



Mission

The Commission on State Mandates fairly and impartially resolves disputes between state and local government regarding reimbursement for state-mandated local programs, in compliance with article XIII B, section 6 of the California Constitution.

Vision

The Commission on State Mandates renders sound quasi-judicial decisions, resolving complex legal questions in a deliberative and timely manner, using innovation and collaboration to improve our efficiency and relieve unnecessary congestion of the courts.

Values

We value:

- Courtesy and respect
- Fairness, honesty, and ethical behavior
- A safe and healthy work environment for Commission staff
- Cooperation and collaboration
- Personal and professional development of Commission staff
- Practices that are protective of the environment and human health and are energy and resource efficient
- Efficient, transparent, and high-performing governmental operations

Goals and Implementing Objectives

A. Engage state and local agencies in the mandates process through regular outreach and training.

1. Prepare and post on the Commission's website by September 2022, an *Introduction to State Mandates* training video or PowerPoint presentation.
2. Regularly prepare and provide training to state and local agencies and legislative staff on a variety of mandates-related issues; specifically
 - a) By March 2023, on how to file a test claim.
 - b) By September 2023, on preparing and filing comments on proposed parameters and guidelines, proposing reasonably necessary activities, and including a well-supported reasonable reimbursement methodologies (RRMs). This training on RRM's will help to streamline the reimbursement claiming process for mandated programs, reduce the burden of documenting actual mandate costs, increase cost-efficiency for mandated activities, and improve predictability of annual statewide costs.

B. Ensure the Commission's information technology systems are committed to data security and integrity, while also providing an efficient and effective end-user experience.

1. Proactively perform daily checks for available upgrades, patches, and security fixes for all software and hardware currently in use.
2. Provide quarterly training to staff on security best practices and emerging or trending threats.
3. Biannually perform external system penetration testing to verify perimeter system security.
4. Verify data backups by performing monthly restores of sample data sets.
5. Solicit staff feedback quarterly for suggestions of technology improvements to increase efficiency and productivity.
6. Improve the end user experience by using data-informed decision making to retool the Commission's website by April 30, 2022.
7. Create awareness in staff for IT security threats to enable them to avoid clicking on inappropriate links and activating malware by providing monthly training for staff on current threats.

C. Promote staff development to retain leadership continuity, ensure critical knowledge (including mandates expertise) is not lost, and bolster professional development.

1. Take appropriate steps to recruit and retain a diverse and skilled workforce by utilizing diverse recruitment tools including creating a LinkedIn account by September 2022, and contacting potential employees through university career centers.
2. Prepare and implement a telework plan and policy for after the pandemic by no later than October 1, 2022.
3. Take appropriate steps to retain a skilled workforce by providing a welcoming workplace and a robust wellness program that encourages healthy eating, exercise, stress management, and work-life balance.
 - a) The Health and Wellness Coordinator will continue to maintain a well-rounded wellness program with regular healthy eating, exercise, and stress management events for staff and will provide updates and information at weekly all-staff meetings.

- b) Commission management will continue to ensure that staff regularly take time off and avoid accruing more than the maximum allowable hours of vacation/annual leave time; hourly staff work no more than their allotted hours; and exempt staff work an average of 40 hours per week while working all hours necessary to accomplish their assignments and fulfill their responsibilities.
 - i. In January of each year, supervisors shall review the leave balances of their staff and, if they will be in excess of the maximum allowed by January 1 of the following year, shall work with the employee to adopt a leave reduction plan to ensure the balance is at or below the maximum by January 1.
 - ii. Commission management shall continue to work with staff to approve leave requests throughout the year, consistent with the operational needs of the Commission.
 - iii. Commission supervisors shall ensure that excessive hours are not being worked by staff, and if they are, shall provide resources (such as training opportunities) to help staff more efficiently manage their workload.
- 4. By June 2023, identify appropriate staff to develop the skills necessary to succeed the current members of the management team and the information security officer, upon retirement, as part of a succession plan update.
- 5. Prepare desk manuals and training tools for each Commission position by December 2022.
- 6. Review the records of old Board of Control and Commission matters to properly close out paper files and upload them to the Commission's website by December 2023.
- 7. As part of the Commission's continuing cross-training effort, identify staff who want to learn and work in a career path of interest to them, other than their current path, as a way to transition into a new career path or to learn new skills and prevent burnout while performing the work of the Commission, and begin to provide those opportunities by December 1, 2023.