Vision: A responsive and professional civil service workforce that provides premier service to the people of California

Mission: To create a civil service system that empowers California to become an employer of choice.

Core Values:

- **Integrity**: We exist to oversee a merit-based employment system and fair disciplinary practices.
- **Innovation**: We pursue opportunities to improve our business processes.
- **Service**: We strive to recognize and be responsive to our stakeholders' needs.
- **Communication**: We seek to provide clear and consistent guidance to departments.
- **Human Resources**: We value our employees and endeavor to recruit, engage, develop, reward, and retain them.
**State Personnel Board**  
**2019-2024 Strategic Plan**

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| - Impartially and expeditiously resolve appeals from disciplinary actions; merit-related examination and appointment matters; personal services contract challenges; requests to file charges against state employees; and whistleblower retaliation and disability discrimination complaints  
- Ensure the integrity of the merit system through regular compliance reviews and implementation of corrective action to remedy noncompliance  
- Promptly and thoroughly investigate suspected merit system violations implement corrective action to remedy noncompliance  
- Implement effective approaches to address areas of noncompliance and egregious areas of abuse | - Enhance effectiveness of the civil service system through staff and stakeholder engagement  
- Innovate the hiring process by amending laws and simplifying rules to implement efficiencies  
- Redesign the classification system to reduce and broaden classes to align with private sector jobs | - Engage and empower staff through communication, training, and recognition  
- Operational excellence through optimized processes, products, and services  
- Optimize the use of resources through budget monitoring, leveraging IT solutions, and performance and risk management |
Goal A – Preserve the Integrity of the Merit System

Outcome: Hiring is fair and impartial. Discipline is fair.

Key Performance Indicator: Stakeholder feedback. Appeal and compliance review statistics.

Goal B – Create a Nimble and Evolving Civil Service System

Outcome: A streamlined civil service system.

Key Performance Indicator: Efficient and effective utilization of resources.

Goal C – Build a Dynamic and Responsive Organization

Outcome: A high-performing, risk-intelligent, and innovative organization.

Key Performance Indicator: Reputation.