



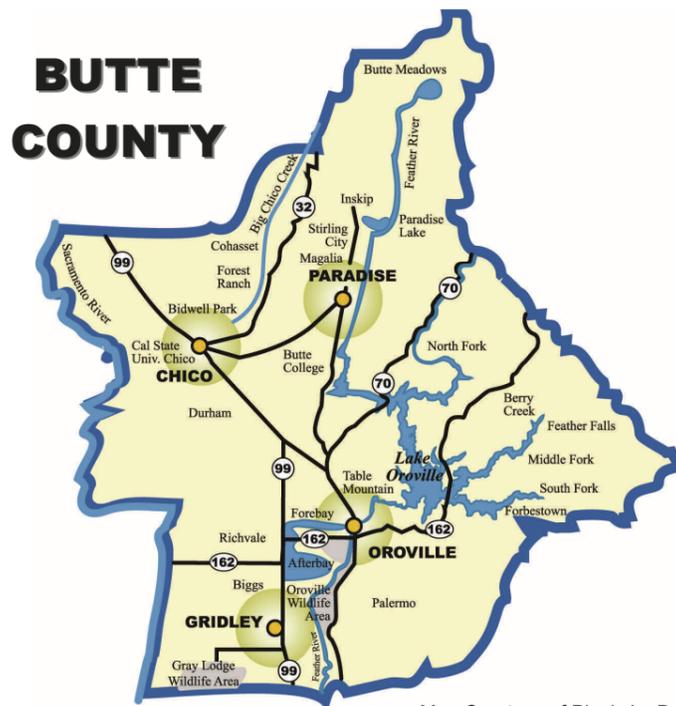
**Butte County Department of Employment and Social Services  
2012 Report to the Community**



# Our job is to help people.

## Our Responsibility

The Butte County Department of Employment and Social Services provides protective services, employment services, and financial assistance that support the residents of Butte County in being safe, productive and self-sufficient members of the community. We do this by identifying their needs and administering federal, state and county programs to meet those needs, while establishing partnerships with individuals and community groups to ensure collaborative solutions.



Map Courtesy of Pixels by Design

## CONVENIENT CROSS-COUNTY LOCATIONS



**Butte Community Employment Center- Chico**  
2445 Carmichael Dr.  
Chico, CA 95928  
530/879-3845



**Butte Community Employment Center- Oroville**  
78 Table Mountain Blvd.  
Oroville, CA 95965  
530/538-7711

# Message from the Director

Greetings,

President John F. Kennedy was once quoted as saying:

“When written in Chinese, the word “crisis” is composed of two characters, one represents danger and the other represents opportunity”.

So many of the challenges we face in Health and Human Services could easily fall into either category depending on one’s perspective. Implementation of 2011 Realignment which realigned funding for Child Welfare Services, Adult Protective Services, Foster Care and Adoptions from the State to the counties was one such challenge. Would the funding be adequate? How would we be able to plan effectively? While the challenges were real, the opportunities were greater.

During this past year, DESS assumed responsibility for Adoption Services. Dedicated and talented staff have worked hard to develop a comprehensive program that will provide superior service to the children and families of Butte County. In the “Looking Forward” section of this report you will read about plans to develop a Service Center for Public Assistance programs. This change in how we do business will enhance our ability to provide quality service in a timely manner, and position the department for the implementation of Health Care Reform in October 2013.

Most importantly, you will read the story and see the face of one of the lives that has been touched by the programs administered by DESS. Implementation of AB 12 “California Fostering Connections” legislation made it possible to extend the Foster Care Program up to the age of 21 with the goal of improving outcomes for youth in foster care.

