



STAFF REPORT

Report To: Board of Supervisors **Meeting Date:** September 19, 2019

Staff Contact: Nancy Paulson, City Manager

Agenda Title: For Possible Action: Discussion and possible regarding the appointment of Heather Cabral as the Public Guardian for a four-year term beginning on September 19, 2019 through September 18, 2023 and to set the starting compensation at \$70,000.00 per year. (Nancy Paulson, npaulson@carson.org)

Staff Summary: Nevada Revised Statutes (NRS) 253.150 requires the Board of Supervisors to establish the office of public guardian and to appoint a public guardian to serve at the pleasure of the Board for a term of four years. After reviewing the applications for the position and interviewing several applicants, the City Manager is recommending the appointment of Heather Cabral for the four-year term beginning on September 19, 2019.

Agenda Action: Formal Action / Motion **Time Requested:** 15 minutes

Proposed Motion

I move to appoint Heather Cabral as the Public Guardian for a four-year term beginning on September 19, 2019 through September 18, 2023 and to set the starting compensation at \$70,000.00 per year.

Board's Strategic Goal

Efficient Government

Previous Action

On September 6, 2018, the Board appointed Jean Perpich as the Public Guardian for a four-year term. Ms. Perpich resigned on July 18, 2019. Since that time, the office of the Public Guardian has been filled by an acting Public Guardian appointed by the Board of Supervisors.

Background/Issues & Analysis

NRS 253.150 requires the Board of Supervisors to establish the office of public guardian and to appoint a public guardian to serve at the pleasure of the Board for a term of four years. Interviews for Public Guardian were previously held and this agenda item is for the Board to consider the appointment of Heather Cabral as the Public Guardian as recommended by the City Manager, for a term beginning September 19, 2019 through September 18, 2023, and to set the starting compensation at \$70,000.00 per year.

Applicable Statute, Code, Policy, Rule or Regulation

NRS 253.150

Financial Information

Is there a fiscal impact? Yes

If yes, account name/number: General Fund/Public Guardian Department 101-0217-413.

Is it currently budgeted? Yes

Explanation of Fiscal Impact: This position is included in the FY 20 budget in the amount of \$118,473 for salary and benefits.

Alternatives

In accordance with NRS 253.150, the Board of Supervisors is responsible for the appointment of the Public Guardian. The Board of Supervisors may appoint another qualified person, designate an elected or appointed county officer as the ex officio public guardian, designate another county officer to execute the powers and duties of the public guardian, contract with a private professional guardian to act as public guardian, or contract with a neighboring county in the same judicial district to provide the services to Carson City.

Attachments:

[Application- HC.pdf](#)

[Job Description- PG.pdf](#)

Board Action Taken:

Motion: _____	1) _____	Aye/Nay
	2) _____	_____

(Vote Recorded By)

433 - Public Guardian

Contact Information -- Person ID: 14489040

Name:	Heather Cabral	Address:	
Home Phone:		Alternate Phone:	
Email:	cabral1075@gmail.com	Notification Preference:	Email
Former Last Name:		Month and Day of Birth:	12/02

Personal Information

Driver's License:
 Can you, after employment, submit proof of your legal right to work in the United States? Yes
 What is your highest level of education? Master's Degree

Preferences

Types of shifts you will accept: Day , Weekends , On Call (as needed)

Objective

While acting as a conservator treating all persons fairly and equitably, protecting the fiduciary interests of the estate and managing staff.

Education

Graduate School <i>Western Governor's University</i> 11/2017 - 10/2019 Las Vegas, Nevada	Did you graduate: College Major/Minor: Business Administration Degree Received: Master's
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Graduate School <i>University of Nevada Reno</i> 8/2007 - 5/2009 Reno, Nevada	Did you graduate: Yes College Major/Minor: Social Work Units Completed: 64 Semester Degree Received: Master's
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College <i>University of Nevada Reno</i> 8/2001 - 12/2003 Reno, Nevada	Did you graduate: Yes College Major/Minor: Business Administration Units Completed: 128 Semester Degree Received: Bachelor's
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College <i>Western Nevada Community College</i> 8/1999 - 5/2001 Carson City , Nevada	Did you graduate: Yes College Major/Minor: Arts Degree Received: Associate's
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Work Experience

