

# Meeting Materials

# **May 11, 2020 Meeting Minutes**

**Certified Professional Guardianship Board**  
Monday, May 11, 2020  
Teleconference  
8:00 a.m. – 9:00 a.m.

**DRAFT Meeting Minutes**

**Members Present:**

Judge Rachelle Anderson, Chair  
Ms. Rosslyn Bethmann  
Judge Grant Blinn  
Ms. Rita Forster  
Ms. Amanda Froh  
Commissioner Diana Kiesel  
Judge Robert Lewis  
Ms. Lisa Malpass  
Dr. K. Penney Sanders  
Mr. Dan Smerken  
Ms. Susie Starrfield  
Dr. Rachel Wrenn

**Members Absent:**

Ms. Amanda Witthauer

**Staff Present:**

Ms. Stacey Johnson  
Ms. Kathy Bowman  
Mr. Christopher Fournier  
Ms. Jennifer Holderman  
Ms. Thai Kien  
Ms. Kay King  
Ms. Kim Rood  
Ms. Eileen Schock

**Guests: See list on last page**

**1. Meeting Called to Order**

Judge Rachelle Anderson called the May 11, 2020 Certified Professional Guardianship Board Meeting teleconference to order at 8:03 a.m.

**2. Welcome, Roll Call & Approval of Minutes**

Roll was taken of Board members and Staff, and all present were welcomed. The Chair remarked she was unable to access meeting materials from the secure site and several Board members reported the same. Board Members were directed to an email sent with meeting materials attached.

Judge Anderson announced that due to continuing COVID19 concerns, the next scheduled Board meeting will not be held in person, but will be conducted via Zoom Video Conferencing. All Board members were encouraged to familiarize themselves with Zoom Video Conferencing. Board members with computer, video, or audio capability issues were assured they would still be able to participate by telephone.

Hearing no suggested additions or corrections, a motion was made and seconded to approve the April 13, 2020 CPG Board meeting minutes as written. The Motion passed.

### **3. Chair's Report**

#### **Supreme Court Order**

In light of Governor Inslee's proclamation of a state of emergency with the onset of the COVID-19 outbreak, CPG Board Chair Judge Anderson issued memos with guidance for CPGs addressing the safety imperatives in the discharge of guardians' duties on March 3, and March 24, 2020.

Pursuant to requests for additional guidance from some Certified Professional Guardians and advocates, a request was made to the Washington Supreme Court to consider issuing guidance with respect to CPGs' fiduciary duties in the time of COVID-19.

The order explicitly acknowledges the permissive use of alternative means of visitation and outreach, and the importance of documenting the means and the circumstances. The Supreme Court Order is in harmony with Board Regulation 404.1, which is specifically cited in the Order.

Judge Anderson reported this outreach has been very well received by CPGs. Board members who are also CPGs spoke about their experience with client / facility visitations, and reported making contacts through video, text, email, and telephone.

#### **UW Program Hiatus**

The University of Washington Continuum College (UWCC) advised the Administrative Office of the Courts (AOC) that the Guardianship Certificate Program will take a hiatus for the 2020-2021 school year. During this time, the UWCC will redevelop the Program to reflect the newly passed Uniform Guardianship, Conservatorship, and Other Protective Arrangements Act (UGA).

Maintaining an affordable professional certification course is a critical issue, and ties directly to the Legislature's appropriation for Program redevelopment, which is available only during state fiscal year 2021. The UWCC will also use this time to move to an exclusively online format to improve accessibility to students across the state.

### **4. Grievance Report**

Staff provided an update on CPG Grievances. Four (4) new grievances were received and eleven (11) grievances were resolved during the month of April. Forty-five (45) grievances remain open for investigation. Six (6) CPGs or CPG Agencies with two or more grievances account for 19 of the 45 open grievances. When asked, Staff said none of the new grievances received in April were COVID-19 related.

Judge Anderson remarked this is a wonderful trend, seeing more grievances resolved than are coming in each month.

