



2024 Public Guardian Executive Summary

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly Average	2024 Actual through MARCH
Case Information														
Total Proposed Cases	16	24	11										17	51
Appointed Cases	11	11	1										8	23
1 Pending Appointment Not Appointed	-	9	10										3	19
5														9
Total Processed Guardianship Cases	847	848	844											837
2 Ongoing Guardianship Person & Estate (P & E) Cases	816	817	812										815	
Ongoing Guardianship Estate Only & Special Cases	31	31	32										31	
Deceased/Terminated Guardianship Cases in Month	11	9	9										10	29
Total Processed Representative Payee Cases	85	85	86											84
Representative Payee Wait List	12	9	11											19
# of Representative Payee Visits/Contact	32	33	38										34	103
Monthly Contacts														
Actual Guardianship Monthly Contacts	667	668	672										669	2,007
Expected Guardianship Monthly Contacts	660	658	659										659	1,977
3 % of Monthly Contacts Made	101.06%	101.52%	101.97%											
Special, Estate & Person Only Monthly Contacts	11	6											6	17
Legal Activity														
Total Accountings Processed	70	19	27										39	116
# of Court Appearances by PG on behalf of PP	62	50	67										60	179
Asset Management														
4 Cases with Assets Over \$10,000	182	179	181										181	
Cash Assets Managed for PP by Office (Internal)	\$10,733,188	\$10,618,513	\$11,907,609										\$11,086,437	
Value of Assets Invested on behalf of PP (External)	\$8,934,370	\$9,179,024	\$9,256,494										\$9,123,296	
PG Total Billable Hours Worked	1,846	1,647	1,652										1,715	5,145
PG Total Billable Hours Charged	\$181,304	\$169,591	\$168,356										\$173,083	519,250
PG Fees Contributed to the General Fund		\$158,417												\$158,417
# of Invoices Processed on behalf of PP	1979	1988	2140										2,036	6,107
Total Value of Invoices Processed	\$1,714,414	\$1,614,750	\$1,357,552										\$1,562,239	\$4,686,716
Customer Service Activity														
# of Telephone Calls Presented	3,096	2,883	2,731										2,903	8,710
5 % of Call Response Time	92.39%	93.63%	93.59%											

1. These numbers will fluctuate month to month as appointments are not made on all cases at the first hearing or within the month received.

2. Ongoing person & estate guardianship vs. special/estate only/person only:
 Person & Estate - The individual requires assistance with medical decisions and financial decisions; contact is made monthly with the pp.
 Special - Limited time or limited purpose such as applying for benefits; Estate only - Financial decisions only; Person only - Medical decisions only; contact may be monthly or quarterly with the pp.

3. Percentage may be over 100% if a visit was made in the month a pp dies.

4. Fluctuations in assets are due to new cases and case closures.

5. To attain a 100% response rating, staff must answer 70% of the calls within 5 seconds. (We are training new employees on the front desk, therefore the response time is slower)

Please note: PP within this spreadsheet references protected person.