



# ***2010 ANNUAL REPORT***

## Message from the President

Dear Friends of CGC:

The CGC and Board of Trustees have been hard at work this past year to continue following the path of the strategic directions developed by the Board in 2009. In keeping with this plan, the Board, Committees, Task Groups and staff continued monitoring their activities to ensure that the CGC was moving forward.

Perhaps the most significant change made in 2010 was the movement from paper examinations to electronic exams for those seeking to become certified through CGC. CGC contracted with ExamSoft, a nationally recognized company providing electronic examination services and spent many hours uploading exams to the ExamSoft program, going through training to provide exams and obtain the grades for those exams, and to become familiar with the analysis tools provided through the software program.

This move has saved the organization hundreds of dollars in copying and shipping fees as the examinations are no longer provided in hard copy format (in most cases) and there is no need to either ship the examinations to the proctors or have them shipped back to headquarters for grading. Additionally, the chance of grading error is completely eliminated because all grading is done electronically through the ExamSoft program.

With the exception of a few problems in the beginning of the move in this direction, we have found the system to be well-received and easily understood by those taking the exam. CGC is very pleased with its relationship with ExamSoft and will continue to evaluate the exam delivery system to make the process even easier for examinees and proctors alike.

In addition, CGC started accepting payments for new examinations and recertifications directly from the website. This system has resulted in immediate credit card payment to CGC and notification of payment to headquarters for quicker turn-around with both examinations and recertifications.

These changes and utilization of technology are CGC's way of being a sustainable organization, environmentally and fiscally responsible, and efficient with its processes. We will continue to look at ways to help both the organization and the guardian profession through our strategic directions and look forward to reporting more of this activity in the future.

As a guardian, I know that we all see increased need for our services and face new challenges every day. We at CGC are committed to working with you to uphold the high standards of the guardian profession and educate the public about your role. Your continued support of CGC enables us to promote your value as experienced and knowledgeable certified guardians. We appreciate the work you do and we look forward to continuing to serve you!

Sincerely,



Colleen Colton, NMG  
2010 CGC President

## **Background**

The Center For Guardianship Certification (CGC) was created in 1996 as an allied organization of the National Guardianship Association (NGA) to enhance the quality of guardianship services through national certification. CGC views certification not as the end, but as a means to demonstrate to the public, clients, and the courts that the certified guardian has sufficient skill, knowledge and understanding of the universal guardianship principles to be worthy of the responsibility entrusted to him or her.

Certification entitles the guardian to represent to the courts and the public that he or she is eligible to be appointed, is not disqualified by prior conduct, agrees to abide by universal ethical standards governing a person with fiduciary responsibilities, submits to a disciplinary process, and can demonstrate through a written test an understanding of basic guardianship principles and laws.

## **Vision Statement**

Every professional guardian will obtain and maintain CGC certification.

## **Mission Statement**

The mission of the Center for Guardianship Certification is to enhance the quality of guardianship services by providing examination and certification of guardians and fiduciaries.

## **Purpose**

The purpose of the Center for Guardianship Certification includes:

- Developing and administering a credentialing process for guardians and guardianship agencies;
- Addressing issues related to renewal, suspension and revocation of credentials for guardians and guardianship agencies;
- Maintaining and up-dating rules and regulations for certification of guardians;
- Encouraging, supporting and fostering the work of the National Guardianship Association.

