



Probate Court

Performance Measurement Review

December 11, 2018

Presentation Overview



- Alignment with Board Priorities
- Key Performance Metrics
- Significant Budget Challenges
- Significant Accomplishments
- Key Collaborations
- A Look Ahead

Priority Alignment



Stable Revenues	Probate Court will systematically collect reimbursable fees from individuals and the State of Michigan.
Efficient Use of Resources	Probate Court will continue to implement and develop technology to efficiently and effectively provide services.
Safe Community	Probate Court will facilitate the provision of professional guardians when needed to protect incapacitated individuals and their property as well as the community at large.
Citizen Participation	Probate Court will encourage customer feedback through public satisfaction surveys.
Proactive and Innovative Government	Probate Court will oversee the Kent County Guardianship Program, working collaboratively with Kent County, Spectrum Health Hospitals, Mercy Health St. Mary's and the State of Michigan.
High Quality of Life	Probate Court will timely handle and fairly adjudicate all matters before the Court.

The Kent County Probate Court will provide an accessible, person-centered venue to secure the peaceful and sound resolution of matters, where every individual is treated with dignity and respect.

Key Goals and Metrics



Timely handle and fairly adjudicate all matters before the Court for the protection of individuals and their property.

Objective:

- To meet or exceed statutory, court rule and state guideline requirements for all matters before the Court.

