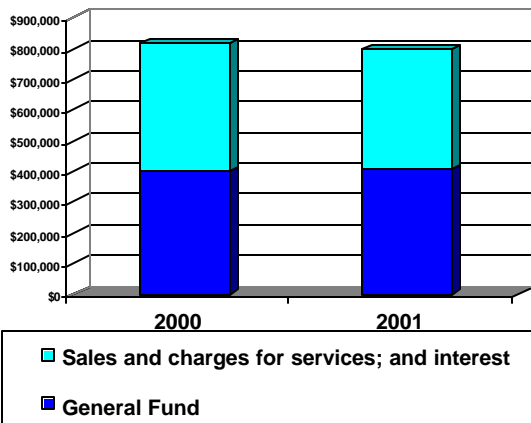


Program Fact Sheet

**Department of Veterans' Services
Veterans' Conservatorship/
Guardianship Program**

Services: This program provides the following services to veterans and the dependents of eligible veterans when no other relative is willing and able to provide these services: **1) Guardianship**—Acts as guardian for incapacitated veterans and their surviving spouses and dependent children and assumes responsibility for the client's physical and medical needs; **2) Conservatorship**—Manages the property or financial affairs of veterans or their dependents placed under the Department's care; and **3) Personal Representative**—Administers the estates of deceased veterans and distributes their assets to any heirs.

Program Revenue: \$796,500 million
(fiscal year 2001 estimate)



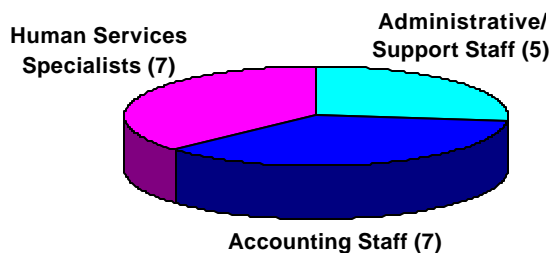
Facilities: Program staff are housed at the State Veteran Home at 4141 N. 3rd Street in Phoenix.



State Veteran Home

Additionally, to serve veterans in southern Arizona, the program has two human services specialists assigned to a state-owned satellite office in Tucson at 400 W. Congress.

Personnel: 19 full-time staff
(fiscal year 2001)



Equipment: The program primarily uses computer and other office equipment. This includes the program's CompuTrust software program, which tracks client assets and supports the program's role as fiduciary or conservator for incapacitated veterans. This system is currently valued at approximately \$70,000.

Program Goals (fiscal years 2001-2003):

1. To maximize our clients' quality of life through the delivery of a wide array of professional services.
2. To improve communication within the Department and program and with outside interested parties.
3. To obtain and maintain unrestricted certification from the Arizona Supreme Court.
4. To capture all client assets, maximize client monetary benefits, invest and expend client funds prudently, and to accurately report such financial activity to the courts in a timely manner.

Adequacy of Performance Measures:

The program's seven performance measures only focus on the program's quality and efficiency. The program lacks input, output, and outcome measures. For example:

- Although the program's first goal seeks to maximize program clients' quality of life, the program's two performance measures under this goal do not directly relate to maximizing clients' quality of life. Instead, these measurements report on the timeliness and accuracy of guardian and estate management plans that must be submitted to the courts. While these plans report work done by the Department for individual clients, the Department should also develop and establish performance measures that report the work the program does with its clients on an aggregate level. For example, the Department could report the total number of staff visits to its clients.

- The two performance measures established under the fourth goal, to capture all client assets, maximize client monetary benefits, invest and expend client funds prudently, and to accurately report on this financial activity to the courts, focus only on the reporting responsibility. The Department has not established other measures that would reflect the variety of activities it performs in safeguarding and managing client assets. However, the Department should add output and outcome measures that further report on the program's work and results achieved, such as capturing client assets at intake (when clients are first received) in an accurate and timely manner and effectively disposing of client assets. Additionally, the program attempts to reconcile its fiduciary client accounting system with the actual funds held in client investment accounts on a monthly basis. The Department should add output performance measurements ensuring this policy is met and add outcome measures that report on the results of these efforts.