

December 31, 2025

Joe Stephenshaw, Director
California Department of Finance
915 L Street
Sacramento, CA 95814

Dear Director Joe Stephenshaw,

In accordance with the State Leadership Accountability Act (Leadership Accountability), the Governor's Office of Service and Community Engagement submits this report on the review of our internal control and monitoring systems for the biennial period ending December 31, 2025.

Should you have any questions please contact Robert Nesman, Deputy Director of Finance and Compliance, at (279) 224-2398, Robert.nesman@californiavolunteers.ca.gov.

GOVERNANCE

Mission and Strategic Plan

The Governor's Office of Service and Community Engagement (GO-Serve) was created in statute in 2024. The mission of GO-Serve is to elevate paid service and volunteerism in the state, promotes more youth and community engagement, and advances public awareness and outreach campaigns to tackle the state's most pressing challenges. GO-Serve consists of the Office of Community Partnerships and Strategic Communications (OCPSC), California Volunteers (CV), and the Youth Empowerment Commission (YEC).

California Volunteers Led by the state's Chief Service Officer, Josh Fryday, California Volunteers, Office of the Governor engages Californians in service, volunteering and civic action to tackle our State's most pressing challenges while mobilizing all Californians to volunteer and serve in their communities. #CaliforniansForAll was launched in response to the COVID-19 pandemic to build on the efforts of California Volunteers to establish a statewide volunteer corps to help with the state's response to emergencies and disasters. California Volunteers also administers the AmeriCorps programs in California with over 80 programs providing critical services to more than 160,000 Californians annually.

The Office of Community Partnerships and Strategic Communications (OCPSC) is the single state entity coordinating California's most important statewide public awareness and community engagement initiatives. OCPSC allows the state to realize more inclusive and effective outcomes while preventing equity gaps in outreach.

The California Youth Empowerment Commission the California Youth Empowerment Act (AB-46) was established to address the growing need to engage youth directly with policymakers. This act creates the California Youth Empowerment Commission, consisting of 13 voting commissioners aged 14 to 25, appointed by the Governor and other state officials.

Control Environment

Establishment and demonstration of integrity and ethical values:

- All new employees are required to complete the state ethics training and repeat the training every 2 years and maintains a log of employee compliance.
- GO-Serve has developed the Employee-Management Expectations Memo and the Ethics and Off-Duty Conduct Policy and provided to all employees. The memo and policy outlines management's expectations on employee integrity, ethics, core values, conduct and ability to report ethical and other concerns to management.
- Within 6 months of appointment, and 2 years thereafter, all GO-Serve employees must attend Sexual Harassment Prevention training to understanding of and prevention of workplace sexual harassment, as well as their role in creating an underlying culture of mutual respect in the workplace.
- All managers are required to attend the "California Leadership Academy-Manager Development Program" (5 Day Cohort) through CalHR.

Oversight by board, outside entity, or the top executive:

- GO-Serve is led by a director who reports directly to the Governor. Oversight of all employees at GO-Serve, including the Office of Community Partnerships and Strategic Communications, the Youth Empowerment Commission, and California Volunteers, is provided by the California Department of Human Resources and the State Personnel Board. GO-Serve is provided oversight and direction from the Governor's Office and Governor's Office Legal Affairs Unit.
- California Volunteers is supported by a 25-member bipartisan Commission.

Maintaining documentation of the control system:

- GO-Serve is in the process of updating our Records Retention Schedule Program consistent with state and agency statutory requirements per State Administrative Manual Section 1611. This includes processes for documenting all administration functions which will include compliance with all accounting and procurement processes required through the FI\$CAL system and the Department of General Services, as well as Information Technology enterprise which comprises of emails, SharePoint, and One Drive.

- GO-Serve has developed processes and documentation for tracking, processing and approving all contracts, grants, and financial transactions.
- GO-Serve has access to and utilizes the CalHR Discrimination Complaint Tracking System.

