

Lived Experiences of Parole and Probation Officers in Client Rehabilitation Programs

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ABSTRACT

Rehabilitation programs play a critical role in promoting behavioral change and successful reintegration among probationers and parolees. This study aimed to explore the experiences of five probation and parole officers in implementing rehabilitation programs, with a focus on client engagement, compliance, program outcomes, and the role of social support networks. A qualitative phenomenological design was employed, conducted in Region 10 Parole and Probation Office. Five probation and parole officers participated in in-depth interviews, and the data were analyzed using thematic analysis to identify key patterns and themes. The findings revealed that active client engagement, structured programs, and consistent family and community support were central to promoting

behavioral change. Compliance challenges, social support gaps, and systemic limitations such as insufficient resources were identified as significant barriers to program effectiveness. Officers' capacity, professional development, and inter-agency cooperation were found to enhance the delivery and success of rehabilitation programs. The study concluded that rehabilitation is most effective when structured interventions are combined with relational support and collaborative networks. Based on these findings, it is recommended that future programs integrate capacity-building initiatives for officers, strengthen family and community involvement, and improve systemic resources to enhance client engagement and successful reintegration.

Keywords: *Rehabilitation, Probation, Parole, Client Engagement, Reintegration*

INTRODUCTION

Community-based corrections such as parole and probation are widely recognized as key mechanisms for reintegration and rehabilitation of convicted offenders outside of incarceration, focusing on reducing recidivism and promoting public safety (Stephenson, 2020). Parole and probation officers play a central role in this approach by supervising clients, facilitating access to treatment and services, and managing risk through structured interventions aimed at desistance (Nelson, 2023). Despite their importance, research shows that officers face significant operational challenges including heavy caseloads, resource limitations, and role conflicts between enforcement and rehabilitative responsibilities (Ricciardelli, 2021). Qualitative studies in community corrections underscore that officers' perspectives and lived experiences are critical for understanding how rehabilitation programs are implemented in practice (Stephenson, 2020). However, literature focusing specifically on parole and probation officers firsthand lived experiences remains limited compared to studies centered on offender outcomes or community perspectives. This gap is particularly evident in the Philippine context, where most existing

research emphasizes program design and statutory frameworks rather than officers' experiential realities. Hence, there is a compelling need to explore the nuanced challenges and strategies that officers employ while implementing rehabilitation programs in field settings.

Although some international research has begun to explore community corrections from the perspective of practitioners, such studies remain relatively scarce, especially those grounded in qualitative phenomenological inquiry (Stephenson, 2020). Existing work by Stephenson (2020) identifies key themes in how probation and parole officers address needs but highlights that officers often deviate from evidence-based practices due to organizational and case-management challenges. Similarly, Nelson's (2023) study on community supervision indicates variations in officer experiences shaped by policy implementation and inter-agency collaboration. Both studies emphasize the importance of capturing officer perspectives to understand discrepancies between theory and practice. However, these insights predominantly reflect Western contexts, and there is a paucity of localized research that meaningfully centers on Philippine parole and probation officers. This study aims to address that gap by investigating the lived experiences, challenges, and recommendations of officers in Cagayan de Oro City's DOJ-Parole and Probation Office 10. The research contributes contextually relevant knowledge that can inform policy, training, and program improvements in the Philippines. Consequently, this research is essential for enhancing the effectiveness of rehabilitation efforts within community corrections practice locally.

The objective of this study is to explore the lived experiences, challenges, and recommendations of parole and probation officers in the implementation of rehabilitation programs for clients under their supervision. Specifically, this research will examine officers' firsthand narratives of how rehabilitation strategies are applied, the barriers they encounter, and their suggestions for program enhancement. The study's findings will offer a deeper understanding of the everyday realities of officers' work and how these realities influence rehabilitative outcomes. It is significant because it provides insights into practitioner experiences that are typically underrepresented in correctional research, expanding academic knowledge and informing operational decision-making. Moreover, this research supports efforts to improve supervisory practices, resource allocation, and training frameworks tailored to community corrections officers. However, the scope of this study is limited to officers from a single field office, DOJ-Parole and Probation Office 10 in Cagayan de Oro City, which may constrain the generalizability of findings to other regions or institutional contexts. The phenomenological approach focuses on subjective lived experiences rather than quantitative measurement, meaning the results will provide depth but not breadth of inference (Stephenson, 2020).

This study is anchored in the Risk-Need-Responsivity (RNR) model, a well-established criminological framework that guides rehabilitation by tailoring interventions based on an individual's risk level, needs, and responsivity to treatment (Polaschek, 2012). Developed by Andrews, Bonta, and Gendreau, the RNR model asserts that effective correctional practices should match the intensity of intervention to the offender's risk of recidivism, address dynamic needs linked to criminal behavior, and adopt methods that promote engagement and change (Polaschek, 2012). In community corrections, parole and probation officers are expected to operationalize the RNR principles through assessment, supervision, and referral to appropriate services. Through the RNR model as a theoretical lens, this study examines how officers make sense of and apply rehabilitative strategies in their interactions with clients. It also helps contextualize the challenges officers face when organizational constraints conflict with evidence-based practices. The RNR model not only informs the study's analytical framework but also situates officers' experiences within a broader evidence-based correctional paradigm (Polaschek, 2012).

