

I would like to thank the State Audit Committee for their Recommendations and for making my office aware of how the Public Administrator's office can be more efficient in working for the people who are appointed to this office by the Probate Court for their care.

11. Public Administrator Controls and Procedures:

11.1 Receipting and depositing

There is now a prompt in place to track payments owed and due each month for the ward using the Outlook Calendar. There is a notification in the wards name on my calendar that lets me know when a check is due such as payroll or court ordered maintenance.

Checks are endorsed and deposited daily. All checks are endorsed the day they come into the office. No checks are held unless waiting for an order from the court to proceed with a conservatorship.

There is now a Public Administrator Liaison with Family Support Division who can be contacted regarding asset information for wards to let them know when funds are in excess. When wards are over resource, money is used for things that are needed for their care such as funeral pre-needs, dental appointments, clothing, etc. Any monies that are in excess are forwarded to MO-Healthnet Cost Recovery. All funds are disbursed to keep the wards in compliance with the amount they are allowed to have in their account with Department of Social Services, no monies are held that would interfere with their eligibility to continue services with the Department of Social Services.

11.2 Mileage reimbursement

Physical addresses of the facilities that include apartments, nursing homes, residential care, independent living homes, hospitals, county courts in other towns, and city offices, and any other offices where there is business concerning the wards care are documented as locations visited for mileage reimbursement.