Behavioral Health Case Manager 6/2017 - Present Anthem Carson City, Nevada 89701	Hours worked per week: 40 Monthly Salary: \$0.00 Name of Supervisor: Lisa Bogard - Chief Operations Officer May we contact this employer? Yes
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Duties

Administrative and direct line social work providing complex case management meeting NQCA criteria to severely emotionally disturbed/severely mentally ill (SED/SMI) behavioral health population; Decreased caseload member utilization

rates by over 50% within the first six months of service; Increased market presence for Anthem in Northern Nevada; Evaluation and development of state wide case management and housing partner program; Conducted clinical assessment and crisis intervention; Executed cost of care initiatives; Acted as principal utilization manager for state-wide case management prior authorization and concurrent review requests; Integrated effective program interfacing among providers in Northern Nevada

Reason for Leaving

Still employed

Social Worker

6/2016 - 6/2017

Hours worked per week: 40

Monthly Salary: \$0.00

May we contact this employer? Yes

State of Nevada

Carson City , Nevada 89706

Duties

Participated as a social worker in investigating allegations of child abuse and neglect; Presented cases in Family Court to abide by state and federal regulations in the substantiation of child abuse and neglect cases; Advocated in the best interest of children removed from custodians for abuse and neglect allegations; Created timely and well written court and case documentation; Created thorough case planning and recognition of needs for children on case load; Acted as a crisis mitigator and client advocate

Creator and Founding President

6/2008 - 6/2016

Hours worked per week: 40

Monthly Salary: \$5,500.00

of Employees Supervised: 15

Kids First Family Services

Name of Supervisor: None

Reno, Nevada 89510

May we contact this employer? Yes

Duties

Turned community needs into entrepreneurial reality by building an innovative local non-profit focused on providing affordable mental health services to Medicaid members who prior to this creation were waiting six-eight months for treatment; Established successful non-profit enterprise serving outpatient mental health services including psycho-therapeutic services, psycho-social rehabilitation/basic skills training, parenting curriculum, and psychiatric services provided by licensed professionals; Created efficient systems to better serve client; Liaised with local and state government to develop programs specific to meet their needs in serving the local community; Effectively managed clinical and non-clinical staff; Created and managed complex grants management system including writing and yearly budgeting; Established social advancement initiatives aimed at fostering a holistic approach to meeting client's social, emotional, and basic needs; Created human resource policies and procedures as well as all agency policy and procedures

Reason for Leaving

Creator of agency; agency became self sustaining and clinical administrator was hired; desire to seek other professional opportunities in administration and program management

Director of Social Services

9/2014 - 12/2015

Hours worked per week: 40

Monthly Salary: \$3,900.00

of Employees Supervised: 5

Carson Nursing and Rehabilitation Center

Name of Supervisor: Mike Ball - Executive Director

Carson City , Nevada 89701

May we contact this employer? Yes

Duties

Provided administrative, management, and social services to agency to meet all state regulatory policies; Effectively managed client population of over 60 beds; Served as

abuse prohibition personnel to building and liaison to aging long term care population; Effectively, efficiently, and safely provided discharge services to short term rehabilitation patients entering facility healing from complex medical procedures; Served as liaison to state agencies and ombudsman; Established cost efficient family services including bereavement support and supportive counseling services; Utilized motivational interviewing techniques to interview patients and families to complete psycho-social assessment to create overall treatment plans emphasizing strengths, needs, and service utilization; Coordination of resource utilization including community based care programs and utilization of community aging resources; Created holistic and integrated crisis intervention policies including suicide risk assessment and support services; Performed as patient advocate for residents

