

Meeting Materials

Meeting Minutes

Certified Professional Guardianship Board

Monday, January 14, 2019 (9:00 am – 1:00 pm)
SeaTac Office Center, 18000 International Blvd., Suite 1106,
SeaTac, WA

DRAFT Meeting Minutes

Members Present

Judge Rachelle Anderson, Chair
Ms. Rosslyn Bethmann
Judge Grant Blinn
Ms. Rita Forster
Ms. Amanda Froh
Mr. Bill Jaback
Ms. Victoria Kesala (Telephonically)
Commissioner Diana Kiesel
Judge Robert Lewis
Dr. K. Penney Sanders
Ms. Susan Starrfield
Ms. Amanda Witthauer
Dr. Rachel Wrenn

Members Absent

Staff Present

Ms. Stacey Johnson
Ms. Kathy Bowman
Ms. Jennifer Holderman
Ms. Carla Montejo
Ms. Kim Rood
Ms. Eileen Schock

Guests – see list on last page

1. Meeting Called To Order

Judge Rachelle Anderson called the meeting to order at 9:01 am.

2. Welcome, Roll Call and Approval of Minutes

Judge Rachelle Anderson welcomed those present and called for a motion to approve the minutes of the December 3, 2018 teleconference. A motion was made and seconded to approve the minutes as presented. The motion passed unanimously. Bill Jaback abstained.

Motion: *A motion was made and seconded to approve the December 3, 2018 teleconference minutes as presented. The motion passed. Bill Jaback abstained.*

3 Chair's Report

Judge Anderson reported on SSB5604, the Uniform Guardianship Act (UGA) that would add a new chapter to Title 11 RCW and repeal RCW 11.88, 11.92 and 26.10. A large fiscal note is in process and feedback is expected from the Superior Court Judges Association's Guardianship and Probate Committee. If passed, the UGA will make

sweeping changes to existing laws governing guardianships of both adults and minors. Judge Anderson also commented on other current legislation, SB5114, that would create a guardianship pilot program for persons who are gravely disabled to provide them individualized treatment, supervision and appropriate placement to support successful transition to the community. This bill would make it less difficult for a family member to become guardian of another family member with mental illness, including minors.

4. Public Comment Period

The following individuals made public comments:

- Gary Beagle, President, Washington Association of Professional Guardians (WAPG) – *Written comments are attached*
- Claudia Donnelly – *Written comments are attached*

5. Introduction of New Program Manager, Academic Programs, UW Continuum College – Miriam Doyle Ph.D.

Miriam Doyle was introduced to the Board as the new program manager of the Certification Program for Professional Guardians. Ms. Doyle acknowledged the Board's concerns about the need for professional guardians and the relatively low enrollment of individuals in the Certification Program in light of the demand for this profession. Ms. Doyle described the tension between affordability and operating a high quality program. Creative approaches to making the program more robust were suggested. Judge Anderson invited Ms. Doyle to attend all Board meetings in order to become more familiar with the Board. Board members were encouraged to utilize their own networking opportunities to increase awareness of the need for CPGs.

Malinda Frey, CPG, has accepted the role of Instructor with the UW Certification Program. Ms. Frey also spoke to the Board about the need for revamping the program as it exists, work that is in process. Judge Anderson suggested the Education Committee or subcommittee meeting with the UW by phone to continue the discussion.

6. Education Committee Survey of UW Graduates

Bill Jaback reported on results of a questionnaire sent to all CPGs about their experience with the UW Certification Program. The committee was gratified by receiving a 30% response rate. Results of the questionnaire included suggestions for increasing focus on business practices and mentoring. Many respondents noted the need for greater support to lessen "burnout". Another suggestion was for the UW Certification Program to increase their attention on less restrictive alternatives.

7. Grievance Update

Staff reported on the current status of guardianship complaints requiring investigation. Judge Lewis asked about how grievances are reviewed. Staff responded the most

concerning complaints, such as an IP in danger of imminent harm, is the first priority for review. These cases are also forwarded to the court of record. Guardians with multiple grievances are a second priority and the oldest complaints are a third priority. It was acknowledged that Certified Professional Guardians deserve to have grievances resolved more quickly. A number of grievances have been closed as a result of CPG Voluntary Surrender of their certification. The Standards of Practice Committee has also worked very hard to accomplish a reduction of the backlog.

A third Guardianship Grievance Investigator has been hired and will begin work on February 19, 2019, and this will also directly reduce the backlog of grievances and help to assure new grievances will be timelier investigated.

