

## 029 - PUBLIC ADMINISTRATOR/PUBLIC GUARDIAN

### Operational Summary

#### Mission:

The Public Administrator/Public Guardian Department is committed, when no viable alternatives exist, to compassionately and effectively protect, assist and manage the affairs of resident decedent estates and residents unable to care for themselves or who may be a danger to themselves or others.

#### Strategic Goals:

- Provide timely and effective administration of decedent estates when there are no other viable persons or entities to administer the estates.
- Compassionately and efficiently serve as the conservator of persons and estates until viable alternatives are available or the person is no longer a danger to themselves or others.
- Implement the continuing education requirements of new California legislation, the Jones Bill (AB 1363), by developing plans to provide training for all deputized staff using on-site, on-line, and off-site training avenues.
- Continue to implement and refine new methods of selling personal property and motor vehicles of the estates to maximize estate values and increase efficiency in managing personal property.
- Implement pilot programs for Public Administrator/Public Guardian investigative deputies to utilize technological advances such as laptops with remote access and advanced cell phones to enable the deputies to operate more efficiently.

#### Key Outcome Indicators:

Performance Measure	2006 Business Plan	2007 Business Plan	How are we doing?
	Results	Target	
<b>PERCENTAGE OF SUCCESSFUL HEIR SEARCHES BY PUBLIC ADMINISTRATOR</b> <b>What:</b> A measurement of total PA cases administrated. Percentage of successful heir searches by PA. <b>Why:</b> Measures the success of finding heirs to administer estates.	94%	97%	Our use of an expanded heir search system has improved results.
<b>PERCENTAGE OF REFERRED PA CASES CLOSED WITHIN 24 MONTHS.</b> <b>What:</b> A measurement of the number of estates that are closed in a reasonable time period. <b>Why:</b> It measures the efficiency of administering estates.	89%	91%	Our use of an expanded heir search system has expedited results.

#### At a Glance:

Total FY 2006-2007 Actual Expenditure + Encumbrance:	4,978,415
Total Final FY 2007-2008	5,778,561
Percent of County General Fund:	0.190312%
Total Employees:	76.00

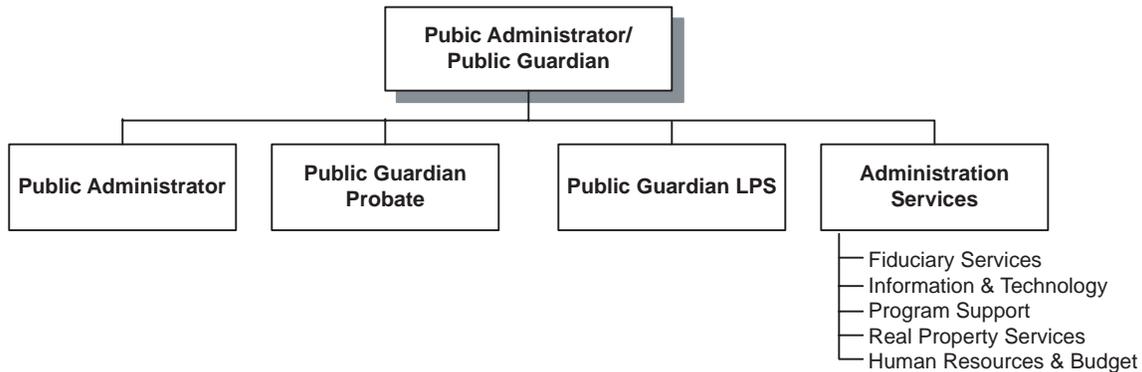
## Key Outcome Indicators: (Continued)

Performance Measure	2006 Business Plan		2007 Business Plan
	Results	Target	How are we doing?
<b>AVERAGE NUMBER OF LPS CASE ADMINISTRATIONS PER LPS ADMINISTRATIVE DEPUTY.</b> <b>What:</b> A measurement of caseload for each LPS Deputy. <b>Why:</b> Most effective caseload is 75-80 case administrations per LPS Deputy.	80	78	Staff level to caseload ratio is within effective range.
<b>AVERAGE NUMBER OF PROBATE CASE ADMINISTRATIONS PER PROBATE ADMINISTRATIVE DEPUTY.</b> <b>What:</b> A measurement of caseload for each Probate Deputy. <b>Why:</b> Most effective caseload is 60 administrative cases per Probate Deputy.	60	58	Staff level to caseload ratio is at maximum.
<b>PERCENTAGE IMPLEMENTATION OF NEW CASE MANAGEMENT AND ACCOUNTING SYSTEM DATA BASE TO REPLACE EPAGES.</b> <b>What:</b> Measurement of progress for the new data base system selection/integration project. <b>Why:</b> Timely implementation of new software to replace existing system is essential to department success.	The Request for Proposal (RFP) was developed.	Review Proposals and anticipate vendor selection.	The process to select the replacement system is in progress.

