

The Public Administrator and Public Guardian as Conservator

Background

The Public Administrator and Public Guardian (PA/PG) responsibilities are assigned to a Division in the Ventura County Treasurer/Tax Collector's Office. The Division is managed by the Assistant PA/PG. Operations are conducted by deputies reporting to the Assistant PA/PG. The responsibilities of the two positions are separate, but there are similar administrative functions supporting both areas.

Public Administrator

The PA takes charge of the assets of County residents who die without family or a last will and testament. The PA also administers the County Indigent Burial Fund. Specifically, the PA performs the following duties:

- Protect the decedent's property from waste, loss or theft.
- Make appropriate burial arrangements.
- Conduct thorough investigations to discover all assets.
- Ensure that the estate is administered according to the decedent's wishes.
- Pay decedent's bills and taxes.
- Locate persons entitled to inherit from the estate and ensure that these individuals receive their inheritance.

Public Guardian

The PG is a resource for those who are physically or mentally disabled and who cannot care for themselves without help. When such a person is brought to the attention of the PG, an investigation is made to determine whether friends or family are able and willing to act in the disabled person's best interests. If an individual is not found to act in the disabled person's interests, the PG petitions the court to be named conservator and the disabled person becomes a conservatee. The court may appoint the PG as conservator of the person only, or of both person and estate.

Conservatorship of the Person: The conservator arranges for the client's care and protection, determines where he or she will live and makes appropriate arrangements for health care, housekeeping, transportation, recreation and the proper level of treatment in the community. The PG locates skilled nursing or board and care placements for conservatees and has access to results of the Ventura County Health Department's surveys of skilled nursing facilities.

Conservatorship of the Estate: The conservator manages the client's finances, locates and takes control of the assets, and assumes responsibility for the prudent use of money and property belonging to the conservatee. The conservator collects income due, pays bills, invests the client's money and protects the assets. Cost of care must be paid; basic needs of food, clothing and shelter must be met and the conservatee must be protected against designing persons. Accountings must be filed with the court of appointment at regular intervals.

Types of Conservatorship

LPS Conservatorship: The PG may also be appointed for persons who, as set forth in the Lanterman-Petris-Short (LPS) Act of the Welfare and Institutions Code, are considered gravely disabled (unable to provide for food, shelter or clothing by reason of a mental disorder) and who are unwilling or unable to accept psychiatric treatment voluntarily. LPS referrals may be accepted only from designated facilities and agencies. The referrals must be in writing and must be submitted with the signatures of two licensed psychiatric professionals, one of whom must be a medical doctor.

The purpose of the LPS Conservatorship is to provide for mental health care (which may include involuntary detention in mental health treatment facilities) for those adjudicated gravely disabled by reason of a mental disorder. An additional purpose is to protect and administer the estate of the disabled individual. The typical LPS client is a middle-aged or younger person, usually psychotic, usually in a hospital, and often having little property or income. The Conservatorship automatically terminates after one year, but it may be renewed at a court hearing.

Probate Conservatorship: The purpose of a Probate Conservatorship is to protect and care for the person and to administer the estate of those who, without assistance, cannot provide for the basic needs of food, shelter, or clothing or are unable to resist fraud or undue influence. The typical Probate Conservatorship client is an elderly person whose mental and physical problems stem primarily from age. This person often lives alone and sometimes has a substantial estate. The duration of the conservatorship is indefinite and a conservatee or conservator may petition the court for termination at any time. The court usually reviews each case every two years.

Representative Payee

At the request of the Ventura County Behavioral Health Department, the PA establishes a bill payment support activity. This function supports recipients of Social Security income who are incapable of managing their funds. Using Social Security funds, the PA pays bills after review by Behavioral Health caseworkers.

Methodology

The Grand Jury performed the following activities in order to study the PA and PG:

- The workflow and caseload within the Division was identified. A detailed model of the responsibilities of the employees was developed.

