

ACTION UPDATE

July 12, 1979



Celeste Sworn in as Peace Corps Director

President Carter voiced his personal support for the Peace Corps and its new director, Richard F. Celeste, during a surprise appearance at Celeste's formal swearing-in ceremony at the White House.

President Carter expressed his appreciation to Celeste for taking on "a challenge that is very difficult and obviously very important."

Calling the Peace Corps "one of the finest programs" the United States "ever evolved," the President said the Peace Corps gives Americans "a chance

in many nations to put our best foot forward, to harness the tremendous good will, and the generosity, and the dedication and the idealism of the American people."

Only minutes before, Vice President Walter Mondale had administered the oath of office to Celeste, 41, a former Ohio lieutenant governor, during the ceremony on May 23 in the East Room of the White House.

"Today, the Peace Corps has resumed its priority in our government," the Vice President told the gathering of 500 friends and relatives, including members of Congress, ambassadors of countries where the Peace Corps serves, former volunteers, staff members and many Ohioans. "President Carter has rekindled the dream of Hubert Humphrey and President Kennedy.

"We have reversed the steady decline in funding and dwindling of volunteers," Mondale continued. "Celeste is the ideal person to carry out that commitment. For this administration believes in the importance of voluntary efforts. Whether in the fight to rebuild our cities, the delivery of social services or assisting the Third World, we are committed to tapping the energies of dedicated volunteers."

On the dais with Mondale and Celeste were Celeste's wife, Dagmar; their six children; ACTION Director Sam Brown; ACTION Deputy Director Mary E. King; and Sargent Shriver, the first director of the Peace Corps.

Of the members of Congress invited to the ceremony, several are former Peace Corps volunteers, including Sen. Paul Tsongas of Massachusetts and Representatives Christopher Dodd of Connecticut and Tony Hall of Ohio.

Later, Celeste added a tribute to his home state by saying: "It produces the fifth largest number of Peace Corps volunteers and we want to raise that number."

Mondale said that Peace Corps volunteers, above all, represent what is right about America. "They are young, old, rich, poor, all giving of themselves to do a job that must be done.

"Many great leaders have given voice to the ideals of the Peace Corps," he added. "From the visions of its founders (has come) some of the most moving language of our time."



But he said that the words of a father whose daughter had died while serving as a Peace Corps volunteer 16 years ago in the Philippines expressed the sense of the Peace Corps most eloquently: "He said, 'So many citizens of the world have lost their children to wars, but we have lost our daughter to something far more worthwhile; we have lost her to peace.'"

In describing some of his goals for the Peace Corps, Celeste promised a Peace Corps committed to "a fresh sense of partnership and mutual respect because these days the leaders of the Third World countries in which we operate have a clear idea of how they want to develop and how we can work alongside them."

Senate Approves VISTA Authorization; Opposes Peace Corps Separation

Recent Congressional activity involving ACTION legislation has been focused on the Senate side, where authorizations have been approved, amendments debated and committee recommendations announced.

On June 20 the Senate voted, 75 to 16, to approve the fiscal year 1980 authorization for all ACTION domestic programs, except Older American Volunteer Programs, which had previously been approved.

A proposal to create a presidential commission to study national voluntary service was added to the bill by a floor amendment offered by Sen. David Durenberger (R-Minn.) and accepted by Sen. Alan Cranston (D-Calif.), the floor manager of the bill.

The two-hour debate preceding the vote featured an unsuccessful effort by Sen. Gordon Humphrey (R-N.H.) to establish the Peace Corps as an independent agency. Humphrey's amendment was defeated 62 to 32.

Sens. Jacob Javits (R-N.Y.), John Glenn (D-Ohio) and Charles Percy (R-Ill.) opposed the amendment, arguing that the Senate Government Affairs Committee opposed breaking the linkage between the Peace Corps and the ACTION domestic volunteer programs.

After defeating the Humphrey amendment, the Senate defeated an amendment that would have moved Peace Corps from ACTION to the proposed new International Development Corporation Administration (IDCA) or, if IDCA were not created, made Peace Corps an independent agency.

