

# Agenda

## Court Visitor Steering Committee

November 22, 2011  
12:00 to 2:00 p.m.

Administrative Office of the Courts  
Scott M. Matheson Courthouse  
450 South State Street  
Judicial Council Room, Suite N31

Summary of October meeting	Tab 1	
Reporting to APS		Alicia Cook Assistant SL County Attorney Nan Mendenhall Director, APS Daniel Musto Guardian Ombudsman
Training for judges and court staff	Tab 2	Karolina Abuzyarova
Program timeline and priorities	Tab 3	

**Committee Web Page:** <http://www.utcourts.gov/committees/visitor/>

**Meeting Schedule:** 12:00 to 2:00 in the Judicial Council Room, Matheson Courthouse, unless otherwise noted.

January 24, 2012  
February 28, 2012  
March 27, 2012  
April 24, 2012  
May 22, 2012  
June 26, 2012  
September 25, 2012  
October 23, 2012  
November 27, 2012

# Tab 1

## Court Visitor Program Steering Committee meeting report

October 25, 2011

Committee discussed evaluation criteria and procedures, education goals, recruitment and screening.

Committee has identified that while collecting information **for evaluation purposes** it is important to take into account the audience that will be reading the report, e.g.: judges, funding institution, legislators. For example, legislature would be interested in the social problem addressed by the program, demographics of the population served, numbers showing decrease in financial exploitation; funding institution will be interested in knowing what was the amount saved and spent.

Committee recommended incorporating the following items about guardianships in the CORIS file system that is used by the Courts throughout the state of Utah:

- Nature of guardianship (limited or plenary) and why it was appointed
- Age of the protected person
- Nature of disability
- How long the guardianship lasted
- Records on any follow up procedures after appointment

Discussion on evaluation of the program went around nature of visits, number of service referrals and nature of referrals, number and nature of problems identified and nature of corrective action.

Committee recommended consulting with Adult Protective Services on the nature of cases that they address, so that volunteers and Coordinator know when to make a referral to APS. In terms of service referrals by volunteers, Committee recommended providing general referral information, e.g. 211, blue book, 55+ resources. If volunteers have questions about a situation they have encountered during visit, that is urgent in their opinion, Program Coordinator will be their point of contact. It would also be important to distinguish the need for immediate action for the Coordinator (e.g. : contact the Judge, law enforcement, APS) and when the due process of the program should be followed.

Committee recommended incorporating in the program evaluation such measurement as satisfaction of protected person, as well as feedback from the protected person about the program, the work of the volunteer and procedures.

**Education goals**, as provided in the meeting materials, were divided by the role of volunteers: visitor, auditor, records researcher and educator. Training curriculum and education goals were borrowed from the ABA handbook for trainers that has a detailed plan and even recommendations for type of speakers and training format. Committee recommended spreading the training over the period of time and have it in the after work hours. Regarding 7<sup>th</sup> District, it was suggested to contact Utah State University that has training system in place when the course is taught in e.g. Price and is broadcasted live in other areas, e.g. Moab and Monticello. Committee recommended exploring similar options in the 3<sup>rd</sup> District area, for example, contacting Intermountain Healthcare.

Testing after each of the modules of training was recommended, rather than a big test upon completion of the training. Monthly volunteer meetings are important as a continuous education effort, as well as an opportunity for the volunteers to process the information they have encountered during visits.

Regarding **recruitment and screening** of volunteers, it was decided to conduct a more intensive background check in cases that involve confidential information, e.g. auditing financial information, going to the protected person's home, interviewing family, accessing court records, etc. The check would be less intensive if the role performed by a volunteer is providing training to other volunteers.

# Tab 2

## **Court Visitor Volunteer Program**

### **Training for Judges and Clerks**

1. Purpose of the Court Visitor Volunteer Program
2. Who are the Court Visitors: how they are selected, background check, interview, reference check
3. Roles volunteers can perform and their limits: visitors, auditors, records researchers, educators
4. When to appoint visitors: cases with red flags
5. How to communicate with volunteers and get them appointed
6. Reports of the visitors and recommendations for action
7. Participation in volunteer evaluation and recognition
8. Community resources available for protected persons and guardians

# Tab 3

# Court Visitor Program

*The Mission of the Court Visitor is to observe the circumstances of respondents and protected persons and to report to the Court*

Time frame	Task	Status
<b>May-Aug 2011</b>	Define coordinators' duties	Done. Modify w/ experience.
	Define volunteers' duties	Done. Modify w/ experience.
	Hire coordinator	September 6, 2011
	Select district(s) for operations	Third & Seventh Cases selected randomly. Judge can assign in any case. Lawyers and clerks can recommend in any case.
	Provide work space, equipment and supplies For coordinators For volunteers	Not much needed for the volunteers
	Identify current (active) cases Cases w/o report would be a red flag	Status of court records has been updated three years ago, they are in OK condition. Revision might be necessary as the project moves forward.
	Develop operating procedures Need for volunteer Selecting a volunteer Investigation by volunteer Accessing court records Scheduling interviews Report by volunteer	Drafted. Get Committee's feedback on 9.27.2011 and modify.

