

Program #25031 - ADVSD Protected Persons Special Advocate Program 2/19/2015

Department: County Human Services **Program Contact:** Mark Sanford
Program Offer Type: Existing Operating Program **Program Offer Stage:** As Requested
Related Programs: 25026A
Program Characteristics: In Target

Executive Summary

The Multnomah County Public Guardian and Conservator program (PGC) contracts with a nonprofit organization to provide volunteer guardianship monitoring services for people under guardianship in Multnomah County. This type of program has been shown to reduce the potential for abuse, neglect, and exploitation of protected, legally incapacitated adults through active monitoring of cases and training for all newly-appointed lay fiduciaries. The program (through trained, supervised volunteers) flags potential problems and provides training for lay guardians and conservators.

Program Summary

It is believed that most legal guardians are caring and responsible individuals. Unfortunately, that is not always the case. It is estimated that 5-10% of family/lay guardians neglect, abuse and exploit the very people they promise to protect. The Circuit Court continues to receive dozens of calls each year from family members and protection agencies with complaints of guardian mistreatment of a protected person. Also, 90% of guardians require a reminder to file timely annual reports and 10% of guardianship cases do not even have updated address information for guardians or the protected person.

Of the guardian files reviewed by the monitoring program in its first year, 29% were brought to the court's attention and required corrective action. In one case the guardianship was terminated and the PGC intervened to provide the necessary care and protection. This far exceeds the number of cases that were anticipated to be problematic at the onset of this program and further reinforces the need for additional public guardian resources.

In addition, the monitoring and protected-person assistance program has also developed a training course for family/lay guardians, which is now mandated by local court rule for all newly-appointed non-professional guardians in Multnomah County. Between July and December 2014, the program has conducted six training courses to a total of 51 lay fiduciaries, providing them with enhanced knowledge and skills to effectively serve in their legal role. Effective January 1, 2015 this training requirement will extend to lay fiduciaries who are appointed as trustee or personal representative of an estate.

PGC recognizes a need for enhanced monitoring of guardianships and support of guardians. In addition to maintaining the rights and protection of our most vulnerable citizens, the PGC and other DCHS programs have a vested interest in supporting family/lay guardians and intervening early to avoid expensive and unnecessary case management and protective service interventions. The PGC is willing to invest in the ongoing development of a protected persons special advocate program to improve the quality of guardianship practice throughout the county. The PGC will ensure implementation of an accountability performance management plan for additional service enhancement.

Performance Measures

| Measure Type | Primary Measure | FY14 Actual | FY15 Purchased | FY15 Estimate | FY16 Offer |
|--------------|---|-------------|----------------|---------------|------------|
| Output | Number of interventions and monitoring visits ¹ | - | 100 | 80 | 125 |
| Outcome | Guardian satisfaction with program interventions ² | - | 85% | 77% | 85% |

Performance Measures Descriptions

¹FY15 estimate based on partial year; implementation of monitoring process delayed due to court requirements for implementation, contracting process, and volunteer recruitment and training.

²Percent of guardians who agree or strongly agree with quality of intervention services, and report improved skills and knowledge of community resources.

Revenue/Expense Detail

| | Proposed General Fund | Proposed Other Funds | Proposed General Fund | Proposed Other Funds |
|------------------------|-----------------------|----------------------|-----------------------|----------------------|
| Program Expenses | 2015 | 2015 | 2016 | 2016 |
| Contractual Services | \$50,000 | \$0 | \$51,100 | \$0 |
| Total GF/non-GF | \$50,000 | \$0 | \$51,100 | \$0 |
| Program Total: | \$50,000 | | \$51,100 | |
| 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: FY 2015: 25031 Protected Persons Special Advocate Program