



King County

Department Policies and Procedures

Title

Assigned Counsel Policy

Department/Issuing Agency

Department of Public Defense

Effective Date.

02/05/2016

Approved

Loirinda Youngcount 1/16

1. PURPOSE

To create a qualified panel of attorneys to provide indigent defendants and respondents with legal representation in King County when a conflict of interest or unexpected circumstances prevent the Department of Public Defense (DPD) from providing representation.

2. APPLICABILITY

This policy is applicable to all attorneys on the King County Assigned Counsel Panel and sets out the criteria for being a member of the panel as well as procedures for billing.

3. REFERENCES

- A. Revised Code of Washington (RCW), Chapter 10.101
- B. King County Code (KCC) 2.60
- C. Standards for Public Defense Services, endorsed by the Washington State Bar Association, approved June 3, 2011.
- D. Supreme Court Standards for Indigent Defense adopted pursuant to CrR 3.1, CrRLJ 3.1 and JuCR 9.2, effective June 30, 2012, and all other amendments.
- E. National Legal Aid & Defender Association Standards for the Administration of Assigned Counsel Systems (1989).

4. DEFINITIONS

- A. Assigned Counsel: Attorneys who have been named to the King County Assigned Counsel Panel (Panel).
- B. Assigned Counsel Director (AC Director): Attorney named by the King County Public Defender to oversee the Assigned Counsel Panel. Robert "Burns" Petersen was named to this position on November 9, 2015, and can be contacted at Robert.Petersen@kingcounty.gov or burns.petersen@kingcounty.gov. The Assigned Counsel Director shall be responsible for the selection of Assigned Counsel, tracking caseloads, quality control, approving Assigned Counsel invoices, and other matters as determined by the Director of the Department of Public Defense.
- C. Stand-by Counsel: An attorney who is appointed by the court to assist a defendant who has invoked his/her right to self-representation. Stand-by counsel provides technical information to the defendant and is available at a moment's notice to represent the defendant in the event that the termination of the defendant's self-representation is necessary. (*State v. McDonald*, 143 Wn.2d 506 (2001)).
- D. Payment Affidavit: The Confirmation of Assignment and Request for Payment form. This form is used by DPD as confirmation of the case assignment and by assigned counsel in requesting payment.
- E. Immediately: Within 48 hours of a designated event, exclusive of weekends and holidays.
- F. In writing: Includes email communication.

5. APPLICATION PROCESS AND ONGOING REVIEW

- A. Any attorney wishing to be named to the Assigned Counsel Panel must submit a written request providing all documentation requested. See *Appendix A – Request to be on Assigned Counsel Panel*.
http://www.kingcounty.gov/~media/courts/OPD/documents/Assigned_Counsel_Panel_Application_-_January_2016.ashx?la=en
- B. Selection of Assigned Counsel Panel members will be based on experience, training, and demonstrated proficiency in representation and litigation skills as set out in the American Bar Association Criminal Justice Standards for the Defense Function; The National Legal Aid & Defender Association Standards for the Defense; and the Washington State Bar Association Standards for Indigent Defense Services.

- C. The Assigned Counsel Director will name the King County Assigned Counsel Panel. A request to be on the Assigned Counsel Panel may be made to the AC Director at any time. The AC Director will only review those requests and add to the Panel when necessary to maintain an adequate number of attorneys on the Panel. Nothing in this policy and procedure shall create a right of any attorney to be included or kept on the Assigned Counsel Panel.
- D. In order to ensure that indigent clients are provided adequate representation, the AC Director or designee will evaluate the performance of attorneys accepting cases. Such evaluation may include, but is not limited to, the following:
- observing the attorney's performance in court;
 - soliciting and receiving comments from clients, judges, other counsel, and court personnel regarding the attorney's performance; and
 - examining legal documents filed by the attorney.

