



Connecticut Probate Courts:

Fiscal Impact of Conservator Compensation

OCTOBER 20, 2025

PA 25-48, § 7 CONSERVATOR WORKING
GROUP

CONNECTICUT PROBATE COURTS

1

Agenda

eBilling System

Invoice Statistics

Compensation History

Compensation Analysis

Discussion

CONNECTICUT PROBATE COURTS

2

2

eBilling System

3

History

- Online billing system launched FY18
- Prior to the development of the online system, paper invoices were processed manually
- Number of indigent individuals served:
 - FY 2008 1,516
 - FY 2024 7,214
 - Increase FY08-FY24 of over 375%
- Prior to the contract conservator program, the combined annual number of invoices processed by the courts and PCA for indigent expenses was over 25,000
- The most recent fiscal year PCA processed almost 20,000 invoices for indigent expenses

4

eBilling Homepage

CONNECTICUT PROBATE COURTS eBilling

powered by eBilling from iVista

WELCOME TO eBILLING!
Please review the following information to assist you with successfully submitting invoices.

- * The 1st invoice entered in eBilling must be approved by the court and the case number created is sitting before submitting a 2nd invoice for the case.
- * The case number is like a file folder. All documents are consolidated within that case (invoices, authorization to exceed, address changes).
- * If the message appears that begins with "Another vendor may also be billing to Probate Case: ...". STOP! Check My Invoices for a previously submitted invoice for the case. If the case number appears, use that case number to submit the next invoice.
- * It is highly recommended to use online invoice entry.
- * eBill invoices require the vendor name and address, invoice number (MUST MATCH the number entered in eBilling), represented party name, date, description of service with initials of service provider, time spent, and must be formatted with a top margin of 2 1/4 inch & bottom margin of 1 inch.
- * If an invoice is rejected please email FCACAccountspayable@ctprobate.gov for instructions on proper submittal procedures.

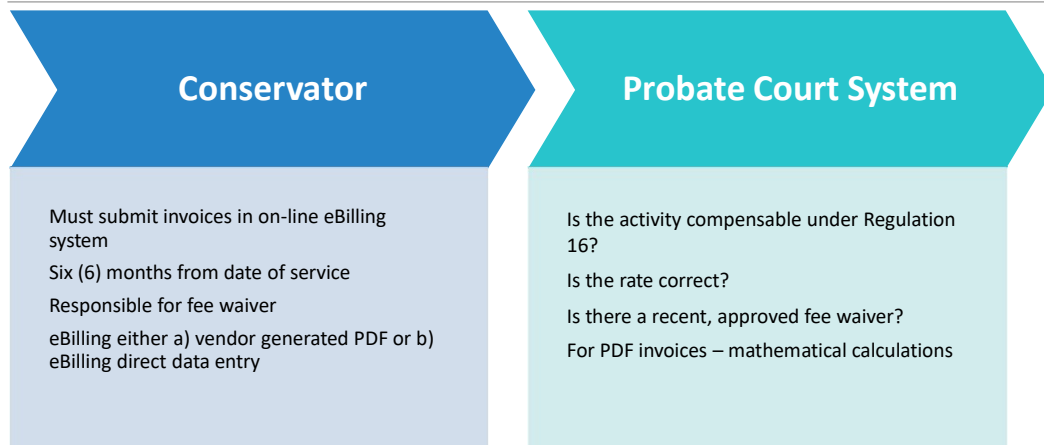
Any questions regarding the eBilling system, contact the eBilling Help Desk at FCACAccountspayable@ctprobate.gov or 860-231-2442 x301.

Quick Guide: [Terms and Conditions of Use](#) [Privacy Policy](#) [Attorneys](#) [Conservators](#)
[User Manual](#) [Support](#) [Vendor Direct Deposit](#) [CT Probate Website](#)
©2009-2025 iVista Development Group, Inc. All rights reserved.