Despite growing recognition of the importance of practitioner perspectives in community corrections, there remains a notable gap in qualitative research that centers on the lived experiences of parole and probation officers, particularly within the Philippine setting. Most existing studies either examine offender outcomes or document general practice frameworks without deeply engaging with officers' experiential narratives. For example, Stephenson's (2020) phenomenological study focuses on

RNR implementation but is situated in a U.S. context, limiting its applicability to other criminal justice systems. Similarly, Nelson's (2023) research on supervision approaches emphasizes policy variation rather than officers' subjective accounts of rehabilitation challenges. There is also limited local empirical research that examines how officers in Philippine field offices perceive their roles, cope with constraints, and formulate recommendations for program improvement an area that this study addresses directly. In situating the investigation within DOJ-Parole and Probation Office 10 in Cagayan de Oro City, the research contributes unique, context-specific insights that extend beyond general correctional literature. This focus on lived experience fills both a geographic and thematic gap, offering new empirical evidence that can enrich academic discourse and practical reforms in community corrections (Nelson, 2023).

METHODS

Research Design

This study adopts a qualitative research design using snowball sampling to gather insights from parole and probation officers. Snowball sampling was chosen because it allows the identification and recruitment of participants with specific experiences who meet the criteria of handling parolees and probationers for over two years. The use of snowball sampling ensures the inclusion of individuals who possess relevant and rich lived experiences, making it ideal for a phenomenological study. The study focuses on in-depth, semi-structured interviews, providing a flexible approach to capture the complexities of the officers' experiences, challenges, and recommendations. This design allows for a detailed exploration of the subjective meanings attached to rehabilitation practices and offers rich qualitative data from a small, targeted sample (Braun & Clarke, 2006).

Description of Study Sites and Precise Locations

The study was conducted at Jofelmor Building, 3rd Floor, Room Nos. 6 & 7, J.R. Borja-Mortola Street, Cagayan de Oro City. This commercial building, located near Ororama Shopping Center and the Pag-IBIG Fund Cogon Branch, provided a secure and private environment conducive to in-depth, confidential interviews. The location was selected to minimize external disruptions and create a safe space for participants to share sensitive experiences, consistent with ethical standards for qualitative inquiry.

Research Participants

The participants in this study were parole and probation officers from the DOJ-Parole and Probation Office 10, specifically those who have been handling clients (parolees and probationers) for more than two years. This selection criterion ensures that participants have substantial experience in implementing rehabilitation programs and are knowledgeable about the challenges and successes of these programs. These officers are directly involved in the supervision, assessment, and rehabilitation of parolees and probationers, making their insights valuable for understanding the practical aspects of rehabilitation efforts. The study sought to include a diverse sample of officers, with varying years of experience and caseloads, to capture a range of perspectives on the rehabilitation process. Only officers with at least two years of experience were selected to ensure that participants had a comprehensive understanding of the programs and challenges faced in their work.

Data Collection Procedures

Data collection involved semi-structured, in-depth interviews conducted in a private and confidential setting at Jofelmor Building, specifically in Room Nos. 6 & 7, 3rd Floor, Mortola Street, Cagayan de Oro City. This location was chosen to ensure minimal distractions and a comfortable, private environment for the participants. Prior to conducting the interviews, the researcher furnished each participant with an informed consent form, which clearly explained the study's purpose, the voluntary nature of participation, and assurances of confidentiality. The interviews were conducted in Cebuano and Filipino,

the participants' preferred languages, to allow for a natural flow of conversation. The researcher audio-recorded the interviews with the participants' written consent, ensuring that each interview lasted approximately 30–50 minutes. The interviewer of this study are selected students from one of the Universities offering Criminology program in Cagayan de Oro City, who are taking the subject course CA102: Non-Institutional Corrections. After the interviews, the recordings were transcribed verbatim, and any non-English responses were translated into English by the researcher, then cross-checked by a bilingual expert to ensure the accuracy of the translation.

Data Analysis

The collected data were analyzed using thematic analysis, following the six-phase framework by Braun and Clarke. An inductive approach was applied, which allowed themes and codes to emerge directly from the data without imposing preconceived categories. The analysis began with familiarization, where the researcher transcribed all audio-recorded interviews and cross-checked them against field notes to ensure accurate data capture. Initial coding was done manually by the primary researcher to create open codes that captured meaningful units of data, followed by the development of an iterative coding framework. To ensure analytical rigor and reliability, a second researcher independently coded a subset of transcripts, with discrepancies resolved through discussion to achieve consensus (Braun & Clarke, 2006).

Ethical Considerations

Ethical standards were strictly followed throughout the research process to Ethical guidelines were adhered to throughout the research process to ensure the protection of participants' rights, dignity, and privacy. Prior to data collection, informed consent forms were provided to all participants, which explained the study's objectives, procedures, and the voluntary nature of their involvement. The consent form also assured participants that their identities would remain confidential and that their responses would be used solely for research purposes. The interviews were conducted in a private setting, guaranteeing that participants could share their thoughts freely, without any external pressure or distractions. All data, including audio recordings and transcripts, were securely stored, and participants were assured that their information would remain anonymous.

RESULTS AND DISCUSSION

Client Active Engagement in Rehabilitation

This theme highlights how probation and parole officers engage clients through structured rehabilitation programs. Active engagement includes supervision, counseling, and guidance to facilitate behavioral change and compliance. Participants emphasized that engagement supports clients' understanding of program expectations and helps build confidence in following rules. Officers reported that structured programs also provide opportunities for reflection, skill development, and accountability. Clients' progress depends on both participation and interpersonal support. The statements indicate that engagement is critical to ensure clients internalize rehabilitative lessons and successfully reintegrate into society.

