2021-2025
STRATEGIC PLAN
STATEMENTS AND GOALS

PURPOSE
Funding programs and services to benefit all Pennsylvanians

MISSION
To fairly, efficiently, and accurately administer Pennsylvania tax and Lottery programs

VISION
To be an innovative, customer-focused, and employee-centered agency

VALUES
- We act with integrity
- We are inclusive
- We are connected
- We are service-oriented
- We are adaptable
- We are continuously learning

STRATEGIC GOALS
- Identify and address barriers to human diversity, equity, and inclusion
- Use data-informed decision making to manage operations and inform stakeholders
- Promote voluntary tax compliance through education, communication, and service
- Modernize systems to enhance tax and Lottery administration
- Transform the customer service experience
- Continually improve Lottery sales and net profits
- Develop our workforce for current and future growth
- Expand and promote a sustainable Lean culture
- Instill public confidence

FOUNDATIONAL KEY GOALS
Operational Excellence
Effective Tax and Lottery Administration

Customer Satisfaction
Engaged and Supported Workforce