#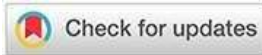 THE ROLE OF COMMUNITY COUNSELORS AS CASE MANAGERS IN EMPOWERING CORRECTIONAL CLIENTS AT THE CORRECTIONAL CENTER CLASS I SURAKARTA

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ABSTRACT

This research aims to analyze the role of community counselor as case manager in empowering correctional clients at the Surakarta Class I Correctional Center. The background of this research focuses on the importance of social reintegration for post-conviction clients to restore their social identity and prevent repeat offenses. This research uses qualitative methods with data collection techniques through observation, in-depth interviews, FGDs, and literature studies and is based on Bronfenbrenner's Ecological Theory. The results showed that community counselors play an important role as mediators, facilitators, and advocates in the client reintegration process. Community support and appropriate government policies also play a crucial role in reducing social stigma and accelerating the reintegration process. However, limited resources and community stigma are the main obstacles that hinder client empowerment. A comprehensive coaching program is considered essential to increase clients' independence and reintegrate them into the community.

Keywords: Empowerment ;Social Reintegration; Community Counselor

INTRODUCTION

Prisoner development is an integral part of the correctional system, aiming to prepare prisoners to return to society after serving a period of detention. This is carried out so that prisoners can realize the mistakes they have made and transform into better individuals in terms of religious, social, cultural, and moral. Thus, they are expected to be able to play an active role in creating harmony and balance in society (Utoyo, 2015). However, the reality shows that many prisoners who are released on parole or pure release return to commit criminal acts, known as recidivism. This occurs due to difficulties in accessing resources, such as employment, as well as stigmatization from the community (Corrigan, 2009).

Data from the Surakarta Class I Correctional Center during 2023-2024 showed that there were clients who failed to carry out parole or had other integration rights revoked. For example, drug and theft cases often lead to prisoners returning to criminal behavior. This highlights the importance of more effective interventions in the social reintegration process to prevent repeat criminal behavior. Failure to reintegrate prisoners is often caused by the stigma attached to them. Negative labeling makes it difficult for ex-prisoners to get a job or return to functioning in society. Therefore, empowerment is an important step in helping them achieve financial independence and social adaptation (Dewi et al., 2018). This empowerment is in line with the mandate of Article 27 of the 1945 Constitution which emphasizes the right of every citizen, including prisoners, to earn a decent living (Ababil, 2020).

Bronfenbrenner's ecological theory provides an important perspective in understanding the reintegration of prisoners. This theory emphasizes that human development, including correctional clients, is influenced by the interaction between individuals and their environment. Bronfenbrenner explains that a person's development cannot be separated from their social context (Crawford, 2020). Thus, the successful reintegration of prisoners is strongly influenced by the surrounding environment, including support from families, communities, and government policies. Ecological theory also explains that there are five systems that influence individual development: microsystem, mesosystem, ecosystem, macrosystem, and chronosystem (Darwis, 2024). Microsystems, for example, include an individual's immediate environment, such as family and peers, where direct interactions occur. Mesosystems link between microsystems, while ecosystems involve factors that affect individuals indirectly, such as public policies. Macrosystems include cultural norms and laws, while chronosystems include environmental changes over time.

The role of Community Supervisors as case managers is very important in the reintegration process. Mentors are responsible for helping inmates recognize the resources they have, connecting them with family, community, and relevant public services. They also play a role in policy advocacy to ensure inmates receive adequate support during the reintegration process (Standards of Practice for Case Management, 2010). As case managers, Community Supervisors are expected to provide sensitive and supportive assistance to clients. They must be able to build trusting relationships with clients and help them overcome the problems they face, both psychologically and socially. In addition, mentors must also have in-depth knowledge of human behavior and effective communication skills. Empowerment of correctional clients is one of the important steps in the reintegration process. Through empowerment, ex-prisoners are expected to be able to develop the skills necessary to achieve independence, both financially and socially. A comprehensive empowerment program, involving various parties such as the

government, NGOs, and local communities, is important to provide the right support for prisoners in this process (Pardeck, 1988).

