



2019-2024 Strategic Plan

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

Goal A	Goal B	Goal C
Preserve the Integrity of the Merit System	Create a Nimble and Evolving Civil Service System	Build a Dynamic and Responsive Organization
<p><u>Objectives/Strategies</u></p> <ul style="list-style-type: none"> • 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 	<p><u>Objectives/Strategies</u></p> <ul style="list-style-type: none"> • 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 	<p><u>Objectives/Strategies</u></p> <ul style="list-style-type: none"> • 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

State Personnel Board 2019-2024 Strategic Plan

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.