**“Resolve to be tender with the young, compassionate with the aged, sympathetic with the striving, and tolerant with the weak...because in your life you will have been all these things.” - Mac Anderson**



**Cathi Grams, Director**

## In Fiscal Year 2011/2012:



**We helped over 3,500 families each month make ends meet.**



**Our Resource Centers had over 75,000 visitors.**



**We responded to 3,457 child abuse allegations.**



**We responded to 1,579 adult abuse allegations.**



**We helped 2,854 adults each month stay independent.**



**We helped 28,296 people each month increase their food budget.**



**We helped 377 indigent adults each month meet basic needs.**



**We helped 50,035 people each month obtain and maintain health coverage.**



### Butte County CalWORKs Statistics

#### In Fiscal Year 2011/2012:

- On the average, **3,554 families**, or **6,941 people**, received cash aid each month.
- One or both parents in **1,051 families** participated in the Welfare-To-Work Program each month.
- **409** Welfare-to-Work Program participants became employed.
- An average of **436** cash assistance recipients work at least part time.
- **41** pregnant or parenting teen recipients earned a high school diploma or GED.



# We help families make ends meet.

## CalWORKs: HELPING FAMILIES THROUGH TRANSITION

The CalWORKs program provides temporary assistance to families with minor children who are going through a transition period due to the loss of a parent, a parent who has lost a job, or a parent who has become temporarily disabled. CalWORKs provides families with basic living needs that can include cash, shelter, and food assistance. In addition to meeting basic living needs, families receive services to help them overcome their current challenges and prepare them for self-sufficiency and independence.

The CalWORKs **Welfare-to-Work** program is designed to assist CalWORKs recipients prepare for work and find a job. New program participants attend our "Job Skills Workshop" which assists clients with job search techniques, interviewing skills, understanding employer expectations and job retention skills. Participants who do not find employment during the Job Skills Workshop will move on to additional work and training activities.

Work activities available to CalWORKs recipients include unpaid Work Experience (WEX); an average of 70-80 individuals are participating in WEX sites throughout Butte County at any given time. DESS also partners with our local Workforce Investment Act (WIA) agency to provide a Subsidized Training and Employment Program (STEP), a wage-earning activity in which an average of 50 individuals participate each month. Many of those transition to unsubsidized employment at the end of their STEP contracts.

## Looking Forward in Eligibility Services

The DESS is looking forward to a new approach in its eligibility operations by establishing a Service Center and Task-Based work environment by October, 2013. Planning has been started in 2012 for this major change in the way that Eligibility Services are performed.



The new Service Center will receive an anticipated 12,000 customer calls per month, and to the extent possible, the requests of the caller will be addressed immediately, while the customer is on the phone. This "one and done" approach will allow greater responsiveness for customers and improved efficiency for eligibility operations. The Service Center will be located at 202 and 205 Mira Loma, in Oroville, where the DESS staff will receive county-wide calls.

The Task-Based work environment will replace the "caseload per worker" approach, with the work of maintaining ongoing cases divided by tasks and assigned to workers on that basis. This change will also increase the efficiency of casework, as well as the accuracy of case processing. For customers, this will mean that work on their cases will be the shared responsibility of a number of eligibility workers, rather than dependency on only one worker for assistance. Enhanced responsiveness to customers and timely processing of casework will be the products of this change.

There are multiple reasons why the DESS is moving toward this new approach to eligibility at this time. The DESS' public assistance cases (Medi-Cal, CalWORKs and CalFresh) have increased significantly in the past several years due to the recession, and with the advent of the implementation of the Affordable Care Act (Health Care Reform), the need to operate in the most efficient manner possible is paramount. Enhanced customer service is always a priority to the DESS; increased use of technology and organizational efficiency in times of expanding caseload is a good way to improve timeliness, accuracy and responsiveness to customer needs.

The DESS staff members, from all levels of Eligibility and Administration, have begun the planning needed to make these substantial changes happen by September 20, 2013. Customers will begin to see and hear the difference in Eligibility Services at that time.

# We help with health, nutrition and basic needs.

The **CalFresh**, **Medi-Cal** and **County Medical Services Programs** in Butte County help low income individuals and families access proper nutrition and medical care.

