



PUBLIC
GUARDIAN



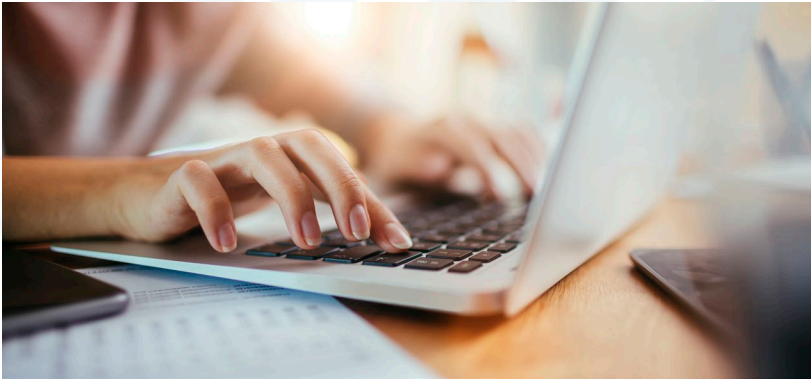
Washoe County Public Guardian Annual Update

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Mission

The mission of the Washoe County Public Guardian's Office is to serve as guardian, by court appointment, for vulnerable individuals 18 and older who are unable to manage their personal and financial affairs, by coordinating provision of services, providing informed consents on their behalf, and protecting, preserving, and managing their assets.





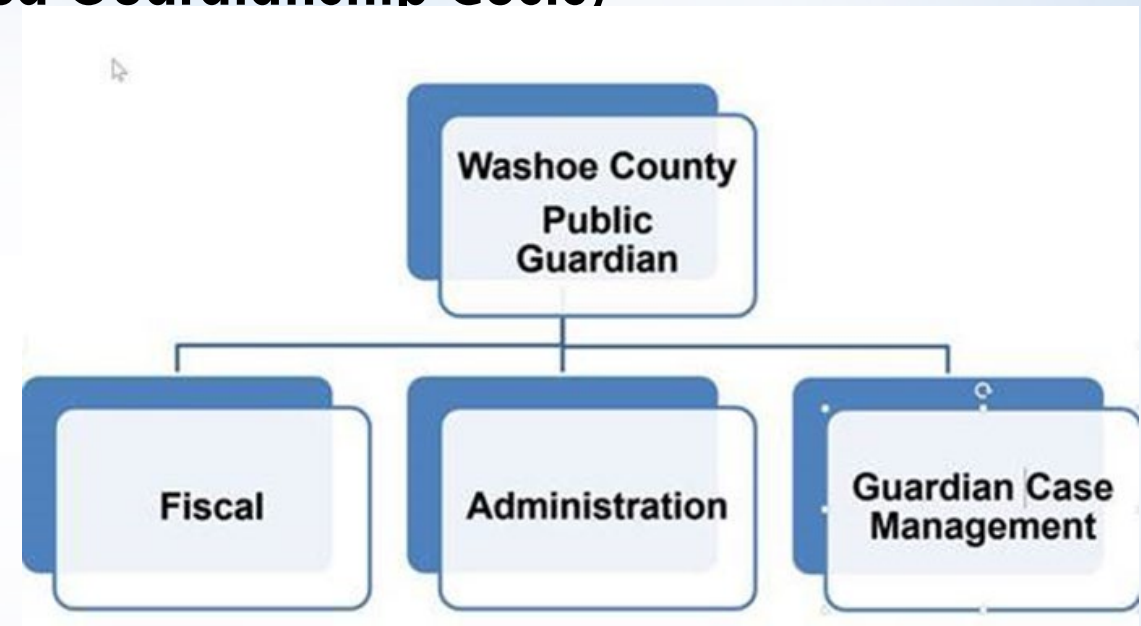
Budget

Expenses: \$3.06 Million

Revenues: \$283,047.00 (Collected Guardianship Costs)

20 FTE

- 1 Public Guardian
- 3 Fiscal Staff
- 3 Administrative Staff
- 11 Guardian Case Managers
- 2 Supervising Guardian Case Managers



Legal Authority through NRS 159, NRS 253, Titles 12 and 13 of NRS

Standards and Ethics of Guardian



25 Separate Standards which guide our practice and a code of ethics.



Includes Practical Standards and Aspirational Principles



Intentional language to imply duties, create discretion in authority, recognize mandates and prohibitions, and highlight rights of individuals.



