



Department of Toxic Substances Control

Vision, Mission, and Strategic Goals and Objectives V2019-06-13

Vision: DTSC's Vision is all of California thriving in a healthy environment.

Mission: We protect the people, communities, and environment of California from harmful chemicals by cleaning up contaminated sites, enforcing hazardous waste laws, and compelling the development of safer products.

Core Values: Respect • Leadership • Teamwork • Quality & Professionalism • Diversity, Equity & Inclusion • Integrity

STRATEGIC GOALS AND OBJECTIVES:

Strong Partnerships: We will collaborate with stakeholders to make informed decisions about issues that affect their communities, businesses, and the environment.

1. We will be transparent and cultivate public understanding of our work by meeting with stakeholders and providing them with opportunities to be involved early in our processes. We will provide clarity to communities, regulated businesses, and other stakeholders about our processes and involve them in our decision-making.
2. We will provide access to clear, relevant, and timely information. This includes providing information in plain language, increasing information available in languages other than English, providing easily searchable and accessible online information, and connecting the public with knowledgeable and responsive staff. This will help our partners understand what we are doing, why we are doing it, and how to be part of the process.
3. We will address any deficiencies in language access per the Civil Rights and Language Access policy. Many environmental problems span multiple responsible agencies. We will strengthen government partnerships to find coordinated solutions that prevent and address contamination in air, soil, and water. We will do this by leveraging resources, sharing data and expertise, and using complementary legal authorities.
4. We will build capacity to consistently, effectively, and respectfully engage tribal nations and communities. By engaging tribal governments and communities in the development of policies, programs, and projects, we will deepen our understanding of and responsiveness to the current realities of tribes in California.

Environmental Justice: We will prevent harm while working to protect and restore California's most vulnerable and environmentally burdened communities.

1. We will meet our civil rights obligations and improve access to resources. This process starts with asking communities and tribes how we can best partner in ways that are appropriate, respectful, and helpful. This will result in open dialogue with affected communities to foster understanding of roles, responsibilities, and capacities, and will improve public involvement in the technical and procedural aspects of environmental decision-making.
2. We will train staff on tribal histories and indigenous environmental justice, so that DTSC can engage directly and effectively with tribal nations and communities. Through better understanding the history of tribal nations, along with federal and state laws, DTSC can better support tribes in protecting their cultural resources, public health, and environment.
3. Recognizing community knowledge—including traditional, local, and indigenous knowledge—helps grow partnerships and results in government better serving

communities. This type of knowledge is based on the observations and personal experiences of community members, and often yields a more holistic approach to defining and solving problems. DTSC will integrate community knowledge and other forms of environmental justice research and data into our decision-making.

4. We will identify cumulative impacts in the communities we serve, and will incorporate solutions to better protect vulnerable groups. DTSC's decisions must consider the cumulative impacts of pollution, health disparities, and other social vulnerabilities in affected communities in pursuing environmental justice. We will be accessible, reliable, and responsive where community concerns are being voiced.

High-Performing Programs and Services: We will hold ourselves accountable to our commitments, acknowledge where improvements are needed, and work to continuously improve our programs and services to earn the respect of our stakeholders.

1. Accelerate decision-making by implementing streamlined processes for regulations development, permitting decisions, enforcement actions, site cleanups, and safer consumer products prioritization.
2. Improve processes and tools to support staff to meet program objectives.
3. Streamline workload and data tracking to improve resource management and project planning.
4. Use a systematic governance process to prioritize DTSC's programs and services and ensure their alignment with strategic priorities and available resources.
5. Use the best available scientific methods, engage experts across scientific disciplines, and provide clear and accessible scientific information (risk communication, technical reports, data presentation).

Organizational Health: We will foster an inclusive, productive, and accountable work culture.

1. We will recruit, develop, and retain a highly diverse and effective workforce committed to professional excellence and delivering DTSC's mission.
2. We will improve internal communication channels to enhance employee engagement with consistent, timely information. We will facilitate methods for DTSC staff to communicate their innovative ideas and perspectives about program improvements, and to provide feedback on management effectiveness.
3. Ensure employee field, lab, and office safety and promote employee health, safety, and well-being by implementing best practices to minimize employee illnesses and injuries. We will support employee health and well-being with improved policies and procedures to support worker safety.
4. Build a professional, inclusive workplace where staff feel heard, supported, and valued. Enhance staff's capacity to be inclusive in their delivery of programs and services to diverse communities.

Fiscal Stewardship: We will implement our Mission using cost-efficient and transparent fiscal practices. We will work to secure reliable funding for our Mission.

1. We will implement a strategic budget planning process that prioritizes resource allocation.
2. We will work with stakeholders to develop a financial model that ensures DTSC programs and services are funded to support core activities and strategic initiatives, and that is flexible enough to provide for future changes in statutory requirements.
3. We will improve our financial management tools to ensure careful stewardship of budgeted resources to meet operational needs.