

Department: County Human Services

Program Contact: Mark Sanford

Program Offer Type: Operating

Program Offer Stage: Adopted

Related Programs:
Program Characteristics:

Executive Summary

The Public Guardian and Conservator Program (PGC) protects and enhances the quality of life for the most vulnerable adults. PGC supports older adults, people with disabilities, and Veterans. The program serves adults who need daily intensive assistance and support. They also need specialized housing. They are often victims of abuse, neglect, and financial exploitation. BIPOC (Black, Indigenous, and/or People of Color) participants receive culturally specific services. The program recently added a KSA position to further enhance culturally responsive service. Guardians create person-centered care plans. PGC diverts those at risk or underserved to less restrictive and costly alternatives to public guardianship.

Program Description

ISSUE: The vital decisions PGC makes under court authority ends or reduces:

- Victimization, emergency department and hospital admissions,
- Houselessness, protective services, and law enforcement involvement,
- Involuntary civil commitments, and increased risk of premature death.

The demand for PGC services is growing due to an increasing aging population and the rising incidence of abuse and neglect. The growing number of people experiencing houselessness and the need for long term care adds to the need for this program.

PROGRAM GOAL: PGC provides legal protection and access to services and benefits. Client health and welfare improve by minimizing unnecessary emergency department or hospital visits. Public guardians arrange for their medical, behavioral health, and residential care. The program is essential to the department strategy to reduce financial fraud, abuse, and neglect while enhancing quality of life.

PROGRAM ACTIVITY: Public guardians are court-appointed representatives. Clients have mental incapability, behavioral health needs, developmental disabilities, dementias or brain injury. They are dependent on others to meet their basic needs. The program seeks to balance the need for protection with the right to autonomy. PGC uses a culturally specific approach to address specific needs and help reduce health disparities. Guardians create person-centered care plans. The plan addresses risks, care arrangements, and stabilizes medical and psychiatric conditions. Public guardians are available 24/7 to make necessary decisions. Guardians provide quality services while carrying higher caseloads than the state PGC standard of 25. The program provides community consultation to identify alternatives to the restrictions of guardianship. PGC educates community partners. The program works with adult protective services, families, law enforcement, hospitals, multidisciplinary teams, and the court to intervene early to resolve fraud, abuse, and neglect of vulnerable adults.

Performance Measures

| Measure Type | Performance Measure | FY23 Actual | FY24 Budgeted | FY24 Estimate | FY25 Target |
|--------------|---|-------------|---------------|------------------|-------------|
| Output | Number of County residents with a Public Guardian/Conservator | 145 | 170 | 155 ¹ | 155 |
| Outcome | Percent of new high-risk PGC participants with a reduction in hospital visits within a year ² | 100% | 95% | 95% | 95% |
| Outcome | Percent of PGC participants with properly managed assets to ensure ongoing eligibility and fraud protection | 100% | 100% | 100% | 100% |
| Outcome | Percent of PGC contacts diverted to a less costly and less restrictive resource | 28% | 40% | 40% | 40% |

Performance Measures Descriptions

¹During the COVID-19 pandemic some Multnomah County PGC consumers were transferred to the Oregon Public Guardian (OPG) program due to Multnomah County staff turnover and shortage. Multnomah County PGC intended to transfer those cases back to their program in FY24 but determined that this course of action might be harmful to those consumers who were now likely stabilized within OPG. ²Because this measure requires a 12-month service window, the FY 2023 Actual reflects high-risk participants with an FY 2022 petition date.

Legal / Contractual Obligation

The decision to provide PGC service is established and guided by ORS Ch. 125 and County Ordinance, Ch. 23.501. If the County chooses to reduce the service, it remains obligated to current participants that are open with the court but can stop taking new participants if the Board of County Commissioners makes a finding that the service is no longer needed.

Revenue/Expense Detail

| | Adopted General Fund | Adopted Other Funds | Adopted General Fund | Adopted Other Funds |
|------------------------|-------------------------|------------------------|-------------------------|------------------------|
| Program Expenses | 2024 | 2024 | 2025 | 2025 |
| Personnel | \$1,520,082 | \$0 | \$1,609,877 | \$0 |
| Contractual Services | \$28,811 | \$0 | \$29,877 | \$0 |
| Materials & Supplies | \$31,428 | \$0 | \$39,147 | \$0 |
| Internal Services | \$347,816 | \$0 | \$281,432 | \$0 |
| Total GF/non-GF | \$1,928,137 | \$0 | \$1,960,333 | \$0 |
| Program Total: | \$1,928,137 | | \$1,960,333 | |
| Program FTE | 11.00 | 0.00 | 11.00 | 0.00 |

| Program Revenues | | | | |
|-------------------------|------------|------------|-----------------|------------|
| Fees, Permits & Charges | \$0 | \$0 | \$55,000 | \$0 |
| Total Revenue | \$0 | \$0 | \$55,000 | \$0 |

Explanation of Revenues

\$55,000 - Fees paid by clients for conservatorship and guardianship services. These fees are only collected from clients who are above the Medicaid allowable resource limit.

Significant Program Changes

Last Year this program was: FY 2024: 25026 ADVSD Public Guardian/Conservator