

ACTION UPDATE

June 9, 1978

Aid For Battered Women

The Office of Policy and Planning has announced the availability of a \$300,000 demonstration grant to strengthen volunteer efforts to aid battered women and other victims of family violence.

The grant, to begin this fiscal year, is the first ACTION grant to be awarded on the basis of competitive bids. The grantee organization will award sub-grants to ten grassroots organizations in each of ACTION's ten regions.

"More than one-half of the women in this country have been the victims of family violence," says Irene Tinker, assistant director for policy and planning. Jan Peterson, special assistant to Ms. Tinker, adds, "As prevalent as rape is -- and only one rape in perhaps ten is reported to the authorities -- the occurrence of wife beating is estimated to be ten times greater. The home has always been considered a sanctuary. We are learning that it is often quite the opposite."

"ACTION is becoming increasingly involved because we're seeing this as a community problem," Ms. Tinker notes. "The agency is responding to needs as expressed to us by women and women's groups throughout the country."

Non-federal governmental agencies or private non-profit organizations with expertise in family support systems, volunteer recruitment, placement and training -- especially in the areas of psychological and physical violence -- will be eligible to apply for grant funds.

The funds will support grantee costs for project administration, including full- and part-time volunteers, out-of-pocket expenses, data collection, technical assistance and preparation of informational materials. Grants will be awarded for 15 months to allow for planning and implementation.

For more information, contact Jan Peterson, Rm. M-606, Telephone (202)254-8421.

Recruiting More Hispanics

ACTION is striving to attract and recruit more Spanish-speaking people as VISTA and Peace Corps volunteers. Current estimates indicate there are 242 Hispanics out of 4,000 VISTA volunteers.

In order to increase Hispanic recruitment efforts, the Office of Recruitment Resources (R/RR) has assigned former Peace Corps volunteers to recruit Spanish-speaking students from several universities with high Hispanic enrollments. R/RR also has a contract to recruit Hispanic (only) volunteers in Denver, Colorado with the Independent Foundation, a nationally based organization of former VISTA and Peace Corps volunteers. The foundation is locating former Hispanic VISTA and Peace

Corps volunteers in Denver to speak to college students about current opportunities in these programs.

Hispanic volunteers are also being recruited to work with two new VISTA grantees, the National Association of Farmworker Organizations (NAFO) and the National Council of La Raza. NAFO, a migrant organization, will recruit VISTAs from migrant families. A pilot project will begin at the end of this month with five VISTAs slated to assist farm work crews and will expand in November to include 40 VISTAs. The National Council of La Raza, a group of 106 community-based Hispanic organizations, will utilize the services of 49 VISTA volunteers.

Because of the high Hispanic population in New York City, the area recruiting office is translating applications and reference forms into Spanish. That office is also distributing bulletins printed in Spanish, describing current VISTA and Peace Corps opportunities.

The New York Service Center plans to open a full-time recruiting office on October 1 in San Juan, Puerto Rico to attract more Hispanic volunteers.

Recruiters in Dallas are planning a VISTA drive for the week of July 10-14 in San Antonio, Texas, where 55 percent of the population is Hispanic. Extensive media coverage is planned and a pamphlet describing VISTA opportunities has been printed in Spanish for use in the drive.

In Memoriam



ACTION mourns the tragic, sudden death of Susan Major on Friday, May 19. At age 27, Ms. Major, from Grants Pass, Ore., was the youngest country desk officer in the Peace Corps. She had administrative responsibilities for Peace Corps programs in Botswana, Lesotho and Swaziland in Southern Africa.

Ms. Major assumed this position in June 1977 after graduating from the agency's Upward Mobility Program. She was a Peace Corps volunteer in the Ivory Coast in 1972.

A memorial service was held for Ms. Major in the Africa regional office on Friday, May 26.

"Ability Is Ageless"

EAST PRAIRIE, Mo. -- Sixty-six-year-old Retired Senior Volunteer Lucille Gregory wears a large button which reads "Ability Is Ageless."

"That tells the story. That's how we feel and I think our volunteers prove the truth of that button every day," says Betty Johnson, project director of the RSVP in East Prairie, Mo.