- The most recent audits by the Auditor-Controller's Office of the PA/PG functions were reviewed.
- The accounting/case management/inventory control information system within the Division was reviewed. This included reviewing a selection of screens, sampling case files, reviewing software documentation and discussing computer utilization and operation with Division and contractor personnel. A special computer run was made to identify out-of-balance accounts.
- A review was performed of the personal goods in storage at the County warehouse. The Grand Jury requested and received a listing of all conservatees who had personal effects stored in the County warehouse. Thirty-two names were identified. A sample of ten names was selected from the thirty-two. The PG provided a detailed list of each of their personal belongings. Those lists were matched to the contents in the warehouse. In addition, the Grand Jury used the "Warehouse Storage Log" to crosscheck the possessions of other conservatees within the stated storage locations. PA/PG procedures were also reviewed for the storage and control of personal belongings.
- Comparison was performed of the workload of the Ventura County PA/PG with similar functions in other counties. Two statewide surveys of PA/PG activities were reviewed and correlated with census data. Caseload data was extracted from twenty-two counties for PG functions whose data was consistent with that available for Ventura County. A more detailed analysis of the PA/PG activities of a single county (Santa Clara) was performed to provide a baseline for comparison.
- A stratified random sample of thirty-seven conservator accounts was selected for review. This review consisted of: (A) reviewing the case files for adequacy of inventories, reasonableness of expenditures and consistency of support documentation, and (B) visiting the conservatees to assess the physical care and accommodations being provided them.

Findings

F-1 Office Work Flow

The workload within the office is associated with three services: PA functions, LPS and Probate Conservatorships and Representative Payee activities. Figure 1 illustrates work flow and role responsibilities of employees associated with each service.

a. Public Administrator

Decedents are identified to the PA by numerous agencies which include hospitals, the County Medical Examiner-Coroner, the Human Services Agency (HSA) and the courts. The PA's office prepares court documentation and a court investigation is performed to establish control of the assets and the body of the decedent. Ventura County Counsel acts as the attorney representing the PA to the court. The Assistant PA (Head of the Division) makes the initial attempt to contact any family of the decedent. A Deputy PA takes control of the assets of the individual, performs an inventory and appraisal of all assets and converts them into

cash. The Probate Referee provides an assessment of the non-financial assets in order to establish an initial appraisal of the value of the estate. Final bills are paid and burial is arranged. If there is no family (of the deceased), the remainder of the estate (if there is any) is then passed to the State of California. The PA office's legal clerk aids in the preparation of court documentation and a PA office fiscal clerk (through the in-house computer system), tracks the flow of funds and prepares the necessary financial documents.

b. LPS and Probate Conservatorships

Pre-conservatorship Activities: The many administrative activities associated with LPS and Probate conservatorships are similar. These are illustrated in Figure 1. Potential conservatorships are identified by one of three LPS hospitals in the County: St. Johns, Community Memorial or Ventura County Mental Health Department's In-Patient Facility. Recommendations for conservatorship may also come from the Ventura County HSA's Adult Protective Services or the courts. An investigative report is prepared and presented to support the court decision to establish a conservatorship. The conservatee, who is typically resident in one of the three hospitals, is then transferred to an appropriate facility. This facility might be a nursing home, a convalescent hospital, an institution for the mentally disabled, a board and care facility or an independent living facility. These facilities are located throughout Southern California, though in one instance one conservatee was as far away as Colorado.

The Assistant PG (Division Head) and the intake Deputy PG, supported by legal and fiscal clerks, have the primary role in establishing the documentation of the conservatorship. The cases are then transitioned to one of the other Deputy PGs.

Probate Conservatorship Activities: The County Counsel represents the PG to the court and the Ventura County Public Defender represents the individual at a hearing to determine whether a conservatorship will be established. The court approves the establishment of the conservatorship and re-establishes the renewal or review of the conservatorship on either a one-year (LPS) or two-year (Probate) cycle.