Establishing and maintaining a competent workforce:

- GO-Serve advertises all employment opportunities on CalHR's CalCareers website, California Volunteers' website, and California Volunteers' social media. For more specialized classifications or hard to recruit, GO-Serve also advertising in public recruitment outlets that reach under-served communities and groups.
- GO-Serve is committed to providing all employees the opportunity to develop in the competencies. GO-Serve utilizes a training policy to ensure quality service to the public by developing the knowledge, skills, and abilities of our employees through training. These trainings assist employees in obtaining the skills and knowledge for efficient and effective job performance.

Enforcement of accountability (include consideration of unreasonable/excessive pressures)

- GO-Serve is developing the "Performance Appraisal and Individual Development Plan Policy" that each employee is provided with performance reviews during the probation period and an annual review of performance thereafter. GO-Serve is committed to assessing and providing feedback to employees on performance, including recognizing effective performance, identifying areas for improvement, and encouraging open dialog between an employee and their manager about job expectations and training opportunities.
- GO-Serve utilizes the Budget Change Proposal (BCP) process when seeking additional resources authorized by the Legislature, or to propose new program activities not currently authorized.

Information and Communication

Process to collect and communicate relevant and reliable information needed for operational, programmatic & financial decision making:

- GO-Serve relies on information provided by the Department of General Services, Department of Finance, FISCAL, and State Controller's Office for guidance and rules on all procurement, budgeting, and accounting processes and procedures.
- GO-Serve relies on information provided by the Government Operations Agency, CalHR, State Personnel Board for guidance and rules on personnel issues, hiring, discipline and employee accountability.

- GO-Serve complies with all federal accounting and grant requirements for federal funds coming to California Volunteers through the AmeriCorps agency.
- GO-Serve's administrative and program staff regularly attend trainings and seek out information from the above entities to make sure that we are up to date on the latest regulations and processes needed for operational, programmatic & financial decision making.
- GO-Serve has developed internal processes and forms for procurement and accounting processes to make sure we are staying up to date on current rules and regulations, tracking financial transactions, contracts and grants.

Channels for Communicating

Top down, bottom up, and across the entity among staff and management, across organizational lines, and with external stakeholders:

- GO-Serve has bi-weekly all-staff meetings to discuss and provide information.
- GO-Serve administrative staff and Chief Deputy Director meet with California Volunteers, the Youth Empowerment Commission, and the Office of Community Partnerships and Strategic Communications staff to discuss cross program activities and compliance with state rules, regulations and statutes.
- The GO-Serve Director and Chief Service Officer attend the Governor's Cabinet meetings, and the GO-Serve Chief Deputy Director attends the Governor's Office Under-Secretaries meetings to provided and receive information to and from Governor's staff and other agency and department leadership.
- GO-Serve holds annual all staff meetings to provide information and receive feedback form staff.
- California Volunteers has extensive outreach programs in partnership with the Office of Emergency Services, CalFire and others on volunteerism and emergency preparedness and response.
- California Volunteers holds quarterly Commission public meetings and an annual volunteerism summit to provide information and receive feedback from stakeholders and the public.
- GO-Serve staff and management work closely with our Department of Finance team to make sure we are up to date on the most recent budget rules and processes and are in compliance with state regulations and statutes.

MONITORING

The information included here discusses the entity-wide, continuous process to ensure internal control systems are working as intended. The role of the executive monitoring sponsor includes facilitating and verifying that the Governor's Office of Service and Community Engagement monitoring practices are implemented and functioning. The responsibilities as the executive monitoring sponsor(s) have been given to: Robert Nesman, Deputy Director of Finance and Compliance; Anthony Chavez, Chief Deputy Director.

Continuous monitoring is key to managing risks, while each office within GO-Serve operates independently of each other, each office is positioned to contribute to solutions to address issues that affect the organization overall. Through staff and senior team meetings between offices, executive briefings with the GO-Serve Director, OCPSC Executive Director, CV Executive Director, YEC Executive Director, and regular meetings with their respective management teams, GO-Serve staff are assessing and monitoring potential risks.

