COUNTY OF ORANGE

PUBLIC ADMINISTRATOR PUBLIC GUARDIAN



John S. Williams
Public Administrator/Public Guardian

2010 BUSINESS PLAN



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PUBLIC ADMINISTRATOR – PUBLIC GUARDIAN DEPARTMENT 2010

It is my pleasure to present the Orange County Public Administrator – Public Guardian Department's 2010 Business Plan.

The men and women of our department look forward to serving the people of Orange County this next year and welcome the opportunity to demonstrate the outstanding work our team provides.

Our dedicated employees are committed to improving the lives of our clients, managing their affairs, protecting decedent assets and assisting families who are coping with the loss of their loved ones.

I encourage you to read our Business Plan and visit our website for more information about our department and the services we provide.

John S. Williams
Public Administrator – Public Guardian – Public Conservator
http://papg.ocgov.com/public/

AGENCY OVERVIEW

VISION STATEMENT

It is the vision of the Public Administrator-Public Guardian Department to be the trusted and model agency in the State of California for providing last resort protection, assistance, and management of the affairs of resident decedent estates and residents unable to care for themselves or who may be a risk to themselves or others.

MISSION STATEMENT

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.

CORE SERVICES

1. As a mandated function pursuant to California Probate Code sections 7601-7604 and 7620-7624 our office timely and effectively protects and administers decedent estates when there are no other viable persons or entities to administer the estates.

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.

2. The Public Guardian performs many statutorily mandated functions pursuant to California Probate Code section 2920 and California Welfare and Institutions Code sections 5352-5356.

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.

The Public Guardian/Probate Conservator responds to referrals from Adult Protective Services, local law enforcement agencies, designated mental health facilities and the Superior Court to investigate persons who are unable to properly provide for their personal needs of physical health, food, clothing or shelter, who are a danger to themselves or others, who are at risk of undue influence by others, or whose property

is subject to loss, injury, waste or mismanagement. When appointed by the Court, the Public Guardian assumes responsibility for care of the person and his or her assets.

OPERATIONAL PLAN

A. ENVIRONMENT

Clients: The primary clients of the Public Administrator (PA) are the estates of decedent residents of Orange County or decedent non-residents who died within Orange County who at the time of death have left no will and/or have no one available or appropriate to administer the estate.

The primary clients of the Public Guardian (PG) are Probate conservatees and Lanterman-Petris-Short (LPS) conservatees who (1) have no family; (2) have family members who are unable to effectively act because of illness, geographic location or other circumstances; (3) have been exploited or neglected by friends, families or themselves; and/or (4) have no viable alternatives to conservatorship. Probate conservatees are primarily unable to properly provide for their own personal needs. LPS conservatees must be determined to meet the legal criteria of gravely disability as a result of a chronic mental disorder as diagnosed by a designated physician within a designated psychiatric facility.

Resources: The main sources of Public Administrator/Public Guardian revenues are:

- Statutory, Conservator and Extraordinary Probate Fees for administering decedent and conservatee estates.
- Reimbursement for costs such as personal property storage.
- Attorneys Fees for administering estates.
- Interest earnings on estate cash assets as statutorily mandated; excess interest is transferred to the County General Fund as required by statute
- Intergovernmental funds from the federally administered Targeted Case Management (TCM) and Medical Administrative Activity (MAA) programs for qualified Public Guardian clients.

OPERATIONAL PLAN

Goal #1: (Public Administrator) Timely and effectively protect and administer decedent estates when there are no other viable persons or entities to administer the estates as mandated pursuant to California Probate Code sections 7601-7604.

Strategies to Meet Goal #1:

- Continue to evaluate and improve the Public Administrator's methods for proactively identifying property that is subject to loss, injury, waste or misappropriation and develop procedures that initiate more proactive involvement.
- Continue to evaluate and improve the methodology and tools available for identifying decedent estate property and heirs.
- Continue to educate the general public and stakeholders concerning the role of the Public Administrator in the location and protection of estate assets.
- Continue to evaluate and improve procedures that enable the Public Administrator to communicate with outside organizations regarding estate administration, including but not limited to, the Court System, Federal and State tax authorities, and other City, County, State and Federal agencies.

