

**OPG Commission meeting
Director Report
05.26.2021**

Purpose: The Director Report will provide detailed information about new matters, updates about the previous month's matters, and next steps for the following month. The Director will provide the Director Report to all Commission members. Questions about the Director Report will be addressed at the Commission meetings, if necessary.

Attachments for the 05.26.2021 meeting:

- Attachment 1: SCAO/Judicial Provided Monthly Budget Summary as of 05.10.2021
- Attachment 2: JDF 848 Order Appointing Guardian for Adult
- Attachment 3: Policy 6.10 Internal Ethics Committee (No changes from previous meetings)
- Attachment 4: Complaint Process materials

I. Budget Update.

- a. I previously provided the May 2021 monthly budget report that is provided to me from Hugh Wilson, Judicial Budget Manager. **See Attachment 1.**

- b. Deb Hutson/OBH Manager of Momentum and Transitional Services Mr. Wilson submitted a Budget Amendment. The JBC approved the Budget Amendment allowing OPG to hire a 1.0 FTE Public Guardian to take on a limited caseload of OBH/Momentum clients. The long bill was signed on May 5, 2021. AAG Enck and I are working on an Interagency Purchase Order or MOU with OBH. The job description was posted by Judicial Human Resources on the Judicial Branch/State Career site on 05.19.2021. The site is

changing to a new system, so the posting will close on 05.28.2021, but will be re-posted on 06.07.2021 and close on 06.18.2021. The job description is posted to the OPG website and will be forwarded to stakeholders.

- c. Discussion with Chair Lesco and AAG Enck regarding the potential need to file motions related to authority to access client financial information to obtain/maintain benefits. Even with the basic authority and language authorizing the OPG to obtain bank statements, etc. financial institutions are not giving OPG information. There is an additional issue regarding the potential need of OPG to request authority to close and transfer client funds (via hand delivery of a check) to Colorado Fund for People with Disabilities once CFPD becomes OPG clients' Representative Payee.
 - i. 05.07.2021: Meeting with Medical Legal Partnership (MLP) and Denver Probate Court. Resolutions:
 1. OPG and Medical Legal Partnership working on an MOU to allow for MLP to represent the OPG for post-appointment motions;
 2. OPG hire a contract attorney to file petitions and post-appointment motions;
 3. The Probate Court will authorize OPG to manage day to day financial matters (**See Attachment 2** - paragraph #9 in Orders Appointing the OPG – JDF 848) to allow the OPG to close accounts & transfer funds to the OPG clients' Representative Payee. The OPG will report and document such activity within the Initial Guardian's Report and Annual Guardian's Report. The Probate Denver Court understands that the OPG is not to otherwise transact or handle client funds.

- d. 05.14.2021: Meeting with Hugh Wilson. Hugh indicates the OPG has funds to hire a contract attorney. Hugh is working on providing confirmation documentation to me.
 - e. 05.18.2021: Meeting with Pia Dean, Director – Medical Legal Partnership regarding MOU draft.
 - f. SCAO JBC representative is running a bill to correct technical statutory errors. SB 21-267 passed its third Senate reading on 05.19.2021.
 - i. House Bill 19-1045 (May 2019) extended the potential wind-up date if the Pilot Program is not continued/expanded to **12.31.2023**
 - ii. Technical correction requests to match the extension date of **12.31.2023** as identified in C.R.S. 13-94-111:
 - iii. C.R.S. 13-94-108(2): this change is required so that the OPG Cash Fund does not revert to the General Fund at the end of FY21, leaving the OPG without funds. The exact request is to change the end date to 06.30.2024, the end of the fiscal year after the potential wind-up date of 12.31.2023
 - iv. C.R.S. 13-94-102(2) (II) (b): this change is required so that the OPG can be fully evaluated by the General Assembly in 2023. The exact request is to change the year to 2023, instead of 2021
- II. **Stakeholder Engagement Plan – In progress.**
- a. Stakeholder Advisory Panel applications are completed but will wait to disburse and post until the member criteria is established.
- III. **Colorado OPG Pilot Program Operating Policies Updates – In progress.** Operating Policies and Manual will be posted to CO OPG Website once updates are complete.

