

Agenda

Working Interdisciplinary Network of Guardianship Stakeholders

September 18, 2013
12:00 to 2:00 p.m.

Administrative Office of the Courts
Scott M. Matheson Courthouse
450 South State Street
Conference Room B/C, Suite W19

Welcome and approval of minutes	Tab 1
Working group members	Tab 2
Review Decision Template	Tab 3
Review Discussion Outline	Tab 4
Facilitator Planning Meeting	
2014 meeting schedule	

Committee webpage: <http://www.utcourts.gov/howto/family/GC/wings/>

Meeting Schedule 12:00 to 2:00 at the Matheson Courthouse

October 16, 2013
January 15, 2014
March 19, 2014
May 21, 2014

Utah Guardianship Summit

November 6, 2013, 8:30 to 4:30

Tab 1

Working Interdisciplinary Network of Guardianship Stakeholders

August 21, 2013 summary minutes

The Committee approved minutes from August 21, 2013 meeting.

The main topic of the meeting was planning for the guardianship summit. Sally Hurme suggested the Committee prepare a template for recommendations so that members of the each break out session have it ready at the summit. Another suggestion was to have a facilitator orientation. Mary Jane Ciccarello agreed to conduct the orientation.

The Committee decided to not have a vote to prioritize the recommendations by the working groups. The Committee will evaluate and pursue the recommendations.

The Committee agreed on a schedule for the summit.

Each working group chair reported on the progress in preparation for the summit. Mary Jane Ciccarello presented an outline for the working group that focused on educating the public and the stakeholders on alternatives to guardianship, person-centered planning, supported decision-making, guardianship proceedings, and the guardian's responsibilities. Recorder (Mary Jane Ciccarello), facilitator (David Turner) and author (Maureen Henry) have been secured for this breakout session. A reporter for the final plenary session will be selected from among the working group.

Rob Denton, the chair of the working group focusing on medical evidence of incapacity and functional assessment, reported on the group's discussion and indicated a need for an outside facilitator. The group will focus on developing strategies so that the court has access to adequate information to make appropriate judgments. The group will also discuss billing as a real-world limitation to medical evidence of incapacity. A facilitator, recorder, and author are yet to be selected.

Tim Shea's group on collective impact and collaborative action will have a brief in the form of existing paper "Collective Impact" from Stanford Social Innovation Review (Winter 2011). The discussion at the summit will focus on identifying gaps in agency cooperation by asking what needs to be improved and what worked well and the reasons for both. The Committee decided to start with one category: vulnerable adults with Alzheimer's and other forms of dementia. It was noted that just bringing the stakeholders together and having a discussion is a success. A facilitator (Lori Giovannoni of DCFS), recorder (Tim Shea) were confirmed.

Tab 2

WINGS Summit

November 6, 2013

8:30 to 4:00

Radison Hotel

215 W South Temple

Salt Lake City, UT 84101

8:30	Registration and Continental Breakfast—Second floor lobby	
9:00	Keynote Address—Parley 1&2	Rev. Tom Goldsmith, First Unitarian Church
9:20	Objectives for the Day—Tim Shea, Administrative Office of the Courts	
9:30	Breakout Sessions <ul style="list-style-type: none">(Explore Issues)	Agency Collective Impact—Aspen
		Evidence of Incapacity—Cedar
		Person Centered Planning and Supported Decision Making—Red Butte
11:45	Lunch— Second floor lobby Address by Chris Burbank, Chief of Police, Salt Lake City	
1:00	Breakout Sessions <ul style="list-style-type: none">(Resolve Issues)	Agency Collective Impact—Aspen
		Evidence of Incapacity—Cedar
		Person Centered Planning and Supported Decision Making—Red Butte
3:00	Reports and Recommendations Parley 1&2	Agency Collective Impact
		Evidence of Incapacity
		Person Centered Planning and Supported Decision Making
3:45	Wrap Up—Sally Hurme, AARP Health Education Team	
4:00	Adjourn	

