

# Quick Assessment of the Public Guardian and Conservator Service Improvement Survey

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Over the course of Spring 2008 the Public Guardian and Conservator Program sent out 62 survey requests on paper and 39 on the web, and received 34 responses, for a 34% response rate. The survey was essentially the same as the one administered last year. The paper survey, reproduced in Appendix A, was quite similar to the web survey, reproduced in Appendix B.

### Satisfaction Questions

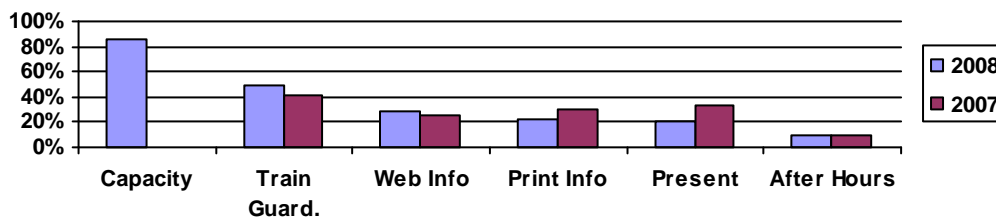
Public Guardian continues to receive strong marks on overall satisfaction. Marks for both general satisfaction with the program and satisfaction with the most recent client interaction were high: Eighty-five percent of respondents marked either “Satisfied” or “Very Satisfied” to the two initial survey questions. The response average for the two satisfaction questions was 1.6, where 1 = Very satisfied and 2 = Somewhat Satisfied. Last year the responses to the two questions were about 1.5 on the same scale.

When asked to “say more about the answer you just gave,” respondents generally repeated their high praise for Public Guardian’s consultation services. Many regretted the program’s limited capacity, and one respondent observed that while *consultation* was a valuable resource, *action* on behalf of clients is an even more valuable resource. All 28 narrative responses to both the web and paper surveys are in Appendix C.

### Unmet Needs Questions

The satisfaction survey listed six services that the office is **not** now providing, and then gave respondents the opportunity to add their own ideas. Graph 1 shows the percentage of respondents marking “yes” to various needs. Respondents were allowed to mark as many of the needs as they wanted. “Increased Service Capacity” was rated highest, with over 80% of respondents saying this is an unmet need. Next was Training and information for family guardians, at 50%. Although the question about Capacity was not asked last year, responses to the other unmet needs questions were remarkably consistent year to year.

Graph 1: Percent of Respondents Selecting Needed Services  
(N=34)



Narrative responses to this question (Appendix D) reflect both the quantitative responses (lots of talk about increasing capacity), as well as continuing the theme of action over consultation.

### **Website Awareness**

Slightly over half of all respondents reported that they were aware of the Public Guardian website. This response is down from last year, when 57% of respondents reported knowing about the website.

### **Respondent Demographics**

No survey respondents marked “Family member or friend,” suggesting all were service providers. Most worked for DCHS. Six worked for a hospital or clinic, and 4 were from an unspecified social service agency.

### **Follow-up Phone Calls**

Seven respondents requested follow-up phone calls or emails. The names and contact information have been forwarded to Mark Sanford.

## **Appendix A**

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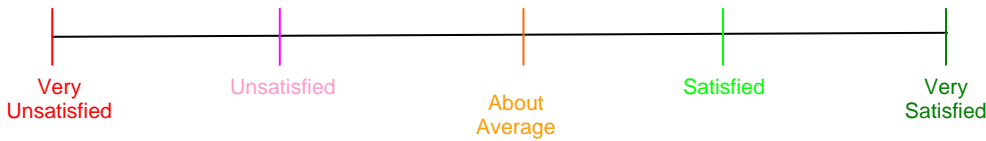
A reproduction of the paper copy of the 2008 Public Guardian Satisfaction survey follows on the next page.



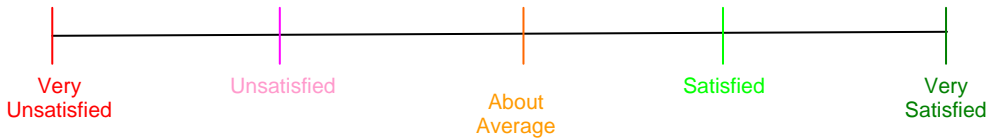
# Public Guardian and Conservator

Can you spend five minutes helping us improve our services? You made a contact with our office between January and March of 2008. Please take the time to complete this survey about that contact and return it in the postage-paid envelope. This is an anonymous survey; unless you choose to give us your name, we will not associate your responses with you in any way.

