

FTB 2021-2025 Strategic Plan Update: Goal 3 – Strong Organization-PowerPoint-Outline

Franchise Tax Board Meeting
Monday, September 8, 2025

Slide 1: FTB 2021-2025 Strategic Plan Update: Goal 3 – Strong Organization

Presenters' Names: Katie Frank – Legal Division and Nachét Roots – Administrative Services Division
September 8, 2025

Slide 2: Strategy #1

Continue to cultivate and enhance Talent Management services, which help us to attract, develop, engage, and retain our employees

- Eight service teams
- Career Awareness and Resources Event (CARE) combined with Career Expo
- Improved onboarding
- Development programs

Slide 3: Strategy #2

Increase employee engagement and job satisfaction by continuing to assess and enhance culture, focusing on diversity, equity, and inclusion, valuing employees as individuals, and celebrating employee achievements

- The Workplace Engagement Service Team (WEST) implements tools, conducts surveys, and supports departmental initiatives
- Celebrate employee achievements and successes
- Engage employees through events

Slide 4: Strategy #3

Support an environment where decisions are made at all levels by those who have both the expertise and best information

- Team and action committee composition
- Staff of various levels
- Division representation

Slide 5: Strategy #4

Welcome, solicit, and value input and ideas from anyone in the organization

- Engagement surveys

- Management Development Program recommendations
 - Increase electronic payment options and ease
 - Reduce hiring time for new employees
 - Increase employee engagement through an action plan

Slide 6: Strategy #5

Recruit and retain a high-performing workforce that leverages our state's rich diversity and promotes inclusion and equity.

- New recruitment branding and marketing materials
- Tools for supervisors and managers
- Talent Development Center
- Exit surveys

Slide 7: Areas of Opportunity

- Define a new FTB culture statement
- Improve connection between staff and higher-level leaders
- Knowledge capture of essential knowledge required for incumbents to thrive

Slide 8: Questions?

Slide 9: Public Comment