

CHAMPAIGN COUNTY PROBATION & COURT SERVICES DEPARTMENT

FREQUENTLY ASKED QUESTIONS

- ***Is the Probation Office open to the public?***
 - Yes, as of June 1, 2020, the Probation Office is open to the public on a limited basis. Our hours are 8:00 a.m. to 4:30 p.m., Monday through Friday.
 - We are limiting the number of people reporting to the Probation Office. If you do not have a scheduled appointment, do not report to the Probation Office. In that case, please call your Probation Officer at (217) 384-3753 to schedule an appointment.

- ***How do I contact my Probation Officer?***
 - You can contact your Probation Officer by telephone at (217) 384-3753. If your officer is not available, your call will be forwarded to his/her voice mail. If you leave a message, your officer will return your call as soon as possible.
 - You can also contact your officer by email. Generally, each officer's email address is his/her first initial and his/her last name @co.champaign.il.us (example: mwilliams@co.champaign.il.us).
 - You can also send your email to the Department's general email address (courtservices@co.champaign.il.us) and your email will be forwarded to your officer.

- ***What if I was sentenced to Probation during the time the Probation Office has been closed?***
 - If you were sentenced to Probation during the time the Probation Office has been closed, your case has been assigned to a Probation Officer and it is likely that your Probation Officer has attempted to contact you by telephone or by mail. If you have not heard from a Probation Officer, please call the office at (217) 384-3753.

- ***What should I know about coming to the Courthouse and the Probation Office?***
 - Do not report to the Probation Office if you are sick. Call your Probation Officer to reschedule.
 - Clients will be required to wear face coverings at all times while in the Probation Office.
 - Upon entering the Courthouse, clients should be prepared to let Court Security Officers know the following:
 - ✓ The name of the Probation Officer they are seeing (or the group meeting they are attending).

- ✓ The time of their appointment. Visitors may only be admitted to the courthouse 10 minutes in advance of their scheduled appointment/group meeting.
 - Only clients will be admitted to the Probation Office. Family members (including children), friends and others will not be admitted. Exceptions will be made for parents/guardians of juvenile clients.
 - Any client needing assistance with access issues should contact their Probation Officer in advance.
 - Visitors are not to enter the Probation Office if they have any of the following symptoms: fever, coughing, sneezing or shortness of breath.
 - Visitors may be required to have their temperature taken.
 - Visitors observed coughing or sneezing will be asked to leave the office and told to contact their Probation Officer to reschedule.
 - Occupancy of the Probation Office waiting room is limited to 12 persons. If capacity is reached, clients and other visitors will be asked to wait in the hallway.
 - To protect their own health and the health of those around them, visitors are asked to respect social distancing guidelines and to maintain 6 feet between themselves and others whenever possible. Social distancing practices will be facilitated by signage, spacing indicators, and seating arrangements.
 - Commonly touched surfaces are being cleaned and disinfected frequently and hand sanitizer will be available in courtrooms and public offices.
- ***What if I have questions about Public Service Work or attending a Victim Impact Panel?***
 - If you have questions about Public Service Work or attending a Victim Impact Panel, please contact PSW Coordinator Nicki Roelfs at (217) 384-3753. You can also email Officer Roelfs at nroelfs@co.champaign.il.us.
- ***I am on Conditional Discharge or Court Supervision and I have questions. Who should I contact?***
 - If you are on Conditional Discharge or Court Supervision and you have questions, please contact PSW Coordinator Nicki Roelfs at (217) 384-3753. You can also email Officer Roelfs at nroelfs@co.champaign.il.us.
- ***What if I have been attending group meetings at the Probation Office?***
 - Most group meetings at the Probation Office will resume during June. If you have questions about your group, please contact your Probation Officer. You can also contact your group provider at:
 - ✓ Cognition Works: (217) 239-0142
 - ✓ Kleppin & Associates: (217) 721-2686
 - ✓ Community Resources & Counseling Center (CRCC): (217) 379-4302

- ✓ Rosecrance (MRT Group): (217) 398-8080 (ask for Daniel Shoemaker)