- a. **Policy 6.10. Internal Ethics Committee (IEC) – In progress. See Attachment 3** – no changes from March meeting. If there are updates to the written policy, the document will be provided as meeting materials as soon as possible.

- b. **Complaint Processes – Updates. See Attachment 4.**
 - i. OPG Case Management System (CMS) tracks complaints against the office
 - ii. Consideration for phone complaints?
 - iii. Consideration of an electronic option like the Office of the Child’s Representative? This will require additional CMS expenses. <https://coloradochildrep.org/feedback/>

- c. **Policy 8. Ensuring Systemic Equality Services Standards – In progress**, no update from last meeting.

- d. **Policy 5. Colorado OPG Fiscal Policy – Client Emergency Fund – In Progress, no updates.** I am drafting an addition to Policy 5 to allow for a Client Emergency Fund. The intent of this policy is to address true emergency needs for clients, such as funds for housing/placement and only after all community services have been pursued and exhausted.

- e. **Trainings and Projects**
 - i. Resource Project - Ongoing. Team review of other organization’s online resources, etc. for creation of targeted and organized resources for CO OPG internal purposes and CO OPG website purposes

 - ii. Individual Director and guardian training for CGC National certification: In progress.
 - a. Public Guardian Rhonda Sanchez became certified on 05.11.2021

- b. Guardian Camille Price became certified on 05.18.2021
- iii. State Equity, Diversity, and Inclusion Training: Completed by all staff.
- iv. 04.30.2021: Presentation by Jane Barnes – Benefits in Action Executive Director
- v. 05.12.2021: Attend Denver Forensic Collaborative meeting
- vi. Colorado Gerontological Society Aging in Place webinar series:
 - a. 04.15.2021: Using Technology to Stay in Your Home
 - b. 05.20.2021: Living with Someone – Family, Friends of Roommates
 - c. 06.17.2021: Downsizing to a Smaller Home
 - d. 07.15.2021: Bringing Services into the Home
- vii. CU Anschutz Emotional and Mental Health in Older Adults Spring webinar series
 - a. 04.15.2021: Mindfulness: A Practical Approach for Savoring Moments in Each Day
 - b. 04.22.2021: Connect & Engage: Understanding Loneliness and Forging Deeper Relationships
 - c. 04.29.2021: Adding Structure to Life with Flexibility and Purpose
 - d. 05.06.2021: Maintaining Healthy Cognitive Living
- viii. 05.20.2021 and 05.26.2021: National Guardianship Association Colloquium on Guardianship – Details of Decision-Making.

- ix. TBD: Compassion Fatigue workshop and a Social Justice training through Center for Trauma & Resilience

f. **Intake Eligibility, Prioritization and Referral Process.**

- i. Update on number of registered users, referrals, accepted cases, etc. as of **05.19.2021**. An update will be provided at the 04.28.2021 meeting.
 - 1. 52 Active guardianships
 - 2. 18 referrals pending in court proceedings [see withdrawn]
 - 3. 1 Partial/Incomplete referrals
 - 4. 6 clients passed away since CO OPG appointment (all non-COVID related)
 - 5. 6 “Hold” OBH/CHMI- Ft. Logan/Pueblo referrals
 - 6. Declined referrals
 - 1. Expired/Incomplete information – 3
 - 2. Withdrawn by Ft. Logan – 1
 - 3. Family available to serve - 1
 - 7. 50 streamlined referrals (Non-Denver County) – Declined
 - 1. Adams County – 2
 - 2. Arapahoe County – 8
 - 3. Boulder County – 4
 - 4. “Denver County” - 2
 - 5. El Paso County - 5
 - 6. Garfield County - 1
 - 7. Gunnison County – 1
 - 8. Huerfano County - 3
 - 9. Jefferson County – 2
 - 10. Lake County - 1
 - 11. La Plata County – 2
 - 12. Larimer County - 4
 - 13. Las Animas County - 2
 - 14. Mesa County – 2

- 15. Montrose County – 2
- 16. Otero County – 3
- 17. Pueblo County -1
- 18. Washington County - 1
- 19. Weld County - 4

- ii. Rocky Mountain Human Services (RMHS) – See I.b.
 - 1. Momentum/Community Transition clients. This program is considering funding additional OPG FTE to primarily serve this clientele
 - 2. Mill Levy Program clients. I'm in discussions with the Program Director for referrals. RMHS established a relationship with Chris Brock – Colorado Cross-Disability Coalition, Managing Attorney of Probate Power, to make referrals and serve as legal counsel for Mill Levy eligible clients. The OPG received and accepted 4 referrals from this relationship so far

g. Data gathering - In progress. Research Assistant.