Rehabilitation Process

The rehabilitation process encompasses structured interventions designed to help clients understand expectations, adjust their behavior, and reintegrate into the community. Participants reported that monitoring, counseling, and mentoring were central to this process. Clients were guided to recognize the consequences of their actions while being supported through practical programs. Officers emphasized that consistent supervision fosters accountability and confidence. Counseling and community-based programs provide structured opportunities for clients to practice pro-social behavior. With that, the rehabilitation process is foundational for client engagement, compliance, and behavioral change.

“Ako trabaho mao ang pag-monitor, assess, ug pag-rehabilitate sa probationers ug parolees. Kinahanglan namo tabangan sila nga maka-reintegrate sa komunidad, mag-apply sa mga programa, ug masiguro nga mosunod sila sa kondisyon sa probation.” My job is to monitor, assess, and rehabilitate probationers and parolees. We need to help them reintegrate into the community, apply for programs, and ensure they follow the conditions of probation (PPO1, Lines 1-2).

“Giatiman namo sila nga mobalik sa husto nga pamaagi sa pagkinabuhì pinaagi sa counseling, community-based programs, ug regular monitoring. Libre ang among serbisyo, ug gihatagan namo sila og second chance aron mausab ang ilang kinabuhì ug maka-reintegrate sa komunidad.” We guide them to return to the right way of living through counseling, community-based programs, and regular monitoring. Our services are free, and we give them a second chance to change their lives and reintegrate into the community (PPO4, Lines 4-6).

“Gisulayan namo sila giya, tabangan sila masabtan ang ilang sitwasyon, ug dasigon sila nga dili mawalan og paglaum, bisan dugay ang proseso, aduna gihapon paglaum para sa reform ug ibalik sila sa komunidad samtang nag-usab sila.” We try to guide them, help them understand their situation, and encourage them not to lose hope, even if the process is long, there is still hope for reform and to send them back to the community as they change (PPO2, Lines 62-64).

Participants highlighted that the rehabilitation process involves active supervision and counseling. Officers emphasized guiding clients to understand the consequences of their actions and the importance of complying with program rules. Structured programs offered opportunities for reflection and practical skill application. Officers described providing a “second chance,” which helps maintain motivation and confidence among clients. The statements indicate that rehabilitation is relational as well as procedural. Active involvement fosters accountability and supports behavioral adjustment. Clients rely on guidance, mentorship, and structured activities to navigate the rehabilitation process. These statements illustrate that engagement in rehabilitation is essential for client understanding, adherence, and personal growth.

Client engagement in structured rehabilitation supports adherence and behavioral adjustment. Participation in counseling, monitoring, and community-based programs provides opportunities for skill acquisition and reflection. Officers’ guidance strengthens clients’ confidence and motivation. Active engagement fosters accountability and pro-social behavior. Data indicate that clients who participate consistently demonstrate higher compliance and resilience (Taxman et al., 2014; Collier et al., 2020). Structured guidance reinforces adaptive behavior and prepares clients for successful reintegration. Interaction with officers helps clients internalize rehabilitative objectives. The rehabilitation process contributes to sustainable behavioral change and successful social reintegration.

Program Participation

Program participation refers to clients’ active involvement in the structured rehabilitation activities provided by officers. It includes attending sessions, engaging in counseling, completing community service, and complying with monitoring requirements. Officers reported that active participation allows them to observe clients’ progress, identify needs, and provide tailored guidance. Participation is both a measure of compliance and an avenue for developing adaptive skills. Statements indicate that participation increases confidence and reinforces the behavioral goals of rehabilitation. Program engagement ensures that clients have practical experience applying learned behaviors, strengthening their readiness for reintegration.

“Ang supervision gihimo pinaagi sa monthly reporting; kinahanglan mo-report ang probationers o parolees kada bulan, ug among i-document ang ilang attendance sa among records o notebooks.”

Supervision is conducted through monthly reporting; probationers or parolees are required to report each month, and we document their attendance in our records or notebooks (PPO4, Lines 13-15).

“Dili lang ko nag-check sa boxes, nagtudlo pud ko sa matag client kung unsaon pagsunod sa kondisyon sa korte ug tabangan sila moapil sa mga programa sama sa drug testing, community service, ug counseling.” I don’t just check boxes, I work closely with each client, teaching them how to follow the conditions set by the court and helping them participate in programs like drug testing, community service, and counseling (PPO5, Lines 2-4).

“Sa assessment, akong tan-awon ang report sa client, feedback gikan sa komunidad ug pamilya, ug obserbahan pud ang ilang partisipasyon sa rehabilitation programs. Usa sa akong strategies mao ang regular follow-up interviews ug pag-check sa compliance reports. Importante ang feedback sa pamilya ug community leaders aron makita ang progreso sa client.” In assessment, I look at the client’s reports, feedback from the community and family, and also observe their participation in rehabilitation programs. One of the strategies I use is regular follow-up interviews and checking compliance reports. Feedback from the family and community leaders is important to see the client’s progress (PPO2, Lines 49-52).

Participants indicated that program participation involves more than mere attendance. Officers emphasized observing clients’ engagement across activities such as counseling, community service, and drug testing. Statements show that participation allows officers to evaluate progress and tailor guidance to individual needs. Feedback from families and the community was described as critical for understanding clients’ improvements. Participation provides clients with opportunities to practice pro-social behaviors and reinforce compliance. Officers’ statements suggest that consistent engagement builds confidence and readiness for reintegration. Monitoring participation allows for early identification of challenges, enabling timely support. The data show as a result from the interview that active participation is both a tool for monitoring and a mechanism for behavioral development.

