

October 23 – 26, 2021

ATLANTIS CASINO RESORT SPA REN®, NV

Navigating the High Stakes of Guardianship



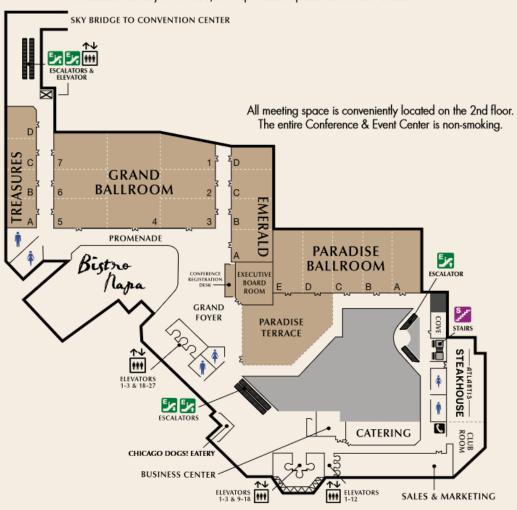
www.guardianship.org | #guardianship2021

MEETING AREA FLOOR PLAN

All NGA conference events are on the second floor.

ATLANTIS CONFERENCE & EVENT CENTER

Connected directly to the 500,000 sq. ft. Reno-Sparks Convention Center.





YOUR SAFETY IS A PRIORITY

Between sessions, breakout rooms will must be completely emptied in order to be properly cleaned. Please quickly leave each session room and take your belongings with you. Most breaks have been extended to 30 minutes to allow for attendees to completely vacate the rooms for cleaning.

In addition, please remember to: Wash hands.



Wear masks.

Keep distance.

Avoid contact.







CONFERENCE SCHEDULE

National Conference on Guardianship | October 23 – 26, 2021



CONFERENCE INTENSIVES

These conference intensives are not included in the conference fee. Additional registration fees apply to attend these programs.

7:00 am – 5:00 pm Registration Area Open | Second Floor Foyer

8:15 am – 11:30 am Conference Intensive: Positively Influencing the Behavior of Persons Living with Dementia:

A Merger of Art and Science | Paradise Ballroom C

Eric Collett | A Mind For All Seasons, LLC

Many care partners struggle to find non-pharmacological interventions that are effective for people living with dementia who exhibit out-of-character and disruptive behavior. This insightful presentation will introduce participants to five key principles from which all good interpersonal techniques are derived, along with cutting-edge, research-based interventions that reduce out-of-character responses by improving physical and cognitive functioning.

8:15 am - 11:30 pm 12:45 pm - 4:00 pm Conference Intensive: Legal and Legislative Review, Part 1 | Paradise Ballroom E Conference Intensive: Legal and Legislative Review, Part 2 | Paradise Ballroom E

Steven D. Fields, JD | Tarrant County Probate Court Two

Terry W. Hammond, JD, NCG | Texas Guardianship Association Sally Balch Hurme, JD | Sally Balch Hurme LLC

Gregory W. MacKenzie, JD | Hurley Toevs Styles Hamblin & Panter, PA

Elizabeth A. Moran, JD | ABA Commission on Law and Aging

Arin Norris, JD, NMG | Lutheran Services Florida

Ira Salzman, JD | Retired

A panel of legal guardianship experts will summarize the major reported court decisions and legislation in the United States during the past year that concern guardianship issues relevant to both professional and family guardians and the attorneys who represent them.

12:45 pm - 4:00 pm

Conference Intensive: The Millstone of Monitoring Guardianships | Paradise Ballroom C

Lisa Wawrzonek, MS | Alaska Court System

Amy Willoughby Bryant, Esq. | Office of Conservatorship Management

Anthony Palmieri, JD, CIA, CIG, CIGA, CCSA | Clerk of the Circuit Court & Comptroller, Palm Beach Co.

Christen Findley, BS | Idaho Supreme Court

Charina A. Newell, Esq. | Idaho Administrative Office of the Courts

Guardianship abuse is a hot topic with headlines that stretch across our nation about wrongdoing; all with court orders that are meant to support, advocate and protect. The three branches of state government, the judiciary, the executive, and the legislature, are at the heart of how to handle this overwhelming, costly and at times, complicated role. The role of guardian is not one size fits all and neither should monitoring. Our panel will provide cross country views and resources for monitoring to stimulate our shared experiences.