The **CalFresh Program** helps low-income individuals and families to meet their nutritional needs by providing additional resources for food purchases. This supplement helps individuals and families eat a nutritionally balanced diet, and for some, allows them to purchase food that they would otherwise not be able to purchase. Applications can be obtained at either of the Butte Community Employment Centers or online at [www.c4yourself.com](http://www.c4yourself.com).

**Medi-Cal** and the **County Medical Services Program (CMSP)** help families and individuals in Butte County receive medical care. Eligibility is based on income and resource limits. Access to these programs can begin with a phone call, walking into one of the Butte Community Employment Centers, or filing an application online. The DESS also has out-stationed workers at Feather River, Biggs/Gridley Memorial, and Oroville Hospitals, who are available to accept and process applications for hospital patients.

These vital “safety net” programs offer assistance to individuals and families, providing basic nutritional and health care support. Access to proper nutrition and medical care promotes a healthier community. We take pride in providing these necessary community services in support of the citizens of Butte County.



## Veterans Service Office Has a New Home With DESS

The Veteran’s Service Office (VSO) moved to the Chico Community Employment Center (CEC), 2445 Carmichael Drive in Chico on Monday, February 13, 2012, co-locating with the DESS’ offices. The move to integrate the Veterans Service Office with the DESS’ Chico CEC was prompted by a desire to enhance the VSO services to better assist Butte County’s veterans, their dependents and survivors and to respond to the community support for the co-location. Some of the benefits of the move were:

- increased clerical support in the office, freeing the Veterans Service Officer and the Veteran Service Representative to provide more assistance directly to veterans,
- an expansion in office hours from 28 hours per week to 40 hours per week,
- greater access to the VSO as existing public transit routes serve the VSO on Carmichael Drive and the CEC has easier access for drivers, due to proximity to the freeway exit,
- more privacy for veterans when discussing their business at the office due to larger and more well-designed space,
- computer upgrades with DESS’ surplus due to system conversion, and
- the initiation of VSO CalFresh outreach efforts which resulted in improved communication of program eligibility information to the veteran community and enhanced funding for Veterans Service Office operations.

2012 has been a busy year at the Veterans Service office:

- 1181 individual claim actions, of which 290 are original claims, were filed for veterans benefits,
- Of those 290 original claims, 247 were for veterans and 43 were for surviving spouses,
- The office assisted 59 veterans in obtaining healthcare benefits,
- 152 dependents of disabled veterans received California Veterans Tuition Fee Waivers through the office,
- 37 veterans were assisted in receiving burial expense payments, and
- 132 veterans ordered original copies of their discharge papers through the office.

2013 will bring further enhancements as, in partnership, the VSO and the DESS explore additional ways to expand and improve the services provided to Butte County veterans and their families.



# We Promote Safe and Healthy Families

**Butte County Children's Services** assesses and investigates allegations of child abuse or neglect and offers voluntary or court-ordered services to families to ensure child safety in the home. Our goal is to keep children safely in their own home, and when the child is at risk, to develop an alternate plan as quickly as possible.

Up to 18 months of services are provided to children and their families when a child has been removed from the home and the family is making progress toward reunification. The resources and services provide support and preserve families through a respectful, strengths-based approach that views the family as central to the child's well-being. These services promote the primary goals of child welfare – safety, permanency and well-being, with the goal of strengthening the capacity of parents to care for and protect their children, and promoting the family's ability to manage their own lives.

One of our core approaches is 'safety-organized practice', a holistic approach to collaborative teamwork in child welfare that seeks to build and strengthen partnerships within a family, and with their informal support network of friends and family, and the agency. This model utilizes strategies and techniques in line with the belief that a child and his or her family are the central focus in identifying solutions that ensure safety, permanency and well-being for children and their families.