The primary responsibility for managing the conservatorship lies with the Deputy PGs. They perform the Initial Inventory and Appraisal (in conjunction with a Probate Referee). The deputy converts most of the non-financial assets to cash, which are placed in an account in the County Treasury. Some financial assets may be kept in original investment accounts unless they are needed to pay expenses. Personal items are placed in a County warehouse. Tracking of individual accounts is established in the PA/PG computer system which is maintained by the fiscal clerks. The Deputy PG approves all recurring and nonrecurring bills and County checks are printed by the PA/PG system. These checks

are then brought to the Auditor-Controller’s Office for signing. Income for individuals from Social Security and other sources is received and deposited (in the name of the conservatee) into County accounts. The Deputy PG, an HSA Community Service worker, Ventura County Behavioral Health and the residence facility all monitor the health and personal needs of the conservatee. Occasionally, due to health or behavioral changes in a conservatee, a change in placement of the individual to another facility is necessary. Either the Behavioral Health Department or the residence facility may initiate these changes. Such placement changes are approved by the deputy and reviewed by the court and the Public Defender. The Community Service worker ensures that the conservatee is physically present (if medically possible) at an annual or semi-annual conservatorship hearing.

c. Representative Payee Accounts

At the request of the Behavioral Health Department, the PG establishes a revenue collection and bill paying support process for individuals who can live independently but are not able to handle their finances. Once an account is established in the PA/PG computer system, the Behavioral Health case manager reviews and approves bills that are processed by the PA/PG fiscal personnel.

d. Caseload

A Deputy PA, four Deputy PGs and a person assigned by the HSA (to handle special cases), manage the caseload of the division. The caseload breakdown is illustrated in Table 1.

Table 1. Caseload of the Public Administrator / Public Guardian

WORKLOAD ELEMENT	NUMBER OF DEPUTIES	NUMBER OF CLIENTS
Public Administrator	1	153
Public Guardian-Conservatorships	4	376
Assigned Human Services Agency Staff	1	18
Representative Payee accounts	N/A	319

F-2 Audit Review

- a. An interim audit performed in 1991 by the Auditor-Controller’s Office identified deficiencies in the separation of duties, controls and accountability over deposit and disbursement vouchers and safeguards against unauthorized disbursements.
- b. The latest audit by the Auditor-Controller’s Office of the PA/PG was performed in 1992. The report noted an area for improvement was internal controls for cash receipts and disbursements.
- c. There is no record of any thorough audit by the Auditor-Controller’s Office of any individual conservatee account.

F-3 Information System review

- a. The PA/PG office utilizes a stand-alone information system whose software is leased from a private commercial business. It consists of a number of COBOL programs that run on a County-owned server. Modification and maintenance of the software is performed by the commercial business as part of the lease.
- b. This system accepts billing and income data, prints checks and generates reports. Check data are passed to the County financial management system as an interface mechanism using a single, miscellaneous vendor code. Due to the single, miscellaneous vendor code used by this interface, there is no practical way of cross checking accounts for duplicate payments to vendors.
- c. The PA/PG system is completely independent of the County financial system, and its disbursements do not require the same approvals from the Auditor-Controller's Office as other vendor payments require.
- d. There is no mechanism within the PA/PG system to check for duplicate payments. The County financial system does have the capability to check for duplicate payments, but this function is not used in the PA/PG interface.
- e. Documentation of the system consists of a single binder which provides a description of the structure of the system and identifies canned screens and reports. Detailed desk procedures are not included with the system documentation.
- f. The County person most knowledgeable in the operation of this system is a former employee who now works in another area. There is no one with special skills in data administration or systems administration currently assigned to the PA/PG Division.
- g. The software contractor is the defacto system administrator and has complete password authority over the PA/PG system.
- h. The small staff and heavy caseload preclude the development of other than a rudimentary knowledge of this computer system.
- i. The total of payments processed by the PA/PG system is illustrated in Table 2.
- j. There are several databases or file systems related to the conservatorship programs. In each of the database files surveyed there was resident information that was not current.

