

**Probation Services**  
**Frequently Asked Questions**



**How often do I need to report to my case manager?**

Frequency of appointments vary depending on court conditions and assessed risk level. Refer to your Probation Agreement which you reviewed and signed at your initial appointment.



**What if I miss an appointment?**

Contact your case manager by phone to reschedule. Please avoid dropping in as case managers generally have scheduled appointments throughout the day.



**Where do I submit my proof of completion for conditions such as community service and classes or treatment?**

You are encouraged to turn those into your case manager unless directed otherwise by your case manager. If you are directed to provide proof directly to the court, be sure to notify your case manager via text or email once they are submitted.



**How should I contact my case manager?**

Office phone, email or text message. Please only leave one message; in most situations, your case manager will return your call within 24 to 48 hours.



**Can I travel outside of the surrounding counties or out of state?**

Yes. You must inform your case manager of the trip details as soon as possible. Please provide dates, location, and reason for the travel. If a substance test and/or class/counseling is missed during this time, then proof of your trip may be requested.



**What if I become overwhelmed with my probation conditions or struggle to remember due dates?**

Review your Probation Agreement (PA) which outlines your court conditions, including due dates. If you still have questions, contact your case manager.



**Where can I pay my probation fees and how frequently are they due?**

You may pay your fees in money order, cashiers check, or debit/credit card (Visa, MasterCard, Discover, and American Express (online only)) before the end of each month as follows:

- 1) online at: [www.slco.org/criminal-justice](http://www.slco.org/criminal-justice)
- 2) by calling our Office Support Staff at 385-438-3500; or
- 3) at Criminal Justice Services' front counter



**Can I end probation early?**

The court may close your case early depending on your compliance and completion of court conditions. Once conditions have been met, your case manager may review and request early termination or court supervision as appropriate.