The Senate position was confirmed by the 62-32 vote against making Peace Corps an independent agency.

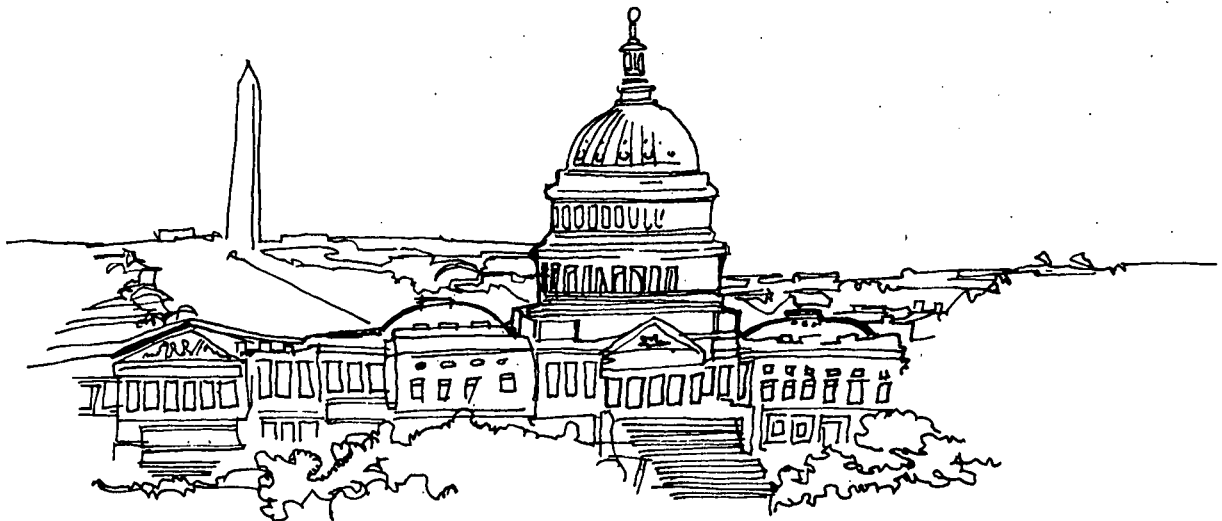
The House already had approved a proposal to transfer Peace Corps to IDCA. Representatives from both houses will now attempt to resolve the differences in the bills, which deal with a wide range of foreign assistance programs in addition to Peace Corps.

Both houses however, were in agreement on a Peace Corps authorization of \$105.4 for fiscal year 1980, as requested by the administration.

Following the Senate approvals, Peace Corps Director Dick Celeste said that, "by its vote, the Senate has shown it believes that President Carter is serious with his executive order creating an autonomous and vital Peace Corps within ACTION."

Ten days before the June 14 Senate vote, the

(cont. pg. 12)



FGPs Honored at Conference

Described as the "largest of its kind," the fifth annual New York State Foster Grandparent Program (FGP) recognition and training conference, May 16-18, brought together more than 1,200 Foster Grandparents who serve 3,600 children with special needs in 70 centers throughout New York State.

In honor of the event, May 17 was proclaimed FGP day in New York by Governor Hugh Carey, who said the Foster Grandparent Program defeats the false stereotypes of aging in our society.

Workshops at the conference stressed the "Try Another Way" philosophy developed by Dr. Marc Gold, considered the leading special educator in the country. The "Try Another Way" approach helps train people who have difficulty in learning, such as the moderately and severely retarded and the multiple-handicapped with whom many Foster Grandparents work in their volunteer assignments.

Workshops at the conference also dealt with abused, neglected, delinquent and pre-delinquent children, other individuals whom Foster Grandparents serve.

An important part of the training featured an in-depth explanation of the task analysis system used by many Foster Grandparents in their assignments.

Gold suggests that most people, even the most profoundly retarded, can be taught certain types of tasks by using the task analysis system which breaks down a chore into teachable components.

Grandparents can use task analyses to teach daily living skills, such as dressing, eating, hygiene and mobility, and motor and specialty skills.