Performance Measure: Referred Public Administrator Case Closures

What: Percentage of Public Administrator cases closed within 24 months

Why: Measures the efficiency of administering estates

FY 08-09 Results	FY 09-10 Plan	FY 09-10 Anticipated Results	FY 10-11 Plan	How are we doing?
95%	94%	94% 94% 95%		Use of expanded heir search systems and ongoing staff training has improved closed case results

Performance Measure: Heir Searches by Public Administrator

What: Percentage of referred cases resulting in successful heir searches by

Public Administrator

Why: Measures the success of heir searches

FY 08-09 Results	FY 09-10 Plan	FY 09-10 Anticipated Results	FY 10-11 Plan	How are we doing?
98%	99%	99%	99%	Continued use of expanded heir search systems maintains success rate

Goal #2: (Public Guardian) 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 as mandated pursuant to California Probate Code section 2920 and California Welfare and Institutions Code section 5352.

Strategies to Meet Goal #2:

- Continue to meet routinely with the judge presiding over mental health related hearings, the Public Defender's Office, and mental health personnel to maintain the effective structure of LPS court hearings.
- Continue to evaluate the methodology and tools available for identifying conservatee property and family.
- Continue to provide information to the general public concerning the role of Public Guardian in the protection of exploited or neglected residents.
- Continue to assess all elderly LPS conservatees suffering from some form of dementia that should be converted to Probate conservatees and evaluate the steps necessary to effectively allow the conversion.
- Continue to train deputies and staff concerning the administration of the new Medicare Part D prescription drug program and evaluate the staff resources required to administer the program to determine the most efficient method of administration.
- Continue to monitor the federally administered Targeted Case Management Medi-Cal program.

Performance Measure: Administrative Deputy Caseload - LPS

What: Average number of LPS Conservatees per Administrative Deputy Why: Most effective caseload is between 75 and 80 cases per Deputy

FY 08-09 Results	FY 09-10 Plan	FY 09-10 Anticipated Results	FY 10-11 Plan	How are we doing?	
83	75	77	77	Budget constraints may result in	
				increased caseloads	

Performance Measure: Administrative Deputy Caseload - Probate

What: Average number of Probate Conservatees per Administrative Deputy Why: Most effective caseload is between 45 and 60 cases per Deputy

FY 08-09 Results	FY 09-10 Plan	FY 09-10 Anticipated Results	FY 10-11 Plan	How are we doing?
74	64	65	65	Budget constraints may result in increased caseloads. An increase in the senior population is resulting in more elder abuse referrals.

Goal #3: (Department wide) Continue to maintain a qualified, effective and efficient workforce.

Strategies to Meet Goal #3:

- Continue to research and review electronic storage system solutions to establish paperless storage capacity for PAPG records management. Due to internal and external policies and mandates, the Public Administrator/Guardian is required to store case related documents for six (6) years. Current storage capacity is limited and electronic storage systems may provide effective means of storing, accessing, and managing case files in accordance with mandates.
- Continue to research and develop pilot programs for Public Administrator/Public Guardian investigative deputies to utilize technological advances with remote access to enable deputies to operate more efficiently.
- Continue to implement the ongoing Public Administrator/Public Guardian deputy certification requirements of the Jones Bill (AB 1363) by scheduling staff to participate in on-site, on-line and off-site training.
- Continue efforts to replace the current ePages case management and accounting computer database through 2010.
- Continue to evaluate new resources for the sale of real property, including online auction sites.
- Continue to evaluate and improve the efficiency of current estate asset inventory methods, determine and implement procedures that will expedite and streamline the process.

