

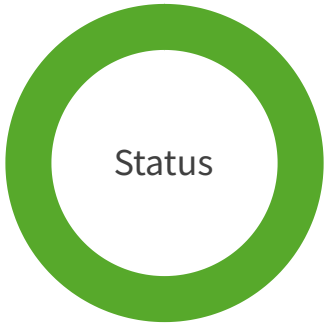


Probate Court Performance Measures

2023-06-13

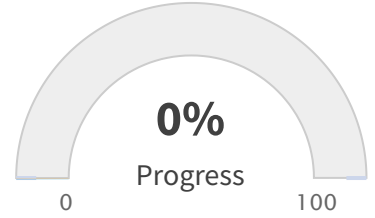
1 Plan	4 Goal	6 Objective
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Overall Summary



On Track

%
100.0



Report Legend



Priority



No Update



Overdue

Plan 18 Progress 0%

Probate Court

On Track | % 100.0 | # 6

The Probate Court is a Court of statutory jurisdiction, primarily concerned with the protection of incapacitated or mentally ill individuals and their assets, and the proper transfer of assets at death.

Protection of Incapacitated Individuals. Proceedings concerning the protection of incapacitated individuals involve guardianships for legally incapacitated adults, guardianships for minors, and guardianships for developmentally disabled individuals. The Court must monitor all appointed guardians to ensure that the required annual reports are filed. The Court also conducts in person reviews and hearings to resolve any disputes and to address petitions to terminate or modify the guardianship.

Hospitalization of Mentally Ill Individuals. The Probate Court hears petitions for hospitalization for mentally ill individuals alleged to be a significant danger to themselves or others. Hearings take place on a tight time frame: they are normally required to be held within seven days of involuntary hospitalization. The Court is also required to oversee and hold hearings for commitment of individuals from other counties hospitalized in Kent County; other counties do the same for Kent County residents hospitalized in their counties. In 2017, other counties oversaw 202 cases involving Kent residents and conducted 72 hearings on those cases. In 2017, Kent County Probate Court oversaw 1745 cases involving residents of other counties hospitalized here, and conducted 279 hearings on those cases. Oversight of cases for other counties is nowhere reflected in Kent’s SCAO case load statistics.

Protection of Property of Incapacitated Individuals. Proceedings concerning the protection of the property of incapacitated individuals involve conservatorships for legally incapacitated adults, conservatorships for minors and guardianships of the estate for developmentally disabled individuals. If a conservator or guardian of the estate is appointed, the Court monitors each court case to ensure that the required annual accounts are filed and approved, confirming that the assets are being held and used for the benefit of the ward. The Court also conducts hearings to approve the sale of real estate and use of protected funds; to resolve disputes that arise; and to determine whether conservatorships should be terminated or modified.

Transfer of Assets. The Probate Court has exclusive jurisdiction over proceedings regarding the transfer of assets at death or transfers where property is held in trust. Transfers at death may involve probate of a Will (testate estates) or estates where there is no Will (intestate estates). The Court may also be asked to interpret Wills or Trusts if the document's meaning is uncertain or disputed. Depending on the circumstances, proceedings in decedent’s estates may be either unsupervised or supervised by the Court.

Owner: Kalie Gascho

Goal: 4 | Objective: 6

Update provided by Kalie Gascho on Jun 08, 2023 11:49:23

The Kent County Probate Court is proud to submit this report for your review. The report contains pertinent information regarding the performance and achievements of the Probate Court. With this report, we take the opportunity to examine our collective work in the last year and to identify our needs and plan our strategic goals for the next year.

Our successes and accomplishments are rooted in our skilled and dedicated employees who continue to maintain, improve, and deliver quality services to the public.

Goal 18.1 Progress 0%

Facilitate the provision of professional guardians for incapacitated persons in need.

On Track | % 100.0 | # 1

Owner: Kalie Gascho

Objective: 1

Update provided by Kalie Gascho on Jun 05, 2023 15:28:13

The Program received a total of 225 requests during 2022 and managed an average of 542 indigent cases per month. Although this represented a decrease in new requests compared to the requests the Program received in 2021 (264), we are still on track to serve the needs of Kent County.

In 2022 the Program gained 9 new Public Guardians. We currently have 40 Public Guardians in the Program. Although retirements have been the primary cause of these decreasing numbers, especially in the last three years, new guardian retention is an area we have sought to make improvements to help bolster our roster. Our recruitment efforts continue, and we hope to add at least five new guardians to the Program per year to ensure that there are an adequate number of public guardians available to take new cases.

