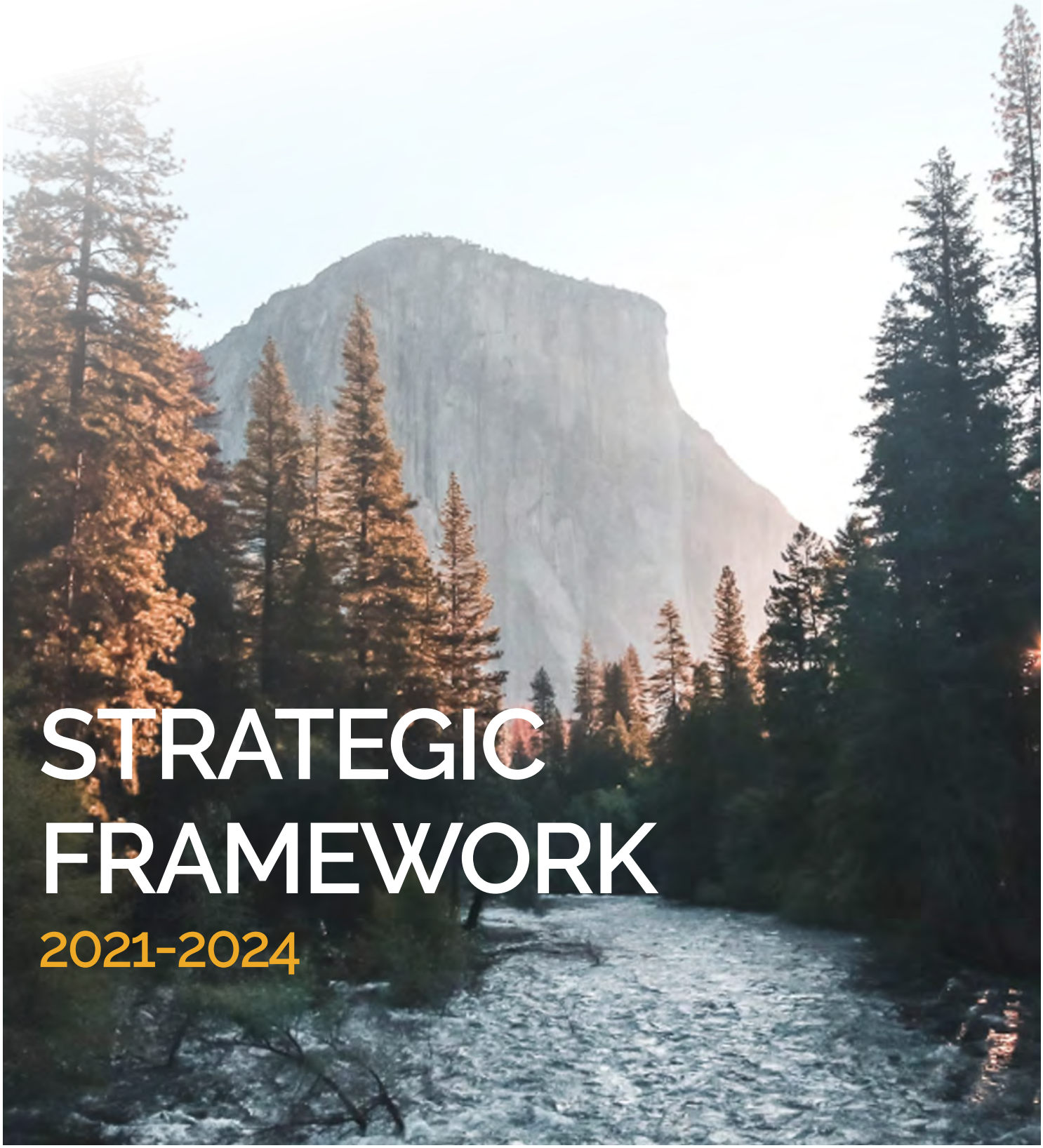
CALIFORNIA
CalVCB
VICTIM COMPENSATION BOARD