## 2010 CGC Board of Trustees

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Anacortes, WA

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Manhattan, KS

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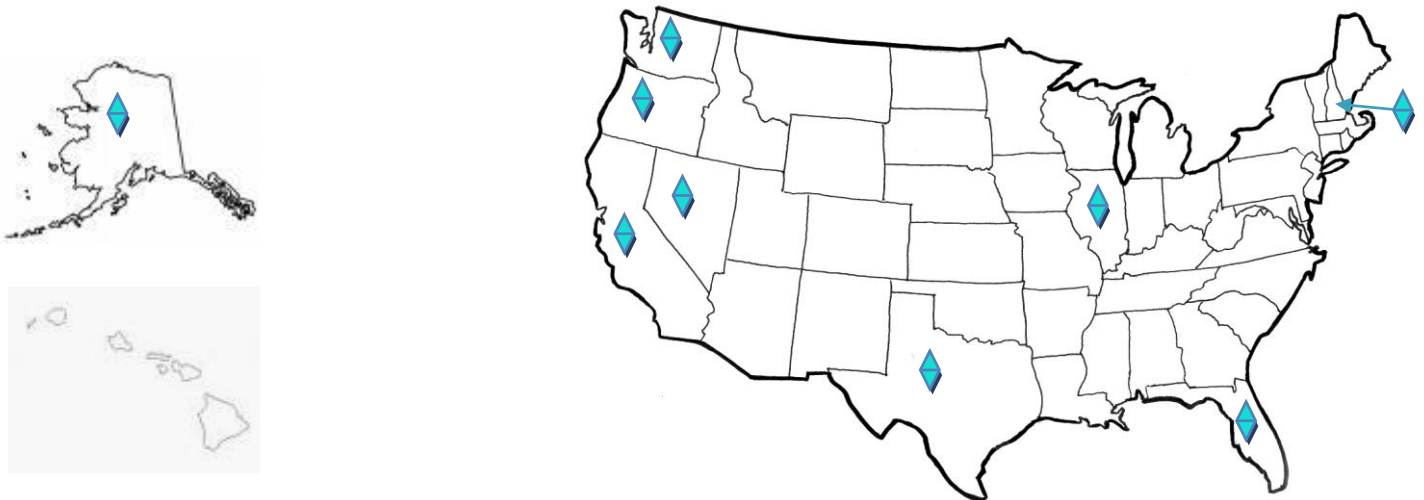
*NGA Representative –  
ex-officio member*  
Kathleen Buchanan NCG  
Clark County Public Guardian  
Las Vegas, NV




## Certified Guardians 3-Year Statistical Overview

	<u>2008</u>	<u>2009</u>	<u>2010</u>
<b>National Certified Guardians</b>			
Applications Received	517	506	418
Retests Administered *	220	83	30
Certification Renewals	326	485	577
NCGs at end of fiscal year	1,425	1,955	1,865
<b>National Master Guardians</b>			
Applications Received	8	6	10
Retests Administered	7	3	1
Certification Renewals	18	17	10
NMGs at end of fiscal year	48	54	59
<b>State-Specific Certification</b>			
California Applicants	292	114	110
Florida Applicants	127	166	118
Oregon Applicants	9	1	5
Texas Applicants	65	70	89

\* Inclusive of NCG exams and state-specific exams



 Indicates states with state-specific certification and/or states requiring some type of examination through CGC, including Alaska, California, Florida, Illinois, Nevada, New Hampshire, Oregon, Texas, and Washington.

## **Certified Guardian Complaints**

### **2010**

7 complaints were filed against certified guardians in 2010

6 complainants did not follow-up with required documentation

1 individual submitted documentation, with the following results:

- 1 Professional Review Board was held –  
No discipline action taken

### **2009**

10 complaints were filed against certified guardians in 2009

6 complainants did not follow-up with required documentation

4 individuals submitted documentation with the following results:

- 2 guardians lost their certification status
- 1 guardian was placed under review
- 1 guardian was reprimanded and a note placed in the file

### **2008**

5 complaints were filed against certified guardians in 2008

3 complainants did not follow-up with required documentation

2 individuals submitted documentation, with the following results:

- 1 guardian was suspended for six months
- 1 guardian was found to have conducted no wrong-doing



## 2010 Accomplishments

**Strategic Planning Implementation:** The Board of Trustees continued to work on the organizational goals that were set forth in the strategic planning session in January 2009. These goal areas include: national respect, recognition, and utilization; fiscal sustainability; influence public policy regarding quality guardians; improve the certification process; board governance and internal organizational sustainability. The current strategic plan runs through 2014.