SATURDAY, OCTOBER 23



7:00 am – 5:00 pm Registration Area Open | Second Floor Foyer

3:30 pm - 5:30 pm State Affiliates Meeting | Treasures Ballroom AB

5:30 pm – 6:30 pm Welcome Reception | Skybridge to the Convention Center

Celebrate the return to an in-person conference at the welcome reception. Greet old friends (from a respectful distance) and make new connections as we gather to kick off this year's event.

SUNDAY, OCTOBER 24



7:00 am – 5:30 pm Registration Area Open | Second Floor Foyer

7:15 am – **8:20** am Breakfast | *Grand Ballroom 1-3*

7:15 am – 8:10 am New Member Breakfast | Treasures Ballroom AB

8:20 am - 8:30 am Welcome and Opening Remarks | Grand Ballroom 4-7

Sally Balch Hurme, 2021 Conference Chair

8:30 am - 10:00 am National Guardianship Summit Recommendations | Grand Ballroom 4-7

Jeff Ohlson, M.A., MSW, NCG | Illinois Office of State Guardian

David Godfrey, JD | American Bar Association Commission on Law and Aging

David Hutt, Esq., Ph.D. | National Disability Rights Network

Mary Galvez, MA, CMC, NMG, CSA | Guardianship and Care Management Services, LLC

Elizabeth A. Moran, JD | American Bar Association Commission on Law and Aging

Moderated by Sally Balch Hurme, JD

More than 100 guardians, lawyers, judges, aging and disability advocates, federal agency representatives, and international observers participated in the 4th National Guardianship Summit the week of May 10, 2021. The summit's goal, like the three previous national summits, was to take a close look at current guardianship systems and practices and recommend what they should look like going forward. This consensus conference, a once-every-10-years event, developed groundbreaking recommendations. The panelists, participants in the summit, will share the recommendation highlights.

10:00 am - 10:30 am Break with Exhibitors | Grand Ballroom 1-3

10:00 am Silent Auction Opens | Grand Ballroom 1-3

10:30 am - 11:45 am Concurrent Breakout Sessions

Enhancing Client Quality of Life Through Virtual Creative Connections Paradise Ballroom CDE

Kari Rogenski, LMFT
The Hummingbird Project

Join this inspiring presentation on using technology to enhance quality of life! Learn about seven holistic quality of life domains and ways to use technology to connect with clients. Leave inspired and with a list of resources to use in practice.

Flying Beyond WINGS: Next Steps in Improving Guardianship Policy and Practice

Paradise Ballroom AB
David Godfrey, JD

ABA Commission on Law and Aging Elizabeth A. Moran, JD

ABA Commission on Law and Aging

Working Interdisciplinary Networks of Guardianship Stakeholders (WINGS) proved successful, but struggle with sustainability. A guardianship court improvement project modeled on success in child welfare issues may be the answer. This session will detail some successful strategies from WINGS projects and show participants how guardianship court improvement projects may improve guardianship practice in their states.

Person-Centered Financial Planning

Emerald Ballroom
Peter J. Wall
True Link Financial

Investing and financial planning for people under guardianship or with a disability should be quite distinct from traditional wealth management planning. In this session, Peter J Wall, a nationally recognized SNT expert, will review holistic financial planning for all fiduciaries to help beneficiaries and their families plan for the future. Topics will include available services, investment options, tax ramifications, legal planning, government benefits, and more. He will also review the fiduciary's duties under the Uniform Prudent Investor Act.

11:45 am – 1:15 pm Lunch and Annual Meeting | Grand Ballroom 4-7

1:15 pm – 1:30 pm Break with Exhibitors | Grand Ballroom 1-3

Promote your attendance and continuing education on social media! #guardianship2021

1:30 pm – 2:45 pm Concurrent Breakout Sessions

Lessons Learned From COVID

Paradise Ballroom CDE

Heather Connors, PhD, NCG

The Center for Guardianship Excellence

NGA's Standard 14 instructs the guardian to "[m]aximize the participation of the person" when making medical decisions. During COV-ID-19, guardians experienced an unprecedented challenge – how to involve the individual in a decision without being able to visit. This research-based presentation shares experience gained from COVID for gathering information, explaining complex medical topics, and making effective decisions when in-person contact is not possible.

Liability-Proof Your Practice in Three Easy Steps

Paradise Ballroom AB

Lawrence D. Hilton

Dominion Insurance Services, Inc.