Table 2. Yearly Volume of Payments

YEAR	AMOUNT	COMMENTS
1999	\$9,844,742.97	
2000	\$12,148,809.73	
2001	\$13,440,058.91	
2002	\$12,678,848.86 (3/4 fiscal year)	As of 04/05/02

F-4 Property Review

- a. Personal belongings of nine out of the ten cases sampled were found in the locations as indicated in the “Warehouse Storage Log.” The belongings (identified as “misc. pers. prop.”) of one conservatee were not found.
- b. Personal belongings of an additional nine individuals not listed on the “Warehouse Storage Log” were found in various locations. Two of these nine were part of the Grand Jury’s sample of thirty-seven cases being reviewed. Four of these nine were not listed on either the PG’s Conservator or PA’s Trust Fund listings.
- c. Personal belongings of conservatees stored in the same storage containers were segregated and not co-mingled with other conservatees’ personal property.
- d. One shotgun listed as being located in the warehouse safe was visually verified in that location.
- e. Several pieces of miscellaneous jewelry belonging to one conservatee were annotated on the “Warehouse Storage Log” as being stored in the Administration Building large safe. The jewelry was not in the safe. Grand Jury members and the assigned Deputy PG reviewed the case file. There was documentation in the case file to indicate that the jewelry had been released to an ex-spouse.
- f. Photographs were not taken to show the condition of the property when received or any items of value that needed to be stored in County safes or the warehouse.
- g. There is no evidence to indicate that at least two County employees were present when personal property was acquired from a conservatee.
- h. Four procedural documents for warehouse storage and accounting were reviewed:
 - 1. Assistant Public Administrator/Public Guardian Memo of 10 April 1979
 - 2. Assistant Public Administrator/Public Guardian Memo of 19 April 1979
 - 3. Assistant Public Administrator/Public Guardian Procedure of 2 July 1991
 - 4. Assistant Public Administrator/Public Guardian Procedure of 3 February 1993

The first two memos contained very explicit instructions for handling of estate property and warehouse duties. At the time the documents were issued there was one individual solely responsible for the warehouse operations. Apparently, due to staff reductions, this responsibility was eventually distributed to all the deputies. The documents cited as 3 and 4 added new forms for "Warehouse Storage and Removal" and "Inventory and Auction Recap" sheets for clients with estates. It was not clear whether these later documents elaborated on or superceded the former procedures.

F-5 Workload Comparison

- a. The median LPS and Probate conservatorship caseload per PG Deputy for a representative twenty-two California Counties was fifty-five cases per Deputy. In Ventura County the average LPS and Probate conservatorship caseload is ninety-four cases per PG Deputy.
- b. The median number of assigned PA/PG employees per 100,000 population for the twenty-two counties in the survey was 3.6 employees per 100,000 population. Ventura County has assigned 1.5 employees per 100,000 population.
- c. Other counties perform the PA/PG function using different organizational approaches, and the sample size is too small to warrant an attempt at a more complete statistical analysis.

F-6 Account Review

Document Review:

- a. During the review of the thirty-seven case files selected from a PG/Conservator, dated 09/24/01, it was discovered that three of the conservatees were deceased. The dates of death were ten months, five months and four months prior to the date of the report. One person died during the case review.
- b. Several duplicate payments for a variety of services were discovered during the case file review. All were the result of vendors' duplicate billing invoices. The documentation in the files indicated that for all except one of the duplicate payments either the County (in discovering the error) had cancelled the duplicate checks, or the vendor (in discovering the error) had simply returned the overpayment to the County.
- c. In the sample cases, the County used two different firms for tax return preparation. Each firm was used about equally. Only fourteen of the thirty-seven conservatees required a tax return because of the value of their estates, incomes or investments. The accuracy of the tax returns was not reviewed. There was a drastic difference in the appearance of the tax returns submitted by the two tax preparers. One set of returns was hand annotated, while the other was neatly and orderly prepared on a computer. The fees charged by the service with a professional

appearance were about half that of the fees of the one whose work was hand written.

- d. In two of the sample cases, duplicate tax returns were prepared for the same year by different tax return preparers.
- e. One of the conservatees owned a home when he came under the conservatorship of the PG. There was no documentation in the case file regarding any home furnishings. The house was sold six months after the conservatorship was established. The Court- required "Inventory and Appraisal" was submitted three months late. There was a paid invoice in the file indicating that a locksmith had been employed to open four safes belonging to the conservatee. It was determined that the locksmith did drill open four safes at the County warehouse. There was nothing in the case file to indicate the contents of the safes, the disposition of the safes or who was present when the safes were opened.
- f. One of the conservatees was receiving a substantial bi-weekly payroll check from his employer based on accrued sick and annual leave. Without notification this bi-weekly amount had been reduced by nearly 50 percent in August 2001 (prior to the Grand Jury noticing the discrepancy in December 2001). There was no evidence in the case file that the employer had been contacted to question the sudden large pay reduction. A pay stub that was received from the employer showed that the employer had been given no change of address for the conservatee, though the individual had been under Conservatorship for eleven months.

