



DEPARTMENT OF INDUSTRIAL RELATIONS 2021 STRATEGIC PLAN

MISSION:

Improve working conditions for California's wage earners and advance opportunities for fair and profitable employment, educate workers and employers on their rights and responsibilities, ensure health and safety in the workplace, vigorously enforce labor laws, and safeguard the interests of injured workers and employers.

CORE PRINCIPLES:

- All California workplaces are safe and healthful.
- All workers are paid fair wages and have expanded employment training opportunities.
- All occupational related injuries are resolved equitably and efficiently.
- All businesses in California know their responsibilities and have equitable, clear paths to compliance.
- All workers in California know their rights and have clear and accessible paths to exercise their rights.

CORE VALUES:

The values that guide our organization and our individual actions are:

- Accountability – commitment to willingness to accept responsibility.
- Integrity – commitment to being open, honest, and ethical.
- Compassion – commitment to being empathetic and considerate.
- Diversity – commitment to seeking and respecting diverse perspectives.
- Customer Service – commitment to providing timely and quality customer service.
- Innovative – commitment to finding creative solutions to improve service delivery.

Strategic Goals

GOAL 1: Ensure Workers Health, Safety and Rights are Safeguarded

1. Provide focused education and resources to workers to promote awareness of labor law requirements.
2. Provide services via culturally competent mediums to be responsive to workers' diverse needs.
3. Enforce laws to protect workers from wage theft and retaliation.
4. Enforce laws to promote occupational safety and health and prevent workplace injuries and illnesses for workers.
5. Ensure timely and appropriate medical care, and indemnity benefits for injured workers and that they return to work safely and quickly.
6. Ensure the applicable prevailing wage is paid to all workers who perform work on public works and other eligible projects.

GOAL 3: Continue Improving Access and Efficiency of Services

1. Expand online services for employers and workers to minimize administrative burdens, improve access to services, streamline online tools, and increase compliance.
2. Expand inclusive apprenticeship, pre-apprenticeship, and on-the-job training opportunities for all Californians and to provide a skilled and trained workforce for the 21st century.
3. Adapt to meet the challenges of a changing economy, workforce, and workplace.
4. Create a culture of continuous, data-driven improvement with proper internal controls and improved access to information for all.
5. Identify opportunities for increased collaboration inside the Department, with community partners, stakeholders and other state and federal agencies.

GOAL 2: Support Employer Education and Ensure Equitable Enforcement

1. Provide focused education to employers to promote awareness, and compliance with labor law requirements.
2. Provide services via culturally competent mediums to be responsive to employers' diverse needs.
3. Combat "bad actors" through robust enforcement of labor laws and to level the playing field for law abiding employers.
4. Reduce costs and combat fraud in the Workers' Compensation System.

GOAL 4: Investing in Our Team

1. Increase professional development opportunities to team members by providing training, upward mobility and career development programs and facilitating knowledge transfer strategies – all essential to promote retention and succession planning.
2. Improve recruitment, selection, and onboarding practices to ensure the Department can recruit and retain a knowledgeable, competent, and well-trained workforce.
3. Create a diverse, inclusive workplace culture where all team members feel respected and valued, can contribute their full and unique talents, and are recognized for their contributions to the department.
4. Promote and sustain an ethical workplace culture.