



PAPG Grand Jury Follow-Up
March 2013
May 22, 2013

Number	Finding	Status/Outcome
FI-01	Development of metrics within the new case management system	PAPG created a monthly activity report that tracks and monitors key metrics and process objectives that include case load numbers, timeliness of client visits, timeliness of completed investigations to County Counsel, trial outcomes and financial activities. The PAPG office met with Panoramic to identify the best method for capturing this data.
FI-01	Criteria for placement of LPS Conservatees should be documented in an MOA between PAPG and VCBH	The PAPG Office developed written criteria for differentiating grave disability. This document supplements the criteria as established in WIC and Probate Codes. Since the review, the PAPG has established a weekly clinical team comprised of MDs and case managers who work directly with the clients. This group is in addition to the Continuum of Care Group that meets weekly and serves to improve communication between the treatment teams and the PAPG office relative to treatment and placement.
FI-01	The PAPG should develop desk procedures for all operational areas	The PAPG Office has completed the outline for content by seeking input and feedback from the staff. Target completion is May 30, 2013.
FI-06	PAPG has not been able to meet its policy goals of visit frequency to conservatees. There has been instability in the PAPG staff. There	Since the review, the office is fully staffed and timeliness of visits increased significantly to 68%. Our goal is 100% but 90% is likely the better target as

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FI-07	<p>has been a complete turnover in leadership within the PAPG since July of 2011. There is no current use of interns to provide on-going staffing needs. Vacancies existed in July 2011 and continue in April 2012. Recruitment of new staff, projected growth in the client base, anticipated changes in the court and mandated certification requirements necessitate an ongoing process of training and personnel development</p> <p>The large transactional workload and the effects of the work dealing with the mentally ill and severely disabled seem to have contributed to turnover of PAPG workers. The term for the latter issue is empathy fatigue.</p>	<p>some clients are AWOL or in the hospital. The addition of new and added vehicles has increased our ability to visit clients timely. The agency Director presented the increase of cases to the Board at the annual budget review.</p> <p>The staff is aware of services through the EAP as well as relying on a team approach to case management.</p>
FI-09	<p>Training personnel via on-the-job training without documented standard practices increases the workload on management and staff which may lead to inconsistent program implementation. This result removes resources from documenting standard practices. Given the anticipated increases in workload for the PAPG there may be further delay in documenting PAPG processes and procedures</p>	<p>On the job training is key to assisting new employees in learning how to access important legal information that guides our work. The PAPG office utilizes one to one supervision meetings to address technical issues, case management and client issues, and to provide support, guidance and instruction. One to one meetings are standard practice in the AFS Department.</p>
FI-11	<p>The wide geographic distribution of clients and the need for transportation, documentation and visitation of conservatees consumes a significant portion of the workload of the PAPG. The documentation includes status of the clients and the clients' care facilities. Due to the distances</p>	<p>The PAPG office uses a standard template for documenting visits by the CSW that is uploaded into the Panoramic case management system located under "events." This allows the Deputy to easily view the status of the client as observed and documented by the CSW. The Deputy also documents observations into "events".</p>

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	traveled, the completion of a handwritten contact visitation form is occasionally completed after a visit.	
FI-13	Client valuables are being stored in the cash cart and in the warehouse, due to lack of secure storage in the PAPG office. This is in violation of PAPG policy. There is a need for safe storage of clients' small-sized assets and papers in a container near the offices of the DPGs. Accessibility to the Treasury vault by the PAPG needs to be based on the variable nature of the PAPG requirements in a timely fashion. In addition, the availability of secure storage must meet the size and quantity needs of the PAPG at various times, rather than an allocation of a fixed set of lock boxes	The PAPG Office obtained an additional storage bin at the TTC vault under a revised MOA dated August 2012. We no longer store valuables in the cash cart. The PAPG also obtained new space at GSA warehouse that will permit an increase in the number of spaces for small-sized assets. This space is secure as was the previous space.
FI-14	The PAPG has no policy in place for liquidating assets after closure of cases	The PAPG policy requires the fiscal manager to verify and confirm that all assets have been liquidated at case closure. All inventories are identified in Panoramic and can be directly documented, thus eliminating the need for handwritten notes.
FI-17	The present telephonic interactions between PAPG sub-payee processing and VCBH case workers could be improved with information technology applications	In consultation with VCBH, the PAPG office created a list that is sent out monthly to VCBH that shows the client name, case number, status, and funds available. The PAPG office also now enforces the practice that calls to the PAPG sub-payee program are redirected to the appropriate VCBH case manager.