- i. Grant Yoder, Research Assistant will present at a future meeting. Grant and I meet weekly. Some preliminary key items to Phase I:
 - 1. National and local literature review
 - 2. Adding some data collection during the referral process and as we begin servicing clients, such as: Public Safety, Housing, Hospital expenses and Medicaid/Medicare reimbursement, CMHI expenses and costs
 - 3. Creating a Needs Assessment plan/Survey to quantify the statewide need for public guardianship services, cost benefit, etc.

- ii. 03.09.2021: Meeting with Natalie DeVille, Director - LifeWork Aging Solutions – Lutheran Family Services (LFS), and Flavia Zarcula – Grant Manager - Lutheran Family Services regarding potential research partnership and grant partnership to address data collection required in C.R.S. 13-94-105 (Director Report requirements). LFS directed that I follow up with LFS in mid-May
- iii. 05.05.2021: Meeting with Pikes Peak Elder Abuse Coalition Guardianship Collaboration group regarding data collection in Colorado Springs area
- iv. 05.11.2021: Meeting with APS – Peggy Rogers, Stefanie Woodard, and Rose Green regarding statewide data gathering steps
- v. 05.17.2021: Meeting with Amanda Pine and Carl Midelton – representatives of Colorado Healthcare Ethics Forum (CHEF) regarding assistance with OPG Internal Ethics Committee and OPG presentation to CHEF on 06.24.2021
- vi. 05.17.2021: Meeting with Hanni Raley – Director, Arc of Aurora regarding data gathering and need for public guardianship services
- vii. Various dates: Email correspondence with Jessica Brill - SCAO Research & Data Manager regarding statewide data collection

IV. **Colorado OPG Strategic Plan.** Draft previously provided – no updates.

V. **Stakeholder Meeting Update** since 04.28.2021.

- a. 05.04.2021: Meeting with Amy Miller – Director, Health Information Management, Denver Health regarding Public Guardians’ electronic access to client medical files
- b. 05.06.2021: Check-in meeting with Emily Brager – COO, Colorado Fund for People with Disabilities
- c. 05.06.2021: Phone conference with Aubree Buchanan – Manager, MLS Senior Care regarding guardianship
- d. 05.11.2021: Meeting with Tiffany Ayala and Isable Hughes – Social Work Case Managers, Swedish Medical Center regarding potential referrals
- e. 05.12.2021: Attend Denver Forensic Collaborative
- f. 05.18.2021: Meeting with Ali Sterling – Social Worker, UC Health regarding potential referral
- g. Various dates: Email correspondence with Laurie Kullby – Leads Contract Coordinator, CDHS and Deb Hutson - Program Manager, CDHS, regarding Interagency Purchase Order for funding new FTE Public Guardian position
- h. Various dates: Email correspondence and meetings with Hugh Wilson – Budget Manager, SCAO and Deb Hutson – Program Manager, CDHS regarding funding partnership

Attachment 1. OPG Personal Services and Operating Summary - FY21 - as of 05.10.202

OPG Personal Services and Operating Summary - FY 2021

As of 5/10/2021

Budget Type	Budget	YTD + Projected Exp	Surplus / (Deficit)
Personal Services	\$560,000	\$ 551,049	\$8,951
Operating	\$173,844	\$ 99,513	\$74,331
Total Appropriation	\$733,844	\$650,562	\$83,282

YTD + projected expenditures
Balance remaining for operating
Total remaining in program line

	Cash Fund Balance		
	PRIOR YEAR (FY 2020)	YTD Revenue less YTD Expenses	Projected Revenue less Projected Expenses
Total Revenue	\$1,038,857	\$853,283	\$1,106,292
Total Expenditures	\$220,886	\$533,258	\$733,844
Net Change	\$817,971	\$320,025	\$372,448
Beg Fund Balance	\$0	\$817,971	\$817,971
= Fund Balance	\$817,971	\$1,137,996	\$1,190,419