8. Executive Session – Closed to Public

9. Reconvene and Vote on Executive Session Discussion – Open to Public

Applications:

On behalf of the Applications Committee, Victoria Kesala presented the following applications for Certified Professional Guardian Certification. Members of the Application Committee abstained:

Motion: *A motion was made and seconded to conditionally approve Alexis Carter's application for certification, with transferrable skills in health care, upon completion of the UW Certification Program. The motion passed.*

Motion: *A motion was made and seconded to approve Karen Nakagawa's application for certification, with transferrable legal skills. The motion passed.*

Motion: *A motion was made and seconded to conditionally approve Taffi Wheeldon's application for certification, with transferrable skills in social services, upon completion of the UW Certification Program. The motion passed.*

Staff presented the following for Administrative Decertification under Certification Regulation 703.3.1, failure to pay the annual recertification fee and file the required GR23(3) disclosure:

Motion: *A motion was made and seconded to Administratively Decertify David Grout. The motion passed. Bill Jaback abstained.*

Motion: *A motion was made and seconded to Administratively Decertify Cheryl Stratemeyer. The motion passed. Bill Jaback abstained.*

Motion: *A motion was made and seconded to Administratively Decertify Certified Professional Guardianship Agency Beagle and Associates. The motion passed. Victoria Kesala abstained.*

Motion: *A motion was made and seconded to Administratively Decertify Certified Professional Guardianship Agency Your Advocates, Inc. The motion passed.*

Motion: *A motion was made and seconded to not allow additional oral argument upon the Board's review of a Hearing Officer's recommendation, based on Disciplinary Regulation 510. The motion passed.*

Motion: *A motion was made and seconded that the Board adopt the position that it has the authority, for the purpose of investigation of a guardianship complaint, to have access to trust documents to assist in that investigation. The motion passed. Voting Yes: Rita Forster, Susan Starrfield, Roz Bethmann, Amanda Froh, Rachel Wren, Judge Robert Lewis. Voting No: Commissioner Kiesel, Amanda Witthauer. Abstained: Victoria Kesala, Penney Sanders, Bill Jaback*

10. Wrap Up and Adjourn

The next Board meeting will be held telephonically on March 11, 2019 at 8:00 am. As there was no other business to discuss, the meeting was adjourned at 1:20 pm.

Recap of Motions from January 14, 2019

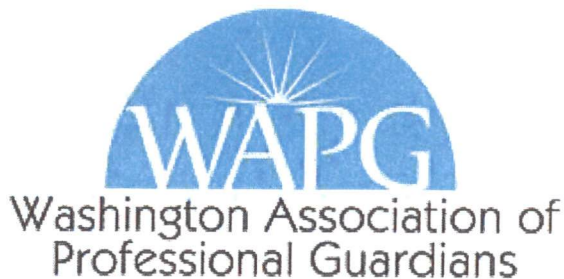
Motion Summary	Status
Motion: <i>A motion was made and seconded to approve the December 3, 2018 teleconference minutes as presented. The motion passed. Bill Jaback abstained.</i>	Passed
Motion: <i>A motion was made and seconded to conditionally approve Alexis Carter's application for certification, with transferrable skills in health care, upon completion of the UW Certification Program. The motion passed.</i>	Passed
Motion: <i>A motion was made and seconded to approve Karen Nakagawa's application for certification, with transferrable legal skills. The motion passed.</i>	Passed
Motion: <i>A motion was made and seconded to conditionally approve Taffi Wheeldon's application for certification, with transferrable skills in social services, upon completion of the UW Certification Program. The motion passed.</i>	Passed
Motion: <i>A motion was made and seconded to Administratively Decertify David Grout. The motion passed. Bill Jaback abstained.</i>	Passed
Motion: <i>A motion was made and seconded to Administratively Decertify Cheryl Stratemeyer. The motion passed. Bill Jaback abstained.</i>	Passed

Motion: <i>A motion was made and seconded to Administratively Decertify Certified Professional Guardianship Agency Beagle and Associates. The motion passed. Victoria Kesala abstained.</i>	Passed
Motion: <i>A motion was made and seconded to Administratively Decertify Certified Professional Guardianship Agency Your Advocates, Inc. The motion passed.</i>	Passed
Motion: <i>A motion was made and seconded to <u>not</u> allow additional oral argument upon the Board's review of a Hearing Officer's recommendation, based on Disciplinary Regulation 510. The motion passed.</i>	Passed
Motion: <i>A motion was made and seconded that the Board adopt the position that it has the authority, for the purpose of investigation of a guardianship complaint, to have access to trust documents to assist in that investigation. The motion passed. Voting Yes: Rita Forster, Susan Starrfield, Roz Bethmann, Amanda Froh, Rachel Wren, Judge Robert Lewis. Voting No: Commissioner Kiesel, Amanda Wittbauer. Abstained: Victoria Kesala, Penney Sanders, Bill Jaback</i>	Passed