Objective 18.1.1

Ongoing - Ongoing On Track

To recruit and train new professional guardians to meet the growing demand for guardianship services

Owner: Kalie Gascho

Update provided by Kalie Gascho on Jun 05, 2023 17:37:02

During 2022, the Program had a total of 225 new requests. The cumulative number of indigent cases handled by public guardians per month remains steady at 542.

Our efforts to recruit exceptional public guardians have continued, and we are extremely pleased with the caliber of applicants interested in serving as guardians. In 2022, the Program hired 9 new guardians. Today, there are 40 guardians serving in the program and we are happy to note that retention of our guardians is growing.

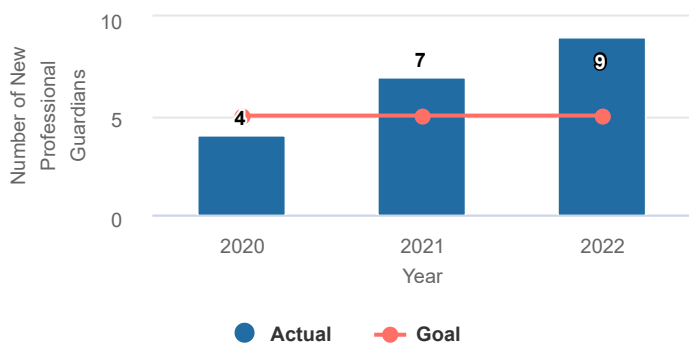
The Probate Court and Kent County Guardianship Program have strived to utilize technology to improve the delivery of services. In August of 2022, the Kent County Guardianship Program purchased new AIM software for its public guardians with grant funding from the Area Agency on Aging of Western Michigan. This software assist our guardians and the Guardian Monitor with tracking cases and billing.

Probate - Number of New Professional Guardians Added to KCGP

Objective 18.1.1 To recruit and train new professional guardians to meet the growing demand for guardianship services

Last Update: Jun 08, 2023 05:15:42

Number of New Professional Guardians Added to KCGP

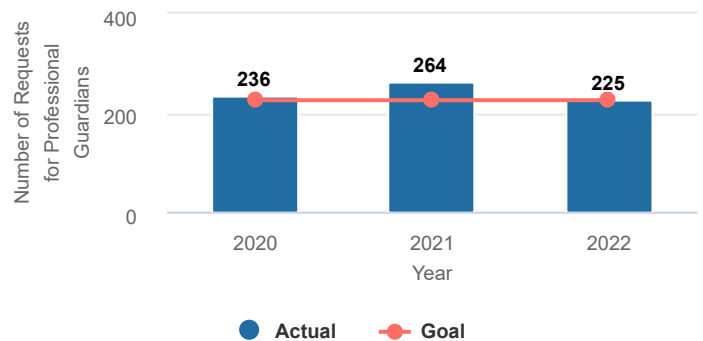


Probate - Number of Requests for Professional Guardians Made to the KCGP

Objective 18.1.1 To recruit and train new professional guardians to meet the growing demand for guardianship services

Last Update: Jun 08, 2023 05:15:39

Number of Requests for Professional Guardians Made to the KCGP

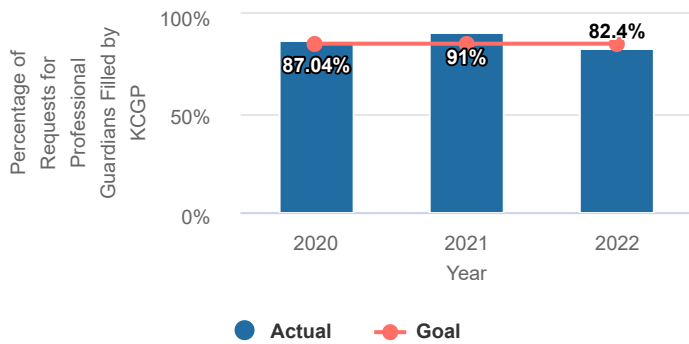


Probate - Percentage of Requests for Professional Guardians Filled by KCGP

Objective 18.1.1 To recruit and train new professional guardians to meet the growing demand for guardianship services

Last Update: Jun 08, 2023 05:15:26

Percentage of Requests for Professional Guardians Filled by KCGP



Goal 18.2 Progress 0%

Maximize the effectiveness of Probate Staff through innovative technology.