6. ASSIGNED COUNSEL REQUIREMENTS

- A. Assigned Counsel must be licensed and a member in good standing of the Washington State Bar Association (WSBA).
- B. Assigned Counsel shall satisfy all ongoing requirements for practicing law as determined by the Washington State Supreme Court, including continuing legal education (CLE) requirements. Seven (7) hours of the annual CLE requirement shall be courses related to criminal law or courses relevant to counsel's assigned case areas.
- C. Assigned Counsel must immediately notify the AC Director in writing if he/she is found to have provided ineffective assistance of counsel by any tribunal, including the WSBA, a trial court, or upon appellate review.
- D. Assigned Counsel who is the subject of a WSBA complaint concerning any case assigned by DPD to the attorney shall immediately provide the AC Director a copy of the complaint. If the complaint concerns any issue other than a case assigned by DPD, the attorney shall immediately notify the AC Director of the basic nature of the complaint. If the WSBA requests a response to a complaint, a copy of the response shall be provided to the AC Director. The attorney must timely respond to all WSBA requests and cooperate in the investigation of a complaint. Any complaint concerning a case assigned by DPD will result in a conference between the attorney and the AC Director. Information learned at this meeting will be kept confidential, unless necessary to defend DPD in litigation.

E. Required Insurance Coverage: Assigned Counsel must:

- Maintain professional liability insurance coverage in the amount of \$1,000,000 for each claim and \$1,000,000 in the aggregate, with a maximum deductible of \$10,000.
- Maintain Commercial General Liability in the amount of \$1,000,000 per occurrence and \$2,000,000 in the aggregate; and, if an employer, Statutory Workers Compensation and Employers Liability/Stop Gap in the amount of \$1,000,000.
- Name King County as the additional insured on the General Liability Policy.

Proof of such coverage will be a copy of the certificate of insurance and must be submitted with the application. Notification of change in coverage should be made to the AC Director in writing within 15 days of any change. A current certificate of insurance must be supplied each year by March 1st.

- F. Assigned Counsel shall protect, defend, indemnify, and save harmless the County, its officers, employees, and agents from any and all costs, claims, judgments, and/or awards of damages or attorney fees, arising out of or in any way resulting from any acts or omissions regardless of whether such acts arise from, without limitation, negligence, gross negligence, inadvertence, intentional conduct, misfeasance, malfeasance, or excusable neglect of the attorney or the attorney's employees or agents in connection with the attorney's representation of indigent clients as a result of an appointment by DPD. The attorney agrees that his/her obligations under this subparagraph extend to any claim, demand, and/or cause of action brought by, or on behalf of, any employees or agents. For this purpose, the attorney, by mutual negotiation, hereby waives, as respects the County only, any immunity that would otherwise be available against such claims under the Industrial Insurance provisions of Title 51 RCW. In the event the County incurs any judgment, award, and/or cost arising therefrom, including attorney's fees, to enforce the provisions of this article, all such fees, expenses, and costs shall be recoverable from the attorney.
- G. Assigned Counsel and their staff shall not solicit or accept any compensation, gifts, gratuities or services for work performed on assigned cases. Nor shall Assigned Counsel convert an assigned case into a private pay case.
- H. Assigned Counsel must submit a King County Substitute W-9 form to the AC Director upon acceptance to the Assigned Counsel Panel and any time there is a change in the business address or change in employer. *See Appendix B-King County Substitute W-9 Form.*
http://www.kingcounty.gov/~media/courts/OPD/documents/King_County_Substitute_W9_022315.ashx?la=en

- I. Pursuant to RCW 10.101.050, Assigned Counsel must report to the AC Director by February 1st of each year the hours billed for nonpublic defense legal services in the previous calendar year, including the number and types of private cases.

7. ELIGIBLE CASES

- A. Assigned Counsel will be paid only for representation of eligible clients. Eligibility is established pursuant to RCW 10.101. DPD is responsible for certifying a client's eligibility. If Assigned Counsel is court-ordered to appear with a client who has not been found eligible for indigent representation, counsel must seek a provisional appointment from the court for that hearing only, pursuant to RCW 10.101, and require the client to be screened for financial eligibility by DPD in order to bill DPD for time spent representing that client at that hearing.
- B. The Assigned Counsel Panel does not provide representation in any of the municipal courts in King County.
- C. The Washington State Office of Public Defense pays/reimburses Assigned Counsel directly for Dependency parental cases. Bills for those cases must be submitted to State Office of Public Defense (OPD) using the forms posted on the State OPD website.
- D. DPD does not have legal authority to provide representation at public expense in the following types of cases:

Paternity Cases. The right to counsel in paternity cases is limited to a court-ordered assignment of counsel citing State v. James, 38 Wn. App. 264, 686 P.2d 1097 (1984); or a contempt of court proceeding arising from a failure to take a blood test. Any assignments outside of these limitations are in error and must be returned to DPD immediately. DPD will not reimburse for cases outside the categories noted above.

