

Interview Date: June 22, 2006

Subject: Jackie Scott, Denise Futia, Heidi Pleat and Bernie Rouse: Four CSEA employees with more than 30 years experience.

On June 22, 2006, CSEA conducted a joint interview with four long time CSEA employees, Jackie Scott, Denise Futia, Heidi Pleat and Bernardine “Bernie” Rouse, each of whom has served for over 30 years. The interview details their experiences with CSEA, and their historical reflections of how a small union grew to become a massive presence in New York State. The interview provides candid assessments of several past CSEA Presidents, including, Dr. Ted Wenzel, William (Bill) McGowan, and Joe McDermott. The interview chronicles the progression of change within CSEA, the climate of negotiations and the evolution of the organizational structure that has occurred in the past 35 years. Each shares their sense of camaraderie and love of the organization and how it has kept them devoted and working at CSEA.

Jackie Scott started working for CSEA in 1974 doing data entry. Denise Futia began her career in CSEA in 1975 working for then executive director and first employee of CSEA, Joe Lochner. Heidi Pleat started worked at CSEA in 1972 under Jean O’Hagen in the insurance department. Bernie Rouse came to CSEA in 1972 working in research for then director Bill Blom. Each discusses their initial job assignments of clerical and secretarial duties. Each discusses the manual nature of the positions they held. They discussed the laborious nature of their work and how the advent of computers and other technology changed the hands-on requirement in the tasks they performed. They credit the role that senior staff played in their development in CSEA, and helping to educate them about what a union is and why it was important. Each credits CSEA and senior staff with furthering their careers. Each discusses the pivotal role played by Joe Lochner and his presence, significance and role as a boss at CSEA.

Futia discusses the current relevance of staff salary increases, pension benefits, and health insurance and how they were forged by negotiations with staff unions that took place in mid 1970s. They discuss how staff contracts began to be negotiated in the early 1970s and how they created the foundation on the basis of contract negotiations currently used today for the union’s internal employee relations.

Each describes the institutional change which took place after a new president was elected. The different personalities, organizational structures, and management styles of former CSEA Presidents Ted Wenzel, William (Bill) McGowan and Joe McDermott are discussed.

The interview group recalls the process of organizing CSEA conventions and Herculean task it required of them to put those together. They discussed how intensive their preparation was for delegate meetings and the team work displayed that allowed those events to happen.

Each details their direct interaction with both staff and membership and how performing those professional responsibilities fostered a pride of ownership, a heartfelt desire to raise personal and professional standards, and provided a sense of family within CSEA. They share their insights and reflect on their sense of camaraderie and how it provided the mortar for the brick's of the union's foundation, and how that they believe that it made CSEA a successful and highly desirable place to work.

KEYWORDS:

AFSCME

Benefits

Collective Bargaining Specialists (CBS)

CSEA

Delegate

Dues

Institutional Services Unit (ISU)

Knickerbocker News

Labor Contracts

Labor Education Action Program (LEAP)

Labor Relations Specialists (LRS)

Layoffs

Membership

Negotiations

Organizing

Political Action

KEY PEOPLE:

Arvis Chalmers

Betty Duffy

Bill Blom

Dave Stack

Dr. Ted Wenzel

Ella Louise Wadsworth

Irene Carr

Irving Flamingbaum

Jack Rice

Jean O'Hagen

Genevieve Clark

Joe Abby

Joe Lochner

Karen Disten

Kim Howe

Manny Vitalli

Mary Sullivan

Michelle Agnew

Olive Rourke

Sandy Ellsworth

Spence La Grange

Tom Collins

Tom McDonough

William (Bill) McGowan

CSEA HISTORY PROJECT

FUTIA, PLEATH, SCOTT, ROUSE INTERVIEW

Part II

June 22, 2006

INTERVIEWER: You all talked about the camaraderie between the staff in those early days. Talk a little bit more about what the work environment was like. Was it kind of, you know, a lot of work and then a lot of play, too, and what was it like in those early years.

VOICE: I'd like to comment on that. Like we've all said before, anything that was going on, you would just be so passionate about it, the challenge of contracts, votes or, you know, problems and everything -- everybody pulled together.

Today it seems everybody is such a specialist. They have their own little fields that they work on. Back in those days, you just did everything and it wasn't just, you know, the mailroom staff worked with directors and everybody in between. That's how -- I don't know. That's how we all formed such good relationships back then. Everybody really loved each other.

