Department:	County Human Services	**Program Contact:**	Mark Sanford
Program Offer Type:	Innovative/New Program	**Program Offer Stage:**	As Requested
Related Programs:			
Program Characteristics:	One-Time-Only Request, Out of Target		

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) communities receive culturally specific services. PGC diverts those at risk or underserved to less restrictive and costly alternatives to a public guardianship.

Program Summary

ISSUE: The demand for PGC services is on the rise due to an increasing aging population and the rising incidence of abuse and neglect. The increasing number of individuals with diminished capacity experiencing houselessness adds to the need for this program. The COVID-19 pandemic has driven up referrals and the program has prioritized this community need as hospital bed use remains at capacity. The PGC has been significantly impacted by Covid-19 and increased demand for services by area hospitals to reduce unnecessary hospital bed use.

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.

PROGRAM ACTIVITY: This program enhancement will address an emerging workload shift within the program and enhance the ability of existing staff to address the increased demand for services triggered by the Covid-19 pandemic. This position will provide subject matter expertise to IT staff in the final phase of custom database development for program clients. The position will develop reports to improve performance management, design quality assurance processes to enhance program integrity, build workflow tools to enhance service delivery, evaluate and develop fidelity measurement tools to show effective program outcome/output. This position will use knowledge of the Public Guardian program and County service partners to develop, document and recommend process improvements that center racial equity and social justice in client service delivery. Position will liaison across programs, departments and IT to build systems and processes to support Deputy Public Guardians and promote continuous quality improvement initiatives.

Performance Measures

Measure Type	Primary Measure	FY21 Actual	FY22 Budgeted	FY22 Estimate	FY23 Offer
Output	Number of process improvement workflows developed that center racial equity/social justice	N/A	N/A	N/A	3
Outcome	Increased percentage of annual program intakes due to process improvement tools	N/A	N/A	N/A	25%
Outcome	Successful completion of the PGD2 application and reporting system	N/A	N/A	N/A	1

Performance Measures Descriptions

Legal / Contractual Obligation

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Requested General Fund	Requested Other Funds
Program Expenses	**2022**	**2022**	**2023**	**2023**
Personnel	$0	$0	$161,844	$0
Total GF/non-GF	**$0**	**$0**	**$161,844**	**$0**
Program Total:	**$0**		**$161,844**	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Total Revenue	**$0**	**$0**	**$0**	**$0**

Explanation of Revenues

Significant Program Changes

Last Year this program was: