

Side-by-Side



California Department of General Services

a newsletter for employees by employees

Issue #23 • August 1999

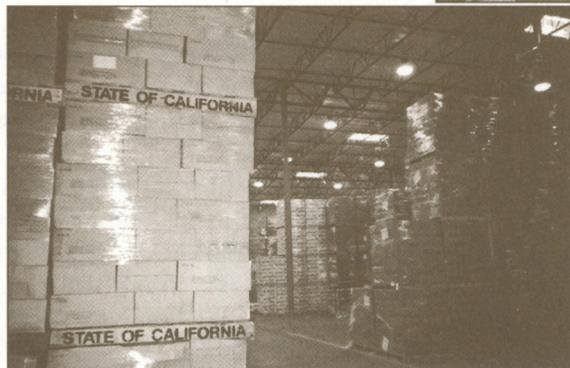
New DGS WAREHOUSE OPEN FOR BUSINESS



The Department of General Services has a new headquarters for its materials management operations. Three separate warehouse operations were moved to a single site in Sacramento's North Natomas area in a move that means greater operational efficiencies, since everything is under one roof. The consolidation will also reduce the cost of storing supplies while saving the state millions of dollars in leasing costs.

The new 183,000 square foot site located at 1700 W National Drive stores everything from canned goods to government forms. It also houses the state's surplus property program, which is open to the public.

Fifty-two Procurement Division employees—from forklift operators, to truck drivers, to office staff—now call the new warehouse home.



The 183,000 square foot warehouse stores everything from canned goods to surplus property

Spotlight on . . .

DGS' DISABILITY ADVISORY COMMITTEE

(See pages 6 & 7)



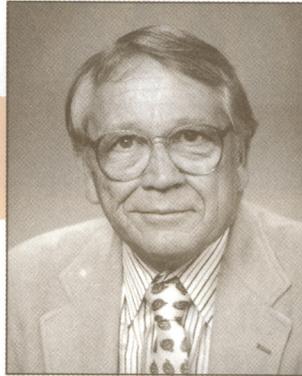
Three separate warehouse locations have been consolidated under one roof at the Sacramento site making for a more efficient and economical operation.



To ensure quality, cost-conscious, and timely assistance and support to state and other public agencies so they can efficiently deliver needed services to California citizens. With the leadership of the Governor, and in cooperation with the Legislature, we seek to provide creative business solutions and serve our customers in a responsive and flexible manner. Our mission is dedicated to serving the customer.

INTERIM DIRECTOR'S

Message...



Clifford Allenby
Interim Director

As we approach the Year 2000, I'd like to bring you up-to-date on how DGS is working toward a seamless transition to the new millennium for both its customers and its employees.

A Detailed Departmental Assessment of Y2K compliance was recently completed. The good news

is that most Y2K-related issues involving DGS "mission critical" services have been remediated, or will be in short order. That includes DGS-owned and leased buildings, Public Safety Radio, 911, CALNET, and Legislative publishing systems.

DGS' Chief Information Officer is regularly updating

client agencies on departmental remediation efforts, and the DGS Internet Homepage will soon provide a "Y2K Update" page to keep both internal and external customers fully informed of the department's progress.

Thanks to the hard work of all involved in Y2K remediation efforts, DGS stands ready to continue providing business solutions and great customer service smoothly and efficiently as we head into the Year 2000.

A handwritten signature in dark ink, appearing to read "Cliff Allenby".

Cliff Allenby
Interim Director

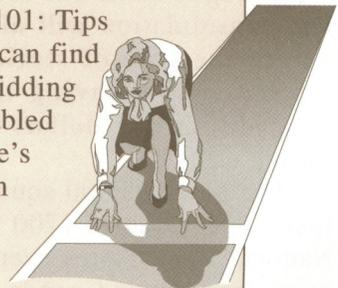


DGS HELPS SMALL BUSINESS COMPETE FOR STATE CONTRACTS

DGS, through the Office of Small Business Certification (OSBCR), is offering training programs for small business owners who want to compete for the approximately \$4 billion dollars worth of contracts awarded by the State of California every year

The seminars, entitled "California State Contracting 101: Tips for the Competitive Edge," will focus on how businesses can find state government contracts quickly and easily, receive bidding preferences, become certified as a Small Business or Disabled Veteran Business Enterprise, and how to utilize the state's Prompt Payment and Economic Incentive Program preferences.

