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October 21, 2010

**TO: CGC Constituents**

**FROM:** Colleen Colton, NMG  
CGC President

A handwritten signature in cursive script that reads 'Colleen Colton, NMG'.

**RE: GAO Report**

The U.S. Government Accountability Office (GAO) [www.gao.gov](http://www.gao.gov) is in the process of working on a report on guardianship at the request of the Special Senate Committee on Aging. As part of this report, the GAO conducted an investigation into certification through the Center for Guardianship Certification (CGC.) The GAO shared the results of this investigation with the CGC Board. The GAO commended the CGC's certification examination and noted it was a valid test of an individual's knowledge of the principles of good guardianship.

The GAO also reported possible vulnerabilities in the CGC's application procedures. GAO staff were able to take a CGC exam using fictitious information. The GAO expressed concern CGC's certification process did not (1) include either a criminal background or credit check; and (2) verify an applicant's employment or education credentials. The CGC acknowledges these vulnerabilities presently exist for applicants from those states which do not require such checks or verifications.

The CGC wants to keep you, as one of our constituents, informed of these developments. Also, we solicit your input as to whether we should augment our certification application process. As we are sure you realize, if the CGC were to include any of these procedures, costs for certification would increase.

Up to this time, the CGC's mission has been to certify knowledge, relying on state governments to verify credentials and background. In addition, CGC investigates complaints against certificate holders and enters findings accordingly.

In response to the GAO investigation, the CGC's Board of Trustees discussed the GAO's concerns at length at their recent meeting. The Board took the first steps toward possible national accreditation of the CGC's certification process. Further, the Board formed a Task Force to consider whether CGC should include criminal background checks, credit checks and credential verification to its certification process for applicants from states without such requirements.

We at the CGC look forward to continuing to work with you to improve the services guardians provide to their clients. Thank you.