Guests:

Gary Beagle
 Claudia Donnelly
 Miriam Doyle
 Malinda Frey
 Ian McDonald
 Karen Newland
 Lisa Petersen

Public Comments



5727 Baker Way NW Suite 200
Gig Harbor WA 98332
Toll Free 1-877-460-5880
Fax 253-265-3043

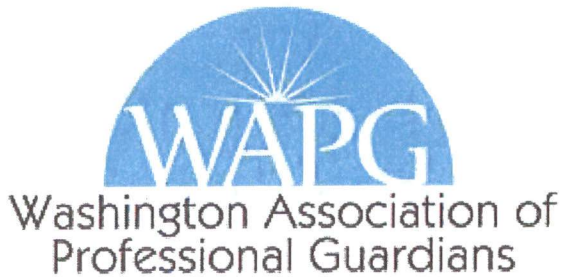
Dear members of the 2019 Legislature:

January 10, 2019

On behalf of the 120 members of the Washington Association of Professional Guardians (WAPG) I would like to thank you for taking the time to review legislative issues that affect Washington State Certified Professional Guardians (CPG). Please find below legislative issues that WAPG would like to bring forth.

- 1.) Uniform Guardianship Act (UGA) Proposed Legislation – WAPG is overall in favor of the revised and/or amended legislation that is being proposed. WAPG is proposing the following be included in the bill and/or open discussion on how to resolve the backlog of grievances currently before the Certified Professional Guardianship Board which is being administered through the Administrative Office of Courts (AOC).
 - a. **WAPG would propose that the CPG Standards of Practice be incorporated into the Uniform Guardianship Act to allow the Superior Courts to rule on CPG conduct utilizing the Standards of Practice.** The Superior Court is the best place to resolve grievance since they are familiar with the individual case. California has taken this approach to handling grievances with oversight by the Professional Fiduciaries Bureau of California under the Department of Consumer Affairs. The proposed language would need to mandate that the CPG Board and AOC Staff will abide by the Superior Court ruling. The CPG Board and AOC staff have taken the position that only the CPG Board can determine the outcome of a grievance. **To incorporate the CPG Standards of Practice into the UGA proposed legislation would have no fiscal impact.**
 - b. **As of November 27, 2018, there are 165 outstanding CPG Grievances going back to 2012.** This has become a major issue in trying to assure the public, protected individuals, CPG's and court that the CPG Board grievance process is effective in protecting the individuals served by CPG's. WAPG would propose adding legislation to the Uniform Guardianship Act to move the grievance process. California and other states have elected to place the Professional Fiduciary grievance process under a state agency that already conduct grievance investigation for other professions. The budget for the California Professional Fiduciary Bureau for fiscal years 2017-2018 was \$538,000.00.
- 2.) Provide additional language into the Uniform Guardianship Act and/or other statutes that would clarify the resignation process for a CPG who is retiring. **There is a clear law on a deceased CPG process but not when a CPG wants to retire.**
- 3.) Office of Public Guardianship (OPG) proposed legislation.
 - a. **WAPG would recommended that the OPG contract with existing CPG's for services based on the client's evaluation and requirements.** The State of Oregon contracts with Oregon Certified Professional Fiduciaries (OCPF) to provide guardian of the person services. The contract is for a two-year period that outlines the amount of the contract where the OCPF must provide verification of E & O Insurance, Liability Insurance, OCPF Certification and other documents that will meet the guidelines for any vendor contracting with the state and/or county. The clients that are appointed a Guardian have issues that will require the OCPF to expend an enormous amount of time and/or require advocacy to keep them out of the mental health or medical systems which will reduce the cost of care to the State Medicaid system. An analysis is conducted that allows for additional funding for the first two years with subsequent contracts reflecting the cost based on the first two years. The first two-year contract can range from \$3,500.00 to \$10,000.00 depending on the client needs. **This approach would reduce overall administration cost to the program and redistribute**

WAPG is the exclusive organization representing the interests of Certified Professional Guardians (CPGs) in Washington State that meet the standards of certification established by the Washington State Supreme Court through the Certified Professional Guardianship Board.



