## **COUNTY OF ORANGE**

### **PUBLIC ADMINISTRATOR**

&

## **OC PUBLIC GUARDIAN**

## **2013 BUSINESS PLAN UPDATE**



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### PUBLIC ADMINISTRATOR – PUBLIC GUARDIAN DEPARTMENT 2013

It is my pleasure to present the Orange County Public Administrator – Public Guardian Department's 2013 Business Plan Update. This update is a combined update to the Public Administrator/Public Guardian 2010 Business Plan. Since the 2010 plan was developed, the Public Administrator/Public Guardian Department was re-organized into two Departments, the Public Administrator and the OC Public Guardian (effective July 1, 2011).

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 Update and visit our websites below for more information about our department and the services we provide.

Lucille Lyon Orange County Public Guardian/Assistant Public Administrator

Public Administrator - <a href="http://cms.ocgov.com/gov/pa/default.asp">http://cms.ocgov.com/gov/pa/default.asp</a> OC Public Guardian - <a href="http://cms.ocgov.com/gov/pg/default.asp">http://cms.ocgov.com/gov/pg/default.asp</a>

#### PERFORMANCE MEASURES UPDATE

#### CORE SERVICE AREA: PUBLIC ADMINISTRATOR

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 7601-7624.

#### 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.
- Monitor the acceptance and administration of decedent estates to ensure compliance with Court required Inventory and Appraisals, Court Accountings, and processing of creditor's claims

#### Performance Measure: Referred Public Administrator Case Closures

What: Percentage of Public Administrator cases closed within 24

months

Why: Measures the efficiency of investigating and administering

estates

FY 10-11	FY 11-12	FY 11-12	FY 12-13	How are we doing?
Result	Plan	Actual Results	Plan	
95%	85%	Investigation 97% Administration 20%	Investigation 95% Administration 25%	Data indicates a significant backlog in decedent administration completed. This was not reported in earlier reports. During fiscal year 11/12 and into 12/13, staffing turnover and resulting vacancies in the unit contributed to the case administration backlog.

	Recruitment is
	currently in
	progress to backfill
	vacancies.

#### 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 locating decedent estate heir or

beneficiaries

FY 10-11	FY 11-12	FY 11-12	FY 12-13	How are we doing?	
Results	Plan	Results	Plan		
99%	99%	99%	99%	Continued use of expanded heir search systems such as Ancestry.com and Clear maintains the success rate	

#### **CORE SERVICE AREA: PUBLIC GUARDIAN**

Goal #2: Compassionately and efficiently serve as the conservator of persons and estates for individuals placed under our jurisdiction pursuant to the Lanterman-Petris-Short (LPS) act or provisions of the Probate Code Section 1800 et.seq.

Strategies to Meet Goal #2:

- For clients placed under conservatorship pursuant to the LPS act, the conservator will obtain and monitor the provisions of the individualized mental health plan.
- Clients placed under a conservatorship pursuant to the Probate Code, will receive a needs assessment to determine the appropriateness and extent of the conservatorship.
- Conduct Targeted Case Management (TCM) services to assist conservatees, eligible under the State Plan, in gaining access to needed medical, social, educational and other services.
- Continue to provide information to the general public concerning the role of Public Guardian and the services they provide.

#### Performance Measure: Administrative Deputy Caseload - LPS

What: Obtain and monitor implementation of the individualized mental

health treatment plan.

Why: The legislative intent of the LPS act is to ensure a conservatee

placed under an LPS conservatorship has an individualized mental health plan designed to help the conservatee achieve

recovery.

FY 11-12	FY 11-12	FY 12-13	How are we doing?	
Plan	Results	Plan		
90%	100 % - Orginal	80%	Goal was first established in calendar	
compliance	LPS		year 2012. Individualized mental health	
	Appointments		treatment plan (MHTP) is tied to	
			Targeted Case Management (TCM)	
	54% - LPS		progress. Investigator and administrator	
	Reappointments	80%	completed assessments on all cases,	
			even those that did not result in the	
			OCPG permanent appointment. In FY	
			11-12, we completed 100% MHTPs for	
			LPS original appointments but with only	
			54% for LPS reappointment cases due to	
			staffing and agency reorganization	
			issues.	

#### Performance Measure: Administrative Deputy Caseload - Probate

What: Conduct a "needs-based assessment" to determine the needs of

the conservatee and set goals for increasing the conservatee's

functional ability to whatever extent possible.

Why: Conducting a "needs-based assessment" and using this

assessment promotes accessing community based services.

FY 11-12	FY 11-12	FY 12-13	How are we doing?
Plan	Results	Plan	
90% compliance	99%	90%	Goal was first established in calendar year 2012. Needs-based assessment is required at least once a year for probate clients. With refocused and staff realignment effort in FY 11-12, we exceeded our compliance goal by 9%.

#### **CORE SERVICE AREA: ADMINISTRATION AND WORKFORCE**

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

#### Strategies to Meet Goal #3:

- Review, develop, and update the Departmental Policy and Procedure Manual to provide the fiduciary infrastructure of the agency.
- Review the internal business processes to improve efficiency.
- 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.

#### **Performance Measure: Deputy Certification Requirements**

What: Percentage of Deputies in compliance with training certification

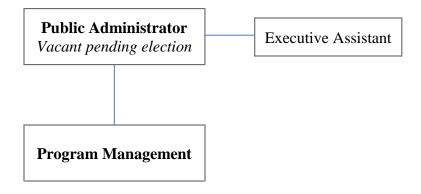
requirements

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

FY 10-11	FY 11-12	FY 11-12	FY 12-13	How are we doing?
Results	Plan	Results	Plan	
50%	100%	51%	100%	OCPA/PG discovered discrepancies between OC records and the CA PA/PG Association organization certification records. Staff continues to participate in CA PAPG Association sanctioned trainings and should achieve certification standards by the end of the calendar year.

# APPENDIX A ORGANIZATIONAL CHARTS

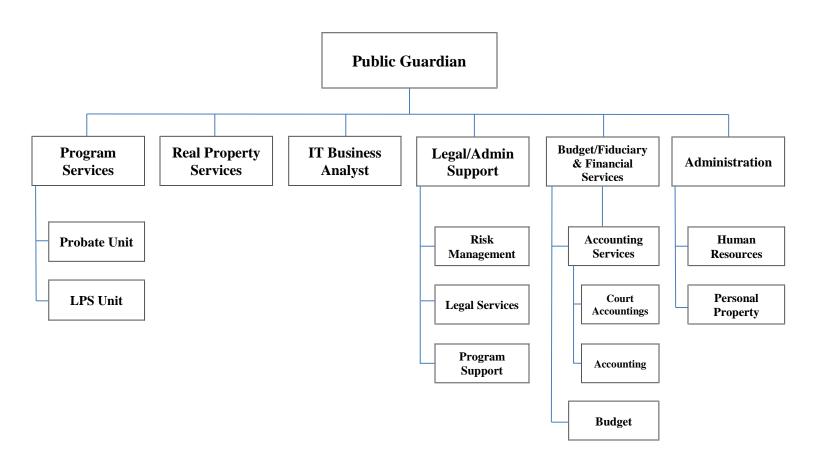
# PUBLIC ADMINISTRATOR (Effective 7/1/2011)



Note: OC Public Guardian provides and charges administrative support, including services by Lucille Lyon, Public Guardian, who is currently acting as Interim Assistance Public Administrator.

#### **OC PUBLIC GUARDIAN**

(Effective 7/1/2011)



# SINGLE DEPARTMENT – COMBINED STRUCTURE (Until 7/1/2011)

