

## IIIB. GUARDIANSHIP FOR OLDER AND DISABLED ADULTS

Current Providers: \_\_\_\_\_

Funding Sources: \_\_\_\_\_

Total Funding Last Fiscal Year: \_\_\_\_\_

# Consumers Served Last Fiscal Year: \_\_\_\_\_

<b>A. EXISTENCE</b> Are these services available to older and disabled adults in your community?		
1. Are corporations or public agencies, available to assume guardianship in your community?  (Does your community have private or public agencies available to assume guardianship appointments when no individual or family member is available to assume this responsibility?)	Yes	No
2. Does your community have resources (printed materials, programs, services) to assist families with information on how to petition for guardianship?	Yes	No
3. Does your community have resources (pro bono attorneys, legal aid, local human service agency, etc.) to assist families with the legal process involved with petitioning for guardianship?	Yes	No
4. Does your community have resources (programs or services) to assist families with alternatives to guardianship (e.g. durable powers of attorney and health care powers of attorney) in lieu of the guardianship process?	Yes	No
<b>OVERALL EXISTENCE RATING</b>	<b>1</b>	<b>2</b>
	<b>3</b>	<b>4</b>
	<b>5</b>	

## B. ADEQUACY

Are these services in sufficient supply for those who need it?

<p>1. If there is a waiting list for families seeking help in the guardianship process, how acceptable is the average waiting time?</p> <p>(What is the number of persons on waiting list? What is the average waiting time compared to state and comparable county averages?)</p>	<p>1 2 3 4 5</p>
<p>2. How manageable are the caseloads of your community's public guardians (attorneys) and disinterested public agent guardians (i.e. DSS, MH, Aging and Health)?</p> <p>(Do these guardians have dedicated Guardianship workers? What is the size of Guardianship workers' average caseloads? What is the yearly turnover among Guardianship workers? How often are wards who live in the county visited? How often are wards visited who live outside the county?)</p>	<p>1 2 3 4 5</p>
<p>3. To what extent are services available to help families prepare for the responsibilities of guardianship?</p> <p>(What are the characteristics of training programs for private guardians (requirements, number of scheduled trainers, length of trainings, fees, certification requirements, if any, etc.) Do families receive training (requirements, number of scheduled trainers, length of training, fees, certification requirements, if any, etc.) on how to carry out guardianship duties?)</p>	<p>1 2 3 4 5</p>
<p>4. How manageable are the caseloads of any corporate guardians in your community?</p> <p>(What is the size of corporate guardianship workers average caseloads? What is the turnover of private guardianship workers? How does this compare to the state average and similar counties? How often are consumers visited per month?)</p>	<p>1 2 3 4 5</p>
<p>5. How adequate is the court system in your community in facilitating filing of petitions for the appointment of guardians for older and/or disabled adult?</p> <p>(Describe the procedures used for determining competency in private sector and public sector. For example, how accessible is the court process? How long does it take from petition filings to hearing? How are emergency situations handled?)</p>	<p>1 2 3 4 5</p>
<p><b>OVERALL ADEQUACY RATING</b></p>	<p><b>1 2 3 4 5</b></p>

### C. ACCESSIBILITY

How obtainable are these services for those most in need?

<p>1. How adequate are the public information programs conducted for Guardianship in your community?</p> <p>(What methods are used to inform the general public about guardianship? i.e. speakers, pamphlets, media What methods are used to educate other service providers such as hospital discharge planners?)</p>	<p style="text-align: center;">1 2 3 4 5</p>
<p>2. To what degree are public communications and outreach activities for Guardianship consumer-friendly? (Printed materials such as brochures, the media?)</p> <p>(What is the reading level of any print material? Describe the outreach programs in terms of media use, frequency, estimated size of target population and reviewers opinions.)</p>	<p style="text-align: center;">1 2 3 4 5</p>
<p>3. How adequate is the community's ability to recruit appropriate people, agencies (public and corporations) willing to serve as guardians?</p> <p>(What efforts are made to recruit responsible people willing to serve as guardians to a mentally incompetent older adult with no family? What efforts are made to inform families of the help available to them if they need to seek guardianship for an incompetent family member?)</p>	<p style="text-align: center;">1 2 3 4 5</p>
<p>4. To what degree do older and disabled adults and their families/caregivers know about guardianship services in your community?</p>	<p style="text-align: center;">1 2 3 4 5</p>
<p>5. To what extent do formal service providers know about the availability of guardianship services in your community?</p> <p>(What % of cases are referred by home health, discharge planners, LTC providers?)</p>	<p style="text-align: center;">1 2 3 4 5</p>
<p>6. To what extent are families connected to alternative services when it is determined that Guardianship is not needed or appropriate?</p> <p>(What types of services are families referred to? What % are referred to other services in the community (outside DSS)? Is follow-up conducted for those referred to outside services? What % of families</p>	<p style="text-align: center;">1 2 3 4 5</p>

