of learning opportunities that develop the full range of the employee's potential and performance; assistance identifying job skills and interests, help in developing a career plan
- Implementation through classes or individualized training.
- Job-specific learning including interview skills and test-taking.
- Learning on an individual, group or office-wide basis. Locations centralized or on-site.

### Personnel: 323-7102

- Career counseling. A personnel analyst can analyze an employee's experience and suggest a variety of state job classifications that he/she might qualify for.
- Resume writing assistance. Tips on sharpening the employee's resume and job interview skills for general use and for specific jobs.
- Job openings in the employee's target categories identified through Job Opportunity Bulletins (JOBs) departmental hotlines, Office Vision, a computerized job search software, and the state-wide vacancy database.

### Employee Assistance Program: 445-3962

- Professional, confidential assistance on life issues such as job, family, finances, and substance abuse.
- The Employee Assistance Program (EAP) is free.
- Employees are permitted to schedule sessions during work or can set appointments for off-the-job hours.

### Equal Employment Opportunity: 324-7108

- Training in sexual harassment prevention and cultural diversity.
- Career counseling. Assistance for departmental employees with upward mobility options.
- Review and resolution of discrimination complaints.



**Pete Wilson**  
Governor

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## RECORDS MANAGEMENT HANDBOOK

A free publication entitled *Electronic Records Management Handbook* was released in March by the California Imaging and Records Management Program, a subdivision of the Office of Information Services.

The handbook is designed to promote effective record-keeping in state government.

It gives staff basic guidelines for managing electronic records with an emphasis on

methods and procedures, not equipment.

The handbook is based on guidelines developed by the federal General Services Administration, Information Resources Management Service (IRMS).

Agency records managers and records management analysts who need further information can contact Joe Barajas at (916) 322-9493.