

# CANDIDATE CONNECTION

## NEWSLETTER

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## PART TWO

*of the Summer Edition*

## SPECIALIZED CASELOADS

### TOOLS & PROGRAMS

Welcome back! In Part Two of our **Summer Edition**, we continue our look at the specialized caseloads, tools, and programs that make a real impact in the communities we serve across North Carolina.

These programs highlight the commitment and expertise of our officers as they promote accountability, rehabilitation, and public safety every day.

Becoming a probation officer has allowed me to make a lasting difference in the lives of others.

- KAYLYN YORK

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# MENTAL HEALTH SUPERVISION

Mental Health Supervision focuses on individuals whose serious mental health needs may impact their ability to successfully navigate supervision. These cases often require a specialized approach, additional resources, and strong collaboration to promote accountability, stability, and long-term success.



## HOW CASES ARE IDENTIFIED

Chief Probation & Parole Officers (CPPO's) are trained to screen probation and post-release cases for eligibility. Officers use the Functional Abilities Rating Scale (FARS), a tool developed specifically for Mental Health Supervision, to help identify an individual's functional needs and the severity of those needs.

## GENERAL CRITERIA

- Unmanaged symptoms of a known or suspected serious mental illness (SMI).
- Functional difficulties in one or more life areas that appear impacted by the individual's unmanaged SMI.

## EXCLUSIONARY CRITERIA

- Offenders identified for a Sex Offender, SRG, or DV caseload (unless no specialty PPO is assigned in the county).
- Offenders participating in any Recovery Court other than Mental Health Treatment Court.

## FROM THE FIELD

A CONVERSATION WITH  
**MELLISSA LOFT, CPPO**  
UNION COUNTY

### 01 How would you define a mental health caseload?

A mental health caseload is a dedicated supervision caseload consisting of individuals with mental illnesses that may affect their supervision or make it more difficult for them to complete probation. These caseloads may include a mix of mental health and traditional cases and are often smaller in size due to the time-consuming needs of this population. Officers assigned to these cases receive additional training and become part of the treatment team to better support compliance.

### 02 What are some common challenges officers face with this population?

The biggest challenge is resources. Smaller counties often have limited access to mental health services or treatment facilities, which can make it difficult to get individuals the help they need. This can leave officers with fewer options and sometimes lead to traditional responses to noncompliance instead of being able to refer the individual for an evaluation, medication management, or counseling that may improve their behavior while on supervision.

### 03 How important is collaboration with mental health professionals?

Collaboration is crucial. We work with outpatient providers, family members, caregivers, education systems, and community organizations to create a strong support system. Officers often serve as a liaison to help address obstacles such as housing, medication side effects, substance-use relapse (dual diagnosis), and other needs that can impact success on supervision.

### 04 What advice would you give to new hires about supervising individuals with mental health needs?

Every case is different. This is not a 9 to 5 caseload. It requires active listening, time management, patience, training, and compassion. You will be trusted to be a source of answers and support, which sometimes means going beyond your normal schedule. It's a challenging but very noble position that can make a real difference in the lives of the individuals you supervise.

## MORE THAN A CASELOAD

The goal isn't to remove accountability, it's to understand what is driving the behavior and determine the most effective response. This work helps individuals stabilize, strengthens communities, and changes lives.



# RE-ENTRY SUPERVISION

Re-entry supervision focuses on individuals transitioning from incarceration back into the community. Probation/Parole Officers help individuals navigate this transition while maintaining accountability and addressing factors that may increase the risk of reoffending.

This work combines supervision, problem-solving, resource coordination, and community partnerships to help individuals establish greater stability after release.

## BREAKING DOWN BARRIERS

Returning to the community can bring many challenges. Re-entry officers help identify and address barriers that can interfere with successful supervision, including:



Housing



Employment



Transportation



Education



Identification Documents



Substance Use Treatment



Mental Health Services



Family Reintegration



Community Support

## WHAT DOES RE-ENTRY SUPERVISION LOOK LIKE?

### 01 A STRONG START



The first months following release can be critical. Officers may increase contact, verify living arrangements, monitor adjustment, and address immediate needs as individuals settle back into the community.

### 02 CONNECTION TO RESOURCES



Officers connect individuals with housing, employment programs, vocational training, education, transportation, treatment services, and other resources that support stability.

### 03 ACCOUNTABILITY & PROGRESS



Officers enforce supervision conditions, monitor behavior and decision-making, investigate violations, document progress, and respond appropriately when noncompliance occurs.

### 04 COMMUNITY PARTNERSHIPS



Successful re-entry requires teamwork. Officers coordinate with correctional facilities, treatment providers, workforce programs, social services, nonprofits, faith-based organizations, employers, and other community partners.

