

**BOARD RESOLUTION ADOPTING THE COMPLIANCE REVIEW REPORT AND FINDINGS BY THE SPB COMPLIANCE REVIEW DIVISION OF THE DEPARTMENT OF CONSUMER AFFAIRS' BUREAUS**

**WHEREAS**, the State Personnel Board (SPB or Board) at its duly noticed meeting of September 26, 2013, carefully reviewed and considered the attached Compliance Review Report of the Department of Consumer Affairs' Bureaus submitted by SPB's Compliance Review Division.

**WHEREAS**, the Report was prepared following a baseline review of the Department of Consumer Affairs' Bureaus' personnel practices. It details the background, scope, and methodology of the review, and the findings and recommendations.

**NOW, THEREFORE, BE IT RESOLVED**, that the Board hereby adopts the Report, including all findings and recommendations contained therein. A true copy of the Report shall be attached to this Board Resolution and the adoption of the Board Resolution shall be reflected in the record of the meeting and the Board's minutes.

  
SUZANNE M. AMBROSE  
Executive Officer



801 Capitol Mall Sacramento, CA 95814 | [www.spb.ca.gov](http://www.spb.ca.gov)

Governor Edmund G. Brown Jr.

**August 23, 2013**

**Mr. Jeffrey Sears  
Personnel Officer  
Department of Consumer Affairs  
1625 N. Market Boulevard, Suite N321  
Sacramento, CA 95834**

**Ms. Latania Robinson  
Equal Employment Opportunity Officer  
Department of Consumer Affairs  
1625 N. Market Boulevard, Suite N330  
Sacramento, CA 95834**

**RE: Compliance Review Report**

**Dear Mr. Sears and Ms. Robinson,**

The State Personnel Board (Board or SPB) conducted a baseline compliance review of the Department of Consumer Affairs' Bureaus (DCA Bureaus)' examinations, appointments, and EEO program during the period of May 1, 2011 through October 31, 2012. The primary objective of the review was to determine if DCA Bureaus' personnel practices, policies, and procedures complied with state civil service laws and board regulations, and to recommend corrective action where deficiencies were identified.

DCA Bureaus provided the documents that SPB requested. A cross-section of DCA Bureaus' examinations and appointments were selected for review to ensure that samples of various examinations and appointment types, classifications, and levels were analyzed. The review of the EEO program included examining written policies and procedures, the EEO officer's role and duties, and the internal discrimination complaint process. The SPB also interviewed appropriate DCA Bureaus staff.

The Compliance Review Division has found no deficiencies in the reviews of DCA Bureaus' examinations, appointments, and EEO program. These findings are being provided to the five member State Personnel Board at its next available meeting for their review. If the Board agrees with the findings, it shall issue a resolution adopting the recommendations. If the Board does not agree with the findings, it will then issue orders with its own recommendations. In either event, you will be notified of the decision of the Board and any further recommendations it may have. Once the Board

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has adopted the findings in whole and without further recommendations, the findings will then be posted on our website.

We greatly appreciated the cooperation and assistance provided by DCA Bureaus personnel. If you have questions, please contact me at (916) 651-0924.

Sincerely,

A handwritten signature in black ink, appearing to read "James L. Murray". The signature is fluid and cursive, with a large, sweeping flourish at the end.

James L. Murray, Chief  
Compliance Review Division  
State Personnel Board