CONNECTICUT PROBATE COURTS 5

5

Invoice Review Workflow

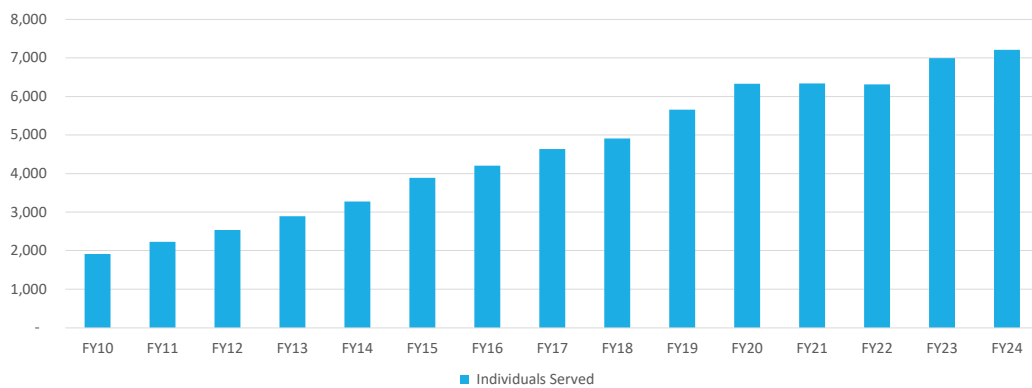


6

Invoice Statistics

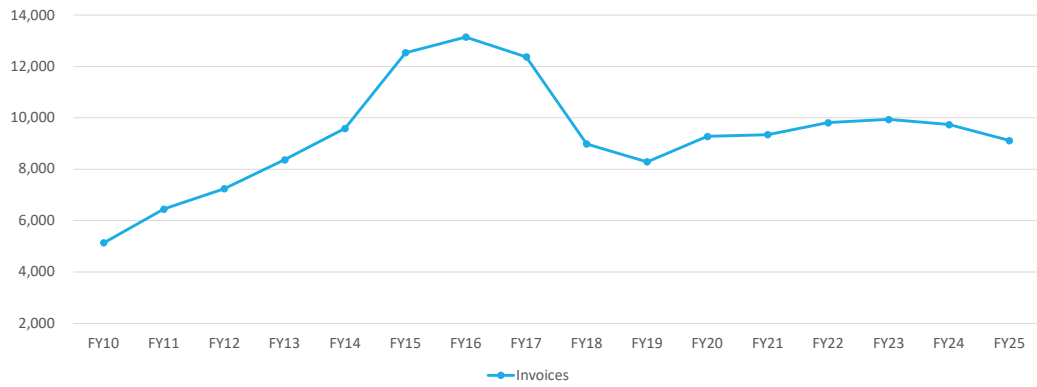
7

Number of Indigent Individuals Served



8

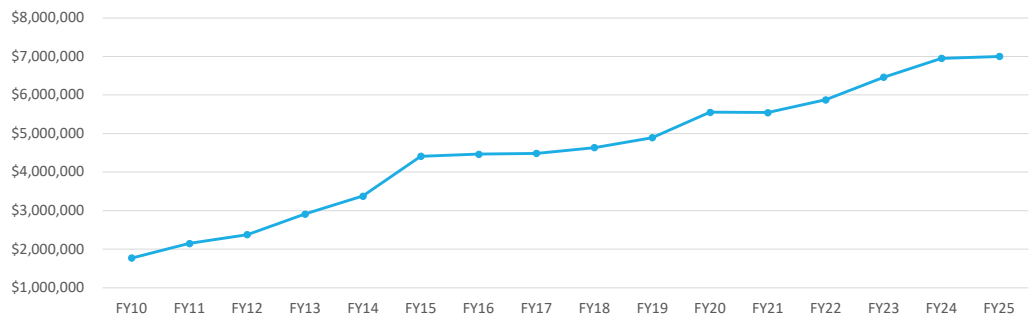
Number of Invoices Processed



Note: Contract Conservator program established in FY18

9

Annual Cost



10

Compensation

11

Contract Conservator

- ❑ Program started in FY18
- ❑ Contract with PCA for specific Probate Court(s)
- ❑ Fixed monthly fee of \$90 per client for service as conservator of the person or estate or both
- ❑ Additional one-time flat fee of \$1,300 to handle Title XIX application
- ❑ Bill quarterly using system in eBilling, one invoice per court
- ❑ Must complete online training program and 3 hours annual continuing education
- ❑ Monthly rate increased from \$86 to \$90 (4.65%) in 2020

