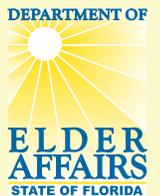


# 2008 YEAR IN REVIEW



## STATEWIDE PUBLIC GUARDIANSHIP OFFICE ANNUAL REPORT 2008





# Mission

To ensure that every Floridian who requires the services of a guardian has access to a qualified guardian.



## Executive Summary

The year 2008 has been one of reflection, growth and advancement for the Statewide Public Guardianship Office. 2008 provided the Statewide Public Guardianship Office with the ability to implement new programs that utilize technological advances. The Statewide Public Guardianship Office has partnered with CE Broker, an online service that assists with the tracking and approval of continuing education requirements. The Statewide Public Guardianship Office has also implemented electronic fingerprinting for professional guardians' background history reports. Both CE Broker and electronic fingerprinting save professional guardians, as well as the State of Florida, time and money. And, equally as important, both services are tremendous paper savers, providing an environmentally friendly alternative to standard processing.

In addition, 2008 has been one of significant growth for the Statewide Public Guardianship Office. The volume of professional guardian registrations has necessitated a single point of contact for some time. 2008 provided the office with the ability to recognize one of its long-term goals of allocating a team member to focus on professional guardian registration. This change has provided for improved responsiveness to the licensing of Florida's professional guardians.

During this past year, the State-

wide Public Guardianship Office has had the privilege of serving on the Department of Children & Families' Select Advisory Panel on Adult Services. This effort has not only allowed the Statewide Public Guardianship Office to share its experiences but also it has provided the Statewide Office with the opportunity to learn from and exchange ideas with state experts on the provision of adult services.

The Statewide Public Guardianship Office has also had the privilege of partnering with the Agency for Persons with Disabilities on a grant from the Florida Developmental Disabilities Council. The grant project is to work on curriculum and workshop development for families and professionals on guardian advocacy issues.

2008 also brought national public guardianship experts associated with the University of Kentucky to Florida to evaluate our public guardianship program. The Statewide Public Guardianship Office has requested that the University of Kentucky conduct an analysis of the various public guardian program models, the characteristics of the people served by public guardians, the allocation of programmatic and state funds, and a compilation of the cost savings a public guardianship program provides the state. The Statewide Public Guardianship Office looks forward to addressing the results of the university's program evaluation in our next annual report.

One of the most intensive projects of 2008 has been the development of our position paper detailing our concerns regarding the

future of guardianship in Florida. The position paper addresses the growing concern that with our large number of baby boomers and retirees, the demand on the guardianship system will outpace our resources. To avoid this potential crisis, we need to keep Floridians out of the guardianship system. This would require promoting the importance of advance directives. Advance directives empower the public to make its own decisions instead of leaving it up to the courts. This position paper recommends the inclusion of a fact sheet, with each motor vehicle, mobile home and trailer registration. The fact sheet would describe advance directives, emphasize their importance, and provide easy steps to assist Floridians with obtaining advance directives.

As you can see, during a year of financial uncertainties, the Statewide Public Guardianship Office has worked tirelessly to be proactive, improve its operations in a cost efficient manner and to act responsibly toward our environment. All of our accomplishments have been possible because of the support of Governor Charlie Crist and Secretary E. Douglas Beach. We are grateful for their leadership and continued commitment to guardianship issues.

*Michelle R. Hollister, Esq.*  
*Executive Director*

**Guardianship Acronyms**

**SPGO:** The Statewide Public Guardianship Office, within the Florida Department of Elder Affairs, is the program responsible for designating Florida’s public guardians as well as registering Florida’s professional guardians. Professional guardians are required to register with SPGO annually in accordance with Florida law.

**FSGA:** :The Florida State Guardianship Association is a voluntary association of professional guardians from across Florida. Florida law does not require membership in FSGA.

**NGA:** The National Guardianship Association is also a voluntary association of professional guardians from across the United States. Florida law does not require membership in NGA.