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FI-20	GroupWise software system has a potential to exchange data with the Panoramic system to a greater extent than is currently utilized.	

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R-01	The PAPG should investigate the development of an internship with appropriate educational institutions within the county particularly in the disciplines of business, nursing, hospital management, psychology and sociology. This would provide a resource base for future staffing needs and increase the resources available for care of clients.	The County is working on a policy for use of interns. Interns, however, require intensive supervision and are limited in their duties based on the learning objectives of the school. What is more effective for the PAPG is to fully utilize extra help and core staff to fill vacant positions on a temporary basis.
R-02	The PAPG should purchase lap-top or tablet computers with photographic capability for DPGs and CSWs with standard templates for performing inventories in the field, evaluating care facilities and documenting contacts with conservatees. The template should allow direct input to the Panoramic software.	HSA implemented the use of iPADS for key field workers throughout the agency. All field staff in the PAPG office have received iPADS, have been trained and receive regularly scheduled mini-training on increasing functionality.
R-03	The PAPG and VCBH should add to their MOA the charter and procedure of the Continuity of Care Committee.	Completed and signed June 20, 2012
R-04	The PAPG and the Treasurer-Tax Collector should review their current MOU with respect to the use of the TTC vault to allow more flexible access and storage.	Completed and signed August 22, 2012
R-05	The PAPG should, as part of their policy for closing cases, address the liquidation of assets of clients prior to closure. The policy should address the final distribution of funds to the TTC.	The fiscal department has modified the closing case checklist to include items for property distribution and funds and signatures as needed.

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R-07	<p>The PAPG and VCBH should make a shared directory accessible to both the PAPG and VCBH case workers. The PAPG should export to the shared directory the most current transaction data of sub-payee clients from their local database. VCBH should export to the shared directory the most current assignment list of VCBH case workers associated with sub-payee clients from their local database. This will reduce the necessity of multiple phone calls between the organizations.</p>	<p>The PAPG office sends a weekly list to all VCBH case managers and senior management that includes the client name, case number, dates of appointments, dates of upcoming court hearings and placement. This is a shared list that keeps information current and accessible by both entities.</p>
R-08	<p>The PAPG should develop and document in-house policies and procedures for the operation, data administration, security and change control of Panoramic database. The PAPG should also develop a handbook documenting policies, procedures, checklists, forms and contacts as a guide for deputies.</p>	<p>A desk manual will address operations in combination with best practice manual, rules of the court under the WIC and Probate Code.</p>
R-09	<p>The PAPG should request the Information Technology Department evaluate the following: a shared calendar under GroupWise, to contain the planned activities of PAPG department members including but not limited to court appointments, patient transportation, site visits, department and interagency meetings, etc, the automatic importation of Groupwise data above from Panoramic into the Groupwise shared calendar.</p>	<p>A shared GroupWise calendar was developed for meetings and information related to administrative issues. After careful analysis, it was determined that other functions recommended for a shared calendar are better documented by more efficient and effective methods.</p>
	<p>The PAPG should request guidance from County Counsel, the Auditor Controller and the Information Technology Department on the most appropriate techniques and procedures for acquiring control of and administering the electronic accounts of decedents-guidance to include instituting appropriate internal controls.</p>	

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R-12	<p>The PAPG should acquire a safe for client assets in the PAPG office. This would provide secure storage during the inventory and assessment process.</p>	<p>The PAPG Office added a small safe located in the office vault.</p>
	<p>The PAPG should update the fiscal oversight policy to establish the frequency of periodic inventory of client assets in the PAPG office vault, cash cart, warehouse and the Treasury vault. The inventory should be reconciled to the Panoramic database and other inventory records. This inventory should include all sites yearly on a random basis chosen by the head of the PAPG office.</p>	<p>Policy completed.</p>
	<p>The PAPG and VCBH should jointly assess the issue of empathy fatigue of DPGs and CSWs and if appropriate, provide the necessary training to deal with this issue.</p>	<p>In consultation with VCBH, it was determined that issues related to staff personal reactions to work is best addressed through one to one supervision and EAP.</p>
	<p>The PAPG and Health Care Agency establish an MOU delineating joint roles, responsibilities and reporting requirements for conservatees of the PAPG under treatment in County medical facilities to assure compliance with existing law.</p>	<p>Completed June 20, 2012</p>