

Business Plan

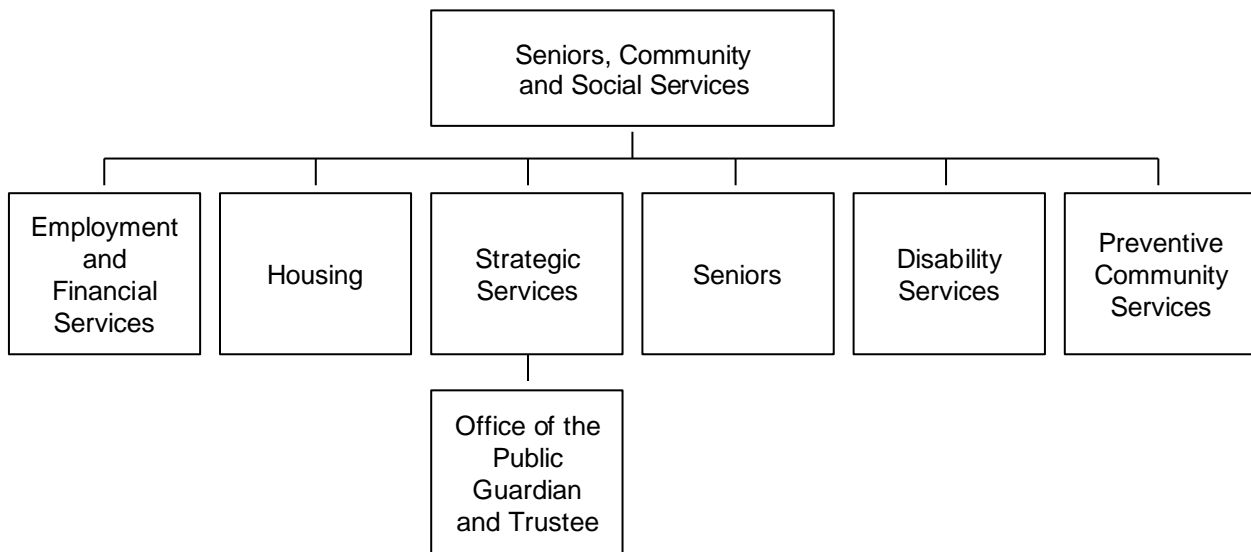
Office of the Public Guardian and Trustee

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Business Plan 2023-26

Mandate and Structure

The Office of the Public Guardian and Trustee (OPGT) is a part of the Government of Alberta under the Strategic Services division of the Ministry of Seniors, Community and Social Services.



Seniors, Community and Social Services supports Albertans’ participation and inclusion in their communities and the workforce by delivering high-quality social programs to those who need them, when they need them. The ministry works with community partners and civil society to ensure supports and services are delivered in a timely, responsive manner. This approach puts the individual at the centre of an integrated service delivery model and recognizes the unique circumstances, experiences and strengths of individuals, families and communities.

The OPGT works closely with partners – organizations and individuals – to support the provision of high-quality services in a client-centric manner to vulnerable Albertans. The OPGT protects and advocates for individuals who are unable to make personal and financial decisions for themselves; provides legal guardianship to represented adults; administers the property of represented adults, minor children and deceased persons; and provides information, education and support to the public, private guardians and private trustees.

The Public Guardian:

- makes personal and legal decisions of a nonfinancial nature as court-appointed guardian for represented adults who have no one else willing or able to do so;
- may act as agent under personal directives when no one else is willing or able to act as decision-maker; and
- may make one-time health and placement decisions for adult Albertans when no one else is willing or able.

The Public Trustee:

- makes financial decisions and legal decisions of a financial nature as court-appointed trustee for represented adults who have no one else willing or able to assist;
- administers and protects the financial and physical assets and property of represented adults, minors and estates, when required or appropriate; and
- acts as trustee for permanent guardianship orders.

The OPGT aims to ensure that personal and financial decisions are made, and assets are protected, so that all Albertans can live with dignity, maximize their autonomy and realize their full potential. The OPGT's Enterprise Risk Management system encompasses a robust, comprehensive approach to identifying, assessing and addressing any project, operational or strategic risks that threaten to interfere with fulfilment of the Office's mandate.

A detailed description of the OPGT and its services can be found at <https://www.alberta.ca/office-public-guardian-trustee.aspx>.

2023-26 Business Plan

Outcome 1

Albertans receive modern and high-quality guardianship, trusteeship and related services.

The OPGT successfully fulfills the guardianship, trusteeship and related needs of Albertans by maintaining quality standards and focusing on the sustainability, modernization and risk management of our services.

Key Objectives

- 1.1 Improve collaboration with stakeholders to ensure that Albertans are receiving decision-making services that serve their best interests.
- 1.2 Continue work on the Guardianship Services Re-Design Project by continuously improving procedures, processes, and forms, and ensuring alignment of services with the OPGT’s mandated scope.
- 1.3 Expand the use of Quality Management System data to support evidence-based decisions.
- 1.4 Implement the OPGT Information Management Strategy to improve data management and ensure client information is protected.
- 1.5 Implement and leverage new technology to increase efficiencies, serve clients in a more timely manner and reduce the use of manual processes.

Initiatives Supporting Key Objectives

- In 2023-24, \$27.3 million is allocated to provide high-quality guardian and trustee services to vulnerable Albertans, including \$24.4 million for staffing, \$1.7 million for supplies and services, and \$1.1 million toward initiatives to advance modernization of services.

Performance Metrics

1.a Performance Measure: Percentage of health care decisions under Specific Decision-Making that are made within three working days of all information being received

The process of making one-time health care and placement decisions is known as Specific Decision-Making. The OPGT’s responsiveness in these situations is a reflection of operational efficiency and quality management. In 2022-23, 86 per cent of health care decisions under Specific Decision-Making were made within three working days of all the information received. Certain decisions are more complex and warrant additional time to ensure the best decision is made.

Targets	2022-23	90%	2023-24	90%	2024-25	90%
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1.b Performance Indicator: Annual financial audit recommendations

As a body that manages and makes often significant financial decisions on behalf of represented Albertans, ensuring that the OPGT’s financial management is of the highest standard is critical. Annually, the Auditor General of Alberta conducts an independent examination, or audit, of the OPGT’s financial statements. Any recommendations arising from the audit must be promptly addressed. This indicator tracks the number of recommendations arising each fiscal year. The intent is for no recommendations to be triggered.

	2018-19	2019-20	2020-21	2021-22	2022-23
Audit recommendations	0	0	0	0	0

1.c **Performance Indicator: Adult Albertans with private guardians or private trustees as a percentage of all represented adult Albertans**

Friends or family members often make ideal guardians or trustees, and the OPGT encourages the use of private guardians or trustees over a Public Guardian or Public Trustee in all cases for which it is feasible. In 2022-23, 70 per cent of all adult Albertans with a guardian or trustee had a private guardian or trustee.

	2018-19	2019-20	2020-21	2021-22	2022-23
Proportion of represented adult Albertans with a private guardian or trustee	61.1%	66.6%	67.6%	68.9%	70.0%
Proportion of represented adult Albertans with a public guardian or trustee	38.9%	33.4%	32.4%	31.1%	30.0%
Total	100%	100%	100%	100%	100%