## 1. How satisfied are you with the quality of information we provided for this contact?



## 2.a. Overall, how satisfied are you with our consultation services?



b. Please say more about the answer you just gave: \_\_\_\_\_

## 3. How did you learn about our services? \_\_\_\_\_



To the right are some services that could be offered to address unmet needs. Please choose the service(s) that you would like to see the Multnomah

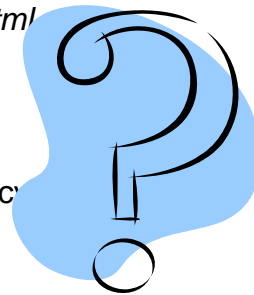
- Increased Service Capacity
- Printed information
- After-hours consultation
- Informational presentations
- Website information
- Training/information for family guardians

## 4. What are some other services we could offer? \_\_\_\_\_

## 5. Are you aware of forms and information available on our website? Yes No

Public Guardian Website: [www.co.multnomah.or.us/ads/ads\\_gcship.shtml](http://www.co.multnomah.or.us/ads/ads_gcship.shtml)

6. I am
- ... family member or friend.
  - ... service provider from a
  - ... hospital or clinic.
  - ... DCHS division.
  - ... care facility.
  - ... social service agency
  - ... court/attorney.



### Follow-up: (this information is voluntary)

If you would like us to follow up with you *for any reason*, please provide your contact information:

Name \_\_\_\_\_ Phone \_\_\_\_\_

*Thank you for taking the time to complete this survey.*

# Appendix B

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A reproduction of the web copy of the 2008 Public Guardian Satisfaction survey follows on the next page.

# Public Guardian and Conservator: Service Improvement Survey

Our records indicate that you contacted our office at some point within the last three months; Please help us improve our services by taking two minutes to complete the following survey about that contact. This survey is anonymous: unless you choose to give us your name, we cannot associate your responses with you. If you have any problems or concerns about this survey, please contact Ralph Holcomb, Research and Evaluation, DCHS, Phone: 503.988.3691 x24148, or email by clicking [here](#).

**1) How satisfied are you with the quality of information we provided for this contact?**

- Very satisfied
- Somewhat satisfied
- Neutral
- Somewhat dissatisfied
- Very dissatisfied

**2) Overall, how satisfied are you with our consultation services?**

- Very satisfied
- Somewhat satisfied
- Neutral
- Somewhat dissatisfied
- Very dissatisfied

**3) Please say more about the answer you just gave:**

**4) How did you learn about our services?**

**5) The following are additional services that could be offered to address unmet need. Are there any that you would like to see offered in Multnomah County? (Select all that apply)**

- Increased service capacity
- Informational presentations
- Printed information
- Website information
- After hours consultation
- Training/information for family guardians

**6) What are some other services we could offer?**

**7) Are you aware of forms and information available on our website?**

- Yes
- No

**8) Which of the following best describes your role?**

- Service provider
- Family member or friend
- Other (please specify)

If you selected other, please specify:

**9)**

**From the following list, please specify the area most closely associated with the type of service you provide:**

- Hospital or clinic.
- DCHS Division.
- Care facility.
- Social service agency.
- Attorney/Court.
- Other (please specify)

If you selected other, please specify

**10) Follow-up: The following information is voluntary -- if you would like us to follow up with you *for any reason*, please provide your contact information:**

Name: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_

*Thank you for completing this survey!*

To contact the ADS Public Guardian office, please call Dena Wilson at 503.988.4567 x26075, or email Dena by clicking [here](#).

To report problems with the survey contact DCHS Senior Researcher Ralph Holcomb by clicking [here](#).



# Appendix C

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Narrative responses to “*Please say more about the answer you just gave:*”

