



HON. KATHERINE A. MARAMAN  
CHIEF JUSTICE

HON. ALBERTO C. LAMORENA, III  
PRESIDING JUDGE

# Judiciary of Guam

Administrative Office of the Courts  
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DANIELLE T. ROSETE, ESQ.  
ADMINISTRATOR OF THE COURTS

May 29, 2026

## **MEMORANDUM:**

**To:** All Prospective Offerors

**From:** Administrator of the Courts

**Subject:** **Amendment No. 5**  
**Re: RFP 26-02; Case Management System**

Below are responses to questions submitted to my office:

1. We respectfully request a pre-proposal conference for this RFP.

**Response:** Please refer to Amendment no. 2. A pre-proposal conference was conducted on May 12, 2025, at 2:00 PM, in the Guam Judicial Center in Hagåtña, Guam.

2. What system(s) does the Office of the Public Guardian currently use to manage its cases?

**Response:** The Office of the Public Guardian (OPG) is currently not utilizing an electronic system to manage cases. Cases are managed by creation of physical files and stored in filing cabinet and updated as needed.

3. Exhibit B indicates that "The vendor shall provide all software, configuration, implementation services, training, and ongoing support necessary to deliver a fully operational, integrated guardianship management system no later than August 31, 2026."
  - a. Is this deadline based on a project funding requirement?

**Response:** Yes, the funding budget period ends on August 31, 2026. However, the project period continues until August 31, 2027.

- b. Given the time required for the RFP procurement and evaluation process, the negotiation and contract execution process, and the variables that contribute to the overall project timeline, including scope of data migration, workflow assessments

and configuration, training of personnel, and external systems integration requirements - the details of which are not explicitly provided in the RFP - it is questionable that the requested scope of services can be delivered by the RFP date of Aug. 31, 2026. Are all deliverables expected to be delivered by the Aug. 31st date, or will the Judiciary accept a phased approach to project deployment?

**Response:** The Judiciary may accept a phased approach to project deployment up to the project period expiration date of August 31, 2027.

4. Relative to Section VII. Configuration, Customization, and Data Migration, in Exhibit B, Page 12, RFP specifies "Migrate existing case, social work, compliance, and document data, if applicable."

a. Please clarify what data is to be migrated under the scope of this project. Please indicate the number of records and/or volume of data to be migrated.

**Response:** OPG currently maintains three (3) datasets in Excel: (1) Contains general case information for OPG's Adult Guardianship cases, (2) OPG Wards listing, (3) Adult Guardianship OPG Referral Data. No data to be migrated will be manual input

b. Please clarify what documents are to be migrated under the scope of this project.

i. Please specify the total storage requirements for the existing documents to be migrated.

**Response:** OPG stores case documents in individual electronic folders on the Judiciary's shared user drive. Documents include court orders, financial statements, medical reports, correspondence, internal notes, and guardianship-related documents. However, if becomes cost-prohibitive, OPG will not proceed with this scope of work. Storage capacity and usage may be requested from IT.

5. Section VII. further specifies, "Ensure data accuracy, security, and confidentiality throughout the migration process." Please clarify the system currently in use by the Judiciary and/or the Office of the Public Guardian which holds the data that will need to be migrated.

**Response:** OPG does not use a case management system. All case data and documents are stored in Excel files and electronic folders on the Judiciary's user drive.

6. Section VII specifies "Ensure availability of unlimited data storage." What is the initial data storage requirement for initial deployment?

**Response:** The initial data storage space should be determined by the vendor. The data storage should also be expandable based on our needs.

7. Relative to Section IX. Training, Implementation, and Support:

- a. How many people are required to be trained?

**Response:** Seven (7) OPG staff to be trained.

- b. Is training required to be in-person with a live on-site instructor? Or is the Judiciary open to varying formats and delivery methods for training?

**Response:** OPG is open to varying training formats.

- c. If in-person training is required, is training required to be held at Judiciary facilities?

**Response:** Yes.

- d. Please specify the period for "ongoing technical support, maintenance, and updates."

**Response:** If the solution to be proposed is cloud-based and will require the Judiciary to subscribe on a yearly basis, then the technical maintenance support and updates should be on a yearly basis as well. Minimum of one (1) year with an option to renew for additional (2) years.

8. Relative to X. Optional Services, Section b. Data Integration Capability in Exhibit B, Page 13, please clarify the systems currently in use by the Judiciary and/or the Office of the Public Guardian for: Financial Case management systems, Electronic (e-court) systems, and accounting and general ledger systems.

- a. Please also clarify whether APIs can be made available for each.

**Response:** OPG currently uses Logos (Tyler Technologies) for financial management, accounting, and general ledger functions. At this time, we are not aware of whether APIs are available for these systems.