At a special banquet on May 17, Dr. Gold commended the 1,200 Foster Grandparents for

their work with special children and also impressed them with the importance of bringing "dignity, gentleness and lovingness" to their assignments. "Your job is loving, touching, and being there," he said. "And, you have knowledge that a lot of us won't see for another 20 to 30 years. Therein lies your value and strength."

Commenting on the Foster Grandparents' role as advocates for their clients, Gold said, "Advocacy doesn't mean protecting them from bad situations—but means not taking away from them the opportunity to learn and to grow." He said the volunteers should not shelter the children, but should remember that it is the children's "growth and movement that must be preserved."

Also attending the conference was ACTION Director Sam Brown who spoke of the time in 1966 when the Foster Grandparent Program was just a dream of older people working with younger people to solve the problems each faced.

The reality of that dream, Brown said, is that a free, democratic society cannot survive on an abstract sense of social justice alone, but must also have people helping other people.

Frances Humphrey Howard, sister of the late Sen. Hubert Humphrey who helped author the bill for the Foster Grandparent Program in 1965, also appeared at the banquet. Mrs. Howard, who is the special assistant to the director of extramural programs at the National Institutes of Health in Bethesda, Md., also serves as an honorary commissioner on the U. S. National Commission on the International Year of the Child. Addressing the 1,200 Foster Grandparents, Mrs. Howard told them that the concern and caring they bring to their work with children is an example of "love made visible." She said, "You live more in one day with your children than some people do in a lifetime. You have the greatest job in the world."





STAFF SURVEY SHOWS VOLUNTEER QUALITY ESSENTIAL

One of the most important issues facing Peace Corps today is the quality of volunteers sent overseas, according to a recently released Peace Corps field staff survey.

Out of eight Peace Corps issues ranked in importance, "improving the quality and quantity of PCVs we provide to host sponsors" was ranked as most important by an overwhelming majority of overseas staff in all three Peace Corps regions.

Staff also wrote in a variety of comments, mentioning the quality of volunteers more frequently than any other single issue.

Conducted last summer, the survey represents Peace Corps' first attempt to systematically obtain worldwide staff information and opinions about Peace Corps issues.

Country directors distributed questionnaires to 300 professional level American and local staff members involved in Peace Corps field operations and received 172 responses.

The survey participants answered questions about their backgrounds and a variety of issues. They discussed their perception of support from Washington and their experience with the new Peace Corps Programming System (PCPS), which emphasizes volunteer and host country partnership and commitment, and more solid program definition and planning.

Major Survey Findings

- Most staff was positive about Peace Corps' ability to conduct its daily business overseas.

- All staff, especially American staff, reported infrequent host country support, particularly in supplying needed operating equipment. In addition, staff felt that they, themselves, provided more support to volunteers than the host sponsors.

- Most staff approved of the new Peace Corps Programming System, and felt that, in the long run, it would decrease paperwork, increase the host sponsor's understanding of Peace Corps goals, and lead to better defined and more effective projects.

- All staff reported working longer than 40 hours per week and indicated they spent one third or more of their week dealing with administrative/supervisory matters and helping volunteers with personal problems.

Suggestions for Programming Improvements

A number of suggestions for Peace Corps programming improvements resulted from the survey, including the following:

- Emphasis on volunteer motivation, commitment and cross-cultural sensitivity rather than on specific skills.

- Better clarification from Washington of major policy issues, and feedback to field staff on their job performance.

- Greater sensitivity from Washington to individual host country priorities in establishing agency programming policies.

- More frequent staff training and in-service support and guidance from Washington.

- Close examination of the discrepancy between field staff's positive perception of their own support and the volunteers' negative perception of this support, as expressed in evaluations and letters to Peace Corps desks and to Congressmen.