seeking help obtaining guardianship are receiving other services for their disabled family member? What % are referred to such services as a result of initially seeking help obtaining guardianship?)	
<b>OVERALL ACCESSIBILITY RATING</b>	<b>1 2 3 4 5</b>

**D. EFFICIENCY AND DUPLICATION OF SERVICES**

How reasonable are the costs of services?

Are options for streamlining services available in the community?

<p>1. How reasonable are the costs of public agencies providing guardianship services in your community?</p> <p>(What is the cost of retaining an attorney to assist with the legal process? Attorney fees? Court costs? )</p>	<p>1 2 3 4 5</p>
<p>2. How reasonable are the costs of corporate guardianship in your community?</p> <p>(What is the average cost of corporate guardianship programs compared to state and comparable to county averages?)</p>	<p>1 2 3 4 5</p>
<p>3. How reasonable are the administrative costs of providing guardianship services in your community?</p> <p>(What % of the budget is used for administrative purposes? How does this % compare to state and comparable county averages?)</p>	<p>1 2 3 4 5</p>
<p>4. If there are multiple providers of guardianship services in your community, to what extent do they work together to serve consumers and accomplish joint projects?</p> <p>(Does your agency have a formal / informal agreement with other agencies in the community who provide guardianship?)</p>	<p>1 2 3 4 5</p>
<p><b>OVERALL EFFICIENCY AND DUPLICATION RATING</b></p>	<p><b>1 2 3 4 5</b></p>

## E. Equity

How available are these services to all who need them without bias?

<p>1. To what extent do the demographics of those receiving guardianship services suggest that services are made available to a broad range of county residents?</p> <p>(What are the demographic characteristics of consumers? How do they compare with the general population? How do their demographics compare to the statewide and comparable county characteristics?)</p>	<p>1 2 3 4 5</p>
<p>2. How adequately does your community mediate disputes regarding who should be the guardian over an individual (i.e. when two children both want guardianship duties)?</p> <p>(What are the rules, procedures, policies governing the issue identified in this question? What % of cases have disputes?)</p>	<p>1 2 3 4 5</p>
<p>3. How adequate are the Guardianship providers' nondiscrimination policies?</p> <p>(Is cultural competency training required of any providers in the area of guardianship? What are the nondiscrimination policies? Have there been any complaints made about discrimination?)</p>	<p>1 2 3 4 5</p>
<p>4. How adequate are the processes in-place for handling allegations of discrimination as it relates to Guardianship?</p> <p>(What happens when a discrimination allegation is made? A discrimination allegation can be made against the following: the clerk; attorneys acting as GALs; attorneys appointed by the clerk as public guardians; corporations or public agencies who serve as guardians.)</p>	<p>1 2 3 4 5</p>
<p><b>OVERALL EQUITY RATING</b></p>	<p><b>1 2 3 4 5</b></p>

## F. Quality/Effectiveness

How successful are these services in addressing consumers' needs?