In East Prairie, 160 RSVP volunteers assist at heart, eye and blood pressure screening clinics, tutor slow learners, visit nursing homes and offer telephone reassurance to seniors living alone. They schedule rides for seniors and the handicapped since there is no public transportation system, and give tax assistance to those seeking benefits to which they are entitled.

Statistics indicate how closely RSVP reflects the makeup of the community: 80 percent of East Prairie's city and county residents and RSVP volunteers are low-income; 20 percent of both are black. The town -- population 3,275 -- is located in the southeast corner of Mississippi County.



RSVP volunteer Henry Smith, 71, gives tax assistance to Gladys Lancaster, 79, also a member of the East Prairie, Mo. RSVP. Smith, a retired electrician and plumber, estimates that he will provide assistance to 150 people in the county this year on tax refunds.

The program has provided challenges for many volunteers -- challenges they have proudly met. Katie Fenema, 73, helps seventh and eighth graders untangle the mysteries of arithmetic. "I never thought I was capable. I barely got through the ninth grade myself," she laughs. "This is very fulfilling."

Alma Skaggs, 72, shares the relaxed learning atmosphere and a large table with Mrs. Fenema and several students. Mrs. Skaggs taught "off and on for 50 years." The volunteers are an invaluable addition to East Prairie schools. Jack Tucker, who teaches remedial students at the junior high school says, "I can use as many RSVP volunteers as they can give me. So many of my students have felt frustration time and again. My first goal is to teach success, to prove to them that they can do it. Then we get to the other problems, the school problems. They flat out need somebody to talk to."

Tucker says that "it's hard for the students to understand why these volunteers are willing to 'work' without getting paid. The volunteers tell the kids they enjoy working with them -- and that's their reward."

The rewards of being a volunteer are often intangible; sometimes a volunteer's contributions seem intangible, too. But 71-year-old Henry Smith feels that "the biggest part of RSVP is tangible."

Smith finds that being active is so much better than sitting at home and dreaming of the past.

"I have always noticed that the average person is slow to help. They think they're intruding, unless they're told different. That's where the RSVP project director comes in. She can make people see how they can be useful. That's what Mrs. Johnson does. As a result, this program has accomplished some wonderful things," Smith says firmly.

Mrs. Johnson smiles at the compliment. "When I speak to clubs, I tell people I have the greatest job in the world because I work with the nicest people in the world," she says.

OAVP Funding By State

The accomplishments of Older Americans Volunteer Programs can be identified in the community needs served, gains to volunteers, amount of community support and even in support generated by state legislatures. State appropriated funds for OAVP projects now total \$6,670,098 annually, according to information forwarded to OAVP from ACTION state offices.

Most of the state funds allocated for OAVP projects, either directly or indirectly, are for those which are completely non-ACTION funded. State allocations per program are: RSVP \$743,517; FGP \$4,865,482; and SCP \$1,061,090. Not included is \$600,000 which soon might be appropriated in New York for the Senior Companion Program.

Amounts appropriated by individual states are:

<u>Region</u>	<u>State</u>	<u>RSVP</u>	<u>FGP</u>	<u>SCP</u>
I	Connecticut	\$ -	\$145,000	\$108,000
	Massachusetts	34,000	-	-
	Rhode Island	-	-	29,275
	Vermont	35,000	-	-
II	New York	-	302,192	-
III	Delaware	40,438	354,593	-
	Pennsylvania	-	473,325	55,000
IV	Alabama	13,000	-	-
	Florida	15,000	-	-
	Georgia	-	137,000	-
	Kentucky	2,700	82,000	-
	Mississippi	-	19,000	-
	North Carolina	-	24,000	-
	Tennessee	-	9,200	-
V	Michigan	-	653,200	-
	Minnesota	-	750,000	400,000
	Wisconsin	-	216,000	-
VI	Texas	375,000	-	-
VII	Iowa	-	72,033	-
	Kansas	-	16,256	-
	Missouri	-	8,971	-
	Nebraska	68,841	32,850	35,378

VIII	Colorado	7,000	-	-
	Montana	-	15,000	-
	Utah	-	13,833	-
IX	Arizona	-	29,641	-
	California	-	1,112,607	225,067
	Guam	5,409	-	-
	Hawaii	-	154,910	-
	Nevada	3,693	98,158	34,031
X	Washington	120,684	135,714	174,139

Upward Mobility Opportunities



Two years ago, Carol Rizzolo was a secretary without a future. "I was at a deadend," she recalled. Today, Ms. Rizzolo is the Chicago Service Center's new evaluation and placement specialist. She now has--in personnel jargon--a "career ladder" stretching out before her.