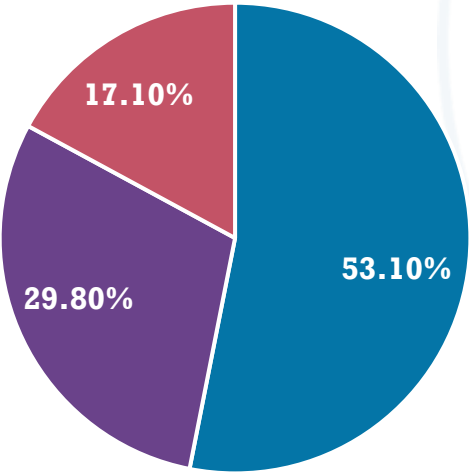
Center for Guardianship Certification: WCPG currently has 6 certified guardians.



Fun Facts

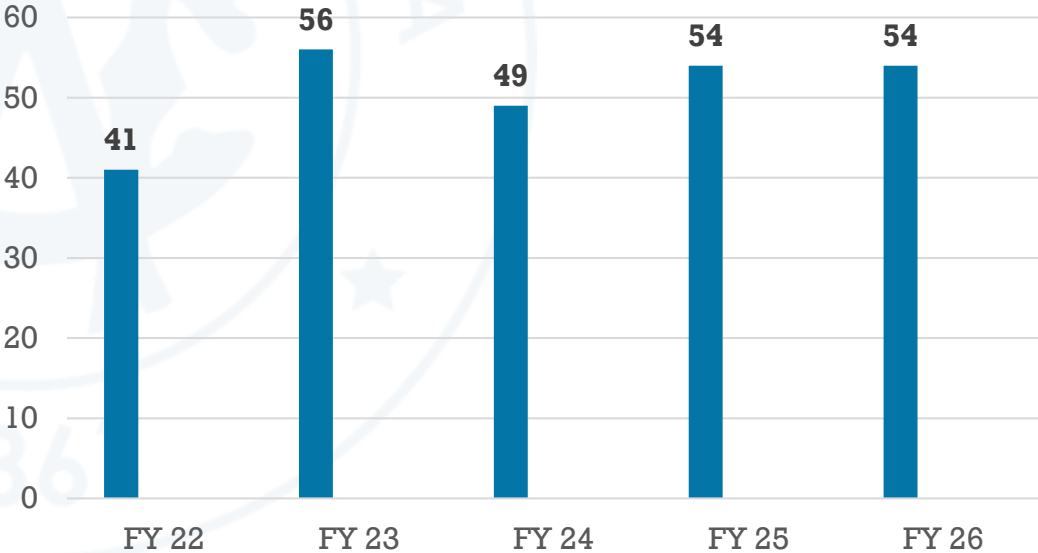
Average Length of an Active Guardianship Case: 8 years, 11 months