The Grand Jury contacted the conservatee's supervisor to determine why the pay reduction had occurred. The Grand Jury learned that an error in the employer's Payroll Department had brought about the incorrect reduction in pay to the conservatee. Subsequently, the mistake was rectified and a check for the missing sick leave pay was deposited to the conservatee account.

- g. Each conservatee has at least two case folders containing documentation pertaining to their individual background, court documentation, history of paid invoices, copies of correspondence relating to all sources of income and a record of conversations held with the conservatee or about the conservatee. In the review of sample cases, it was noted that some folders contained a very comprehensive chronology of conversations held, and that in other case files the chronology appeared incomplete, not documented or there were very few telephone conversations on behalf of the conservatee.
- h. There were very few documents in the sample case reviews reflecting accountability for the personal belongings and home furnishing of the clients. Although many of the conservatees are homeless and penniless, some conservatees have substantial investment assets as well as real property.

- i. There was no photographic evidence of valuable belongings (i.e. jewelry, weapons) in the conservatees' files or a signature trail identifying who took original possession of the property.

Visits to Conservatees:

- j. Grand Jury members visited twenty-four of the thirty-seven conservatees selected for review at their place of residence. Two were at separate independent living locations in the County and the remainder were at various facilities in Ventura and Los Angeles Counties. Nine were not personally visited because of scheduling difficulties or because they were located at distant facilities.
- k. Only three of the facilities visited challenged Grand Jury members when they asked to review patient records.
- l. Most of the facilities were clean and the staff appeared to be conscientious in their care of and concern for their patients. Generally, the Board and Care facilities were older and some were showing wear and tear.
- m. At a facility located outside of Ventura County, the odor of cigarette smoke was detected by the Grand Jury members. At the same facility, a staff member was seen eating lunch in view of the patients and when asked by a patient when lunch would be served, the patient was told it would be served in half an hour.
- n. The Grand Jury was provided a "Placement List" dated 12/27/01 which listed conservatees and probate case clients by health care facility in which they were located. Three out of the sample of thirty-seven were not listed on the "Placement List", and their location had to be ascertained from another database file or from the case files.
- o. The staff at the facilities contacted in Los Angeles County indicated that most contact by the PG Deputies was by telephone rather than on-site visits.
- p. A fourteen-year-old conservatee was transferred from a Ventura County facility to a facility in Colorado without the knowledge or approval of the PG.

Conclusions

General Office

- C -1 The Public Administrator/Public Guardian is performing adequately in the guardianship of the persons under care, but due to an excessive workload, there are deficiencies in the record keeping and procedures associated with the guardianship of the estate of the persons under care. (F-1d, Table 1, F-3b, F-3h)
- C-2 Public Administrator and Public Guardian functions share similar duties for Inventory and Appraisal and property management. (F-1, Figure 1)

- C-3 Due to the large caseload for each deputy, individual attention to each of the conservatees is limited. Contact with some conservatees is by phone in many instances rather than face-to-face. This is especially the case with conservatees domiciled outside of the County of Ventura. This limitation precludes a quick response in identification of deficiencies in institutional care. (F-6m, F-6o)

Audit Issues

- C-4 There is an excessive time between reviews by the Auditor-Controller's Office of the Public Guardian/Public Administrator. (F-2a, F-2b)
- C-5 Deficiencies in internal controls exist within the Public Guardian's Office. (F-3d)
- C-6 The procedures for controlling the property of conservatees do not establish proper controls, neither do they provide for an adequate audit trail. (F-4g, F-4h)