STRATEGIC FRAMEWORK

2021-2024

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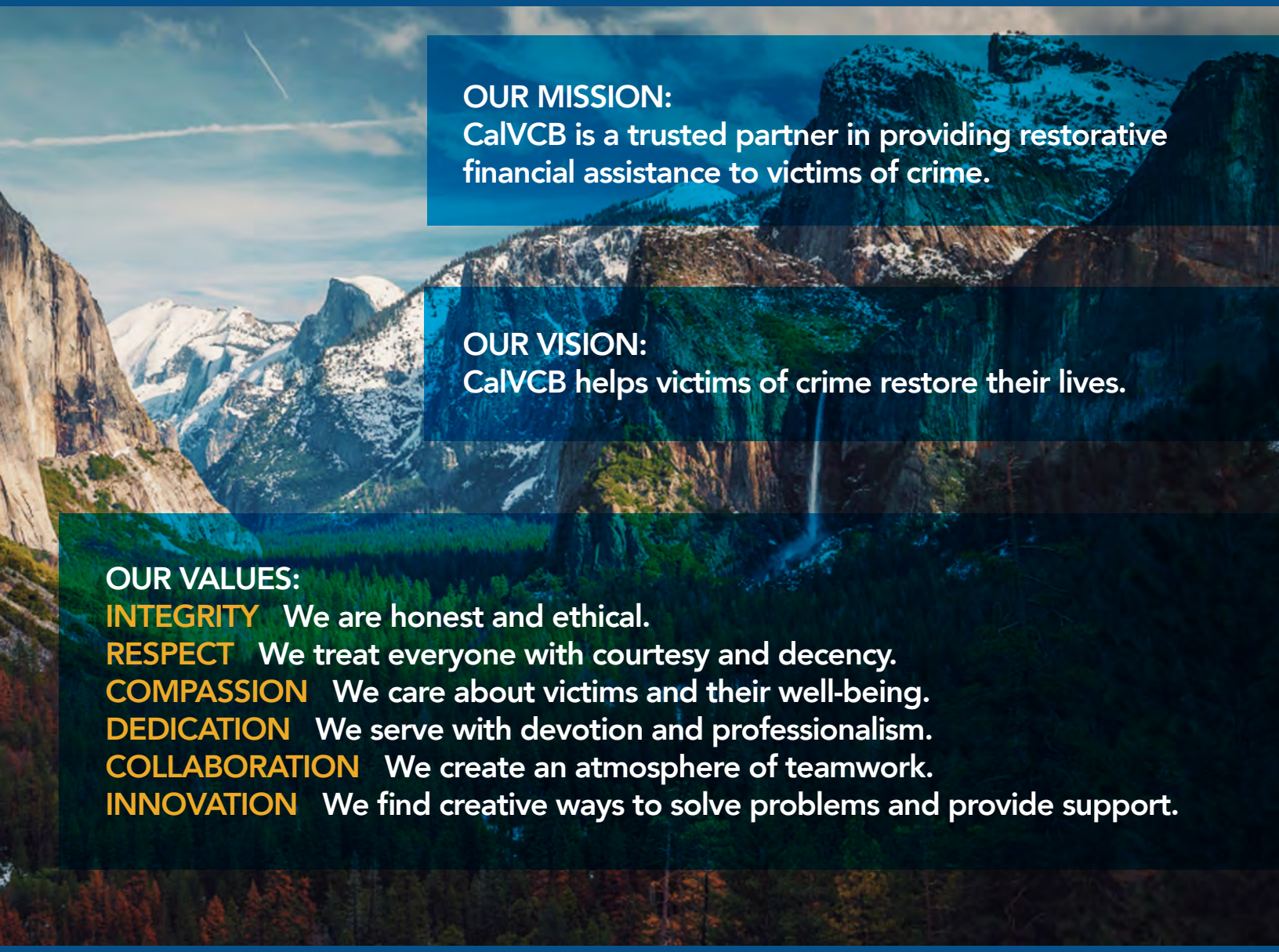


OUR MISSION:
CalVCB is a trusted partner in providing restorative financial assistance to victims of crime.

OUR VISION:
CalVCB helps victims of crime restore their lives.

OUR VALUES:

INTEGRITY We are honest and ethical.
RESPECT We treat everyone with courtesy and decency.
COMPASSION We care about victims and their well-being.
DEDICATION We serve with devotion and professionalism.
COLLABORATION We create an atmosphere of teamwork.
INNOVATION We find creative ways to solve problems and provide support.

Strategic Framework

2021 - 2024

Introduction

The California Victim Compensation Board's (CalVCB) strategic plan reaffirms our commitment to helping the state's victims of crime. Our mission and values are focused on this basic service, providing compensation and support to people who are recovering from the pain and injuries caused by violent crime.

This is no small task, as our mandate is to serve those hurt by domestic violence, child abuse, sexual and physical assault, homicide, human trafficking, robbery and vehicular manslaughter, among other crimes. CalVCB provides up to $70,000 in reimbursement of expenses as a payor of last resort to cover needed assistance, such as medical and dental care, mental health services, income loss, funeral expenses, relocation costs and residential security.

At CalVCB, we are driven by this important and meaningful calling that each year helps tens of thousands of Californians to recover and move on with their lives. This strategic plan is a statement of our values and goals and provides a roadmap for how to pursue them and fulfill our mission.

Strategic Plan

CalVCB assessed the strengths and weaknesses of its organization as part of the process of developing a new Strategic Plan. That assessment included doing an in-depth survey of employees and using other tools to identify the organization's opportunities and challenges.