Survey Will Aid in Decision-making

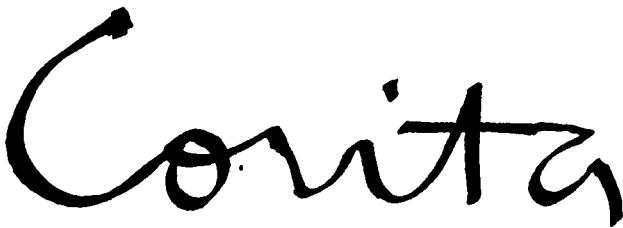
"The results of this survey seem especially pertinent to the new Peace Corps director's

recent statement that he intends to 'insist at every possible juncture' that the material received from our staff overseas is taken seriously in our overall agency planning process," said Rick Williams, Peace Corps evaluation coordinator in the Office of Policy and Planning, Evaluation Division (OPP/E), who coordinated the survey. "It is hoped that the more complete results represented in this report will be useful to the upcoming important decision-making

processes here, as well as to staff discussions overseas."

Evaluators recommended that Peace Corps staff consider conducting similar surveys on an annual or semi-annual basis.

Copies of the report can be obtained from OPP/E. Contact Dick Haage, ext. 43108.



Kent OAVP Posters on Display

*"...I'm quite certain
that the need to learn-
to be forever
in the inquiring attitude
of a child
increases in direct proportion
to one's age
so I have busy times ahead*

Welthy Honsinger Fisher at age 99

These lines by Mrs. Fisher, a missionary and teacher long involved in literacy education in China and India, and the organizer of the World Education Organization, appear on ACTION's new posters promoting the Foster Grandparent Program, the Senior Companion Program and the Retired Senior Volunteer Program.

The talented 60-year-old who designed the posters for ACTION is Corita Kent, who figured prominently in the resurgence of serigraphy, a printing process more commonly known as silk-screening. Her reputation as a colorful and creative master in the art is acclaimed worldwide.

A former faculty member of the Immaculate Heart College in Los Angeles and chairman of its art department, Kent has works on permanent display at the Metropolitan Museum of Art and the Museum of Modern Art in New York.

Kent dedicates hours of her time designing murals, posters and prints for causes she believes in. The new posters, which were distributed to all OAVP projects in June, are just the latest of her works for ACTION. In the 1960s, Kent created posters for the Peace Corps and VISTA.

NSVP RENAMED TO REFLECT SERVICE LEARNING

Effective June 1, 1979, ACTION's National Student Volunteer Program was renamed the National Center for Service-Learning.

In a memorandum announcing the name change, John Lewis, associate director for Domestic Operations, explained that, "While the use of the words 'student volunteer' was apt in the late 60's when NSVP was created, the 'service-learning' terminology that has emerged over the past ten years is much more descriptive of the kinds of programs that now exist in high schools and colleges."

NSVP, which was begun in 1969, serves as a national source of technical information and assistance to educational institutions seeking help in establishing and operating service-learning programs. It does not control local efforts or field volunteers, said Lyn Baird, director of the National Center for Service-Learning. "We felt the term 'program' was misleading, since we exist to stimulate and assist service-learning programs in high schools and colleges, who in turn place volunteers.

"In the last decade, educators have come to

realize the educational value of community service work,' said Baird. "They see how service-learning helps students to develop skills and facets of the self neglected in most classrooms today."

Baird described service-learning as "a reciprocal relationship between the student and the community. Students apply their knowledge and abilities to community problems and, in doing so, gain confidence in themselves as citizens who can make a difference."

The newly named Center will continue to function as a training and technical assistance resource for locally operated high school and college service-learning programs.

The Center offers an annual series of free training seminars for directors of service-learning programs; sponsors conferences to bring together leading educators and community development specialists; publishes Synergist, a national journal on service-learning; and provides both on-site consultation and printed materials to requesting programs.



D.O. Deputy Associate Director Named

Karen Paget, a former Denver regional director, has been appointed as Deputy Associate Director of Domestic Operations. Prior to the time she joined ACTION in Region VIII, Paget was active in Colorado politics as the research director for the Colorado Senate Democratic Caucus and as a former two-term Boulder City Council member and Deputy Mayor.

Paget, who holds a Ph.D in political science,

has taught at the University of Colorado and at the Western Australian Institute of Technology in Perth, Western Australia.

During the past 15 years, Paget served on numerous boards and committees which address a wide range of social and economic problems. She has written and lectured extensively on American politics and feminism.