Program participation reinforces behavioral compliance and adaptive skills. Consistent engagement allows officers to assess progress and provide individualized support. Participation strengthens confidence, accountability, and readiness for social reintegration. Family and community feedback enhances the evaluation of client outcomes. Active involvement in counseling and community activities supports the internalization of pro-social behaviors. Data show that participation increases responsiveness to guidance and structured supervision. Clients develop practical experience applying behavioral lessons. Structured program participation plays a central role in facilitating rehabilitation success (Visser et al., 2017; Mallett et al., 2019).

Challenges in Rehabilitation Implementation

This theme examines the obstacles that affect the implementation of rehabilitation programs for probationers and parolees. Participants identified challenges related to client compliance, family and community support, and systemic resource limitations. Officers emphasized that rehabilitation is a complex process affected by social, behavioral, and institutional factors. Data show that addressing these challenges requires understanding both client-specific and structural issues. Supervision alone is insufficient without supporting social and institutional systems. Participants’ statements highlight how these challenges can limit client progress and reduce the effectiveness of rehabilitation programs.

Compliance Issues

Compliance issues refer to the difficulties probationers and parolees experience in following program requirements. Participants highlighted that clients’ adherence is influenced by family support, social context, and personal commitment. Officers indicated that non-compliance often requires personal

follow-up, monitoring, and formal reporting to maintain accountability. The statements suggest that compliance challenges affect both participation and behavioral outcomes. Participants also emphasized that community acceptance and family engagement are critical in ensuring clients remain engaged. The subtheme reflects how social and relational factors shape compliance in rehabilitation programs.

“Ang mga clients nga aduna’y maayo ug consistent nga support system dali ra mo-usab. Kasagaran sa kapakyasan tungod sa kakulang sa suporta gikan sa pamilya.” Clients who have a good and consistent support system change more easily. Failures are usually due to a lack of support from their families (PPO1, Lines 24-26).

“Kung ang clients dili mo-report, una nakong paningkamotan nga kontakon sila personal. Kung padayon ang non-compliance, mosumite ko og violation report sa korte, ug sa seryoso nga kaso, pwede ko mag-recommend og sanctions o revocation. Lisud kaayo pero importante nga masabtan sa clients ang consequences sa ilang aksyon.” If clients fail to report, I first try to reach them personally. If non-compliance continues, I submit a violation report to the court, and in serious cases, I may recommend sanctions or revocation. It’s always tough but making sure clients understand the consequences of their actions is part of helping them take responsibility (PPO5, Lines 26-29).

“Importante usab ang pagdawat sa komunidad; kung wala kini, bisan ang pinakakomitted nga client mahimong mabati nga isolated ug maglisud sa pag-reintegrate.” Community acceptance is also critical; without it, even the most committed client can feel isolated and struggle to reintegrate (PPO5, Lines 24-26).

Participants highlighted that compliance is closely tied to social support. Officers emphasized that family support is crucial for clients to adhere to program requirements. Non-compliance often triggers personal follow-up, documentation, and formal reporting. Statements suggest that clients lacking family or community support struggle to remain engaged and motivated. Officers noted that social isolation can hinder behavioral change even among committed clients. Data indicate that supervision alone is insufficient; relational and environmental factors significantly influence compliance. Statements reflect that compliance is multifaceted, dependent on client behavior and external support systems. Compliance challenges reveal the importance of social context in rehabilitation outcomes.

Compliance is influenced by both family and community support. Clients embedded in supportive networks demonstrate higher adherence and motivation. Officers’ monitoring and follow-up reinforce accountability and understanding of program expectations. Non-compliance often reflects gaps in relational or social support rather than personal failure. Documentation and supervision provide feedback and help guide client behavior. Evidence shows that clients with consistent support exhibit improved program engagement. Social acceptance within the community reduces the risk of setbacks. The data underscore that social context is a key determinant of successful rehabilitation outcomes (Visher et al., 2017).

Systemic Barriers

Systemic barriers refer to institutional and structural limitations that affect the delivery of rehabilitation programs. Participants noted that insufficient personnel, limited facilities, and inadequate program resources hinder officers’ ability to monitor clients consistently. Resource constraints affect program quality, accessibility, and client participation. Officers reported that systemic limitations also impact individualized guidance and the ability to provide support for complex cases. The statements reveal that both officer capacity and client progress are influenced by structural conditions. Systemic barriers can reduce program effectiveness and challenge the overall success of rehabilitation interventions.

“Ang pinakadako nga challenge mao ang kakulang sa personnel ug resources.” The biggest challenge is the lack of personnel and resources (PPO1, Lines 16-17).

“Ang problema mao ang kakulang sa resources, sama sa kulang nga staff ug rehabilitation facilities.” The problem is the lack of resources, such as insufficient staff and rehabilitation facilities (PPO3, Lines 16-18).

“Walay igo nga programa aron ma-handle ang specific needs sa clients, ug usahay ang budget dili igo para sa interventions.” There aren’t enough programs to handle the specific needs of clients, and sometimes the budget isn’t sufficient for the interventions (PPO4, Lines 46-47).

