VISION

The Victim Compensation Board is viewed as a national leader in victim services.

MISSION

The Victim Compensation Board provides financial assistance to victims of crime.

CORE VALUES

Dedication
Collaboration
Innovation
Respect
Integrity
CORE VALUES

DEDICATION
- We exemplify compassionate customer service in our interactions with claimants
- We provide trauma-informed assistance to victims
- We respond to claimant’s needs in a fair, timely and effective manner
- We educate victims and other stakeholders about our compensation benefits and other related resources

COLLABORATION
- We promote internal collaboration and teamwork to meet our goals
- We build collaborative relationships with our stakeholders
- We provide timely and professional assistance to our colleagues
- We understand each other’s roles and responsibilities in the work we do

INNOVATION
- We value creative approaches to meeting the needs of victims and stakeholders
- We are proactive in anticipating problems and devising solutions
- We continually improve efficiency and effectiveness
- We seek out and utilize best practices

RESPECT
- We value everyone’s dignity
- We respect everyone’s ideas and input
- We treat everyone with courtesy and respect
- We maintain a friendly and healthy work environment
- We acknowledge and praise our colleagues for a job well done
- We promote employee wellness
- We are committed to professional development

INTEGRITY
- We act honestly and ethically
- We hold each other accountable
- We are fiscally responsible
- We protect the confidentiality of victims
- We operate in a transparent manner
GOAL I

EFFECTIVELY SERVE VICTIMS’ NEEDS

Consistently provide timely, accurate and appropriate service to all victims

- Deliver information and services in multiple languages
- Increase the level of cultural sensitivity in both customer service and benefit design
- Continually fine-tune business processes to assure accurate and timely payments to victims and providers
- Ensure our services are trauma-informed

Optimize technology to best meet the needs of victims

- Create online access to program services and information
- Complete CaRES modification project

Ensure program benefits meet victims’ needs

- Regularly assess benefit design and make adjustments as needed
GOAL II

EXTEND OUR REACH TO VICTIMS

**Build victims’ awareness of CalVCP**
- Provide focused outreach to underserved victims
- Develop and implement a long-range outreach and communication plan

**Build access to CalVCP benefits through collaboration**
- Enhance relationships with state partners
- Broaden existing networks of community-based partnerships serving 13 underserved communities
GOAL III
PROVIDE LEADERSHIP IN VICTIM SERVICES

Promote innovative approaches to meeting victims’ needs
- Conduct and synthesize research
- Utilize research findings to inform policy development
- Promote dialogue on optimizing victim services
- Bring parties together to develop a strategic plan for delivery of victim services in California
- Ensure that statutes, regulations and policies/procedures are in alignment with constituent needs

Ensure our organization is nimble, adaptive and prepared to meet future needs
- Link our core values of dedication, collaboration, innovation, respect and integrity to our daily operations
- Ensure our staff have the skills, capabilities and resources to meet the needs of the future