9. What is the period of the initial contract term?

**Response:** Please refer to response to question no. 7(d)

10. What is the funding source for this RFP?

**Response:** This project is funded by the Judiciary's FY24 Improving Guam's Guardianship System grant.

11. Will the Judiciary accept follow-up questions, should Judiciary responses require clarification?

**Response:** Yes.

12. We respectfully request that the proposal submission deadline be amended to two weeks from the date of distribution of Judiciary responses to questions.

**Response:** Please refer to Amendment no. 4. The deadline to submit proposals is changed from June 2, 2026, at 2 pm, Guam Standard Time, to June 8, 2026, at 2 pm, Guam Standard Time

13. Timeline & Contract Term.

- a. Is the August 31, 2026 delivery deadline tied to a federal grant requirement that cannot be modified, or will the Judiciary entertain a phased go-live (core CMS by 8/31, optional modules in Q4 2026)?

**Response:** The Judiciary may entertain a phased go-live deployment.

- b. What is the planned date of Notice of Award and the planned contract effective date?

**Response:** If the RFP closes early June 2026, the Judiciary may complete the evaluation process and issue an award at the beginning of July 2026.

- c. What is the total contract term - initial term plus any option/renewal years? The RFP is silent on this; pre-proposal indicated it would be confirmed in writing.

**Response:** The project period end date is August 31, 2027, with a potential no cost extension up to August 31, 2028 with grantor approval.

14. Sizing & User Counts

- a. Please confirm planning numbers: ~90 new cases/year, 450–500 active cases total, 90–120 directly managed by OPG, 7 OPG staff, 4 judicial social workers.

**Response:** ~90 new cases, 450–500 active total cases, to include 90-120 directly managed by OPG, and seven (7) OPG staff in all.

- b. How many named user licenses are required at go-live, broken out by role (Public Guardian, social worker, legal staff, compliance monitor, administrator, auditor)?

**Response:** For OPG, seven (7) users.

- c. How many external client portal users (family guardians, attorneys) should the system be sized for at go-live and over the 5-year horizon?

**Response:** External client portal users will primarily be family guardians who have filed a case through our office. We estimate around 450-500 users to be consistent over a 5-year horizon.

#### 15. Integrations

- a. Tyler Logos: Are there published API specifications, or will discovery be required during implementation?

**Response:** OPG does not currently have access to specifications for Tyler Logos.

- i. What use cases will the interface with Logos help to solve? Is the objective purely to import information from Logos for review in the new system or is there a need to send information to Logos? If we're sending information to Logos what kind of information would that be? If we're just ingesting information would the new system be expected to have transaction detail or just high-level information such as balances.

**Response:** OPG wants Logos to import financial information for our public guardianship cases, including whether bills have been paid and current account balances. This will be one-way data ingestion of high-level financial details that allow us to monitor account activity and ensure timely payments on behalf of our wards.

- b. e-Court: Please confirm the vendor's responsibility ends at producing court-compliant documents formatted for submission via the public e-filing portal - no direct API integration is required.

**Response:** Not integrating with any e-filing portal

- c. Single Sign-On: What identity provider does the Judiciary use (Microsoft Entra ID, Okta, Google, other)? Is SSO required at go-live or optional?

**Response:** SSO would be optional

#### 16. Data & Document Migration

- a. The pre-proposal conference indicated the data migration requirement "may be removed or simplified." Will the Judiciary issue a written amendment confirming whether migration is required, optional, or removed?

**Response:** Data migration will be optional.

- b. Please confirm: no migration of historical scanned documents is required (day-forward document management only).

**Response:** OPG would prefer to include historical scanned documents in the migration scope. However, if becomes cost-prohibitive, OPG will not proceed with this scope of work.

#### 17. Hosting, Security & Accessibility

- a. Please confirm that commercial cloud hosting (e.g., AWS US, Microsoft Azure) is acceptable.

**Response:** Yes

- b. Will the Judiciary require evidence of SOC 2 Type 2 and a HIPAA Business Associate Agreement?

**Response:** Yes. Both are required to ensure the system meets established security standards and properly safeguards any protected health information under HIPAA.

- c. ADA accessibility: what specific standard applies (WCAG 2.1 AA, Section 508)? Does the requirement apply to the full system or only the client-facing portal? In our experience this usually only applies to public facing portals, so may not apply at all here.

**Response:** Requirement applies to the full system. The platform must be fully compliant for all users, including the public and Judiciary employees.

#### 18. Pricing Model (Exhibit C)

- a. Exhibit C shows a single "Grand Total" line. Should the proposal itemize: (a) one-time implementation and configuration, (b) annual subscription, (c) training, (d) ongoing maintenance and support? Or one all-in total?

**Response:** Offerors may submit its own pricing sheet and must be attached to its proposal.

- b. Should pricing be quoted in 1-year, 3-year, and 5-year scenarios to support contract negotiation, or only one term?

**Response:** Pricing can be quoted in 1-year, 3-year, or 5-year scenarios so the Judiciary may review options available to make the best possible decision for the organization.

- c. Optional services (portal, data integrations): should these be priced as separate line items in Exhibit C, or rolled into the base proposal?

**Response:** Please refer to response to question no. 18(a)

#### 19. Submission Logistics

- a. Please confirm acceptable proof of timely submission: is electronic submission to the listed email addresses by 2:00 PM ChST on May 26, 2026 sufficient for the deadline, with hard copies arriving within two weeks? Or must hard copies (1 original, 2 copies, 1 flash drive) physically arrive by 2:00 PM ChST on May 26?

**Response:** The Judiciary must receive hard copies of all documents submitted via email within two (2) weeks of the email submission.

- b. Guam Business License: Please confirm the Guam Business License is required prior to contract award, not prior to proposal submission.

**Response:** Business License shall be received by the Judiciary prior to contract award. Please refer to General Terms and Conditions for more information.

#### RFP General Terms and Conditions (#4).

- (x) 4. **LICENSING:** Offerors are cautioned that the Judiciary of Guam will not consider for award any offer submitted by a offeror who has not complied with applicable provisions of the Guam Business License Law or other applicable federal, state or Guam licensing requirements. Specific information on Guam licenses may be obtained from the Government of Guam Director of Revenue and Taxation. **A copy of any required business license and/or certificate should be submitted with the proposal and must be received prior to award of contract.**

#### 20. Project Management

- a. What availability will Judiciary stakeholders have for requirements review, UAT, and training, and are there scheduling constraints given the time zone difference between Guam (ChST) and the mainland United States?

**Response:** OPG prefers any training be conducted during working hours in Guam time (ChST).

- b. Does the Judiciary have any expectations on particular project management processes?

**Response:** OPG contemplates a project management process that involves the initiation process, planning process, execution process, and monitoring and controlling process.

## 21. Functional Scope

- a. Incident Reporting (Section I.d): Are there mandatory reporting workflows to external agencies (e.g., Adult Protective Services, law enforcement) that the system must trigger or track, or is incident reporting internal documentation only?

**Response:** When incidents arise, OPG documents them internally and makes referrals to Adult Protective Services (APS) or other appropriate agencies as required.

- b. Public-Facing Intake (Section II.b): Who are the expected submitters of the public-facing intake form - family members, attorneys, hospitals, other agencies? What volume of external submissions should the system anticipate?

**Response:** The public-facing intake form may be submitted by any referring parties (family members, attorneys, hospitals, and/or other agencies). OPG receives an average of 75 referrals per year. Inquiry volume varies and does not follow a set number.

- c. Assessment Instruments: Does OPG currently use specific assessment forms or instruments (e.g., for ward capacity, care planning, risk) that must be replicated in the system, or is the vendor expected to propose appropriate tools?
- d. **Response:** OPG uses specific assessment forms that will need to be replicated in the system. These include the Medical Evaluation, the Guardianship Plan, and the Intake Form, which is used to determine eligibility before a case is opened. The vendor will need to incorporate these existing tools into the system.

## 22. Technical & Security

- a. Data Residency: Are there any restrictions on where system data must physically reside (e.g., US-only data centers, specific cloud regions)?

**Response:** US only.

- b. Disaster Recovery: What are the Judiciary's expectations for system availability and disaster recovery (e.g., acceptable downtime, recovery time objectives)?

**Response:** Expectation would be whoever is hosting

23. Client Portal

- a. Portal Authentication: For external portal users (family guardians, attorneys), what authentication method is acceptable? Is multi-factor authentication required?

**Response:** Multi-factor authentication is acceptable and preferred, given the confidential nature of the case information.

- b. Portal Scope: What specific information should be visible to external portal users - only their own case filings and deadlines, or broader case information?

**Response:** External portal users should see information related to their own cases only, including deadlines, the documents they file, documents we file on the case, and blank forms for their use. They may also view limited case information.

24. Evaluation Process

- a. Oral Presentations: Should vendors plan for an in-person presentation on Guam, or will virtual presentations be accepted?

**Response:** Vendors may conduct their presentations either in person in Guam or virtually.

25. Relative to Sections V., VII., and XI. of the RFP, RFP requires "workflows" related to court e- filing systems, guardianship, social work, compliance, and legal functions.

- a. How many workflows are required to be configured for this solution?

