Agency Name:				South Carolina Department of Probation, Parole and Pardon Services	Fiscal Year 2023-2024
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*	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 45 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*	Polygraph 5% of sex offenders using department staff polygraphers.	
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*	Decrease by 5% annually the number of restitution accounts that are placed into Administrative Monitoring.	
O			*1.2.3*	Transfer 30% of administrative monitoring cases to a third-party vendor for collections.	
O			*1.2.4*	Establish one additional method to collect payments from offenders utilizing non-traditional methods of collections.	
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*	Ensure all agency staff assigned to courtrooms receive specialized training that includes relevant legal procedures with 90% proficiency.
O			*2.2.2*	Increase the number of restorative justice programs offered to crime victims by one.
			2.2.3	Implement a process to ensure inmates' parole hearings are scheduled within the same calendar month as their previous hearing.
G	3			Protect Public Trust and Safety
S		3.1		Establish and maintain positive relationships with the public.
O			*3.1.1*	Certify 10 agency agents as cardiopulmonary resuscitation (CPR)/first aid instructors.
O			*3.1.2*	Train 50% of new agents and offender supervision specialists' staff in the use of CPR/first aid.
O			*3.1.3*	Incorporate three new non-traditional indicators of success in agency annual reports.
S		3.2		Enhance strategies to reduce recidivism
O			*3.2.1*	Ensure 90% of body worn camera videos reviewed through the Office of Standards Compliance and Performance pass quality standards.
O			*3.2.2*	Train 90% caseload carrying staff on supervision plan development where goals and action steps are linked to each offenders' risks, needs and strengths as identified by their assessment.
O			*3.2.3*	Increase the number of service provider referrals entered into the automated tracking system by 5,000.

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*	Expand upon the usage of the agency's current tools to implement an information sharing platform that enhances internal communications and collaboration throughout the Agency.
O			*4.1.2*	Automate five offender forms to standardize the intake process.
			4.1.3	Establish a two-way application interface with a judicial entity to enhance data sharing.
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 5%.
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 90% of supervisors and managers receive comprehensive training on conflict resolution strategies.
O			*4.3.4*	Ensure 50% of newly developed online training requires interactions

Revision: 8/17/2023