## THE BIG PICTURE

Successful re-entry supports public safety. The goal is to help individuals establish stable, productive lives after incarceration while reducing factors associated with reoffending. Re-entry supervision balances accountability with opportunities for positive change—helping individuals move from incarceration toward greater independence and long-term stability.





# VETERANS TREATMENT COURT

**Veterans Treatment Court (VTC)** is a specialized recovery court within North Carolina's judicial system designed to divert military veterans away from traditional criminal prosecution and toward treatment and rehabilitation. VTCs work with military service veterans who have a substance use disorder, mental health disorder, or co-occurring disorders, with the goal of connecting eligible veterans with VA benefits and treatment earned through their military service.

The program is voluntary and typically runs 13–18 months, targeting veterans charged with nonviolent felony or misdemeanor offenses. VTC operates through cooperation and collaboration among court officials, community partners, and law enforcement — similar in structure to drug treatment and mental health courts.

## THE PPO'S ROLE

Within the VTC team, the Probation/Parole Officer (PPO) plays a critical supervision and accountability role. Officers conduct regular check-ins and home visits, coordinate with treatment programs, document participant progress, and report any violations, while also providing guidance and support to help participants reintegrate into society — including connecting them with resources for employment, education, and housing. In the VTC context specifically, the PPO serves as the enforcement arm of the court team, enforcing conditions of supervision, communicating compliance or non-compliance to the judge, and using structured intervention tools and evidence-based practices.



# DRUG COURT

**Drug Court** is a specialized court program designed for non-violent, repeat offenders who struggle with substance use disorders, mental health issues, or co-occurring conditions. It serves as an intermediate punishment, a structured alternative to incarceration.

## How It Works

Participants are placed under intensive supervision by a team that includes probation/parole officers, judges, treatment providers, and community professionals. The program typically includes:

- 01 Regular court appearances
- 02 Mandatory drug testing
- 03 Substance abuse treatment
- 04 Counseling and support services
- 05 Close monitoring by PPOs

## The Benefits

-  **REDUCES RECIDIVISM**  
Helps break the cycle of addiction and crime by addressing the root cause, substance dependency.
-  **PROMOTES REHABILITATION**  
Encourages long-term recovery and reintegration into society.
-  **SAVES RESOURCES**  
Reduces the burden on jails, prisons, and traditional court systems.
-  **IMPROVES PUBLIC SAFETY**  
Participants are held accountable while receiving the help they need.
-  **STRENGTHENS COMMUNITIES**  
Supports healthier individuals and families, reducing the social impact of addiction.





# TRANSITIONAL HOUSING

Transitional housing provides a safe, structured, and supportive environment for individuals reentering the community. It helps participants build stability, develop life skills, and work toward long-term independence.



Safe and structured living environment



Accountability and support



Assistance with employment, education, and treatment services



Promotes successful reintegration



## Who It Serves

Individuals under supervision who need additional support while transitioning back into the community.

# DRUG SCREENING

Drug screening is a key tool used to promote accountability, monitor compliance, and support behavior change. It helps identify substance use early, so appropriate interventions and resources can be provided.



Urine, oral, sweat, and hair testing



Random, scheduled, and targeted testing



Results used to guide supervision and treatment



Supports a safer, healthier community



## Why It Matters

Early detection and accountability lead to better outcomes and reduced recidivism.



# BLACK MOUNTAIN AND DART

Black Mountain Substance Abuse Treatment Center and the DART (Division of Adult Rehabilitation and Treatment) program provide intensive substance use treatment for eligible individuals under community supervision. These programs offer structure, accountability, and the tools needed for long-term recovery.

## DART



- ✓ Residential treatment
- ✓ Evidence-based services
- ✓ Life skills development
- ✓ Focus on long-term recovery

## BLACK MOUNTAIN



- ✓ Structured residential program
- ✓ Individual and group treatment
- ✓ Behavioral change and relapse prevention
- ✓ Preparation for successful reintegration



## Who It Serves

Individuals under supervision who require a higher level of substance use treatment and support.

# DWI

## DRIVING WHILE IMPAIRED

The DWI caseload focuses on individuals convicted of driving while impaired by alcohol or other substances. Supervision includes monitoring compliance with court-ordered conditions and promoting responsible decision-making to reduce impaired driving in our communities.



Monitoring compliance with DWI court conditions



Use of ignition interlock devices (IID) when required



Alcohol and substance testing



Referrals to treatment and education programs



Supports safer roads and stronger communities



## Who It Serves

Individuals under supervision with a DWI conviction.



