

CHAMPAIGN COUNTY PROBATION & COURT SERVICES DEPARTMENT

FREQUENTLY ASKED QUESTIONS

✓ ***Is the Probation Office open to the public?***

- Yes, the Probation Office is open to the public. Our hours are 8:00 a.m. to 4:30 p.m., Monday through Friday.
- If you do not have a scheduled appointment or have not been ordered to report to the Probation Office following a court appearance, we suggest that you 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 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 are required to wear face coverings at all times while in the Probation Office, regardless of vaccination status.
- Upon entering the Courthouse, clients may be asked the following by Court Security Officers:
 - ✓ 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.
- With the exception of parents/guardians of juvenile clients, we discourage clients from bringing family members (including children), friends and others to the Probation Office.
- 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 may be limited. If capacity is reached, clients and other visitors may 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.
 - 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 have resumed. 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 Julie Lindberg or Anna Flodstrom)