STRENGTHS

- Strong and clear mission and goals
- Knowledgeable and skilled staff
- High level of staff engagement and commitment

WEAKNESSES

- Inefficient organizational processes
- Tight deadlines that impact the ability to complete work
- Insufficient processes and procedures to fully support teamwork and collaboration

OPPORTUNITIES

- Creating stronger partnerships with other agencies and advocacy groups
- Capitalizing on new technology and online services to expand access for victims
- Improving public awareness and support for CalVCB

CHALLENGES

- Untimely responses from other agencies
- Lack of awareness about CalVCB and its positive role in assisting victims
- Isolation and difficulties created by pandemic and economic downturn

Goals

GOAL I:
PROMOTE ACCESS TO CALVCB SERVICES

ACTION ITEMS

1. Inform Californians about CalVCB.
2. Pursue opportunities to partner with stakeholders.
3. Expand outreach to under-served populations.

GOAL II:
IMPROVE THE CALVCB EXPERIENCE

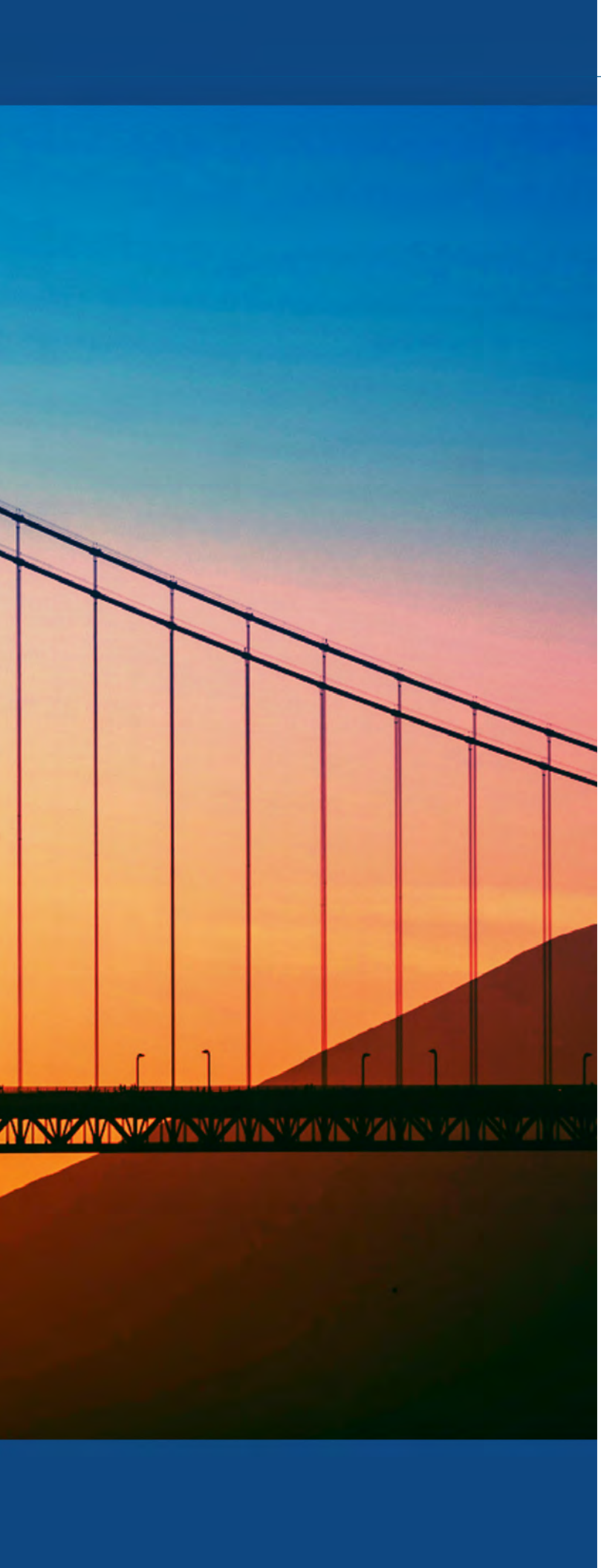
ACTION ITEMS

1. Use technology to enhance service delivery.
2. Identify and maximize efficiencies.
3. Communicate clearly and concisely.

GOAL III:
DEVELOP AND ENGAGE STAFF TO BEST SERVE VICTIMS

ACTION ITEMS

1. Recruit and invest in a skilled workforce.
2. Encourage a shared vision and strategy through teamwork.
3. Foster a high-performing and diverse workforce.



California's victims of violent crime are counting on us to support them. It's imperative that as an organization we strive for excellence, hold ourselves accountable to our goals and constantly work to best meet the needs of victims.

Lynda Gledhill
Executive Officer

California Victim Compensation Board