Contempt Cases. DPD is funded only for cases where a criminal defendant faces jail time.

Private Matters. DPD lacks the authority to fund representation in private matters, such as custody and visitation matters where the person is not facing jail time. DPD will not reimburse for an appointed dependency matter that is dismissed or in family court as a private matter. If counsel receives a new case assignment from DPD that fits in this category, counsel must return it to DPD immediately. In the event that a court consolidates a family court matter with proceedings under a dependency petition, Assigned Counsel must immediately notify the

AC Director. If approved, Assigned Counsel will be paid only for representation involving the dependency related issues in the consolidated matter.

- E. Juvenile Offender Cases. DPD assigns counsel on all juvenile offender cases. These cases include: (1) a new information, (2) modification, (3) dispositions, etc. Assigned Counsel must contact the AC Director if he/she is notified by the juvenile court of a filing resulting in a new hearing for a former client. Assigned Counsel should not assume an automatic appointment for all cases for a particular defendant.
- F. Bench Appointments. Whenever counsel is appointed from the bench a copy of the Order Appointing must be sent immediately to the AC Director. No billing will be accepted or paid without prior notice and confirmation from the AC Director that the case is eligible for Assigned Counsel appointment.

8. ASSIGNMENT OF CASES

Cases will be assigned to members of the Assigned Counsel Panel according to the AC Director's assessment of the best interest of each client. As a general rule:

- A. Cases will be assigned based on Assigned Counsel's qualifications and experience, current workloads, and the proximity of their office to where the client is detained and the courthouse where the case is assigned.
- B. The AC Director will make note of Assigned Counsel's reason for declining appointment in a case as not available (NA), conflict (C), or refused (R). Reasons for which an attorney may not be available include: illness, vacation, high workload, or other matters deemed by the AC Director as good cause. Attorneys with three refusals (R) without good cause will be removed from the panel list to receive cases.
- C. Cases are assigned to an individual Assigned Counsel Panel member. Use of another attorney on an appointed case is limited solely to unanticipated coverage and must be infrequent. Assigned Counsel may only use another Assigned Counsel Panel member to provide such coverage.
- D. Assigned Counsel may move to withdraw his/her appearance only in accordance with the Washington Rules of Professional Conduct and must give advance notice to the AC Director in writing with a copy of the motion to be filed.
- E. A request for the appointment of co-counsel must be in writing to the AC Director. If denied, Assigned Counsel may move for appointment of co-counsel with the court hearing the case.

- F. A request for co-counsel must specify the circumstances justifying co-counsel and should outline such considerations as:
- Number and seriousness of counts.
 - The volume and nature of discovery.
 - The number, novelty, and complexity of legal issues.
 - The number of witnesses, and if witnesses have any special language needs or other requirements.
 - The number and nature of any expert witnesses.
 - The complexity of the evidence, such as DNA evidence, crime lab work, or computer forensics.
- G. Counsel must also provide the name of proposed co-counsel and confirm that proposed counsel is willing to enter an appearance in the matter. Proposed co-counsel should be a member of the DPD Assigned Counsel Panel. The AC Director will inform assigned counsel in writing on the decision to add co-counsel.
- H. Assigned Counsel is responsible for representing eligible clients and cases only. Counsel must notify the AC Director immediately if it is reasonable to believe a case has been assigned in error.

9. CASE CLOSURE

- A. In all cases other than dependency, if an assigned client fails to appear for a hearing and has not reappeared within 60 days, counsel must notify the AC Director in writing, file a motion to withdraw, and indicate such on the billing statement. In the event that the assigned client reappears or is arrested on a warrant within 180 days of the failure to appear, Assigned Counsel must notify the AC Director. In most situations, Assigned Counsel will be re-appointed.
- B. Dependency Case Closure Policy: If the client has failed to appear for a hearing and the client is not involved in services, counsel should attempt to locate his/her client using readily available contact information, an investigator, or by other reliable means. Counsel should attempt to reengage the client with the case to help preserve the client's interests. Counsel should only make disclosures consistent with the Rules of Professional Conduct and should avoid disclosures that may undermine the client's interests. If the client fails to appear in court a second time, counsel should again try to locate his/her client, and if unsuccessful, should withdraw as counsel per court rules, including attempting to notify the client of the intent to withdraw. Counsel should close the case, once discharged by the court.