Information System

- C-7 The staff is inadequately trained on the computer system. It appears that there is neither sufficient training materials nor time for staff to develop an intricate knowledge of the computer system because of workload. (F-3e, F-3f)
- C-8 Because of security considerations there is a need for County employees to control the administration of the Public Guardian information system, but there are no resources in the Public Guardian/Public Administrator's office to perform either system or data administration of the Public Guardian information system. (F-3a, F-3c, F-3d, F-3g)
- C-9 The Public Guardian information system should not produce checks independently from the County financial system. The lack of a cross correlation for duplicate payments makes it important that the Public Guardian information system not be allowed to print checks directly. (F-3b, F-3c, F-3d)

Property

- C-10 There is inadequate record accountability for personal property stored in the County warehouse. (F-4a, F-4b, F-4f)
- C-11 There are currently four different documents addressing operating procedures for warehouse storage. All of these documents were prepared almost a decade ago. These procedures are out-of-date and have not been followed. (F-4h)
- C-12 There is no proof of accountability when personal property comes under the control of the Public Guardian/Public Administrator. Photographic evidence would preclude anything of real value being substituted by something of lesser value. (F-4g)
- C-13 There is a major deficiency in procedures for the control of property from the time a client becomes a ward of the Public Guardian and the time an Inventory and Appraisal is filed with the court. (F-4f, F-4g)

Workload

- C-14 The Public Guardian's office is understaffed and the transactional workload is rising. The average caseload per PG Deputy is almost double that of the median caseload for the representative twenty-two counties reviewed. This caseload is increasing. The result is that the Ventura PG Deputies are unable to give sufficient attention to each case. They are unable to make face-to-face monthly visits with conservatees. Their workload precludes keeping correspondence up-to-date in the case files, maintaining current records of telephone conversations or keeping track of paid invoices to avoid duplicate check payments. The Ventura PG/PA Deputies are unable to ensure that tax returns are only prepared once a year, or to keep each of the data bases updated with accurate information such as dates of death, current residence, etc. (F-1d, F-3h, F-3i, F-3j, F-4h, F-5a, F-5b, F-6a, F-6b, F-6d, F-6o)
- C-15 There is no record of deputies inquiries when income checks are suddenly reduced. (F-6f)

Conservatee Visits

- C-16 Generally, the residence facilities visited by the Grand Jury were well maintained. Patients were well cared for by conscientious staff personnel. One facility appeared to be violating State regulations associated with smoking. (F-6j, F-6l, F-6m)
- C-17 The nursing facilities inconsistently apply California State law for access to patient records. (F-6k)
- C-18 Face-to-face meetings between deputy and conservatee are necessary to assess the living conditions of the conservatee. There is a lack of documentation in the conservatees' case files to indicate the frequency of these meetings. (F-6m, F-6o)
- C-19 There are no controls in place to prevent duplicate processing of payments or duplicate annual tax returns. (F-6b, F-6d)
- C-20 Computerized listings of the conservatees' physical location and active file are not being kept current. (F-6n)

Recommendations

Office

- R-1 That the Public Administrator/Public Guardian create a standard for developing and maintaining both electronic and paper case files. (C-1)

Audit

- R-2 The Auditor-Controller should increase the frequency of reviews of the PA/PG. (C-4, C-5)
- R-3 The Auditor-Controller should perform detailed reviews of individual conservatee accounts. (C-4)
- R-4 The Auditor-Controller should have approval authority over the PA/PG inventory procedures to ensure accountability for conservatees' property. (C-6)

Information System

- R-5 Vendor and conservatee accounts should be maintained on the County financial system in order to allow checking for duplicate payments and identification of anomalies in conservatee accounts. (C-9)
- R-6. Because the PA/PG system is a financial system, the Auditor-Controller should take the responsibility for system administration, data administration and overall change management of this system. (C-8)
- R-7. A software interface should be developed between the PA/PG system and the County financial system to allow payment of checks by the County financial system and the automated crosscheck of transactions. (C-8)
- R-8. Training should be funded and implemented immediately for both PA/PG and Auditor-Controller personnel in the administration and operation of this system. (C-7)

Property

- R-9. A standard set of procedures needs to be published for two-person accountability for conservatees' personal property. This standard procedure must be enacted immediately upon the PG or PA's initial assumption of possession of the property and its subsequent storage in the County Warehouse. Such procedures should be approved by the Auditor-Controller. (C-2, C-6, C-10, C-11, C-12, C-13)
- R-10. Photographic evidence of the condition of personal property or items of value needs to be included in the case files for each conservatee. (C-6, C-12)

