

**Indian Health Service  
National Technical Advisory Group Meeting**

May 2-4, 2000  
Folsom, California

**Participants:**

Sharon Hoppman, OD, IHS HQ  
Olivia Buckley, OD, IHS HQ  
Sharon Folgar, OTP, IHS HQ  
Teddra Penland, OPH, IHS HQ  
Connie Greene, Alaska Area  
Bernice Wyaco, Albuquerque Area  
Joan Kelly, Aberdeen Area  
Ramona Bailey, Bemidji Area

Dorothea Grass, Billings Area  
Luana Hill, California Area  
Susan Brintnall, Nashville Area  
Patricia Wilson, Navajo Area  
Carolyn Whitecloud, Oklahoma Area  
Brenda Turner, Phoenix Area  
Christine Brittell, Portland Area  
Mary Juan, Tucson Area

Ms. Margo Kerrigan, California Area Director welcomed the group and provided a history on the Native Americans in California; and, the California Area IHS initiative to optimize the IHS functions in a downsizing environment, and support and empower the Native American efforts among the tribes located in California. Ms. Kerrigan suggested the Technical Advisory Group (TAG) read management books since they are in a management role and considered leaders for support staff. Ms. Kerrigan also provided the qualities she felt the TAG should have to support the Area Directors.

The various training and development workshops were provided during the meeting:

- An Outlook Demonstration (presented by Carol Goodin, CAO)
- Records Management (Richard Boyden, NARA)
- IQ Collaboration Tool (Beverly Compton, Human Resources, HQ and Sharon Folgar, OTP, HQ)
- Diabetes/Women's Health Issues (Dawn Le Blanc, CAO)
- Stress Management (Sherri Gregory-Schreiner, Counterpoise Consulting)
- The Power of Customer Service ((Sherri Gregory-Schreiner, Counterpoise Consulting)
- Effective Teamwork (Sherri Gregory-Schreiner, Counterpoise Consulting)
- EEO Presentation (Mary Rollins, CAO)
- Travel Update (Jacque Osborne, HQ)
- Budget Formulation Overview (Beverly Miller, CAO)
- TAG Training Update (Teddra Penland, HQ)

The participants toured the California Area Office, and the State Indian Museum. The group revisited the following burning issues from the 1999 annual meeting:

- Time and Attendance
- Supervisors not conveying information to their staff.
- Downsizing, additional duties for decreasing staff
- Improve Moral

- Travel
- Is TAG providing the level of support required of a lead secretary
- Equal recognition

The group felt some issues were resolved, and some issues could not be resolved at the TAG level. The group decided to focus on moral and travel, and some members felt if TAG developed a national charter, perhaps additional issues could be tackled. The majority of the TAG felt a national charter should be discussed during further on the monthly TAG conference calls. The group presented the issue of low moral and travel, with possible resolutions to the California Area Director. Ms. Kerrigan suggested each TAG member inform their Area Director or Executive Officer of the issues and request the National Council of Executive Officers find a solution regarding travel. The TAG thanked the California Area Office for sponsoring the 2000 Annual TAG meeting, and meeting was adjourned.

**CALIFORNIA AREA OFFICE  
ANNUAL TECHNICAL ADVISORY GROUP MEETING  
May 2-4, 2000 - Folsom, California  
"Professionalism for the New Millennium: Working Smarter"**

**FINAL AGENDA**

**Facilitator:** Ms. Beverly Compton, Training Officer, IHS Headquarters-East, Division of Human Resources

**Tuesday, May 2, 2000**

8:00 A.M. - 8:15 A.M.	Welcome	Margo D. Kerrigan, Director California Area Office
8:15 A.M. - 9:45 A.M.	Outlook Demonstration	Carol Goodin, CPLO/Pharmacist California Area Office
9:45 A.M. - 10:00 A.M.	Refresher Break	
10:00 A.M. - 12:00 P.M.	Records Management	Richard Boyden, Director Records Management Program National Archives and Records Administration (NARA)
12:00 Noon - 1:15 P.M.	Lunch (Chevy's - Old Folsom)	
1:15 P.M. - 1:30 P.M.	TAG Pictures	
1:30 P.M. - 2:00 P.M.	IQ Collaboration Tool	Beverly Compton, Training Officer Division of Human Resources - IHS Hdqts. Sharon Folgar, Secretary Office of Tribal Programs - IHS Hdqtrs.
2:00 P.M. - 2:45 P.M.	Diabetes/Women's Health Issues	Dawn Le Blanc, Nurse Consultant California Area Office
2:45 P.M. - 3:00 P.M.	Refresher Break	
3:00 P.M. - 4:30 P.M.	Stress Management	Sherri Gregory-Schreiner Counterpoise Consulting, Inc.
4:30 P.M.	Adjourn	

went to Jockey in  
Susan Maru, (unintelligible)

**Wednesday, May 3, 2000**

7:00 A.M. - 8:00 A.M.	Morning Power Walk (5)	
8:30 A.M. - 10:00 A.M.	The Power of Customer Service	Sherri Gregory-Schreiner Counterpoise Consulting, Inc.
10:00 A.M. - 10:15 A.M.	Refresher Break	
10:15 A.M. - Noon	Effective Teamwork	Sherri Gregory-Schreiner Counterpoise Consulting, Inc.
12:00 P.M. - 1:30 P.M.	Lunch (on your own)	
2:15 P.M. - 3:00 P.M.	California Area Office Visit	

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**Wednesday, May 3, 2000 (Cont.)**

3:30 P.M. - 4:30 P.M. State Indian Museum Tour

Dinner Hard Rock Café  
(645 Downtown Plaza)

*(copyfish)*  
old sacramento  
downtown mall  
Folsom outlet mall

**Thursday, May 4, 2000**

7:00 A.M. - 8:00 A.M. Morning Power Walk (6)

8:30 A.M. - 9:00 A.M. EEO Presentation Mary Rollins, EEO Manager  
California Area Office

9:00 A.M. - 10:00 A.M. Travel Update Jacque Osborne, Travel Specialist  
IHS Hdqtrs. East

10:00 A.M. - 10:15 A.M. Refresher Break

10:15 A.M. - 12:00 A.M. Travel Update Jacque Osborne, Travel Specialist  
IHS Hdqtrs. East

12:00 P.M. - 1:00 P.M. Lunch (on your own)

1:00 P.M. - 1:30 P.M. Pacific Western Trader's Tour

1:45 P.M. - 2:15 P.M. Budget Formulation Overview Beverly Miller, Budget Officer  
California Area Office

2:15 P.M. - 2:30 P.M. TAG Training Update Teddra Penland, Secretary  
Office of Public Health  
IHS Hdqtrs. - East

2:30 P.M. - 3:00 P.M. Hot Issues:  
♦ National Charter Discussion Beverly Compton, Facilitator

3:00 P.M. - 3:15 P.M. Refresher Break

3:15 P.M. - 4:30 P.M. Hot Issues: (Continued) Beverly Compton, Facilitator

- ♦ Internet WEB IQ Survey Results
- ♦ Awards Program
- ♦ IHS Correspondence
- ♦ Planning for next year's TAG meeting
- ♦ Wrap-up Discussion

4:30 P.M. - 4:45 P.M. Closing Remarks/Adjourn Margo D. Kerrigan, Director  
California Area Office

*Margo Kerrigan*  
*Jacque Osborne*

*(d. m.)*  
*Folsom outlet mall*