Salaries	Pos. #	Actuals						Projections						
		July	August	September	October	November	December	January	February	March	April	May	June	Year-to-Date
Sophia Alvarez	87001	\$ 9,583	\$ 9,583	9583	\$ 9,583	\$ 9,583	\$ 9,583	\$ 9,583	\$ 9,583	\$ 9,583	\$ 9,583	\$ 9,583	\$ 9,583	\$ 115,000
America Paz Pastrana	87002	\$ 4,447	\$ 4,447	\$ 4,587	\$ 4,467	\$ 4,467	\$ 4,467	\$ 4,467	\$ 4,467	\$ 4,467	\$ 4,467	\$ 4,467	\$ 4,467	\$ 53,684
Jacquelyn Beal	87003	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 60,000
Erin McGavin	87004	\$ 4,833	\$ 4,833	\$ 4,833	\$ 4,833	\$ 4,833	\$ 4,833	\$ 4,833	\$ 4,833	\$ 4,833	\$ 4,833	\$ 4,833	\$ 4,833	\$ 58,000
Camille Price	87005	\$ 4,833	\$ 4,833	\$ 4,833	\$ 4,833	\$ 4,833	\$ 4,833	\$ 4,833	\$ 4,833	\$ 4,833	\$ 4,833	\$ 4,833	\$ 4,833	\$ 58,000
Rhonda Sanchez	87006	\$ 4,833	\$ 4,833	\$ 4,833	\$ 4,833	\$ 4,833	\$ 4,833	\$ 4,833	\$ 4,833	\$ 4,833	\$ 4,833	\$ 4,833	\$ 4,833	\$ 58,000
Total Salaries		\$ 33,530	\$ 33,530	\$ 33,670	\$ 33,550	\$ 33,550	\$ 33,550	\$ 33,550	\$ 33,550	\$ 33,550	\$ 33,550	\$ 33,550	\$ 33,550	\$ 402,684
Employee Benefits		\$ 12,415	\$ 12,343	\$ 12,375	\$ 12,348	\$ 12,348	\$ 12,348	\$ 12,365	\$ 12,365	\$ 12,365	\$ 12,365	\$ 12,365	\$ 12,365	\$ 148,365
Total Personal Services		\$ 45,945	\$ 45,874	\$ 46,045	\$ 45,898	\$ 45,898	\$ 45,898	\$ 45,915	\$ 45,915	\$ 45,915	\$ 45,915	\$ 45,915	\$ 45,915	\$ 551,049
		Actuals												
1920 -Other Professional Services		\$ 1,200	\$ 10,684	\$ -	\$ 7,678	\$ 2,821	\$ 2,960	\$ -	\$ -	\$ 6,108				\$ 31,450
1940 -Medical Services		\$ -	\$ -	\$ -	\$ -	\$ -	\$ 388	\$ -	\$ -	\$ -				
1960 -Professional IT Services		\$ -	\$ -	\$ -	\$ -	\$ 2,960	\$ 3,525	\$ 300	\$ 300	\$ 8,394	\$ 3,839			\$ 19,318
2255 -Rental of Meeting Rooms & Leased Space		\$ -	\$ -	\$ -	\$ 4,761	\$ 1,800	\$ -	\$ 3,616	\$ 1,833	\$ 1,800	\$ 1,800			\$ 15,610
2513 -Mileage Reimbursement (Employee)		\$ -	\$ -	\$ -	\$ 16	\$ 81	\$ 80	\$ 187	\$ 58	\$ 183				\$ 605
2631 -Communication Services from Outside Sources		\$ -	\$ 529	\$ 522	\$ 256	\$ -	\$ 646	\$ 256	\$ -	\$ 514				\$ 2,725
2680 -Printing & Reproduction Services - Vendors		\$ -	\$ -	\$ -	\$ -	\$ 18	\$ -	\$ -	\$ -	\$ -				\$ 18
3110 -Identification & Safety Supplies		\$ -	\$ -	\$ -	\$ -	\$ -	\$ 12	\$ -	\$ -	\$ -				\$ 12
3121 -Case Jackets		\$ -	\$ -	\$ 1,128	\$ 267	\$ 254	\$ 93	\$ 233	\$ 261	\$ -	\$ 33			\$ 2,268
3123 -Postage		\$ -	\$ -	\$ -	\$ -	\$ -	\$ 225	\$ -	\$ -	\$ -				\$ 225
3140 -Noncapitalized IT Software		\$ -	\$ -	\$ -	\$ 180	\$ -	\$ -	\$ -	\$ 300	\$ -				\$ 480
3145 -Noncapitalized IT Purchases		\$ -	\$ -	\$ -	\$ -	\$ 1,276	\$ (363)	\$ 134	\$ 134	\$ 578	\$ 2,400			\$ 4,159
4220 -Registration Fees		\$ -	\$ -	\$ 535	\$ 1,965	\$ -	\$ -	\$ 1,500	\$ -	\$ 160				\$ 4,160
4256 -Other Employee Benefits - Eco Pass		\$ 1,509	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				\$ 1,509
Total		\$ 2,709	\$ 11,213	\$ 2,185	\$ 15,123	\$ 9,211	\$ 7,566	\$ 6,225	\$ 2,886	\$ 17,737	\$ 8,072	\$ 8,293	\$ 8,293	\$ 99,513
		avg operating expenses												
Total - YTD + Projections Program Line		\$ 48,654	\$ 57,087	\$ 48,230	\$ 61,021	\$ 55,109	\$ 53,464	\$ 52,141	\$ 48,801	\$ 63,652	\$ 53,987	\$ 54,208	\$ 54,208	\$ 650,562
		Over/(under) Program Line												
		\$83,282												

