Agency Name:		**South Carolina Department of Probation, Parole and Pardon Services**	**Fiscal Year 2021-2022**

Type		*Item #*		Description
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*	*Implement evidence-based strategies to decrease offender unemployment rate by 2% annually*
O			*1.1.2*	*Increase the number of offenders with active supervision plans within the first 30 days of supervision*
O			*1.1.3*	*Increase the number of inmates released to supervision with completed risk and needs assessments by 20% annually*
O			*1.1.4*	*Increase home visits to ensure offenders are in compliance with supervision plans and conditions of supervision*
O			*1.1.5*	*Review 80% of cases in Mental Health Program counties for placement on a mental health caseload*
S		**1.2**		**Maximize state resources and enhance services by improving supervision processes to collect fines, fees and victim restitution**
O			*1.2.1*	*Reduce the number of offenders admitted to Administrative Monitoring owing restitution*
O			*1.2.2*	*Increase the number of PSE hours completed by 14%*
O			*1.2.3*	Increase by 5% annually the number of restitution accounts that are paid in full by 80% of the offender's supervision

G	2			**Provide Assistance to Victims of Crimes, the Courts and the Parole Board**
S		2.1		**Determine the needs and expectations of our customers and utilize their feedback for continuous improvement**
O			2.1.1	*Survey registered crime victims for customer satisfaction upon closure of the offender's case*
O			2.1.2	*Survey the Courts and utilize feedback to measure performance and develop specialized courtroom training*
S		2.2		**Deliver quality services to Agency stakeholders**
O			2.2.1	*Provide 100% of domestic violence victims with information to create safety plans*
O			2.2.2	*Implement two informational tools to assist underserved crime victim populations*
O			2.2.3	*Ensure all agency staff assigned to courtrooms receive specialized training that includes relevant legal procedures with 90% proficiency*
O			2.2.4	*Increase the number of restorative justice programs offered to crime victims by one*
G	3			**Protect Public Trust and Safety**
S		3.1		**Establish and maintain positive relationships with the public**
O			3.1.1	*Increase the number of interactive metrics publically available to stakeholders by three*
O			3.1.2	*Increase the agency's exposure with community events and information sharing with the public*

O		*3.1.3*	*Improve community relations through social media and the press*
O		*3.1.4*	*Promote accountability by increasing the number of body worn cameras*
S	**3.2**		**Enhance strategies to reduce recidivism**
O		*3.2.1*	*Increase the use of underutilized sanctions currently available to aid in the reduction of recidivism*
O		*3.2.2*	*Ensure 90% of body worn camera home visit videos reviewed per policy pass quality standards*
O		*3.2.3*	*Increase the use of PSE as an administrative sanction and sentencing option by 200%*
O		*3.2.4*	*Increase the number of domestic violence (DV) and sex offender (SO) cases entered into OMS within 24 hours*

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	*Reduce the use of paper by 15% for each fiscal year through the use of electronic training materials, forms, and other digital communications*
O			4.1.2	*Implement a new agency data sharing platform to build tools that improve tracking and collaboration throughout the agency*
O			4.1.3	*Create a repository of reports for information and data integrity from all divisions to increase fidelity and consistency of agency applications*
S		4.2		**Implement comprehensive plans for retaining employees and supporting knowledge continuity**
O			4.2.1	*Ensure a succession plan is in place for 100% of staff employed with the agency more than 10 years*
O			4.2.2	*Establish employee recognition activities throughout the agency to maintain a retention rate of 80% or greater*
S		4.3		**Continuously explore and implement processes that create and maintain accountability and a high performance work culture**
O			4.3.1	*Survey eligible offenders at the midpoint of case management and utilize feedback to enhance overall supervision strategies*
O			4.3.2	*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*
O			4.3.3	*Ensure 100% of supervisors and managers receive comprehensive training on critical thinking skills*