On Track % 100.0 # 2

Owner: Kalie Gascho

Objective: 2

Update provided by Kalie Gascho on Jun 05, 2023 15:35:52

The Probate Court and Kent County Guardianship Program have strived to utilize technology to improve the delivery of services. In August of 2022, the Kent County Guardianship Program purchased new AIM software for its public guardians with grant funding from the Area Agency on Aging of Western Michigan.

The Probate Court also streamlined multiple processes including payments processing, name changes, and scanning documents into its document management system. Additionally, the Court continued holding monthly staff meetings to provide training, disseminate information about procedural and statutory updates, celebrate milestones, and provide a venue for staff discussion. These meetings have been extremely helpful for welcoming new staff members, team building and educating staff.

In 2023, the Court began holding morning stand up meetings to check in with all Clerks daily and to facilitate quick resolution of questions or problems. All staff are currently taking the Disney Way customer service training.

Objective 18.2.1

Ongoing - Ongoing

On Track

To properly train and equip all staff members so they are able to provide excellent customer service

Owner: Kalie Gascho

Update provided by Kalie Gascho on Jun 05, 2023 17:51:03

In 2022, the Probate Court streamlined multiple processes including payments processing, name changes, and scanning documents into its document management system. The Court continues holding monthly staff meetings to provide training, disseminate information about procedural and statutory updates, celebrate milestones, and provide a venue for staff discussion.

In 2023, all Probate Court Staff are attending the Disney Way customer service training. We are also holding daily morning huddles to discuss issues of the day. Customer service remains a top priority for the Court and staff.

Objective 18.2.2

Ongoing - Ongoing

On Track

To review and prepare all files for hearings so that hearings may proceed smoothly and efficiently

Owner: Kalie Gascho

Update provided by Kalie Gascho on Jun 05, 2023 17:48:08

To address the rapidly increasing needs of our citizens, the Michigan Legislature, Governor Whitmer, and the Kent County Board of Commissioners approved the creation of a new probate judgeship for Kent County, effective January 1, 2023. Two Judicial Clerks and an Assistant Probate Supervisor were also added. These additional staff members have greatly benefited the efficiency and workflow of the Probate Court.

The Court experienced an increase in new probate case filings of 15% over a 10-year period and a 45% increase since 2008, with over 7,900 new filings processed, and over 3,500 hearings conducted in 2022. A majority of new filings handled by the Kent County Probate Court were comprised of mental health proceedings (2,183), out-of-county mental health proceedings heard on assignment (1,490), deceased estates (1,132), adult guardianships (563), and small estates (352).

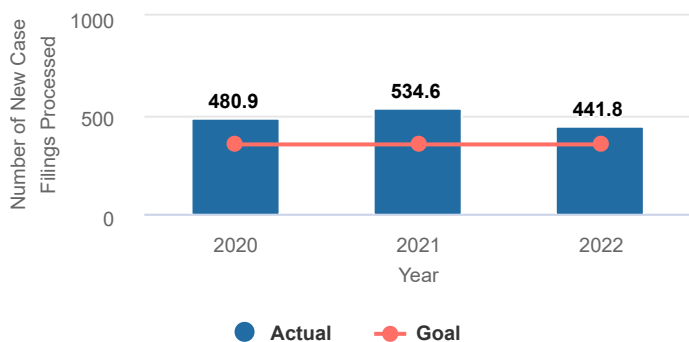
Cases involving mental health treatment represent a significant portion of the docket of the Probate Court. Over the last three years alone, the Court has handled an average of more than 1,600 out-of-county mental health cases on assignment for other probate courts. Within the last ten years, requests for mental health pickup orders have increased by 87%.

Probate - Number of New Case Filings Processed, Per Full Time Employee

Objective 18.2.1 To properly train and equip all staff members so they are able to provide excellent customer service

Last Update: Jun 08, 2023 05:15:42

Number of New Case Filings Processed, Per Full Time Employee

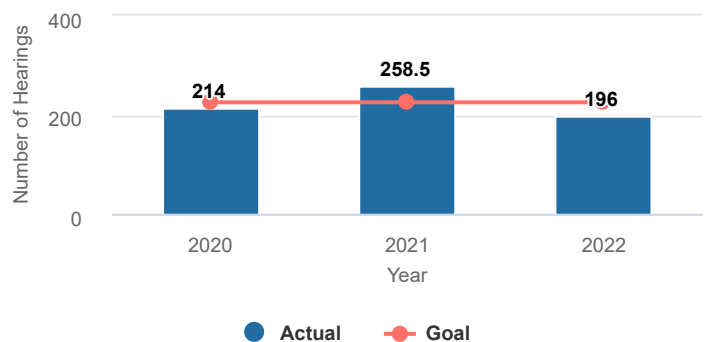


Probate - Number of Hearings for Which Probate Staff Prepared Files, Per Full Time Employee

Objective 18.2.2 To review and prepare all files for hearings so that hearings may proceed smoothly and efficiently

Last Update: Jun 08, 2023 05:15:39

Number of Hearings for Which Probate Staff Prepared Files, Per Full Time Employee



Goal 18.3 Progress 0%

Systematically collect reimbursable legal fees.

