



# **STRATEGIC PLAN**

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**2016 – 2018**

## **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



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## GOALS, OBJECTIVES AND STRATEGIES

### 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



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## GOALS, OBJECTIVES AND STRATEGIES

### 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

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## GOALS, OBJECTIVES AND STRATEGIES

### 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