Ages of Clients



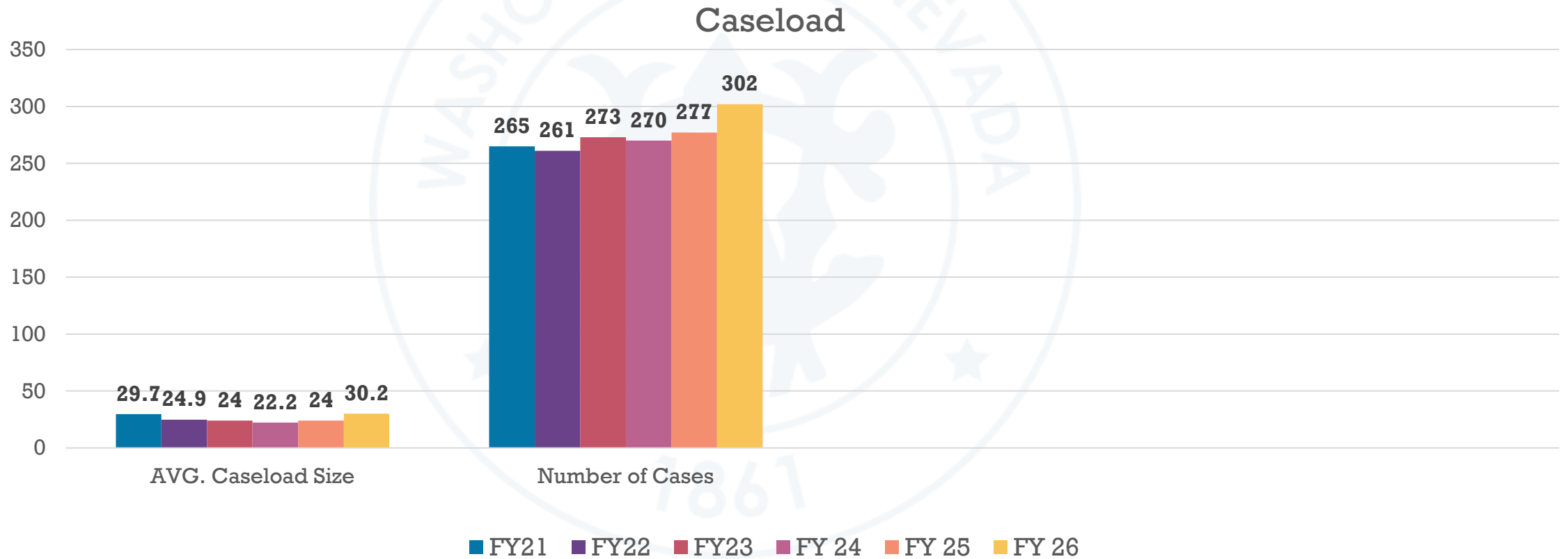
■ Over 65 ■ 40-65 ■ 18-40

New Cases Per Year



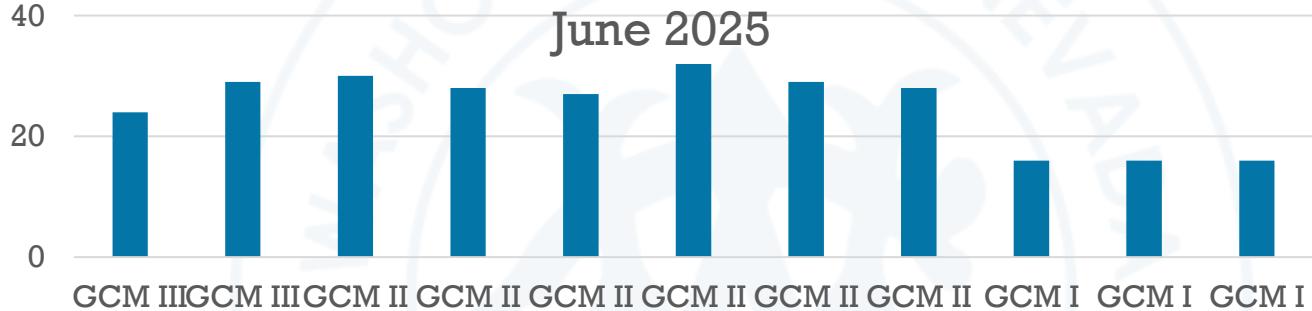


Caseload 1:30 Ratio* Recommended 1:20

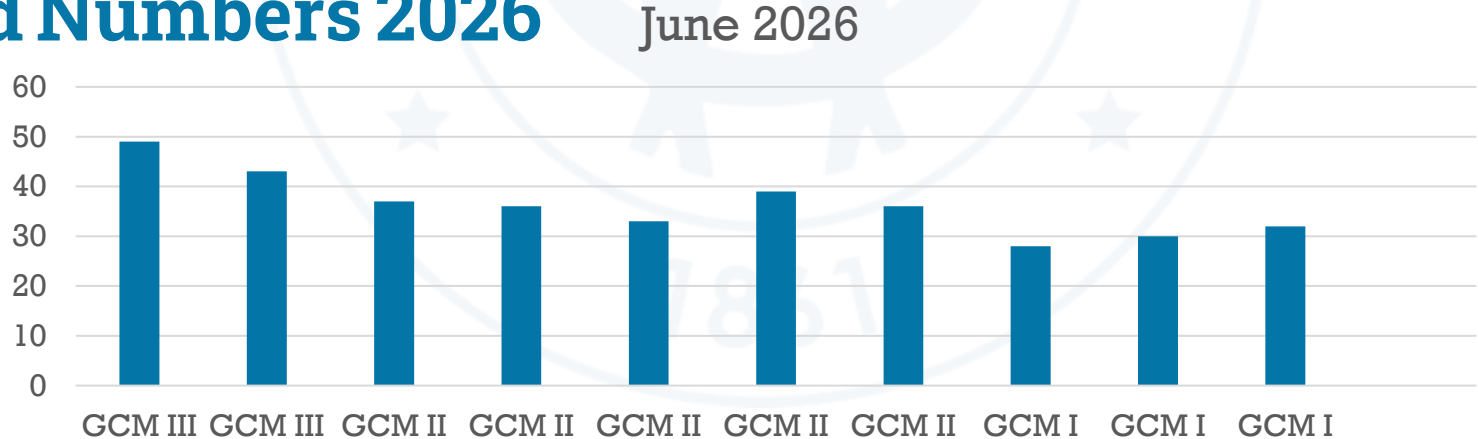




Caseload Numbers 2025



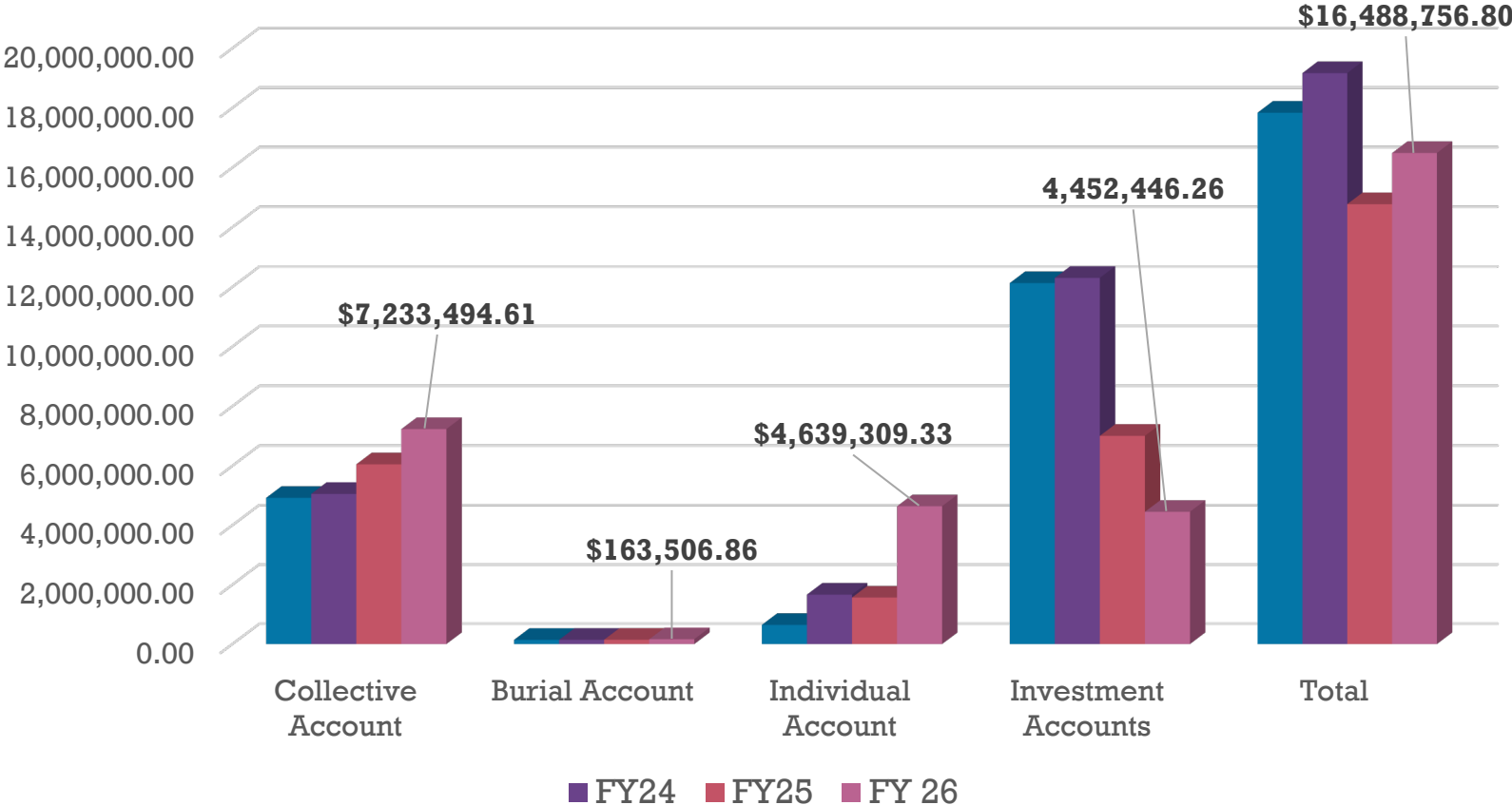
Caseload Numbers 2026





Estate Management

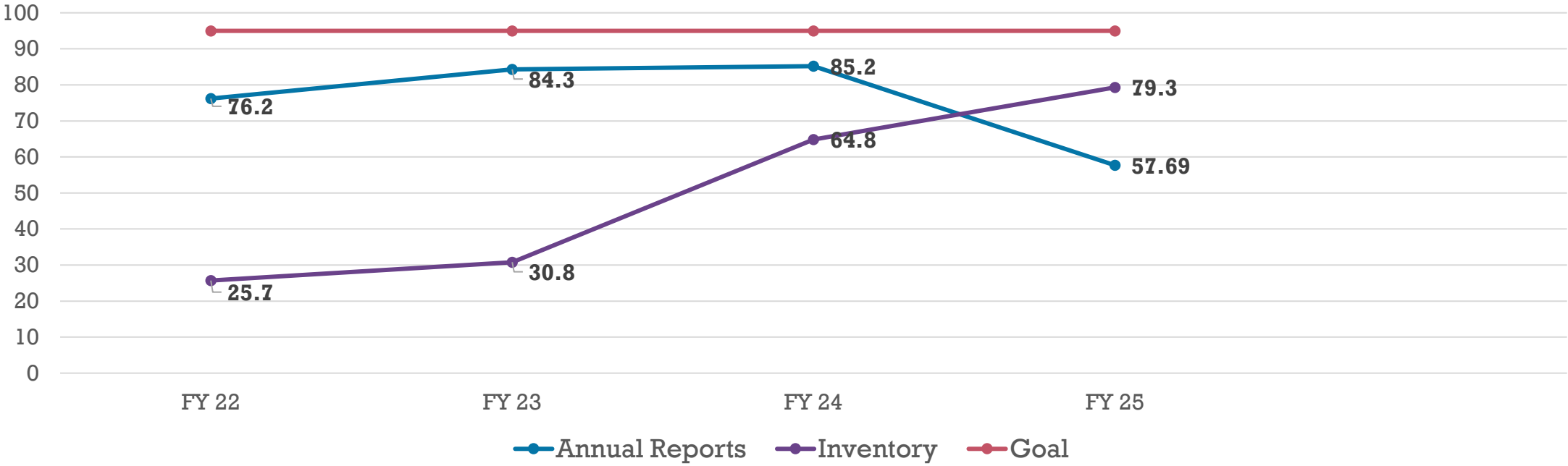
Funds Managed for Protected Persons





Mandatory Reports

On time Reporting





Continuing Support Given Budgetary Considerations

Streamlining reporting and paperwork burdens by employing technological solutions and enhancements

Actively working cases toward terminations where applicable

Engaging private providers and family members to take over guardianships

Simplifying policy and procedures to improve expectations and increase autonomy

Support and foster teamwork to capitalize on the strengths of our diverse team



Case Management Pilot Project: Role-Based Workflow Redesign

- Internal audit revealed inconsistent documentation and missing critical information.
- Two senior case managers proposed restructuring duties based on staff strengths.
- Objective: Strengthen documentation, streamline early-stage guardianship tasks, enhance teamwork, and maintain service quality despite rising caseloads.



