

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
S	1.2	Maximize state resources and enhance services by improving supervision processes to collect fines, fees and victim restitution
O	1.2.1	Promote supervision accountability by reducing the amount of offender fee arrearages by 10%
O	1.2.2	Increase by 5% annually the number of restitution accounts that are paid in full by 80% of the offender's supervision
O	1.2.3	Implement strategies to ensure that 50% of the active supervised offenders have valid email addresses
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	Create a post- conviction victim impact template and distribute template to 100% of victims who wish to provide a victim statement
S	2.2	Deliver quality services to agency stakeholders
O	2.2.1	Improve Parole Board annual training by ensuring that 25% of the training is conducted by external subject matter experts utilizing evidence based practices
O	2.2.2	Ensure all agency staff assigned to courtrooms receive specialized training that includes relevant legal procedures with 90% proficiency
O	2.2.3	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 searches of high risk offenders and/or property by 25%
O	3.1.2	Improve community relations by participating in events and increase information sharing efforts to promote public trust
S	3.2	Enhance strategies to reduce recidivism
O	3.2.1	Ensure 90% of body worn camera home visit videos are reviewed per policy pass quality standards
O	3.2.2	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	Implement a new agency data sharing platform to build tools that improve tracking and collaboration throughout the agency
O		4.1.2	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 and hiring employees and supporting knowledge continuity
O		4.2.1	Innovate strategies to recruit staff by 10%
O		4.2.2	Establish 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	Conduct bi-annual training to all staff on data sharing redaction and deterrence of breach of confidentiality
O		4.3.2	Establish two cyber security incident response exercises
O		4.3.3	Ensure 100% of supervisors and managers receive comprehensive training on critical thinking skills
O		4.3.4	Develop two additional workload models to further promote financial accountability within the agency