**CGC (Formerly NGF):** The National Guardianship Foundation was the allied foundation of the NGA that the Statewide Public Guardianship Office contracted with to provide Florida’s

Professional Guardian Competency Examination. NGF was renamed in July 2007 as CGC, the Center for Guardianship Certification. Florida’s professional guardians are required to pass the Professional Guardian Competency Examination from the CGC.

**NCG (Formerly RG):** This is an acronym for National Certified Guardian used by the CGC to designate persons who have passed the exam and who pay a fee to CGC for the designation. Although passage of the CGC exam automatically deems a professional guardian a NCG with the CGC, maintaining this national NCG designation and its related fees is not required by Florida law.

**NMG (Formerly MG):** This is an acronym for National Master Guardian used by the CGC to designate persons who have passed a second exam given by the CGC and who pay a fee to CGC for the designation. Florida law does not require the NMG designation and its related fees.

**CE Broker**

The Statewide Public Guardianship Office is pleased to announce that automated services for the approval and monitoring of professional guardian education began August 1, 2008. The Statewide Public Guardianship Office teamed up with CE Broker to provide professional guardians with free and easy electronic access to monitor their continuing education requirements.

Florida Statutes require the Statewide Public Guardianship Office to approve all professional guardian initial and continuing education and to ensure all professional guardians have complied with all educational requirements. Previously, the Statewide Public Guardianship Office required course providers to complete a paper application for approval and attach each presenter’s resumes as well as a detailed course outline and submit all documents via US mail. In addition, each course provider had to provide each attendee with a certificate of attendance. Each professional guardian has been responsible for sending the Statewide Public Guardianship Office copies of his or her certificates of attendance. This process was expensive, time consuming and not environmentally friendly. By partnering with CE Broker, the Statewide Public Guardianship Office has been able to reduce staff time spent on the continuing education approval process while lessening the amount of paper for the state, course providers and the professional guardians.

Other benefits include:

- Courses will only need to be submitted for approval once instead of each time a course is offered.
- An online application allows for easy upload and transmittal of attachments.
- Courses will continue to be approved without any course approval fee.
- Less paper = Environmentally friendly
- All professional guardians will have free online access to the course search and to view their progress toward renewal.



## Department of Children & Families Select Committee on Adult Protective Services

The Department of Children & Families Secretary Bob Butterworth announced the appointment of the Select Advisory Panel on Adult Protective Services, to review all aspects of the Department's adult protection system and identify areas that need improvement. Secretary Butterworth, in the Department's press release, stated, "It's critical that we address the needs and issues of caring for the state's most vulnerable adults. The Task Force on Child Protection is currently working to improve Florida's child welfare system, but we need to make a similar effort to properly protect and provide for our adult population, especially the elderly and disabled."

The Secretary asked the panel to provide the Department's leadership with advice and counsel on services to Florida's adults, including guardianship, as well as to identify statutory, policy or procedural problems with state programs and make recommendations for improvement. The panel will also assist in enhancing communication between the Department and the people it serves by identifying special needs and services that should be provided by the Department to better accomplish its mission. Secretary Butterworth requested that the Statewide Public Guardianship Office participate on this committee. Additional information on the panel, including its upcoming

This Select Advisory Panel on Adult Protective Services includes the following members:

- **Professor Rebecca C. Morgan**, Stetson University College of Law, Chair
- **Doris "Peggy" Bailey**, Elder Advocate
- **Ed Boyer**, Esq. Boyer and Jackson, P.A.
- **Professor Gordon Butler**, St. Thomas College of Law
- **Sharon D'Eusanio**, Assistant Director for the Division of Victim Services and Criminal Justice Programs for the Office of the Attorney General
- **Sheriff Donald Eslinger**, Seminole County
- **Lucy C. Gee**, Director of the Division of Medicaid Quality Assurance at the Agency for Health Care Administration
- **Judge Mel Grossman**, Administrative Judge of the Probate Division, Seventeenth Judicial Circuit
- **Marcy R. Hajdukiewicz**, Director Division of Home- and Community-Based Services, Department of Elder Affairs
- **Michelle Hollister**, Esq., Executive Director, Statewide Public Guardianship Office
- **Gwen Kaldenberg**, Director of Bresler Alzheimer's Disease and Related Disorders Program, Menorah Manor
- **Richard Lober**, Director Medicaid Fraud Control Unit
- **Molly McKinstry**, Bureau Chief of Long-Term Care Services, Agency for Health Care Administration
- **Preston Mighdoll**, Esq., Assistant State Attorney, Fifteenth Judicial Circuit
- **Richard Milstein**, Esq., Akerman Senterfitt
- **Dr. Randy Otto**, Associate Professor, Department of Mental Health Law and Policy, University of South Florida
- **Thomas Rice**, Bureau of Residential and Clinical Supports, Agency for Persons with Disabilities
- **Jack Shreve**, Esq., Senior Counsel to the Governor
- **Chief Dorene Thomas**, Pinellas Park Police Department
- **Judge Patricia Thomas**, Fifth Judicial Circuit

meeting information can be found at <http://www.dcf.state.fl.us/admin/apspanel/index.shtml>.

### Electronic Fingerprinting

The Statewide Public Guardianship Office, as the state program

that licenses professional guardians, received legislative authority to implement electronic fingerprinting. Electronic fingerprinting allows for a more efficient interchange of information between the state, the court and the clerks of court. In addition, this new

process is easier and less time consuming for the professional guardians so they may focus on providing services to Florida’s incapacitated residents.

There are many advantages to utilizing electronic fingerprinting. Professional guardians only need to be electronically fingerprinted once instead of every five years, or even annually as required in some jurisdictions. There is a significant timesaving, and there is a cost savings as well. With a fingerprint card, a professional guardian has to visit his or her clerk of court’s probate office to get the fingerprint card, get fingerprinted, return the card and wait about six weeks for the results to be returned to the clerk’s office, and then the clerk has to send them to

the Statewide Public Guardianship Office. With electronic fingerprinting, the professional guardian visits an approved vendor, and, usually within hours, the results are emailed to both the professional guardian’s clerk’s office and the Statewide Public Guardianship Office. The cost savings is also evident, as the FBI, effective October 2007, actually lowered the cost for electronic fingerprinting while raising the cost for using the fingerprints cards. This project, implemented in the spring of 2008, would not have been possible if not for the support and cooperation provided by the Florida Department of Law Enforcement and the Florida Association of Court Clerks & Comptroller.

### Expedited Processing of Registration

During 2008, the Statewide Public Guardianship Office implemented a new service for professional guardian registrants, expedited processing. Many times the Statewide Public Guardianship Office receives calls from frantic professional guardians who, for whatever reason, have missed their annual due date and need their registration reviewed much sooner. Professional guardians now have the option of requesting review within two weeks, seven days, or 48 hours. Each request does incur an additional fee. This expedited review is optional for professional guardians who may find themselves in a bind.

**Expedited Processing Schedule**

Expedited Processing Fees (optional)	
I. Expedited processing within 14 days	\$45.00 + \$35.00 annual fee
II. Expedited processing within seven days	\$55.00 + \$35.00 annual fee
III. Expedited processing within 48 hours	\$65.00 + \$35.00 annual fee

### Florida Developmental Disabilities Council Grant

The Florida Agency for Persons with Disabilities (APD) in collaboration with the Statewide Public Guardianship Office (SPGO), and the Office of the Public Guardian Inc., have been awarded a grant for: (1) the revision and further development of the Florida Developmental Disabilities Council’s curricula for families and professionals, and (2) provision of workshops utilizing the revised materials. The core curriculum

revision and training delivery team includes several attorneys who are recognized experts in the various types of guardianship, elder and disability law. The team also has an accomplished instructional designer who has extensive experience designing, developing, and implementing training programs for adults. Finally, the core team includes highly experienced professionals whose work is to advocate for persons with developmental disabilities.