Reason for Leaving

Offered an administrative position

Social Worker

4/2010 - 9/2014

Hearthstone of Northern Nevada
Sparks, Nevada 89701

Hours worked per week: 40

Monthly Salary: \$4,080.00

of Employees Supervised: 1

Name of Supervisor: Chris Nicholas - Administrator

May we contact this employer? Yes

Duties

Acted as a direct line social worker integrating prior experience with the aging population and graduate education to deliver clinically relevant social services; to include: medically related social services to short term rehabilitation patients as well as long term geriatric residents; care coordination with state programs and services; family services including bereavement support and supportive counseling; conducted assessment to create overall treatment plans emphasizing strengths, needs, and service utilization; treatment planning as a member of an interdisciplinary team; coordination of resource utilization; crisis intervention including suicide risk assessment and support services; advocacy for patients and residents; advance directive advocacy and education; safe discharge planning; general administrative tasks including chart documentation and treatment plan updates; case management; promote patient self determination; hospice assessment and referral; MDS 3.0 information collection and input; psycho-social rehabilitation services; mental health treatment/monitoring

Reason for Leaving

Moved to Carson City

Certificates and Licenses

Type: Licensed Social Worker

Number: 5566 S

Issued by: State of Nevada Board of Examiners for Social Workers

Date Issued: 5 /2009 Date Expires: 12 /2019

Type: Licensed Master Social Worker

Number: 62568

Issued by: Texas State Board of Social Worker Examiners

Date Issued: 6 /2016 Date Expires: 12 /2017

Skills

Office Skills

Typing: 65

Data Entry: 0

Additional Information

Professional Memberships

NASW

References

Professional
Matthews, Jackie
 Licensed Social Worker
 ()
jackie.matthews@rundlrc.com

Professional
Soracco, Meagan
 Social Worker

msoracco@dcsf.nv.gov

Professional
Luevano, Valerie

vluevano@gmail.com

Resume**Text Resume****Attachments**

Attachment	File Name	File Type	Created By
H. Cabral Resume.doc	H. Cabral Resume.doc	Resume	Job Seeker

Agency-Wide Questions

1. Q: Have you been previously employed by Carson City?
A: No

2. Q: Are you related to a current or former employee of Carson City?
A: No

3. Q: If you stated "yes" to the above question, please state the employee's name and the department for which they work.
A: N/A

4. Q: How did you learn of this vacancy?
A: City of Carson City Web Site

5. Q: Are you a veteran who has been honorably discharged from the United States military? If so, please attach a copy of your DD-214 "Certificate of Release or Discharge from Active Duty" to your application at time of submittal.
A: No

6. Q: Are you a resident of the State of Nevada?
A: Yes

7. Q: By clicking on the "yes" button, I hereby certify that every statement I have made in this application is true and complete to the best of my knowledge. I understand that all offers of employment and all information regarding compensation and other terms and conditions of employment will be made in writing, verbal statements may not be relied upon. Employment is "at-will", unless specifically stated otherwise. "At will" means

Carson City may terminate my employment at any time, with no advance notice, and for any reason or no reason. I understand that if I am asked, I will have to verify any and all information given on this application. I understand that this application is the property of Carson City and will not be returned. If I am hired, the application will become part of my personnel file. I authorize Carson City to investigate my background by contacting my references and to make an independent investigation of any character, conduct and employment records; including, but not limited to, criminal and traffic records. I hereby release all employers, schools, or persons from all liability in responding to inquiries in connection with my application. I understand that any misrepresentation, falsification, or material omission of information may result in my failure to receive an offer, or if I have been hired, in my dismissal from employment, regardless of length of employment. I will be required to submit to a criminal background check. I may be required to submit to a pre-employment drug and/or alcohol test. I understand that if I am hired into a sworn position with the Fire Department or an FTA/FMCSA covered position, I will be subject to random drug and/or alcohol testing. I may be required to participate in a written examination, oral examination, medical examination and/or any other examination deemed necessary by the Department/Office to determine if I meet the minimum qualifications of the position. I understand that I must notify Human Resources of any changes in my name, address, or phone number. Federal law requires all employers to verify the identity and employment eligibility of all persons hired to work in the United States. Carson City participates in E-Verify.

A: Yes

Supplemental Questions

1. Q: The following supplemental questions must be completed and submitted by the final filing date and time in order to be considered for this position. All parts of the application and supplemental questions must be complete, including the section covering previous work history and specific duties performed (DO NOT write "see attached resume"). The supplemental questions require you to describe your training and experience that qualify you for this position. Have you read and understand the statement above?