**Response:** At this time, OPG does not have a fixed number of workflows. Instead, the system should support core functional processes related to both public guardianship and family guardianship case management. Workflow capabilities include: (1) Documenting referrals and initiating new cases, (2) Tracking demographic information for wards, (3) Entering and updating all required case information, (4) creating of petitions and other court-related documents for filing, (5) Uploading and managing case files and scanned documents, (6) Creating and maintaining case notes, and (7) Managing ongoing activities and tasks for both public guardianship and family guardianship cases. The required workflows revolve around enabling OPG to document, track, and manage guardianship cases efficiently from intake through ongoing case management.

- b. Does the Judiciary currently have Standard Operating Procedures (SOPs) in place for these required workflows?
  - i. If so, can the Judiciary please provide these Standard Operating Procedures?

**Response:** OPG has an established workflow. However, a formal Standard Operating Procedures is being drafted.

- c. If SOPs are not available, please provide a high-level overview of each workflow required to be configured.

**Response:** Please see Attachment 1.

26. Please provide a sample or template of each of the existing forms or documents generated and/or recorded in the case file (e.g. Petition, Medical Certification, Guardianship Plan).

**Response:** Please go to OPG's website at <https://opg.guamcourts.gov/forms> .

27. Relative to Section VII., RFP specifies "Migrate existing case, social work, compliance, and document data, if applicable." Please clarify if data migration is a required deliverable for this project.

**Response:** OPG would prefer data migration. However, if it becomes cost-prohibitive, OPG will not proceed with this scope of work.

28. During the pre-proposal conference, JOG confirmed that current data is held in no more than five (5) Excel spreadsheets.

- a. Please confirm or clarify, does the Office of the Public Guardian currently use Excel spreadsheets only for its current data processing needs?
  - i. For purposes of determining the scope of data migration, please provide the total amount of records (rows) in each of the spreadsheets.
  - ii. For purposes of determining the type of data being collected, please provide a sample of each spreadsheet (i.e. please provide the column names and other metadata recorded, without the actual confidential data, or with placeholder, fictitious data).

**Response:** Yes, OPG currently uses Excel spreadsheets for tracking case information data. As of May 26, 2026, 1) Adult Guardianship master list, 866 rows; (2) OPG Wards Listing, 126 rows; (3) Adult Guardianship OPG Referral Data, 208 rows.

- b. If data is managed in other formats/software, please specify all the data formats currently in use by the Office of the Public Guardian.

**Response:** OPG uses Microsoft Word documents for narrative reports, letters, and other written documentation. However, Word files are not used for structured data management. All structured case data is maintained in Excel.

29. The RFP lists Data Integration Capability under Section X. Optional Services. Please confirm or clarify if integration with JOG's current financial system from Tyler Technologies and e- courts filing system is a required deliverable for this RFP, or if this integration is optional

**Response:** This integration is optional and subject to cost considerations.

30. Relative to integration with the Tyler Tech financial system, please clarify what type of integration is desired between the financial system and the case management system. For example, is the Judiciary expecting to pull/query info from the Tyler Tech system only, and if so, what data is expected to be retrieved?

**Response:** OPG prefers an integration that pulls financial data, such as account information (details and balances), and financial extractions (data reports and transaction summaries). However, if becomes cost-prohibitive, OPG will not proceed with this scope of work.

31. What are the primary or most notable deficiencies or pain points the Office of the Public Guardian currently experiences in managing the Public Guardian's case file?

**Response:** OPG does not use any electronic case management system at all. All information is maintained through physical paper files, supplemented by documents stored in a shared user drive without a centralized structure. Staff rely on manual processes for all case-related tasks. These manual methods make it difficult to maintain consistent, up-to-date records, and require significant time to manage routine activities.

32. What specific issue would the office like to fix with regard to information from the Tyler Tech system?

**Response:** No issues. The priority is evaluating if systems can be integrated.

33. What is the maximum number of users that the system should account for?

**Response:** The system should support a maximum of 10 total user accounts. This includes the seven (7) OPG staff who will use the system regularly, along with additional accounts for IT support as needed.

34. How many total users will access the system at any given time?

**Response:** Seven (7) users will access the system concurrently during normal operations, as all OPG staff are expected to use the system actively. In addition, three (3) for IT support.

35. Relative to RFP Section IX. Training, Implementation, and Support, does the Judiciary require support to be available Judiciary business hours, local Guam time?

**Response:** Yes.

36. Does the Judiciary require support outside of regular Judiciary business hours?

**Response:** No.

37. Relative to Section X.a. Web-Based and Mobile Functionality, please define who are "authorized users" (e.g. Are these users only Office of the Public Guardian staff?)

**Response:** "Authorized Users" would be OPG staff.

38. We respectfully request the deadline for proposal submission be extended to two weeks from the date of the Judiciary's distribution of responses to bidder questions to allow for adequate time to prepare a bid response.