### **5. Executive Session (Closed to Public)**

### **6. Reconvene and Vote on Executive Session Discussion (Open to Public)**

On behalf of the Applications Committee, Judge Lewis presented a single application for consideration. Members of the Applications Committee, Judge Lewis, Ms. Starrfield, and Dr. Wrenn abstained.

A motion was made and seconded to conditionally approve Roberta Griffin's application for certification upon completion of the UW Certification Program, with transferrable skills in social services. A roll call vote was taken. Voting Yea: Judge Blinn, Commissioner Kiesel, Ms. Bethmann, Ms. Forster, Ms. Froh, Ms. Malpass, and Dr. Sanders. The motion passed.

On behalf of the Education Committee, Dr. Wrenn presented the following appeal of decertification and request for recertification. Members of the Education Committee, Dr. Wrenn, Ms. Bethmann, Ms. Malpass, and Dr. Sanders, abstained.

A motion was made and seconded to deny the decertification appeal and request for recertification of A. Colby Parks. The motion passed. Commissioner Kiesel abstained.

**7. Wrap Up/Adjourn**

Judge Anderson reminded Board members that the next Certified Professional Guardianship Board meeting on June 8, 2020, will be held using Zoom Video Conferencing. With no other business brought up for discussion, the May 11, 2020 CPG Board meeting was adjourned at 9:11 a.m.

**Summary of Motions:**

MOTION	STATUS
A motion was made and seconded to approve the April 13, 2020 Certified Professional Guardianship Board meeting minutes as written.	Passed
A motion was made and seconded to conditionally approve Roberta Griffin's application for certification upon the completion of the UW Certification Program, with transferrable skills in social services.	Passed
A motion was made and seconded to deny the decertification appeal and request for recertification of A. Colby Parks.	Passed

**Guests:**

Ramsey Radwan  
 Bridge Builders  
 Janet Stein  
 Karen Newland  
 Richard King  
 Heather Spies  
 Mark Clark

# **Grievance Status Update May, 2020**

## Certified Professional Guardians Grievance Status

Month-End

May 31, 2020

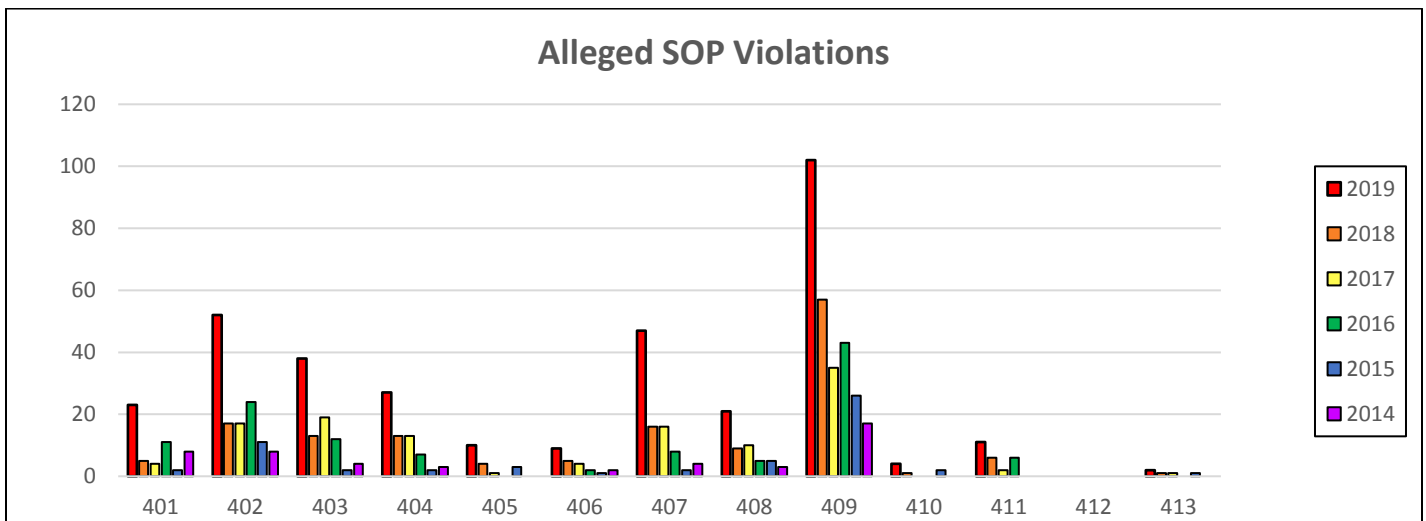
Grievance Status – May 31, 2020	2020	2019	2018	2017	2016	2015	2014	Total
New Grievances Received:	7	0	0	0	0	0	0	7
Grievances Resolved this Month:	[7]	[2]						[9]
Grievances Requiring Investigation*:	14	23	3	2	0	0	0	42

