



CALIFORNIA DEPARTMENT OF  
**COMMUNITY SERVICES  
AND DEVELOPMENT**

# STRATEGIC PLAN

2024 - 2029



# About CSD

A department under the umbrella of the California Health and Human Services Agency (CalHHS), the Department of Community Services and Development (CSD) works with community-based partners dedicated to helping vulnerable Californians achieve and maintain economic security, pay their energy bills, and meet their home energy needs through energy efficient weatherization and renewable energy.



# Mission

To improve the economic security of vulnerable Californians through programs and partnerships that support the state's diverse communities.

# Vision

Low-income Californians can meet their basic needs, achieve economic independence, and thrive.

# Motto

Empowering Brighter Futures.



# Values

## Compassion

We serve our customers, partners, and each other through person-centered work guided by empathy, dignity, and respect.

## Equity

We recognize the diverse experiences of those we serve and of each other. We embed equity and inclusion into our policies, practices, and organization and strive to ensure that our programs lift up the most disadvantaged members of our society.

## Excellence

We deliver meaningful and measurable improvements to the lives of the Californians we serve. We continuously embrace new challenges by problem-solving as a team and with our partners to improve the effectiveness and efficiency of our organization and our programs.

## Integrity

We hold ourselves accountable as individuals and as an organization. We consistently meet our commitments, communicate clearly, and act transparently to maintain the trust of the public and our partners.

## Teamwork

We work towards a shared vision by collaborating with a diverse network of internal and external partners. As an organization, we celebrate our successes and learn from our mistakes. We challenge and support each other by being open-minded critical thinkers and problem-solvers.





# Stakeholders

## **Californians**

All Californians, with a focus on the low-income and vulnerable individuals, families, and communities served by CSD programs.

## **Advocates**

Anti-poverty advocates, state and national associations, charitable organizations, foundations, and other non-governmental organizations.

## **California Native American Tribes**

California Native American Tribes and tribal communities.

## **The CSD Team**

CSD's committed staff.

## **Local Partners**

Community Services Block Grant Agencies, Low Income Home Energy Assistance Program and Weatherization Assistance Program Local Service Providers, Low-Income Weatherization Program Administrators, and other community-based program administrators that serve vulnerable Californians.

## **Private Sector**

Utilities, trade associations.

## **Public Sector**

Federal, state, and local government, public agencies, elected officials, and policymakers.



# Strategic Goals

Over the next five years, CSD will increase its capacity to equitably serve vulnerable Californians and improve their economic security by focusing on the following strategic goals:

1. **Strengthen CSD’s culture to build a thriving workforce that lives our values, serves our mission, and advances our vision.**
2. **Improve operational efficiencies, processes, and internal structures.**
3. **Develop our workforce to improve current knowledge, skills, and abilities, and plan for future business needs.**
4. **Strengthen existing partnerships and expand new ones to execute our programs more effectively.**
5. **Advance equity and enhance community-level service delivery.**
6. **Position CSD to leverage emerging opportunities to expand our programs and develop partnerships for a broader reach to achieve our vision.**





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