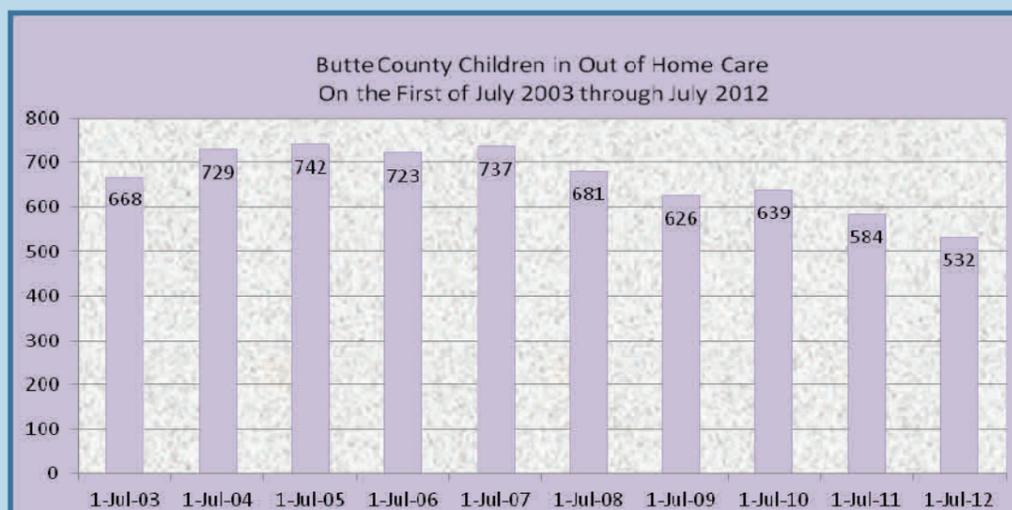


## REFERRALS

From July 1, 2011 through June 30, 2012, Butte County Children's Services received 3,620 referrals of alleged abuse and/or neglect. The numbers of referrals have been declining over the last ten years, from a high of 5,098 during fiscal year 2002-2003 to the current year's numbers. On average, 21% of the referrals received resulted in substantiation, following an investigation, over this ten-year period. Approximately 37% of the children in substantiated referrals were placed in out-of-home placement, including relative care, foster care and group home placements.

## CHILDREN REMOVED FROM THEIR HOMES

On July 1, 2012 there were 532 Butte County children in out-of-home placement care as follows: 57% were placed in foster homes; 23% were placed with relatives; 14% were placed in guardian care; and 6% were placed in group home care. The following chart reflects the number of children in out-of-home care on July 1<sup>st</sup> each year from 2003 through 2012.



## CHILDREN REUNIFIED OR PLACED PERMANENTLY

In the twelve-month period from October 1, 2011 through September 30, 2012, 330 children found permanency through either being reunified with their families, adoption, or placement in guardianship.

# After 18—Extended Foster Care

## Butte County Foster Youth Benefit From New Legislation Extending Foster Care Benefits to Age 21

Assembly Bill (AB) 12 “California Fostering Connections” legislation made it possible for States to implement the Extended Foster Care (EFC) program, extending foster care benefits up to age 21, with the goal of improving outcomes for youth in foster care. Effective January 1, 2012, Butte County Department of Employment and Social Services (DESS), Children’s Services Division (CSD) implemented the EFC program, with the majority of eligible youth choosing to remain in EFC to receive much needed case management and financial support to ease their transition to adulthood. Youth must be participating in activities such as high school, college, work, career planning, removing barriers to employment, or be medically exempt, to remain eligible for EFC.

A total of thirty-one (31) youth were eligible for EFC from January 1, 2012 through September 30, 2012. Twenty-four (24) youth chose to remain in care and three (3) youth exited and subsequently chose to re-enter. As of September 30, 2012, thirteen (13) youth are attending high school, seven (7) are attending college, three (3) are employed, two (2) are participating in a program to remove barriers to employment, and two (2) have medical exemptions.