- C. An assigned client who reappears 180 days following a failure to appear in court must re-screen for eligibility. In most situations, Assigned Counsel will be re-appointed.
- D. Assigned Counsel must notify the AC Director if at a sentencing or disposition hearing the court orders post-sentencing or post disposition hearings for matters other than restitution. Assigned Counsel should not assume continued representation or re-appointment.
- E. If additional charges are filed in an assigned case, counsel must notify the AC Director.
- F. If a new case (meaning additional cause number) is filed against an assigned client, DPD will determine whether the new case will also be assigned to Assigned Counsel.
- G. Upon assignment, Assigned Counsel shall immediately determine whether he/she has a conflict of interest which will prevent him/her from representing an assigned client and immediately notify the AC Director in writing if a conflict exists. In the event a conflict of interest is discovered during the course or representation, Assigned Counsel shall discuss the conflict with the AC Director prior to filing a motion to withdraw. Assigned Counsel will remain assigned and responsible as provided for in the Washington Rules of Professional Conduct until the Withdraw and Substitution of Counsel is granted by the Court.
- H. If an assigned client successfully moves to proceed *pro se* and Assigned Counsel is ordered to act as stand-by counsel, Assigned Counsel must immediately provide the AC Director a copy of the order.
- I. Assigned Counsel must immediately notify the AC Director in writing when an assigned client retains private counsel.

10. BILLING PROCEDURES

- A. Upon assignment of a case, the AC Director will provide Assigned Counsel a Confirmation of Assignment and Request for Payment ("Payment Affidavit") form via email. The total number of hours and case related costs must be reported on the Payment Affidavit. Specifics of case activity and costs must be provided on attached sheets and may be a print out of activity from Assigned Counsel's billing system. Billing information should be word processed and not handwritten entries or case log notes.
- B. Assigned Counsel will be paid upon receipt and approval of the Payment Affidavit. The Payment Affidavit and supporting documentation must be delivered or mailed to the DPD address on the Payment Affidavit, or scanned

and emailed to DPD-Finance@kingcounty.gov. Do not submit both an email version AND a hard copy version. Billings submitted without a properly complete Payment Affidavit will be returned to Assigned Counsel and will not be paid. Assigned Counsel shall allow the Department of Public Defense thirty (30) days from the date of receipt for payment of all billings.

C. The AC Director will review all Assigned Counsel's bills for sufficiency of documentation and reasonableness of claims. Bills must provide a brief description of the work performed for each time entry in sufficient detail for meaningful review. The following are some common examples of appropriate descriptions:

- travel time;
- (bond, suppression, etc.) hearing time;
- client conference (@ office; @ jail);
- phone conference (with client; with witness, with opposing counsel);
- document prep or review (specify);
- other conferences (expert/investigator/DPA);
- drafting letter/email to (client, witness, opposing counsel)
- any "unusual" aspects of the particular task you are itemizing, (e.g., if review of discovery is lengthy, indicate the reasons for this, such as: the number of pages, the complexity of issues, etc.).

D. Assigned Counsel must fill out the final disposition or resolution, including what sentence was imposed, and any dependency or other civil resolution or case action, including the outcome for each count (reduced, pled as charged, jury-not guilty, etc.) in the final billing. Final billings will not be processed until the information is received.

E. Additional information may be requested if entries lack sufficient detail or if the time claimed seems outside customary and usual limits. In the event that the AC Director must request additional information, the thirty (30) day payment window may be extended by the period of time it takes for Assigned Counsel to provide the requested information. Assigned Counsel must carefully review bills for accuracy and completeness prior to submission. Include a brief progress report for clarification, including a description of the disposition of the case, if completed.

F. Assigned Counsel must submit monthly interim billings unless the total balance due is less than \$500.00. Billings must be submitted once the total amount due for multiple months exceeds \$500.00. Counsel who fail to bill at the intervals described may be removed from the Panel.

G. In all co-counsel cases in which more than one Assigned Counsel is representing the same assigned client in the same case, both counsel must submit their bills on the same schedule in order to facilitate simultaneous

review. Best practice will be to submit the invoices together in the same email.

- H. Assigned Counsel must submit a final bill within thirty (30) days of disposition, except in cases where restitution is pending. These cases must be submitted for final billing within (30) days of resolution of restitution issues. Assigned Counsel who submits bills more than 45 days following disposition may be removed from the panel.
- I. Assigned Counsel must bill in tenth of an hour increments. (See conversion table below). Counsel may only bill for time worked. Standard charges for particular tasks will be stricken (i.e., email .2; opening file 1.0; etc.)

