Agency Name:				South Carolina Department of Probation, Parole and Pardon Services Fiscal Year 2025-2026
Type	**Item #**			**Description**
	Goal	**Strat**	**Object**	
G	**1**			**Prepare Offenders Under Our Supervision Toward Becoming Productive Members of the Community**
S		**1.1**		**Provide evidence-based services for offenders in order to promote accountability and behavioral change.**
O			*1.1.1*	Select, hire, and train a polygrapher and begin the certification process.
O			*1.1.2*	Expand the Domestic Violence Unit to six additional counties.
O			*1.1.3*	Expand the Mental Health Program to seven additional counties.
S		**1.2**		**Maximize state resources and enhance services by improving supervision processes**
O			*1.2.1*	Install an Offender Management System Mobile application on 100% of agency cell phones.
O			*1.2.2*	Transfer 30% of administrative monitoring cases to a third-party vendor for collections.
O			*1.2.3*	Enhance the Schedule Module with at least four new features.
G	**2**			**Provide Assistance to Victims of Crimes, the Courts and the Parole Board**
S		**2.1**		**Deliver quality services to agency stakeholders.**
O			*2.1.1*	Expand the use of the Human Trafficking Screener from three counties to five counties.
O			*2.1.2*	Create a request for information on virtual assistance which details all desired components for office of victim services.
O			*2.1.3*	Review 90% of victims with unknown contact information through an investigative search tool.

G	**3**			**Protect Public Trust and Safety**
S		**3.1**		**Establish and maintain positive relationships with the public**
O			**3.1.1**	Expand CPR training to 85% of all staff.
S		**3.2**		**Enhance strategies to reduce recidivism**
O			**3.2.1**	Increase by 5% the number of body-worn camera home visit videos that pass quality standards as set by the Office of Standards, Compliance and Performance.
O			**3.2.2**	Pilot a service that assists 25 offenders with obtaining/restoring their driver's license.
O			**3.2.3**	Sample 355 probationers being released directly from a county detention facility after a minimum of 180 days for transitional service assessment.
G	**4**			**Efficiently Develop the Organization and Workforce While Delivering Quality Services**
S		**4.1**		**Build a technological infrastructure for process improvement to adapt to business needs**
O			**4.1.1**	Automate five offender forms to standardize the intake process.
O			**4.1.2**	Create an electronic routing system for documents requiring the approval process.
O			**4.1.3**	Upgrade the Offender Management System to give ten individuals the role to correct already approved incident reports.
O			**4.1.4**	Produce at least one artificial intelligence statewide implementation.
S		**4.2**		**Implement comprehensive plans for retaining and hiring employees and supporting knowledge continuity**
O			**4.2.1**	Train at least one staff from various divisions in the grant process to increase knowledge of grant opportunities and administration.
O			**4.2.2**	Establish activities throughout the agency to maintain a retention rate of 80% or greater.

O			4.2.3	Implement a career path that would cover 100% of Offender Supervision Specialist staff within Office Supervision and Enforcement Services.
O			4.2.4	Identify current training needs of Field Operation Specialist and Offender Supervision Specialist hybrid positions and develop an interactive training program.
S		4.3		**Continuously explore and implement processes that create and maintain accountability and a high-performance work culture**
O			4.3.1	Perform monthly quality assurance reviews on 10% of cases entered during the previous month to identify remediation plans for improvement.
O			*4.3.2*	Develop a comprehensive field training plan with improvement markers to be achieved at specified times.
O			*4.3.3*	Identify one mentor from each division/region to help in developing a pilot mentorship program.

Revised 7/1/2025