J.D. is a Butte County foster youth who has greatly benefited from the EFC program. Currently a college student, he maintains a close supportive relationship with his former foster parents, who have become a “lifelong connection” in his life. The following are excerpts of J.D.’s story in his own words:

“In June of 2012, I proudly became the first member of my biological family to graduate from High School. I have been in foster care since about the age of 10 years old. Each of us graduating seniors at my High School was asked to submit a special quote to be placed under our picture in the school yearbook. The quote I chose was, “Don’t go through life, grow through life.” I knew that in order to continue “growing” through life I wanted to attend college. Although school work was always a challenge for me, my foster parents had always encouraged me to plan to attend college after High School. I knew it was what I wanted to do, but had no idea how to make it happen since I would turn 19 a few days after graduation and age out of foster care.

During the end of my Senior Year, my Foster Mom began helping me with the process of entering college. I applied to attend American River Junior College in Sacramento, outlined what the anticipated costs of college and living expenses would be, and began to wonder if it would be possible financially. I applied for several scholarships, and with the help of my Independent Living Program (ILP) Worker, I completed my college financial aid application. I was fortunate enough to be awarded several scholarships and financial aid. It looked like I had enough to cover tuition and books, but did not have enough finances to cover all of my living expenses.

My Foster Parents were concerned about my ability to handle the transition of moving out on my own, working full time, and being successful academically. Although I was more than willing to work hard, I began to worry and question if I could do it. Then I received a call from my Social Worker, Ryan, indicating that I could be eligible for funding under AB 12 legislation to assist me if I was interested in staying in Foster Care. It was an amazing opportunity and I reported that I would be extremely happy to stay in foster care in order to receive the extra help towards reaching my goal of a college degree.

Today I am in the final weeks of my first semester at American River Junior College. I am paying for my own apartment, transportation and living expenses with the assistance of the EFC program. Thanks to AB 12 I am on track to accomplish my goal of obtaining my AA Degree from American River College and transferring to Sacramento State University to pursue a degree in Social Work. I encourage all fellow foster youth to talk to your Social Worker about your options under AB 12, and use those opportunities to help you to grow through your life, too.”

For more information about After 18 / Extended Foster Care legislation, please visit:

<http://www.childsworld.ca.gov/PG2902.htm>.

### Child Abuse and Neglect Reporting

During Business Hours:  
**530/538-7617**

Emergency or After Hours:  
**800/400-0902**

**If a child is in immediate danger, call 911.**



**J.D.**

# We help elders stay safe and independent.

## ADULT PROGRAMS– GENERAL INFORMATION – 2011/12



### Adult Protective Services

Adult Protective Services (APS) responds to reports of neglect and/or abuse of elderly and/or dependent adults. Neglect may include neglect by others and/or self neglect. Abuse includes financial, physical, sexual or psychological abuse by another. APS social workers are on call 24 hours a day to assist those suffering from neglect or abuse. During the past fiscal year, APS has responded to over 1,579 reports or referrals involving suspected abuse or neglect. 541 investigations were conducted, resulting in 152 cases of confirmed abuse and/or neglect.

### In-Home Supportive Services

The In-Home Supportive Services (IHSS) program provides support services so that low-income elderly, blind and dependent people can remain safely in their own homes and avoid costly nursing home care. In-home caregivers provide services that can include bathing, dressing, bowel and bladder care, feeding, meal preparation or household chores. In any given month, this past fiscal year, some 2,854 low-income elder and disabled residents received personal care and related services countywide. 1,568 requests for information related to in-home care were received, and 642 IHSS cases were granted.



### The Butte County Public Authority

The Butte County Public Authority is a DESS partner that recruits, screens and trains in-home care givers for IHSS recipients. The Public Authority maintains a registry that can match caregivers and recipients by location, time preferences, and type of work. Over the past fiscal year, IHSS orientation and training was provided to 1,400 individuals seeking employment and an average of 100 caregivers were available on the registry.