The project’s revisions of the fami-

ly member curriculum will include a shift in focus to self-advocates and their families in order to more appropriately involve the person in the process of identifying a surrogate decision maker. The following areas will continue to be included: a practical review of guardianship and guardian advocacy, a comprehensive summary of options that promote the least restrictive ways to provide decision-making assistance, as well as information on how to access the legal system in cost-effective ways.

The revisions of the attorney/professional curriculum will include a shift in focus to attorneys and judges. An easily referenced concise comparison of guardianship and guardian advocacy, including the 2008 legislative changes to guardian advocacy. This curriculum will include the same comprehensive summary of options that promote the least restrictive ways to provide decision-making assistance as in the self-advocate/family curriculum but presented differently. Further, the attorney/judges curriculum will include strategies for how to effectively interact with persons with developmental disabilities and their family members, including behaviors that ensure understanding by the client.

### Foundation for Indigent Guardianship, Inc.

The Foundation for Indigent Guardianship, Inc., is the direct support organization for the Statewide Public Guardianship Office. The foundation was created in 2005 in accordance with Florida Statutes. The foundation's sole purpose is to raise monies for public guardianship in Florida. The foundation's first project was establishing the Florida Public Guardianship Pooled Special Needs Trust. The unique benefit to this special needs pooled trust is that the retained monies will be used to fund public guardianship in Florida. The co-trustee, the Center for Special Needs Trust, will be able to provide the Foundation for Indigent Guardianship, Inc., with the specific county from

which the retained funds originated so that the Statewide Public Guardianship Office can ensure those monies return to that community for public guardianship. Another advantage to the foundation's trust is that Berkshire Trust Advisory serves as Trust Protector of the Florida Public Guardianship Pooled Special Needs Trust. The trust is the only pooled trust in Florida to have the added safeguard of a watchdog over it, specifically seeking to maintain public benefits and security for the trust's disabled participants. Since the trust's inception in 2006, it has provided grants totaling more than \$225,000 to Florida's public guardians.

Persons interested in learning more about this trust are encouraged to contact Cathy Harrelson, trust consultant at 727-374-6312, toll-free 888-612-4448, or via email at charrelson@TrustSourceInc.com.

### Funding

The Statewide Public Guardianship Office is hopeful that there will be legislation during the upcoming legislative session that will provide a permanent funding mechanism for public guardianship programs to remain and to expand in Florida. In addition, during 2008, the Statewide Public Guardianship Office had discussions with the Agency for Health Care Administration and the Centers for Medicare and Medicaid Services. The discussions focused on the Statewide Public Guardianship Office's previous request to implement administrative

claiming for public guardianship services in Florida. The Center for Medicare and Medicaid Services requested that the Statewide Office submit an updated proposal. The Agency for Health Care Administration provided the Statewide Public Guardianship Office with new guidelines. It is anticipated this revised proposal will be completed in 2009.

### Identification Cards



A recommendation from the Florida State Guardianship Association to the Statewide Public Guardianship Office to issue identification cards for professional guardians was implemented this year. The Florida State Guardianship Association requested including a wallet-size card that includes the professional guardian's name, registration number and registration period along with our standard registration certificate. The Statewide Public Guardianship Office determined there is the capability to issue identification cards and there is a mutual benefit. We are grateful to the state association for making this suggestion. Not only does it address a need for the professional guardians but also it will serve as a reminder to professional guardians of their renewal date. We encourage suggestions like this and hope those in the guardianship community will continue to provide them to us.

### Legislative Session

During the 2008 session, the Legislature considered Senate Bill 2216, which included language affecting the Department of Children & Families' role in guardianships. It has been the position of the Department of Children & Families that Florida Statutes do not clearly define whether they may petition for incapacity for a person in need of a guardian. Senate Bill 2216, among other things, clarified the Department of Children & Families' ability to file petitions to determine incapacity, when appropriate, in emergency and non-emergency protective services interventions. This change would have enhanced the Department of Children & Families' ability to protect vulnerable adults from abuse, neglect or exploitation. Senate Bill 2216 was not adopted. It is anticipated the Department of Children & Families will request this language be reconsidered during the 2009 legislative session.