7. Within 30 days of appointment, the guardian must provide a copy of this Order Appointing Guardian for Adult to the ward and persons given notice of the petition and must advise those persons using Notice of Appointment of Guardian and/or Conservator (JDF 812) that they have the right to request termination or modification of the guardianship.
8. The guardian must file the initial Guardian's Report - Adult (JDF 850) by _____ (date 60 days from appointment) and must file annual Guardian's Report - Adult (JDF 850) by each _____ (date) beginning in _____ (year), for the duration of the guardianship.
9. The guardian must manage the day-to-day finances for the support, care, education, health and welfare of the ward. The guardian is required to maintain supporting documentation for all receipts and all disbursements during the duration of this appointment. The court further orders the following:

10. Medical powers of attorney, whether executed prior to or following the entry of this order, are terminated, except as follows:

11. Copies of all future court filings must be provided to the following interested persons:

Name	Relationship to the Ward
	Ward
	Guardian
	Spouse or Partner in a civil union
	Parent
	Adult Child

12. The guardian is authorized to access the ward's medical records and information. The guardian is deemed to be ward's personal representative for all purposes relating to ward's protected health information, as provided in HIPAA, Section 45 CFR 164.502(g)(2).
13. The guardian does not have the authority to obtain hospital or institutional care and treatment for mental illness, developmental disability, alcoholism or substance abuse against the will of the ward.
14. If the ward is an "at risk elder" or "at risk adult with an intellectual and developmental disability," and if the guardian has reasonable cause to believe that the ward has been abused or exploited or is at imminent risk of abuse or exploitation, the guardian is required to make a report to law enforcement within 24 hours after the observation or discovery pursuant to C.R.S. § 18-6.5-108(1)(b)(XII).

15. Letters of Guardianship will be issued.

- The powers and duties of the guardian are unrestricted.
- The powers and duties of the guardian are limited by the following restrictions:

16. The court further orders:

Date: _____

 Judge Magistrate

Attachment 3. IEC excerpt policy - red is updated policy

Policy 6.10. GUARDIAN SUPERVISION

- a. The Colorado Office of Public Guardianship (OPG) shall model the highest standard of practice for guardians to improve the performance of all guardians in the state. As such, the Colorado OPG will provide experienced supervision and support to all Public Guardians. National Guardianship Association Standards of Practice for Agencies and Programs Providing Guardianship Services Standards I – III, V, and VI; National Guardianship Association Ethical Principles; National Guardianship Association Standards of Practice 1 – 16, 23, and 24.
- b. As such, the Director will seek certification from the Center for Guardianship Certification for National and Master Guardianship certifications within five years of employment with the Colorado OPG.
- c. The Colorado OPG training and curriculum for Public Guardians is geared toward becoming certified. Public Guardians are strongly encouraged to pursue National and Master Guardianship certifications within five years of employment.
- d. The Director for the Office of Public Guardian shall meet with each Public Guardian for a quarterly case review to ensure that individual goals are being met of both the Public Guardian and the wards whom the Public Guardian serves. These case reviews will be scheduled at a mutually agreed upon time and may take place in person or via an electronic meeting platform.
- e. A weekly team meeting is required of all staff members. The meeting may take place in person or via electronic meeting platform. The meeting is intended to serve as a way to touch base with all team members to update about cases that are currently at the forefront of each Public Guardian. The weekly meetings are also designed to be a way in which Public Guardians can problem solve with one another and consult with other members of the team about resources, strategies, and ideas. Finally, the weekly meeting serves as a way to announce information, receive feedback as a group, etc.
- f. The Office of Public Guardian will establish an Internal Ethics committee process for decisions that are ethically complex or controversial. The Ethics committee will establish guidelines for decision making in such controversial or complex areas. **Generally, the process will take place as follows:**
 1. **General Guidelines are available, but it must be recognized that ethical concerns may be considered on a case-by-case basis. In situations where the client's desires are unknown, it is especially important to follow ethical guidelines and input:**

- i. The Public Guardian may handle routine medical decisions that do not require the guardian to seek further consultation outside of the weekly individual conference with the Director.
 - ii. The Public Guardian may handle placement matters that do not require the guardian to seek further consultation outside of the weekly individual conference with the Director. Should a more restrictive placement than the current placement be recommended, the Public Guardian and Director may consult the Internal Ethics Committee.
 - iii. The Public Guardian must consult with the Director and the Internal Ethics Committee for high-risk medical procedures or interventions that require guardian consent.
 - iv. The Public Guardian must consult with the Director and the Internal Ethics Committee for end of life matters that require guardian consent.
2. The Public Guardian will consult the Director as outlined within this policy. The Director will review and be involved with any decision moving forward, as necessary.
3. If the Director believes more input is necessary to assist in making a decision, the Internal Ethics committee will be consulted in a timely manner depending upon how much time is available for a decision to be made on the matter.
4. For an individual that is hospitalized, the Internal Ethics Committee may consist of the Public Guardian, Director, hospital's Ethics Committee, and appropriate attending physician(s) and specialists.
5. For an individual that is not hospitalized, the Internal Ethics Committee may consist of an outside ethicist, Public Guardian, Director, OPG Commission member, and appropriate attending physician(s) and specialists. The outside ethicist may be a professor of ethics, bioethics and/or humanities.
6. If the decision is still too complex to proceed, the Colorado OPG will ask for the court's involvement to guide the decision.

Policy 6.18. Complaint Process

Pursuant to C.R.S. § 13-94-105 (2)(f), The Colorado Office of Public Guardianship establishes the following process for receipt and consideration of, and response to, complaints against the office, to include investigation in cases in which investigation appears warranted in the judgment of the director. National Guardianship Association Standards of Practice for Agencies and Programs Providing Guardianship Services Standards I – III, V - VII; National Guardianship Association Ethical Principles; National Guardianship Association Standards of Practice 1, 11 – 13, 23, and 24.

This process is NOT intended for private guardianship cases. To raise a complaint about a private guardianship, please contact the Denver Probate Court or the County Court where the guardianship was filed.

Steps for Filing a Complaint: All complaints against the office shall be in writing using Complaint Form 1. Complaint Form 1 is available on the Colorado OPG web site. Complaint Form 1 can be mailed to an individual upon their request.

1. Send or deliver the completed Complaint Form 1 to the Director.
 - a. You may attach copies of any supporting documents to Complaint Form 1. The Colorado OPG will not return the documents to you.
 - b. Complaint Form 1 must be sent by mail or electronically or by facsimile and delivered directly to the Director.

Colorado Office of Public Guardianship, Director
3900 East Mexico Avenue, Suite 300
Denver, Colorado 80210

Facsimile: 720.552.5215

Email: Info@Colorado-opg.org or Sophia.Alvarez@colorado-opg.org

2. Upon receipt of the Complaint Form 1, the Director will have fourteen (14) calendar days to respond in writing.
3. After review of Complaint Form 1, if further investigation appears warranted in the judgment of the Director, the Director shall seek more information and, if necessary, shall file a request to set the matter for hearing before the judge.