<p>1. To what extent is comprehensive training provided to public guardians (i.e. attorneys) and disinterested public agent guardians (i.e. DSS, MH, Aging, Health)?</p> <p>(What are the training requirements/practices for public guardians? Is training mandatory? Have 100% of guardians gone through the required training?)</p>	1 2 3 4 5
<p>2. To what extent is comprehensive training in the area of guardianship provided to the Clerk of Court in your community?</p> <p>(What are the training requirements/practices re. Guardianship for the clerk of court? Is training mandatory? If not mandatory, is training available?)</p>	1 2 3 4 5
<p>3. To what extent is comprehensive training available to attorneys on the guardianship process?</p> <p>(Is training available to attorneys in your community? Who conducts the training and what is covered? Is it mandatory?)</p>	1 2 3 4 5
<p>4. To what extent is training available to family members acting as guardians?</p> <p>(Is training available to families? Who conducts the training and what is covered? Is there a fee? Is training mandatory or optional?)</p>	1 2 3 4 5
<p>5. To what extent is comprehensive training available to corporations acting as guardians?</p> <p>(Is training mandatory?)</p>	1 2 3 4 5
<p>6. How adequately are guardians monitored to ensure that they are acting in their ward's best interest?</p> <p>(What types of monitoring are conducted? Who conducts the monitoring? What happens when a problem is revealed?)</p>	1 2 3 4 5
<p>7. To what extent are guardians kept up-to-date on policy and legal or standards changes?</p> <p>(What are the policies, practices, rules, regulations on communicating important changes in the system and providing continuing education</p>	1 2 3 4 5

to staff an providers?)	
8. How sufficient are the initial employment qualifications for hiring directors / assistant directors who serve as disinterested public agent guardians? Attorneys who serve as public guardians? Staff of corporations?  (What are the staff/provider qualifications? What % of staff meet minimal qualifications? What % of staff exceed qualifications?)	1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
9. To what extent do all guardianship providers in the community have special quality assessment or improvement efforts underway?  (What evaluations (e.g. client tracking, QA, process outcomes) have been undertaken for this service during the past 5 years?)	1 2 3 4 5
10. To what extent are guardians oriented on “Person First” principle or “Person Centered” approach to individual relationships?	1 2 3 4 5
11. To what extent do APRs work regularly with disinterested public agent guardians to help comply with guardianship law and policy?	1 2 3 4 5
12. To what extent does an advisory committee(s) guide the operations of guardianship services in your community?	1 2 3 4 5
13. How adequate is the complaint resolution process?  (What are the characteristics of the complaint process (e.g. rules/procedures, tracking, resolving, reporting, use in evaluation, planning? What % of complaints are resolved through the process?)	1 2 3 4 5
14. To what extent are complaints and/or problems in guardianship cases tracked or reported?  (Does the providers track complaints? How? What is done with the information?)	1 2 3 4 5
15. To what extent are complaints considered during planning, program development, or quality improvement efforts?  (What information is systematically used in agency/provider planning (e.g. client complaints, client feedback)?)	1 2 3 4 5
16. To what extent do providers of guardians services	1 2 3 4 5

<p>collaborate with other organizations to help consumers with additional needs, such as food and housing?</p> <p>(What are the working relations of collaborating agencies in finding additional services mentioned in question? What % of consumers receive assistance from other providers?)</p>	
<p>17. To what extent is the community's perception of public guardians (attorneys), corporations, disinterested public agent guardians positive and accurate?</p> <p>(What is the occurrence/nature of negative and positive publicity?)</p>	1 2 3 4 5
<p>18. To what extent is Guardianship reaching those older and disabled adults most in need of the service?</p> <p>(The annual number of older and disabled adults served ÷ estimates of the number of older and disabled adults in your community compared to the state rate and similar counties? What is the severity of the cases?)</p>	1 2 3 4 5
<p>19. To what extent do providers assist individuals with alternatives to guardianship, when appropriate?</p> <p>(What alternatives to guardianship are available? Does your county offer limited guardianship? What % of consumers receive limited guardianship vs. full guardianship?)</p>	1 2 3 4 5
<p>20. To what extent do guardians regularly communicate unmet needs and policy issues to county commissioners, planning, and other agencies?</p>	1 2 3 4 5
<b>OVERALL QUALITY/EFFECTIVENESS RATING</b>	<b>1 2 3 4 5</b>

<b>Recap of Overall Guardianship Ratings</b>					
Existence	1	2	3	4	5
Adequacy	1	2	3	4	5
Accessibility	1	2	3	4	5
Efficiency and Duplication	1	2	3	4	5
Equity	1	2	3	4	5
Quality/Effectiveness	1	2	3	4	5

**Guardianship's Major Strengths:**

**Identified Barriers and Areas for Improvement:**