5727 Baker Way NW Suite 200
Gig Harbor WA 98332
Toll Free 1-877-460-5880
Fax 253-265-3043

funds to provide Guardianship Services in Washington State to those who need guardianship services the most.

I would like to thank you for your time to review Washington Association of Professional Guardians proposed legislation and comments. If you have any further questions or require additional information please contact Steve Lindstrom, WAPG Lobbyist at 360-280-6200 or Jamiee Lombino, Executive Director at 877-460-5880.

Gary Beagle, NMG, CPG, OCPF
President

WAPG is the exclusive organization representing the interests of Certified Professional Guardians (CPGs) in Washington State that meet the standards of certification established by the Washington State Supreme Court through the Certified Professional Guardianship Board.

Good morning:

I saw on the agenda that you will be talking about the proposed Uniform Act for Guardianship today. I have a concern that I've asked Rep. Jinkins, Senator Pedersen and Mr. Nettleton about that no one has answered. That concern the definition of "Reasonable Compensation". One of the concerns that state residents ~~are concerned about~~ is that guardians can charge anything they want and the courts/judges will approve it. I have been in probate/guardian court and have seen how judges approve charges.

In early 2012, a guardian – Stacey Bollinger – of Vancouver, charged a ward \$332 for a breakfast visit; \$95 an hour for a one hour birthday visit; and \$47.50 for a phone call on Thanksgiving. Ms. McDowell's house was also sold under protest. Ms. McDowell started with \$700,000 for her retirement and ended up with \$25,000. Is this proper in your mind?

What is "reasonable" for these charges? Probably nothing. How will this new change change how guardians charge their wards? ~~I am giving Ms. Rood a copy of this page from "Guardianship Fraud" by M. Larsen.~~

Last but not least. Some of you may recognize the name "Rep. Helen Sommers" who represented the Queen Anne area of Seattle in the State House. Rep. Sommers flew to Florida to visit relatives, but was caught up in their guardian mess – was forced into a facility – where she was drugged, lived and died. Guardianship abuse can effect all classes of people. I've been told that a nephew built a very nice house with the proceeds of her will.

Claudia Donnelly

On March 8, 2012, a guardianship petition filed with the Clark County Superior Court claimed that Ms. McDowell had behaved erratically throughout much of the previous year. She recently had been admitted to a hospital for a small stroke, it alleged, but “became unjustifiably fearful, pulled out her IV, and left the hospital against medical advice.”

The court held a hearing that same day, after which Clark County Judge Scott A. Collier appointed Kathleen McCann, an attorney, to become a temporary guardian. Ms. McCann was asked to investigate and offer an opinion on whether the court should appoint a longer-term caregiver.

On May 4, Ms. McCann advised that long-term care was needed. She submitted a report from a psychologist who said that Ms. McDowell displayed paranoia and “cognitive disorganization” and “impaired” reasoning ability. Ms. McCann didn’t respond to requests for comment.

At the May hearing, the court-appointed lawyer for Ms. McDowell, James Senescu, appeared but didn’t oppose the petition for guardianship. Ms. McDowell says she stood up and tried to object, but to no avail. “My attorney said nothing, and the hearing was over in about three minutes,” she says. Mr. Senescu declined to comment.

Stacey Bollinger of Halo Guardianship Service Inc. was appointed her new guardian and remained so for nearly two years.

The bills piled up. Ms. Bollinger billed Ms. McDowell \$332.50 to take her to breakfast, \$95 for a one-hour birthday visit and \$47.50 for a phone call on Thanksgiving, according to Halo Guardianship invoices filed with the court. Ms. McDowell was allotted a \$500 monthly allowance. Over her objections, her house was sold, effectively forcing her into an assisted living facility.

In early 2013, Ms. McDowell enlisted lawyer MarCine Miles to help her. Ms. Miles, who says she worked pro bono because her client didn’t have the authority to pay the fees, says there are still far too few checks on the system.

Guardians “hand their bills to a court, and the court just says ‘OK,’” she says. Judges “never seem to ask why it took a guardian three hours to look over a bank statement.”

Judges, lawyers use guardianships to prey on elderly

BARBARA HOLLINGSWORTH • | NOVEMBER 01, 2011 AT 7:05 PM

Think your well-tended nest egg will protect you from the depredations of old age? Don't count on it.

