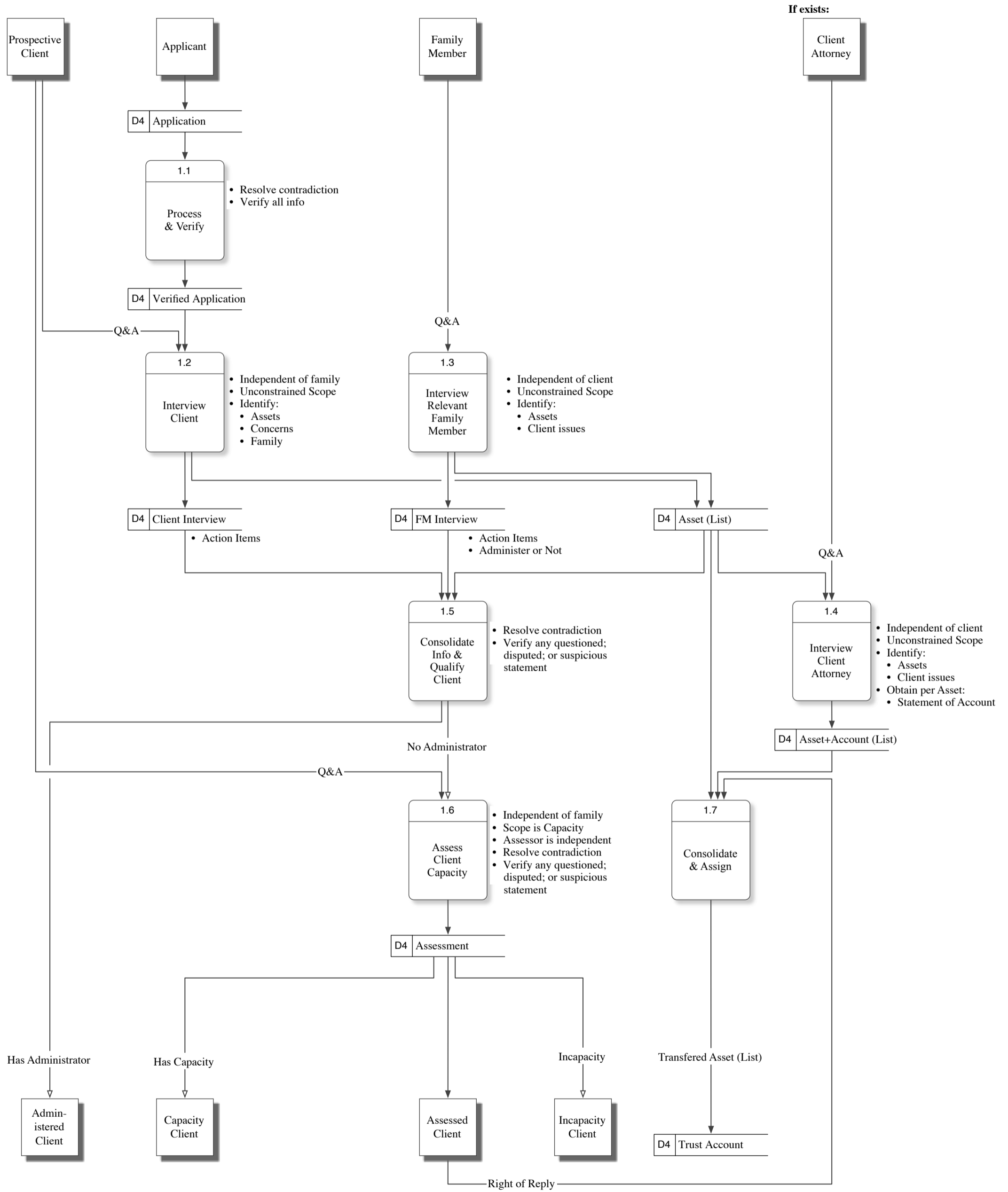**Foo**
This describes the procedure for processing intake in the Ontario Office of the Public Guardian & Trustee, that is **expected** of a Canadian government department in 2015.
It has the following features:
• Elimination of avoidable errors
• Supports
• Identifying & securing all assets belonging to a client
It has the following consequential benefits:
• Elimination of repeat work
• Minimising fraud, both on the part of both incoming application parties, and internally
• Minimising complaints (and thus complaint processing), and lawsuits
• Elimination of lost income

Veracity & Relevance
I have 41 years experience as an Information Architect, delivering systems that are based on Standards, and Compliance with both legislation and internal mandates, to large Australian corporations such as our Big Four banks. Material experience in this instance is based on interaction with OPGT regarding a client who has been badly poorly processed and treated. This specifically includes Process Modelling for the purpose of complete analysis

Prospective Client

Applicant

Family Member

If exists:
Client Attorney

D4 Application

1.1
Process & Verify
• Resolve contradiction
• Verify all info

D4 Verified Application

Q&A

Q&A

1.2
Interview Client
• Independent of family
• Unconstrained Scope
• Identify:
  • Assets
  • Concerns
  • Family

1.3
Interview Relevant Family Member
• Independent of client
• Unconstrained Scope
• Identify:
  • Assets
  • Client issues

D4 Client Interview
• Action Items

D4 FM Interview
• Action Items
• Administer or Not

D4 Asset (List)

Q&A

1.5
Consolidate Info & Qualify Client
• Resolve contradiction
• Verify any questioned; disputed; or suspicious statement

1.4
Interview Client Attorney
• Independent of client
• Unconstrained Scope
• Identify:
  • Assets
  • Client issues
• Obtain per Asset:
  • Statement of Account

No Administrator

Q&A

D4 Asset+Account (List)

1.6
Assess Client Capacity
• Independent of family
• Scope is Capacity
• Assessor is independent
• Resolve contradiction
• Verify any questioned; disputed; or suspicious statement

1.7
Consolidate & Assign

D4 Assessment

Has Administrator

Has Capacity

Incapacity

Transfered Asset (List)

Admin-istered Client

Capacity Client

Assessed Client

Incapacity Client

D4 Trust Account

Right of Reply

This is presented in SSADM notation (often called Data Flow Diagrams), such that the processes and their interaction can be analysed.