Staff Spotlight:

Rose Hayden



"Ever since my first volunteer experience as a representative of the American Junior Red Cross in Chile, Peru and Ecuador. I have been involved in things Latin American," explains Rose Hayden, the new Peace Corps deputy regional director for Latin America.

"That was 20 years ago, and since then, I've had a continuous commitment to Latin America and cultural exchange... And the Peace Corps is one of the best ways to do this," says Hayden, 36, of Atlantic City, N.J.

As a junior at Cornell University, majoring in government and international studies, she received a grant to study municipal government in Brazil. This second Latin American experience cemented her ties to that continent and to the concept of human service. "We all live on earth, and ignoring the rest of the world won't make it go away." Hayden expresses the thought that the rest of the world has much to teach us and that is increasingly relevant as nations become more and more interdependent.

This, of course, was part of her thinking when she accepted her present position in the Peace Corps. "First of all," she notes, "this is a practical way to educate people about the rest of the world. The Peace Corps has touched so

many people in so many ways. It has had an incredible impact. I've heard it said," she continues, "and I agree, it's one of the best things the U.S. government has ever done...both for Americans and foreigners. I see Peace Corps as perhaps the last relevant adventure. I know I want to be a part of it."

Hayden, who is fluent in Spanish and Portuguese, received her master's degree in international affairs from Columbia University. She earned her Ph.D. in comparative and international education from Michigan State University where she was also an instructor in the Department of Romance Languages.

Before joining the Peace Corps staff, Hayden spent five years with the International Education Project, which is sponsored by the American Council on Education. She began as associate director of the project, and in 1977 was named director.

Hayden is also an accomplished pianist, and worked her way through graduate schools playing the piano and singing at local Holiday Inns. Although busy with her Peace Corps duties, she still finds time to devote to music. "I find music is very important to me," she explains, "and I occasionally sit in with groups in the area."

ACTION's Student Aide Program Provides Work-world Experience

These students are an invaluable help to ACTION and make an important contribution to the smooth operation of our office," says Rita Warpeha, chief of ACTION's library staff. Although she was specifically speaking of the two student aides employed in the library, the same holds true of other student aides throughout the agency.

According to Rosemary Rowland of the Personnel Management Division, Office of Administration and Finance, there are 33 student aides in the agency, including 15 in the field.

Aides are trained in their respective offices to perform a variety of clerical tasks, such as running errands, mailing letters and photocopying.

The nationwide federal student aide program began in 1965 to enable lower income students to earn extra money by working in a federal agency and thereby avoid having to leave school to seek employment.

Students must be 16 to 21 years old, enrolled in a high school or college where they are earning acceptable grades, and meet certain "lower income criteria" designated by the Office of Personnel Management and verified by supporting documentation, to qualify. They must be re-certified every year of employment as aides to ensure that they are continuing to meet the student and income qualifications.

The aides work up to 16 hours per week during the school year, arranging these hours to their schedule. During summer and holiday vacations they may work full-time.

Aides are hired at the \$2.90 per hour minimum wage level and may later receive pay raises commensurate with increasing responsibilities under a "GW" pay scale which, according to Rowland, is equivalent to the GS-1 or GS-2 level.

"Special previously acquired skills, such as typing, aren't required," Rowland says, "although aides with these skills may be asked to utilize them on the job." Unlike GS and FS employees, aides with such skills don't have to pass a formal test.

"I see it as a mutually rewarding program," Warpeha says. "The students have an opportunity to learn job skills and we receive a needed service."

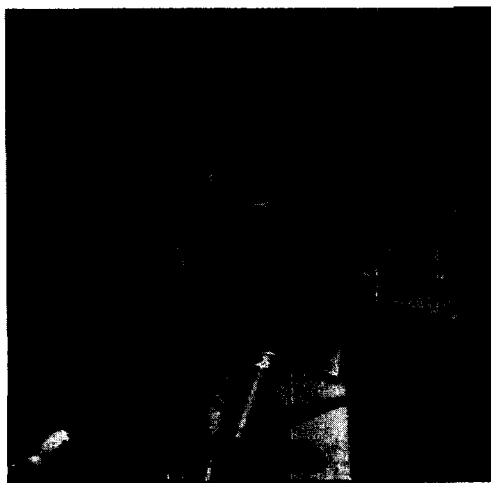
Both Warpeha and Rowland stressed the importance of adequate supervisory guidance. Addressing an envelope and answering a phone properly are among the basic skills for which students may need training, according to Warpeha and Rowland. The supervisor, they say, must take the time and make the effort to provide it.