**Board of Trustees:** During 2010, the Board established two task forces to work on special projects. Both the GAO Task Force and the Accreditation Task Force will work towards their specific goals and develop reports on their progress throughout 2011.

**Public Policy:** The Public Policy Committee developed, and the Board approved, the first Public Policy Statement on Certification. This statement was distributed to CGC constituents via e-mail, hard copy, and at the NGA conference. It is also available for viewing on the CGC website at [www.guardianshipcert.org](http://www.guardianshipcert.org).

**Certification Improvement:** CGC moved to an online application process and payment acceptance through its website. On June 1, 2010, CGC began utilizing ExamSoft for electronic certification exam delivery. All notifications of exam results are now sent electronically; CGC certificates are electronically distributed; and all communications regarding certification and recertification are electronic. Because of these changes, CGC is not only practicing sustainability as an organization, but is also experiencing more effective and faster communication between the organization and certified guardians.

### Honors and Awards:

- **NMG Star Award** – Jean Krahn, NMG, was awarded the 2010 NMG Star Award by CGC. For the past 26 years, Krahn has served as the Executive Director of the Kansas Guardianship Program (KGP). Krahn is dedicated to the idea that certification raises the quality of the guardian pool and that it demonstrates a commitment to this work as a profession. She clearly seeks out ways to improve her knowledge and to share what she knows by networking with the others in the guardianship community. Krahn was nominated by Julia R. Nack, NMG.
- **Fred Kretz Cornerstone Award** – John Wank, NCG received the 2010 Fred Kretz Cornerstone Award from CGC. Wank is a past President of the NGA and is currently the President of the Illinois Guardianship Association. He is General Counsel and Deputy Director of Programs of the Illinois Guardianship and Advocacy Commission. Wank was the chief proponent of the State of Illinois adopting mandatory certification through CGC of Public Guardians. Wank was nominated by Fred Floreth, Esq., NMG.
- **Lifetime Emeritus** – CGC granted its very first Lifetime Emeritus National Master Guardian status to Lexie Lamborn, NMG. Lamborn, of Crossroads Guardianship located in Anacortes, WA, has been a guardian for over 23 years, certified for 12 years and served as a member of the CGC Board for 5 years, taking on the role of President in 2008.

**State-Specific Certification** – The State of Illinois began requiring all Governor-Appointed Public Guardians to obtain certification as a National Certified Guardian (NCG) in 2010. The Florida contract was due for renewal in May 2010 and was executed. The California contract expired in August 2010 and was renewed. CGC continued providing mandatory examination services to Oregon and Texas guardians, as well.

## Financial Statements

January through December 2010 Financial Statement (budget versus actual)

	<u>Jan - Dec 10</u>	<u>Budget</u>
<b>Ordinary Income/Expense</b>		
<b>Income</b>		
4001 - Contributions	0.00	50.00
4045 - Certification Renewals	91,305.00	77,685.00
4046 - Certification Applicants	106,050.00	62,225.00
4047 - Certification Retests	9,710.00	2,100.00
4250 - Investment Income	1,110.47	
<b>Total Income</b>	<u>208,175.47</u>	<u>142,060.00</u>
<b>Gross Profit</b>	208,175.47	142,060.00
<b>Expense</b>		
7020 - Award & Scholarship Expense	0.00	218.48
7030 - Bank Fees	50.00	50.00
7040 - Board Expense	3,473.20	5,000.00
7041 - Committee Expense	3,109.59	5,800.00
7080 - Copying Costs	1,538.55	1,470.00
7090 - Credit Card Fees	4,039.00	4,000.00
7200 - Dues & Contributions	500.00	1,150.00
7240 - Insurance and Tax Expense	2,045.00	2,100.00
7290 - Management Services	96,440.04	94,340.00
7305 - Miscellaneous Expense	0.00	5,000.00
7350 - Office Expense	1,631.39	1,220.00
7370 - Postage, Shipping & Mailing	1,442.74	5,010.00
7400 - Printing	1,679.99	3,200.00
7420 - Professional Fees	18,914.81	9,350.00
7480 - Telephone & Fax	2,548.74	2,030.00
7500 - Travel Expense	3,022.79	1,525.00
7590 - Vol Support Exp (BOD Mbrs)	9,942.95	12,600.00
7600 - Website & Internet Fees	5,127.20	3,820.00
<b>Total Expense</b>	<u>155,505.99</u>	<u>157,883.48</u>
<b>Net Ordinary Income</b>	<u>52,669.48</u>	<u>-15,823.48</u>
<b>Net Income</b>	<u><u>52,669.48</u></u>	<u><u>-15,823.48</u></u>