A: Yes

2. Q: I acknowledge and understand that by submitting this application, the information in the application as well as any supporting documentation that I submit will become a public record and will be available to the public including being posted on the Carson City website. I understand that this is a Board of Supervisor appointed position. If selected as a final candidate, my interviews will be conducted in public meetings that may be broadcast on television, public access television via the cable television system and/or the internet via Carson City's website. I further understand that at the public meetings, the interview panel members and/or the Board of Supervisors may consider my character, conduct and professional competence. I waive any and all rights to further notice of the public postings of information, notices of the fact that the interviews will be held in public meetings, what may be discussed at the meetings, including, without limitation, any notices that may be required by the Nevada Open Meeting law, specifically Nevada Revised Statutes Chapter 241 and hereby consent to these actions. Do you agree to the terms and conditions set forth above? Note: If you select "No" please do not submit your application for consideration, as the information contained in the application and the supplemental information you provide, if any, will be subject to public disclosure.

A: Yes

3. Q: I acknowledge and understand that if offered employment, the offer will be contingent upon passing a background check, which includes, but is not limited to a fingerprint based check, a credit report check and a drug screen. The waivers for the background checks will be provided to you before being asked to submit to the screenings. Do you understand and accept the terms outlined above?

A: Yes

4. Q: Do you have a valid and unrestricted driver's license?

A: Yes

5. Q: Are you certified through the National Guardianship Association? If yes, please attach the certification.

A: No

6. Q: Do you have a bachelor's degree in business, public administration, a social science, behavior science or related field? If yes, please attach a copy of the diploma.

A: Yes

7. Q: Do you have four (4) years of full-time professional experience in either asset management and distribution or social service delivery preferably involving public guardianship or similar functions, such as Medicaid or aging and disability services, one (1) year of which was in a supervisory role? If yes, please list your experience below in specific detail.

A: I have over ten years experience in social service delivery with concurrent experience with Medicare and wards of the state. I have been employed in numerous supervisory roles including in social services in skilled nursing and founding a local non profit serving outpatient mental health services.

HEATHER A. CABRAL

cabral1075@gmail.com

EDUCATION

Master of Social Work

University of Nevada, Reno – May 2009

Master of Business Administration

Western Governor's University – Anticipated Graduation October 2019

Bachelor of Science – Business Administration

University of Nevada, Reno – December 2003

- Graduated Magna Cum Laude

Associate of Arts

Western Nevada Community College, May 2001

LICENSURE

Licensed as Master Level Social Worker by the Nevada State Board of Examiners for Social Workers

- License # 5566-S

EXPERIENCE

2017-present

Anthem

Carson City, NV

Behavioral Health Case Manager

- Complex case management
- Face to face visits with high utilization members
- Integration of effective program interfacing among providers in Northern Nevada
- Clinical assessment for identification, coordination, and management of member's needs
- Assist with development and growth of behavioral health case management in Northern Nevada

2016-2017

State of Nevada – Division of Child and Family Services

Reno, NV

Social Worker

- Case management in child welfare
- Provided court testimony in individual child welfare cases as required.
- Furnished all required client support and services on a case-by-case basis.
- Designed and implemented plans to ensure safety of special needs or at-risk children.
- Provided all aspects of case planning, crisis management

2008-2017

Kids First Family Service

Reno, NV

Founder

- Founder of organization
- Program development
- Created and implemented business and clinical processes
- Grants management
- Leadership of staff
- Process and program evaluation
- Created integrated system with clients and providers in Northern Nevada

Director of Social Services

- Provided medically related social services to short term rehabilitation patients as well as long term geriatric residents
- Provided family services including bereavement support and supportive counseling
- Psychosocial assessment to create overall treatment plans emphasizing strengths, needs, and service utilization
- Coordination of resource utilization
- Crisis intervention including suicide risk assessment and support services
- Advocacy for patients and residents
- Advance directive advocacy and education
- Discharge planning and dispositional planning
- General administrative tasks including chart documentation and treatment plan updates
- Promote patient self determination and assist to maintain independence in patients
- Hospice assessment and referral
- Care coordination
- MDS 3.0 information collection and input
- Mental health treatment/monitoring
- Psychosocial Rehabilitation Services