"Supervisory encouragement and enthusiasm is essential and often makes a difference as to whether or not an aide is successful," Warpeha says.

Kim Pleasant became a student aide in the ACTION library three years ago, working four half-days a week while still in high school. Now in college, she continues as a library aide, working two eight-hour days a week and full-time during the summer and holidays. Her years of ACTION library experience have led to increased job responsibilities and better pay.

"The program has provided me with a work-world experience I can use later on in life," Pleasant says. "If I later decide to work in a public library, my chances of getting that job are very good because of my ACTION experience. I would like to see ACTION grant additional work hours to college student aides."

Ideas on National Service Shared



“Unless we keep a sense of commitment to each other and a sense of sharing, we cannot survive. That sense of sharing is at the core of society,” said ACTION Director Sam Brown at a conference on “National Service and the Needs of the Nation.”

The conference, which was held in late May in Chevy Chase, Md., gave some 250 people from across the country a chance to share ideas for some form of national service. Participants included representatives from ACTION and from other voluntary organizations, as well as youth leaders, former Peace Corps volunteers, educators and government officials.

Participants debated and discussed issues put forth in a report urging every American to give at least one year of either military or civilian service to the nation.

The release of the report, issued by the Committee for the Study of National Service, which sponsored the conference, coincided with the acceleration of the Congressional debate on restoring the draft. As a consequence, many people have begun to view a national service as a possible alternative to the draft.

Through speech presentations and workshops, participants studied the potential impact a national service would have on such matters as education, the environment, day care, health and medical care, the elderly, and urban development. Possible problems, such as cost-effectiveness, organization and administration of such

a service, were discussed.

Representatives from various groups presented reports indicating strong support for a youth service. Among the representatives was George Gallup Jr. who reported on a March, 1979 survey of 18-24 year olds. Seventy-seven percent of those surveyed indicated support of a voluntary national service, with the option of military or non-military work, after high school or college.

ACTION is one of several agencies currently examining the viability of a national youth service, and in his conference address, Brown said that the agency's current budget request to Congress includes \$2.7 million for further research on national youth service viability.

“Experience with our youth service model has shown that, given the opportunity to provide service to the community, a broad range of people from all racial and economic backgrounds will participate,” he said. “Evidence has also shown that work-world opportunities often become available to people as a result of their having served.”

ACTION's national youth service model is the Youth Community Service Program (YCS) in Syracuse, N.Y., begun in March, 1978 to test the concept of a voluntary community based youth service program. Over 1,000 volunteers are obtaining work-world experience and are helping

to meet basic human, social and environmental needs in the community through YCS.

Conference speakers spoke of the role of a national youth service in addressing those needs. One speaker, Kirke Harper, of the Environmental Protection Agency, said that 175,000 service positions could be filled in three environmental areas alone— environmental monitoring, cleanup and pest control.

Peace Corps Director Richard F. Celeste also spoke of the need for a national youth service. "We must be bold enough to face the real needs of this nation," he said in a dinner address. "We are being faced with real questions about what the government and citizens can do to make a difference in the course of events of this nation.

"The Peace Corps was born of the conviction that we can make a difference," he continued. "A national youth service can be a continued test of faith in that conviction."

Senator Paul Tsongas (D-Mass.) said that he was attending the conference to obtain additional ideas for a bill which he will soon present to Congress. The bill calls for a Presidential commission to study national service..

Tsongas, a former Peace Corps volunteer, plans to convene a national service conference in Massachusetts this fall.