Nearly 98 percent of businesses in California employ less than 100 workers. These small businesses provide more than 7 million jobs or more than half the state's workforce. Through DGS' Business Community Training classes the private sector will learn about the state's certification and participation programs, which can enable businesses to expand and profit.



DGS WEB SITE ADOPTS STATEWIDE LOOK

Web pages across state government will soon take on a similar look and feel. If you have used the Internet at all you quickly discovered it can be difficult to find the information you need. Nearly every site has a different navigation scheme to learn, and many sites hide the information you seek deep within their organizational

hierarchy. No more; state agencies and their operational units have joined ranks to integrate their web sites into a California government web site that is designed for the end-user, not the organization chart.

DGS web masters and web content administrators are changing their web pages to comply with the statewide

look, feel, and navigation plan. Visitors to a DGS, or for that matter any California government web site will be greeted by the "California Bear" logo and a consistent left-hand navigation menu.

By late summer you should see DGS and many other state web sites taking on this new look-and-feel. Here's a sneak preview above.



GOVERNOR'S EMPLOYEE SAFETY AWARDS

Each year the Office of Risk and Insurance Management (ORIM) coordinates the Governor's Employee Safety Awards ceremony. The 19th Annual ceremony will be held August 20th at the Sacramento Convention Center. The awards are given to state employees who have made an outstanding contribution to safety in their agency. This year ORIM will honor 42 individuals and 21 groups at the ceremony. The ceremony will bring together nearly 800 honorees, family members, and friends on this memorable day. ORIM is proud to organize such a prestigious event to honor those individuals and groups who have promoted safety for all employees, saved lives, and made the workplace a safer environment.

WORKPLACE VIOLENCE PREVENTION TEAM FORMED

Department of General Services Interim Director Cliff Allenby has established a Workplace Violence Prevention Team consisting of staff with the required expertise to address workplace violence issues, assist in managing workplace violence prevention, and provide direction to affected units of DGS experiencing incidents of workplace violence.

It is the policy of DGS to provide a safe and secure work environment that has zero tolerance for violence, threats, harassment, or intimidation in the workplace. Threats made against another person's life, health, well being, family, or property, whether direct or indirect, constitute unacceptable conduct.

The Departmental Safety Coordinator will coordinate the efforts of the Workplace Violence Prevention Team and will assure that the team is convened when necessary. The Departmental Safety Coordinator or a qualified representative will answer a dedicated telephone hot line for employees. The DGS Safety Coordinator will contact the affected Office Chief at the first knowledge of an issue involving workplace violence in that office. Together the Safety Coordinator and Chief of the affected office will determine the initial actions to take place.

THE WORKPLACE VIOLENCE PREVENTION TEAM MAY CONVENE WHENEVER THERE IS/ARE:

- ◆ Threats to life or bodily harm to any employee by another employee or former employee.
- ◆ Threats to life or bodily harm to an employee by a non-employee or unknown person when the threat could intrude into the workplace.
- ◆ Fear by an employee that bodily harm might occur, and there is known or disclosed objective evidence to corroborate/verify the threat (e.g. prior violent behavior, intimidation, recent acquisition of a weapon, existence of a restraining order)
- ◆ Reliable information that a threat to employee safety exists.