Like you knew everything that was going on in everybody's lives and, you know, you saw somebody in the hall and you wanted to hear

more about this and that, but everybody pulled together and we had such a common bond because we were so --

(Simultaneous conversation.)

VOICE: -- and we loved that part of it. We were very happy to do that. You know, you never heard anybody say, "That's not my job." "That's not my job."

VOICE: We didn't care if it was emptying the garbage. I mean, you know, so what if you gotta take the garbage. Big deal. We don't care. You know? It was never, never an issue.

VOICE: You would see some of the gentlemen, when necessary, Wachner for example, take their suit coat off, unbutton their cuffs, roll it up, if, let's say, there was some hot thing that required a mailing or collating, if that's what it took to get the job done. You know, there was none of the boundaries.

VOICE: No. And it was always at the last minute. You had to scramble.

(Simultaneous conversations.)

VOICE: Well, at one time the print

shop was upstairs. Then it was downstairs. We had big tables and somebody would order pizza --

VOICE: Oh, yeah, you know.

(Simultaneous conversations.)

VOICE: And we had fun doing it.

Nobody asked questions.

VOICE: If it was hot in the building you didn't say, "Oh, it's hot. We have to go home." They got these huge fans and put the fans on, the windows were open, the papers were blowing everywhere but --

VOICE: It could be nine o'clock at night. It didn't matter.

VOICE: We're all in this together.

VOICE: And it kept us abreast of things, you know what I mean? We knew what was goin' in.

VOICE: Oh, yeah.

VOICE: My biggest thing was, I think it was in '77, we all went to Wash...we were all included to go to march in Washington, D.C. and I think they emptied practically the whole building on Elk Street to go. I mean it was just that's the type of thing that, you know,

Bill McGowan was president at the time. He said you want to go, you can go, you know. We need you there. We want you there. That was a massive -- you remember in '75 in D.C., it was huge that, you know, the -- my department thought we better put bracelets on each other so we don't get lost and lose our way because it was -- it was AFSCME, it was CSEA, it was the biggest, biggest rally I'd ever been to in my life other than anything here in Albany.

INTERVIEWER: But the Solidarity One?

VOICE: Yes, the Solidarity --

INTERVIEWER: One?

VOICE: Yes, it was the --

INTERVIEWER: Like '81 maybe?

VOICE: No, there were two of them.

It was in '77 -- I thought there was one in '77. I'd have to look on my records, but -- 'cause then there was the other one. I didn't go to the second one. I only went to the first one.

INTERVIEWER: Okay.

VOICE: But it was huge. It was huge.

INTERVIEWER: What about the conventions? Tell me about the conventions.

Was that like a big thing for the staff to be able to go to the conventions?

VOICE: Oh, yeah. And the registration --

VOICE: Oh-h-h-h. They had -- we had two in the old days.

VOICE: Yeah, one in the spring and one in the fall.

VOICE: They've become more fiscally responsive -- responsible, I mean. Cut that back to one a year, but that was always held at the Concord. It was a huge place. Everybody was under the one roof and we were in there for like a week at a time with no fresh air. It was kinda crazy, but you know --

VOICE: We all came back --

VOICE: We worked hard.

VOICE: -- with laryngitis. We called it "conventionitis."

VOICE: Conventionitis.

VOICE: I'll never forget the first time. Oh, you have conventionitis. I said, "Okay." You don't know what I did there, you know, but I was hoarse, you know, from talkin'

in those enclosed areas that -- they were fun.

VOICE: It was a big deal to be picked to work on registration and, you know, there would be some of the regulars and then there would also be the pet, which you know wouldn't -- and I'm going back many, many years ago -- wouldn't necessarily be worthy of going or should go but, you know? Oh, boy, so-and-so who can make a decision has her eye on that one so he's gonna make sure they're going to the convention or, well, yeah, maybe so-and-so should really go because they deserve it but, you know what? Won't get anywhere with that one. We'll take this one.

I know this probably won't make it to the archives but that's the way it was. That's the way it was.

And I remember the first time I had put in to go and didn't get picked because somebody else who like was only here six months got to go and I knew why and like, you know, but, hey --

INTERVIEWER: It was a different era.

VOICE: It was a different era. It

was a different era.

VOICE: Bernie never got over that.

(Laughter.)