Let's face it. Fiduciaries often find themselves in the crosshairs of a claim. So how can you best prepare for that seemingly inevitable day when the process server comes knocking? We'll explore the surprisingly simple steps that can dramatically improve outcomes. Guardianship Assistance Program

Emerald Ballroom

Lisa Wawrzonek, MS

Alaska State Association for Guardianship & Advocacy/Alaska Court System

In July 2016, the Alaska State Association for Guardianship & Advocacy (ASAGA) started a guardianship assistance program for families and others navigating the adult guardianship system. In one year, there was a 625% increase in contacts, proving that Alaska needed a guardianship assistance program. Learn how the program works, and what tools might help you recreate in your state.

2:45 pm – 3:15 pm Break with Exhibitors | Grand Ballroom 1-3

3:15 pm – 4:30 pm Concurrent Breakout Sessions

Representative Payee Best Practices,
Pitfalls, Solutions, Fees, and Audits
Paradise Ballroom CDE
Emily Smith, CSW, NCG
Wyoming Guardianship Corporation
Barb Helm, LBSW, NCG
Arcare, Inc.

From accepting payments, providing money management, and protecting people from abuse and fraud, representative payees have an important role. In this session, the presenters will discuss how you or your organization can fulfill the duties of a representative payee, and be paid for the service. The presentation will address best practices, including finding solutions to common problems, preparing for an SSA audit, and much more!

Special Needs Trust Administration:
Avoiding Common Mistakes
Paradise Ballroom AB
Scott M. MacDonald
Merrill Lynch Special Needs Team
Michele P. Fuller, JD
Michigan Law Center, PLLC
Kevin Urbatsch, JD
The Urbatsch Law Firm

This distinguished panel of leaders in the Special Needs Trust (SNT) arena will provide guardians with insight and tools related to administering SNTs. The presentation will focus on actual client examples to provide an interactive learning experience designed to make you proficient in managing SNT issues, and protecting and enhancing the lifestyle of beneficiaries.

Missouri Public Guardianship Report

Emerald Ballroom

Carol Johnson

Dallas County, Missouri

Karen Digh Allen, Esq., NCG

MO Public Administrator's Association

John Pruitt Killian, Esq.

Jackson Co., MO Public Administrator

Amanda Huffman

MO Assn. of Public Administrators

In 2019, the Missouri Association of Public Administrators commissioned a study of its public guardianship system. Consultants conducted interviews of public guardians and key stakeholders, creating a comprehensive report on the current status of Missouri's public guardianship system, including opportunities for improvements. These representatives from the Show-Me State will show YOU what they learned, and how you can implement these lessons in your own program.

6:00 pm - 7:30 pm

Reception with Exhibitors, Including Team Trivia and Live Auction | Grand Ballroom 1-3

Spend a fun evening with your fellow participants, visit with exhibitors who are available to answer your questions about their products and services, participate in a spirited team trivia competition, and enjoy some great food! A highlight of this event is the live auction of donated items; the proceeds benefit scholarships for public and family guardians.



MONDAY, OCTOBER 25

7:00 am - 5:00 pm Registration Area Open | Second Floor Foyer

Breakfast | Grand Ballroom 1-3 7:15 am - 8:10 am

8:10 am - 8:15 am Daily Opening Remarks | Grand Ballroom 4-7

Sally Hurme, Conference Chair

8:15 am - 9:45 am **Enhancing Professional and Cultural Competence Through Reflective Self-Awareness**

Grand Ballroom 4-7

Rex M. Swanda, Ph.D., ABPP-CN **Clinical Neuropsychologist**

Guardianship matters call on professionals to work with persons of diverse cultural backgrounds, but it is neither realistic nor possible to know all of the unique cultural identities of the persons they serve. Reflective Self-Awareness offers an approach for enhancing culturally competent practice by increasing awareness of culturally-based biases, beliefs, and underlying assumptions that the professional brings to their interactions. This presentation reviews the rationale behind this approach and offers examples and practical tools for improving culturally competent practice with persons from diverse cultural backgrounds.

9:45 am - 10:00 am **Break with Exhibitors |** *Grand Ballroom 1-3*

Concurrent Breakout Sessions 10:00 am - 11:15 am

IRA Rules Every Guardian Must Know Paradise Ballroom CDE

Frank R. Acuña Acuña 🌣 Regli, LLP Tracy S. Regli

Acuña **Regli, LLP**

The SECURE Act turned IRA beneficiary planning on its head! Whereas we used to avoid placing retirement accounts in special needs trusts, families may now save a great deal of income tax over multiple generations by directing them to special needs trusts and beneficiaries. Cuttingedge special needs trust funding strategies will be discussed.