**Response:** Please refer to response to question no. 12

39. Could you please clarify which accounting system you are currently using and whether the new case management system will need to integrate with it?

**Response:** Please refer to response to question nos. 8 and 30

40. Additionally, will you be publishing all questions submitted by vendors along with your responses? This would help ensure that all potential bidders have equal access to the same information.

**Response:** Yes.

41. May we kindly request an extension?

**Response:** Please refer to response to question no. 12

42. How many users do you anticipate would need access to the system

**Response:** Please refer to response to question no. 33

**Please be reminded that this Amendment shall be acknowledged in your proposals. Failure to acknowledge this Amendment No. 5 shall result in disqualification from this RFP.**

Should you have any questions, please contact the Procurement Office at (671) 475-3290/3175/3212/300-7994 or email at [mantonio@guamcourts.gov](mailto:mantonio@guamcourts.gov) and [ztandoc@guamcourts.gov](mailto:ztandoc@guamcourts.gov).

  
DANIELLE T. ROSETE

cc: RFP File

ATTACHMENT 1  
Judiciary of Guam  
*Office of the Public Guardian*

**Workflow**

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**COURT FILING**

1. All documents must be filed with the Court & Ministerial (C&M) Division.
2. Guardianship Plans, Medical Evaluations, and any sealed reports may not be submitted by email. These documents must be filed in person at C&M. Non-confidential documents may be e-filed, if necessary, to the following address:
  - a. Special Proceedings - [efilecivil@guamcourts.org](mailto:efilecivil@guamcourts.org)
3. Every document to be filed must include a copy for C&M to stamp filed for OPG copy
4. Documents requiring a Judicial Officer's signature or official seal must be picked up from the Courts and Ministerial Court Box.
5. Every document submitted for filing must include an additional copy for C&M to stamp "Filed." This stamped copy is retained by OPG for its records.
6. Documents requiring a Judicial Officer's signature or official seal must be retrieved from the Courts and Ministerial Court Box once processed.
7. All documents filed must be scanned and placed in the physical case file.

## **Workflow**

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### **REFERRAL AND CASE PROCESSING**

The referral process begins when anyone reports concern for an adult who is elderly, ill, or living with a disability. Referrals may come from family members, friends, healthcare professionals, service providers, community agencies, or any concerned individual.

1. Referrals are accepted by telephone, fax, email, walk in, scheduled appointment, or in-person contact.
  - a. Hours of operation is as follows: Monday to Friday from 8:00 AM – 5:00 PM. schedule is subject to change at the direction of the administrator.
2. Upon receiving a referral, OPG staff must ensure that the packet includes the following:
  - a. Medical Evaluation (Confidential), which must be completed by a licensed physician or medical professional.
  - b. Guardianship Plan (Confidential)
  - c. Valid Identification of Proposed Ward and Guardian(s)
  - d. OPG Intake Form
  - e. Any additional documents that may support the referral, if applicable
3. OPG staff must create a physical case file once the referral is completed, documented, assigned a referral number, and date-stamped.
4. OPG staff must create a corresponding digital file and scan all referral documents into the user drive.
5. OPG staff must initiate the intake process within five working days of the referral.

## **Workflow**

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### **INTAKE PROCESSING**

1. Upon receipt of the referral packet, staff review demographic, medical, functional, and situational information to gain an initial understanding of the individual's circumstances and confirm completeness and accuracy.
2. OPG Staff contact the referring party or relevant individuals to obtain any missing details, signatures, or clarifications needed to finalize the intake packet.
3. OPG Staff may schedule an appointment with the proposed ward, guardian(s), or involved individuals to review the packet, gather additional information, and conduct an intake interview.
4. If the proposed ward is unable to travel to the office due to physical disabilities or medical conditions, a home visit may be scheduled. Interviews and home visits are conducted Monday through Friday, between 8:00 a.m. and 5:00 p.m. All unannounced visits must comply with the safety protocols.
5. During the intake interview or home visit, OPG staff must explain the guardianship process, including:
  - a. Role and authority of the Office of the Public Guardian
  - b. Rights of proposed ward
  - c. Due-process protections
  - d. Responsibilities of court-ordered guardian
6. OPG Staff document all contacts, findings, and updates in both the physical and digital case files to ensure the intake record remains accurate and up to date.
7. Once the intake packet is complete, staff prepare the packet for formal assessment by confirming all documents are properly filed, labeled, and ready for review.
8. Once the referral packet is complete, staff will forward it to the Public Guardian for assessment review and service determination.