Ms. Rizzolo is one of 15 ACTION employees whose working lives have taken a turn for the better through the agency's Upward Mobility Program. Established in November 1975, the program has been in operation since 1976, according to Robert Jackson, Upward Mobility Program manager.

The program is a basic requirement of the Equal Employment Opportunity Act of 1972 and a component of ACTION's affirmative action plan.

In spite of a slow start and delays due to reorganization, the program is again in full swing, with 15 new upward mobility positions now identified in offices throughout the agency, Jackson said. These positions will be announced officially as "upward mobility trainee vacancies" within two months.

The positions are: a payroll technician, computer programmer and health claims clerk in Administration and Finance; a budget and contracts analyst, data specialist and staging coordinator in International Operations; a budget analyst in the Office of Policy and Planning; three state program officers in Domestic Operations; two recruiters, a management analyst and an assistant recruitment research specialist in the Office of Recruitment and Communications and an EEO specialist in the Office of Compliance.

The Upward Mobility Program is concerned with effectively developing and using employees' capabilities. The program's primary goal is to provide specific career opportunities for employees in grades GS-9 and below or the equivalent FS grades, who are in positions which do not enable them to realize their full potential.

Employees usually enter the program at GS 4-5. All candidates receive training based on the experience needed to meet Civil Service Commission qualifications standards.

The program designates "target" positions that afford opportunities for advancement. Formal education courses, career counseling and special on-the-job training is provided for participants.

Trainees will be competitively selected from ACTION'S career or career conditional employees in grades GS-9 and below and FS equivalents who are in deadend positions and/or who demonstrate the potential for development in a clerical, technical, administrative or professional career.

Once selected, the candidates are placed in trainee positions on the payroll of the Staff Training and Development Division in the Office of Administration and Finance. Following initial orientation, trainees are reassigned for duty and training in the organizational units in which the target positions exist. Upon successful completion of training, they are placed in the target positions through promotion or reassignment.

An upward mobility review panel will be appointed by the Personnel Management Division to evaluate each eligible candidate for upcoming positions. This panel will be made up of representatives from the Personnel Management Division, the Office of Equal Employment Opportunity, the unit where the target position is located and the employees' union.

Each major office in the agency should have an upward mobility coordinator to refer individuals to a career counselor for pre-application counseling. For further assistance or information, contact the Division of Staff Training and Development at 202-254-3102.

Peace Corps Profiles

Where do Peace Corps volunteers come from? Where do most of them serve? How old are they? How much education do they have and how many are married?

A recent profile on Peace Corps volunteers released by the Peace Corps Management Office reveals some interesting statistics on volunteers who served from 1961 when the program began to 1977. The following are among the findings:

The average age among volunteers is now 27.6 years as opposed to 24.5 years in 1961. Nearly 18 percent of present volunteers are 31 or older, 4.7 percent are between 41 and 60, and 8 percent are between 61 and 80 years of age.

Sixty-one percent of all Peace Corps volunteers are male. Eighty-four percent are single. About three-quarters of the volunteers have college degrees.

More than 7,100 former volunteers hail from California, making it the number one Peace Corps home state in the country. New York is second with 4,881 former volunteer residents and Illinois is third with 2,473. On a per capita population basis, Colorado ranks first with 1,800 former Peace Corps volunteers while Alaska ranks 52nd with nine former volunteers.

The Philippines now has the largest Peace Corps volunteer contingent of 346. Kenya is next with 270, followed by Colombia with 246 and Malaysia with 233 volunteers. Only two volunteers serve in Malta and three in Malawi.