Correctional clients who successfully return to society with the right support will be able to rebuild their social identity. Positive recognition from the community will help ex-prisoners to overcome the challenges faced and prevent them from falling back into criminal behavior. Therefore, successful social reintegration requires cooperation between various parties, including the family, community, and government. However, this reintegration process is often hampered by various obstacles. Limited resources, both financial, labor, and time, are one of the biggest challenges in empowering correctional clients. High workloads and limited budgets often make it difficult for Community Supervisors to provide optimal services (Dewi et al., 2018). In addition, the stigma attached by society to ex-prisoners is also a significant barrier.Inconsistent policy changes and a lack of professional training for Community Supervisors also affect the effectiveness of the reintegration process. Often, unsupportive or changing policies make it difficult for Mentors to provide optimal support to clients. In addition, client disengagement due to a lack of understanding of the benefits of available programs is also a challenge in this process.

Thus, this study aims to analyze the role of Community Supervisors as Case Managers in empowering correctional clients at the Surakarta Class I Correctional Center. This research uses a qualitative approach with data collection methods through observation, in-depth interviews, FGDs, and literature studies. It is hoped that the results of this study can contribute to improving the quality of correctional client empowerment, as well as supporting the success of their social reintegration. This research also seeks to identify the challenges faced by Community Supervisors in carrying out their duties. Through a deeper understanding of the obstacles, it is hoped that more effective solutions can be developed to overcome these obstacles and improve the success of the social reintegration process of correctional clients.

LITERATURE REVIEW
Ecological Theory

Ecological Theory, introduced by Uri Bronfenbrenner, a psychologist from Cornell University, is one of the contextual theories in developmental psychology. This theory emphasizes that human development is strongly influenced by the environment in which individuals live and interact (Darwis, 2024). According to Bronfenbrenner, human behavior is formed through a reciprocal relationship between individuals and their environment, where both influence each other dynamically (Ratnasari & influence the environment around them. This interaction creates sustainable development.

In ecological theory, the environment has an integral role in human development. The environment plays an important role in shaping individual behavior, both physically, psychologically, and socially (Somad, 2016). This theory emphasizes that individual development is the result of the interaction between internal forces (individual characteristics) and external forces (environment). Mutually supportive and functional interactions between individuals and their environment can accelerate the optimal development of individual potential. Bronfenbrenner divides the human environment into five systems that influence individual development:

1) Microsystem

The microsystem is the individual's immediate environment, such as family, peers, school, and neighborhood. Here, individuals interact directly with their

environment and influence each other. For example, the relationship between children and parents at home or interactions with friends at school (Thahir, 2018).

2) Mesosystem

The mesosystem includes the relationship between environments within the microsystem, such as the interaction between family and school or between family and peers. Communication patterns between parents and teachers, for example, can affect a child's academic development (Thahir, 2018).

3) Ecosystem

The ecosystem includes the environment that does not directly interact with the individual, but still affects them. Examples are government policies or regulations at a parent's workplace that can impact a child's life, either positively or negatively (Thahir, 2018).

4) Macrosystem

The macrosystem encompasses broader social norms, culture and policies. It includes the values, beliefs, customs, and cultural traditions that influence the lives of individuals and the communities in which they live (Thahir, 2018).

5) Chronosystem

Chronosystems are related to the dimension of time and include changes in sociohistorical environmental conditions that may affect an individual's development. For example, major life events or technological developments that affect the way individuals grow and develop (Thahir, 2018).