### Public Guardian

The Public Guardian is appointed by the Superior Court to act as conservator of persons who are not able to manage their own affairs and are unable to resist fraud or undue influence because of a mental or physical illness. The Public Guardian, as the conservator, has the responsibility for the conservatee's care, custody and control. The conservatee's estate is used to meet these needs. The conservator may also be required to seek public assistance such as Supplemental Social Security Income or Medi-Cal to adequately provide for the conservatee. The Public Guardian managed an average of 243 conservatorship cases, received 110 requests for conservatorship, and was the newly or temporarily appointed conservator in 97 cases this past fiscal year.

### Public Administrator

The Public Administrator is responsible for handling the estates of those Butte County residents who die without relatives or others who are willing and or able to act as the administrator. The Public Administrator is also responsible for the county's Indigent Cremation Program and provided for 159 indigent cremations the past fiscal year.



# We Respect Self-Determination & Independence

## Adult Services

The “graying of the north state” has become a familiar phrase for our region’s Adult Services programs. Butte County’s population of those aged 65 and older is 15.6 % of the population, in contrast to 11.7% for California. Our neighbors to the north have even greater percentages of older adults, providing a great need to respond to those challenges facing our older and dependent adult population. Butte County Adult Services has responded to these conditions by focusing first on collaboration with law enforcement and health providers. That is demonstrated in our sponsoring a monthly Multidisciplinary Team comprised of health and safety professionals. We are also represented on a local hospital bio-ethics committee. The health and safety of our vulnerable adult population remains our primary focus.

Because of the complexity and uniqueness of older and dependent adult abuse and neglect, and because ascertaining findings is a subjective process, the California Welfare Director’s Association has developed Adult Protective Services Guidelines to supplement state regulations. This guide was also developed to provide assistance with the difficult task of determining who is a dependent adult for the purposes of eligibility to adult protective services.

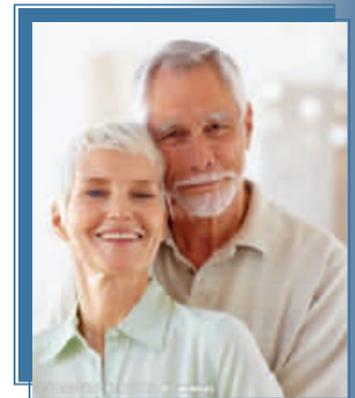
Butte County Adult Services Program will undergo training next year on the newly published consistency standards. These standards will help formalize training that is consistent across all counties in California while acknowledging the need for maximum local flexibility based in part on availability of resources.

Collaboration, compassion and consistency are the key self-evaluation elements for our program this coming year.

## Public Guardian/Public Administrator/Public Conservator

Ethel Byers, Butte County Deputy Public Administrator/Public Guardian/Public Conservator (PA/PG/PC), recently became the Sacramento Regional Chair for the State of California PA/PG/PC Association. As such, she organized Butte County’s first regional training. It was held at the Oroville Community Employment Center on June 14, 2012. There were sixty-seven members of the association in attendance representing twenty-six counties.

Ms. Byers presented training on the Basics of Public Administration and was moderator of the Public Administrator Workshop. The PA and PG Workshops included an Ethics Training, which is an annual certification requirement, Public Guardian Basic Training, and “Keys to Unlocking Values,” a training devoted to identifying antiques from reproductions, hallmarks, and tricks to identifying real gold, silver and diamonds.