WINGS participants

Agency Cooperation a			
Tim	Shea	Senior Staff Attorney (Recorder)	Administrative Office of the Courts
Lori	Giovannoni	Training Administrator (Facilitator)	Division of Child and Family Services
Karolina	Abuzyarova	Program Coordinator (Recorder 2)	Court Visitor Volunteer Program
Nan	Mendenhall	Director	Adult Protective Services
Donna	Russell	Director	Office of Public Guardian
Nels	Holmgren	Director	Division of Aging and Adult Services
Dan	Brewster	Sergeant	Salt Lake Police Department
Daniel	Musto	Director	Long-term Care Ombudsman
Doug	Thomas	Deputy Director	Division of Substance Abuse and Mental Health, Ad
Anamarie	Rodabough	Program Director	Guardianship Associates
Anne	Peterson	Executive Director	Commission on Aging
Mickie	Douglas	Public Affairs Specialist	Social Security Administration
Raylene	Gomez	Director, Care Management and Social Services	Intermountain Medical Center
Angela	Pinna	Client Services Administrator	Division of Services for People with Disabilities
Laura	Owen-Keirstead	Family Services Counselor	Utah Alzheimer's Association
Alan	Ormsby		AARP
Blake	Nakamura	Chief Deputy of Justice Division	Salt Lake County District Attorney's Office
Joshua	Brown	Chief, Social Work Service	VA SLC Health Care System, State Veteran Nursing
Michelle	Ross	Sergeant	Salt Lake Police Department
Medical Evidence and			
Robert	Denton	Managing Attorney (Panelist)	Disability Law Center
Jackie	Rendo	Criminal Justice and Family Mentor (Recorder)	National Alliance on Mental Illness
Kent	Alderman	Attorney at Law (Panelist)	Lewis Hansen, LLC
David	Connors	Judge	Fourth District Court
Norman	Foster	Director (Panelist)	Center for Alzheimer's Care, Imaging and Research
Amanda	Singer	Facilitator	
Det. Ron	Bruno	Crisis Intervention Teams Coordinator (CIT)	Salt Lake Police Department
Bill	Heder	Court Visitor/Elder law attorney	Court Visitor Volunteer Program
Katy	O'Banion	Court Visitor/Psychologist	Court Visitor Volunteer Program
Clara	McLane	Director, Counselor	Older Adults Services, Jewish Family Services
Frederick	Gottlieb	Internist, Geriatric Specialist, Hospice & Palliative Specialist	
Corey	Fairholm	Executive Director	Utah Assisted Living Association
Warren	Walker	Board Member	Utah Healthcare Association
Kevin	Duff	Ph.D.	Center for Alzheimer's Care, Imaging and Research
Martin	Freimer	M.D.	Department of Psychiatry, University of Utah
Cherie	Brunker	Chief	IHC, Driver's Medical Advisory Committee
Kimberley	Price	Medical Surgery Supervisor	VA Salt Lake City Health Care System
Sally	Hurme	Project Advisor	AARP, Education and Outreach
Kate	Toomey	Judge	Third District Court
Person-Centered Plan			
Mary Jane	Ciccarello	Director (Recorder)	Self-Help Center, Utah State Courts
Julie	Rigby	Judicial Team Manager (Panelist)	Third District Court
Teri	Fuller	Caregiver, attorney (Panelist)	Smith & Glauser
Dorothy	Henderson	Family guardian of PP with dementia (Panelist)	
Manuel	Romero	Program Manager (Facilitator)	Department of Human Services, Office of the Execut
Margy	Campbell	Director	Guardian & Conservator Services, LLC
Ellen	Silver	Director	Jewish Family Services
Mona	Tausinga	Outreach Coordinantor	Disability Law Center
Holly	Kees	Volunteer Coordinator	Court Visitor Volunteer Program
Det. Liane	Frederick	Crisis Intervention Teams Investigator	Salt Lake Police Department
Shannon	Alvey	Program Manager	Office of Public Guardian
Tom	Quam	Court Visitor/Bank examiner	Court Visitor Volunteer Program
Wendy	Fayles	Family and Consumer Mentor	National Alliance on Mental Illness
Becky	Allred	Administrator	Stagg Fiduciary Services LLC
Charron	Rumple	Limited guardian (PP with mental illness)	
Maureen	Henry	Executive Director	Utah Commission on Aging
Norma	Matheson		
Charise	Jensen	Caregiver Support Program Coordinantor	Salt Lake County Aging
Carrie	Schonlaw	Director	Five-County Area Agency on Aging

Tab 3

(2) Second Recommendation

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(3) Third Recommendation

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(4) Fourth Recommendation

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Tab 4

EDUCATION GROUP FACILITATOR GUIDE

Overview of Working Group Sessions

First Session: 9:45 – 11:45 a.m. – Identify needs

Second Session: 1:30 – 3:30 p.m. – Identify solutions & make action plan
recommendations