Little has changed since the D.C. Court of Appeals ruled almost a decade ago that Probate Judge Kaye Christian abused her power by ordering retired economist Mollie Orshansky, creator of the federal poverty line, removed from her sister's care in New York and placed in a District guardianship against her will.

Even multimillionaires cannot prevent a judge from appointing a total stranger to take complete control of their affairs -- and banish family members who object.

That's what happened to five-term D.C. Council member Hilda Mason and her husband, Charles, a Harvard graduate who traced his lineage back to the Plymouth landing. Despite Charles' \$22.5 million fortune, this power couple ended their lives in squalor.

Blind, wheelchair-bound and suffering from diabetes and skin cancer, Charles spent his last days in dirty clothing and worn-out shoes, with fingernails so long they curled around his fingers.

"He looked like a hobo," one witness told *The Washington Examiner*. His frail wife suffered a broken collarbone when one of her "caregivers" ran her over with a four-wheel-drive vehicle.

At the time of Hilda Mason's death in 2007, debris and broken furniture littered every room of the couple's once-stately Shepherd Park home. The roof leaked and the house was infested with rodents and insects.

As attorneys helped themselves to the couple's assets, Episcopal Senior Ministries reported that "there appears to be no individual or group that is currently responsible for the cleaning/condition of the house."

According to a Jan. 9, 2001, court transcript, a clearly competent Charles Mason testified before the same Judge Christian that he no longer wanted the Virginia attorney he had previously hired to represent him.

Less than three months later, Charles was declared incompetent after an adverse reaction to a

psychotropic cocktail landed him in Suburban Hospital's psychiatric ward.

The judge refused to dismiss the lawyer, but OK'd a settlement agreement allegedly signed by Charles Mason after he had been declared incompetent that prohibited his own wife from "interfering" with his care.

Guardianship abuse is not limited to people with money, as Laura Francois-Eugene, a supervisor at the Department of Homeland Security, learned the hard way.

Her mother's only financial resources are her modest D.C. home and a small monthly Social Security check. But after a fall left the elderly woman temporarily paralyzed, Probate Judge Franklin Burgess appointed a conservator to handle her affairs despite the fact that her daughter had previously been named her legal guardian.

Francois-Eugene told *The Washington Examiner* she is forced to pay for her mother's food, dentures, medicine and clothing out of her own salary because the court-appointed conservator has been hoarding her mother's Social Security benefits.

The same thing is happening to another 91-year-old woman, a former D.C. Public Schools employee forced into a guardianship after Maryland lawyers characterized her daily walk as "wandering."

"Some lawyers took all my money," she told us, adding that she can't access her own pension or Social Security benefits, even to buy herself an ice cream cone.

The National Association to Stop Guardianship Abuse has documented hundreds of cases in which family members are denied any say in their loved ones' care, even as court-appointed fiduciaries are given total control. After the estate is sucked dry, the wards are often dumped onto Medicaid rolls -- if they're still alive.

Advocates call the pattern "Isolate, Medicate, Steal the Estate." They're meeting with Sen. Amy Klobuchar, D-Minn., on Capitol Hill today seeking an end to well-intentioned guardianship laws gone horribly awry.

Next week: For some, the only way out of the guardianship Gulag is feet-first.

Barbara F. Hollingsworth is The Examiner's local opinion editor.

Web URL: <http://washingtonexaminer.com/article/41333>

SSB 5604

EFFECT OF CHANGES TO SSB 5604

- Section 102 - Replaces the defined term "Commissioner" with "Special agent", and thru the act.
- Section 123 - Requires that reasonable notice for a hearing on a petition for instruction or ratification be provided to the individual subject to a guardianship or conservator.
- Section 125 - Ensuring a background check is conducted on an agent of a guardian, or conducted on employees of an agent who provide services to the individual subject to a guardianship or conservatorship.
- Section 128 - Requires a court hearing to resolve allegations in a grievance against a guardian or conservator. Allows sanctions including awarding attorney fees, costs, or other relief where a court finds the grievance was made to harass, delay, or with malice, or other bad faith.
- Section 203 - Removes language prohibiting a court from appointing a guardianship for a minor without parental consent.
- Section 204 - Requires the appointment of an attorney for an indigent parent of a minor subject to a guardianship proceeding where the parent appears in the proceeding and:
 - Objects to the guardianship, or
 - The court determines counsel is needed to ensure consent to appointment of a guardian is informed, or
 - The court otherwise determines a parent needs representation.