ACTION Legislation

(from pg. 3)

Senate Governmental Affairs Committee announced it had voted, 15 to 2, to recommend that ACTION be kept together as an independent agency.

The committee also recommended that Peace Corps, as a part of ACTION, should be granted budget and policy autonomy in accordance with the President's executive order of May 16.

The committee stated that a major reorganization should not be undertaken unless there are clear and compelling reasons. It concluded that retaining the current organizational structure would provide the best opportunity for the

"For a national service to succeed, it has to be a grass-roots movement," Tsongas said.

Youth Service Criteria

By the end of the conference, participants concurred on a number of youth service criteria, including the following:

- Voluntary, rather than compulsory participation;
- Availability to people from all socio-economic strata with a wide range of abilities;
- Organization and management at the community level;
- Working partnership between schools and communities;
- Service, rather than job training, as the major goal;
- Strong youth participation in any future national service planning;
- Development of the service concept early in life.

The Senate approval, on June 20, of VISTA's FY 80 authorization, included an amendment to create a presidential commission to study national voluntary service (See pg. 3).

volunteer programs to achieve the mission established for them by Congress.

On May 8, the House Committee on Education and Labor concluded its review of ACTION's authorizing legislation for domestic programs and recommended its enactment. The House Rules Committee is expected to schedule House action on the legislation sometime in July.

Senate and House conferees are expected to meet soon to resolve differences in bills approved by both houses of Congress concerning the organizational location of Peace Corps.

SCP Helps People in "Paradise"

The spectacular beauty of an island which many call paradise hardly touches the lives of many of its elderly residents who live alone and struggle just to exist

"Depression is the most common and severe problem that our Senior Companions deal with," explained Gary Smith, director of the Senior Companion Program in Oahu, Hawaii.

SCP, new to Hawaii, is one of five demonstration projects begun last year. The others are in Maine, New Mexico, Idaho and South Dakota. The projects incorporate new elements, such as written health and social care plans for each client, volunteer pre-service training, broader participation in advisory council activities and an ongoing evaluation of volunteers and clients.

Drs. Al and Frances Carp, gerontologists from the Wright Institute at the University of Southern California, are conducting an evaluation at three of the five projects.

The Senior Companion concept was introduced to the Oahu community in December 1978. Smith arranged a special presentation for representatives from local aging, social service and health organizations.

The program also was spotlighted on the TV evening news and in the Honolulu newspapers. "The calls still haven't stopped from prospective clients and volunteers," Smith notes.

Since December, he has recruited and trained 25 of the program's 55 volunteers funded for



the first year. The 40 hours of pre-service training, scheduled over a two-week period, covered the process of aging and handicaps of the elderly, assertiveness training, first aid, active listening skills, community resources, and information on program operations. Forty representatives from community organizations and the University of Hawaii helped with training. "The people here are willing to give their time to activities they truly believe in," Smith explained.

food preparation, shopping, or sharing meals. Although advocacy is not a part of the written care plans, many of the Companions have served as advocates for the clients, obtaining services for them, such as free bus passes, food stamps, Medicaid and rent supplements.

Although SCP is only several months old, Smith, who was formerly RSVP director in Honolulu, hasn't stopped thinking ahead. He

"Depression is the most common and severe problem that our Senior Companions deal with."

Gary Smith, SCP Director

Following training, volunteers were assigned to four volunteer stations, located all over the island. The largest, Public Health Nurses, has six district offices with one Companion assigned to each. Other stations include the Vocational Rehabilitation Center, the Protection and Advocacy Agency and the Multiple Sclerosis Society.

The first group of 12 volunteers represents Koreans, Hawaiians, Filipinos, Japanese, Chinese and Caucasians, the major groups on the island. "We wanted to get a good mix of people, both men and women, from rural and urban areas, and from differing backgrounds," Smith said. "And we did." The wide range of people brings a broad language capability to the program. "This is important," he said, "because not everyone here speaks English."

Many of the volunteers are well educated former teachers, social workers, nurses and recent emigres to Hawaii. Eleven of the volunteers are women, widowed or divorced, who have little income.