# ACE TEAM

APPREHEND | CAPTURE | ENFORCE



**24** TEAMS  
STATEWIDE



**96** MEMBERS  
PPOs AND CPPOs



The **ACE** Team is a specialized unit that focuses on locating and apprehending individuals who have absconded from probation, parole, or post-release supervision. Working alongside Probation/Parole Officers and local, state, and federal law enforcement agencies, the team conducts investigations, serves warrants, and utilizes strategic operations to locate high-risk offenders. Their efforts play a vital role in maintaining accountability, enhancing public safety, and supporting the integrity of community supervision across North Carolina.



## WHAT THE ACE TEAM DOES



### LOCATES ABSCONDERS

Identifies and locates individuals who have failed to maintain contact with their supervising PPO and are actively avoiding supervision.



### SERVES WARRANTS

Conducts investigations and executes warrants for absconders and other violation-related offenses.



### PARTNERS WITH LAW ENFORCEMENT

Works with local, state, and federal agencies to share information, conduct joint operations, and enhance offender apprehension efforts.



### TARGETS HIGH-RISK OFFENDERS

Focuses on individuals who pose a significant risk to community safety.



### ENHANCES PUBLIC SAFETY

Removes absconders from the community and supports the enforcement of supervision conditions.



### SUPPORTS ACCOUNTABILITY

Plays a key role in ensuring the integrity of community supervision throughout North Carolina.





— PIEDMONT CORRECTIONAL INSTITUTION —

# BREAST CANCER AWARENESS COIN



FRONT



BACK

## \$20 EACH

### PROCEEDS BENEFIT



**LOCAL CANCER TREATMENT CENTER**  
Providing snacks and drinks for patients during their treatment.



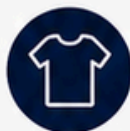
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FOR SPECIAL OLYMPICS  
NORTH CAROLINA



TO ORDER, CONTACT:  
[sean.douthit@dac.nc.nc.gov](mailto:sean.douthit@dac.nc.nc.gov)



Department of  
Adult Correction



WE'RE EXCITED TO KICK OFF THE  
**2026 LAW ENFORCEMENT TORCH RUN SEASON!**

This year, we're offering official Torch Run t-shirts and two stylish hat options.



**ORDER YOUR MERCHANDISE**  
(OR SIMPLY MAKE A DONATION)  
ON OUR DESIGNATED ORDER PAGE:

**NORTH CAROLINA  
LAW ENFORCEMENT TORCH RUN**



### SUPPORT A WORTHY CAUSE!

The Division of Community Supervision also has a team set up on the Raise the Torch platform. Feel free to share the link with family and friends who may be interested in supporting a great cause!



**THANK YOU FOR YOUR SUPPORT!**  
*Together, we make a difference.*

## Who Can Join the NCPPA?

Plant the seed. Grow your network.  
**Elevate your impact.**



**JOIN A NETWORK THAT SUPPORTS, DEVELOPS & EMPOWERS**



### NEW HIRES

- ✓ Within your first year of employment
- ✓ Discounted membership available

ONLY  
**\$20 /YEAR**



### CURRENT PROFESSIONALS

- ✓ Active probation/parole staff & criminal justice professionals

**\$50 /YEAR**  
or  
**\$120 (3 YEARS)**



### STUDENTS

- ✓ Enrolled in criminal justice or related programs
- ✓ Eligible for **new hire/ student rate**

### AS A MEMBER, YOU'LL GAIN ACCESS TO:



Professional development & training



Networking across the state



Mentorship opportunities



Advocacy & having your voice heard



Leadership opportunities & committee roles



Access to training, resource & education

## JOIN TODAY!

Whether you're just starting out or already in the field —  
**THERE'S A PLACE FOR YOU.**



[www.ncppa.com](http://www.ncppa.com)



Email us here!



# MORE WAYS TO MAKE A DIFFERENCE. ALL UNDER ONE MISSION.

While you wait for the right role in your county, explore other opportunities across NCDAC. Your skills, passion, and purpose can make an impact in so many ways.

*Different Roles. One Team. Stronger Together.*



## WE'RE ALL PART OF THE NCDAC FAMILY

Every role plays a part in creating safer communities and changing lives for the better.



## EXPLORE ALL THAT **NCDAC** HAS TO OFFER

From custody to community, operations to administration, and so much more—there's a place for your talents here!



### DIVERSE OPPORTUNITIES

Explore a wide range of careers that fit your skills and interests.



### GROW YOUR CAREER

Advancement, training, and professional development.



### MAKE AN IMPACT

Support positive change and help build safer, stronger communities.