The 2008 session did adopt laws affecting guardian advocacy. Florida law provides a process for appointing a surrogate decision maker for people with five defined developmental disabilities: retardation, cerebral palsy, autism, spina bifida and Prader-Wili syndrome. This guardian advocate process is similar to guardianship. The most significant difference is it does not subject the individual to the incapacity process. Many people, most significantly parents of people with a developmental disability, expressed frustration with the time and money involved

with the guardian advocate process. In response, House Bill 739 passed the Legislature and was signed by Governor Crist on June 10, 2008. The law amends the process for the appointment of guardian advocates for persons with developmental disabilities as follows:

- The bill provides that guardian advocates will not be required to be represented by counsel unless required by the court or if they are delegated rights to oversee property other than being the representative payee for government benefits.
- The petition to the court for appointment of a guardian advocate must detail the relationship of the proposed guardian advocate to service providers of health care, residential or other services to the person with a developmental disability. In addition, the notice of hearing on the petition to the person with a developmental disability must be delivered to the next of kin, any surrogate resulting from an advance directive or agent under a durable power of attorney.
- The court must appoint an attorney for the person with a developmental disability within three days of receiving the petition for a guardian advocate. The court shall initially appoint a private attorney selected from the attorney registry in accordance with section 27.40, Florida Statutes. Attorneys may not represent both the individual with a developmental disability and the guardian advocate or the person who files the petition. Court appointed attorneys must complete eight hours of education in guardianship unless waived by the court.
- The court must determine if a valid advance directive or durable power of attorney exists for the person who is the subject of a petition to appoint a guardian advocate. The court must also determine the sufficiency of these instruments for the person with a developmental disability. If a guardian advocate is appointed, the court must include in the letter of appointment how the advance directive or durable power of attorney is affected by the guardian advocacy.
- A person may file a petition with the court for suggestion of restoration of rights for the person with a developmental disability. The bill provides the process for considering a suggestion for restoration of rights.

### National Guardianship Month

For the fifth consecutive year, Florida has celebrated National Guardianship Month during October. In recognition of the efforts of Florida's guardians, Governor Crist issued a proclamation recognizing the hard work of family,

professional and public guardians in Florida. The Statewide Public Guardianship Office, acknowledging the proclamation in a letter to newspapers throughout Florida, stated, "Without a guardian, many Floridians would go without the services required to maintain a high quality of life. As unsung heroes, guardians work tirelessly to ensure that the needs of Florida's most vulnerable are met. Services provided by guardians can range from making sure there is food on the table to assisting with evacuation during a hurricane. Guardians are responsible for their wards 24 hours a day, seven days a week." The Statewide Public Guardianship Office extends its sincerest appreciation to all guardians in Florida.

nate someone to assist them with decision making if the unimaginable should happen. Advance directives are one way to make that designation. An advance directive is a witnessed written document or oral statement in which you express your wishes concerning your health care. Because people don't take this important step, the demand on the guardianship system will continue to grow. To keep Floridians out of the guardianship system, we need to emphasize the importance of advance directives. A simple way to reach millions of Floridians each year is through the vehicle, vessel and mobile home registration process. The Statewide Public Guardianship Office is proposing the addition of a fact sheet to each registration package that describes advance directives, emphasizes their importance, and provides easy steps to assist Floridians in making their designations. This will entail a small increase to the cost of registrations to cover the expenses for the tax collectors, as well as provide funds to the Statewide Public Guardianship Office to fund public guardianship for those persons who are of limited financial means, have no family or friend to assist them and did not execute an advance directive. This is important because securing adequate funding for public guardianship has been increasingly challenging since Article V changes to the Florida Constitution were made. Prior to July 2004, counties had the option of enacting a local ordinance that allowed for an add-on filing fee to civil court cases to fund

public guardianship. With the shift of court funding to the state level, this funding mechanism was repealed. A 2004 analysis of the need for public guardianship shows there are at least 5,000 persons annually who will need a public guardian. As our population ages, that number will increase.

