

Agency Name:		South Carolina Department of Probation, Parole and Pardon Services		Fiscal Year 2024-2025
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	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	Pilot a vehicle mobile application for ten caseload-carrying agents.
O			1.2.2	Transfer 30% of administrative monitoring cases to a third-party vendor for collections.
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 Human Trafficking Screener pilot from one county to three counties.
O			2.1.2	Train 90% of staff through the SC Attorney General’s Office of Crime Victim Services’ Notification Training.
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 domestic violence coordinated community response (DVCCR) councils to 25 counties around the state.
O			3.1.2	Increase the amount of statewide charitable initiatives to four throughout the current fiscal year.

S	3.2			Enhance strategies to reduce recidivism
O			3.2.1	Improve body-worn camera videos reviewed through the Office of Standards, Compliance and Performance that pass quality standards by 15%.
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.
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.
O			4.1.3	Pilot the web-based Electronic Sentencing Sheet Application (ESSA) in three counties.
O			4.1.4	Create a repository of past legal updates so that all staff can access information regarding court rulings.
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	Create a repository for all current and future agency memos, directives, and advisories.
O			4.2.4	Develop a uniform career advancement path for the offender supervision specialists.

S	4.3		Continuously explore and implement processes that create and maintain accountability and a high-performance work culture
O		4.3.1	Ensure 90% of all agency employees receive Privacy and Security Awareness training to help deter cybersecurity incidents.
O		4.3.2	Ensure caseload-carrying staff receive Administrative Hearing Refresher Course on PowerDMS with a 90% proficiency rate.
O		4.3.3	Perform monthly quality assurance reviews on 10% of cases entered during the previous month to identify remediation plans for improvement.
O		4.3.4	<i>Ensure 50% of newly developed online training requires interactions.</i>

Revised 8/14/2024