Grievances Pending*	2020	2019	2018	2017	2016	2015	2014	Total
Voluntary Surrender:								
Conflicts Review Committee:		2						2
ARD:								
Complaint/Hearing:					1			1
Administrative Decertification:								
Total Pending:		2			1			3

**[\*Grievances in Pending status are not counted as Grievances Requiring Investigation.]**

Resolution of Grievances – May 31, 2020	2020	2019	2018	2017	2016	2015	2014	Total
Dismissal – No Jurisdiction	3							3
Dismissal – No Actionable Conduct	4	2						6
Dismissal – Insufficient Grievance								
Mediated – Dismissed								
Advisory Letter 507.1								
ARD - Admonishment								
ARD - Reprimand								
ARD - Suspension								
Terminated – Voluntary Surrender								
Terminated – Administrative Decertification								
Terminated – Decertification								
<b>Total Resolved Grievances: May 31, 2020</b>	<b>7</b>	<b>2</b>						<b>9</b>

<b>Grievance Resolutions</b>	<b>2020</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>Total</b>
<b>Total Grievances Received</b>	<b>33</b>	<b>77</b>	<b>85</b>	<b>104</b>	<b>104</b>	<b>65</b>	<b>64</b>	<b>532</b>
Dismissal – No Jurisdiction	10	15	22	30	20	13	17	127
Dismissal – No Actionable Conduct	8	28	49	59	55	29	22	250
Dismissal – Insufficient Grievance	1	5	3	1	2		2	14
Mediated – Dismissed						1		1
Advisory Letter 507.1		1	3	2	4			10
ARD - Admonishment						1		1
ARD – Reprimand				1	4	4		9
ARD - Suspension								
Termination – CPG Death						2		2
Termination – Administrative Decertification		3	3	1	4	13	11	35
Termination – Voluntary Surrender			2	8	15	2	12	39
Termination – Decertification								
<b>Grievances Resolved To Date: 05.31.2020</b>	<b>19</b>	<b>52</b>	<b>82</b>	<b>102</b>	<b>104</b>	<b>65</b>	<b>64</b>	<b>488</b>



**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



ID	Year Cert.	Open	Year(s) Grievances Received	Status
A	2004	2	2020 (2)	
B	2001	7	2017 (1), 2018 (1), 2019 (5)	
C	2014	4	2017 (1), 2019 (1), 2020 (2)	
D	2007	3	2019 (2), 2020 (1)	
E	2001	2	2018 (1), 2019 (1)	
F	2001	2	2019 (1), 2020 (1)	
G	2015	3	2020 (3)	
	<b>TOTAL</b>	<b>23</b>		

**Of 42 currently open grievances requiring investigation, 23 concern 7 Agencies/CPGs with 2 or more open grievances.**

	Year Guardian Certified	# of Guardians
<b>Before UW Certificate Program (56)</b>	2001	3
	2002	
	2003	
	2004	1
	2005	
	2006	
	2007	1
	2008	
	<b>Total</b>	<b>5</b>
<b>UW Certificate Program (79)</b>	2009	
	2010	
	2011	
	2012	
	2013	
	2014	1
	2015	1
	2016	
	2017	
	2018	
	<b>Total</b>	<b>2</b>