4. If the Director has not satisfactorily responded to your complaint, you may proceed to Step 6.
5. If you have a complaint specifically against the Colorado OPG Director, you may send Complaint Form 1 to the Colorado OPG Commission as indicated in Steps 1 and 6.
6. After fourteen (14) calendar days, if you are still dissatisfied with the response from the Director, please submit Complaint Form 2 to the Colorado OPG Commission.

Colorado Office of Public Guardianship Commission, Staff Assistant
3900 East Mexico Avenue, Suite 300
Denver, Colorado 80210

Facsimile: 720.552.5215

Email: Info@Colorado-opg.org

7. Upon receipt of Complaint Form 2, the Colorado OPG Commission will respond in writing to your complaint within fourteen (14) calendar days.

COLORADO OFFICE OF PUBLIC GUARDIANSHIP COMPLAINT FORM 1

IMPORTANT NOTE: This form should be used to make an initial complaint against the Colorado Office of Public Guardianship (OPG) and directed to the attention of the Director. Upon receipt, the Director will respond, in writing, within fourteen (14) calendar days.

This form and process is only for Colorado OPG clients. This form and process is not intended for private guardianship cases.

YOUR NAME: _____

TODAY'S DATE: _____

YOUR ADDRESS: _____

BEST WAY TO CONTACT YOU AND CONTACT INFORMATION:

TELEPHONE: _____

EMAIL: _____

US MAIL: _____

OTHER: _____

YOUR COMPLAINT

1. What is the name of the Colorado OPG client involved?

2. Where is this person located?

3. What is your relationship to the Colorado OPG client?

4. Is there a particular Colorado OPG employee involved? If yes, please state the name.

5. What happened to give rise to this complaint?

6. When did it happen?

7. Where did it happen?

8. Were you a witness to what happened?

9. Are there other eyewitnesses?

10. What action or remedy do you think is appropriate to address the situation?

11. Are you interested in serving as the guardian for the Colorado OPG client involved?

THIS FORM MUST BE SIGNED AND DATED

Signature: _____

Date: _____

COMPLAINT FORM SUBMISSION

Please submit this completed form to the Colorado Office of Public Guardianship (OPG) Director. To protect confidentiality, a Complaint Form 1 must be sent by mail or otherwise delivered directly to the Colorado OPG Director.

Colorado Office of Public Guardianship, Director
3900 East Mexico Avenue, Suite 300
Denver, Colorado 80210
Facsimile: 720.552.5215
Email: Info@Colorado-OPG.org or Sophia.Alvarez@Colorado-OPG.org

DIRECTOR USE ONLY

Date Received:

Date Addressed:

Comments:

COLORADO OFFICE OF PUBLIC GUARDIANSHIP COMPLAINT FORM 2

IMPORTANT NOTE: This form should be used only when your prior/initial complaint against the Colorado Office of Public Guardianship (OPG) has not been addressed to your satisfaction within fourteen (14) calendar days. Upon receipt, the Colorado OPG Commission will respond, in writing, within fourteen (14) calendar days.

The Colorado OPG Commission cannot address your complaint until you have completed the steps for Complaint Form 1.

YOUR NAME: _____

TODAY'S DATE: _____

YOUR ADDRESS: _____

BEST WAY TO CONTACT YOU AND CONTACT INFORMATION:

TELEPHONE: _____

EMAIL: _____

US MAIL: _____

OTHER: _____

Please attach a copy of your original Complaint Form 1, the written response that you received from the Director, and any additional supporting documentation you wish the Colorado OPG Commission to consider.

What was the outcome of your complaint to the Colorado OPG Director and when did this occur?

THIS FORM MUST BE SIGNED AND DATED

Signature: _____ Date: _____

COMPLAINT FORM SUBMISSION

Please submit this completed form to the Colorado Office of Public Guardianship (OPG) Commission. To protect confidentiality, a Complaint Form 2 must be sent by mail or otherwise delivered directly to the Colorado OPG Commission.

Colorado Office of Public Guardianship Commission
3900 East Mexico Avenue, Suite 300
Denver, Colorado 80210
Facsimile: 720.552.5215
Email: Commission@Colorado-OPG.org

COMMISSION USE ONLY

Date Received:

Date Addressed:

Comments:

COMPLAINT PROCESS AND PROCEDURE

COLORADO OFFICE OF PUBLIC GUARDIANSHIP – C.R.S. 13-94-101, ET. SEQ.