A construction crane lowers one of the final beams at the top of the 25-story CalEPA building next door to Sacramento City Hall

CAL/EPA BUILDING "TOPPED OUT"

The City of Sacramento held a "Topping Out" ceremony in July for the Cal-EPA building, currently under construction at 1001 I Street, across the street from Sacramento City Hall. The ceremony marked the completion of the basic exterior framing of the 25-story building, scheduled for completion in 2001. The CalEPA building will house some 3,600 state employees from the California Environmental Protection Agency and the Department of Conservation. DGS is the Project Manager for the State of California. The building will be occupied by the State under a lease agreement with the City of Sacramento.

Several environmentally appropriate energy conservation and sustainable construction measures have been taken into consideration during the Cal-EPA building project:

- X** The building will significantly surpass California Title 24 energy efficiency requirements,
- X** 100 percent of the steel used to construct the building is recycled material,
- X** Materials from the old parking structure on the site have been recycled as road bed,
- X** The heating, ventilation, and air-conditioning system will use 100% filtered outside air,
- X** Electric vehicle recharging facilities will be available in the adjacent city-owned garage, and
- X** Building designed to reduce the impact of solar heat gain in summer months.





SPOTLIGHT ON...

DGS' DISABILITY ADVISORY COMMITTEE

Are you a Department of General Services (DGS) employee with a disability or do you have an interest in disability issues? Would you like to help make a difference? Do you want to meet and work with employees throughout the Department? You can accomplish these goals by representing your division or office on the Department's Disability Advisory Committee (DAC).

Here's how DGS' Disability Advisory Committee makes a difference:

- ▶ Suggests recommendations about departmental policy, programs and practices affecting individuals with disabilities.
- ▶ Promotes education and training to increase sensitivity and awareness of issues facing individuals with disabilities.
- ▶ Assists in DGS compliance with the Americans with Disabilities Act (ADA).
- ▶ Fosters open and effective communication throughout the Department regarding issues facing individuals with disabilities.
- ▶ Recognizes special efforts and events that enhance opportunities for DGS employees with disabilities.



A United States Census Bureau study released in August, 1997, indicates that people with disabilities now make up 20.6 percent of the U.S. population, up from 19.4 percent reported just three years earlier. The study also shows that far too many people with severe disabilities are still unemployed. (In the 21 to 64 age group, employment figures were 82.1 percent for those with no disabilities,





Interim Chairperson Donna Cranston leads a recent Disability Awareness Committee meeting

76.9 percent with non-severe disabilities, and 26.1 percent with severe disabilities.) Furthermore, when people with disabilities do find employment, they are often low paying, low-skill entry-level positions. Recent advances in the job market have not significantly improved these numbers.

The State Personnel Board (SPB) has set a conservative 11.4 percent goal for representation of individuals with disabilities in State Service. Currently, 8.8 percent of DGS employees identify themselves as individuals with disabilities.

DGS is taking positive steps to recruit and retain qualified employees with disabilities. DGS is participating in focused recruitment efforts, using the Limited Examination and Appointment Program (LEAP) whenever possible, sharing information and departmental goals at job fairs, and participating in organizations such as the Statewide Disability Advisory Council and Disabled in State Service. Supervisors will be receiving training concerning the hiring and employment of individuals with disabilities, and DGS is in the process of reviewing current practices and policies that may adversely impact individuals with disabilities.

At this time, nine of DGS's 21 offices/divisions are represented on DAC, but the committee needs more support to establish a complete slate of officers who fully represent the diversity of DGS employees. Individuals with experience or interest in project management, presentations, "issue paper" development and Information Technology are also encouraged to volunteer. DAC membership is a wonderful way for you to contribute to these efforts.

DAC's Interim Chairperson is Donna Cranston, ADA Compliance Officer, and the Recording Secretary is Ester Lara of the Procurement Division. If membership interests you, after getting approval from your supervisor, plan on attending the next DAC monthly meeting. Please contact Donna Cranston at (916) 323-6505, for the time, location and date of the next meeting.

DAC NEEDS YOU!