The court is not required but may appoint an attorney for a non-indigent parent in a proceeding to appoint a guardian for a minor. A party represented by an attorney has rights to introduce evidence, be heard, and examine witnesses.

- Section 205 - A court must allow (instead of "require") the attendance of a minor at a hearing to appoint a guardian. Removes certain conditions to be determined by a court in order to proceed on a hearing without the attendance of the minor.
- Section 211 - Clarifies the powers of a guardian for a minor include taking actions to collect child support payments.
- Section 212 - Includes parents as persons who may petition for the termination or modification of a guardianship, or removal of a guardian.
- Section 213 - Preserves orders issued under chapter 26.10 RCW (Non-parental custody) prior to the effective date. Those orders remain in effect and do not need to be reissued in a new order under this chapter.
- Section 214 - Applies the Indian Child Welfare Act for proceedings under this chapter where a minor is an Indian child.
- New section 215 - Authorizes the court to order one or more parents to pay an amount reasonable or necessary for the child's support consistent with existing law.
- New section 216 - Authorizes the court to order one or more parents to provide health insurance coverage consistent with existing law.
- Section 315 - Limits the powers of a guardian for an adult, consistent with existing law, from placing an adult in a residential treatment facility to be detained for care against the person's will, unless pursuant to a court order issued in accordance with involuntary treatment laws.

- Section 316 - Adds a subsection maintaining existing protections in law prohibiting a guardian from consenting to psychosurgery, electro-convulsive treatment, and other restrictive procedures without obtaining a court order.
- New section 317 - Amends power of attorney provisions of law. A power of attorney created prior to the appointment of a guardianship remains in effect consistent with limitations on a guardian's powers set forth under section 316. Those limitations prohibit a guardian from revoking or amending existing powers of attorney for health care or finances without a specified court order.
- New section 701 - Requires the Certified Professional Guardianship Board to resolve grievances within a reasonable time. Grievances filed with the CPGB must be initially reviewed within 30 days, and if complete must be forwarded to the court for action pursuant to the process set forth in section 128. The CPGB must act consistently with any court order. Unresolved grievances filed with the CPGB at the time of the effective date must be forwarded to the court for review.
- Section 807 - Changes the effective date from January 1, 2020 to 2021.

Guardian Grievance Reports

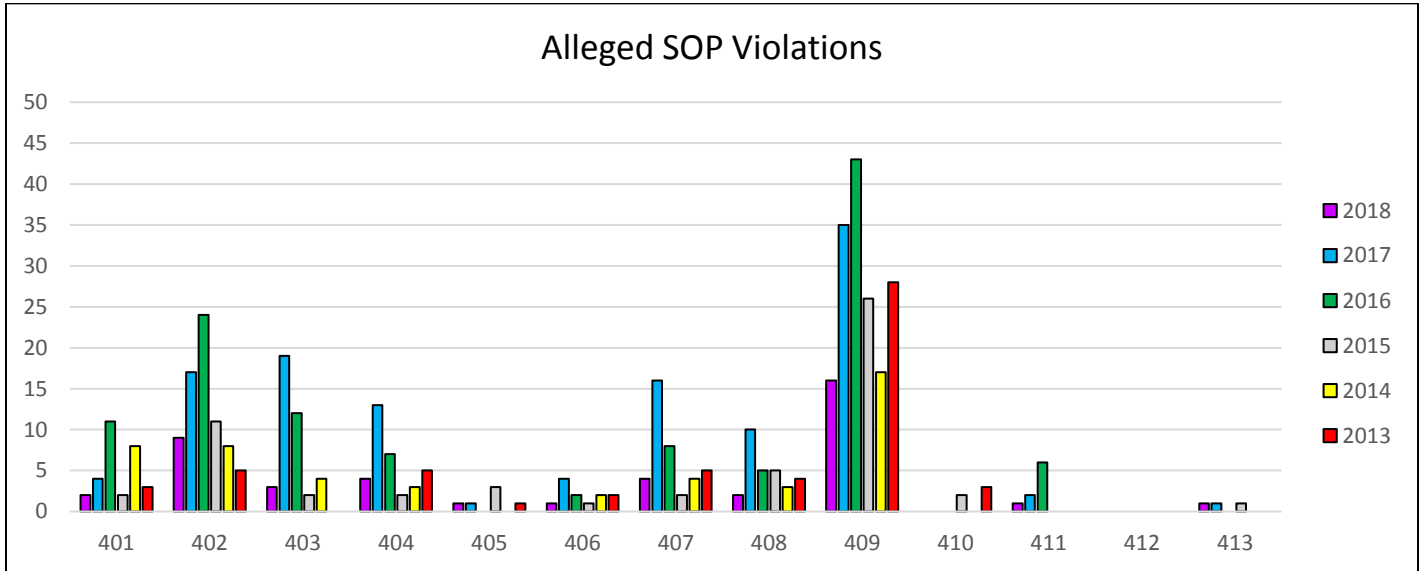
Certified Professional Guardians Grievance Status