There is growing concern in Florida that with our large number of baby boomers and retirees, the demand on the guardianship system will outpace our resources. The court system is already operating at or near capacity; most jurisdictions have few examining committee members available to meet the statute's strict time lines; attorney representation in these matters is one of the many responsibilities of the new office of regional counsel; friends and family are reluctant to serve as guardians; the number of professional guardians in the state has not grown with the demand; and public guardianship growth has been severely hindered because of its loss of a permanent funding source with Article V revisions.

It is important to emphasize the significant amount of money that will be saved by slightly increasing registrations now. In other words by educating Floridians about advance directives today and their taking action now, average Floridians will save thousands of dollars later, and the state could save millions of dollars. A guardianship is established, for persons without an advance directive, to appoint a surrogate decision maker to assist



## Promotion of Advance Directives Concept Paper

Unexpected life-altering injuries occur every day and permanently incapacitate. All persons over the age of 18 should formally designate

them during their incapacity. Unfortunately, more times than not, a person maintains some degree of incapacity for the remainder of his or her life. An advance directive can save the average Floridian between \$5,000 - \$7,500 in start-up costs alone. Guardianship start-up costs consist of filing fees, court appointed attorney fees and three examining committee member evaluations. Generally, people who establish advance directives will not utilize court resources or the Statewide Public Guardianship Office for surrogate decision-making. The Statewide Public Guardianship Office's efforts today, could result in significant savings later.

### University of Kentucky Program Evaluation

The Statewide Public Guardianship Office has requested a review of Florida's public guardianship system. This program evaluation will make use of a set of surveys and subsequent analysis of the Florida public guardianship programs in order to gather in-depth information about the functioning of the public guardianship programs. The study will build upon strategies used for data collection in the national study of public guardianship (Teaster, Wood, Schmidt, & Lawrence, 2008; Teaster, Wood, Karp, Lawrence, Schmidt, & Mendiondo, 2005) and the Virginia public guardianship evaluation (Teaster & Roberto, 2003). In addition to the public guardians' survey, investigators will use applicable state programmatic data as appropriate.

The project team includes Pamela B. Teaster, public guardianship expert, Marta S. Mendiondo, statistical expert, and Winsor C. Schmidt, national public guardianship expert with extensive work conducted in Florida. A graduate research student with quantitative skills will be employed for 19 hours per week on the project in order to assist with survey dissemination, data gathering and analysis, and report writing. All three experts, Teaster, Mendiondo and Schmidt, have worked previously on the national study of public guardianship mentioned above.

The final report to the Statewide Public Guardianship Office will encompass the following data:

1. Analysis of the program models. The program models will be analyzed by gathering information on clients served and service outcomes, administrative procedures, activities of the program, and associated programmatic costs, with a focus on staffing and service provision for incapacitated persons.
2. Characteristics of the incapacitated persons. Through data solicited from the programs as well as requested from the database of the Department of Elder Affairs, the project team will determine demographic and health characteristics of the persons served, including their past, present and future needs, and outcomes of service provision.

3. Allocation of programmatic and state funds. By gathering information from the individual programs as well as from the Executive Director of the Statewide Public Guardianship Office, we will make recommendations for the most efficient and effective allocation of state funds.
4. Cost savings. From information collected vis a vis an email survey, we will calculate both costs to the state, cost savings for the state, and quality of life improvements for the incapacitated persons served by the programs.

### Looking Forward

Our mission is clear: to ensure that every Floridian who requires the services of a guardian has access to a qualified guardian. We strive every day toward this goal. But the Statewide Public Guardianship Office is also aware that guardianship is intrusive, time consuming, expensive, and in many situations, avoidable. We feel it is our obligation to ensure that Floridians are educated about their choices.