DGS EMPLOYEE ASSISTANCE PROGRAM ORIENTATIONS SCHEDULED

Merit Behavioral Care (MBC), the new Employee Assistance Program (EAP) provider for assessment and referral services, will be conducting orientation sessions for state employees. This one hour session will cover information about MBC, confidentiality of service, services provided by MBC, who is eligible for services, how to access EAP and MBC's process. The schedule through December 1999 is as follows:



IRVINE

August 19, 1999
3:00 p.m.—4:00 p.m.
City of Irvine—City Hall
1 Civic Center Plaza

SAN BERNARDINO

August 20, 1999
10:45 a.m.—11:45 a.m.
City Council Chambers
300 N. David Street

SACRAMENTO

September 28, 1999
10:45 a.m.—11:45 a.m.
Resources Building
1416 9th Street, Auditorium

SACRAMENTO

September 29, 1999
10:45 a.m.—11:45 a.m.
Resources Building
1416 9th Street, Auditorium

REDDING

October 13, 1999
3:00 p.m.—4:00 p.m.
U.S. Forestry
6101 Airport Road

REDDING

October 14, 1999
10:45 a.m.—11:45 a.m.
U.S. Forestry
6101 Airport Road

FRESNO

November 9, 1999
3:00 p.m.—4:00 p.m.
Fresno State Building
2550 Mariposa Mall, Room 3015

FRESNO

November 10, 1999
10:45 a.m.—11:45 a.m.
Fresno State Building
2550 Mariposa Mall, Room 3015

LOS ANGELES

December 7
3:00 p.m.—4:00 p.m.
Ronald Reagan Building
300 S. Spring Street, Auditorium

LOS ANGELES

December 8, 1999
10:45 a.m. - 11:45 a.m.
Ronald Reagan Building
300 S. Spring Street, Auditorium

For more information contact Gloria Martinez,
Performance Program Manager, (916) 445-3962.



EMPLOYEE TRAINING AVAILABLE ON DGS INTRANET



DGS' Office of Human Resources Intranet site now offers several helpful links to answer employee questions about examinations, state benefits, workers comp, and a calendar of events. There's also plenty of training available including a PAL Tutorial online and the brand new "New Employee Orientation".

The PAL tutorial includes how to define aliases and how to enter time as an employee. It includes terms and definitions, frequently asked questions, charts on overtime and Alternate WorkWeek Schedule's Regular Day Off and a quiz. It is designed for the user to navigate directly to needed section(s) and bypass the other information. It is also designed so that the new user can toggle back and forth between the PAL

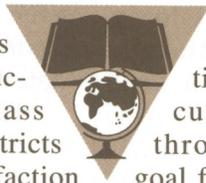
application and the online tutorial.

The New Employee Orientation (NEO) was designed to be available for new employees the day they report for work. The module is in a basic Windows format and the instructions on how to use the module are provided in the "Website Instruction Page" at the beginning of the NEO module. OHR aims to enhance this module by having additional features such as narration, videos, and direct inquiries available by the fiscal year 2000-2001. Because this training is a departmental requirement, OHR asks that the employee "register" in order to receive credit for "attending" the site. While the online registration link is not yet operational, we ask that the instruction page

be printed, completed and turned in to the Office Training Coordinator for inclusion into employee training records. The traditional classroom NEO will not be regularly scheduled as of August 1999. If you have needs that cannot be met through the online program, please contact Colleen Graham, NEO Coordinator, at (916) 322-6058.

You can access the site at <http://dgsnet.dgs.ca.gov> and then click on DGS Offices/Divisions. Then click on Human Resources. Please feel free to send in your comments and suggestions for information you feel would be helpful to have on the Intranet.

OFFICE OF PUBLIC SCHOOL CONSTRUCTION KEEPING ITS CUSTOMERS SATISFIED



A new survey shows Public School Construction to deliver world class hundreds of school districts OPSC's customer satisfaction goal for 1998/1999 was set at 90%. Not only did OPSC meet its goal, but exceeded it with a 93% rating!