Working with Challenging Families: How to Increase Transparency and **Partner with Families** Paradise Ballroom AB Joyce McHugh, BSW, CCM, CM **Advocate Care Services** Victoria Lloyd, Esq. Athena Advocacy

Client families can be challenging. Dealing with members who interfere with care, challenge decisions, and manipulate the client adds a complex level to a case. Drawing on two case studies, the presenters will teach strategies to communicate clearly and transparently with families and other parties to ensure the best possible outcome. This session will include small group work and role play, as well as templates.

Overprotected: Guardianship Overreach + Preferred Alternatives Emerald Ballroom Ronna Caras

The Center for Guardianship Excellence

Overprotected: What happens when a diagnosis determines the course of an individual's life? Is guardianship meant to be a life sentence? In this presentation, we examine the diagnosis that led to conservatorship for performer Britney Spears. We will look at the importance of using a functional definition of capacity when determining whether, and to what extent, a person is in need of guardianship. Participants will consider alternatives to guardianship and best practices for helping people gain the appropriate freedoms their civil rights demand.

11:15 am - 12:00 pm **Networking Lunch |** *Grand Ballroom 4-7*

12:00 pm - 12:30 pm **Dessert with Exhibitors |** *Grand Ballroom 1-3*





12:30 pm – 1:45 pm Concurrent Breakout Sessions

An Introduction to Sexual Education for People with Developmental Disabilities

Paradise Ballroom CDE

Clayton Parks, PhD, HS-BCP, CCTP

The ARC of North Carolina

Crissy Stewart, MA

The ARC of North Carolina

This training will introduce the topic of sexual education for those with I/DD. The presenters will explore how people with I/DD define sexual self-advocacy and discuss the messages they receive from others regarding their sexuality. The presenters will address sexual development for those with I/DD as well as look at sex and gender and what is the same or different for people with I/DD. They will also discuss barriers, values, and attitudes around sexuality, and suggest ways to manage those different barriers.

Hoarding in Older Adults
Paradise Ballroom AB
Natalie J. Minor, CPO
SOULganizing

The challenges of hoarding in older adults are pervasive and complex. The disorder harms seniors socially, mentally, physically, emotionally and can threaten housing security. This session will explore the multifaceted reasons hoarding begins, persists, and what treatment options have the best outcomes. This interactive and stimulating presentation infuses facts and humor to create an environment that promotes learning and engagement. Participants will review actual case studies and develop strategies to create an action plan. This session will also review recent research and innovations in assisting older adults, who are disproportionately affected by hoarding.

What is Better for Your Beneficiaries:
An ABLE Account, a Special Needs
Trust, or Both?
Emerald Ballroom
Peter J. Wall
True Link Financial
Stephen W. Dale, Esq. LLM
The Dale Law Firm, PC
Golden State Pooled Trust

Nationally recognized SNT planners Peter J. Wall and Steve Dale, JD, LLM will discuss ABLE accounts and their utility in disability trust administration and short- and long-term planning for a loved one with disabilities. Coordination with Special Needs Trusts (SNTs) and ABLE account facilitation will be reviewed, including facets of distribution mechanisms. The presenters will provide case studies and recent case law as examples of prudent utilization of ABLE accounts.

1:45 pm – 2:15 pm Break with Exhibitors | Grand Ballroom 1-3

2:15 pm Silent Auction and Exhibit Hall Close

2:15 pm – 3:30 pm Concurrent Breakout Sessions

Mental Health Service
Navigation and CARE
Paradise Ballroom CDE
Robin V. Reedy
National Alliance on Mental Illness,
Nevada

This presentation will provide information on system navigation, diagnoses, medication use and side effects, and the use of a Psychiatric Advance Directive. The session will also include tips for crisis de-escalation and how to communicate with first responders, and will utilize tools such as "hearing voices" headphones to provide information to make the average person more aware of barriers that exist but we just don't see.

Insurance and Bonding: What They Do and When You Need Them!

Paradise Ballroom AB Frank R. Acuña Acuña ❖ Regli, LLP Tracy S. Regli Acuña ❖ Regli, LLP

Many fiduciaries and their clients are confused. What does a bond do? What is the difference between malpractice insurance and a bond? Who gets protected by what? And, perhaps most important, which one pays the lawyers? This class reviews the ins and outs of insurance and bonding for fiduciaries and the most important things to remember if you ever need to make a claim.