Last year, 13,908 Americans applied for 4,188 available volunteer assignments in the Peace Corps.

One Speech—Seven Applications!

Peace Corps Director Carolyn Payton generated seven applications for Peace Corps service after addressing a group of about 50 students at a luncheon held in her honor at Howard University in Washington, on April 19. Five of the student applicants have already been placed in Peace Corps programs which start this summer.

A Whimsical Reply...

Larry Brown, ACTION Assistant Director for Recruitment and Communications, challenged thousands of recent college graduates in an April letter to "think about whether you have what it takes" to be a VISTA or Peace Corps volunteer.

"Being a VISTA or Peace Corps volunteer is not a job in any usual sense," Brown said. "The pay is low, (a subsistence allowance and some money in the bank at the end). The work is longer than 9 to 5. And you won't be building any monuments.

"I won't mislead you," the letter continued. "It's not easy. But every day can be a worthwhile one--whether you wake up in a barrio in Texas or in a small town in Brazil..."

The following response came from a Texas woman with six children whose name was included incorrectly on the mailing list. She indulges in a bit of whimsy as she considers how joining the Peace Corps or VISTA might "change her life."



Dear Larry,

Your letter arrived just in the nick of time. Two of my six children were fighting over a piece of "pan dulce" (sweet bread), the dryer had just gone out for the fourth time in three months, the washer was stuck on the drain cycle, my youngest was on the phone calling me to come pick up her Camp Fire Girls group at the library, the Camp Fire Girl in charge of refreshments had forgotten them, my second daughter wanted \$30 to pre-register for gymnastics, my one son was begging me for a \$54 BB Gun and my oldest was berating me for being so "Dumb." So, you see your offer of a Corps where I could find PEACE was simply irresistible!

Thanks for addressing me as a student. I haven't been able to afford school in a long time. I work full time as a school nurse and health education teacher, work full time as a mother, taxi driver, cook, housemaid, lawn girl, nurse, bill payer and general all around handywoman from 7 to 8:10 a.m. and from 3:35 p.m. to 8:10 a.m.

On my "days off," I wash, dry, fold, cook, get up at 4:15 a.m. to get kids off to tennis tournaments, band contests, spelling bees, etc. and also write sarcastic letters like this one.

Two years in the Peace Corps would be my "cup of tea." If only my husband and children would fire me, I'd gladly go!!

However, I must deny myself that pleasure. Nevertheless, thank you for the invite.

P.S. Don't apologize for the low pay. I've been working as a registered nurse in South Texas for 20 years for low pay!, and at home for 18 years for No Pay !!!

Volunteers To The Rescue

Five VISTA volunteers with Red Cross training in disaster relief helped evacuate some 2,500 people in southern Montana after massive flooding of the Big Horn River over the weekend of May 20. The VISTAs, who are assigned to the Crow Indian Reservation in the area, included Floyd Wilkerson, 69, and his wife, Dolly, 62. The volunteers were still helping people who were stranded without food or water in Lodge Grass on the reservation as late as May 25.

The Director Speaks

Editor's Note: The following speech, given by Sam Brown on May 21, was the commencement address at Boston University's School of Social Work.

Thank you Dean Hubert Jones, members of the faculty, student committee, graduates and friends.

It's always great to be in Boston, especially since part of my moral and intellectual roots are here. I spent some time in and around Boston during the Presidential Primaries of 1968, and spent some time working on a few antiwar demonstrations in the years before and after that election.

It is always a pleasure for me to be back here. Today, I want to reflect on the past and to look to the future - to discuss problems and possibilities which you, as graduates of a top professional school, have a unique opportunity to address.

I want to call to your attention today that "unfinished agenda" that we have before us as a nation. Specifically, the issues of race, of class, and of powerlessness. For it is these issues which require us to make the moral and ideological choices - the commitments - which demonstrate our own seriousness about justice in our society.

I recall that Jonathan Kozol in one of his books lamented the fact that our public schools too often teach our youth to be ideologically neutral and morally insensitive. They presume, and therefore, teach, according to Kozol, that the great issues in history occurred either in the past or will arise at some time in the future. Consequently we sleep through the historic struggles of the present day.

