Our mission is to serve Californians through fair, effective, and efficient tax administration in support of state and local governments.

To rebuild, revitalize, and modernize the BOE, to enrich its employees and strengthen its organizational capabilities to deliver gold-standard services.
CORE ORGANIZATIONAL VALUES

Perform public service with integrity  Put people first  Commit to excellence  Keep getting better

STRATEGIC PLAN GOALS

The goals for the strategic planning period of 2020-2025 are focused on rebuilding, revitalizing, and modernizing the Board of Equalization to continue the successful administration of our constitutional tax programs. The goals are:

Goal 1: Revitalize our workforce and rebuild our state agency infrastructure.

(A) Workforce Objectives:
• Improve our recruitment approaches to achieve better outcomes and accomplish more efficient and timely recruitment processes.
• Establish an employee retention program that utilizes proven-best practices and policies for workforce development and career planning.
• Develop and implement succession plans for essential roles and subject matter areas that ensure continuity of knowledge and mitigate risks related to knowledge loss/gaps.
• Create a culture of professional growth and development for future property tax leaders.

(B) State Agency Infrastructure Objectives:
• Identify gaps in BOE’s state administrative functions to develop a plan to restore essential functions and delegation levels.
• Collaborate with the State Personnel Board and CalHR to establish the corrective action plan for restored delegation (human resources and personnel).

Goal 2: Modernize our core tax administration functions and business processes by leveraging technology systems and process improvement opportunities.

• Improve data collection and management capabilities related to the survey program to leverage statewide system opportunities.
• Improve website functions and technologies to enhance capabilities and utility.
• Identify innovations to enhance survey relevance and value.

Goal 3: Establish our standards for subject matter expertise and training programs.

• Develop the next generation of property tax subject matter expertise to maintain the on-going knowledge and skills needed for property tax administration and statewide oversight.
• Establish a coalition of property tax knowledge expertise to enhance the training programs needed for efficient and effective property tax administration.

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