Seize the Data! How Data Can Be
Used to Improve Guardianship
Emerald Ballroom
Joanne Tompkins, PhD
The Center for Guardianship Excellence

This session approaches guardianship with a data-driven mindset by considering what data states should collect, how to collect it, and the challenges of analyzing incomplete data. We provide a national comparison of annual guardianship reports and suggest a new report form that adheres to NGA's Standards. Properly managed data can be a valuable resource in providing better oversight of guardians and better data on

3:30 pm - 4:00 pm Break

OUR SILENT AND LIVE AUCTIONS ARE FUN AND IMPORTANT!

Conference attendees always look forward to the lively auctions that add sparkle to the event and needed income to the Special Projects Fund. Donated items are auctioned to raise money for NGA to fund worthy projects that are outside of the regular budget. The annual conference scholarships for family and public guardians come from the auction proceeds.

- The silent auction is located in the exhibit hall. It opens at 10:00 am on Sunday and closes at 2:15 pm on Monday.
- The live auction will be conducted at the Sunday night exhibitor reception.
- If you bid, please confirm whether you have won, and make payment arrangements.



4:00 pm - 5:15 pm Concurrent Breakout Sessions

Homage to Alex: Ethics Jeopardy 2021

Paradise Ballroom CDE

Frank R. Acuña

Acuña ❖ Regli, LLP

Tracy S. Regli Acuña ❖ Regli, LLP

Join us in a lighthearted game that is guaranteed to be thought-provoking and fun! Ethics Jeopardy! And remember, your response must be in the form of a question!

Connecting the Dots of Financial Exploitation

Paradise Ballroom AB

Erin Droll, BA, NCG

Heartland Fiduciary Services

Guardians are often appointed as the result of financial exploitation. Many of us are not forensic accountants, but nonetheless are called on to analyze bank statements, locate assets, and determine how and by how much someone was exploited. This presentation offers methods and strategies for reviewing financial information to identify patterns, locate assets, organize information, and how to involve the probate courts and criminal justice system.

The Why and What of Certification

Emerald Ballroom

Sally Balch Hurmo, ID

Sally Balch Hurme, JD Sally Balch Hurme LLC

Julia Riley Nack, NMG Emeritus, M.Ed. Guardianship Consultant

Since 1997, the Center for Guardianship Certification has certified more than 4,600 guardians. If you are not already a National Certified Guardian, you should be. Find out why you should, what it takes to become an NCG, and how you go about it. If you are already an NCG, it's time you took the next step to be a National Master Guardian. Find out why you should, what it takes to become an NMG, and how you go about it.

5:30 pm Open Evening to Enjoy Reno

Reno and the surrounding area has an outstanding restaurant scene, and this is your chance to experience it! While we are not doing a formal dine-around this year, the conference app contains a detailed list of restaurant options. This is a great opportunity to explore downtown Reno and the surrounding area, continue networking, visit with old friends, and make new connections.

TUESDAY, OCTOBER 26



7:00 am - 11:30 am Registration Area Open | Second Floor Foyer

7:15 am – 8:10 am Breakfast | Grand Ballroom Foyer

8:10 am – 8:15 am Daily Opening Remarks | Grand Ballroom 4-7

Sally Hurme, Conference Chair

8:15 am - 9:45 am

Guardianship Deflection and Rights Restoration Using Supported Decision-Making | *Grand Ballroom 4-7*

Carleton F. Coleman | Georgia DHS Division of Aging Services

Dana Lloyd | Georgia Advocacy Office John McCarty | Georgia Advocacy Office

Supported decision-making enables people experiencing a variety of disabilities to make their own decisions with the help of trusted supporters. This interactive workshop will provide practical tools for identifying alternatives to guardianship and rights restoration using supported decision-making.

9:45 am - 10:00 am Break | Grand Ballroom Foyer

10:00 am - 11:30 am

When Guardianship Moves to Advocacy: How Change Grows an Agency, and an Agency Grows Change Grand Ballroom 4-7

Dr. Mary L. Milano | Illinois Guardianship and Advocacy Commission **Teresa Parks, MSW, NCG** | Illinois Guardianship and Advocacy Commission

This presentation will demonstrate how a state guardianship program ventured into the public policy arena and made significant gains on behalf of individuals served, including in areas consistent with the NGA Standards of Practice, such as sexual rights, substituted judgement, guardian training, and more. Of particular interest and emphasis are the ways in which public policy advocacy evolved from what our clients and their experiences brought to us that compelled us to seek and develop legislative and policy solutions as a significant component of our work. It will also examine the impact on staff and personnel and the ways in which they accompanied the agency and interacted with multiple voices, ranging from self-advocates to providers and families in reimagining the possibilities of becoming a change agent to advance legislation that would support the rights of persons with disabilities.