Case Management

Case management is defined as a coordinated set of procedures designed to assist clients, either individually or in groups. According to Balker (1998), case management aims to coordinate all assistance activities provided to clients, with a focus on addressing complex problems appropriately. Case management serves as a strategy in providing effective social services to clients. Case managers play a role in connecting clients with informal supports (such as friends and neighbors) as well as formal systems that assist with planning, cost control, resource allocation, care monitoring, and quality improvement (Mechanic et al, 1995). Through case management, clients can gain better access to necessary resources. Case managers have several key functions in the implementation of case management, including:

1) Client Identification and Orientation: The case manager is tasked with identifying the client's problems and categorizing them to positively impact the treatment of the problem.

2) Client Assessment: Client assessment involves evaluating the biological, social, psychological, and environmental factors that influence the client's problems (Maguire, 2008). The case manager should carefully review the assessment results to design appropriate interventions.

3) Intervention Plan: After the assessment, the case manager develops an intervention plan based on the client's needs. This plan is designed to synchronize the services to be provided to clients in accordance with their basic human rights.

4) Resource Coordination: The case manager plays a role in connecting the client with necessary resources on an ongoing basis. Extensive relationships with various parties enable case managers to provide optimal support.

5) Follow-up: The case manager should periodically evaluate the client's progress, ascertaining whether the interventions implemented brought about positive changes or required adjustments.

6) Support and Counseling: Case managers provide support through counseling and information to help clients address their problems at each stage of the process.
7) Recording: The case manager records any changes the client experiences, both achievements and failures, as a review for improvement of future interventions.

METHOD

The research was conducted using qualitative methods. This research involved 18 (Eighteen) informants consisting of 1 (one) Adult Client Work Guidance Section, 2 (two) Intermediate Community Supervisors, 2 (two) Junior Community Supervisors, and 14 First Community Supervisors at the Community Center, as well as 1 Correctional Client at the Community Center.

Data collection techniques in this study included in-depth interviews, Focus Group Discussions (FGDs), observation, and documentation. In-depth interviews were conducted to explore more deeply the phenomenon under study using flexible question guidelines (Yona, 2006). FGDs allow participants to express ideas and opinions openly in a discussion forum, helping researchers understand inter-subjective meanings that are difficult to interpret on their own (Paramita, n.d.; Kresno S. et al., 1999).

Observation was conducted directly by the researcher to observe the object of research in its original context (Creswell, 2018). In addition, documentation such as journals, articles, books, and newspapers were used to enrich understanding and provide solutions to research problems.

RESULTS AND DISCUSSION

The Role of Community Counselors as Case Managers in the empowerment of correctional clients at the Surakarta Class I Correctional Center

This research explores the important role of Community Counselors as Case Managers in the empowerment of correctional clients at the Surakarta Class I Correctional Center, which is seen through the perspective of Bronfenbrenner's Ecological Theory. This theory emphasizes that human development is influenced by interactions between individuals and the environment at various levels, namely microsystems, mesosystems, ecosystems, macrosystems, and chronosystems. This research focuses on how Community Counselors mediate, guide, and facilitate correctional clients to adapt back to society through comprehensive and sustainable empowerment.

Client Identification and Orientation

The first step taken by the Community Supervisor is to identify the problems faced by the client and provide appropriate orientation. In the microsystem aspect, identification focuses on the family situation and the client's immediate social environment. Case managers conduct interviews and direct observations to explore problems, especially interpersonal relationships that can affect the reintegration process. Clients are directed to build positive relationships with their family and environment. In the mesosystem, the focus is on the relationship between the client's family and the community. If this relationship is poor, reintegration may be hindered. Case managers provide understanding to families and clients about the importance of community support. Observations at Bapas Surakarta showed that community support is instrumental in successful reintegration. In the ecosystem, Community Supervisors identify clients' needs to access external services, such as job training and economic assistance. Orientation provided at Bapas Surakarta helps clients to be aware of programs that support

reintegration, such as skills training from institutions like LKP Cenil. At the macrosystem level, orientation focused on how clients deal with the social stigma against ex-prisoners. Through education and socialization campaigns, Community Supervisors work with community leaders to reduce this stigma. In the chronosystem, identification and orientation include how clients can deal with changes that occur over time, both in family life and in socio-economic aspects.

