



## *Division of Public Defender Services State of Connecticut*

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### **FAQ's – FREQUENTLY ASKED QUESTIONS**

#### **"PD HELPLINE/SAFELY APPLY FOR A PUBLIC DEFENDER BY PHONE"**

##### **WHO SHOULD CONSIDER CALLING THE PD HELPLINE FOR REPRESENTATION?**

THOSE WISHING TO AVOID CLOSE CONTACT DURING THE PD APPLICATION PROCESS.  
THOSE NEGATIVELY IMPACTED BY CONTINUING DELAYS IN THEIR CASES DUE TO COVID.

##### **WHO SHOULD WAIT FOR THEIR COURT DATE BEFORE MAKING APPLICATION?**

THOSE FOR WHOM DELAY MIGHT ENHANCE THE COMPLEXION OF THEIR CASE.  
THOSE WISHING THE OPPORTUNITY TO SPEAK DIRECTLY TO A PROSECUTOR.

##### **WHAT IS THE PHONE NUMBER FOR THE PD HELPLINE?**

860.756.7840

##### **WHO WILL ANSWER THE PD HELPLINE?**

A CARES ACT DEFENDER BASED AT HARTFORD COMMUNITY COURT (OR VOICEMAIL).

##### **WHAT SHOULD I BE PREPARED TO SHARE ON THAT FIRST CALL?**

YOUR FULL NAME, DATE OF BIRTH, FULL ADDRESS, TELEPHONE NUMBER, EMAIL ADDRESS.  
COURT DATE, LOCATION, AND DOCKET NUMBER (IF YOU KNOW ANY OF THESE).  
ALSO, IF A JUVENILE MATTER, THE NAME AND DOB OF ANY CHILD INVOLVED.  
FINANCIAL ELIGIBILITY INFORMATION (INCOME/EXPENSES/ASSETS/LIABILITIES).

##### **WHAT HAPPENS ON THE FIRST CALL?**

BASIC INFORMATION IS TAKEN AND YOUR INQUIRY IS TRIAGED AND RESOLVED OR  
REFERRED FOR A RETURN PHONE CALL FOR A FULL APPLICATION TO BE TAKEN.

##### **WHO WILL MAKE THE SECOND CALL?**

A CARES ACT DEFENDER WILL TAKE A FULL APPLICATION AT A TIME ACCEPTABLE TO YOU.

##### **WHO DECIDES IF I AM ELIGIBLE AND ASSIGNS MY ATTORNEY?**

THE PD OFFICE HEAD AT THE COURT WHERE YOUR REPRESENTATION IS NEEDED.

##### **WHAT IF I DISAGREE WITH THE PD POSITION ON ELIGIBILITY?**

YOU CAN CALL THE HELPLINE TO REVIEW THE FINDING AND LEARN ABOUT YOUR OPTIONS.

##### **WHAT IS THE TIMELINE FOR THIS PATHWAY TO REPRESENTATION?**

FROM YOUR FIRST CALL TO NOTIFICATION OF YOUR COUNSEL, AS LITTLE AS A WEEK.  
IF YOUR COURT DATE IS SOONER THAN THAT, BE SURE TO ALERT US TO THE NEED.

##### **IS THERE A FEE FOR THE PUBLIC DEFENDER?**

THERE ARE NO FEES FOR THIS PATHWAY TO REPRESENTATION. ONCE YOU ARE AT COURT,  
ALL OF THE USUAL FEES AND EXCEPTIONS TO THEM WILL APPLY.

##### **CAN I STOP BY THE COURTHOUSE TO SPEAK WITH SOMEONE ABOUT MY CASE?**

AT THIS TIME, HARTFORD COMMUNITY COURT REMAINS CLOSED TO PUBLIC VISITORS.

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