# CENTER FOR GUARDIANSHIP CERTIFICATION 2010 ANNUAL REPORT

## January through December Financial Statements – 3-year Comparison

	<u>Jan - Dec 10</u>	<u>Jan - Dec 09</u>	<u>Jan - Dec 08</u>
<b>Ordinary Income/Expense</b>			
<b>Income</b>			
4001 - Contributions	0.00	50.00	0.00
4045 - Certification Renewals	91,305.00	83,990.00	62,232.52
4046 - Certification Applicants	106,050.00	125,970.00	95,299.00
4047 - Certification Retests	9,710.00	10,270.00	7,014.00
4250 - Investment Income	1,110.47	1,217.13	2,853.87
4470 - Miscellaneous Income	0.00	0.00	50.00
<b>Total Income</b>	<u>208,175.47</u>	<u>221,497.13</u>	<u>167,449.39</u>
<b>Gross Profit</b>	208,175.47	221,497.13	167,449.39
<b>Expense</b>			
7020 - Award & Scholarship Expense	0.00	733.51	3,952.65
7030 - Bank Fees	50.00	80.00	168.11
7040 - Board Expense	3,473.20	6,066.85	11,640.17
7041 - Committee Expense	3,109.59	3,920.29	10,075.44
7080 - Copying Costs	1,538.55	2,134.90	5,457.51
7090 - Credit Card Fees	4,039.00	2,932.82	820.15
7200 - Dues & Contributions	500.00	650.00	1,300.00
7220 - Exhibitor Costs	0.00	1,474.10	3,660.22
7240 - Insurance and Tax Expense	2,045.00	2,046.00	2,232.00
7290 - Management Services	96,440.04	94,340.00	93,339.63
7305 - Miscellaneous Expense	0.00	0.00	-198.50
7350 - Office Expense	1,631.39	921.78	2,114.59
7370 - Postage, Shipping & Mailing	1,442.74	4,790.04	5,845.08
7400 - Printing	1,679.99	1,695.09	3,135.02
7410 - Proctor Expense	0.00	4,534.92	5,186.34
7420 - Professional Fees	18,914.81	7,614.92	6,260.00
7480 - Telephone & Fax	2,548.74	3,464.34	1,409.41
7485 - Testing Site Expense	0.00	0.00	2,537.19
7500 - Staff Travel Expense	3,022.79	2,915.46	11,112.30
7590 - Vol Support Exp (BOD Mbrs)	9,942.95	13,191.80	17,338.90
7600 - Website & Internet Fees	5,127.20	5,023.78	5,599.11
<b>Total Expense</b>	<u>155,505.99</u>	<u>158,530.60</u>	<u>192,985.32</u>
<b>Net Ordinary Income</b>	52,669.48	62,966.53	-25,535.93
<b>Other Expense</b>			
8001 - Repayment to NGA	0.00	0.00	15,000.00
<b>Total Other Expense</b>	<u>0.00</u>	<u>0.00</u>	<u>15,000.00</u>
<b>Net Other Income</b>	<u>0.00</u>	<u>0.00</u>	<u>-15,000.00</u>
<b>Net Income</b>	<u><u>52,669.48</u></u>	<u><u>62,966.53</u></u>	<u><u>-40,535.93</u></u>