



Vision

The Commission on State Mandates timely renders sound quasi-judicial decisions, in compliance with article XIII B, section 6 of the California Constitution, resolving disputes regarding reimbursement for state-mandated local programs and relieving 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 clear, well-reasoned, and lawful decisions.

Values

We act with professionalism, integrity, transparency, 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 test claims and incorrect reduction claims filed through fiscal year 2016-2017 by the end of fiscal year 2018-2019.
- b. Work to ensure newly filed test claims, with the exception of National Pollutant Discharge Elimination System permit claims, which have records that are 50-100 times larger than typical test claims and raise numerous unique and complex issues of state and federal law and fact requiring substantial evidence in the record, are completed within 12 months of filing.
- c. Continue to work to increase automation of repetitive administrative functions and eliminate duplication of efforts to ensure the efficient completion of workload.
- d. Continue to improve the accuracy of statewide cost estimates considering reimbursement claims filed under penalty of perjury, using the best publicly available information, and consulting with affected state agencies and local governments.

2. Provide Superior Customer Service

- a. Update the Commission's interactive, user-friendly, web-based system for retrieving mandate-related documents and matter information by July 1, 2018.
- b. Add matters from 1985-2006 to the Commission's website by December 2019.
- c. Meet with local governments and affected state agencies to update the Commission's forms for filing claims by June 2018.
- d. Provide workshops regarding requirements for filing mandate claims.

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.
- c. As part of the Commission's succession planning, cross-train staff.

4. Organize Business Processes

- a. Annually review and revise Commission regulations, as necessary, for clarity and ease of use for participants in Commission processes.
- b. Annually review and update, as necessary, and ensure staff annually reviews, all Commission policies and procedures.
- c. Biannually review and update mandate claim forms.

5. Promote Sustainability

- a. Continue to reduce paper usage through e-filing, e-service, and reduction of printing.
- b. Continue to look for new ways to exceed state requirements for eco-sensitive procurement.
- c. Encourage staff to individually reduce energy consumption and environmental impact throughout the workday.