Client Assessment

After identifying the problem, the Community Counselor conducts a comprehensive assessment. At the microsystem level, an assessment is conducted of the biological, social, and psychological factors affecting the client, such as family tensions. At Bapas Surakarta, the assessment is conducted through Community Research, which includes interviews with the client and family. In the mesosystem, the assessment assesses community support for the client's reintegration process. Community Supervisors often discuss with community leaders to evaluate the extent to which the community is receptive to the client's return. In the ecosystem, the assessment includes constraints in accessing training programs or financial assistance. Some clients experience administrative difficulties, which are addressed through solutions designed by the case manager. In the macrosystem, the assessment evaluates the impact of cultural values and social norms on client reintegration. At Bapas Surakarta, interviews with community leaders revealed the influence of local norms that could support or hinder the reintegration process. At the chronosystem, the assessment is conducted to understand the long-term impact of social, economic and political changes on clients.

Intervention Plan

Based on the assessment, an intervention plan is designed to help the client. At the microsystem level, guidance was provided to clients and their families to strengthen family relationships through counseling sessions. At Bapas Surakarta, some clients also received spiritual guidance facilitated by religious leaders. In the mesosystem, intervention plans focus on improving clients' social relationships with the community, such as through social activities or community-based skills training. In the ecosystem, interventions include skills training and business capital assistance to support clients' economic independence. At Bapas Surakarta, skills training programs such as fish farming and barista training have been provided to assist clients. In the macrosystem, the intervention plan includes educational campaigns and policy advocacy to reduce stigma towards ex-offenders. In the chronosystem, interventions are designed to be adaptable to changes that may occur in clients' lives, such as adjusting training programs according to evolving needs.

Coordination and Support

Coordination is an important element to ensure clients get the necessary support. In the microsystem, case managers work closely with counselors and social workers to provide ongoing support for clients. At Bapas Surakarta, cooperation with family counseling agencies is helpful in supporting clients' emotional well-being. In the mesosystem, case managers coordinate the involvement of community leaders and local organizations to provide social support, such as providing skills training in collaboration with institutions such as LKP Cenil. In the ecosystem, case managers collaborate with government and private institutions to provide capital assistance or job training. In the macrosystem, coordination includes policy advocacy and socialization with various parties to create a

more inclusive environment. In the chronosystem, case managers ensure that coordination remains relevant to the changing times and socio-economic conditions of clients.

Follow-up and Recording
Follow-up is conducted periodically to monitor the client's progress. In the microsystem, the Community Supervisor monitors the client's interaction with the family and records progress using a digital system. In the mesosystem, the case manager monitors the client's interaction with the community and records any changes to evaluate the effectiveness of the intervention. In the ecosystem, the client's participation in the training program is monitored, and achievements are recorded to evaluate the impact of the program on the client's independence. In the macrosystem, changes in community attitudes towards the client are monitored to improve socialization strategies. In the chronosystem, long-term follow-up is conducted to ensure that clients can adapt to the changes that occur and achieve sustainable independence. At Bapas Surakarta, continuous follow-up has proven effective in ensuring that clients are successful in their reintegration into society.

Analysis of the Source System
Based on the results obtained from the Surakarta Class I Correctional Center through observations, interviews, and Focus Group Discussions (FGDs) conducted to dig deeper into the role of Community supervisors in empowering clients, Community supervisors function as mediators and facilitators who connect clients with their families, communities, and public services. Through a proactive approach, Community supervisors can help clients overcome challenges faced in reintegration. Community supervisors also play a role in policy advocacy to ensure clients receive the necessary support. Community supervisors serve as liaisons between clients and the social environment, and help clients re-establish relationships with their families and communities and access necessary services. This ongoing process is holistic as it involves various aspects such as social and emotional skills, as well as improved economic or job skills. The role of the Community supervisors as a case manager is crucial in ensuring that correctional clients do not just fulfill their obligations, but also receive proper guidance for reintegration into the community.

