Our MISSION is to help taxpayers file timely and accurate tax returns, and pay the correct amount to fund services important to Californians.

FOUNDATIONAL PRINCIPLES

Protect the privacy and security of data entrusted to us.

Carry out our fiduciary responsibilities to taxpayers by managing their accounts with accuracy and financial integrity.

Operate with transparency to maintain public trust and confidence.

Conduct our business in accordance with the Statement of Principles of Tax Administration, Taxpayers’ Bill of Rights, and our organizational values.

VALUES

› Lead with Integrity and Inspiration
As inspirational leaders, we are committed to pursue the right path, ignite ideas and innovation, communicate clear expectations, and invite everyone to maximize their potential every day.

› Bring Our Best
By bringing our best we exemplify honesty, credibility, and accountability. We value staff and encourage them to bring their best every day.

› Deliver Excellent Products and Services
Quality is best achieved through collaboration with our customers and each other. We deliver excellent products and services that meet the needs of our customers.

› Contribute to a Caring Community
We encourage mutual respect, kindness, and teamwork. This creates a supportive work environment that appreciates diversity and allows all of us to flourish in the community we work and live in.

› Become Experts at What We Do
We are motivated to continually improve and grow. We take advantage of tools and opportunities to develop in our chosen career path.

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GOAL 1: EXCEPTIONAL SERVICE
Strive to continuously enhance our customers' experience.

1.1 Evaluate customer experience needs across all service channels; develop and implement solutions to meet those needs.

1.2 Champion an organizational culture to achieve positive customer experiences.

1.3 Educate our customers on the use of multi-channel services and information to improve their experience.

GOAL 2: EFFECTIVE COMPLIANCE
Fairly administer the law to ensure taxpayers file and pay the correct amount.

2.1 Identify noncompliant segments and implement campaigns to improve compliance.

2.2 Improve data, information, and knowledge sharing with the tax community and government partners.

2.3 Improve case selection and timeliness in all compliance programs.

GOAL 3: STRONG ORGANIZATION
Value, invest in, challenge, and empower our employees to have an enterprise view, be experts in their field, and achieve their full potential.

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

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

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

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

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

GOAL 4: OPERATIONAL EXCELLENCE
Optimize our processes, products, services, and resources to better serve our internal and external customers.

4.1 Manage budgeted resources at the enterprise level and use performance metrics to meet short- and long-term business needs.

4.2 Validate and utilize data, as authorized, to make decisions and improve business operations.

4.3 Leverage and modernize IT systems and processes to support and improve business and administrative activities.

4.4 Mitigate emerging and evolving threats to manage risks and protect customer privacy and security.

4.5 Standardize and modernize our hardware and software to optimize operations.

4.6 Strengthen physical security to ensure the protection of our employees and mission critical operations.