Participants emphasized that systemic barriers limit the effectiveness of rehabilitation programs. Officers reported that insufficient staff and facilities constrained supervision and monitoring of clients. Resource scarcity reduced opportunities for individualized support and engagement. Statements suggest that budget limitations affect program accessibility and client participation. Officers noted that systemic constraints hinder their ability to deliver consistent guidance. Data indicate that structural issues impact both client progress and program fidelity. Participants’ statements reveal that rehabilitation outcomes depend not only on client engagement but also on institutional support. Thus, systemic barriers present significant challenges for achieving successful rehabilitation outcomes.

Institutional resources directly influence the quality and consistency of rehabilitation programs. Clients’ progress and participation are affected by staffing, facilities, and program availability. Resource limitations can compromise individualized support and monitoring. Systemic constraints may reduce the frequency and quality of supervision. Data indicate that program fidelity and client outcomes are strongly linked to institutional capacity. Officers’ ability to guide clients effectively is shaped by the resources available. Structural limitations can delay program delivery and reduce engagement opportunities. Systemic factors play a critical role in determining the success of rehabilitation programs (Mallett et al., 2019).

Impact of Rehabilitation on Client Behavior and Reintegration

This theme highlights the observable effects of rehabilitation on clients’ behavior, attitude, and reintegration into the community. Participants emphasized that clients’ personal commitment, family support, and active engagement in programs influence outcomes. Officers reported that consistent supervision and structured programs reinforce positive behaviors. Statements indicate that behavioral improvements and reintegration are outcomes of personal effort and social support. Data show that engagement and guidance collectively strengthen adaptive behavior. Officers highlighted that program outcomes improve when family and community support align with structured interventions. The participants’ statements demonstrate that rehabilitation produces measurable effects on client adjustment and reintegration.

Positive Influence

This subtheme describes the positive factors that facilitate behavioral change and reintegration. Participants noted that clients with consistent family and community support were more likely to engage actively and comply with program requirements. Officers highlighted the role of skill-building, livelihood programs, and mentorship in improving confidence and pro-social behaviors. Participation in structured rehabilitation activities was reported to reinforce compliance and readiness for reintegration. Social and programmatic support were described as complementary factors strengthening motivation and behavioral adherence. This subtheme illustrates how client engagement, social support, and program structures interact to promote positive change.

“Ang mga clients nga adunay consistent nga suporta gikan sa pamilya ug komunidad dali ra mo-usab. Kasagaran sa kapakyasan tungod sa kakulang sa suporta sa pamilya.” Clients with consistent support from family and community change more easily. Failures are usually due to a lack of support from the family (PPO3, Lines 28-29).

“Importante nga sila ma-apil sa rehab process. Ang livelihood programs ug skills training makatabang sa probationers ug parolees.” It is important that they are involved in the rehab process. Livelihood programs and skills training help probationers and parolees (PPO4, Lines 53-54).

“Aduna’y clients nga nakagraduate sa rehab programs ug nakatrabaho, successfully nga naka-reintegrate sa community. Ang mga factors mao ang suporta sa pamilya ug personal commitment sa client sa pag-usab. Ang common outcome mao ang improvement sa behavior ug attitude.” There are clients who have graduated from rehab programs and started working, successfully reintegrating into the community. The factors are family support and the client’s personal commitment to change. The common outcome is improvement in behavior and attitude (PPO1, Lines 21-24).

Participants indicated that family and community support strongly influence behavioral outcomes. Officers reported that active engagement in programs, including skills and livelihood activities, improves confidence and compliance. Statements suggest that clients’ personal commitment is reinforced by social support and structured rehabilitation programs. Graduates exhibited measurable improvements in behavior, attitude, and social functioning. Officers emphasized that mentorship and guidance strengthen motivation and adherence. Data indicate that positive behavior is more likely when clients have access to consistent support networks. Participation in structured activities allows clients to apply learned skills in practical settings. The positive influence emerges from the combination of client effort, program participation, and supportive networks.

Positive behavioral change is enhanced by consistent social and programmatic support. Clients with engaged families and community networks demonstrate higher compliance and motivation. Participation in structured programs reinforces adaptive behaviors and practical skills. Mentorship from officers enhances confidence and adherence. Behavioral improvements are more evident when social support aligns with program goals. Graduates demonstrate enhanced social, emotional, and vocational adjustment. Skill-building and livelihood programs provide practical reinforcement for behavior change. Positive influence is the result of combined client effort, program engagement, and environmental support. (Maruna, 2001; Zhang et al., 2018).

Program Outcomes

This subtheme examines the observable results of rehabilitation, including clients’ behavior, attitude, and reintegration success. Participants highlighted that program completion led to measurable improvements in compliance, social adjustment, and employability. Officers noted that these outcomes were influenced by personal commitment and support from family and community. Program outcomes reflect the cumulative effect of structured rehabilitation, mentorship, and social support. Participants emphasized that outcomes provide evidence of program effectiveness and clients’ readiness for societal reintegration. This subtheme demonstrates how engagement, support, and structured interventions contribute to client progress.

“Ang common outcome mao ang improvement sa behavior ug attitude. Ang clients nga adunay consistent nga suporta sa pamilya dali ra mo-usab.” The common outcome is improvement in behavior and attitude. Clients with consistent support from family change more easily (PPO3, Lines 27-29).

“Nakakita ko clients nga nakompleto ang programa, nakakuha og trabaho, ug nabuhat pag-usab ang ilang kinabuhi.” I’ve seen clients complete the program, secure employment, and rebuild their lives (PPO5, Lines 34-35).”