2010 - 2014

Hearthstone of Northern Nevada

Reno, NV

Social Worker

- Provided medically related social services to short term rehabilitation patients as well as long term geriatric residents
- Care coordination
- Provided family services including bereavement support and supportive counseling
- Psychosocial assessment to create overall treatment plans emphasizing strengths, needs, and service utilization
- Treatment planning as a member of an interdisciplinary team
- Coordination of resource utilization
- Crisis intervention including suicide risk assessment and support services
- Advocacy for patients and residents
- Advance directive advocacy and education
- Discharge planning
- General administrative tasks including chart documentation and treatment plan updates
- Case management
- Promote patient self determination
- Hospice assessment and referral
- MDS 3.0 information collection and input
- Psychosocial Rehabilitation Services
- Mental health treatment/monitoring

SKILLS & ABILITIES

Excellent written and verbal communication

Detail oriented and organized

Ability to quickly acquire and apply new skills

Ability to meet deadlines under pressure

Excellent interpersonal skills

General office skills (typing, fax, copying, computer)



JOB DESCRIPTION

JOB TITLE:	Public Guardian	FLSA:	Exempt
DEPARTMENT:	Public Guardian	GRADE:	BA1
REPORTS TO:	City Manager	DATE:	May, 2018
		REVISED:	July, 2019

SUMMARY OF JOB PURPOSE:

This is a Board of Supervisor appointed, FLSA exempt position located in Carson City, Nevada. Under administrative direction, plans, organizes, administers, and directs the operation of the functions of the Office of the Public Guardian; manages and directs guardianship, representative payee, and support services.

ESSENTIAL FUNCTIONS:

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

- Responsible for the development and implementation of goals, objectives, policies, procedures and work standards for the Office of the Public Guardian.
- Plans, organizes, and supervises the day-to-day activities of assigned support staff.
- Contributes to the overall quality of the department's service provision by developing and coordinating work teams and by reviewing, recommending and implementing improved policies and procedures.
- Receives referrals from government entities, law enforcement, medical institutions, and the general public for guardianship services for proposed protected persons; reviews information to determine whether proposed protected person meets requirements for appointment of Public Guardian; works with legal counsel to file appropriate documents to initiate guardianship proceedings.
- Assesses the financial and physical needs of clients to make eligibility determinations and coordinate available community resources and professional care, including medical, placement, legal needs and daily living skills, to meet client needs to maintain optimum quality of life and care within available resources.
- Upon court appointment, manages the estate of protected persons, including receipt of income, payment of expenses and claims, inventory of property, sale of property if necessary, investment of income as appropriate; and winds up affairs and administers estates when necessary.
- Upon court appointment, secures and maintains government and other benefits on behalf of the protected person as appropriate, including Medicaid, Medicare, Social Security Disability.
- Confers with and coordinates assigned activities with service providers in various public and private organizations to ensure that resources are appropriately utilized and that all clients receive the most effective provision of services.
- Interacts with the courts and all entities involved in the legal process.

ESSENTIAL FUNCTIONS:

- Receives and monitors court ordered assignments from inception to completion and final discharge by the court.
- Serves on task forces and committees promoting protective services and senior related issues.
- Maintains accurate records and files.
- Prepares and directs the preparation of a variety of written correspondence, reports, procedures and other written materials, including necessary annual reports and accountings to the court.
- Monitors and interprets changes in laws and regulations related to assigned functions; evaluates their impact upon departmental activities and develops and implements policy and procedural changes as required.
- Uses standard office equipment, including a computer, in the course of the work.
- Drives a personal or City motor vehicle to attend off-site meetings, visit off-site locations and conduct other Public Guardian business.
- Demonstrates courteous and cooperative behavior when interacting with elected officials, clients, public, and staff; acts in a manner that promotes a harmonious and effective workplace environment; develops and maintains collaborative relationships with community resource stakeholders.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and Experience:

Bachelor's Degree in business or public administration, social science, behavioral science or a field related to the work; AND four (4) years of full-time professional experience in either asset management and distribution or social service delivery preferably involving public guardianship or similar functions, such as Medicaid or aging and disability services, one (1) year of which was in a supervisory role; OR an equivalent combination of education, training and experience as determined by Human Resources.