What Happens in Session One? – Identify needs

First 20 Minutes – Introductions and Overview

- Have all participants introduce themselves (who they are and why they are here; no more than one minute each).
- Explain objective and schedule for the two working group sessions:

“We are going to be working together two sessions, this one this morning and a second one this afternoon. This is the heart of the Summit. This morning’s session will explore the issues and identify needs. The second session this afternoon will identify action items and we must come to a consensus on our recommendations concerning an action plan for our group’s charge. That charge is: Educate the public and stakeholder groups on alternatives to guardianship, person-centered planning, supported decision-making, guardianship proceedings, and the guardian’s responsibilities.”

“We will use the flip chart to record our thoughts for the two sessions. Mary Jane Ciccarello will serve as our recorder and will note our comments on the flip chart [at direction of facilitator] and type our recommendations for the plenary session at the end of the day.”

“xxx will serve as our reporter and will report to the plenary session at the end of the day.”

“We have with us Maureen Henry who will write a paper resulting from these sessions that will be part of a Summit publication.”

Second 20 Minutes – Panel Presentations

- Explain that we will now hear briefly from our four (or five?) panelists and then have discussion based on questions you will pose.
- Introduce the four panelists:
 - Julie Rigby- Informal caregiver of her mother who had dementia as well as experienced probate court clerk.

- Teri- Informal caregiver of young man from Sudan who has some physical disabilities, war trauma, adjustments to new culture. Emphasis on person-centered planning.
- Dorothy Henderson- Court-appointed guardian for her mother with dementia. Mother lives at home and is married. There is also a court-appointed professional conservator. Experience with handling difficult family dynamics and working within the court system.
- Charron Rumble- Court-appointed limited guardian for adult son with mental illness. Experience with handling difficult situations where the protected person has fluctuations in his own decision-making capacity.
- -Fifth panelist from rural area?
- Panelists asked to give brief description of their circumstances based on the template in the attached questions.

Third & Fourth 20 Minutes -- Identify Needs (especially unmet needs)

Pose to the panelists the questions raised in the Session Brief. The questions are listed in a separate document.

- Depending on number of issues generated, spend time consolidating, grouping, editing, or expanding on flip chart items.

Fifth & Sixth 20 Minutes – Prioritize Needs (not solutions)

- Reviewing the needs identified and recorded on the flip charts, endeavor to get input from all participants. Coach to get all ideas, issues, thoughts on the table.
- Use dot-voting to identify the key issues. Each participant will have 5 dots; they can vote all on one entry on the posted flip charts, or scatter their dots/votes among multiple entries.
- Identify the top vote-getters and discuss. The goal is to identify the top three issues, and maybe some runner ups.
- Refine, elaborate, or consolidate issues as appropriate.
- Save the flip charts on walls for reference during the next session.

What Happens in Session Two? – Identify Solutions & Make Action Plan Recommendations

First 20 Minutes - Visions

Briefly summarize the issues identified in Session One. Recap key discussion, noting dominant themes and/or controversies. Review the list of key issues.

- Visioning – envision the ideal future, a utopia. Assume there are no limits on time, resources or community options. “Our goal right now is to put aside temporarily our awareness of limitations and envision where we ideally want to be concerning how to educate the public and stakeholder groups on alternatives to guardianship, person-centered planning, supported decision-making, guardianship proceedings, and the guardian’s responsibilities.”
- Take each of the five or so top issues from the previous session and explore solutions to each. No idea is too outlandish.
- Recorder to record comments on flip charts at direction of facilitator.

Second, Third & Fourth 20 Minutes -- Real World Solutions

- Discuss how the real world practicalities, limited time/resources/options impacts each of the previous sets of solutions identified.
- Recorder to record comments on flip charts at direction of facilitator and post on the room walls.

Fifth & Sixth 20 Minutes -- Continue Real World Solutions

- Discuss Recommendations Guidelines in preparation for the plenary session. Indicate the number of recommendations anticipated, the need to use active voice and plain language, the limitation to three subparts or bullets.

“The goal is to aim for no more than three recommendations for action steps. The recommendations will propose understandable and straight-forward action steps in readily understandable language.
- Allow time to discuss the reporter’s presentation at the final plenary session.
- Save the flip charts on walls for reference during the next session.
- Have the recorder use the laptop, projector and track changes. With the leading solutions from the previous session in mind, develop approximately three recommendations with no more than three explanatory bullets for each.