## **Workflow**

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### **SAFETY PROTOCOLS**

1. A minimum of two OPG staff must be present at all home visits (scheduled or unannounced).
2. Staff must notify the Public Guardian of Visit Location and Expected time frame.
3. OPG staff must park in a visible location with a clear exit.
4. Do not enter the home if unsafe conditions are present (weapons, aggressive animals, threats, etc.).
5. Terminate the visit immediately if safety becomes compromised.
6. Report any high-risk or threatening situation to the Public Guardian as soon as possible

## **Workflow**

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### **ASSESSMENT REVIEW AND SERVICE DETERMINATION**

1. Upon receipt of the completed intake packet, the Public Guardian reviews all demographic, medical, functional, and situational information to determine whether the referral meets the legal and statutory thresholds required for further action.
2. The Public Guardian conducts an eligibility and competency assessment, which may include:
  - a. Reviewing medical and diagnostic documentation;
  - b. Consulting with healthcare providers, family members, or relevant parties;
  - c. Determining whether the individual meets the statutory definitions of incapacity or vulnerability.
3. All assessment results, including eligibility findings, competency determinations, medical evaluations, and observations, are recorded in the case file to support legal review and potential court action.
4. Based on eligibility and competency results, the Public Guardian identifies whether guardianship intervention is needed. If the individual lacks capacity and meets statutory requirements, the Public Guardian may petition for guardianship and serve as the guardian, or act as legal counsel for a proposed guardian and represent them in petitioning for guardianship.
5. All decisions, actions taken, and the rationale for the determination are documented in the case file. If the individual is either not eligible or remains competent, the Public Guardian will recommend less restrictive alternatives or refer the individual to appropriate agency or community-based supports.

## **Workflow**

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### **GUARDIANSHIP PETITIONING PROCESS**

1. The Public Guardian provides authorization to begin the petitioning process. OPG staff then prepares the petition packet for filing, which includes the following:
  - a. Petition for Appointment of a Guardian over an Adult
  - b. Statement of Medical Evaluation (Confidential)
  - c. Guardianship Plan (Confidential)
  - d. Docket sheet with case details
2. OPG staff files the petition packet with Courts and Ministerial, to formally open a court case.
3. Once the packet is stamped "Filed", the documents are scanned into the digital case folder and the filed copies are placed in the physical file.
4. After filing, the court issues a Notice of Hearing. OPG staff ensures that the petitioner (proposed guardian), the proposed ward, and all required interested parties receive the notice, including the hearing date, time, and location, by providing a copy in person or by email and making a confirmation phone call.
5. During the scheduled hearing, the Judicial Officer will review all filed documents, ask factual questions of the petitioner and ward.
6. If granted, the Judicial Officer will issue an Order Appointing Guardian, which is placed in the court's designated pick-up box for retrieval.
7. Once the signed Order of Appointing Guardian is received, the documents are scanned into the digital case folder and the filed copies are placed in the physical file.

## **Workflow**

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### **POST-APPOINTMENT OF FAMILY GUARDIANSHIPS**

Once the court grants guardianship, staff must ensure that the appointed family guardian receives all required documentation, understands their legal responsibilities, and is aware of all reporting requirements.

1. After the Judicial Officer appoints the guardian, the signed Order Appointing Guardian is distributed as appropriate. Certified copies for the guardian are provided in person, and a digital version can be obtained upon request.
2. A Letter of Guardianship is prepared for the guardian to pick up at the OPG office for notarization and signature.
3. Once the signed and notarized Letter of Guardianship is returned, OPG staff files it with Courts and Ministerial and provides the guardian with a filed copy. A filed copy is added to both the physical and digital case files.
4. A certified Letter of Guardianship signed by the Clerk of Court is placed in the court's designated pick-up box for retrieval. The certified copy is provided to the guardian in person, and a digital version can be obtained upon request.
5. A certified copy is added to both the physical and digital case files.
6. OPG staff inform the guardian of their legal duties, required reports, applicable deadlines. Order requirements will need follow-up prior to their due dates to ensure compliance. This includes:
  - a. Inventory and Appraisal, which is due 90 days from Appointment date
  - b. Guardianship Training, which is due 90 days from Appointment date
  - c. Annual Financial Accounting, which is due 14 days from next status hearing or otherwise set by judicial officer
7. OPG staff ensure all documents, deadlines, and communications are properly recorded in the case file, completing the post-appointment processing phase.

## **Workflow**

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### **POST-APPOINTMENT OF PUBLIC GUARDIANSHIP AND CASE MANAGEMENT**

After a guardian is appointed, OPG social workers and the Public Guardian ensure that the ward's immediate needs are assessed, and ongoing case management is provided to safeguard the ward's safety, rights, and well-being.

