

→ *One Vision, One Team – EDD*

2017-2021 STRATEGIC PLAN



Who We Are

The Employment Development Department (EDD) provides a variety of services to businesses, workers, and job seekers. We administer several multi-billion dollar benefit programs including the Unemployment Insurance, Disability Insurance, and Paid Family Leave programs that provide financial stability to workers and their communities. We also provide critical employment service programs to Californians, collect the state's labor market information and employment data, and serve as one of the nation's largest tax agencies through our collection of payroll taxes.

Our Plan

This Strategic Plan, from our mission and vision to our goals and objectives, is designed to communicate the Department's goals and direction over the next five years. A key component of the Strategic Plan is its companion document, the annual Balanced Scorecard, which outlines our organization's priorities and the short-term initiatives we will strive to accomplish each year. Together they provide a comprehensive picture of our organizational identity and our path forward in both the short and long term.

Core Values

Our core values form the foundation on which we conduct ourselves and perform work.

Integrity and Accountability

We lead with the highest standards of professionalism, ethics, and personal responsibility.

Teamwork and Service

We work together as a team to provide efficient and responsive service to our customers.

Care and Respect

We treat everyone with courtesy and dignity regardless of position or personal characteristics and foster an inclusive environment free of bias.

Communication and Trust

We strive for an open flow of honest and accurate information with each other and our customers.

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STRATEGY MAP

The strategy map summarizes the elements of the strategic plan, starting from our foundational core values and guiding us toward our shared vision.

VISION

The EDD strengthens the economic vitality of Californians and their communities.

MISSION

The EDD enhances California's economic growth and prosperity by collaboratively delivering valuable and innovative services to meet the evolving needs of employers, workers, and job seekers.

STRATEGIC GOALS

RESPONSIBLE SERVICE

Negotiate clear commitments with stakeholders and focus on priorities.

SKILLED WORKFORCE

Build a highly-skilled and responsive workforce with clear roles and responsibilities.

SUSTAINABLE BUSINESS OPERATIONS

Align system operations, administration, resources, and business processes with strategic priorities and budgetary parameters.

TECHNOLOGICAL INNOVATION

Invest in our future by supporting appropriate technology solutions.

FISCAL STEWARDSHIP

Responsibly manage our public resources and align investments with strategic goals.

DAILY OPERATIONS & PROJECT PORTFOLIO

CORE VALUES

- Integrity and Accountability
- Teamwork and Service
- Care and Respect
- Communication and Trust

EDD's Stakeholders

EDD Team

We are dedicated and talented public servants.

Public Partners

Includes the Labor and Workforce Development Agency, other state government organizations, and federal and local entities.

Business Partners

The external businesses and vendors we collaborate with to deliver services to our shared customers.

Employers

Public and private persons or entities that employ Californians.

Workers

Includes all eligible workers whether they are fully employed, underemployed, or seeking employment.

Claimants

Group of workers that have become unemployed, have a temporary disability, or require family leave and rely on a public safety net of benefits to provide financial support to their families and California's economy as a whole.

Advocates

Includes persons and organizations that support the different causes or policies that affect EDD customers.

Californians

All residents of California engaged in the state's workforce.

The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.



STATE OF CALIFORNIA

LABOR AND WORKFORCE DEVELOPMENT AGENCY

EMPLOYMENT DEVELOPMENT DEPARTMENT