February 28, 2019

Grievance Status by Year Received	2019	2018	2017	2016	2015	2014	2013	2012	Total
Grievances Requiring Investigation – 1/31/19	3	44	50	35	12	7	2		153
New Grievances:	2								2
Voluntary Surrender Pending:									
ARD Pending:			1	3					4
Complaint/Hearing Pending:					2		1	1	4
Grievances Resolved This Reporting Period:	[2]	[1]							[3]
Grievances Requiring Investigation – 2/28/19	3	43	50	35	12	7	2		152

Grievance Resolutions:	2019	2018	2017	2016	2015	2014	2013	2012	Total
Dismissal – No Jurisdiction	1								1
Dismissal – No Actionable Conduct	1	1							2
Dismissal – Insufficient Grievance									
Mediated – Dismissed									
ARD – No Sanction									
ARD - Admonishment									
ARD - Reprimand									
ARD - Suspension									
Terminated – CPG Death									
Terminated – Voluntary Surrender									
Terminated – Administrative Decertification									
Terminated – Decertification									
Total Resolved Grievances – 2/28/19	2	1							3

Grievance Resolutions	2019	2018	2017	2016	2015	2014	2013	Total
Total Grievances Received To Date 2/28/19	7	85	104	104	65	64	57	486
Dismissal – No Jurisdiction	3	21	28	20	13	17	13	115
Dismissal – No Actionable Conduct	1	15	18	27	17	16	22	117
Dismissal – Insufficient Grievance		3		1		2	1	7
Mediated – Dismissed					1			1
ARD – No Sanction							1	1
ARD - Admonishment					1			1
ARD – Reprimand				1	2		1	4
ARD - Suspension								
Termination – CPG Death					2			2
Termination – Administrative Decertification			1	2	13	11	3	30
Termination – Voluntary Surrender			6	13	2	11	10	42
Termination – Decertification							3	3
Total Grievances Resolved To Date: 2/28/19	4	39	53	64	51	57	54	323



400 Standards of Practice Regulations

- 401 Guardian’s Duty to Court
- 402 Guardian’s Relationship to Family and Friends of Incapacitated Person and to Other Professionals
- 403 Self-Determination of Incapacitated Person
- 404 Contact with the Incapacitated Person
- 405 General Decision Standards
- 406 Conflicts of Interest
- 407 Residential Decisions
- 408 Medical Decisions
- 409 Financial Management
- 410 Guardian Fees and Expenses
- 411 Changes of Circumstances/Limitation/Termination
- 412 Sale or Purchase of Guardianship Practice
- 413 Responsibilities of Certified Public Guardian Agencies

CPG ID	Year Cert.	Open Cases	Year(s) Grievances Received	Status
A	2015	2	2016 (1), 2018 (1)	
B	2011	2	2015 (1), 2018 (1)	
C	2011	5	2014 (1), 2016 (2), 2017 (1), 2018 (1)	
D	2002	6	2014 (1), 2016 (1), 2017 (2), 2018 (2)	
E	2007	6	2015 (1), 2016 (2), 2017 (2), 2018 (1)	
F	2014	3	2017 (2), 2019 (1)	
G	2010	2	2017 (1), 2018 (1)	
H	2015	2	2018 (2)	
I	2010	3	2016 (1), 2017 (2)	
J	2005	6	2014 (2), 2015 (1), 2016 (1), 2017 (1), 2018 (1)	
K	2007	2	2016 (1), 2018 (1)	
L	2004	5	2015 (1), 2016 (1), 2017 (2), 2018 (1)	
M	2001	2	2018 (2)	
N	2001	7	2012 (1), 2013 (1), 2015 (2), 2017 (1), 2018 (1), 2019 (1)	4 Cases in Hearing Status
O	2012	6	2016 (2), 2017 (4)	
P	2017	4	2018 (4)	
Q	2010	4	2016 (3), 2017 (1)	4 Cases in ARD Status
R	2011	4	2016 (1), 2017 (1), 2018 (2)	
S	2003	3	2015 (1), 2016 (2)	
T	2010	3	2014 (1), 2015 (1), 2017 (1)	
U	2009	3	2018 (3)	
V	2003	2	2016 (2)	
W	2001	12	2015 (1) 2016 (7), 2017 (1), 2018 (3)	
X	2011	7	2015 (1), 2016 (1), 2017 (3), 2018 (2)	
Y	2013	3	2018 (3)	
Z	2007	2	2016 (2)	
AA	2009	2	2017 (1), 2018 (1)	
AB	2014	2	2016 (1), 2017 (1)	
AC	2001	2	2016 (1), 2018 (1)	
AD	2001	3	2016 (2), 2017 (1)	
AE	2009	3	2016 (1), 2017 (1), 2018 (1)	
AF	2015	3	2016 (1), 2017 (2)	
AG	2010	3	2015 (1), 2016 (1), 2017 (1)	
	Total	124		