### ONE TEAM, ONE MISSION

We're all working together for a safer North Carolina and brighter futures.

## READY TO FIND YOUR NEXT OPPORTUNITY?

SCAN THE QR CODE OR VISIT  
OUR CAREERS PAGE TO EXPLORE  
ALL OPEN POSITIONS.



**APPLY TODAY!**

[nc.wd108.myworkdayjobs.com/NC\\_Careers](https://nc.wd108.myworkdayjobs.com/NC_Careers)

## LET'S CONNECT!

WE'RE HERE TO HELP YOU FIND THE RIGHT FIT.



## Contact a Recruiter or Find your Region

[dac.nc.gov/careers/contact-recruiter](https://dac.nc.gov/careers/contact-recruiter)

Our recruiters are ready to answer your questions and guide you every step of the way.



## START YOUR JOURNEY WITH AN **INTERNSHIP AT NCDAC!**

Gain real-world experience, build your skills, and make a difference in the lives of others through our Probation/Parole Internship Program.

### DESCRIPTION

- Work alongside Probation/Parole Officers in the field: conduct employment verifications and criminal record checks
- Interact with judicial staff in courtroom environments, attend probation violation hearings and help prepare cases for review
- Learn about evidence-based practices and best ways to achieve change in offender behavior
- Develop case plans and assist with risk/needs assessments
- Acquire skills in DAC case management tools and software

### QUALIFICATIONS

- Junior or senior in accredited college or university with a major in criminal justice, correctional services, psychology, social work or other related human services field
- GPA of 2.5 or higher; or a graduate student majoring in criminal justice and in good standing with an accredited college or university



### LEARN MORE & APPLY

[Dac.nc.gov/careers](https://dac.nc.gov/careers)  
Contact NCDAC HR at  
919-324-1132 or  
[probationparoleapplicant@dac.nc.gov](mailto:probationparoleapplicant@dac.nc.gov)



# We're Here for **YOU** EVERY STEP OF THE WAY!

Questions? Reach out. We've got you!

## QUICK LINKS CORNER



**SUBSCRIBE NOW**

### Stay informed!

Subscribe to our newsletter for tips, events, and new hiring announcements.



**ApplyNow**

### Ready to start your journey?

Submit your application and take the first step toward becoming a Probation/Parole Officer.



**FAQ**

### Got questions?

Visit our FAQ page for quick answers about the hiring process.



**BE AN AMBASSADOR**

### Love what we do?

Share our openings with a friend, classmate, or community member. Help us build stronger communities across North Carolina!

## OUR **HIRING** PROCESS

The journey to becoming a Probation/Parole Officer can take time, but don't worry, we're here to guide you every step of the way.

**1**



**APPLICATION REVIEW**

Your application is screened for minimum qualifications.

**2**



**INTERVIEW**

If selected, you are invited to interview.

**3**



**BACKGROUND & PRE-OFFER CHECKS**

We complete a comprehensive background check and contact your references.

**4**



**PRE-OFFER ASSESSMENTS**

You will complete required assessments and review important information.

**5**



**CONDITIONAL OFFER**

Once you pass the above steps, you receive a conditional offer and move forward in processing.

**6**



**PROCESSING APPOINTMENTS**

You will complete fingerprinting, onboarding documents, FMRT (if required), physical exam, and drug screening.

**7**



**FINAL APPROVAL FOR HIRE**

Once all requirements are successfully met, final approval is granted.

**8**



**START DATE CONFIRMED**

You are contacted with your official start date.



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6:00 PM – 7:00 PM

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-  What to expect
-  Application & hiring process
-  Tips for success
-  And more!

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## WHAT WE OFFER

### CAREER GUIDANCE

Support from  
application to hire.

### PREPARATION TOOLS

Mock interviews,  
tips and resources.

### REAL INSIGHTS

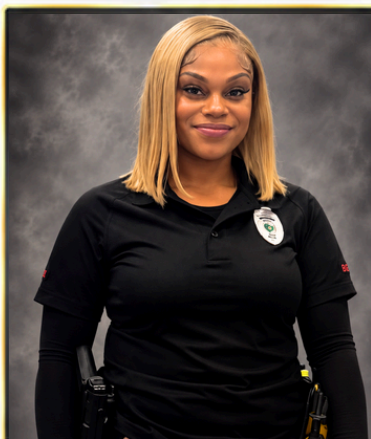
Learn about the role,  
training, benefits and  
career growth.

### ONGOING SUPPORT

We're here to answer  
your questions.



Zachary Cochran  
Division 1



Natalie Williams  
Division 2



Crystal Bunch  
Division 3



Kaylyn York  
Division 4

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