



Office of the Public Guardian

Flow of Services



Referral

Any person interested in an individual's welfare may contact the Office of the Public Guardian (OPG) for assistance. Referrals are accepted via telephone, fax, email, walk-in, or appointment.

1

Intake

2

Information is gathered from the client group to determine whether the referral meets the OPG's statutory duties.

Assessment

Eligibility Assessment - Determines whether the matter falls within the statutory duties and confirms if services fall within OPG's legal scope.

Competency Assessment (if needed) - Diagnosis and opinion from a licensed physician, psychiatrist, or psychologist. Functional assessment by OPG with input from the client group.

3

Services & Disposition

4

If within scope, the OPG may:

- Petition the court for guardianship (Public Guardian or qualified third party)
- Pursue guardianship if the client group cannot afford to retain private legal representation
- Conduct competency assessments and provide counseling or legal referrals
- Recommend alternatives to promote independence
- Investigate abuse/neglect and intervene as needed
- Support and guide guardians on legal responsibilities
- Provide public education on guardianship and its alternatives

Information & Referral

If outside statutory duties, the OPG may offer general guidance and refer to appropriate agencies.

5

Case Closure

6

Upon completion of services, case will be closed. If the Public Guardian was appointed, the Review Board may advise on closure.