12

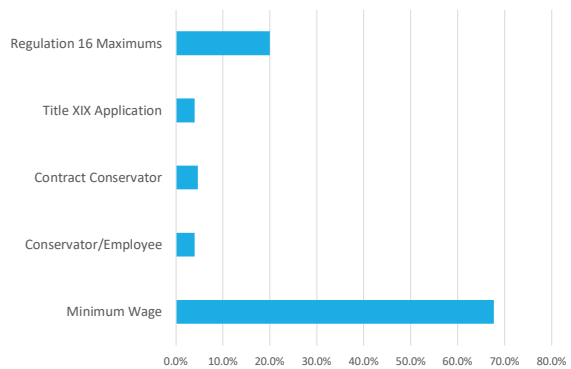
Compensation Rates-Reg 16

Item	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Conservator (per hour)	\$ 50	\$ 50	\$ 50	\$ 52	\$ 52	\$ 52	\$ 52	\$ 52	\$ 52	\$ 52
Employee (per hour)	\$ 25	\$ 25	\$ 25	\$ 26	\$ 26	\$ 26	\$ 26	\$ 26	\$ 26	\$ 26
Contract Conservator (per month)	\$ 86	\$ 86	\$ 86	\$ 90	\$ 90	\$ 90	\$ 90	\$ 90	\$ 90	\$ 90
Title XIX Application	\$ 1,250	\$ 1,250	\$ 1,250	\$ 1,300	\$ 1,300	\$ 1,300	\$ 1,300	\$ 1,300	\$ 1,300	\$ 1,300
Skilled Nursing										
Maximum for first 6 months	\$ 500	\$ 500	\$ 500	\$ 600	\$ 600	\$ 600	\$ 600	\$ 600	\$ 600	\$ 600
Annually	\$ 250	\$ 250	\$ 250	\$ 300	\$ 300	\$ 300	\$ 300	\$ 300	\$ 300	\$ 300
Community										
Maximum for first 6 months	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,200	\$ 1,200	\$ 1,200	\$ 1,200	\$ 1,200	\$ 1,200	\$ 1,200
Annually	\$ 500	\$ 500	\$ 500	\$ 600	\$ 600	\$ 600	\$ 600	\$ 600	\$ 600	\$ 600
Psychiatric										
Maximum for first 6 months	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,200	\$ 1,200	\$ 1,200	\$ 1,200	\$ 1,200	\$ 1,200	\$ 1,200
Annually	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,200	\$ 1,200	\$ 1,200	\$ 1,200	\$ 1,200	\$ 1,200	\$ 1,200
Minimum Wage	\$ 10.10	\$ 10.10	\$ 11.00	\$ 12.00	\$ 13.00	\$ 14.00	\$ 15.00	\$ 15.69	\$ 16.35	\$ 16.94

13

Increase Analysis 2017-2026

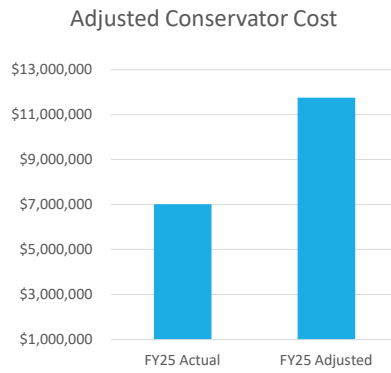
Increase 2017-2026	%
Minimum Wage	67.7%
Conservator	4.0%
Employee	4.0%
Contract Conservator	4.7%
Title XIX Application	4.0%
Skilled Nursing	
Maximum for first 6 months	20.0%
Annually	20.0%
Community	
Maximum for first 6 months	20.0%
Annually	20.0%
Psychiatric	
Maximum for first 6 months	20.0%
Annually	20.0%