I believe that the issues of race, class and power - the basic questions of justice in America - are the critical challenges which face us. They are the issues by which history will judge our generation. And I suspect that - given the opportunity to engage in the battle - many of you would not choose to sleep through it. In fact, I have spent a good part of my life banking on the fact that most people if challenged and given the opportunity to do what they know is morally right, will rise to the occasion. They will overcome an unjust status quo and the indifference which permits it to survive.

Your profession has a proud history of dealing with the problems of the past. I am aware of the roots of social work. I have read about the settlement house era; about Dorothea Dix and about Dorothy Day. You grow from a tradition of organizing - street marches in the 1920s; labor organizing in the 1930's. Social work and social workers represent a rich history, a tradition which refused to ignore injustices but sought to link professionals and lay-people to correct them.

Unfortunately, the profession did not always live up to this tradition - especially during the past two decades. Too many professional social workers became more "professional" than "social workers." They fell prey to the notion that injustice occurs - that people are poor and powerless - because of innate qualities rather than external factors. They began to treat the victim rather than the problem. And they mistakenly presumed that whatever problems existed should be solved by reliance on professional intervention rather than using professional skills to forge relationships with lay-people and citizen organizations to correct unfair policies, end discriminatory practices and achieve economic justice by enfranchising the powerless.

A similar thing happened, I should point out, with various agencies of our government - including ACTION. One of our domestic programs, VISTA, was created by Congress in 1965 as an anti-poverty agency. It was mandated to work with citizen groups; to organize and to address those inequities in our society which keep poor people poor.

But, after several years of carrying out this mission - at times very effectively - VISTA was turned into a direct service program. And while we all understand the critical need for good services, services themselves cannot alter the conditions which require them in the first place. This change in VISTA was not mandated by Congress; it was the plan of an Executive Branch which did not share the commitment to social justice which led to the creation of VISTA.

At present, we are returning to our roots as an agency. VISTA once again will address those questions and issues it was created to address. We intend to carry out the commitment to the President, and the mandate of Congress to utilize the volunteer resources of the American people to address the unfinished agenda before our Nation.

Fortunately, I see similar changes taking place both in your professions and others. More and more people entering the helping professions seem to be saying, "yes, some of us must provide critically-needed direct services. But others of us must struggle for those fundamental changes required to make our society more loving and more just." Many of you are going back to your roots as a profession just as we are returning to ours as a government agency.

And, also fortunately, I see signs that the chasm between professional and lay-person - between the helper and the helped - is narrowing as well. Exciting new community-level ventures are taking place which reflect the recognition that helper and helped are one - that common problems and social injustices must be addressed jointly, as a people. That professionals exist not to lead the "helpless," but to provide expertise and to assist those who must organize and struggle to fight poverty, racism and powerlessness in America.

Let me give you a couple of examples of what I mean. Many of you know that the field of mental health has undergone dramatic changes in recent years. Perhaps the most dramatic - a change still taking place - is the recognition that mental health is a community concept. It takes place in a community setting. People live in communities, in neighborhoods, and their mental health or lack of it is in substantial part a result of an interaction with neighbors and friends. Mental health no longer can be seen solely in terms of the individual mind. And mental illness no longer can be seen solely as the domain of a mental health professional treating - "fixing" - a sick person.

There is no mental health, and there is no adequate response to mental illness, outside the community in which a person lives. Exciting developments in this field are reflected by the community-level efforts of citizen organizations carried

out in conjunction with professionals. People formally warehoused in mental hospitals are being returned to their communities where they are "treated" through the therapy of programs, residency in their neighborhoods, and through people, who care about their community and the people in it. Without this supporting environment of lay-people and a concerned community, de-institutionalization becomes a cruel hoax; with a supporting environment, it can give new hope.

Similar opportunities exist in other areas. I recently visited the Neighborhood Justice Center in Atlanta, Georgia. The Center exists to mediate family and neighborhood disputes. It is a street-level justice program.