On Track | % 100.0 | # 1

Owner: Kalie Gascho

Objective: 1

Update provided by Kalie Gascho on Jun 05, 2023 15:42:03

In 2022 the Probate Court collected 24.3% of its legal fees (\$195,872 spent in legal fees, and \$47,611 collected).

Objective 18.3.1

Update provided by Kalie Gascho on Jun 05, 2023 17:42:14

Ongoing - Ongoing | On Track

In 2022 the Probate Court collected 24.30% of its legal fees (\$195,872.50 spent in legal fees, and \$47,611 collected).

Percentage of reimbursable legal fees collected

Owner: Kalie Gascho

Percentage of reimbursable legal fees collected

Total Attorney Fee Reimbursement (Revenue: 6110) / Total Legal Fees (Expenditure: 8090)

Objective 18.3.1 Percentage of reimbursable legal fees collected

Last Update: Sep 15, 2020 16:34:28

Goal 18.4 Progress 0%

Timely handle and fairly adjudicate all matters before the Court for the protection of individuals and their property.

On Track | % 100.0 | # 2

Owner: Kalie Gascho

Objective: 2

Update provided by Kalie Gascho on Jun 05, 2023 17:52:46

The Probate Court's website contains the initiating and routine forms that are needed for fiduciaries. It also includes information regarding a fiduciary's duties in guardianship, conservatorship, and deceased estate cases. The Probate Clerk's Office has also continued to accept filings via email at probatecourt@kentcountymi.gov.

Bi-monthly informational meetings for members of the public continue to be offered via Zoom, with online registration available on the Court's website. In 2022 the Court held six informational sessions, for which 149 individuals registered. In 2023 we also added a recording of the seminar to our website making it available for those who cannot make the live zoom session.

In 2022 the Probate Court exceeded the time guidelines for guardianship, conservatorship and mental health proceedings. The Court also had a 98% clearance rate for all newly-filed and reopened cases.

Objective 18.4.1

Ongoing - Ongoing

On Track

To decrease the necessity for counter conferences and show-cause hearings for achieving fiduciary compliance by providing resources and information through accessKent to non-professional fiduciaries

Owner: Kalie Gascho

Update provided by Kalie Gascho on Jun 05, 2023 17:31:52

The Probate Court's website contains the initiating and routine forms that are needed for fiduciaries. It also includes information regarding a fiduciary's duties in guardianship, conservatorship, and deceased estate cases. The Probate Clerk's Office has also continued to accept some filings via email at probatecourt@kentcountymi.gov.

Bi-monthly informational meetings for members of the public continue to be offered via Zoom, with online registration available on the Court's website. In 2022 the Court held six informational sessions, for which 149 individuals registered. In 2023 we also added a recording of the seminar to our website making it available for those who cannot make the live zoom session.

Objective 18.4.2

Ongoing - Ongoing

On Track

To meet or exceed statutory, court rule and state guideline requirements for all matters before the Court

Owner: Kalie Gascho

Cloned as Objective 2.3.13 (Kent County Strategic Plan 2019 - 2021)

Update provided by Kalie Gascho on Jun 05, 2023 17:38:54

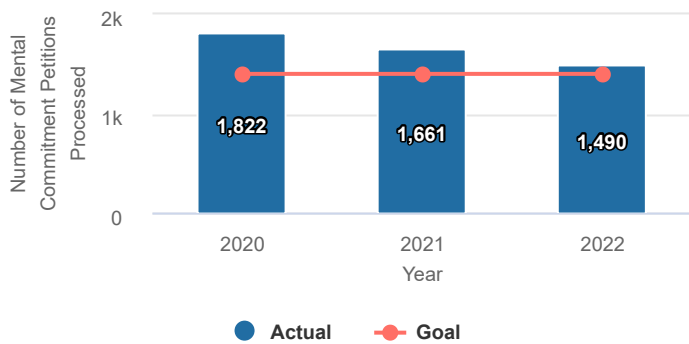
In 2022 the Probate Court exceeded the time guidelines for guardianship, conservatorship and mental health proceedings. The Court also had a 98% clearance rate for all newly-filed and reopened cases.