14

Extrapolation of Increase

Increase if Applied to Current Rates	2017	1/1/26 Hypothetical
Minimum Wage +67.7%		
Conservator	\$ 50	\$ 84
Employee	\$ 25	\$ 42
Contract Conservator	\$ 86	\$ 144
Title XIX Application	\$ 1,250	\$ 2,096
Skilled Nursing		
Maximum for first 6 months	\$ 500	\$ 839
Annually	\$ 250	\$ 419
Community		
Maximum for first 6 months	\$ 1,000	\$ 1,677
Annually	\$ 500	\$ 839
Psychiatric		
Maximum for first 6 months	\$ 1,000	\$ 1,677
Annually	\$ 1,000	\$ 1,677



15

Discussion

16



PA 25-48, § 7 CONSERVATOR WORKING GROUP

Concept and Proposal Submissions

October 20, 2025

1

1

Proposal: Conservator Standby System

- C.G.S. § 45a-645d provides for the appointment of a “successor conservator,” or in other words a *standby* conservator, to act when the conservator resigns, is removed, or if the conservator is adjudicated incapable or dies
 - A Probate Court appointed ‘successor conservator’ may act immediately upon occurrence of contingency
 - Probate Court may order/affirm without notice/hearing
- Proposal: modification of statute to develop a more robust ‘standby’ or back up conservator appointment system to provide successor conservators for temporary periods of unavailability or for unforeseen unavailability
 - Perhaps develop a threshold in statute where availability of a proposed standby program is available to conservators with more than a certain number of conserved people

2

2

Proposal: Allow Variable Compensation

- Probate Court Regulation 16 identifies specific instances of compensation and rates of pay for compensable activities
- Proposal: return to a system where a conservator may exceed the Regulation 16 rates and/or permit a variable rate system, taking into account a conservator's education and/or experience
 - Higher more competitive rate of pay for attorneys or licensed professionals
 - Incorporates *Hayward v. Plant* factors into consideration

3

3

Proposal: Streamline Billing and Payment Process

- Regulation 16 of the Probate Court Regulations, eBilling and probate policies require invoices to be submitted within 6 months of service, and has a court review process before payment is issued from the Probate Court Administration Fund.
- Proposal: increase the time available for a conservator to submit the invoice; develop a system to preserve or retain invoices while they are being reviewed, corrected, thus preserving the original date of submission of the invoice as its being reviewed rather than pure rejection and resubmission of the invoice.

4

4

Proposal: Medicaid and Dedicated DSS Staff

- Process for seeking Medicaid (Title XIX) benefits through the Department of Social Services (“DSS”) involves a significant amount of information and document gathering in order to apply and qualify for such benefits, often resulting in delays and/or denials when such documentation or information may not exist.
- Proposal: DSS may be able to allocate specific dedicated and trained staff to review application submitted by professional conservators or applications concerning persons with specific Probate Court involvement (open conservators of the estate appointments); amend policies to allow affidavit or simpler application requirements under specific special circumstances when documentation or support information may not exist.

5

5

Proposal: Conservator Mentoring/Training Program

- Currently, Connecticut Probate Courts offer an online video training for introducing new conservators
- Proposal: create a more robust mentoring/training program provided to professional conservators
 - Annual seminar/training on conservator relevant topics
 - Develop mentoring list and events throughout the year

6

6

Proposal: Increase Rates of Compensation

- Probate Court Regulation 16 identifies specific instances of compensation and rates of pay for compensable activities
- Proposal: increase rate of pay for conservators and staff

7

7

Proposal: Fee Waiver and Billing Process Delays

- Current statute, regulations, and policies governing qualification for waiving private payment of fees (thus payment through state funds) involve an information intensive process and a formal determination by the Probate Court. As such, Probate Court forms and supplemental documents are challenging to produce when the conservator begins their role in an information desert.
- Proposal: Amend regulation or policy to allow for standardized submission of necessary Probate Court forms and supplemental documentation in specific increments/time periods; subsequent revision of fee waiver forms for streamlining their review and processing by courts, for example creation of an alternative of an affidavit format vs. detailed income/expenses reporting; consider modifications to the electronic billing system for streamlining invoice review and processing; consider regulations allowing compensation to conservators to recoup costs for their information gathering activities.

8

8