1. The staff at PG's office is always willing to staff cases with me and offer realistic options/information.
2. they have very limited capacity which limits their involvement with accepting new refls.
3. I am very aware of the criteria for PG and of the constraints of the PG program. My involvement has been focusing on staffings of potential guardianship need for an individual rather than a referral to have PG appointed. The consultation has been helpful and supportive
4. like the people who work there
5. A valuable service that needs more funding
6. I frequently consult w/ Mark about difficult intake cases. He always provides info and guidance, even if it's not a potential guardianship case.
7. I am working on a very challenging case and Holly has been very helpful in taking the lead and getting small groups of people together to try and problem solve.
8. It is interesting how this is worded. The question essentially is asking about information and consultation. While information provided has at times been helpful, in particular from Mark Sanford, this is not what is normally needed. ACTION would be better. Acutally doing something would be far more helpful. For example: If guardianship is needed, and if the PG is not going to do this, then why does the PG not assist either worker or the public with this process. In other words actually handle the referrals and facilitate a need. Honestly, when I meet with the PG his information is helpful but in a periphal way, not usually related to guardianship process itself. I guess if the goal of the PG office is to provide "consulatation" and not direct services then they do alright. Why does the PG not handle some laisons, faciliating services, making contacts, etc etc. What prevents them from doing so? We all are busy too. Bottom line here is this: the PG does ok with consulting. What would be far better actually doing some work and assist with problems and cases.
9. I feel like the staff does a great job but it sometimes hard to determine what cases they will and will not take. Maybe more trainings for staff that use their services. Trainings should include the "ideal" case they take, the gray areas, and the ones they would reject out of hand.
10. I want to see more'capacity' in the prog to take more clt's.
11. Gave me information I needed to do my job.
12. Responsive to problem-solving referrals made
13. I am always satisfied with the quality just not the content. That is, when we make a referral and the messages (response) is that the Public Guardian's office is not taking any new referrals, as their caseload

doesn't allow for it, when a pt. is in the hospital *clearly* meets criteria, that is *very* frustrating. We appreciate all that you do for those you chose to support but at times we need to be heard on the initial referral so the pt – “potential client” for you, doesn't waste precious resources that the hospital provides or the state provides. In summary, how can we advocate for more resources to be provided to the Public Guardian's office so that potential clients are seen immediately, picked up as a client and provided the services through the PG office in a timely manner so they don't waste Legacy's generosity, OHP Funding or Medicare by staying in the hospital for days on end. Again, the quality of the responses is great, i.e.,: the people we work with. What needs to be expanded is the response time and capacity for clients.

14. I made a referral for public guardianship - my patient discharged from the hospital & I did not hear about the outcome.
15. Your office has always been of assistance and provides good information -- sometimes it takes a long time to get a return phone call but I realize you are overworked and could use more staff.
16. Always good service.
17. Great involvement with planning, screening and redirecting to other resources as needed.
18. I always find the Public Guardian's office responsive, but capacity o accept new clients is far too limited.
19. The only problem I have with the department is a systems one where there is no reception answering when we need to find out if someone is in the office without calling each extension.
20. Always professional, caring and practical.
21. I was very satisfied with the quality of consultation services I received.
22. PG staff and management are always approachable and very ready to provide consultation, resource information.
23. Expanding guardianship services is my recommendation.
24. IT is wonderful that we are able to call and consult about clients, and to have Mark come to the MDT meetings.
25. Excellent, quick, comprehensive response from Mr. Sanford.
26. It isn't so much a problem with the staff as it is their limitations regarding the cases that are presented to them. I would estimate that maybe 1 out of 20 cases get so far as to even have someone from the guardian's office go out and see the client for consideration of their guardianship program. Feedback is generally negative even when the need for guardianship is so apparent.
27. There is a general lack of clarity on what cases the PG's office will and will not pick up. The PG's office needs to do a training for APS and ADS Case Managers so we will have a better grasp of whether or not to refer potential cases.
28. I highly value the services of the Public Guardian's office. They are professional and completely helpful in providing information and providing services they are able to provide.

# Appendix D

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Narrative responses to the question “*What are some other services we could offer?*”

1. Most important for me would be after hours consultations – which you have listed above.
2. live person for department phone
3. Did I mention my first vote: Increased service capacity, in regard to mentally ill clients!
4. INCREASED CAPACITY!!!!
5. Waiver of court filing fees for low income families who agree to be guardians.
6. Specific data, statistics re: actual need for g-ship and con-ship in Mult. County. Good research on that subject.
7. Broader service capacity for the mentally ill and for family's who have no access to money to pursue guardianship.
8. There is a consensus among hospital and nursing home staff that our patients/clients are your lowest priority – however Mark S. has always been very available to provide info when needed.
9. Private case management.
10. handout information about temp/emergency guardianship criteria.
11. Here is an example. Client's case is referred to PG. PG states they won't take case for....whatever reason. PG office throws it back at worker to work out. How about this. Same scenario except the PG makes calls, finds a private guardian, or works with the family to secure state funding etc. It would seem logical the Guardian's Office would work with or facilitate the GUARDIANSHIP process instead of simply saying "no thanks, good luck and good bye". That is what happens every time and alot of workers, myself included, do not even make referrals since this is the typical outcome. It is a shame since the office could be more helpful and I have found Mark Sanford to be a very knowledgeable individual.
12. i love the consultation and willingness of staff to consult...it's the capacity issue that is difficult.