



P R E S S R E L E A S E

For IMMEDIATE RELEASE
December 1, 2020
049-20

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California Lottery Renews Focus on Its Mission *Lottery Leadership Committed to Overcoming Historic Challenges*

SACRAMENTO – The California State Lottery Leadership recently conducted an Employee Engagement Survey (EES) designed to better understand Lottery staff’s perspective and values. The EES was administered by Cooperative Personnel Services Human Resources (CPS HR), a third-party vendor which specializes in organizational performance.

The research entailed both quantitative and qualitative components: an online survey followed up by a series of focus groups. The survey consisted of scaled questions, as well as open-ended questions, allowing employees to be more candid. More than 75 percent of Lottery staff participated.

The survey demonstrated favorable results, showing employees are pleased with the Lottery’s focus on training availability and accessibility, leading to the development of a more efficient workforce. Survey results also showed improvements in the areas of supervisory availability, feedback, recognition, and guidance. A majority of Lottery employees also responded positively to the recent changes implemented because of the global COVID-19 pandemic. When asked about whether the Lottery has done a ‘good job’ adapting to the necessary work changes, respondents noted benefits like improved work production and focus, mental and social benefits, and indirect work benefits like work environment and innovation.

This survey also allows the Lottery to better understand what employees consider challenging about working for the Lottery and presents opportunities for management to foster change and improvement. Survey results illustrated the desire for clarity on strategic direction and follow-through on goals.

Lottery staff identified the following top five values for the organization: honesty, respect, teamwork, integrity, and transparency.

“The Executive team and I are committed to prioritizing and demonstrating the values our team members have identified,” said Alva V. Johnson, Director of the California State Lottery. “I have served as the Lottery’s Director for a little more than a year now, and I recognize we have some work to do to overcome some of the historic challenges facing our department. As we take steps to address our goals and our values, we remain steadfastly committed to our mission of providing supplemental funding to public education in California.”

The Lottery leadership team strongly believes in the value of this survey. It intends to implement internal action plans based on the results, which will include prioritization of insights, development divisional goals, incorporating staff involvement at all levels.

“By taking actions as a direct result of this survey and including team members across divisions, we aim to build on the relationships between leadership and staff,” said Johnson. “The Lottery is not only renewing a focus on our mission, we are prioritizing transparency and inclusion across our organization.”

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About the California Lottery

The California Lottery’s mission is to provide supplemental funding to California public schools, including kindergarten and grades 1-12, community colleges, the California State University, the University of California, and other California public educational entities. The funds the Lottery transfers to public education total approximately \$1.8 billion for fiscal year 2018-19, which amounts to a modest percentage of education’s overall budget. However, this funding is largely non-discretionary, meaning schools can use this for important, yet unfunded instructional programs they would otherwise not afford. During the same period the Lottery generated almost \$7 billion in sales, more than 95% of which goes back to the community in the form of prize payments, retailer commissions and bonuses, and contributions to education. The California Lottery urges its customers to play responsibly. Problem gambling resources are available to anyone at 1-800-GAMBLER.

www.calottery.com