### Adult Abuse & Neglect Reporting Hotline

**24 Hours a Day:**

**800/664-9774**

No Charge to Calling Party

**If an elder is in immediate danger, call 911.**

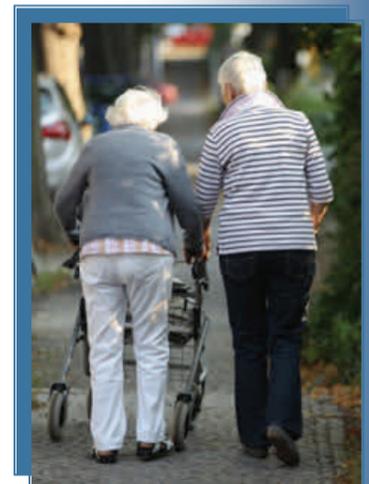


The Case Management, Information and Payroll System (CMIPS), used by the In Home Health Support Services (IHSS) unit, is getting a much needed overhaul! Butte County is looking forward to full implementation of **CMIPS II** before the end of 2013. The new system will provide many new features. Reporting will be made much easier and new user-friendly tools will help IHSS staff evaluate and assist those in need of services more efficiently.

CMIPS II will connect directly to the state Medi-Cal system, making eligibility determination easier and faster for clients. If a prospective client does not have eligibility when he or she applies for services, CMIPS II will electronically send the required information to request eligibility, cutting down on the amount of paperwork required. Since CMIPS II will work with State Medi-Cal systems, Butte will have the ability to receive daily Medi-Cal eligibility updates for IHSS clients.



**Moving Forward**



# We assist job-seekers & employers.



## Resource Center Clients:

- Job Seekers and Career Changers
- Public Assistance Recipients
- Employers and Business Leaders
- Those Needing Employment Assistance
- More than 7,500 People a Month Utilize Resource Services

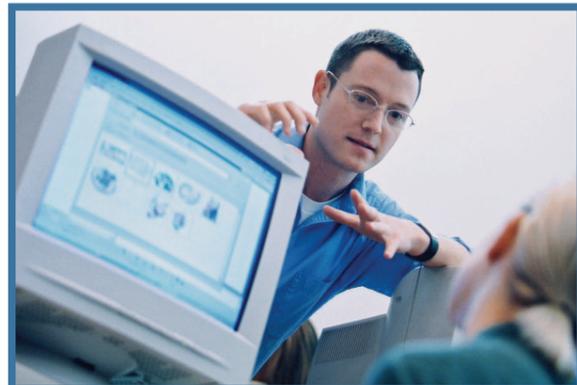
## Job Seeker Services:

- LIFE Lab for CalWORKs Participants
- Job-Seeker Orientations
- Job Skills Workshops
- Career & Life Guidance Planning
- Skills Development Training
- Job Search & Placement Assistance
- Subsidized Employment
- Work Experience
- Current Job Listings
- Interviewing and Résumé Workshops
- Youth Employment Workshops

## Learning Interests and Fundamentals of Employability (LIFE) Lab

CalWORKs recipients are required to participate in Welfare-to-Work (WTW) activities for a minimum of 32 to 35 hours per week as a condition of receiving aid, unless they are deemed exempt. These work and training activities are designed to help CalWORKs recipients acquire the skills and education necessary to obtain employment. Teen recipients are required to participate in secondary education activities to obtain a High School diploma (or its equivalent), if they have not yet graduated.

It was recognized that WTW participants need flexibility in addressing their minimum participation requirement; sometimes they need to be able to engage in services and activities of short or brief duration in order to bridge gaps in their regularly scheduled WTW activities, make up hours missed due to absences, or add activities to ones that they have established in order to fully meet their minimum participation requirement. Staff felt that a “lab”-- one that would be open to participants during business hours and that would provide a wide range of opportunities -- would address that need. The “lab” had to provide a broad range of opportunities to develop specific skills that participants needed in getting and retaining employment or obtaining a high school diploma or its equivalent. The idea of the LIFE Lab was born.



The LIFE Lab opened in the Chico Community Employment Center in November 2011. The goal was that Welfare-to-Work (WTW) participants have the ability to spend their time and energy in the lab doing activities that would best meet their individual and family needs. Eight computers were installed and a list of nearly 400 self-help websites was developed. Software was installed that offers a wide range of learning modules that tests individuals' current competency on a wider variety of topics and then allows them to proceed at their own pace at times and durations that are convenient to them. A library of books and workbooks was also made available at the lab, for individuals who want to learn through reading and exercises. The Oroville LIFE Lab opened in January 2012, building on the success of the model tested in Chico, and in partnership with Oroville Adult Education.