Pilot Design and Implementation

Initial Case Managers

- Intake tasks
- Information gathering
- Early medical/financial processes
- Completing priority guardianship onboarding tasks
- Terminations

Ongoing Case Managers

- Monthly visits
 - Medical, social, educational, and placement oversight
 - Ongoing financial tasks
 - Annual Reports
-
- Defined task boundaries and communication checkpoints
 - Updated policies and procedures based on staff feedback
 - Completed documentation cleanup prior to transfer



Outcomes and Recommendation

Documentation Improvements

Staff Collaboration

Accountability/Transparency

- Improved documentation consistency and compliance.
- Faster completion of priority tasks and improved benefit/asset coordination.
- Stronger collaboration, clearer boundaries, and increased transparency.
- Staff experienced positive workflow impacts, including reduced pressure and more time for person-centered work.

Recommendation: Continue the pilot with ongoing refinements, especially in real property management practices.



Exploration in AI

- Partnered with Madison AI to develop a template and mechanism to streamline the process of our annual reports.
- Currently it takes 8-10 hours to write an annual report.
- Our goal is to see if we can use AI to streamline this process without compromising the ethics and integrity of the work we submit to our courts.
- Our plan will be to use the same rigorous review process we currently use to edit and review annual reports, but we will also benefit from having an annotated version which will help us cross reference and fact check our work.
- Currently refining the report and will begin testing this summer.
- Presenting our Project at the National Conference on Guardianship in October



Intern Program with University of Nevada School of Social Work

- Master's Student from the School of Social Work
 - Focus of her project was on policy development for the Public Guardian Office
 - Intern was provided an opportunity to learn about policy development while exploring her personal interest in behavioral health
 - Intention was to create a project that could minimize the amount of time other case managers look for policy, procedure and guidance.
 - The goal of her project was to create one annotated document which contains policy, procedures and improve alignment with NGA Standards
 - Outcome was a single document with a comprehensive overhaul to our Guardianship of Person Standard Operating Procedures.
 - We established an internal process to continue to move this progress forward that incorporates leadership and staff collaboration.

Internal Training Academy



October 2025

Sue Weyl, Deputy Public Guardian present to the National Guardianship Association Conference

May 2026

Sue Weyl, Deputy Public Guardian present to the Washington State Guardianship Conference

Feedback:

“I would love to work for this person.”

“As someone hiring, training, and supervising new staff, this was very helpful! Good way to immerse your team without drowning them”

“One of the best training classes I have taken. I wish I was in Nevada—I would love to work with you”



Plans for Fiscal Year 2027

- We hope to have outcome measures for our AI Project
- Implement a Comprehensive Communication plan that provides both education to our public but also collaboration with our courts to limit the impacts on the Public Guardian's Office
- Continue forward progress on our Internal SOP's which help provide streamlined processes for case work
- Implement a Peer Audit Program to increase accountability

Looking to the Future

Strengthen Protections Against Elder Abuse

- Support the Investigation and Prosecution of Elder Abuse Cases • Support cross-disciplinary training on Elder Abuse Awareness through • Develop a Broad-Based Public Awareness Campaign to increase awareness and understanding of elder abuse in the community as well as personal and financial planning as our seniors age .

Housing

- Working with our city and private partners to increase supply of accessible, affordable, adaptable housing • Consider housing initiatives that target divorced, separated, widowed, and disabled seniors living alone. Consider housing initiatives that offer supportive housing in the 55-65 demographic and those with mental illness as a primary diagnosis.

Questions?

Thank you!