Community Support
The involvement of communities, such as *Karang Taruna, Pokmas Lipas (Kelompok Masyarakat Peduli Mayarakat)* and other third parties organizations, is crucial in providing social support to clients. Community programs can help reduce stigma and increase client involvement in positive social activities. Involving the community in the reintegration process can provide the social as well as emotional support that clients need. Synergies and collaboration with relevant parties, including government agencies, non-governmental organizations, and the private sector, strengthen the training program, allowing clients to experience greater benefits and greater access to opportunities in the community. This self-reliance training serves as the first step in clients' social reintegration process. By equipping them with relevant skills and knowledge, it is expected that clients can more easily adapt and contribute positively in the community. The success of this self-reliance training is not only measured by the client's ability to obtain a job or start a business, but also by their increased confidence, sense of responsibility, and ability to socialize in their environment.

Government Policy

Policies that support the reintegration of ex-prisoners, such as job training programs and social assistance, are important resources that Community Supervisors need to advocate for. Understanding existing policies and taking advantage of available programs can help clients in the empowerment process. Community Supervisors must keep themselves updated on existing policies and programs in order to provide appropriate advocacy. Government programs that support job training and social assistance are important resources that clients can take advantage of, so every Community Supervisor must ensure clients get the right information and access to these programs. Interactions between individuals and the environment not only influence each other, but can also have a significant impact on individual development, especially when these interactions are positive and functional. When the environment is able to provide this support, individuals are more likely to develop their potential and competence, which in turn accelerates the process of personal development and growth.

Client's Personal Experience

Clients' life experiences and their interactions with their home environment are important sources of information to understand their needs and challenges. Direct observation by Community supervisors helps in formulating interventions that are more targeted to the client's needs. Thus, the success of clients' businesses is not only determined by the capital acquired, but also by intensive and collaborative mentoring efforts, which ultimately encourage them to contribute.

Media and Community Perspectives

The media can serve as a tool to shape a more positive public opinion towards correctional clients in creating a more inclusive environment. Community Counselors play a crucial role in facilitating clients' access to wider marketing networks, as well as providing support in the development of effective marketing strategies. By having complete documents and valid certifications, clients can not only compete effectively with other businesses but also improve product quality and build a good reputation in the eyes of consumers and business partners.

Requirement Analysis

Based on the problems identified by the researcher, some needs must be met to support comprehensive mentoring in the empowerment of correctional clients, focusing on intervening to improve communication and relationships between clients and families. Family counseling is needed to address tensions and rebuild trust. Families must be given understanding and support in the client's mentoring process. Community Counselors need to intervene through family counseling to strengthen existing relationships. Efforts are also needed to facilitate communication and acceptance between clients and their families. Family counseling programs can help resolve conflicts and repair poor relationships.

Another intervention is the provision of socialization aimed at reducing social stigma and increasing community understanding of the importance of giving correctional clients a second chance. Clients also need better access to job training programs and mental health services. Community Counselors should play an active role in linking clients with relevant services. Clients need better access to support programs, such as job training, mental health, and other mentoring programs. As in the economic resources aspect, clients need financial support and access to social assistance programs to help

them start a new life after prison, in order to achieve economic independence. Clients' economic independence needs to be facilitated by providing access to relevant financial support programs, including assistance from the government or private institutions such as business capital assistance.

Skills training tailored to clients' needs is also required to help them achieve economic independence and reduce the risk of recidivism. Through this training, clients have the opportunity to explore and map the potential of their natural and human resources. This approach is very strategic, because in addition to improving practical skills, it also helps clients understand the value of these skills in a broader social and economic context. Synergies and collaboration with relevant parties, including government agencies, non-governmental organizations and the private sector, strengthen the training program, allowing clients to experience greater benefits and wider access to opportunities in the community.

