### 100 PROFESSIONAL PRACTICES
**Knowledge and application of fiduciary principles as they relate to the professional roles of the conservator/trustee (includes but not limited to):**

101 Keep client matters confidential
102 Communicate ethically
103 Comply with PFB laws and regulations
104 Advocate for client needs and preferences
105 Avoid conflicts of interest
106 Insure fiduciary practice
107 Maintain professional fiduciary license
108 Secure/store client medical and personal records
109 Determine ability to handle client needs
110 Comply with bonding requirements
111 Protect conservatees’ rights
112 Plan for fiduciary practice contingencies

### 200 CLIENT RELATIONS
**Knowledge of the personal aspects of the client’s life, and the ability of the fiduciary to address those special situations or circumstances (includes but not limited to):**

201 Respect boundaries between fiduciary and client
202 Assess clients’ current financial and legal needs
203 Communicate with client and clients’ family, friends, and service providers
204 Manage complex family dynamics
205 Assess clients’ current medical, physical, social and psychological needs
206 Determine level of care required to meet client needs
207 Determine clients’ ability to manage cash and assets
208 Assess clients’ functional capacities
209 Identify clients’ preferences (personal, cultural, religious)

### 300 FINANCIAL MANAGEMENT
**Knowledge and application of decision-making principles and limits to fiduciary decisions (includes but not limited to):**

301 Retain documents
302 Budget for client needs
303 Manage funds to support long-term financial solvency
304 Reconcile active accounts of client/estate
305 Monitor investment accounts
306 Manage tax obligations of clients/estate
307 Interpret financial statements
308 Conduct financial reviews and audits
309 Buy, sell, and manage real property
310 Liquidate client/estate assets
FINANCIAL ASSESSMENT AND PLAN DEVELOPMENT
Knowledge and application of the responsibilities for assessing a conservatee’s or beneficiary’s financial needs and resources, and developing a plan to meet those needs (includes but not limited to):
401 Implement estate plan to meet clients’ financial and legal needs
402 Marshal client/estate assets
403 Establish accounts for the management of client/estate funds
404 Secure tangible assets
405 Evaluate client/estate insurance needs
406 Safeguard intangible assets
407 Notify entities about the fiduciary relationship
408 Appraise client/estate assets
409 Collect unclaimed property and hidden/missing assets

LAWS, COURTS, AND LEGAL PROCESSES
Knowledge of laws, courts, and legal processes governing conservatorships/trusts (includes but not limited to):
501 Respect limits to fiduciary powers
502 Apply the Uniform Prudent Investor Act
503 Account for fiduciary estate
504 Distribute assets
505 Use support decision-making
506 Submit fiduciary court documents
507 Gain court approval when required
508 Apply substituted judgement

PERSONAL MANAGEMENT
Knowledge and application of the responsibilities of the conservator of the person (includes but not limited to):
601 Monitor to ensure client well-being and safety
602 Advocate for client medical preferences
603 Identify indicators that client may be at risk for abuse, neglect, and exploitation
604 Report suspected abuse, neglect and exploitation
605 Conduct wellness checks
606 Identify community, government and private resources for meeting client needs
607 Use health care documents that guide fiduciary decision-making
608 Make residential placement decisions