Probate - Number of Mental Commitment Petitions Processed for Other Counties Pursuant to SCAO

Objective 18.4.2 To meet or exceed statutory, court rule and state guideline requirements for all matters before t...

Last Update: Jun 08, 2023 05:15:32

Number of Mental Commitment Petitions Processed for Other Counties Pursuant to SCAO

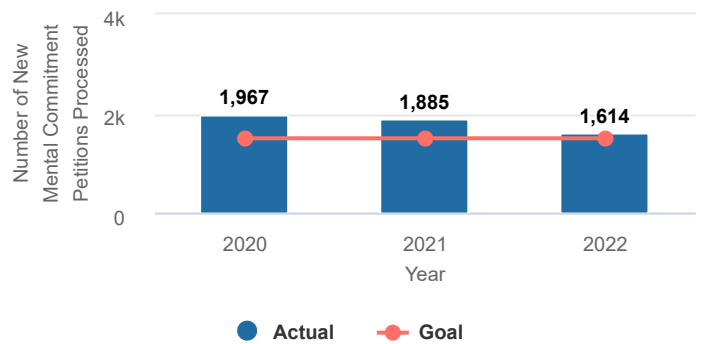


Probate - Number of New Mental Commitment Petitions Processed

Objective 18.4.2 To meet or exceed statutory, court rule and state guideline requirements for all matters before t...

Last Update: Jun 08, 2023 05:15:37

Number of New Mental Commitment Petitions Processed

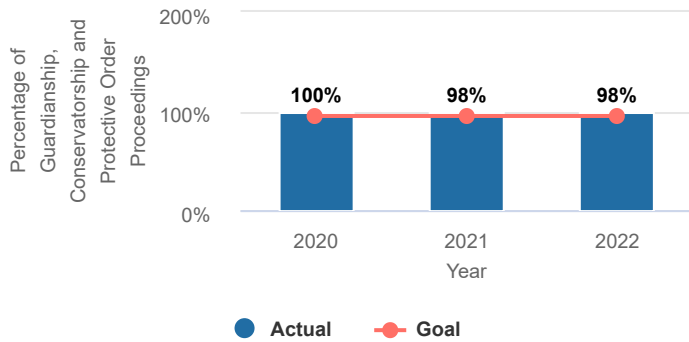


Probate - Percentage of Guardianship, Conservatorship and Protective Order Proceedings

Objective 18.4.2 To meet or exceed statutory, court rule and state guideline requirements for all matters before t...

Last Update: Jun 08, 2023 05:15:26

Percentage of Guardianship, Conservatorship and Protective Order Proceedings

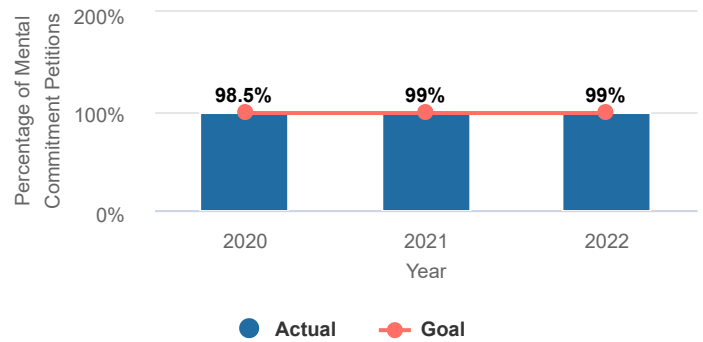


Probate - Percentage of Mental Commitment Petitions Disposed Within 28 Days (Guideline = 98%)

Objective 18.4.2 To meet or exceed statutory, court rule and state guideline requirements for all matters before t...

Last Update: Jun 08, 2023 05:15:43

Percentage of Mental Commitment Petitions Disposed Within 28 Days (Guideline = 98%)



Probate - Percentage of Mental Commitment Petitions Disposed Within 14 Days (Guideline = 90%)

Objective 18.4.2 To meet or exceed statutory, court rule and state guideline requirements for all matters before t...

Last Update: Jun 08, 2023 05:15:28

Percentage of Mental Commitment Petitions Disposed Within 14 Days (Guideline = 90%)