- Each recommendation must be in the active voice and in plain language. Each recommendation should indicate the action step, who manages the action step, who funds and supports the action step.
- Prioritize the recommendations if possible.
- Outline the reporter's presentation to the plenary group. The reporter will have no more than 10 minutes to present all recommendations, including any minority positions; and there will be only 20 minutes following this for discussion.

What Happens in the Plenary Session?

- The plenary session will be moderated by Sally Hurme.
- The planning committee will establish the order of presentation from the working groups.
- Each group's designated reporter will have no more than 10 minutes to present the group's recommendations.
- Each working group will establish the priority order for its recommendations.
- There will be limited discussion of each recommendation.
- A final action plan will be presented at the end of the plenary session.

Working Group Facilitator Guide

(1) Morning Session — Introductions; Identify and Explore Issues

- Have participants introduce themselves. (Be very brief, the groups are large.)
- Explain the objective for the morning session:

"We are going to be working together on this topic for two sessions. In this session we will explore the issues. During the second session this afternoon, we will identify solutions and conclude with our recommendations. Our topic is [brief description of topic]."

"This first session is to be as broad as possible. We want to list all issues. As in any traditional brainstorming, there is no wrong answer, and no thoughts will be turned away."

"My job as facilitator, will be to make sure everyone contributes ideas but no one dominates - and then to assist in a process to prioritize the issues we've discussed."

"We don't have a scheduled break, so please feel free to take a break when you need it."

- Ask the group to think about rules of discussion, and note these on flip chart.
- Ask the group to designate someone as "reporter." This person will report the group's recommendations to the plenary session in the afternoon. [This might be done at the end of the first session, after people have interacted for a while.]
- Use a round robin to start the conversation. Ensure everyone participates. "What do you see as an important issue, in one sentence?" Group members can pass, or endorse someone else's comment, but eventually all must weigh in.
- While there will be some discussion of the ideas put out, don't get sidetracked on lengthy analysis. Aim to have the ideas put out rapidly. Aim for candid and succinct issue statements. Duplication is OK. Capture the issue statements on flip chart paper and post on the room walls.
- Endeavor to get input from all participants. Coach to get all ideas, issues, thoughts on the table. Stress that there is no such thing as a bad idea. Keep going until the issues are exhausted.
- Depending on number of issues, spend time consolidating, grouping, editing, or expanding the issues.
- Use dot-voting to identify the key issues. Each participant will have 4 dots. They can vote all on one entry, or scatter their dots among multiple issues.
- Identify the top vote-getters and discuss. The goal is to reach consensus on the top 4 issues.
- Save the flip charts on walls for reference during the next session.

(2) Afternoon Session — Identify and Explore Solutions ...

- Review the key issues from the morning session. Recap key points, noting dominant themes and controversies.
- Explain the objective for the afternoon session:

"As in the first session we want the start of this session to be as broad as possible. Envision the ideal future, a utopia. Assume there are no limits on time, resources or community options. No idea is too outlandish. After describing our utopia, we'll move to real world solutions."
- Explore solutions to the top issues from the previous session.
- Move to real world solutions. Discuss how real world practicalities—limited time/resources/options—influence the ideal solutions. Continue to discuss, hone and clarify key real world solutions.
- Record comments on flip charts at direction of facilitator.

(3) ... and Develop Recommendations

- Be aware of the time; don't leave too much to the end.
- With the leading solutions in mind, develop no more than 4 realistic recommendations with no more than 3 explanatory bullets for each. Draft the recommendations on plain paper and record the final draft on the form. Use active voice, identifying the actor, and plain language.
- There may be two types of recommendations:
 - Those that create a requirement or prohibition: "A guardian shall [action]." or "A guardian may not [action].")
 - Those that give guidance but are not unrealistic or overly burdensome. ("A guardian shall consider. . ."; shall evaluate . . .; shall strive to . . .). This is essentially a best practice tool, and leaves room for discretion.
- You may or may not find it helpful to divide the group for work on drafting specific items to bring back to the larger group.
- Review and revise the recommendations as necessary. Make sure everyone is in agreement. If there are alternative positions, the group can decide to present them both, noting which is the majority position.
- Prioritize the recommendations so the most important ones are reported first.
- Outline the reporter's presentation to the plenary group. The reporter will have 10 minutes to present all recommendations, including any minority positions; and there will be only 10 minutes for discussion.