The center is staffed entirely by people who live in the community, the Five Points area of the city. The citizens who run the Center have diverse backgrounds - some have recently completed high school, others have Ph.D's. They are housewives, students and attorneys. Each of them has gone through a forty-hour training course which is rigorous and effective. In settling problems and resolving disputes this Center provides a service that no narrowly-defined professional organization can match. For this organization is both professional and community. It is lay-people and trained people working together in their own community to serve their neighbors.

Clearly volunteers - lay-people - are perfectly capable of providing many of the functions now being performed by professionals. But my point is not to knock professionals. Rather, we must re-establish the ways in which professionals best serve their communities - by facilitating the desire of citizens to address their own needs. Community cohesiveness will never be achieved in our society, nor justice attained, simply by training and hiring paid workers. Our society will not grow stronger because a few professionals - or a few public officials - are concerned about its well being. We must recognize that professionals and others must work together to address the common needs we all face. Above all, we must get on with the struggle to bring about a more just society. That, it seems to me, is the only justification for your having gone to school to attain skills - to use them in the battle for justice in our Nation.

Finally, I urge you to think about how we can create a just society. It will not happen by graduating more and more professionals. It will not happen through the natural growth of society. It will not happen because President Carter or some other political leaders say it should.

Justice in America will prevail only through our unflinching commitment to alter the conditions which leave many of our people disinherited, despised, downgraded and impoverished. Justice will occur only if we can sustain our outrage at the forces which leave one-fourth of our people poor and others the victims of class and race discrimination. Justice will prevail only when progressive social forces in America understand that the basic issue before us is justice - not services, not compassion, but giving all our citizens the economic means to be healthy, self-reliant and free.

Erik Erikson, the psycholanalyst and scholar, has written that every major era of history has been characterized by a struggle between two groups. The outcome of that struggle defines the character of the era. The first group are the professionals. They have a technical orientation. They "know what they are doing." The second group Erikson calls the universalists. They "mean what they are saying." They fight to help those cut off from the sources of power.

Erikson went on to write that the task of each group is to reach an accommodation with the other in the simple realization that they share a common fate.

I urge you to think about those groups. I hope you will both "know what you do" and "mean what you say." And I hope that you make your decision in the context of what you will do about that "unfinished agenda" in America - the agenda to bring a greater measure of justice to our communities and to our Nation.

VISTA Volunteer "Doesn't Need To See"



PRICE, Utah -- George Galanis cannot read newspaper headlines, regardless how bold, and an object that most people can recognize at 400 feet must be less than 20 feet away for him to be aware of it.

Galanis, 63, of Price, Utah, is legally blind and also has a 65 percent hearing loss in one ear. He is also "the best" VISTA volunteer assigned to the Southeastern Utah Community Action Program in Price, according to his supervisor, Lew Anderson.

"I don't need to see," jests Galanis, "I can tell a person by a cough, the way he or she walks or how they blow their noses."

A VISTA volunteer since last July, Galanis helps local residents with taxes and works on a winterization project. Anderson compiles lists of people for him to contact and tape records their names and telephone numbers. Galanis replays the tapes and starts working.

The volunteer laughed when asked whether people he helps feel that they should assist him. "I've got news for them. I help others, not the other way around. I can do a lot of things. Whatever Mr. Anderson asks me to do, I do it," he stated.

"People have asked me, 'How can you hire a person who can't see?'" Anderson recalled. "But we have many things for George to do. He's very conscientious and a splendid person to work with."

One of five locally recruited VISTA volunteers with the community action program, Galanis is the president of the Utah chapter of the National Federation of the Blind. A former custodian in Price, he served as an RSVP volunteer for three years. His wife, Myrtle, whom he married in 1970 was also involved in RSVP.

"When I told people that I was getting married, they said, 'Who'll have you, blind and all?'" he recalled.

"Some people think if you're blind, you're not a whole person," said Mrs. Galanis affectionately.

"There's really no good reason why a blind person can't be a good volunteer," stated Jack Yeaman, who is similarly afflicted and works with the Utah Center for the Blind. He reported that there are about 1,700 registered legally blind persons in Utah, including at least seven lawyers.