Performance Measure: Deputy Certification Requirements

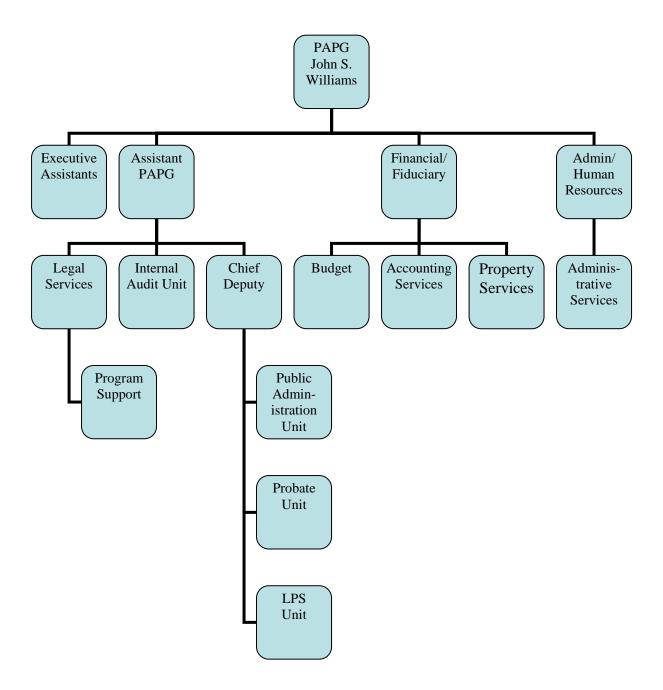
What: Percentage of Deputies in compliance with training certification requirements

Why: Deputy certification is required per the Jones Bill (AB 1363)

FY 08-09 Results	FY 09-10 Plan	FY 09-10 Anticipated Results	FY 10-11 Plan	How are we doing?
99%	100%	100%	100%	In-house training program has been instrumental in achieving compliance

APPENDIX A

ORGANIZATIONAL CHART



APPENDIX B

ACCOMPLISHMENTS & DEPARTMENT HIGHLIGHTS

Highlights of 2008/2009 Public Administrator Accomplishments

- Investigated 1,193 new Public Administrator referrals.
- Processed over 3,400 financial transactions on behalf of the Public Administrator decedent estates.
- The Orange County Superior Court deemed Public Administrator appointments were necessary in order to preserve the estates, which resulted in 38 Orders to Show Cause (a Court initiated hearing). This number represents three times the amount of Public Administrator Orders to Show Cause that were issued in the prior fiscal year.

Highlights of 2008/2009 Public Guardian Accomplishments.

- Investigated 798 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.
- Acted as the conservator for 980 conservatees.
- Processed over 44,000 financial transactions on behalf of the Public Guardian conservatee estates.
- The Orange County Superior Court deemed the Public Guardian should intervene to help protect the conservatees and/or the conservatee's estate in 89 Orders to Show Cause (a Court initiated hearing). This number represents a 64% increase from the prior fiscal year.
- Held over 1,200 mental health related hearings on behalf of the LPS conservatees.

Highlights of 2008/2009 Public Administrator/Public Guardian Department-Wide Accomplishments

- All deputies achieved initial certification, maintained certification or began taking courses toward certification in accordance with the California State Association of Public Administrators/Public Guardians/ Public Conservators Standards and Certification Plan.
- Improved mandated training standards and developed a comprehensive in-house training schedule.
- Continued to successfully incorporate the new mandates from the Omnibus Consvervatorship Reform Act of 2006.
- Successfully implemented quality assurance to audit and standardize cases and file management.

- Successfully reviewed and edited over 500 computer and clerical program templates.
- Participated in the development of an electronic document filing system, which now represents the majority of document filing.
- Developed processes for submitting unclaimed property to the State Controller's office and began an in depth review of unclaimed property for all cases within the Public Administrator/Public Guardian's Office.
- Conducted personal property auctions using a new format of selling the entire estates in single lots which enhances the value of the estate assets.
- Conducted real property auctions to benefit decedent and conservatee estates and closed escrow on sales of \$7,214,850 in property.
- Contracted with wholesale automobile auction house to sell estate vehicles more quickly and maximize the financial potential.
- Prepared and filed approximately 376 tax returns, including individual, fiduciary, estate, sales and employer, on behalf of decedent and conservatee estates.