Time frame	Task	Status
Oct-Nov-Dec 2011	Identify, contact and establish relations with partners in developing the program (sources of volunteers, trainings, community services for the incapacitated)	AAA (Legacy Corp, RSVP, Senior Companion) SE Utah Assn of Local Governments (Maughan Guymon), Active Reentry (Nancy Bentley) Multi-Cultural Center(Moab), Bennion Center UU, Rotary, Chamber of Commerce, American Express (Other Corporations), CPA Assn, Professional Guardians, National Association of Social Workers, UU Gerentolgy, National Alliance on Mental Illness, Catholic Community Services, LDS Social Services, VA Administration
	Develop volunteer recruitment and appointment process Advertize Application form Reference check Background check Interview Conditions Volunteer files and database Name and identifying information Contact information Work email Required training completed Highest and best use Current assignment Previous assignments Evaluations	Fingerprint background check after a local check (Sheriff's Office to do fingerprints) Car insurance; 3 letters of recommendation, complaints against a professional license.

Time frame	Task	Status
<p><b>Oct-Nov-Dec 2011</b></p>	<p>Program Evaluation</p> <ul style="list-style-type: none"> <li>Develop measures of program and data collection procedures <ul style="list-style-type: none"> <li>Number of volunteers</li> <li>Number of volunteer hours</li> <li>Number of interviews</li> <li>Number of annual reports reviewed</li> </ul> </li> <li>Develop measures of success and data collection procedures <ul style="list-style-type: none"> <li>Change in number of reporting errors</li> <li>Number of guardians trained</li> <li>Number of guardians assisted</li> <li>Number of problems solved</li> <li>Number of service referrals</li> <li>Calculate money spent and money saved</li> <li>Number of estates not dissipated</li> <li>Medical costs from persons not well- cared for</li> </ul> </li> <li>Develop volunteer evaluation model</li> </ul>	
<p>Continuous process, Thursday meetings at the Law Library</p>	<p>Develop information and forms</p> <ul style="list-style-type: none"> <li>For public</li> <li>For guardians</li> <li>For courts <ul style="list-style-type: none"> <li>Nature of need from court to coordinator.</li> <li>Recommendation from coordinator to court</li> <li>Assignment order for judge to sign</li> </ul> </li> <li>For volunteers <ul style="list-style-type: none"> <li>Conflict of interest checklist</li> </ul> </li> </ul>	<p>Pre-appointment report from visitor to court and parties. Post appointment reports to court only. Court initiates a hearing if needed or upon objection; reports to court and parties. Parties would include objecting person. Interview guardian first in normal circumstances. Guardian told initially that some visits announced; some not.</p>

Time frame	Task	Status
<p><b>January-Feb 2012</b></p>	<p>Develop volunteer training (initial and continuing)</p> <p>Basic</p> <ul style="list-style-type: none"> <li>Volunteer expectations and procedures</li> <li>Guardianship law and procedures</li> <li>Protected person's rights and responsibilities</li> <li>Guardian's rights and responsibilities</li> <li>Confidentiality/Ethics</li> <li>Limits on volunteer's discretion</li> <li>Role as observer and reporter, not advocate</li> </ul> <p>Advanced—auditing financial reports</p> <ul style="list-style-type: none"> <li>Review court records</li> <li>Review guardian's records</li> <li>Common errors</li> <li>Response to serious problem</li> <li>Response to modest problem</li> <li>Outcome reports</li> </ul> <p>Advanced—interviewing</p> <ul style="list-style-type: none"> <li>Volunteer's personal safety</li> <li>Review court records</li> <li>Interview sources</li> <li>Interview objectives</li> <li>Interview techniques</li> <li>Safe living standards</li> <li>Community services</li> <li>Response to emergency</li> <li>Response to serious problem</li> <li>Response to modest problem</li> <li>Outcome reports</li> </ul>	<p>Work with partners on developing trainings, putting together resources available for incapacitated</p> <p>Margy and other professional guardians as visitor trainers, Jewish Family Service, OPG</p>
	<p>Develop volunteer supervision model</p>	

Time frame	Task	Status
<b>Feb-Mar 2012</b>	Recruit volunteers	
	Public announcements, public relations campaign	
	Interview and screen volunteers to determine whether there is a good match between volunteers and program	
	Ensure there are enough cases for the volunteers to start working	
	Develop complaint process By volunteers Against volunteers	Coordinator/Me
	Develop training for court clerks and judges	
	Develop class for guardians; for protected person's family	
<b>April-May 2012</b>	Train volunteers	
	Train/inform clerks and judges on the procedures of the program	
	Develop volunteer and partners recognition model	Annual recognition dinner, PJ/judges for districts, swearing in ceremony, certificates/letters, small gifts, conference,
	Make arrangements for volunteers to begin assignments	
	Supervise volunteers	
	Continuously gather evaluation data	
<b>Fall 2012</b>	Analyze first evaluation data, what the program has accomplished, incorporate feedback from volunteers and court staff to improve the program	
	Offer quarterly or monthly meetings for volunteers to discuss their cases and ask questions	
	Report accomplishments to the court staff, community, funders	
	Host recognition event for volunteers and partners	