1. After the Judicial Officer appoints the Public Guardian, the signed Order Appointing Guardian is placed in the physical case file and uploaded to the digital case folder.
2. The Letter of Guardianship is prepared for the Public Guardian for notarization and signature.
3. Once the signed and notarized, OPG staff files it with Courts and Ministerial. A filed copy is added to both the physical and digital case files.
4. A certified Letter of Guardianship signed by the Clerk of Court is placed in the court's designated pick-up box for retrieval.
5. A certified copy is added to both the physical and digital case files.
6. Judicial social workers review the case for any immediate needs, risks, or service gaps related to health, housing, safety, finances, services, or other concerns. All identified issues and recommended follow-up actions are documented in the case file.
7. Judicial social workers maintain regular contact with the ward through office appointments, home visits, phone calls, or coordination with the Public Guardian, as required. Judicial social workers coordinate with relevant service providers, including health and medical providers, mental health professionals, APS, residential or community-based programs, and benefits or financial agencies.
8. All communication with service providers is documented, including outcomes and next steps. All observations, contacts, communications, assessments, and follow-up actions are recorded in the physical and digital case files to ensure accurate and complete documentation.

## **Workflow**

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### **WINGS GUARDIANSHIP TRAINING FOR FAMILY GUARDIANS**

OPG is responsible for ensuring that all appointed guardians complete the mandatory WINGS Guardianship Training within the timeframe required by the Court. In coordination with the Judicial Educator, OPG receives, verifies, processes, and distributes WINGS Training Certificates and ensures accurate recordkeeping.

1. Court-appointed guardians are required to complete the WINGS Guardianship Training within 90 days of the Order Appointing Guardian.
2. After training is completed, the Judicial Educator coordinates with OPG regarding the release of the WINGS Training Certificates
3. Before releasing the certificate(s), OPG staff verify that the guardian's name is spelled correctly. If errors are found, OPG staff contact the Judicial Educator for correction and reprinting.
4. OPG staff must obtain the Public Guardian's signature on each certificate.
5. The Public Guardian prepares and signs the Submission of Certificate of Participation in the Guardianship Training.
6. Once signed, the Certificate of Participation is attached to the submission for filing with Courts and Ministerial
7. OPG staff must scan the filed certificate into the digital case folder and make two copies: (1) One copy for OPG's physical files and (2) One copy for filing
8. Once filed, the guardian or counsel is to be provided with the filed copy of the Certificate of Participation in the Guardianship Training in person and, upon request, by email.
9. OPG staff contact the guardian or counsel to pick up the original WINGS Guardianship Training Certificate by email and phone call.
10. Upon pick-up, the guardian or counsel signs and dates the receipt copy, which is placed in OPG's physical file for recordkeeping.

## **Workflow**

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### **COURT VISITOR PROGRAM (CVP) – MONITORING**

The Monitoring component of the Court Visitor Program (CVP) establishes a system for reviewing adult family guardianship cases to ensure guardians comply with all court-ordered requirements. This monitoring function is to promote accountability, ensure that required documents are submitted on time, detect early signs of noncompliance, and support the Judiciary's responsibility to enforce guardianship laws. Through case reviews and follow-up procedures, monitoring ensures that guardians fulfill their legal obligations and that guardianship cases remain active, accurate, and in good standing.

1. OPG staff review guardianship cases using the Adult Guardianship Master List as the primary reference, as provided by the Data Analyst in the AOC Office.
2. OPG staff review the most recent court orders and identify all guardian obligations.
3. OPG staff must verify guardian compliance with required filings, including training, inventory, accountings, bonds, guardianship plans, and any additional requirements ordered by the Court,
4. OPG must document findings in the Master List, update compliance status, and record case notes.
5. OPG staff conduct outreach to guardians who have outstanding requirements by making up to 3 phone calls and sending an email notice.
6. OPG staff document all outreach attempts in the case notes and provide reminder notices at 30 days, 7 days, and 1 day before the ninety-day deadline.
7. For ongoing noncompliance, submit a Request for hearing. During the hearing, the Judicial Officer may issue an Order Appointing a Court Visitor if further action is required.

## **Workflow**

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### **COURT VISITOR APPOINTMENT**

The Court Visitor component of the Court Visitor Program (CVP) provides a formal process for assessing the well-being of wards through court-ordered investigations, home visits, interviews, and reporting. When appointed by a Judicial Officer, the Court Visitor conducts an independent review of the ward's living conditions, care arrangements, and the guardian's adherence to the court-approved guardianship plan.