01-06 Minutes = .10 Hour

07-12 Minutes = .20 Hour

13-18 Minutes = .30 Hour

19-24 Minutes = .40 Hour

25-30 Minutes = .50 Hour

31-36 Minutes = .60 Hour

37-42 Minutes = .70 Hour

43-48 Minutes = .80 Hour

49-54 Minutes = .90 Hour

55-60 Minutes = 1 Hour

- J. DPD reserves the right to reduce bills if the time claimed appears unreasonable and Assigned Counsel lacks an adequate explanation for his/her use of time.
- K. DPD affidavits are matters of public record unless they are sealed. Please exercise appropriate discretion when completing invoices.

11. CASES WITH MORE THAN 300 HOURS

- A. Assigned counsel are required to submit a Case Planning Form for criminal and juvenile offender cases with either:
- More than 300 hours billed already* or;
 - Expected billing of more than 300 hours.

*If a case with more than 300 hours billed already is scheduled for plea/sentencing, no Case Planning Form is necessary, and the current billing will be reviewed for reasonableness. See Appendix C – Case Planning Form.

[http://www.kingcounty.gov/~media/courts/OPD/documents/Case Plan Form for Assigned Counsel.ashx?la=en](http://www.kingcounty.gov/~media/courts/OPD/documents/Case_Plan_Form_for_Assigned_Counsel.ashx?la=en)

- B. For newly assigned criminal and juvenile offender cases where counsel anticipates billing more than 300 hours, counsel must file a Case Planning Form within one (1) month after being assigned the case assigned. Counsel should use this form to estimate the total number of hours to complete the case.
- C. Up to 1.5 hours can be billed for filling out the Case Planning form for a case.
- D. Completed Case Planning forms must be emailed to the AC Director.

12. PAYMENTS, RATES AND REIMBURSABLE COSTS

- A. Assigned Counsel hourly rates are set by the County Executive and approved by the King County Council. Additions to the hourly rate are paid with State Office of Public Defense (OPD) funds appropriated and disbursed pursuant to RCW 10.101.60 et. Seq. The additions are subject to King County's receipt of and the amount of State funds.

TYPE OF CASE	DPD HOURLY RATE	OPD ADDITIONAL
Aggravated Murder	\$ 90.00	
Class A Felony	\$ 50.00	\$ 20.00
Class B/C Felony	\$ 50.00	\$ 5.00
Adult Misdemeanor	\$ 45.00	\$ 5.00
Juvenile Offender	\$ 50.00	
Dependency / termination	\$ 40.00	\$ 5.00
Contempt of Court	\$ 40.00	\$ 5.00
At-Risk Youth, CHINS, ITA	\$ 40.00	

- B. Whenever rates change, the attorney is paid the rate that is in effect on the date the work is performed. If an amended complaint is filed after appointment, and the amended complaint includes counts that are billable at a higher rate, the higher rate will apply from the date of filing the amended complaint forward. Assigned Counsel must provide a copy of the amended complaint with the Payment Affidavit and Uniform Billing Invoice.
- C. Time spent on multiple cases that require overlapping services (e.g., research, attendance in court, travel to visit clients, etc) should not billed in full to each case, but be appropriately allocated among the cases with reference to each case where time is apportioned.
- D. Assigned Counsel may not bill for work completed by support staff. Assigned Counsel shall not bill for "opening file" when the task of creating a paper file and producing an Appearance is completed by support staff. In those instances in which voluminous discovery or documents are a part of the case,

Assigned Counsel may request in writing the assistance of a paralegal or clerk at a rate not to exceed twenty dollars (\$20.00) an hour as an extraordinary expense. Such request must be made and approved in advance of retaining a paralegal/clerk and billing for the time.

