



State Controller's Office Strategic Plan 2020

The State Controller's team of more than 1,300 public servants is dedicated to efficient accountability and disbursement of California's financial resources. From audits and financial reports to payroll and unclaimed property, SCO employees collaborate to provide essential government services with a focus on quality and integrity.

The SCO strategic plan for 2020 through 2022 is a product of substantial employee engagement for more than a year across all divisions through surveys, feedback sessions, and individual conversations. It is a detailed roadmap for achieving meaningful progress in the operational areas that team members agreed to prioritize for measurable improvement. Working together, the State Controller's team will implement the goals and objectives in this strategic plan as they continue to adapt to the rapidly changing nature of work and the public's need for a nimble, creative, transparent government.

Vision

The State Controller's Office strengthens California's fiscal and economic standing by protecting taxpayer dollars, promoting transparency, modeling financial integrity, and supporting accountability throughout government.

Mission

The California Controller's Office ensures the state government's monetary resources are independently accounted for and disbursed according to law in a timely manner.

Values

- **Responsible Governance.** Producing results effectively and managing resources efficiently to promote sound governance.
- **Integrity.** Adhering to ethical principles in the delivery of services and products.
- **Customer Service.** Serving our customers promptly, accurately, and respectfully while being responsive to their needs.
- **Innovation.** Promoting flexibility and embracing change in an open and creative manner.
- **Collaboration.** Strengthening our organization through the development of a strong, diverse, and unified workforce of public servants.

Goals

1. Uplift the SCO workforce through agencywide initiatives to improve overall effectiveness.
2. Actively promote financial integrity and accountability for state and local governments.
3. Provide excellent customer service.
4. Deliver core services and products more effectively through innovative business processes and technology solutions.
5. Invest in our employees to create a skilled, motivated, and diverse workforce to reach our highest potential.
6. Enhance communication, transparency, and information sharing.