

Agenda

Working Interdisciplinary Network of Guardianship Stakeholders (WINGS)

February 24, 2016

12:00 to 2:30 p.m.

Utah Department of Human Services

195 North 1950 West, 3rd fl., JJS Conf. Room

12:00 p.m.	Welcome, meeting agenda, lunch		David Connors
12:10 p.m.	WINGS constituent organizations' achievements: <ul style="list-style-type: none">• A facilitated discussion where participants share their organizations' accomplishments in improving services for adults with diminished capacity		Tom Langhorne
12:30 p.m.	Presentation by Medicaid Fraud Control Unit, Utah Attorney General's Office		Robert Steed
1:00 p.m.	Break		
1:15 p.m.	"Are we done yet?" – an organizational self-assessment: <ul style="list-style-type: none">• Members objectively assess if WINGS is fulfilling the goal of improving the system and services for vulnerable adults	Tab 1	Tom Langhorne
1:45 p.m.	Where do we go from here? <ul style="list-style-type: none">• Participants discuss the shared strategic goals. The next WINGS meeting will identify top priorities and will form working groups to focus on solutions		Tom Langhorne
2:30 p.m.	Adjourn		David Connors

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

Meeting schedule in 2016: April 27, June 22, Aug, 24, October 26, December 28

Tab 1

Utah WINGS Update

Working Interdisciplinary Network of Guardianship Stakeholders (WINGS) is a multi-disciplinary problem solving body that relies on court-community partnerships to:

- Oversee guardianship practice;
- Address key policy issues;
- Improve the current system of guardianship and less restrictive alternatives;
- Engage in outreach, education;
- Enhance the quality of care and quality of life of vulnerable adults.

In April 2013 the Utah Administrative Office of the Courts convened a large working steering committee that meets bimonthly. Agendas are posted at <http://www.utcourts.gov/utc/wings>.

WINGS Executive Committee:

1. David Connors, Judge, Second District Court, WINGS Chair
2. Karolina Abuzyarova, WINGS and Court Visitor Program Coordinator
3. Kent Alderman, Elder law attorney, Elder Law Section of the Utah State Bar
4. Mary Jane Ciccarello, Director, Self-help Center, Utah State Courts
5. Nancy Sylvester, Staff Attorney, Administrative Office of the Courts
6. Shannon Alvey, Director, Office of Public Guardian

Steering Committee:

1. Carol Fletcher, Licensed caregiver, private guardian, volunteer visitor
2. Daniel Musto, Director, Long-term Care Ombudsman
3. David Connors, Judge, Second District Court, WINGS Chair
4. Ellen Silver, Director, Jewish Family Services
5. Holly Kees, Court Visitor Volunteer Coordinator
6. James Brady, Judge, Fourth District Court
7. James Toledo, Program Manager, Utah Division of Indian Affairs
8. Joseph Taylor, Crisis Intervention Team, Utah State Coordinator, SLCPD
9. Julie Rigby, Team Manager, Third District Court
10. Lisa Thornton, Private attorney, activist
11. Kent Alderman, Elder law attorney, Elder Law Section of the Utah State Bar
12. Nan Mendenhall, Director, Adult Protective Services
13. Nels Holmgren, Director, Utah Division of Aging and Adult Services
14. Patricia Vigo, Latino Liaison, Utah Parent Center
15. Robert Denton, Managing Attorney, Disability Law Center
16. Shannon Alvey, Director, Office of Public Guardian
17. Wendy Fayles, Criminal Justice Mentor, National Alliance on Mental Illness

Utah WINGS accomplishments are:

1. WINGS formed in April 2013 – groundbreaking initiative with funding from the National Guardianship Network with only three other states (OR, NY, TX, UT).
2. Held statewide guardianship summit in November 2013.

3. Published three papers from the summit in the 2014 Utah Bar Journal:
 - “Improving Service Delivery to Protected Persons and Their Guardians”
 - “The Challenge of Submitting Competent Medical Evidence of Incapacity in Guardianship Proceedings”
 - “Person-Centered Planning and Supported Decision-Making.”
4. Court staff published guardianship web pages: www.utcourts.gov/howto/family/GC.
5. Created active WINGS listserv, February 2014.
6. Formed Executive Committee, February 2014.
7. International profiling of the Utah guardianship monitoring program at the Third World Congress on Adult Guardianship in Virginia, May 2014.
8. Adopted organizational bylaws, August 2015.
9. Started collaboration with Social Security Administration and Veteran’s Administration via national conference calls and information exchange.
10. In partnership with the Utah State Bar established Guardianship Signature Program that provides free and low-cost legal representation to vulnerable adults in guardianship proceedings.
11. Featured panel consisting of Utah WINGS leaders at the 13th Rocky Mountain Geriatrics Conference, September 2015.
12. Organized three public classes for guardians and caregivers on alternatives to guardianship, guardianship procedures, and community resources in fall 2015.
13. Interviewed on KUED, Channel 7 on the guardianship monitoring program in December 2015: www.kued.org/contact/utah-courts-visitor-volunteer-program.

Activities in progress:

1. Create an online training program for the public on guardianship resources.
2. Reach out to the minorities, disseminate information and build partnerships.
3. Translate guardianship web pages into Spanish.
4. Organize live public classes on guardianship to Latino communities.

WINGS brings together professionals in the fields of law, social work, medicine, aging services, Veterans Administration, Social Security Administration, non-profit agencies, private guardians, healthcare associations, AARP, Alzheimer’s Association and others. Connections are established between agencies that sometimes served the same population but did not communicate with each other or provide referrals. WINGS widens the understanding of gaps in the area of guardianship and beyond, and offers a platform for a dialogue, coordination and face to face learning opportunities. Large bureaucratic structures started sharing information, and that, hopefully, will make the life of vulnerable adults and their caregivers and guardians easier.

