



Commission on State Mandates Strategic Plan

January 2015 – December 2017

Vision

The Commission on State Mandates timely renders sound decisions, in compliance with article XIII B, section 6 of the California Constitution, to resolve disputes regarding reimbursement for state-mandated local programs and to relieve unnecessary congestion of the courts.

Mission

To fairly and impartially:

- Hear and determine matters filed by state and local government;
- Resolve complex legal questions in a deliberative and timely manner; and
- Produce well-reasoned and lawful decisions.

Values

We act with professionalism, integrity, objectivity, and efficiency in making determinations.
We value:

- Parties. We treat all parties with courtesy and respect and we consider their views with objectivity.
- Quality. We produce sound, well-reasoned decisions, in a timely manner, using innovative tools and techniques to improve our efficiency.
- Integrity. We demonstrate fair, honest, and ethical behavior.
- Safety. We provide a safe and healthy work environment to promote the physical and mental well-being of staff.
- Teamwork. We encourage cooperation and collaboration, and support personal and professional development.
- Sustainability. We ensure that our practices are protective of the environment and human health and are energy and resource efficient.

Goals and Implementing Objectives

1. Eliminate Caseload Backlog
 - a. Continue to implement the Commission's backlog reduction plan with a goal of hearing and deciding all incorrect reduction claims filed through fiscal year 2013-2014 by the end of fiscal year 2015-2016.
 - b. Work to ensure any newly filed test claims are completed within 12 months of filing.
 - c. Work to increase automation of repetitive administrative functions and eliminate duplication of efforts to ensure the efficient completion of workload.
2. Provide Superior Customer Service
 - a. Complete implementation of an interactive, user-friendly web based system for retrieving mandate-related documents and matter information by July 1, 2015.
 - b. Provide a user-friendly e-filing system to reduce the burden of service and filing requirements.
 - c. Meet with parties to gather input on Commission processes.
3. Promote Staff Development
 - a. Take appropriate steps to recruit and retain high quality staff.
 - b. Provide career development and training opportunities to enhance the skills and performance of staff and to prepare staff for promotion.
4. Organize Business Processes
 - a. Update duty statements by July 1, 2015 to reflect the goals and objectives stated in this strategic plan.
 - b. Annually review and revise Commission regulations, as necessary, for clarity and ease of use for participants in Commission processes.
 - c. Annually review and update, as necessary, and ensure staff annually reviews, all Commission policies and procedures.
5. Promote Sustainability
 - a. Continue to reduce paper usage through e-filing and e-service and reduction of printing.
 - b. Continue to look for new ways to exceed requirements for eco-sensitive procurement.
 - c. Encourage staff to individually reduce energy consumption and environmental impact throughout the workday.