Furthermore, self-reliance training serves as the first step in the social reintegration process of correctional clients. By equipping them with relevant skills and knowledge, it is hoped that clients can more easily adapt and contribute positively to society after completing their correctional term. The success of this program is not only measured by the client's ability to obtain a job or start a business, but also by their increased confidence, sense of responsibility, and ability to socialize within the community. As such, this training is one of the key components of the program.

Constraints Faced by Community Supervisors In Carrying Out Their Role As Case Managers.

The first obstacle is limited resources, both in terms of finance, time, manpower, and facilities needed to run empowerment programs. The high workload of Community Supervisors and limited budget often hinder the implementation of skills training programs or the provision of capital assistance. The second obstacle is the negative stigma that ex-prisoners still receive from society. This stigma causes clients to feel alienated and difficult to be accepted back into society, thus reducing the effectiveness of empowerment programs. The third obstacle is policy changes that often create uncertainty for Community Supervisors in providing appropriate services to clients. Inconsistencies in government policies or programs can cause clients to lose access to the help they need. The fourth obstacle is the lack of training and professional development for Community Supervisors, which affects their ability to provide optimal support to clients. Limitations in skills training, counseling, and case management often leave Community Supervisors lacking confidence in dealing with complex issues. The fifth obstacle is the lack of client understanding and engagement in empowerment programs. Clients who do not fully understand the benefits of the programs offered tend not to actively participate, which ultimately hinders the success of empowerment. In addition, the limited network of Community Supervisors is also a challenge, because without a strong network with government agencies, non-governmental organizations, or the private sector, Community Supervisors have difficulty providing clients with access to the resources they need.

Overall, this study emphasizes that the successful reintegration of correctional clients relies heavily on a holistic approach that involves positive interactions between individuals and their social environment. Support from family, community, government and relevant agencies is crucial in helping clients achieve economic and social independence. In addition, there is a need to increase the capacity of Community Supervisors through training and professional development, as well as greater efforts in

reducing social stigma against ex-prisoners. This will ensure that correctional client empowerment programs can run effectively and sustainably, thereby reducing the risk of recidivism and increasing clients' opportunities to contribute positively in society**.**

CONCLUSION AND SUGGESTION

The Role of Community Counselors play an important role as mediators and facilitators in connecting clients with families, communities, and public services. They also play a role in policy advocacy to ensure appropriate support during the social reintegration process. Communities such as *Karang Taruna, Pokmas Lipas (Kelompok Masyarakat Peduli Mayarakat)* and other third parties with which cooperation has been enacted in the MOU also provide significant social support, reduce stigma, and help clients adapt to the social environment. In addition, government policies that support job training and social assistance need to be optimized by Community Supervisors so that clients can access programs that accelerate reintegration.

Constraints Faced by Community Supervisors at the Surakarta Class I Correctional Center face various obstacles, such as limited resources (financial, time, energy, and facilities), which hinder the effectiveness of client empowerment. High workloads and limited budgets constrain optimal services, while community stigma hinders client reintegration. Inconsistent policy changes and a lack of professional training affect their ability to deal with clients. Other barriers include clients' lack of understanding of program benefits and personal issues, such as mental illness, as well as limited networks that reduce clients' access to self-sufficiency opportunities.

Increasing financial and manpower resources, as well as investing in technology and infrastructure to expand the reach of empowerment programs. In addition, it is necessary to develop the professionalism of Community Supervisors through regular training in counseling, case management, and social skills to increase their effectiveness. It is also recommended that Bapas expand its network of cooperation with government agencies, non-governmental organizations, the private sector, and local communities to provide more access for clients to job training, business capital, and social support. Overcoming stigma towards ex-prisoners should be done through socialization programs and educational campaigns to build a better understanding in the community.

Further research is needed to evaluate the effectiveness of empowerment programs, particularly in economic independence and social reintegration of clients, as well as examining the influence of social stigma and the impact of policy changes on the empowerment process. In addition, research on family counseling interventions is also important to understand the role of family support in the successful reintegration of ex-prisoners.

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