- E. Assigned Counsel's use of a Rule 9 intern must be pre-approved in writing by the AC Director. A Rule 9 intern may be used only on a limited basis subject to the supervision requirements of the Rule. Assigned Counsel may not bill for both a Rule 9 intern's and counsel's time for the same events or work.
- F. Billings are subject to the limitations below and may be returned if the costs are not itemized or do not have required supporting documentation.
- G. Long distance and collect phone charges will be reimbursed with supporting documentation. Collect phone calls from the King County Correctional Facility (KCCF) do not require an attached phone bill, and will be reimbursed at \$2.00 each. Cellular phone charges are not reimbursed.
- H. Printing and photocopies are reimbursed at \$.15 per page, for a maximum of 500 pages. (Please include the number of copies made). If there is a reasonable need for more than 500 copies, Assigned Counsel must seek prior written approval. Time spent making copies shall not be billed. If copies are made at a place of business, a receipt must be attached to the Uniform Billing Invoice if Assigned Counsel is requesting reimbursement.
- I. Assigned Counsel may bill mileage from his/her primary business location to and from courts, interviews, and jails. The Uniform Billing Invoice must reflect the date, locations, and reason for travel. Mileage must be prorated between all clients served by the travel. Mileage is reimbursable at the federal rate.
- J. Assigned Counsel may request reimbursement for parking expense at a maximum rate of \$6.00 per day without a receipt when traveling to courts, interviews, and jails. A claim for reimbursement over \$6.00 must be accompanied with a paid receipt.
- K. Assigned Counsel is responsible for coordinating with an assigned client's family for appropriate trial clothing. In the event clothing is unavailable, Assigned Counsel may request reimbursement not to exceed \$75.00 with paid receipts from Goodwill, Salvation Army, or similar thrift store. If clothing costs will exceed \$75.00, prior approval must be sought from the AC Director.
- L. Attorneys who have approval for experts are responsible for the expert submitting billings at least quarterly and at the end of the fiscal year, December 31.

- M. See Expert Service Policies on the DPD website for policies and procedures on expert witness requests and payment and current required form:
http://www.kingcounty.gov/~media/courts/OPD/documents/Expert_Services_FINAL_revised_2-13-14.ashx?la=en

13. RESPONSIBILITIES

- A. In representing indigent clients for the Department of Public Defense (DPD), Assigned Counsel is an independent contractor and not an employee or agent of King County for any reason. Nothing in these policies shall be construed to impair or inhibit the exercise of independent, professional judgment by Assigned Counsel with respect to the representation to assigned clients.
- B. Assigned Counsel will establish an attorney/client relationship with the client, and the attorney shall determine what services to provide to the client in order to ensure adequate representation, subject to these Assigned Counsel Panel Policies and Procedures. Assigned Counsel shall maintain professional practice standards in providing a level of legal service consistent with professional standards as set forth by the Department of Public Defense and the Rules of Professional Conduct of the Washington State Supreme Court, the Washington State Bar Association, the National Legal Aid & Defender Association, and any applicable case law and court rules that define the duties of counsel to their clients.

Attorney responsibilities include, but are not limited to:

- initiating and maintaining the lawyer-client relationship;
- investigation and case preparation;
- preliminary hearings and motions;
- plea negotiation;
- trial preparation and trial, or disposition without trial;
- sentencing recommendations and sentencing; and
- filing documentation to perfect an appeal as authorized by the client. For misdemeanor appeals the assigned counsel shall immediately provide the AC Director a copy of the notice of appeal for DPD to appoint appellate counsel.

Assigned Counsel shall visit an in-custody client within one (1) business day of the case assignment and shall make initial contact with an out-of-custody client within five (5) business days of the case assignment. Assigned Counsel must file a Notice of Appearance with the court within two business days of receiving the case assignment and must file a Notice of Withdrawal with the court within thirty (30) days of disposition.

- C. Attorneys are placed on panels based on their experience as indicated on the Application to Represent Indigent Clients, on recommendations from references, and on DPD needs. Attorneys are responsible for returning cases to DPD if they are not on the panel for the type of case assigned. Credentials may be updated at any time, by requesting an application and providing additional experience information.
- D. DPD may receive complaints or concerns from clients or others with an interest in the case. The AC Director will provide Assigned Counsel a written summary of a complaint and may follow up with counsel via telephone. Assigned Counsel must provide a preliminary written response within two (2) business days of being informed of a written complaint. The AC Director may authorize a preliminary verbal response.
- E. Attorneys shall maintain a functioning email address and check that email daily. Attorneys also shall have (1) access to an office that accommodates confidential meetings with clients and is easily accessible by public transportation for the client population and (2) a postal address and adequate telephone services to ensure prompt response to client contact. Attorneys are responsible for notifying the AC Director of a change in contact information, such as a new telephone number, address, email address, or fax number within two (2) days of any such change.
- F. Failure to comply with any of these requirements may, at DPD's sole discretion, result in the immediate termination of representation of an assigned case or removal from the Assigned Counsel Panel.