Taking the Wealth Home

Speakers were asked to provide handouts in advance. Before you arrived at the conference, you received an email with a link to the materials that were supplied by the deadline. The link also contained speakers' contact information, allowing you to reconnect and continue discussions after the conference. Materials are available for download on the conference app. If you have questions about the app, please ask at the NGA registration desk.

Special Needs/Disabilities

People with disabilities or those having special dietary requirements were asked to notify NGA in advance. If you did not indicate on your registration form that you have special needs, please let us know as soon as possible. We cannot guarantee to accommodate onsite requests.

Name Badges

Wear your name badge to all conference functions. Your badge serves as your ticket to all sessions and to meal functions that are included as part of your registration fee.

Guest Policy for Food Functions

Guest pricing is available for all food functions. We may be able to accommodate requests for guests at functions, if space is available, but preference is given to those who have registered in advance.

NGA thanks the committee volunteers whose leadership, dedication, and vision have made this conference possible.

The 2021 Conference Committee

Sally Hurme, JD, Chair
Jeff Ohlson, MS, MSW, NCG, NGA President
Rebecca Allred
Wanda Bevington, NCG
Tracey A. Bowles, MA, MFT, CPM, NCG
Shannon Butler, NMG
Carleton Fitzgerald Coleman
Heather Connors, PhD, CGC
Marilyn Halpern, LSW, MSW
Gale Addison Kirk BS, NCG Emeritus, QP
Gregory W. MacKenzie, Esq.
Arin K Norris, JD, NMG
Emily H. Nunez
Martin Zdybel, CLPF, NCG



Document Your Attendance to Earn Continuing Education Credits

Please review your entire conference packet for additional CEU information. Important CEU details are provided on the neon pink pages in the conference packet.

<u>Proof of Attendance</u> (Important, please read!)

Due to verification requirements, NGA will announce <u>three</u> codes during each session: one at the beginning, one in the middle, and another at the end. Codes **MUST** be recorded online at the conclusion of the conference to receive proof of attendance; You have been provided with a worksheet to record your codes. Do not submit this sheet. It is a tool for you to use to enter codes at the conclusion of the conference. should you miss one of the codes, please insert the time you arrived/left the session in place of the code. Moderators, staff, and other attendees are unable to repeat these codes, as this is a requirement to verify attendance for continuing education credit; falsifying information can result in loss of education hours for all attendees. NGA strongly advises that all attendees submit attendance verification codes to document participation. *Tip*: Take photos of your sheets throughout the day, in case you misplace your worksheet.

Guardianship Credits

NGA's conference is approved for guardianship continuing education credits by the Center for Guardianship Certification, California Fiduciary Bureau, and Texas Guardianship Certification. The verified certificate is accepted as proof of attendance for these organizations. NGA has also applied to CE Broker (Florida Public Guardian Office) and Professional Guardian Certification Board of Washington State. Certificate fees apply to receive Guardianship CEUs for Florida and Washington.

Continuing Legal Education Credits

NGA submitted to the Nevada Board of Continuing Legal Education. Please check with your state bar for information on how to use the NGA conference for CLE credits. Certificate fees apply to receive a legal certificate. A verified certificate is included with the conference fee.

Social Work Credits

NGA was approved by the NASW for 20.5 continuing education contact hours. Please verify that your state accepts the NASW approval. For a certificate documenting the pre-approved social work credits, a fee will be required.

Issuing of Certificates

To issue your certificate in a timely manner, NGA must receive your attendance code verification form promptly. Individuals submitting verification codes on or before <u>November 6</u> will receive certificates by <u>December 16</u>. If proof of attendance code submissions are received after November 6, a late fee of \$25 will be charged. Certificates are accessed online; you will receive an email when your certificate is ready for download. Check your conference packet to obtain the most current continuing education information.

Verified Certificate of Attendance

The conference registration includes a verified certificate for every attendee who submits attendance verification codes. This certificate can be submitted as proof of attendance to areas of education where NGA did not seek preapproval.

Questions about continuing education credits can be sent to Kelly Dolan at education@guardianship.org, or you can call NGA at 877-326-5992, ext. 2.