The 25 volunteers in the program each serve four clients in their homes. Many of the Companions serve on weekends and in the early evening hours when other services stop. Flexibility in scheduling is central to the program.

The volunteers follow clients' care plans which might include physical exercise and therapy, or nutrition assistance, such as helping with

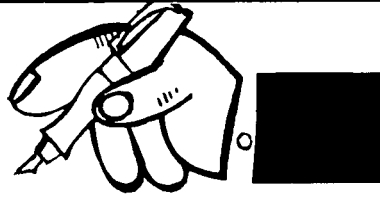
would like to see an even greater involvement of the advisory council in helping to plan training and shape program policy.

The 11 member council includes a number of health care providers, representatives from the field of aging, and a state legislator. Plans are underway for additional Senior Companions and their clients.

"The need is so obviously here..."

After that, Smith would like to expand the program to the neighboring islands. Before the end of the first year, he plans to contact health care officials on the other islands to explore the program's potential. "The need is so obviously here," he said, "even in paradise. I've no doubt this will be a successful program, no matter where we take it."

Civil Service Reform



The Civil Service Reform Act established new procedures for handling two types of complaints alleging discrimination because of race, sex, color or national origin.

The first type of complaint involves adverse actions, such as removals, suspensions and demotions. These actions may be appealed to the Merit Systems Protection Board (MSPB).

An agency has 120 days to resolve such issues through counseling and investigation. If the employee is dissatisfied with the decision or time runs out, he or she may either appeal to MSPB or may ask the union to call for grievance arbitration.

Employees may not directly appeal the above issues to the Equal Employment Opportunity Commission (EEOC). However, they may ask EEOC to review MSPB's decision. Other steps are followed if EEOC and MSPB don't agree

with the decision.

The second type of discrimination complaint deals with existing conditions or failures to act. This would include lack of promotions or unfavorable working conditions, matters that cannot be appealed to or handled, in any way, by MSPB.

Employees may appeal final agency action regarding these issues to EEOC, or the employee's union may call for grievance arbitration.

Employees may appeal all decisions, regardless of who makes them, to a U.S. District Court.

Employees who have questions should contact an ACTION EEO counselor. Names can be obtained from the Office of Compliance, 254-5940.

ACTION Job Appointments

Listed below are announced job vacancy appointments which were filled during the third quarter of FY 79.

Susan Cole, Computer Specialist, GS-11, A&F/Computer Services, VA AF9-5

James R. Becraft, Supervisory Budget Analyst, GS-14, OPP/Budget Division, VA SU9-1

Susanne B. Richmond, Management Analyst, GS-12, A&F/Management & Organization, VA AF8-64

David Chamberlin, Supervisory Budget Analyst,

GS-14, OPP/Budget Division, VA SU8-25

Mary P. Garrett, Supervisory Personnel Assistant, GS-6, A&F/Personnel Management Division, VA AF9-6

Rosalind T. Wheeler, Executive Secretary (Steno), FS-7, IO:NANEAP, VA IO9-1

George T. Neary, Staging and Orientation Specialist, FR-7, IO:Placement, VA IO8-42

Patricia Neill, Volunteer Placement Specialist, FR-7, VA IO9-9 (Temp. promotion NTE: 09-30-79) IO/Ofc of PC Volunteer Placement	GS-203-3, VA AF9-8, A&F/PMD/PSB
Harold K. Copeland, Auditor, GS-510-13, VA SU9-9, OC/IG	Brenda R. Gallion, Secretary (Typing), GS-318-5, VA SU9-4, Office of the Director
Cindy Jones, Contract Assistant (Typing), GS-1101-7, VA AF9-4, A&F/Contracts & Grants	Spurgeon B. Lilly, Property Management Specialist, GS-1101-11, VA AF9-7, A&F/Admin. Services
Holly A. Brandwen, Personnel Clerk (Typing),	Ralph A. Privee, Evaluation & Placement Specialist, GS-301-9, VA DO9-1, ORC/Chicago

The staff of ACTION Update would like to hear from its readers. If you have any suggestions or comments, please contact writer/editors Patita McEvoy or Judy Kusheloff at Ext. 47595.