Through an interagency agreement with LCI, GO-Serve Operations and LCI Administration team meet regularly to discuss compliance with state accounting, procurement, and human resource regulations and processes and to identify and potential problems with compliance.

- GO-Serve's operation staff work closely with LCI accounting staff and procurement team to identify and reconcile any issues with procurement, contracts, grants and fiscal compliance, and LCI's accounting staff works closely with the State Controller's Office.
- GO-Serve administrative staff work closely with our Department of Finance Team and FISCAL personnel to identify and correct any potential problems.
- GO-Serve Operations and LCI Human Resources Office meet frequently to identify personnel issues, challenges, and vulnerabilities.
- LCI Chief Procurement Officer has developed internal processes for control, tracking and identification of vulnerabilities related to all contracts, grants and procurement processes and identify ownership for addressing vulnerabilities.

Additionally, through an interagency agreement LCI's IT department provides information technology services to GO-Serve. LCI's IT department meets regularly with GO-Serve's Digital Infrastructure Office team to monitor and assess tasks related to, but not limited to, desktop and Microsoft licenses (i.e. remote access, endpoint protecting, MS suite, ticketing system, zoom, etc.), system infrastructure such as Services Domain Name System services, Application Single Sign-on (SSO), printing, email, fax, and identity management services, desk top services, and network services such as WIFI, Aruba and shared networks, including security and audits.

RISK ASSESSMENT PROCESS

The following personnel were involved in the Governor's Office of Service and Community Engagement risk assessment process: executive management, middle management, front line management, and staff.

The following methods were used to identify risks: ongoing monitoring activities, audit/review results, other/prior risk assessments, consideration of potential fraud, performance metrics, and other.

The following criteria were used to rank risks: likelihood of occurrence, potential impact to mission/goals/objectives, timing of potential event, and potential impact of remediation efforts.

The following personnel were involved in the Governor's Office of Service and Community Engagement risk assessment process: executive management, middle management, front line management, and staff.

The following methods were used to identify risks: ongoing monitoring activities, audit reviews and results, prior risk assessments, consideration of potential fraud as well as other activities.

The following criteria were used to rank risk: likelihood of occurrence, potential impact to the mission/goals/objectives, timing of potential event, and potential impact of remediation efforts.

As GO-Serve continues to grow in staff and programs over the last year and a half, the risk assessment steps GO-Serve has implemented are as follows:

1. Identify GO-Serve's risk
2. Identify GO-Serve's threats and vulnerabilities
3. Evaluate GO-Serve's risk and decide on precautions to mitigate the risk
4. Compile GO-Serve's risk reports and implement them
5. Review GO-Serve's risk assessment, monitor, and update as necessary

RISKS AND CONTROLS

Risk: Establishing GO-Serve Infrastructure

GO-Serve needs to establish consistent communication between each program and key areas such as accounting staff, budgeting staff and procurement staff. Being that GO-Serve is a new department there is a need to establish desk procedures for key areas. We are in the process of establishing workflows between areas but due to workloads these can be delayed and hinder the completion of establishing processes in timely manner.

Control: Establish Workflows

GO-Serve will work with each area to ensure we have determined key areas requiring workflow documentation and chart out tasks. Involving Administration staff will ensure a full picture of processes is charted. Executive management will review workflows to ensure compliance with internal controls. Executive management will suggest improvements or revisions as needed.

CONCLUSION

The Governor's Office of Service and Community Engagement strives to reduce the risks inherent in our work and accepts the responsibility to continuously improve by addressing newly recognized risks and revising risk mitigation strategies as appropriate. I certify our internal control and monitoring systems are adequate to identify and address current and potential risks facing the organization.

Anthony Chavez, Chief Deputy Director

CC: California Legislature [Senate, Assembly]
California State Auditor
California State Library
California State Controller
Director of California Department of Finance
Secretary of California Government Operations Agency