Case Processing/Time Guidelines

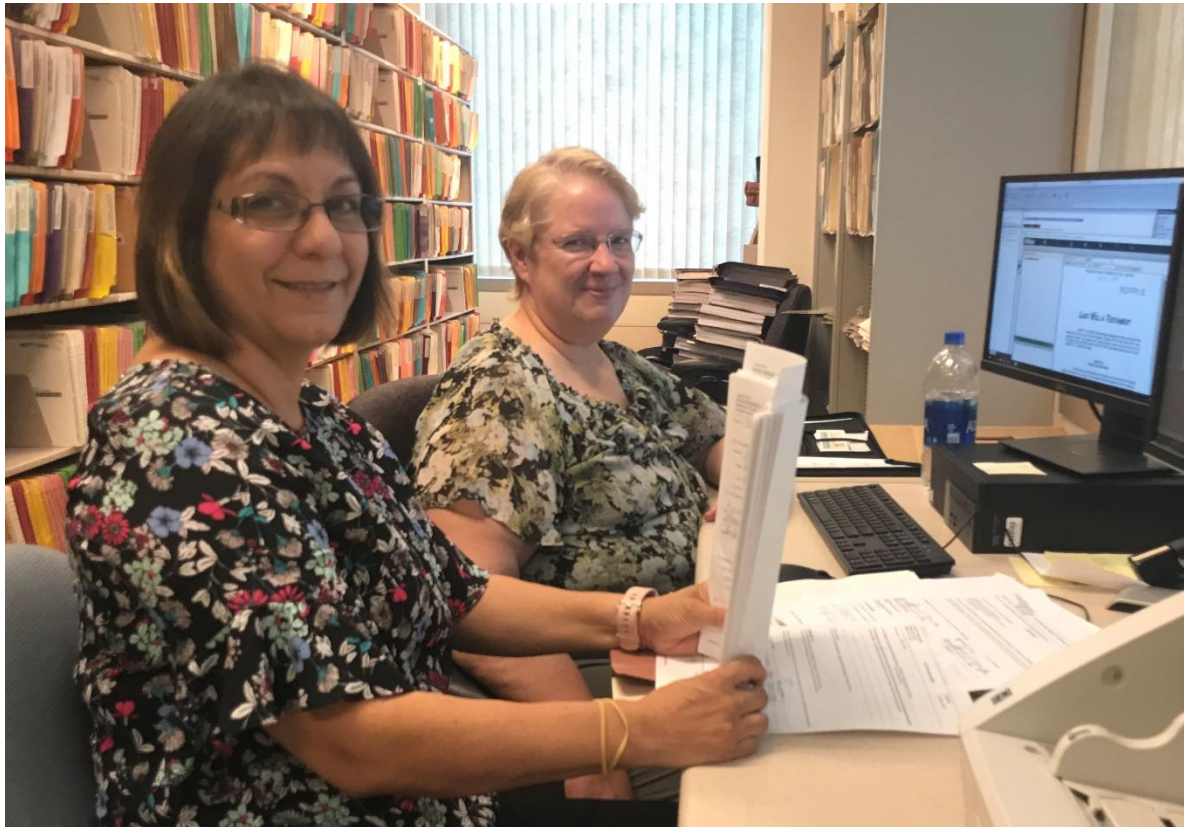


Indicators	2015	2016	2017	2018 Expected
Outcomes				
Guardianship, Conservatorship and Protective Order Proceedings adjudicated within 364 days (Guideline = 95%)	100%	100%	100%	>99%
Mental Commitment Petitions Disposed within 14 days (Guideline = 90%)	99.30%	99.40%	99.30%	98.00%
Mental Commitment Petitions Disposed within 28 days (Guideline = 98%)	99.90%	100.00%	99.80%	99.00%
Efficiencies				
Number of new case filings processed, per full time employee	357	355	376	360
Number of hearings for which Probate Staff prepared files, per full time employee	478	495	523	500

Key Goals and Metrics



Maximize the effectiveness of the Probate Staff through innovative technology.



Key Goals and Metrics



Maximize the effectiveness of the Probate Staff through innovative technology.

Objectives:

- To maximize compliance with statutes and court rules by court-appointed fiduciaries for the protection of individuals and their property.
- To decrease the number of counter conferences and show cause hearings by providing resources and information through accessKent to non-professional fiduciaries.
- To prepare all files for hearings so that hearings may proceed efficiently.
- To properly train and equip staff so they are able to provide excellent – “How can I help you?” – customer service.

Indicators for Maximizing Efficiencies



Indicators	2015	2016	2017	2018 Expected
Outcomes				
Average Score on Customer Satisfaction Survey measured on a scale of 1 to 5 (with 5 being the best)	4.72	4.7	NA	>4.70
Efficiencies				
Percentage of fiduciaries who failed to file required reports or accounts by time of counter conference, requiring a show cause hearing	10.43	10.53	7	>10.00
Outputs				
Number of customer contacts with staff in the Probate Court Clerk's office in person, on the telephone and by email	NA	NA	NA	49,392

Key Goals and Metrics



Facilitate the provision of professional guardians to incapacitated individuals in need.



Key Goals and Metrics



Facilitate the provision of professional guardians to incapacitated individuals in need.

Objective: To recruit and train new professional guardians so as to be able to meet demand.

Results:

Percentage of requests for professional guardians filed by KCGP.			
2015	2016	2017	2018 Exp.
76.12%	85.83%	82.48%	>85.00%

Key Goals and Metrics



Systematically collect all reimbursable fees from individuals and the State of Michigan.



Key Goals and Metrics



Systematically collect all reimbursable fees from individuals and the State of Michigan.

Objective: To minimize growth of net general fund expenditures for legal services and guardian services.

Results:

Average cost to general fund for legal services per new mental commitment or adult guardianship case.			
2015	2016	2017	2018 Exp.
\$42	\$48	\$50	\$50