VOICE: No, actually, I'll tell ya what I walked away with with that, not knowing that I would ever be in charge of the department or be in a spot in a position to select the registration staff or at least select and to take it to a higher power, I said, you know what? I'm not gonna -- I'll never let that happen. I'll make sure that, within my ability, deserving people are allowed to go.

I mean you had to eventually take some of the same people every year because you needed the stability of knowledge but you could always have a few new people to go and I did my best to do that, because you know why? It's like how can you be a hypocrite, you know? You got burned. Why turn around and burn on somebody else so --

INTERVIEWER: What do you folks remember about the PS&T challenge when they broke away and became PEF? What do you remember about the times here?

(Simultaneous conversation.)

VOICE: I don't really remember a lot about it because I was down in the Insurance Department and at the same time I think we had issues with we were being challenged by the Security Unit, so I think that the Insurance Department, we were more focused on that for some reason. I don't remember why, but I mean that was a big, big thing.

VOICE: Yeah, that was a lot -- and a lot of people were scared.

VOICE: We thought there might be a layoff because we lost some --

VOICE: We were scared.

VOICE: Yeah, we were worried about layoffs.

VOICE: Absolutely. I also remember after it was over with almost a sigh of relief because of the complaint they were a bunch of cry-babies anyway.

VOICE: But we landed on our feet after that.

VOICE: Yeah, we did.

INTERVIEWER: And that obviously led

immediately into the AFSCME affiliation. What do you remember about that and the change that that brought in the organization?

VOICE: Oh, that --

VOICE: That was not good.

VOICE: I think one of the big things about that at the time were, you know, because of the raid and challenges, we eventually had to do something and from the staff perspective, I don't know if that --

(Simultaneous conversation.)

VOICE: From the staff perspective we were afraid that we were gonna lose our autonomy. You know, this is a nice little family that we have and all of a sudden we were going to be affiliated with the international union and we thought we would just get absorbed into it, but that didn't happen.

VOICE: Nope.

INTERVIEWER: As far as being that there might be like AFSCME staff who would come in and replace all of you.

(Simultaneous conversation.)

VOICE: (Continuing) ...governed what

we did and how we did things and, you know, that type of thing but it worked out for the best.

INTERVIEWER: M-m h-m-m.

VOICE: Yeah.

INTERVIEWER: Good. Talk a little bit about the transition from McGowan to McDermott 'cause certainly McDermott set a very different tone in the organization and talk a little bit about how you remember that.

VOICE: I'll tell you what I remember about that was that everybody at that time thought Joe McDermott hated the staff.

VOICE: Staff, yeah.

VOICE: So we were like kinda scared because we didn't want anybody in there that hated us, you know what I mean? He's got too much pull, we're gonna get -- we need to stay away from this guy.

It turned out that he was a good guy. I liked -- I mean there were a lot of things that happened to a lot of people in this building when Joe McDermott came in, but he didn't turn out to be the kind of person we thought --

INTERVIEWER: Right.

VOICE: -- as HSU members 'cause at that time that's what we were. As an HSU member he turned out to be a really nice guy and we -- he was very compassionate with us.

VOICE: M-m h-m-m.

VOICE: So --

VOICE: He would go by, he would --

VOICE: I remember that, yeah.

VOICE: He would visit the offices and say, you know, hi. You know, he was very personable. Some people knew him before coming in. In my office when I was in Data Entry, a couple people knew of Joe McDermott. I did not know of Joe McDermott. He was over in our -- in the Region 4 office and I never heard of him but I did hear, you know, fear is coming.

And my supervisor at the time was (inaudible) and she's, oh, no, he's really nice. I know him real well because she was also a hostess at a restaurant in Schenectady that he frequents. So she said he's really a nice guy, not to worry about anything, you know?

And then he would come in and talk

with her and then he would say hello to you and to the -- he would stop by the offices when he was in and just say hello, and so like Heidi said, he really was nice. You know, he was not the Atilla the Hun that we thought was coming in.

VOICE: Very attuned to detail. Very attuned. I mean some people said he micromanaged. Well, you know, that's okay, but if you changed your hairstyle or your hair color, even if he only saw you once a month, he knew it. If you lost weight, he knew it. I mean he was just very, very attuned to that -- you know, a layer beyond what you did on your job.

And this may not necessarily be anything you're looking for, Steve, but just for the history of smoking --

INTERVIEWER: M-m-m-m.