## FY 2006-07 Key Project Accomplishments:

- Processed 1,291 new referrals to determine if the Public Administrator should investigate the estates.
- Investigated 683 referrals to determine if the Public Administrator should administer the estates or transfer responsibility to alternative administrators.
- Administered 74 new Public Administrator decedent estates.
- Processed over 2,780 financial transactions on behalf of Public Administrator decedent estates.
- Worked with the Public Defender's Office, the Superior Court and Health Care Agency/Behavioral Health to change the manner in which LPS Conservatorships are created. This new procedure adheres strictly to the law and enables conservatees to get a hearing with the Court within 30 days. This has reduced jury and court trial requests and additional discovery requirements that diverted the Public Guardian from its primary responsibility of caring for its clients.
- Processed 794 new referrals to determine if a client needs a conservator, if the Public Guardian should act as conservator, or if the Court should appoint a third party to act as conservator.
- Investigated 708 referrals to determine if a client needs a conservator, if the Public Guardian should act as conservator, or if the Court should appoint a third party to act as conservator.
- Acted as the conservator for 1,185 conservatees.
- Successfully enrolled approximately 500 conservatees in the new Medicare Part D prescription drug program.
- The Probate unit recovered and/or protected over \$14,000,000 in assets that were stolen from conservatees.
- Processed approximately 42,350 financial transactions on behalf of the Public Guardian conservatee estates.
- Scheduled 3,930 mental health related hearings on behalf of the LPS conservatees.

## Organizational Summary



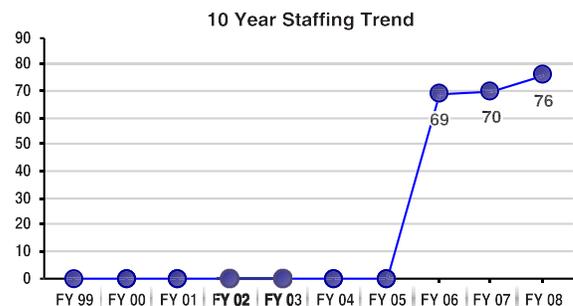
**Public Administrator/Public Guardian** - The Public Administrator (PA) protects the assets and manages the affairs of deceased residents of Orange County who at the time of death left no known heirs, no will, no named executor or an executor who is ineligible. The PA searches for assets belonging to the decedent, makes a search for heirs, arranges for the interment when there are no known relatives, and acts as administrator of estates when named in a will or when heirs request such service.

The Public Guardian (PG) LPS is the designated County Conservator Investigator for mental health conservatorships. The PG LPS unit can serve as conservator for those individuals determined by the court to be gravely disabled as a result of their mental disorder when there is no one else to serve in that capacity.

The Public Guardian (PG) Probate investigates and administers conservatorships for individuals unable to handle their own finances or care for themselves or those who are victims of elder abuse.

**Administration:** Promotes and provides for the fiscal and operational integrity of the Agency through sound management principles and practices, and provides support services to Agency programs. Support services include Financial and Administrative Services, Information Technology, Human Resources.

### Ten Year Staffing Trend:



### Ten Year Staffing Trend Highlights:

- The Public Administrator/Public Guardian (PAPG) FY 2007/08 budget includes a net increase of 6 budgeted positions. In 2007/08, 1 IT position previously budgeted under PAPG is transferred into CEO/IT consistent with CEO/IT's strategic and long-term plan for IT services support of PAPG. PAPG also requested the addition of 7 new positions comprised of 3 Deputy PA/PG II, 2 Accountant/Auditor II, and 2 Office Specialists primarily in support of the new legislation AB 1363 Omnibus Conservatorship and Guardianship Reform Act of 2006 and to help generate additional revenues.



## Budget Summary

### Plan for Support of the County's Strategic Priorities:

County priority: Deliver quality services in a timely and innovative manner:

Continue efforts to replace the current ePages case management and accounting computer database through 2008.

Continue to conduct a thorough analysis of policies and procedures in order to more effectively manage and measure performance and success.

Implement pilot programs for Public Administrator/Public Guardian investigative deputies to utilize technological advances such as laptops with remote access and advanced cell phones to enable the deputies to operate more efficiently.

Improve staff performance and morale through effective training and recognition.

Establish financial models that will project annual and long-term revenues and expenditures.

Implement policies and procedures that will enable all SSA and SSI checks of conservatees to be directly deposited into bank accounts to eliminate the need to manually process thousands of such checks each month.

### Changes Included in the Base Budget:

Base budget includes \$50,000 for mandated re-certification training cost for Public Administrator/Guardian deputies and \$30,000 for the lease and installation of two (2) compressed natural gas (CNG) refueling units. Consistent with the 2006-07 budget, PAPG's base budget includes a transfer of \$250,000 to PAPG reserve under General Fund (100-100-9811-0290). The Federal Deficit Reduction Act of 2005 included changes/reductions in the Federal Medicaid program, which may reduce or eliminate PAPG Targeted Case Management (TCM) revenue up to \$750,000. In the absence of this reserve, PAPG may request General Fund backfill for any loss of TCM revenue to continuously provide existing mandated services to conservatees.