Contacts:

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WINGS Annual Assessment Survey Results, February 2016

What is your name and organization you belong to?	How is participation in WINGS beneficial to your organization or practice?	What goals have you achieved in the past year and did participation in WINGS contribute to that in any way?	What are you hoping to accomplish in the next year as it relates to improving the services for vulnerable adults?	How can our Court-community partnership be improved?
Becky Allred, Stagg Fiduciary Services, LLC	It keeps me up to date on best practices for working with the elderly and disabled population. It keeps me connected to the community of professionals who work in this area. It gives me information to implement policies and standards for my staff.	We are constantly trying to improve 'substitutive thinking' and remind ourselves often of the sanctity of dealing with incapacitated people. The WINGS updates and best practices help us keep that in the forefront.	Continue to focus on the one. Refine being wise and kind, even to the parties that make our jobs very difficult.	In a perfect world, the attorneys involved in these cases would be civil to all and not add to already contentious situations. I have no idea how the court system could help with that problem - I believe the attorneys really believe they are doing their job to protect their clients but I find it troublesome that additional conflict is created when conflict already exists. It does not benefit the person who should be at the top of everyone's concern - the vulnerable and feeble.
Shannon Alvey Office of Public Guardian	Networking with other professionals has helped to know who to call in specific situations.	OPG has extended it's network of professionals we work with- WINGS contributed to this directly by providing the opportunity to create these relationships with other WINGS members.	OPG hopes to get more funding to be able to serve more vulnerable adults.	We can continue to all work together to fill gaps and address the needs of vulnerable adults.
AARP Utah	Good sharing of articles and best practices. It helps us stay on top of evolution in this field.	Assisting with the Uniform Power of Attorney legislation which is likely to pass in the 2016 legislature. WINGS did not specifically help, but keeping others aware of the legislation has been positive.	AARP Utah and the Commission on Aging are working together to find ways to better prosecute criminals who commit financial crimes against older adults.	Assist with stronger criminal prosecution. Assist with collection efforts when civil judgments are obtained. A senior who is financially exploited in Utah is currently unlikely to obtain justice. Crimes are not prosecuted aggressively enough, and civil matters are unlikely to create any meaningful recovery.
Jewish Family Service	It has raised awareness about important issues and protections needed through the process of guardianship and has provided an opportunity for networking	Building awareness around issues of guardianship, conservatorship, and the process. has been helped through my participation	We hope to be able to hire an additional staff person in the coming year who will focus on coordination of our Safety Net Service	I think the partnership is very good
James Brady - Judge 4th District	I have only started attending WINGS so I have little experience. I have benefited by knowing of some community programs available that I was not previously aware of.	Many goals in different areas, but my involvement with WINGS is limited, so it had little impact to date	To be aware generally of vulnerabilities in our society and the resources available to those who need them.	At this time my exposure to the partnership is so limited, my input would not be meaningful. Perhaps after more involvement I can provide more helpful information.

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Wendy Fayles - NAMI Utah	It has been helpful to learn about guardianship issues and resources, especially when I am talking to family members who are concerned about their mentally ill loved ones. NAMI has also benefited from the connections we have made with other individuals/organizations who serve on the WINGS committee. We have made numerous referrals, not just to the court's guardianship website, but also to agencies who serve with us on WINGS.	I developed a more thorough understanding of the court's guardianship program and materials and was able to find the materials I needed in order to refer a client to them. Without participation in WINGS, I would not have known this existed.	I want to continue to increase my knowledge of the intricacies of guardianship. It is not a subject that comes up often in my daily work, but when it does I want to have enough knowledge to direct people accordingly.	I can't really think of anything that isn't already being done.
Mary Jane Ciccarello, Self-Help Center, Utah State Courts	WINGS is a useful networking tool to help me and my organization keep up to date on what other professionals in Utah and elsewhere are experiencing in guardianship and related issues.	As in individual associated with WINGS, I participated in the education outreach. I helped present to the public and to create online resources. This education effort is a WINGS initiative.	Continue to work on the education outreach to the public and to other professionals. In particular, to make sure that we complete our efforts to provide education to the Latino community in Spanish.	Continue to hold regular meetings that have specific agenda items like presentations on related topics. Continue to encourage members to communicate updates via the listserv. Continue to encourage community groups, government agencies and individuals with interest in guardianship and related issues to participate in WINGS especially as an information sharing network.
Court Visitor Program	Allows program to establish community connections. It's an opportunity to educate about and promote the program and an opportunity to receive feedback from community leaders regarding the programs development.	Have collaborated with community partners regarding gaps in the system and how to best resolve issues. Have promoted the program.	Continue to promote the program and obtain feedback as it develops, from community partners.	
Karolina Abuzyarova, WINGS and Court Visitor Program Coordinator	WINGS, as a Court-community partnership, is beneficial to the Court system because multi-disciplinary partnerships offer creative solutions to the existing gaps in the system of guardianship within the framework of limited resources.	Public education classes on guardianship related topics took place in fall 2016 at the senior centers. Formed Latino education subcommittee that came up with the education plan to be implemented this year.	Post online training program on guardianship, guardianship alternatives and community resources for guardians and caregivers on the Court's website. Finish translation of the guardianship webpages into Spanish. Offer a new series of live classes in English and Spanish in remote areas of Utah.	We need to identify and apply the shared evaluation measures of the results of our work to see if it is effective. If the results are poor, we need to make evidence-based adjustments and come up with creative solutions that might be outside of the usual tools we use.