VOICE: -- at CSEA, I am convinced, convinced 100 percent, if it were not for Mary Sullivan and Michelle Agnew (phonetic), Michelle Agnew being --

INTERVIEWER: Well, I'm sure

everybody's executive assistant.

VOICE: -- executive assistant, there would not have been a smoke room in this building when we went to not smoking at our desk because Mary and Michelle smoked, and Joe was -- as he would say, a PIA ex-smoker, hated it. And I'm sure we would have all been outside smokin' a lot sooner, but I know they lobbied him so we had the smoking room upstairs which, you know, eventually that changed, too, but oh, boy, we all saw ourselves going out bundlin' in the cold to smoke outside.

(Laughter.)

VOICE: Well, I just want to mention that for a short time I worked in the Region Office, Region 4 Office, and Joe McDermott was the president there then and he was a very particular, like Bernie said, very particular person, wanted things done exactly the right way and, you know, he focused on every little detail.

Since he was executive vice president working under McGowan (inaudible) just working with McGowan as president, there was a kind of

upheaval and a power struggle at the time. That's what I remember. I didn't fully understand that because I knew McGowan was on his way out, he wasn't running again but, you know, a lot of problems were created during that time for McGowan, power struggle wise and, you know, it eventually ended up where the attorneys were fired, Roemer & Featherstonaugh, and I just -- I still don't understand why it had to be that way then McGowan was on his way out anyway and it was, you know, pretty obvious that McDermott was gonna rise to the top and become president.

So that was my perspective of that era, so if there was a big change --

INTERVIEWER: A lot of transition.

VOICE: So and that -- that went on for a few years because, you know, people were elected and appointed under Joe McDermott. I don't know, they carried a lot of power and I think there was a lot of pressure.

INTERVIEWER: There was also at that time the external environment; a lot of change and a lot of crises for the organization with

the State government going through a fiscal crisis and people being threatened with layoffs and kind of spilling over to local government, so there was kind of a different era there, too, and obviously McDermott set a different tone.

But it certainly, for me being a relatively new employee at that time, I saw a real shift in, you know, the late eighties when McDermott was there and making the staff much more professional, much more accountable, but it lost, it seemed, a lot of the, you know, kinda that camaraderie that all of you were talking about because the stakes were very high and there was a lot of need for people to be professional in what they were doing.

VOICE: Sure.

(Simultaneous conversation.)

VOICE: It's almost like the end result was still there. The job got done but under McGowan it got done, okay, you know, horse around, hurry up, horse around, hurry up, the job gets done on time. Whereas, you know, under McDermott were things, like you said, became more structured. You just, you know, moved

along methodically and the job got done.

INTERVIEWER: M-m h-m-m.

VOICE: That -- as many, many people know, the Holy Wars is what the catch phrase was, and working down in Central Files there were documents that we received to file associated with that whole scenario that really didn't fit under anything that we had files for, so we created a folder called the Holy Wars because, I mean, there was that clandestine --

(Laughter.)

VOICE: We did. The clandestine correspondence that was being sent out to the board that no one knew where it came from. We'll file this away. Well, what are you gonna file away? It's the Holy Wars. It's what's going on behind the scenes, you know, things like that. It was, wow, you know, I'll tell ya. It was pretty intense at times and almost uncomfortable for some people to deal with.

VOICE: Yeah.

VOICE: I know there was some of the staff on the second floor that broke down crying because, you know, even though they weren't

directly involved in it, sometime knowing you're in the middle of something, you're in the middle of two warring sides and you're trying to keep peace, there can be more pressure. Yeah, I remember one person breaking down and --

VOICE: I was in Human Resources at that time and we were stuck. It was very tough to -- I mean, I just did my job. And speaking of details with Joe McDermott, he was called -- in Human Resources we had a name for him, the Parking Police. The parking lot was one of his major issues. Why, I don't know, but you had to park -- there was instructions on how to park in the parking lot and that is, if you were in A or B it didn't matter. You pull into A when you come in and read this.

If in fact somebody was able to -- and this has happened on either side was able to get around a car instead of calling to have them move, they did it, I'd get a call saying, Jackie, somebody's parked illegally. I want a sticker put on their car. I want them to lose their privileges, and I'd have to go out and I'd say, well, a car got around, Joe. It's okay

when that car's gonna pull in, but somebody was able to get around they didn't have to ask him to move. But he was detailed. I mean, you know, I had to type a letter, you know, tell them they're gonna lose their parking --

VOICE: The thing was those stickers didn't come off very easily.