### Approved Budget Augmentations and Related Performance Results:

Unit Amount	Description	Performance Plan	BRASS Ser.
<b>Add 7 Positions and Funding to Meet Additional Mandates and Expand Public Administrator Program Amount: \$ 429,835</b>	Add 7 positions to meet mandates of new legislation AB 1363 and to expand the Public Admin. program.	PG meeting new legislation AB 1363 mandates and PA program expansion to generate 15 to 20 new cases	2213

### Final Budget History:

Sources and Uses	FY 2005-2006	FY 2006-2007	FY 2006-2007	FY 2007-2008	Change from FY 2006-2007	
	Actual Exp/Rev	Budget As of 6/30/07	Actual Exp/Rev <sup>(1)</sup> As of 6/30/07	Final Budget	Actual Amount	Percent
Total Positions	69	70	70	76	6	8.57
Total Revenues	3,038,369	2,700,155	2,858,986	3,422,867	563,881	19.72
Total Requirements	4,544,708	4,979,956	4,954,175	5,778,561	824,386	16.64
Net County Cost	1,506,338	2,279,801	2,095,189	2,355,694	260,505	12.43

(1) Amounts include prior year expenditure and exclude current year encumbrance. Therefore, the totals listed above may not match Total FY 2006-07 Actual Expenditure + Encumbrance included in the "At a Glance" section.

Detailed budget by expense category and by activity is presented for agency: Public Administrator/Public Guardian in the Appendix on page A42

### Highlights of Key Trends:

■ After a series of newspaper articles highlighting the actions of inappropriate private conservators, legisla-

tion was proposed and enacted that requires additional mandated functions to conservators including those in Public Guardian/Public Conservator offices. Orange County PG is challenged in meeting the new court



requirements and other mandated functions because no additional funding was provided by the legislature in order to meet these new mandates. As these new conservatorship laws are in their infancy it is difficult to determine the complete impact they will have on the office. However, it is clear that as the court becomes familiar with the laws and the Judicial Council completes their mandates to create new forms, the court is

intent on holding the PG accountable in meeting new timelines and responsibility. Additionally, this area of law remains a central focus in the legislature this year as evidenced by several new bills proposed that address conservatorships and personal representatives of estates. Again, none of these new bills provide funding but potentially add new mandates that the office will have to meet if these laws are enacted.

### Budget Units Under Agency Control:

No.	Agency Name	Public Administrator/Public Guardian
029	Public Administrator/Public Guardian	5,778,561
	Total	5,778,561

## 029 - Public Administrator/Public Guardian

### Summary of Final Budget by Revenue and Expense Category:

Revenues/Appropriations	FY 2005-2006	FY 2006-2007	FY 2006-2007	FY 2007-2008	Change from FY 2006-2007	
	Actual Exp/Rev	Budget As of 6/30/07	Actual Exp/Rev <sup>(1)</sup> As of 6/30/07	Final Budget	Actual Amount	Percent
Revenue from Use of Money and Property	\$ 273,144	\$ 212,211	\$ 570,127	\$ 265,485	\$ (304,642)	-53.43%
Intergovernmental Revenues	965,522	1,075,000	484,962	1,003,500	518,538	106.92
Charges For Services	1,794,589	1,412,944	1,803,867	2,153,882	350,015	19.40
Miscellaneous Revenues	5,115	0	30	0	(30)	-100.00
<b>Total Revenues</b>	<b>3,038,369</b>	<b>2,700,155</b>	<b>2,858,986</b>	<b>3,422,867</b>	<b>563,881</b>	<b>19.72</b>
Salaries & Benefits	5,034,309	5,597,653	5,597,652	5,948,828	351,176	6.27
Services & Supplies	729,974	872,832	848,591	1,363,868	515,277	60.72
Other Charges	5,768	1,539	0	6,000	6,000	0.00
Intrafund Transfers	(1,225,344)	(1,492,068)	(1,492,068)	(1,540,135)	(48,067)	3.22
<b>Total Requirements</b>	<b>4,544,708</b>	<b>4,979,956</b>	<b>4,954,175</b>	<b>5,778,561</b>	<b>824,386</b>	<b>16.64</b>
<b>Net County Cost</b>	<b>\$ 1,506,338</b>	<b>\$ 2,279,801</b>	<b>\$ 2,095,189</b>	<b>\$ 2,355,694</b>	<b>\$ 260,505</b>	<b>12.43%</b>

(1) Amounts include prior year expenditure and exclude current year encumbrance. Therefore, the totals listed above may not match Total FY 2006-07 Actual Expenditure + Encumbrance included in the "At a Glance" section.