

**Child and  
Youth Services**

**15,149**

clients<sup>1</sup>

**\$217**

million assets<sup>2</sup>

**43**

staff<sup>3</sup>

**Services to  
Adults**

**8,034**

clients<sup>1</sup>

**\$663**

million assets<sup>2</sup>

**111**

staff<sup>3</sup>

**Estate and  
Personal Trust Services**

**3,254**

clients<sup>1</sup>

**\$343**

million assets<sup>2</sup>

**46**

staff<sup>3</sup>

**PERFORMANCE RESULTS**

**Reviewed and initiated action on 98%** of critical incident reports (1,754) received directly from MCFD and DAAs within 30 calendar days of receiving the report

**Developed and implemented 84%** of personalized case plans for child and youth clients (74) within 20 calendar days of receiving all decision making information

**Developed and implemented 88%** of personalized case plans for new adult clients (206) within six months of PGT being appointed committee of estate

**Reviewed 78%** of submitted private committee accounts (350) within six months of receipt

**Disbursed 95%** of adult trust account client fund requests (35,258) within 30 calendar days of receipt

**Conducted client visits to 100%** of PGT committee of person clients (117), 115 virtually and two in person

**Secured and recorded 99%** of client inventory reports (454) within five business days of receiving work order

**Received rating of good or very good from 94%** of intestate successors and beneficiaries that responded to the survey question rating estate administration services (216)

**Disbursed 91%** of client/client guardian requests for fund from child and youth trust account (1,447) within 30 calendar days of request

**Reviewed and advised on 94%** of proposed settlements for children and youth (280) under the *Infants Act*, within 60 calendar days of receiving all relevant information

**Made 99%** of major health care decisions as temporary substitute decision maker (TSDM) for incapable adults (104) under the *Health Care (Consent) and Care Facility (Admission) Act*, within three business days

**Took protective measures for 98%** of abused, neglected and self-neglecting incapable adult cases (123) under the *Public Guardian and Trustee Act* within one business day of confirming the risk

**Transferred 98%** of administered estate entitlements (\$26,981,337) to intestate successors and beneficiaries rather than transferring to the BC Unclaimed Property Society

<sup>1</sup> Clients: the number of individual clients served by both the division and by major business lines throughout the year. Because of this, the divisional total is typically less than the sum of the business lines as clients may require service in more than one business line. <sup>2</sup> Total value of assets under administration (at March 31, 2021). <sup>3</sup> Full time equivalent employee positions.

# Rights, choices and security for all British Columbians



## KEY FIGURES

### Exceeded established investment return benchmarks

Premium Money Market Fund	(+0.28%)
Balanced Income Fund	(+0.13%)
Balanced Growth Fund	(+0.21%)

### Assets under administration

Client funds invested	\$946 million
Client real property administered	\$234 million
Others	\$42 million

### Business Indicators

Client bills paid <sup>4</sup>	\$196 million
Client receipts processed <sup>4</sup>	\$280 million

### Other

Clients with trust accounts (at March 31, 2021)	14,908
Work Environment Survey Engagement Score <sup>5</sup>	74

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## NOTABLE ACTIVITIES

Acted on approximately **3,300 legal issues**

Responded to **35 requests for information and two court orders** for production of records

Provided **548 consents to COVID-19 vaccination** for those unable to consent to vaccination under the *Health Care (Consent) and Care Facility (Admission) Act*

Progressed on the **PGT Truth and Reconciliation Strategy**, making territorial acknowledgements common place at meetings and expanding the **PGT Indigenous Cinema Club** to the entire organization

Continued implementation of the **document management system**, allowing staff to effectively deliver client services while working from home during the pandemic

The PGT continued to engage with clients and their stakeholders primarily **via virtual means**, to provide support and maintain contact throughout the pandemic.

Successfully settled the **class action claim** that was initiated on behalf of children and youth in care who were victimized by a social worker

Provided staff with the necessary technology, updated policies and procedures, and leadership support to effectively deliver **client services and information sessions virtually**

Started developing a **Leading Workplace Strategy** with staff input, that will define the future of work at the PGT in the next few years

**Catherine Romanko retired after nine years as the Public Guardian and Trustee**