

## **Abstract**

Background – In cases of conditional release from serving a prison sentence, the court may order the convict to be supervised by a probation officer who intensively monitors the behavior of the parolee during the probationary period and at the same time requires the completion of the Kompas probation program for clients whose criminal history involved significant substance abuse. Good cooperation among the participants – PMS employees, Kompas staff, and clients – helps stabilize the clients' social situation and thereby improve their quality of life.

Objectives – Through the experiences of PMS employees, Kompas staff, and clients, to evaluate the operation of the Kompas probation program at the PMS center in Brno, focusing on important factors that facilitate the return of clients to normal life without further relapse.

Sample – The research sample is consisted of PMS employees, Kompas program staff, and female clients – conditionally released from serving a prison sentence with the imposition of probation officer supervision and at the same time fulfilling the obligation to complete the Kompas probation program, who agreed to participate in the research for the purposes of a bachelor's thesis.

Methods – Qualitative data were obtained by conducting semi-structured interviews with 8 respondents (employees of the Kompas program, probation officers, Kompas graduates), studying documents (probation files), using the life curve method. Interviews were recorded with the consent of the participants, then transcribed and analyzed using pattern capture and contrast and comparison methods.

Results – Key factors for the successful implementation of the program are the client's motivation to change their lifestyle, clearly formulated rules of cooperation, well-established professional relationships based on respect and trust, and the transparency of the entire process. It is necessary to individualize the approach according to the needs of the clients and open communication between all interested parties.

Conclusion – The program was assessed by all stakeholders as functional, yet in recent years there has been a higher number of clients who do not complete it. This shows the need to adjust the conditions of the program, especially its time allowance, content and material security.

**Keywords:** probation program, probation and mediation service, post-treatment, parole