



***2009***  
***ANNUAL REPORT***



# CENTER FOR GUARDIANSHIP CERTIFICATION 2009 ANNUAL REPORT



## **Background**

The Center For Guardianship Certification (CGC) was created in 1996 as an allied foundation 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.

## CGC Board of Trustees

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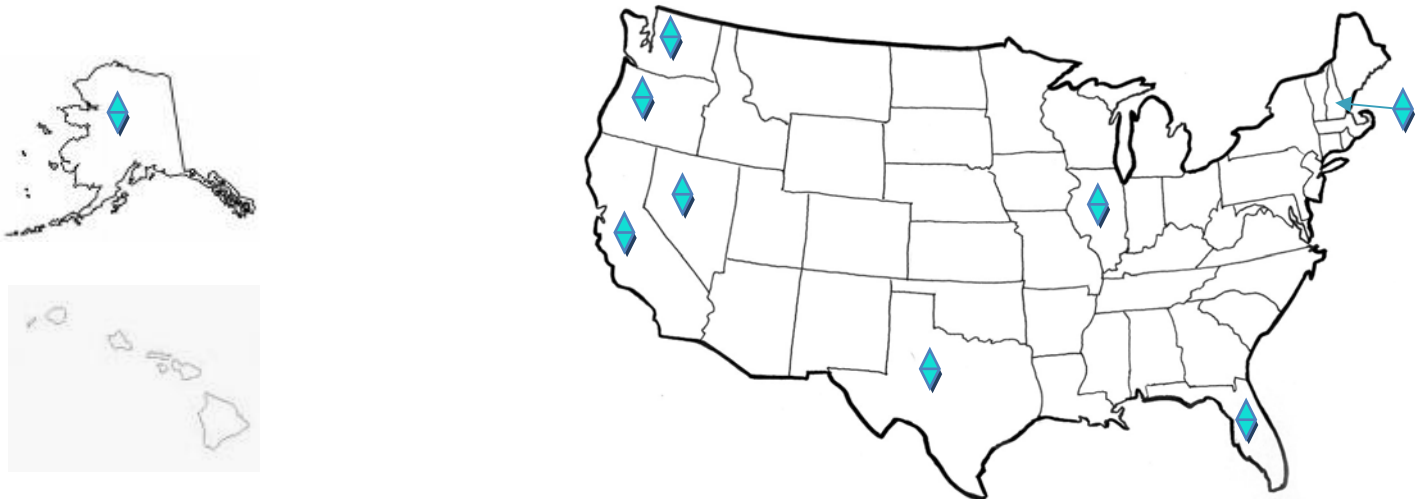



Back Row (L-R): Colleen Colton, NMG; Julia Nack, NMG; Neil Newstein, NCG; Jean Krahn, NMG; Michelle Kenney, NCG; Lexie Lamborn, NMG; Denise Calabrese, Executive Director.  
Front Row (L-R): Rich Vanderheiden, NMG; Vicki Alkire, NMG; Ginny Casazza, NCG; Scott Phipps, NCG; Margy Campbell, NMG; Fred Floreth, NMG; and Beth Mathews, NCG.

## Certified Guardians 3-Year Statistical Overview

	<u>2007</u>	<u>2008</u>	<u>2009</u>
<b>National Certified Guardians</b>			
Applications Received	358	517	506
Retests Administered *	76	220	83
Certification Renewals	129	326	485
NCGs at end of fiscal year	1,208	1,425	1,955
<b>National Master Guardians</b>			
Applications Received	8	8	6
Retests Administered	3	7	3
Certification Renewals	8	18	17
NMGs at end of fiscal year	40	48	54
<b>State-Specific Certification</b>			
California Applicants	27	292	114
Florida Applicants	76	127	166
Oregon Applicants	10	9	1
Texas Applicants	223	65	70

\* 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



### 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

### 2007

5 complaints were filed against certified guardians in 2007

5 individuals submitted documentation, with the following results:

1 guardian lost their certification status

1 complainant was directed to file legal action

2 guardians were found to have conducted no wrong-doing

1 guardian was reprimanded and a note placed in the file



## 2009 Accomplishments

**Strategic Planning Implementation** - The Board of Trustees held a strategic planning session in January 2009. The mission, vision and purpose were revised and approved by the Board, as follows:

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:

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

In addition to these items, the Trustees also developed and prioritized the following organizational goals through 2014: National respect, recognition, and utilization; Fiscal sustainability; Influence public policy regarding quality guardians; Improve the certification process; Board governance and Internal organizational sustainability.

**Board Meetings**- The Board of Trustees met in January, April, July and October. Two of those meetings were held via conference call while the other two were held in person.

**Certification Promotion** - A "What Certification Means to Me" document was developed and posted to the CGC website homepage at [www.guardianshipcert.org](http://www.guardianshipcert.org) to promote the benefits of becoming certified.

**NMG Star Award** - Susan DeBoer, NMG, was awarded the NMG Star Award by CGC. The award was presented in October at the NGA Annual Conference held in Las Vegas, NV. Ms. DeBoer currently serves as the public guardian for Washoe County in Nevada. Nominated by Ginny Casazza, NCG, Susan was described as being dedicated, empowering, and energetic.