DGS' Office of Public School Construction (OPSC) continues customer service to throughout California.

OPSC asked school districts to assess the helpfulness of the district's OPSC representative, staff professionalism, and courteousness, the accessibility of staff to discuss district project issues, and finally, the confidence level each district has in their office representative. The report card was all "A's."

The results of the survey were recognized by Interagency Support Division Deputy Director Karen McGagin who presented OPSC with a Certificate of Achievement commending OPSC management and staff for their outstanding efforts.

So Long, Ted!

Ted Dutton has announced his resignation at the Office of Public School Construction (OPSC) where he served as Executive Office since 1996. During his tenure at OPSC, Ted's office streamlined the process of getting public schools built, and developed a public school construction and modernization "tracking system" on the Internet. Prior to OPSC, Ted served as chair of the State Employment Training Panel, and as a member of the California Fish and Game Commission.





Orchids

DGS customers continue thanking DGS employees for “delivering solutions.” Here’s the latest including a letter of praise for **Steven Casarez** of the Procurement Division (PD) for his “dedication to duty and professionalism” in helping a Disabled Veteran Business Enterprise in Los Angeles County with its CMAS listing. **Jack Fort** of PD’s Records Management team received kudos for his ability to “get the job done” for a client at the State Water Resources Control Board. **Lorie Hall, Joyce Henry, and Rose McClinton** of PD’s System Integrity Unit were thanked by the Office of the Inspector General for “quality and professionalism” while PD’s **Jim Collins** got a “high five” from the Governor’s Legal Affairs office for his “great negotiating skills” involving a pager supplier. **Lea Fox**, who works in PD’s Prompt Payment Program, was thanked by the Prison Industry Authority for quickly helping recover disputed funds.

The Office of Small Business Certification and Resources’ **Tay Higashi** won the appreciation of a San Diego firm for being “willing to help solve problems” while **Perry Duncan** was congratulated by small business owners in Monrovia and Clovis for “exceptional customer service.”

Robert Gomez and **Jeffrey Robinson**, service

writers for the Office of Fleet Administration (OFA) are a “positive reflection of excellent customer service” according to their customers with the Department of Motor Vehicles Investigations and Audits Division. OFA’s **Vince Wang** and **John Liu** at the State Garage in San Francisco also received thanks for their “outstanding” efforts, and for treating their clients with “courtesy, respect and a smile.”

The Office of Public School Construction (OPSC) just got a new stack of “thank you” notes from appreciative school districts in Elk Grove, Merced, Fresno, Walnut Grove, Burlingame, Porterville and Downey. They wrote to thank OPSC staffers **Don Littlefield, Lori Stetson, Steve Paul, Tom Reault, Liese Olukoya, Gloria Abernathy, Collete Rhoads,** and **Lauri Lathrup** for their “extreme professionalism, competence, and efficiency.”

The **Oakland Office of the Division of State Architect** impressed the owner of a Santa Cruz Architecture firm who commented that “if all the offices of the state were run like DSA’s, we’d all be in good shape. Applicants deal directly with knowledgeable professionals and the process is fast and accurate.”

The California Horse Racing Board writes to thank

Sylvia Abbott of the Real Estate Services Division (RESD) for the “straight-forward and firm manner” she took in helping resolve an air conditioning/air quality issue. **Karen Lucas** gets high marks for her “customer service and team work” from clients at RESD’s Professional Service Branch and Business Operations, Policy and Planning Branch.

Office of Human Resources (OHR) Chief **Debra Boulter** scored high marks with a USC Public Administration Professor for providing a copy of DGS/OHR’s Business/Financial Plan which he plans to use to help the Republic of Kazakhstan create a civil service system. OHR’s **Debra Milhous** and **Dottie Boartfield** have some new friends at the Office of State Publishing after working “really hard” to make the PAL positive pay interface run smoothly its first time out. **Deborah Derov’s** “organized and enthusiastic” presentation on performance consulting made her a “model ambassador” for OHR’s Performance Enhancement Section according to her fans at the State Training Center.

