

Agency Name:		South Carolina Department of Probation, Parole and Pardon Services					Fiscal Year 2026-2027	
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	Enhance the Ignition Interlock Management System (IIMS) to share data with OMS regarding individuals who have the IID requirement and are on active supervision				
S	1.2			Maximize state resources and enhance services by improving supervision processes				
O			1.2.1	Modernize the Case Management Review process to replace the current paper-based system with an integrated digital workflow.				
O			1.2.2	Increase compliance with policy on referral and treatment management by 20%.				
O			1.2.3	Increase compliance with Monitoring and Enforcing Financial Obligations Conversion and Exemption of Supervision Fees by 20%.				
O			1.2.4	Onboard a vendor to facilitate and guide the development of the modernization strategy and roadmap for the Offender Management System (OMS).				
O			1.2.5	Onboard a vendor to transfer administrative monitoring cases to a third party for collections.				
S	1.3			Strengthen our approach to community outreach and improve offender rehabilitation outcome				
O			1.3.1	Increase number of staff from one to five to sufficiently cover five regional coalitions to enhance community relationships.				
O			1.3.2	Develop a second-chance employer database to refer work ready candidates under community supervision to increase job opportunities.				
O			1.3.3	Implement a peer support resource to support rehabilitation efforts of underserved populations within our community.				
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	Deploy a public-facing AI Virtual Assistant (Chatbot) on the SCDPPPS public website to streamline recruitment communications and improve access to accurate hiring information.
O			2.1.2	Increase dashboards that provide real-time visibility into operations and support data-driven decision-making for managers from 3 to 7.
G	3			Protect Public Trust and Safety
S	3.1			Establish and maintain positive relationships with the public
O			3.1.1	Provide tactical training opportunities by two to enhance staff preparedness and operational safety to manage high-risk scenarios effectively, reduce potential injuries, and ensure compliance with the Agent Safety Policy and Review Team (ASPRT).
S	3.2			Enhance strategies to reduce recidivism
O			3.2.1	Develop a comprehensive cost-benefit analysis to determine financial feasibility, operational sustainability, and overall viability of implementing a transportation program for individuals under community supervision.
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 IT Service Management (ITSM) and IT Asset Management (ITAM) framework to modernize IT governance.
O			4.1.2	Expand the AI pilot program for body-worn cameras to improve supervision efficiency and staff accountability.
O			4.1.3	Deploy Microsoft 365 Copilot Chat statewide to improve productivity and decision-making
O			4.1.4	Create an electronic method on the agency intranet for submission of employee suggestions and process improvement ideas/requests
S		4.2		Implement comprehensive plans for retaining and hiring employees and supporting knowledge continuity
O			4.2.1	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	Implement a Vendor Security Management System that assesses active third-party vendors for security, privacy and compliance risks to establish continuous monitoring, and mitigates identified vulnerabilities to ensure adherence to organizational security standards.

O			4.3.2	Establish a formal mentorship program for new supervisors, aligned with new supervisor case staffing needs.
O			4.3.3	Conduct a statewide wellness, health and culture assessment
O			4.3.4	Install vehicle routers across five counties to improve fleet connectivity and operational efficiency.
O			4.3.5	Enhance the existing professional standards software IAPro with BlueTeam

5/21/2026