REQUIRED CERTIFICATES, LICENSES, AND REGISTRATIONS:

- Valid and unrestricted driver's license
- Certified Guardian with the Center for Guardianship Association at time of appointment, or within one year of appointment.

Required Knowledge and Skills

Knowledge of:

- Principles and practices of public guardian case management, social work and social service provision.
- State and federal laws, regulations and guidelines related to guardianship.
- Crisis intervention and counseling techniques.
- Effects of mental and physical illnesses.
- Investigative techniques and practices.
- Principles and practices of estate property accounting and money management.
- Administrative principles and practices, including goal setting, program development, implementation and evaluation, and the management of employees.
- Applicable laws, codes and regulations; computer applications related to the work.
- Record management principles and practices.
- Techniques for dealing with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, often in situations which may be stressful.
- Standard office practices and procedures, including filing and the operation of standard office equipment.
- Communicating effectively in oral and written forms.

Skill in:

- Planning, organizing, supervising, reviewing and evaluating the work of others.
- Interpreting, applying and explaining laws and regulations relating to assigned functions.
- Preparing clear and concise reports, correspondence and other written materials;.
- Using initiative and independent judgment within general policy guidelines.
- Using tact, discretion and prudence in dealing with those contacted in the course of the work.
- Establishing and maintaining effective work relationships with staff, coworkers, contractors and the public.

SUPERVISION RECEIVED AND EXERCISED:

Under Administrative Direction - Incumbents at this level are responsible for unusual, technical, complex, highly sensitive, political, and far reaching work related issues and for policy recommendations to political oversight groups. They plan, organize, and determine work methods, implementation mechanisms, and operating procedures used to achieve goals and objectives set forth by general plans, broad policies, budgetary limitations, and legal and professional standards. The incumbents have responsibility for planning and organizing work, as well as considerable latitude interpreting and applying broad policies, rules, and regulations. Work performance is usually measured by total results and a governing body usually provides supervision.

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mobility to work in a typical office setting, use standard office equipment and stamina to sit for extended periods of time; strength to exert up to 50 pounds of force occasionally and up to 20 pounds of force frequently to lift, carry, push, pull or move objects; vision to read printed materials; and hearing and speech to communicate in person or over the telephone; exposure to traffic conditions and external environment when traveling from one office to another.

CONDITIONS OF EMPLOYMENT:

1. *Unclassified employees are “At Will” and as such, may be terminated at any time for any reason, or no reason.*
2. *Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation.*
3. *Any City employee may be required to stay at or return to work during emergencies to perform duties specific to this classification or to perform other duties as requested in an assigned response position. This may require working a non-traditional work schedule or working outside normal assigned duties during the incident and/or emergency.*
4. *Employees may be required to complete Incident Command System training as a condition of continuing employment.*
5. *New employees are required to submit to a fingerprint based background investigation which cost the new employee \$56.25 and a drug screen which costs \$36.50. Employment is contingent upon passing the drug screen and the background investigation.*
6. *Carson City participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each applicant’s Form I-9 to confirm work authorization. All candidates who are offered employment with Carson City must complete Section 1 of the Form I-9 along with the required proof of their right to work in the United States and proof of their identity prior to starting employment. Please be prepared to provide required documentation as soon as possible after the job offer is made. For additional information regarding acceptable documents for this purpose, please contact Human Resources at 775.887.2103 or go to the U.S. Citizenship and Immigration Services web page at www.ucis.gov.*
7. *Per NRS 281.574 this position has been determined to fall under the category as “Public Officer”. Public Officer is defined as those persons serving in a position designated by NRS 281A.160 or 281A.182. Individuals are required to complete the “Nevada Acknowledgement of Ethical Standards for Public Officers” form, as well as file a “Financial Disclosure Statement” with the Nevada Secretary of State office.*

I have read and understand the contents of this Job Description, and I have received a copy of this Job Description for my records.

PRINT NAME: _____

SIGNATURE: _____ DATE: _____

“Carson City is an Equal Opportunity Employer”