"You don't give up just because you're blind," said Galanis. "Where there's a will, there's a way."

When asked how Galanis' work compared with that of his other VISTA volunteers, Anderson replied, "All my VISTAs do a good job, but George is the best I've got."

Former Volunteer Projects Proposed

ACTION's Former Volunteer Project is gearing up for an extensive 1979 programming effort for returned Peace Corps and VISTA volunteers, according to James Callahan, the editor of the project's newsletter, Reconnection, scheduled to begin bi-

monthly publication this month.

This effort will include a series of local career assistance workshops around the country, a former volunteer directory, service and skills bank, and a nationwide Peace Corps/VISTA speakers' bureau.

The Former Volunteer Project also is investigating the possibility of recruiting returned volunteers for careers in development with A.I.D. programs in the Sahel region of Africa, said Callahan.

Additional proposals under discussion with other agencies include the use of former volunteers by HEW as part-time volunteer support for low-income parents of handicapped children. Another is the involvement of former volunteers with the National Endowment for the Arts as community arts projects' coordinators.

The proposed directory and service/skills bank would enable ACTION to place former volunteers in such programs nationwide. These tools also would help returned volunteers to contact one another, and assist local groups in organizing, and coordinating referrals for Peace Corps and VISTA applicants, Callahan said. Moreover, the directory and skills bank would help coordinate career assistance activities, involve former volunteers in Peace Corps and VISTA projects and evaluations work, and channel them into local community action projects.

Callahan said the Former Volunteer Project hopes to work closely with the Office of Outplacement Counseling and the Peace Corps Partnership and Speakers Bureau programs to better assist former volunteers in career development, program enrichment and international development education.

Francis Luzzatto is acting director of the Former Volunteer Project.

ACTION'S Regional Directors:

Karen Paget - Denver



Her hands dart in the air, punctuating her conversation as she warms up to her subject. The choreographer of this lively conversation is Karen Paget, the director of ACTION's Region VIII headquartered in Denver, Colo. She is talking about ACTION.

Enthusiastic about the challenges offered her as regional director, Ms. Paget describes the agency as "unique" and "distinct" among federal agencies.

"It doesn't have layers to prevent the staff and regional directors from relating to people at the community level. There is the opportunity for direct, unfiltered contact with the people who are involved in our programs," she explains.

A former deputy mayor and a two-term city-councilwoman of Boulder, Ms. Paget, 33, has "little sympathy" for what she feels "is government's managerial quest for efficiency in programs to the exclusion of democratic involvement.

"While there is always tension between the values of efficiency and democracy," she observes, "too often, social service agencies try to do 'good things' for people rather than involving people themselves.

"In retrospect," she points out, "the experience of the past decade has taught us to define our mission more modestly. Now we have an opportunity to assist some small scale projects which may not be 'Great Society' in scope, but which affect people's daily lives."

As regional director, Ms. Paget is in charge of some 14,800 ACTION volunteers, 29 employees and a budget of approximately \$5.5 million for volunteer programs in Colorado, Wyoming, Utah, Montana, North Dakota, and South Dakota.

Before coming to ACTION last February, Ms. Paget was the director of legislative research for the Colorado Senate Democrats. In 1975 and 1976, she was a senior lecturer in the Department of Social Sciences at the Western Australian Institute of Technology in Perth.

She was elected to the Boulder City Council in 1971 and 1973 and became deputy mayor of the city in 1974. She received a Ph.D in political science in 1974, a master's degree in international relations in 1971 and a bachelor's degree in American politics in 1967 from the University of Colorado in Boulder.

Ms. Paget feels that her experience in several levels of government and her involvement in social and economic issues ranging from women's rights to alternative transportation systems have afforded her views "from many different points of the compass," and will prove an asset in her ACTION position.

"Swiping a Bit of the ACTION"

Editor's Note: Following are excerpts from a recent column by Tom Gavin, a Washington correspondent for the Denver Post.

HERE'S HOW TO SWIPE A BIT OF THE ACTION

We all have our favorite government entities, I suppose. The Postal Service, Environmental Protection Agency, Delaware River Basin Commission.