The LIFE Lab was designed to include:

- Bridging Activities that are of a short duration to minimize gaps between activities (e.g., an activity for the time it takes from referral to placement in a Work Experience or Subsidized Employment activity, providing an activity during school breaks for students, etc.)
- Life skills (e.g., interpersonal communication, conflict resolution, time management, prioritization, goal-setting, problem-solving, professional dress, learning styles, assertiveness, attendance, punctuality, teamwork, attitude, hygiene, working through changes, test anxiety, stress management, personal financial budgeting)
- Job Search Preparation skills (e.g., résumé development, interview experience, online application assistance, computerized job search)
- Technical skills (e.g., general office, basic computer usage)
- Assessment for reading, writing, comprehension and mathematical proficiency (e.g., General Education Diploma (GED) Preparation, Test for Adult Basic Education [TABE])

In the past year, the LIFE Lab has proven to be critical in helping WTW participants to meet their WTW requirements while obtaining the skills that can help them reach the ultimate goal of self-sufficiency.

# Inside the Department

## Adoptions Provided By DESS

Butte County DESS is happy to announce that we are now providing Adoption Services to families in our community. As a result of legislation passed in 2011, funding for Adoption Services was realigned to the local level. Historically, Butte County has contracted with the California Department of Social Services, Regional Adoption Unit to provide Adoption Services. As a result of the funding realignment, Adoption Services has been transitioned to the Butte County Department of Employment and Social Services, Children's Services Division. The Adoption Services Unit opened its doors on October 1, 2012, offering partial services, with full implementation effective January 1, 2013.

Adoption services are available to all Butte County residents. We provide adoption services to children who are Dependents of the Butte County Juvenile Court, who were not able to reunify with their birth parents. The Adoption Services Unit works closely with Child Welfare Services staff in making sure that children who cannot be reunited with their birth parents find permanent, stable homes where they will be nurtured and loved. Adoption permanently transfers parental rights from birth parents to adoptive parents, providing children the love and understanding they need to develop to their full potential.

The new Adoption Services Unit is staffed with a Supervisor, Adoption Specialists, a Case Aide, Clerical Support and the part-time assistance of a Paralegal. They are responsible for the placement of children, completing home studies, approval of adoptive homes, the preparation of court reports, post adoptive services and case management.



## Improving Up-Front Lobby Flow Processes

At the beginning of 2012, DESS staff came together to improve processes for "lobby flow" in the Chico and Oroville Community Employment Centers. The intent of this project is to ensure enhanced customer service, to decrease wait times for our customers, and to create efficiencies within the organization. A workgroup has been diligently working on the necessary improvements and identification of efficiencies that can better assist the customer and DESS staff.

The major change that occurred in July 2012 was the addition of Eligibility staff at the front counter, which has significantly reduced the time that a customer waits before speaking with someone about their CalWORKs, Medi-Cal, Cal-Fresh or CMSP application/case. Before this change, customers were placed in the waiting room while they waited for a worker to see them. Now, many questions can be answered and initial screening of information can be completed at the front counter without customers having to wait. DESS also implemented a "greeter" kiosk manned by administrative support staff to help customers navigate the application process, check in for a scheduled appointment with their worker, or drop off paperwork.



As part of this project, DESS is also working to update the look of our lobby and waiting rooms, to create a professional atmosphere where customers are welcomed and supported. DESS wants the citizens of Butte County to have a positive experience every time they visit the Community Employment Centers or talk to someone about social services programs available to them. Customers have expressed gratitude for the new processes, and are happy to have their questions answered in a more effective manner.

## About This Report

This Report is intended to share information about the Butte County Department of Employment and Social Services, its goals and its services, with County residents, decision-makers, and others.

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