



1 Client counts reflect the number of individual clients served throughout the year.

2 Total value of assets under administration (at March 31, 2023).

3 Full time equivalent employee positions.

Performance results

- Reviewed and initiated action on **98%** of critical incident reports (**1,557**) received directly from MCFD and ICFSAs within **30** calendar days of receiving the report
- Reviewed **97%** of the proposed minors' settlement cases (**233**) and advised the parties of the PGT position within **60** calendar days of all relevant information being received
- Disbursed **97%** of client/guardian requests for funds from child and youth trust accounts (**1,630**) within **30** calendar days of request
- Developed and implemented **92%** of personalized case plans for new adults (**209**) within 6 months of PGT being appointed committee of estate
- Reviewed **76%** of submitted private committee accounts (**387**) within 6 months of receipt
- Made **98%** of major health care decisions as temporary substitute decision maker (TSDM) for incapable adults (**126**) under the Health Care (Consent) and Care Facility (Admission) Act, within 3 business days
- Visited **100%** of PGT committee of person clients (**119**)
- Disbursed **96%** of adult trust client fund requests (**37,240**) within **30** calendar days of request
- Took protective measures for **100%** of abused, neglected and self-neglecting incapable adult cases (**111**) under the Public Guardian and Trustee Act within one business day of confirming the risk
- Transferred **95%** of administered estate entitlements (**\$27,743,849**) to intestate successors and beneficiaries rather than transferring to the BC Unclaimed Property Society
- Secured and recorded **99%** of client inventory reports (**593**) within 5 business days of receiving work order
- Received rating of good or very good from **95%** of intestate successors and beneficiaries that responded to the survey (**176**)

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- 1 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.
- 2 Total value of assets under administration (at March 31, 2023).
- 3 Full time equivalent employee positions.
- 4 Figure reflects the count or amount of particular activity across the year.
- 5 This survey is conducted every 2 years by BC Stats with the next survey expected in 2024.

Key figures

Exceeded established investment return benchmarks

Premium Money Market Fund	(+0.42%)
Balanced Income Fund	(+0.20%)
Balanced Growth Fund	(+0.15%)

Assets under administration

Client funds invested	\$1 billion
Client real property administered	\$319 million
Other	\$59 million

Business indicators

Client bills paid ⁴	\$214 million
Client receipts processed ⁴	\$269 million

Other

Clients with trust accounts (at March 31, 2023)	14,946
Work Environment Survey Engagement Score ⁵	76

Notable activities

- Acted on approximately **4,100 legal issues**
- Responded to **49 requests for information** for production of records
- Investigated clients' eligibility for settlement payments in **10 class actions** and filed claims where appropriate. The PGT continues to monitor **41 class actions and/or potential class actions** on behalf of clients
- **Refreshed the PGT's values** to remain aligned with the needs and expectations of the people served by the PGT
- **Worked with Indigenous Governing Bodies (IGB) and partner agencies** on Bill 38, Indigenous Self-Government in Child and Family Services Amendment Act. The PGT strongly supports services delivered by Indigenous People for Indigenous children and youth
- Completed an **organizational review of the PGT's estate administration services**, where demand is steadily rising
- Continued work to **redesign the PGT website** and offer new **online services**
- 97% of existing PGT staff completed at least **10 hours of client service related learning**
- Made **86 public presentations** to promote better understanding of the PGT's role and services
- Prepared discussion paper on **the differences between personal and property guardianship roles** within B.C.'s child protection system and why it matters