Of 152 currently open grievances; 124 concern 33 Agencies/CPGs with 2 or more open grievances.

	Year Guardian Certified	# of Guardians
Before UW Certificate Program (56)	2001	6
	2002	1
	2003	2
	2004	2
	2005	1
	2006	
	2007	3
	2008	
	Total	15
UW Certificate Program (79)		
UW Certificate Program (79)	2009	3
	2010	5
	2011	4
	2012	1
	2013	2
	2014	3
	2015	3
	2016	
	2017	1
	Total	21

Year	Grievances by Year Certified
2013	1
2014	6
2015	12
2016	42
2017	41
2018	39
2019	

CPG ID	Year Cert.	Open Cases	Year(s) Grievances Received	Status
A	2015	2	2016 (1), 2018 (1)	
B	2011	2	2015 (1), 2018 (1)	
C	2011	5	2014 (1), 2016 (2), 2017 (1), 2018 (1)	
D	2002	6	2014 (1), 2016 (1), 2017 (2), 2018 (2)	
E	2007	6	2015 (1), 2016 (2), 2017 (2), 2018 (1)	
F	2014	3	2017 (2), 2019 (1)	
G	2010	2	2017 (1), 2018 (1)	
H	2015	2	2018 (2)	
I	2010	3	2016 (1), 2017 (2)	
J	2005	6	2014 (2), 2015 (1), 2016 (1), 2017 (1), 2018 (1)	
K	2007	2	2016 (1), 2018 (1)	
L	2004	5	2015 (1), 2016 (1), 2017 (2), 2018 (1)	
M	2001	2	2018 (2)	
N	2001	7	2012 (1), 2013 (1), 2015 (2), 2017 (1), 2018 (1), 2019 (1)	4 Cases in Hearing Status
O	2012	6	2016 (2), 2017 (4)	
P	2017	4	2018 (4)	
Q	2010	4	2016 (3), 2017 (1)	4 Cases in ARD Status
R	2011	4	2016 (1), 2017 (1), 2018 (2)	
S	2003	3	2015 (1), 2016 (2)	
T	2010	3	2014 (1), 2015 (1), 2017 (1)	
U	2009	3	2018 (3)	
V	2003	2	2016 (2)	
W	2001	12	2015 (1) 2016 (7), 2017 (1), 2018 (3)	
X	2011	7	2015 (1), 2016 (1), 2017 (3), 2018 (2)	
Y	2013	3	2018 (3)	
Z	2007	2	2016 (2)	
AA	2009	2	2017 (1), 2018 (1)	
AB	2014	2	2016 (1), 2017 (1)	
AC	2001	2	2016 (1), 2018 (1)	
AD	2001	3	2016 (2), 2017 (1)	
AE	2009	3	2016 (1), 2017 (1), 2018 (1)	
AF	2015	3	2016 (1), 2017 (2)	
AG	2010	3	2015 (1), 2016 (1), 2017 (1)	
	Total	124		

Of 156 currently open grievances; 124 concern 33 Agencies/CPGs with 2 or more open grievances.

	Year Guardian Certified	# of Guardians
Before UW Certificate Program (56)	2001	6
	2002	1
	2003	2
	2004	2
	2005	1
	2006	
	2007	3
	2008	
	Total	15
UW Certificate Program (79)	2009	3
	2010	5
	2011	4
	2012	1
	2013	2
	2014	3
	2015	3
	2016	
	2017	1
	Total	21

Year	Grievances by Year Certified
2013	1
2014	6
2015	12
2016	42
2017	41
2018	39
2019	