Significant Budget Issues



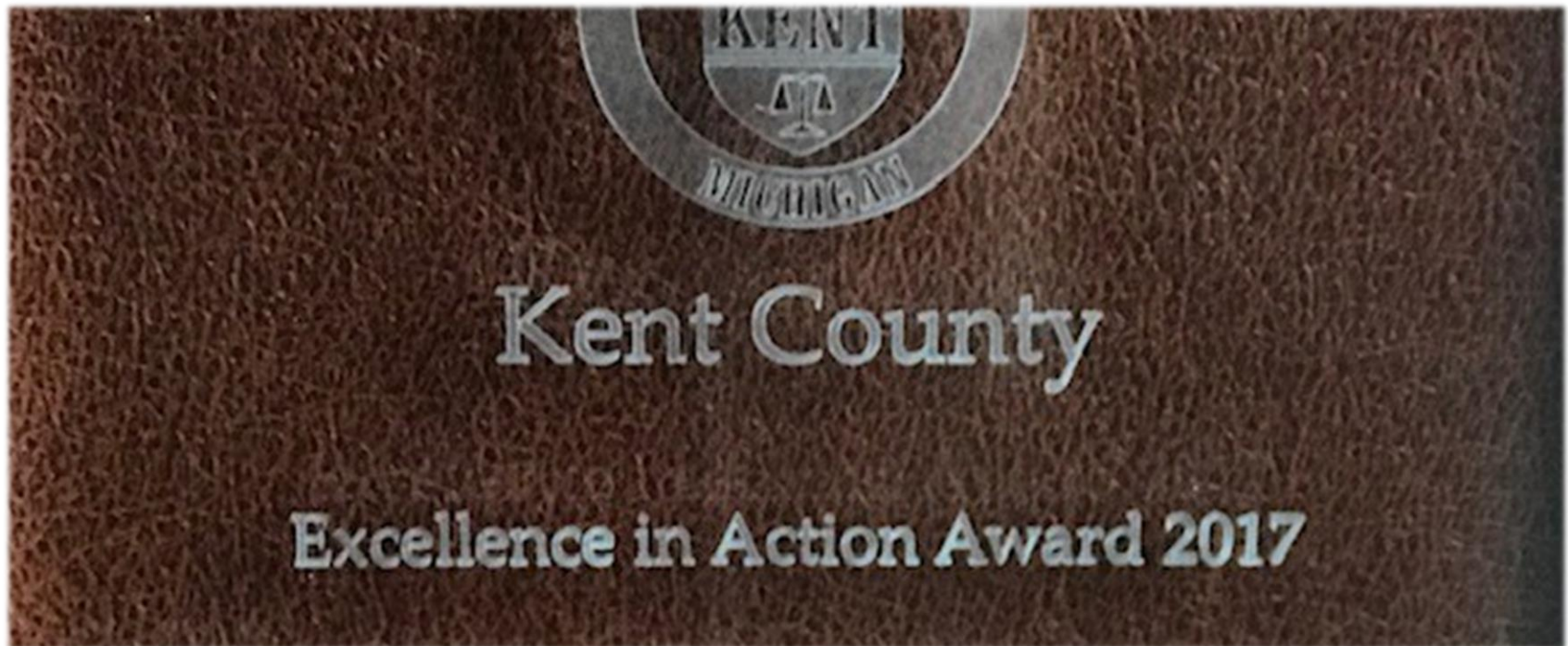
Growing caseload:

- Strains staff with increased filings, scheduling responsibilities and customer contacts.
- Requires the appointment of legal counsel and guardians ad litem in adult guardianship cases and attorneys in mental commitment cases. Greater numbers of these types of cases directly increase the Court's legal expenses.
- Reflects the growing diversity of our community resulting in an increased need to provide interpreters.

Significant Accomplishments



Probate Court received the 2017 Excellence in Action Award for Collaboration: Kent County Guardianship Program



Significant Accomplishments



Probate Court has developed a systematic, more automated process to bill and collect reimbursement of legal fees from the respondents in cases for whom the County has provided legal representation. Even though the number of cases requiring appointment of counsel has increased, the net cost to the general fund for Probate Court legal expenditures has decreased by nearly 20%.

Doing **More** with Less

Significant Accomplishment



Discover funding in the 2019 State of Michigan budget for reimbursement to counties for 50% of the cost of court-appointed public guardians and conservators for wards who also receive Community Mental Health Services.

- 407 such wards were identified and reimbursement in the amount of \$12,150 was requested for fees paid in October 2018.*
- Similar monthly requests will be made and reimbursements received will allow the Program
 - To respond to the ever-growing demand for guardians without requesting additional general fund expenditures.
 - To raise the monthly payment to our guardians so that it is more closely aligned with the rate set by the State of Michigan for guardian services.

***No reimbursement has been received yet; however, the DHHS advised that the reimbursement mechanism is being created and the ability to receive payments will be retroactive to 10/01/2018.**

Kent County Guardianship Program

- The Probate Court
- The County Administrator's Office
- The Department of Health and Human Services
- Spectrum Health Hospital and Mercy Health Saint Mary's
- The Area Agency on Aging of Western Michigan

The collaborative efforts of these entities have revitalized this Program and provided professional guardians to protect some of the most vulnerable members of our community.

A Look Ahead



- Document imaging.
- Automated scheduling through accessKent.
- Automated billing submissions by the public guardians through accessKent.
- Collaborating with the State of Michigan to ensure that Community Mental Health Services are maximized for persons served by the Kent County Guardianship Program.
- Continuing the commitment to our collaborative partnership for the Kent County Guardianship Program.
- Developing written materials and trainings to assist guardians and conservators.
- Collaborating with other County Agencies through OnBase to more efficiently provide copies of court orders and documents.