Mine is ACTION

You probably think ACTION is an acronym, don't you? That its full name is something like Agency of Creative Tension in Our Nation.

Nah.

That would be a routine, or low grade infection sort of press agency. The name ACTION doesn't stand for anything. It is pure press agency.

THOSE OF YOU who have been playing close attention -- and you will get your reward in heaven, yes you will -- have noticed that ACTION is a printed shroud, an all-capital letters name.

All-caps suggests force, vigor, intensity, involvement, activity. All those things. And I'll never know why they didn't finish it off with an exclamation mark at the end: ACTION!



PSST... HOW ABOUT A LITTLE ACTION?

WOW!

There will, I suppose, be sardonic suggestions that the agency should be called "inaction." Without an upper case letter to call its own. And maybe no dots above the "i"s. But not here. We do not stoop to such levels here. Very often.

ACTION is, of course, a Madison Avenue name. Like POW or WHAM or CARRAMBA for a new underarm deodorant. Or WHEE or GIGGLE or RICOCHET for a new brand of marijuana snuff. Or.... but you get the idea.

We should, of course, give credit where credit is due, and the ACTION name was the creation of the Nixon Administration. My theory is that the then-president, was asked

about the Peace Corps and VISTA umbrella agency, replied, "Ax 'em," and was misunderstood by an aide who was busy writing down something the president had said a moment before which would be perfect for the third chapter of the aide's planned Watergate book.

Which, I should tell you, is one of the more logical theories you will encounter in this town.

All of which makes me cherish ACTION even more.

ACTION REDUCES ITS PAPERWORK

WASHINGTON, D.C. -- Just like the weather, everybody talks about it, but nobody does anything about it. In this case, "it" refers to paper shuffling. For years, jokes have made the rounds about the federal government's devotion to The Shuffling of Paper.

Until last year, ACTION was one of those paper-shuffling agencies. During the past year, however, ACTION has reduced its operational forms by 37.5 percent.

The story behind the story is this: When Director Sam Brown was the State Treasurer of Colorado, he was swamped daily by federally-issued paperwork. After he became the agency's director in February 1977, Brown found that he was still inundated by an overwhelming amount of paperwork. What this agency needs, he said, is "zero base paperwork" -- a dramatic reduction of obsolete, duplicative and unused forms, applications and reports.

Enter ACTION's Zero Base Paperwork (ZBP) project. In May 1977, a steering committee was established consisting of two working groups: The Reports and Forms Working Group and the Agency Directives Task Force.

Under Brown's direction, the groups were instructed to reduce the number of forms and reports by 50 percent. Second, they were told to reduce the depth and scope of information collected and maintained and third, they were asked to review, revise and refine agency directives into a single system.

The groups discovered that approximately 1,375 forms existed within the agency. "Really, there were more than that," recalls Mercedese Miller, chairwoman of ACTION's ZBP Reports and Forms Working Group and a member of the ZBP Steering Committee. "Many forms were being stored in the regions. The regions didn't know some were obsolete and were distributing them each year," she explains.

"We also found that the combined applications forms of Peace Corps and VISTA volunteers would stretch from Washington, D.C. to St. Louis -- a total of 1,107 miles. And that's just one paperwork system!

"When this material is converted to microfiche, it will cover only 48 square feet and be immediately retrievable," she adds. The microfiche system has been proposed to the agency and is expected to be adopted. The microfiche system is a process which reduces printed material and stores it on film.

The development of an accurate inventory of and a functional filing system for all forms used in the agency, the analysis of each form in relating to existing systems of operation, and format changes have already eliminated 37.5 percent of the forms maintained or stocked by ACTION.

"And we've only just touched the surface," Ms Miller notes. "The study is now in its second year, with the steering committee monitoring our progress." Jim Duke, chairman of the ZBP Steering Committee, believes that "Zero Base Paperwork should be an ongoing management concept in the agency. By the end of the second year, an efficient and effective system of paperwork management should be in place. We hope that managers will be aware of this activity and give it some sense of priority in their day-to-day management considerations."