The Office of Fiscal Services **Melissa Palmer** was thanked by one of her clients for suggesting she try using the Purchasing Quick Entry form. Turns out the quick form made “consulting contracts really easy” according to Marsha Pentz. **Rebecca Wrigley**, meantime, went “beyond the call of duty” with the customer service provided the purchasing staff at OSP.



ORCHIDS ...

Continued From Page 10

Lisa Gregory, Ginger Bisig, and Gerald Martinez have a happy customer in RESD's Kevin Kaestner for helping turn around a Travel Expense Claim in record time.

Office of Administrative Hearings Director **Karl Engeman** passed along the compliments of a First District Court of Appeals Justice to OAH Administrative Judge **Cheryl Tompkin** for a "well written and reasoned" decision she had authored. Karl notes that it's "not the first time" he has heard favorable comments directed Judge Tompkin's way.

Thanks to the classroom scheduling efforts of Telecommunications Division staffers **Daphne Rhoe, Mina Auerback, and Cary Yee**, OHR says its Activity Based Management System (ABMS) departmental training was a success.

And **Joan Preszler** with the Office of Legal Services (OLS) delivered "improved customer service" to a client at the Department of Water Resources who congratulated Joan on "promoting this attitude and creating a wonderful staff" for those using OLS.

Please send your
"Orchids" to:

Ken Hunt
1325 J Street, Suite 1910
Sacramento, CA 95814-2928

or fax them to
(916) 323-6567

or e-mail to:
Ken.hunt@dgs.ca.gov

POKER WALK 1999



DGS employees relax in Capitol Park following the 1999 Poker Walk

DGS' Office of Risk and Insurance Management had another great turnout this year at the third annual "Poker Walk" Approximately 130 hundred walkers and runners took part, with many claiming some great prizes this year. Participants won Sacramento Kings goodies, San Francisco Giants and Oakland A's tickets, Trader Joe gift bags, lunches, plants, and a lot of cool ties. Everyone received a bag of snacks and a stress reliever.



CONGRATS!

Joyce Henry receives her 25 Years of State Service certificate from Procurement Division Acting Deputy Director Dennis Ericson.



PAPER CUP CHALLENGE: A MONEY SAVING GOOD TIME

How do you cut costs, reduce inventory, add to the bottom line, and have fun all at the same time? Employees at the Office of State Publishing (OSP) came up with some creative answers in the first ever "OSP Paper Cup Challenge." The contest had nothing to do with disposable dining utensils; instead the "Challenge" encouraged staff to sell excess paper inventories to customers for current jobs. Some of the advantages of this approach include reducing excess warehouse inventories, making valuable space available, adding revenue to OSP's bottom line and utilizing valuable resources before their expected shelf life expires.

Employees competed for a \$100 grand prize for the person who used the most paper (dollarwise) and a \$20 honorable mention for the person who had the most entries during the contest. Customer Service Representative Jam Hezar won the grand prize, with an honorable mention award going to Production Planner LaWanda Brown. State Printer Celeste Cron, Customer Development Manager Cindy Connitt, and Purchasing Manager Lance Hibben donated the cash prizes.

By the end of the contest, OSP employees had a lot of fun, used more than \$180,000 worth of excess paper, saved OSP from buying additional paper, and reduced the amount of materials in the warehouse. OSP also identified some better methods by which to conduct the next "OSP Paper Cup Challenge."



Jam Hezar and LaWanda Brown save money, and have a good time, as winners of the first ever OSP Paper Cup Challenge



Gray Davis
Governor

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MARK YOUR CALENDAR

**Don't miss ORIM's 2nd Annual
RISK MANAGEMENT CONFERENCE
October 5-6, 1999
Radisson Hotel, Sacramento**

Call Kathy Hanford at (916) 324-6434
for details or visit ORIM's website at
<http://www.dgs.ca.gov/orim>