



**Public Guardian
2015 Executive Summary**

	Month		Annual ¹					
	October 2014	October 2015	2011	2012	2013	2014	Projected 2015	2013-2015 % Δ
Case Information²	For 2014 data, see footnote #1							
Investigated Referrals	0	45	427	367	241	295	427	77.3%
Total Processed Guardianship Cases ³	0	408	453	410	407	469	423	3.8%
Ongoing Guardianship Cases	0	397	361	321	330	375	409	23.9%
Special Guardianship Cases	0	8	21	18	18	20	8	-53.9%
Deceased Guardianship Cases	0	3	71	71	71	62	66	-7.0%
# of Guardianship Visits	0	274	3,665	3,461	3,193	3,416	3,372	5.6%
Total Processed Representative Payee Cases ⁹	0	118	146	144	142	138	122	-13.9%
Representative Payee Wait List	0	81	51	70	74	37	79	6.2%
# of Representative Payee Visits/Contact	0	39	1,423	517	510	493	488	-4.2%
Legal Activity								
Petitions Filed for General/Summary Guardianship	0	0	34	14	31	45	52	66.5%
Petitions Filed for Temporary Guardianship	0	1	28	34	56	35	23	-59.3%
Total Accountings Processed ⁴	0	0	381	372	333	260	163	-51.0%
# of Court Appearances by PG on behalf of Wards	0	21	240	296	267	219	222	-16.9%
Asset Management								
Average Cash Assets Managed for Wards by Office	0	0	\$8,238,466	\$7,156,903	\$6,233,126	\$5,674,546	5,621,790	-9.8%
Value of Assets Invested on behalf of Wards	0	0	\$5,240,611	\$7,776,562	\$7,473,729	\$7,005,755	6,342,977	-15.1%
PG Total Billable Hours Charged ⁵	0	78,540	\$961,960	\$903,670	\$1,149,115	\$1,200,893	1,069,829	-6.9%
PG Fees contributed to the General Fund	0	0	\$537,093	\$663,254	\$674,379	\$479,411	184,834	-72.6%
# of Invoices Processed on behalf of Wards	0	1,670	25,099	23,180	14,440	17,487	20,412	41.4%
Total Value of Invoices Processed	0	0	\$13,914,959	\$14,734,546	\$12,754,880	\$9,426,928	13,091,877	2.6%
Customer Service								
# of Telephone Calls Presented ⁶	0	0	-	-	32,980	31,742	34,501	4.6%
% of Call Response Time ⁶	0	0	-	-	97%	87%	96%	-1.8%
# of Walk-In Customers Served ⁷	0	0	-	-	-	1,609	3,661	127.6%
# of Community Presentations ⁸	0	0	-	-	-	11	11	0.0%
# of Attendees at Guardianship Training Classes	0	0	94	106	85	86	79	-7%

Notes & Highlights

- 1- The department migrated to a new case management program in March 2014. The department is still in the process of implementing and validating statistical reports. Therefore, the numbers provided for 2014 are not reliable.
- 2- Totals for all Referral/Guardianship/Rep Payee cases are "Ongoing" numbers month-month based on Case Appointments.
- 3- This calculation includes all active ongoing Springing, Special, Deceased, and Guardianship cases.
- 4- PG Fees are paid to the General Fund. A majority of the fees are generated from the annual accountings. Due to continuous problems with software, the PG was unable to process accountings for several months.
- 5- Based on monthly Caseworker activity, this is the total PG fee amount billed to our Clients, pending availability funds.
- 6- Cisco Telephone Systems began data collection in 2013. These figures are based on a report generated by the Cisco Telephone System.
- 7- Walk-in Customer Served based on Customer Service Log Count report, including PA walk-ins. There is no data for 2013. **Comparison is done between 2014 and 2015.**
- 8- Guardianship training classes are held every other month since 2013. There is no data for 2013. **Comparison is done between 2014 and 2015.**
- 9- Clark County Public Guardian experienced a reduction in one staff member on the Rep Payee program in 2010 due to county budget compliance. In 2012, a second staff member on the Rep Payee program retired resulting in an additional adjustment to the payee program and the number of wards visited. One (1) visit per year versus monthly.