CGC President Beth Mathews, NMG, presents the NMG Star Award to Susan DeBoer, NMG

**Fred Kretz Cornerstone Award** - The Honorable Patrick W. Ferchill received the 2009 Fred Kretz Cornerstone Award from CGC. Nominated by Julia Nack NMG, Judge Ferchill was described as a strong supporter of excellence in guardianship and in certification of guardians. He previously served on the Boards of both the National Guardianship Association (NGA) and the Center for Guardianship Certification (CGC).

**State-specific Certifications** - CGC's contract to provide examination services to Texas guardians was renegotiated and renewed. CGC continued providing examination services to Florida, California, and Oregon guardians, as well.

## Financial Statements

January through December 2009 Financial Statement (budget versus actual)

	<u>Jan - Dec 09</u>	<u>Budget</u>
<b>Ordinary Income/Expense</b>		
<b>Income</b>		
4001 · Contributions	50.00	
4045 · Certification Renewals	83,990.00	75,065.00
4046 · Certification Applicants	125,970.00	99,025.00
4047 · Certification Retests	10,270.00	8,500.00
4250 · Investment Income	1,217.13	600.00
<b>Total Income</b>	<u>221,497.13</u>	<u>183,190.00</u>
<b>Gross Profit</b>	221,497.13	183,190.00
<b>Expense</b>		
7020 · Award & Scholarship Expense	733.51	300.00
7030 · Bank Fees	80.00	100.00
7040 · Board Expense	6,066.85	3,000.00
7041 · Committee Expense	3,920.29	6,100.00
7080 · Copying Costs	2,134.90	5,520.00
7090 · Credit Card Fees	2,932.82	1,000.00
7200 · Dues & Contributions	650.00	5,500.00
7220 · Exhibitor Costs	1,474.10	3,000.00
7240 · Insurance and Tax Expense	2,046.00	2,300.00
7290 · Management Services	94,340.00	94,340.00
7350 · Office Expense	921.78	1,100.00
7370 · Postage, Shipping & Mailing	4,790.04	3,975.00
7400 · Printing	1,695.09	5,500.00
7410 · Proctor Expense	4,534.92	3,900.00
7420 · Professional Fees	7,614.92	16,900.00
7480 · Telephone & Fax	3,464.34	6,425.00
7500 · Staff Travel Expense	2,915.46	6,075.00
7590 · Vol Support Exp (BOD Mbrs)	13,191.80	13,600.00
7600 · Website & Internet Fees	5,023.78	4,060.00
<b>Total Expense</b>	<u>158,530.60</u>	<u>182,695.00</u>
<b>Net Ordinary Income</b>	<u>62,966.53</u>	<u>495.00</u>
<b>Net Income</b>	<u>62,966.53</u>	<u>495.00</u>

## January - December Financial Statement - 3-year Comparison

	<u>Jan - Dec 09</u>	<u>Jan - Dec 08</u>	<u>Jan - Dec 07</u>
<b>Ordinary Income/Expense</b>			
<b>Income</b>			
4001 · Contributions	50.00	50.00	870.00
4045 · Certification Renewals	83,990.00	62,232.52	51,890.00
4046 · Certification Applicants	125,970.00	95,299.00	116,955.00
4047 · Certification Retests	10,270.00	7,014.00	0.00
4250 · Investment Income	1,217.13	2,853.87	2,614.43
<b>Total Income</b>	<u>221,497.13</u>	<u>167,449.39</u>	<u>172,329.43</u>
<b>Gross Profit</b>	221,497.13	167,449.39	172,329.43
<b>Expense</b>			
7020 · Award & Scholarship Expense	733.51	3,952.65	539.01
7030 · Bank Fees	80.00	168.11	15.00
7040 · Board Expense	6,066.85	11,640.17	4,187.39
7041 · Committee Expense	3,920.29	10,075.44	10,756.62
7080 · Copying Costs	2,134.90	5,457.51	3,930.25
7090 · Credit Card Fees	2,932.82	820.15	2,226.19
7200 · Dues & Contributions	650.00	1,300.00	50.00
7220 · Exhibitor Costs	1,474.10	3,660.22	4,323.71
7240 · Insurance and Tax Expense	2,046.00	2,232.00	2,228.00
7290 · Management Services	94,340.00	93,339.63	51,999.96
7305 · Miscellaneous Expense	0.00	-198.50	0.00
7350 · Office Expense	921.78	2,114.59	1,023.89
7370 · Postage, Shipping & Mailing	4,790.04	5,845.08	7,948.77
7400 · Printing	1,695.09	3,135.02	5,449.98
7410 · Proctor Expense	4,534.92	5,186.34	949.76
7420 · Professional Fees	7,614.92	6,260.00	11,951.75
7480 · Telephone & Fax	3,464.34	1,409.41	2,439.69
7485 · Testing Site Expense	0.00	2,537.19	2,776.50
7500 · Staff Travel Expense	2,915.46	11,112.30	7,918.75
7590 · Vol Support Exp (BOD Mbrs)	13,191.80	17,338.90	15,046.67
7600 · Website & Internet Fees	5,023.78	5,599.11	4,531.65
<b>Total Expense</b>	<u>158,530.60</u>	<u>192,985.32</u>	<u>140,293.54</u>
<b>Net Ordinary Income</b>	62,966.53	-25,535.93	32,035.89