PURPOSE OF THE COMPLAINT PROCESS

The Colorado Office of Public Guardianship (OPG) is committed to ensuring that all stakeholders are treated fairly in accordance with all applicable laws and regulations. If you have a complaint against the Colorado OPG Director, this complaint process provides a prompt and fair process to address complaints.

STEP 1

Complete the **Complaint Form**. Send or deliver your original, completed Complaint Form to the Colorado OPG Commission. Upon receipt of the Complaint Form, the Colorado OPG Commission will have fourteen (14) days to respond to the complaint.

- a) **Contact Information for the Colorado OPG Commission:**
Colorado Office of Public Guardianship Commission
3900 East Mexico Avenue, Suite 300
Denver, Colorado 80210
Facsimile: 720.552.5215
Email: Commission@Colorado-OPG.org
- b) **Your Complaint to the Director Must Be in Writing:** Please use the Complaint Form to state your complaint in writing (and keep a copy for your records). The Complaint Form must be signed and dated. You may also attach any supporting documents you wish to the completed form.
- c) **Complaint Form Submission (Complaint Form):** Completed Complaint Forms must be sent by mail or otherwise delivered directly to the Colorado OPG Commission.
- d) **14 Calendar Days to Respond:** Upon receipt of your written complaint, the Colorado OPG Commission will have fourteen (14) calendar days to respond to the complaint, to you, in writing.

ADDITIONAL RESOURCES

- **COLORADO PUBLIC GUARDIANSHIP ACT – C.R.S. § 13-94-101, ET. SEQ.:**
CO - Colorado Revised Statutes Annotated, TITLE 13. COURTS AND COURT PROCEDURE, ADVOCATES, ARTICLE 94. OFFICE OF PUBLIC GUARDIANSHIP
Colo. Rev. Stat. § 13-94-101 (Lexis Advance through all laws passed during the 2019 Legislative Session)
- **GENERAL INFORMATION ABOUT THE COLORADO OFFICE OF PUBLIC GUARDIANSHIP:**
<https://COLORADO-OPG.org>

■ **COLORADO OPG COMMISSION:**

<https://COLORADO-OPG.org/About-Us/opg-commission>

■ **DISABILITY LAW COLORADO:** <https://disabilitylawco.org/>

■ **ADULT PROTECTIVE SERVICES (APS):** APS investigates reports of abuse, neglect, and exploitation of at-risk and incapacitated adults age 18 or older.
<https://www.coloradoaps.com/about-adult-protective-services.html>

To report suspected adult abuse, neglect, or exploitation, call the APS in the county where the ward/client resides: <https://www.coloradoaps.com/>

COLORADO OFFICE OF PUBLIC GUARDIANSHIP COMPLAINT FORM

IMPORTANT NOTE: This form should be used to make a complaint against the Colorado Office of Public Guardianship (OPG) Director and directed to the attention of the Colorado OPG Commission. Upon receipt, the Colorado OPG Commission will respond, in writing, within fourteen (14) calendar days.

YOUR NAME: _____

TODAY'S DATE: _____

YOUR ADDRESS: _____

BEST WAY TO CONTACT YOU AND CONTACT INFORMATION:

TELEPHONE: _____

EMAIL: _____

US MAIL: _____

OTHER: _____

YOUR COMPLAINT

1. What happened to give rise to this complaint?

2. When did it happen?

3. Where did it happen?

4. Were you a witness to what happened?

5. Are there other eyewitnesses?

6. What action or remedy do you think is appropriate to address the situation?

Please add additional pages and documentation as needed.

THIS FORM MUST BE SIGNED AND DATED

Signature: _____

Date: _____

COMPLAINT FORM SUBMISSION

Please submit this completed form to the Colorado Office of Public Guardianship (OPG) Commission. To protect confidentiality, a Complaint Form must be sent by mail or otherwise delivered directly to the Colorado OPG Commission.

Colorado Office of Public Guardianship Commission
3900 East Mexico Avenue, Suite 300
Denver, Colorado 80210
Facsimile: 720.552.5215
Email: Commission@Colorado-OPG.org