“Sa assessment, akong tan-awon ang report sa client, feedback gikan sa pamilya ug community, ug obserbahan pud ang ilang participation sa rehabilitation programs.” In assessment, I look at the client’s reports, feedback from family and community, and also observe their participation in rehabilitation programs (PPO2, Lines 48-50).

Participants highlighted that successful program completion was associated with improved behavior, attitude, and employability. Officers emphasized that social support and personal commitment contributed to these outcomes. Statements suggest that program engagement and family involvement reinforce clients’ adaptive behaviors. Data indicate that observed participation and feedback are used to track progress. Graduates of programs exhibited measurable improvements in compliance and social adjustment. Officers reported that positive outcomes were cumulative, reflecting the combined effects of structured programs and social support. Program outcomes demonstrate the effectiveness of rehabilitation interventions in promoting behavioral change. The program completion corresponds with improved readiness for reintegration and societal adaptation.

Program outcomes reflect rehabilitation effectiveness and social adaptation. Clients with supportive families and community networks demonstrate higher behavioral improvement. Participation in structured programs provides opportunities to reinforce compliance and adaptive behavior (Maruna, 2001; Zhang et al., 2018). Assessment of client progress enables officers to evaluate program impact. Graduates show improved social, emotional, and vocational readiness. Positive outcomes are enhanced by mentorship and active engagement. Structured rehabilitation, combined with social support, contributes to sustainable behavioral change. Therefore, program outcomes provide measurable evidence of the success of rehabilitation interventions.

Strengthening Programs and Officer Competence

This theme highlights how the knowledge, skills, and professional capacity of probation and parole officers (PPOs) influence the effectiveness of rehabilitation programs. Participants emphasized that officer training, experience, and access to resources affect client engagement, supervision, and program outcomes. Statements indicate that officer competence is critical for monitoring, guiding, and supporting clients. Participants reported that continuous learning and professional development enhance the ability to manage complex client needs. Officers also highlighted the importance of structured programs to maximize the impact of their interventions. Data show that both officer capacity and program structure contribute to successful rehabilitation outcomes.

Capacity Building

Capacity building refers to the development of PPOs’ skills and knowledge to improve program delivery. Participants reported that training in behavioral management, crisis intervention, and emotional intelligence helps officers handle complex client situations. Officers indicated that understanding clients’ perspectives enhances the effectiveness of guidance and supervision. Statements suggest that capacity building improves officers’ confidence and ability to mentor clients. Participants emphasized that continuous learning allows for individualized interventions and consistent program implementation. This subtheme demonstrates that officer competence is fundamental to the success of rehabilitation programs.

“Gikinahanglan nga magpadayon og seminars ug training sa behavioral management ug crisis intervention. Kung empowered ang officers, mas epektibo mi sa pag-supervise sa clients.” We still need

seminars and training on behavioral management and crisis intervention. If officers are empowered, we become more effective in supervising clients (PPO3, Lines 34-36).

“Ang support system naglalikap sa volunteers ug community-based programs, pero kulang gihapon ang resources.” The support system includes volunteers and community-based programs, but resources are still lacking (PPO1, Lines 32-33).

“Para sa PPOs, kinahanglan magpadayon og learning. Ang training sa behavioral management, crisis intervention, emotional intelligence, ug conflict resolution makatabang sa pag-handle sa complex cases. Ang pagsabot sa human side sa matag client makatabang nga mas epektibo nga guide, dili lang enforcer.” For us PPOs, continued learning is essential. Training in behavioral management, crisis intervention, emotional intelligence, and conflict resolution helps us handle complex cases. Understanding the human side of each client allows us to be more effective guides, not just enforcers (PPO5, Lines 43-46).

Participants highlighted that capacity building improves the officers’ ability to supervise and guide clients effectively. Training in behavioral management and crisis intervention was described as essential for handling complex cases. Officers emphasized that understanding clients’ perspectives is critical to providing individualized support. Statements indicate that resource availability, such as access to volunteers and community programs, affects officers’ effectiveness. Data suggest that continuous learning allows officers to maintain consistency in program delivery. Officers reported that enhanced capacity improves engagement and mentorship. Statements reveal that officer competence directly influences client motivation, adherence, and overall outcomes. Thus, capacity building strengthens the quality and effectiveness of rehabilitation programs.

Capacity building enhances rehabilitation program effectiveness by improving officers’ knowledge and skills. Training in behavioral management, emotional intelligence, and crisis intervention enables officers to address diverse client needs. Data indicate that officers’ competence directly impacts client engagement, compliance, and behavioral outcomes. Access to volunteers and community-based programs supports supervision and guidance. Continuous professional development allows officers to deliver individualized interventions consistently. Well-trained officers can strengthen client confidence and motivation. Structured capacity-building programs contribute to consistent program implementation. The capacity building is fundamental to effective rehabilitation and successful reintegration (Lurigio et al., 2017).

Program Enhancement

Program enhancement refers to improvements in program structure, resources, and delivery that support rehabilitation objectives. Participants noted that aftercare services, family involvement, and community programs improve engagement and outcomes. Officers reported that addressing client-specific needs and providing skill-building opportunities enhances program effectiveness. Statements indicate that program design and resource allocation directly influence both officer performance and client progress. Participants emphasized that continuous program improvement strengthens compliance, participation, and reintegration outcomes. This subtheme illustrates that well-structured programs contribute to sustainable behavioral change.