VOICE: They did not come off and --
(Simultaneous conversation and laughter.)

VOICE: And the Maintenance Department, I'd have to call and say, go put a sticker on. No, they don't -- yeah, you just do it. You are -- I'm doing my job. You do it, but it was tough, you know, to be in the middle of some of the wars that were happening. You know, you just sat there because you just didn't want to -- you acted like some of it wasn't happening. (Laughter.) You had to.

INTERVIEWER: M-m h-m-m. Let me ask each of you to just go through the panel here. Tell me about what you think are some of the best things that you've experienced while you've been here. What have been some of your most

pleasant memories?

VOICE: Wow is right.

(Simultaneous conversation.)

VOICE: I'm gonna say mine is working with one of the best organizations. I've never -- I never worked before coming to CSEA. I didn't do summer jobs and I come to CSEA not knowing anything; only knowing that when I went to work my family said you will work. You will go every day. You will be responsible for your job and show up and do your job.

And -- which was a fear to me because, like, whoa, you know. Okay. I'm gonna come in and I came in to CSEA.

I was lucky because I knew one person here at CSEA, Bernie, from high school, but I learned about camaraderie. CSEA taught me to respect others. You know, enjoy your job. You know, they -- the people have made my tenure here at CSEA really comfortable and to stay here. I mean nobody stays in a job 32 years any more. They're five years and hopping, but we stayed because we liked CSEA and I will stay until, you know, I'm able to retire, but I will

go away learning about people, learning about unions, knowing about unions, and now in a position as office manager knowing politics and how it does make a difference in your life, not only at home but on the job.

I am going to take a very large experience and be able to give that to my grandchildren that, you know, that they're not gonna get out there --

INTERVIEWER: Right.

VOICE: -- today that I got coming here.

VOICE: I'd say my experience here, all of it, I mean I wouldn't change anything. Just the people I work with, you know, we go back a long time and it's just lovely to reminisce and --

VOICE: M-m h-m-m.

VOICE: You know and know the people for such a long time and care about them and have to work with them, they're the best.

VOICE: Proud of what we do. I mean proud that we help people raise their standards of living and help people in job situations that

are, you know, unsafe or whatever the case may be. I believe in that too.

VOICE: Well, I have to say there was a time a long time ago when there was four or five of us that lived in the same apartment complex and came to the same job every day, so we all had our babies together and we all -- how one baby was screaming, we'd go over and help with the other one and we'd come into work the next day and that was all part of our job then. It was our family, you know, and that made it a lot easier to stay here all those years.

Was it always easy? No, it wasn't always easy. In fact, I'm probably working harder than I've ever worked in 35 years and I don't like it.

(Laughter.)

VOICE: But it is, it's a whole family thing. It's a whole progression. It's your whole life. You know, this has been our whole life, you know? Our children, our families, our husbands, our everything. And this job, it's just what you do. You come to work and you enjoy your job and you complain all the time,

yeah, you know? Does it matter? No. We're still gonna be here; we're still gonna do the same thing and we're still gonna be proud to be here, you know? It's just a whole family. It's a whole family thing.

VOICE: I feel the same way. I mean -- these ladies have said it perfectly. The only thing I -- I mean I find it kind of sad that some of the newer people, they may have their own experiences to talk about in 10, 20, 30 years. Our time 30 years ago may be their time now.

But, yeah, it's like a family. It's like you kinda grew up here. You grew up, you evolved, you matured, while hoping that you were helping the organization because that's why we're here in the first place.

VOICE: M-m-m.

VOICE: Good times, bad times. Yeah, it's just like at home; good times, bad times. You get annoyed with your husband. You get annoyed with somebody you work with. You get over it, but you still enjoyed walking in this building because you just did. It was a warm,

fuzzy feeling to do what you had to do.

Even if you got, oh, we gotta get this mailing out to 500 people in the next hour. Now at first you utter a few obscenities and it's like, well, hey, let's go. We'll have one helluva gang to do this with, period.

INTERVIEWER: That was a wonderful answer from all of you. That was really terrific.

Let me just ask you if you can pick like one moment, what pops into your head, like one incident, one event that really sticks out in your mind. I know you've mentioned some of them in the course of the interview like the '75 rally, Jackie hit the Washington rally, but just think about one thing or one individual or some crazy thing that happened?