Workload

- R-11. Additional personnel should be assigned to the Public Guardian to address an excessive and increasing caseload. (C-1, C-3, C-14, C-18)

Conservatee Visits

- R-12. The Public Guardian should prepare and implement a monthly schedule of visits to all facilities for face-to-face meetings with conservatee patients to ensure that the patients are being treated appropriately and are in a healthy environment. (C-16, C-17, C-18)

Responses Required

Ventura County Chief Executive Officer: R-4, R-6, R-9, R-11

Ventura County Auditor-Controller: R-2, R-3, R-4, R-5, R-6, R-7, R-8, R-9

Ventura County Public Administrator/Public Guardian: R-1, R-8, R-9, R-10, R-12

Ventura County Treasurer/Tax Collector: R-8, R-11

Ventura County Behavioral Health Department: R-12

	LPS HOSPITALS	COURT	PUBLIC DEFENDER	COUNTY COUNSEL	PROBATE REFEREE	DIV. HEAD	INTAKE DEPUTY	PA DEPUTY	PG DEPUTIES	COMM WORKER	LEGAL CLERK	FISCAL CLERK	FACILITIES	TAX FIRMS	BEHAVIORAL HEALTH	HEALTH SVCS
Number	3				3	1	1	1	4 ²	1	1	1		6		
PUBLIC ADMINISTRATOR																
Identification (Note 1)																P
Court documentation				P				P			S					
Court investigation		P														P
Notify Family						P										
Inventory & Appraisal					P			P								
Establish County Accounts								P				S				
Close Decedent Accounts								P								
Sell Assets								P								
Pay Bills								P				S				
Close County Accounts								P				S				
Indigent Burial								P								
PUBLIC GUARDIAN																
PRE LPS / PROBATE CONSERVATORSHIP																
Referral	LPS	P				P	S									P
Court Documentation		A	P			P	S				S					P
Court Investigation Report		A/P	R	P		R	P(LPS)		P(Probate)		S					
Notify Family						P			P							
Facility Placement									A				P			
LPS / PROBATE CONSERVATORSHIP																
Conservatorship Establishment		A	P	P(Probate)		R	P		S		S	S			P(LPS)	
Inventory & Appraisal					P		S		P							
Warehouse Personal Property						S	S		P							
Sell assets							S		P							
Establish County Accounts							S		P			S				
Close Conservatee Accounts							S		P			S				
Automatic Bill Payment									A			P				

Figure 1.0 General Work Flow and Responsibilities (part 1)

	LPS HOSPITALS	COURT	PUBLIC DEFENDER	COUNTY COUNSEL	PROBATE REFEREE	DIV. HEAD	INTAKE DEPUTY	PA DEPUTY	PG DEPUTIES	COMM WORKER	LEGAL CLERK	FISCAL CLERK	FACILITIES	TAX FIRMS	BEHAVIORAL HEALTH	HEALTH SVS
Number	3				3	1	1	1	4 ²	1	1	1		6		
LPS/PROBATE CONSERVATORSHIP (CONT)																
Non Recurring Bill Payment									A			P				
Prepare & Pay Taxes									A			S		P		
Change Placement		R	R						A		S	S	P		P	
Visit Conservatee									S	P						
ID Personal Needs									P/S	P			P		P	
Monitor Conservatee									S	P					P	
Court Transportation									S	P						
REPRESENTATIVE PAYEE ACCOUNTS																
Request for Establishment						A									P	
Establish Account						R/A						P				
Automatic Bill Payment												P			R/A	
Non Recurring Bill Payment												P			R/A	
Prepare & Pay Taxes												P		P	R/A	

Facilities include Nursing Homes, Convalescent Hospitals, Institutions for Mentally Disabled, Board & Care and Independent Living

KEY

- P= Perform
- A=Approve
- S=Support
- R=Review

Note 1= Identification also performed by Coroner, Hospitals, HAS Adult Protective Services
 Note 2= A Human Services Agency staff member is counted as a Deputy

Figure 1.0 General Work Flow and Responsibilities (part 2)