During 2009, this office hopes to continue its campaign to raise awareness of the potential onslaught of guardianship cases and the importance of educating Floridians about advance directives as an alternative to the guardianship system. The concern in Florida that the demand on the guardianship system will outpace our resources is growing. The numbers of Florida's baby boom-

ers and retirees as well as the rise of elder abuse and neglect are all contributing factors to the forecasted growth of guardianship. Additionally, friends and family are reluctant to serve as guardians and the number of professional guardians in the state has not grown with the demand. Public guardianship growth has been severely hindered because of its loss of a funding source with Article V revisions.

The Statewide Public Guardianship Office will continue its efforts to secure permanent funding for

Florida's public guardians. The University of Kentucky report due late 2008 should provide the Statewide Public Guardianship Office with significant data to illustrate the needs and cost advantages of Florida's public guardian program. Without permanent funding, the State of Florida will be unable to meet the needs of the thousands of people who require a surrogate decision maker.

In addition to our public guardian funding efforts, the Statewide Public Guardianship Office will focus on improving the education

and training for Florida's professional guardians. The training materials for professional guardians require updating. In addition, the implementation of a mentoring component for professional guardians needs to be thoroughly examined.

The Statewide Public Guardianship Office embraces its mission statement and asks its self the following question with the initiation of each project: Will this help us with our ultimate responsibility, protecting Florida's vulnerable adults?

**STATE OF FLORIDA LOCAL OFFICES OF PUBLIC GUARDIAN  
(Current as of November, 2008)**

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### Strategic Goals, Objectives, and Performance Measures

**Strategic Goal: To ensure every Floridian receiving the services of a Public Guardian receives quality care and service.**

**Objective: To timely process and prioritize all referrals based on the immediate needs of the Alleged Incapacitated Person (AIP).**

	2004	2005	2006	2007	2008	Strategic Target
Number of total referrals received.	797	795	911	914	951	_____
Number of those referrals that met the criteria for OPG.	412	371	430	524	524	_____
Number of eligible referrals placed on a waiting list.	145	186	132	225	293	_____
Percent of referrals in which activity was initiated by OPG within five (5) days.	100%	100%	98%	98%	98.3%	98%

**Objective: To provide the ward the opportunity to have a qualified family member or friend serve as his or her guardian.**

	2004	2005	2006	2007	2008	Strategic Target
Number of cases appointed to OPG during the fiscal year.	379	476	634	566	570	_____
Number of wards with a qualified family or friend to serve as the guardian.	19	34	27	39	21	_____
Number of petitions filed to appoint a family member or friend to serve as the guardian.	13	31	23	39	21	98%
Number of orders granting appointment of family member or friend to serve as successor guardian.	11	16	23	37	21	_____

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**Objective: To conduct evaluations to determine if a ward is able to have his or her rights restored.**

	2004	2005	2006	2007	2008	Strategic Target
Number of wards evaluated for restoration of rights.	1009	320	458	501	548	98%
Number of Petitions for Restoration filed.	26	32	29	51	38	_____
Number of Petitions for Restoration approved by the court.	14	13	18	16	24	_____

**Objective: To strive to increase the frequency of visits to the ward beyond what is mandated in Florida Statutes.**

	2004	2005	2006	2007	2008	Strategic Target
Number of wards served during the previous fiscal year.	1683	2134	2486	2342	2544	_____
For the following items, please place ward in only one category. *						_____
Number of wards visited four (4) times per year.	176	199	173	319	640	
Number of wards visited more than four (4) times per year.	138	171	213	248	340	80%
Number of wards visited one (1) time per month.	1342	1650	1788	1530	1377	_____
Number of wards visited one (1) time per week.	27	39	5	7	18	_____

\* Numbers may not equal annual totals. This is usually attributed to a restoration of rights, death of a ward, or date the public guardian was appointed.

**For additional information, please contact  
The Statewide Public Guardianship Office at:**

Statewide Public Guardianship Office  
Florida Department of Elder Affairs  
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Tallahassee, Florida 32399-7000  
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<http://elderaffairs.state.fl.us>