VOICE: I can just picture more than 28 years ago sitting at the negotiating table at 4 a.m. in the morning and it was a rock, you know? I mean everything comes down to you're doing months and months and months of work and, you know, sitting in rooms with the same people over and over again and, you know, hashing

things out and fighting with the State
(inaudible) whatever, and then it usually comes
together all in one night, you know?

It comes down to the nitty-gritty and
four o'clock in the morning, I don't know what
year it was, maybe 1978, you know, we came to an
agreement and it was a good agreement. It's
like, just, wow.

VOICE: I'd have to say I think
probably, and I don't even really know why, was
all the times that I've spent on the picket
lines with HSU. They're so vivid because I
think it was so new to me at the time. I didn't
know anything about unions when I came here and
we didn't even have the in-house union when I
first started and I wasn't really supposed to be
on the picket line because I was only a
temporary employee and I think just every single
time walking that picket line and having a
reason to walk it and doin' what, you know,
freezing. Every single time it was freezing
out. It was never warm. You always had like
six pairs of socks on but, you know, you did it
for a reason and it was fun, and for some reason

that really stands out in my head, you know, walkin' those picket lines.

INTERVIEWER: For you, Jackie?

VOICE: Well, I think -- the only thing that stands in my mind is, of course, everybody you work with because when I had to make a change from Data Entry and do something else -- which leaving Data Entry to me was, oh, my box. I'm stepping out of the box. I loved my job; I loved doing it. I loved working on the fourth floor.

And then I went to work in Central Files, but being -- then going to Human Resources and really, I think, going in Human Resources and working with the staff and having a different relationship with the staff, helping them, I think that was, you know, the time I woke up, wow, I'm really doing something. This is memorable for me because I don't think -- I'm -- you're not gonna believe it.

I'm a shy person and having to talk with staff and deal with their -- their insurances and their problems and having them come to me, Jackie, can you help me with this,

that to me was like I can do this now. You know, I'm not working with the members directly in what I do but I can help somebody else here and I can do this. That to me was, I think, stepping out of the box.

INTERVIEWER: All right.

VOICE: I wish I could tell you that it is something that I find more value as the ladies just said, but it isn't. It's something that is kind of crazy and bizarre but really goes back to the camaraderie. I think it was the -- well, it was '86 or '89, local unit elections and it was a lot more cumbersome back then, and for whatever reason, we could not start to assemble those election packages until 8:30 on a Friday morning and they were being physically delivered to the regions by Johnny and Jordie the next day, so this was when we had the big conference room on the second floor before Legal came in. Maybe it was '87.

And there were three work stations and each one of the three stations had different regions and you had, you know, something that we had to figure out this many locals, this many

units, so about two o'clock in the morning because Marcelle and I worked together on a table and then we had -- some people weren't able to make it that long, so others came in.

About two o'clock in the morning Marcelle and I just realized that we had spent the last half hour, 45 minutes, stuffing unit constitutions in local packages.

INTERVIEWER: Oh-h-h-h.

VOICE: No one knew -- we fell on the floor -- actually I remember jarring my elbow, and our legs and arms were flailing and at some point they said, you know, 15 minutes have gone by and you two just can't contain yourself.

I said we're tired. We just -- what else can we do? And you know what? We got over it. We got back up, we continued. Johnny and Jordie were there. They were with us all night long. We were all able to go home like 5:30 in the morning. They had to package up. Each one had three regions.

Take those packages because (inaudible) that year were delivering the packages. They weren't going to the chairpeople

and I guess that kinda falls under that you did what you had to do, you didn't mind it, okay? You mess somethin' up, you went back and fixed it but you went bonkers doin' it, and it just -- I don't know, it's -- corny as it might sound --

VOICE: It's not corny.

VOICE: I've got other very vivid memories but that is just one that I remember here and I just oh-h-h-h-h.

INTERVIEWER: M-m h-m-m. Well, that is just a wonderful experience over the last hour and a half. It's been a pleasure to have all four of you and I know we only began to scratch the surface but this was just a great opportunity. Thank you all.

VOICE: Thank you.

VOICE: Thank you.

VOICE: Thank you.

VOICE: Thank you.

(Conclusion of interview of Denise Futia, Heidi Pleath, Jackie Scott and Bernie Rouse.)