“Siguro ang pamilya kinahanglan og family counseling ug training kung unsaon pagsuporta sa rehab programs.” Maybe families need family counseling and training on how to support rehab programs (PPO5, Lines 56-57).

“Dapat mag-focus sa livelihood programs ug skills training para sa probationers ug parolees.” We should focus on livelihood programs and skills training for probationers and parolees (PPO4, Lines 53-54).

“Ang community kinahanglan maghatag og daghang resources, ug ang rehabilitation centers kinahanglan mag-establish og aftercare programs aron padayon masuportahan ang clients.” The community should provide more resources, and rehabilitation centers should establish aftercare programs to continue supporting clients (PPO2, Lines 101-103).

Participants emphasized that program enhancement improves engagement and outcomes. Officers reported that family counseling and training help clients stay motivated and comply with program expectations. Statements suggest that livelihood and skills programs provide practical opportunities for clients to apply learned behaviors. Officers indicated that community resources and aftercare programs strengthen supervision and ongoing support. Data show that program structure affects officers’ ability to tailor guidance to individual client needs. Participants noted that well-resourced programs facilitate participation and reinforce positive behaviors. Statements reveal that enhancing program components directly impacts client progress and reintegration.

Program enhancement improves rehabilitation quality and client outcomes. Family counseling and training provide critical support for engagement and compliance. Structured skill-building and livelihood programs reinforce practical application of adaptive behaviors. Community resources and aftercare programs strengthen supervision and ongoing support (Collier et al., 2020; Visser et al., 2017). Data indicate that program design and resource allocation directly influence officer effectiveness. Well-structured programs facilitate individualized guidance and monitoring. Enhanced programs improve client participation, motivation, and behavioral outcomes. With that, program enhancement contributes to the sustainability of rehabilitation efforts and successful reintegration.

Optimizing Support Networks for Rehabilitation

This theme examines the role of family, community, and institutional networks in supporting client compliance, engagement, and reintegration. Participants emphasized that coordinated support strengthens positive behaviors and reinforces program interventions. Officers reported that volunteers, community programs, and local government assistance are crucial for monitoring and guidance. Statements indicate that support networks complement structured programs, enabling clients to adhere to expectations and apply skills. Participants’ statements reveal that collaborative networks enhance rehabilitation outcomes. Optimized support systems contribute to sustained behavioral change and successful reintegration.

Available Systems

Available systems include the social, institutional, and community resources that facilitate client supervision and guidance. Participants reported that families, volunteers, and local programs support monitoring and client compliance. Officers highlighted that documentation of client participation helps track progress and outcomes. Statements indicate that structured support allows for early intervention and feedback. Participants emphasized the importance of accessible support for both client engagement and program success. This subtheme illustrates that functional support systems are critical for effective rehabilitation.

“Ang pamilya ug Volunteer Probation Aides makatabang sa monitoring. Tanang compliance i-document aron adunay record sa pag-track sa performance.” The family and Volunteer Probation Aides help in monitoring. All compliance is documented so that there is a record to track their performance (PPO4, Lines 33-34).

“Ang available support systems naglakip sa community, volunteers, ug local government units.”
The available support systems include the community, volunteers, and local government units (PPO4, Lines 59-60).

“Ang community kinahanglan maghatag og daghang resources, ug ang rehabilitation centers kinahanglan mag-establish og aftercare programs aron padayon masuportahan ang clients.” The community should provide more resources, and rehabilitation centers should establish aftercare programs to continue supporting clients (PPO2, Lines 101-103).

Participants emphasized that available systems provide necessary structures for supervision and support. Officers reported that families and volunteers play essential roles in client compliance. Statements suggest that community programs complement supervision and enhance participation. Documentation of compliance allows officers to track progress and provide feedback. Participants noted that access to resources ensures timely intervention and consistent guidance. Data indicate that functional support networks strengthen program outcomes. Statements reveal that organized support systems improve both officer capacity and client engagement. Available systems are integral to sustaining rehabilitation and ensuring reintegration success.

Available support systems enhance monitoring, guidance, and client engagement. Families, volunteers, and community resources provide reinforcement for pro-social behavior. Structured documentation and follow-up enable officers to track progress effectively. Accessible community and institutional support allows officers to implement programs consistently. Aftercare programs complement supervision and promote sustained behavioral change. Data indicate from the participant's statement that clients with functional support networks are more likely to adhere to program requirements. Multi-layered support strengthens client motivation and confidence. Largely, available systems are essential for achieving effective rehabilitation outcomes (Collier et al., 2020).

Inter-agency Cooperation

Inter-agency cooperation involves collaboration between officers, local government units, community organizations, and volunteers. Participants emphasized that joint supervision and coordination improve compliance, monitoring, and guidance. Officers reported that communication between agencies facilitates problem-solving and consistent program delivery. Statements indicate that collaborative networks reinforce structured programs and complement family and community support. Participants noted that cooperation enhances engagement and behavioral adherence. This subtheme demonstrates that multi-level collaboration is essential for rehabilitation effectiveness and client reintegration.

“Nagtrabaho kami nga magkahiusa sa pag-monitor ug pag-check sa compliance sa probationers. Kung aduna’y problema, kinahanglan og direct contact sa community o police.” We work together to monitor and check compliance of probationers. If there are problems, we need to have direct contact with the community or police (PPO3, Lines 38-40).