1. When the Court issues an Order Appointing OPG as a Court Visitor (CV), OPG notifies all parties of the Order.
2. OPG provides the Court Visitor Program brochure to guardians and relevant parties explaining the purpose of the visit and need for cooperation.
3. The assigned OPG staff must review the docket and case file prior to scheduling the home visit and complete the File Review section of the Court Visitor Review Form as part of the case review process.
4. The assigned OPG staff must contact the guardian by email or phone to schedule a home visit involving both the guardian and the ward.
5. OPG staff must confirm appointment by email and phone and reconfirm one day before the visit.
6. Home visits occur Monday to Friday from 8:00 AM – 5:00 PM.
7. For unannounced visits, authorization is required and may only be conducted with justification and approval from the Public Guardian. All unannounced visits must follow the safety protocols.
8. Prepare the Court Visitor Report and Recommendation after completing all interviews and the home visit.
9. File the Court Visitor Review form and Report and Recommendation within 90 days of the Order (or as directed) to Courts and Ministerial.
10. Once the packet is stamped "Filed", the documents are scanned into the digital case folder and the filed copies are placed in the physical file.

## **Workflow**

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### **SAFETY PROTOCOLS**

1. A minimum of two OPG staff must be present at all home visits (scheduled or unannounced).
2. Staff must notify the Public Guardian of Visit Location and Expected time frame
3. OPG staff must park in a visible location with a clear exit.
4. Do not enter the home if unsafe conditions are present (weapons, aggressive animals, threats, etc.).
5. Terminate the visit immediately if safety becomes compromised.
6. Report any high-risk or threatening situation to the Public Guardian as soon as possible

## **Workflow**

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### **REFERRAL PROCESS FOR GUARDIAN AD LITEM (GAL)**

OPG is responsible for ensuring that guardianship cases are appropriately referred to the Civil Law Center (CLC) for independent assessment when required by the Court or determined necessary by the Public Guardian. The CLC Referral process supports the Court in evaluating Status Reports and Recommendations and ensures consideration of Least Restrictive Alternatives (LRAs) to safeguard the rights and autonomy of wards. This referral activity is funded by the Administration for Community Living, U.S. Department of Health and Human Services.

1. When a Judicial Officer determines that an independent assessment is required, the Court issues an Order appointing the Civil Law Center as Guardian Ad Litem (GAL).
2. A signed order is placed in the court's designated pick-up box for retrieval. The signed copy is provided to the guardian in person, and a digital version can be obtained upon request.
3. To initiate the referral process to Civil Law Center, OPG staff must prepare a referral packet including:
  - a. Signed copy of the Order appointing the Civil Law Center as Guardian Ad Litem (GAL).
  - b. CLC Intake Form
  - c. Guardian's contact details
4. The referral information is logged on the CLC Tracking Sheet.
5. The referral packet will be forwarded to Civil Law Center by email or in-person.
6. A copy of the referral packet will need to be stamped by CLC for receipt for OPG records.
7. CLC must stamp the referral packet upon receipt. OPG staff retains the stamped copy for its records.

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**Workflow**

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8. After CLC completes the assessment, CLC files their report t and all supporting documents with the Court within the timeframe specified in the Order. A filed copy will be provided to OPG.
9. CLC provides an invoice to OPG by delivering to the office. OPG staff stamps “Received” on the CLC’s copy.
10. OPG staff verifies the hours and details listed on the invoice.
11. OPG staff submit the verified invoice to the Procurement Office for processing and payment of services provided by CLC.

## **Workflow**

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### **TERMINATION OF GUARDIANSHIP**

OPG is responsible for ensuring that the termination of guardianship is carried out in accordance with the laws of Guam and ethical standards governing guardianship practice. When a guardianship is no longer legally necessary, OPG must verify the basis for termination, obtain required documentation, prepare and submit appropriate court filings, and ensure proper closure of the case.

1. OPG staff request and obtain all required documents to terminate the guardianship.

That may include the following:

- a. Final Accounting, which is always required if guardian of estate
  - b. Death Certificate, if deceased
  - c. Updated medical evaluation, if capacity is restored
  - d. Any other supporting documents required by the court
2. OPG staff must review all documents for accuracy and completeness.
  3. OPG staff prepare the following documents based on the reason of termination:
    - a. Request of Termination of Guardianship
    - b. Final Accounting, prepared by court-appointed guardian (Public Guardian or family)
    - c. Suggestion of Death, if ward is deceased
  4. Documents are submitted filing with Courts and Ministerial.
  5. Once filed, OPG staff scan all filed documents into the digital case folder, place the filed copies into the physical case file, and provide copies to the guardian in person or by email upon request.
  6. The Judicial Officer reviews the Final Accounting and all supporting documents. If approved, the judge issues an Order Terminating Guardianship. The judge formally closes the guardianship case upon issuance of the termination order.

**Workflow**

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7. OPG retrieves the Order Terminating Guardianship from the court's pick-up box. The order is scanned into the digital case folder and placed into the physical case file. A copy of the order is provided to the guardian.
8. OPG staff complete administrative case-closure steps. Staff confirm that all documents are present in both the digital and physical files, update tracking (such as the Adult Guardianship Report Excel sheet), update the case status to "Closed," and close and store the physical file.