

Agency Name:		South Carolina Department of Probation, Parole and Pardon Services		Fiscal Year 2021-2022
Type	Item #		Description	
Goal	Strat	Object		
G	1			<b>Prepare Offenders Under Our Supervision Toward Becoming Productive Members of the Community</b>
S	1.1			<b>Provide evidence-based services for offenders in order to promote accountability and behavioral change</b>
O			1.1.1	<i>Implement evidence-based strategies to decrease offender unemployment rate by 2% annually</i>
O			1.1.2	<i>Increase the number of offenders with active supervision plans within the first 30 days of supervision</i>
O			1.1.3	<i>Increase the number of inmates released to supervision with completed risk and needs assessments by 20% annually</i>
O			1.1.4	<i>Increase home visits to ensure offenders are in compliance with supervision plans and conditions of supervision</i>
O			1.1.5	<i>Review 80% of cases in Mental Health Program counties for placement on a mental health caseload</i>
S	1.2			<b>Maximize state resources and enhance services by improving supervision processes to collect fines, fees and victim restitution</b>
O			1.2.1	<i>Reduce the number of offenders admitted to Administrative Monitoring owing restitution</i>
O			1.2.2	<i>Increase the number of PSE hours completed by 14%</i>
O			1.2.3	<i>Increase by 5% annually the number of restitution accounts that are paid in full by 80% of the offender's supervision</i>
G	2			<b>Provide Assistance to Victims of Crimes, the Courts and the Parole Board</b>
S	2.1			<b>Determine the needs and expectations of our customers and utilize their feedback for continuous improvement</b>
O			2.1.1	<i>Survey registered crime victims for customer satisfaction upon closure of the offender's case</i>

O			<b>2.1.2</b>	<i>Survey the Courts and utilize feedback to measure performance and develop specialized courtroom training</i>
S	<b>2.2</b>			<b>Deliver quality services to Agency stakeholders</b>
O			<b>2.2.1</b>	<i>Provide 100% of domestic violence victims with information to create safety plans</i>
O			<b>2.2.2</b>	<i>Implement two informational tools to assist underserved crime victim populations</i>
O			<b>2.2.3</b>	<i>Ensure all agency staff assigned to courtrooms receive specialized training that includes relevant legal procedures with 90% proficiency</i>
O			<b>2.2.4</b>	<i>Increase the number of restorative justice programs offered to crime victims by one</i>
G	<b>3</b>			<b>Protect Public Trust and Safety</b>
S	<b>3.1</b>			<b>Establish and maintain positive relationships with the public</b>
O			<b>3.1.1</b>	<i>Increase the number of interactive metrics publically available to stakeholders by three</i>
O			<b>3.1.2</b>	<i>Increase the agency's exposure with community events and information sharing with the public</i>
O			<b>3.1.3</b>	<i>Improve community relations through social media and the press</i>
O			<b>3.1.4</b>	<i>Promote accountability by increasing the number of body worn cameras</i>
S	<b>3.2</b>			<b>Enhance strategies to reduce recidivism</b>
O			<b>3.2.1</b>	<i>Increase the use of underutilized sanctions currently available to aid in the reduction of recidivism</i>
O			<b>3.2.2</b>	<i>Ensure 90% of body worn camera home visit videos reviewed per policy pass quality standards</i>
O			<b>3.2.3</b>	<i>Increase the use of PSE as an administrative sanction and sentencing option by 200%</i>

O			<b>3.2.4</b>	<i>Increase the number of domestic violence (DV) and sex offender (SO) cases entered into OMS within 24 hours</i>
G	4			<b>Efficiently Develop the Organization and Workforce While Delivering Quality Services</b>
S	4.1			<b>Build a technological infrastructure for process improvement to adapt to business needs</b>
O			<b>4.1.1</b>	<i>Reduce the use of paper by 15% for each fiscal year through the use of electronic training materials, forms, and other digital communications</i>
O			<b>4.1.2</b>	<i>Implement a new agency data sharing platform to build tools that improve tracking and collaboration throughout the agency</i>
O			<b>4.1.3</b>	<i>Create a repository of reports for information and data integrity from all divisions to increase fidelity and consistency of agency applications</i>
S	4.2			<b>Implement comprehensive plans for retaining employees and supporting knowledge continuity</b>
O			<b>4.2.1</b>	<i>Ensure a succession plan is in place for 100% of staff employed with the agency more than 10 years</i>
O			<b>4.2.2</b>	<i>Establish employee recognition activities throughout the agency to maintain a retention rate of 80% or greater</i>
S	4.3			<b>Continuously explore and implement processes that create and maintain accountability and a high performance work culture</b>
O			<b>4.3.1</b>	<i>Survey eligible offenders at the midpoint of case management and utilize feedback to enhance overall supervision strategies</i>
O			<b>4.3.2</b>	<i>Initiate comprehensive training and proficiency testing for 100% of personnel responsible for entering cases and restitution orders into the offender management system with a biennial proficiency test</i>
O			<b>4.3.3</b>	<i>Ensure 100% of supervisors and managers receive comprehensive training on critical thinking skills</i>