“Ang matag client nagrepresentar og chance nga makausab sa kinabuhi, ug ang kombinasyon sa structured programs, support sa pamilya ug community, ug guidance sa officers makatabang nga mausab ang ilang kinabuhi.” Each client represents a chance to make a difference, and the combination of structured programs, family and community support, and guidance from officers can truly help them change their lives (PPO5, Lines 50-54).

“Kung ang clients adunay engaging family ug engagement gikan sa community, epektibo kaayo ang rehabilitation programs. Nakakita ko clients nga nakompleto ang programa, nakatrabaho, ug nabuhat pag-usab ang ilang kinabuhi.” When clients have engaging family and engagement from the community, rehabilitation programs can be very effective. I’ve seen clients’ complete programs, secure employment, and rebuild their lives (PPO4, Lines 33-35).

Participants indicated that inter-agency cooperation enhances program delivery and client monitoring. Officers highlighted that collaboration with local government and community organizations supports compliance and guidance. Statements suggest that joint supervision reinforces structured programs and provides additional resources. Participants emphasized that family and community engagement complement inter-agency coordination. Data show that coordinated efforts strengthen adherence and reinforce adaptive behaviors. Officers reported that multi-level collaboration increases client accountability and program effectiveness. Statements reveal that inter-agency cooperation is essential for consistent supervision. This posits that collaborative networks improve behavioral outcomes and reintegration success.

Inter-agency cooperation strengthens rehabilitation program delivery and client monitoring. Collaboration between officers, community, and local government enhances compliance and engagement. Coordinated efforts provide additional resources and problem-solving support. Family and community involvement complement formal rehabilitation programs. Structured collaboration allows for timely interventions and consistent supervision. Data indicate that joint networks reinforce program outcomes and behavioral adherence. Multi-level cooperation increases client accountability and motivation. Inter-agency collaboration is critical for sustainable rehabilitation and successful reintegration (Collier et al., 2020).

CONCLUSION

The findings of this study underscore the essential role of structured rehabilitation programs, active client engagement, and the combined support of family and community in fostering behavioral change and successful reintegration of probationers and parolees. Participants’ statements revealed that consistent supervision, counseling, and mentorship by probation and parole officers enhanced accountability, confidence, and skill development among clients. Active involvement in program activities, such as community service, skills training, and livelihood initiatives, was consistently linked to improved behavior, adaptive attitudes, and readiness for social reintegration. The study also highlighted the challenges faced by officers, particularly regarding client non-compliance, gaps in social support, and systemic limitations such as insufficient resources and staffing. Despite these challenges, clients who received guidance within supportive networks demonstrated notable progress, often culminating in successful reintegration and increased employability. Officers’ reflections indicated that capacity building and professional development were critical for enhancing program effectiveness and client outcomes. Furthermore, the data suggest that compliance and engagement depend not only on the clients’ willingness but also on external factors including family involvement, community acceptance, and inter-agency collaboration. Structured programs, combined with relational support and mentorship, provided the framework within which clients could practice adaptive behaviors and internalize positive lessons. Monitoring, feedback, and tailored interventions consistently reinforced client growth. Collectively, these findings affirm the value of comprehensive, holistic approaches in guiding clients toward meaningful and lasting behavioral transformation.

While this study provides rich insight into the experiences of probationers and parolees, certain limitations must be acknowledged. The qualitative design, while offering in-depth understanding, limits the generalizability of findings beyond the studied population and jurisdiction. Participant statements were based on perceptions of a limited number of officers and clients, which may introduce subjectivity in interpreting the data. Nonetheless, the findings offer important practical implications, highlighting the need

for structured engagement, continuous officer training, and robust social and institutional support systems. Strengthening family involvement, fostering community participation, and enhancing inter-agency collaboration were consistently identified as crucial factors for successful rehabilitation outcomes. The study also emphasizes that behavioral change is most effectively supported by relational guidance and mentorship in combination with structured program components. Future programs may integrate these findings to inform policy and operational strategies, maximizing client engagement, compliance, and reintegration success. The evidence underscores that rehabilitation is not merely procedural but inherently relational, requiring attention to both structural and interpersonal factors. Lastly, this research demonstrates that holistic, human-centered rehabilitation practices can significantly improve client outcomes, offering a model for more compassionate and effective correctional interventions. The study leaves a strong sense that careful, supportive, and well-structured rehabilitation programs can transform lives, fostering not just compliance but genuine personal growth and societal reintegration.

Recommendation

Based on the findings of this study, it is recommended that future research explore the experiences of probationers and parolees across a wider range of jurisdictions to enhance the generalizability of the results. Researchers may consider including a larger and more diverse sample of both clients and probation officers to capture varying perspectives on program engagement, compliance, and reintegration. It would also be valuable to investigate the long-term effects of structured rehabilitation programs, including aftercare services, livelihood initiatives, and inter-agency cooperation, to assess sustained behavioral outcomes over time. Further studies could explore the role of cultural, social, and community contexts in shaping client participation and program success. Additionally, integrating mixed-methods approaches may provide both in-depth qualitative insights and quantitative measures of behavioral change and reintegration. Examining the effectiveness of specific capacity-building strategies for officers could offer guidance on improving program delivery. Future research could also focus on the impact of digital tools and technology in monitoring, reporting, and supporting clients. By addressing these areas, subsequent studies can build on the current findings to inform more effective, holistic, and context-sensitive rehabilitation programs. Ultimately, expanding research in these directions will contribute to a deeper understanding of rehabilitation processes and enhance the development of evidence-based interventions that promote lasting behavioral change and successful reintegration.

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