



Board Appointment Form

City Clerk's Office

Appointing Office	Representative Isabel Salcido, District 5
Agenda Placement	Regular
Date of Council Meeting	07/02/24
Name of Board	Bond Overview Advisory Committee

Agenda Posting Language

Appointment of Nathaniel Chaney to the Bond Overview Advisory Committee by Representative Isabel Salcido, District 5.

Appointment Type	Regular
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Member Qualifications

See Resume

Nominee Name	Nathaniel Chaney
Nominee Email Address	[REDACTED]
Nominee Residential Address	[REDACTED]
Nominee Primary Phone Number	[REDACTED]
Residing District	District 6
City Employed Relatives	N/A

Board Membership

Veterans Advisory Committee 7/2019-12/2019

Real estate owned in El Paso County

N/A

Previous Appointee	Luis Ortega
Reason for Vacancy	Term Expired
Date of Appointment	07/02/24
Term Begins On	01/01/23
Term Expires On	12/31/27
Term	First Term

NATHANIEL CHANEY, MRC, VSR

Skills in Consulting | Communication | Collaboration | Risk Management | Diversity Advocacy | ERG Leadership | Mental Health Advocacy | Case Management | Ethical Decision-Making | Job Placement | Job Coaching | Team Building | Project Management | Leadership | Research | Stakeholder Engagement | MS Office Suite | Data Visualization | Counseling Skills | Technical Proficiency

EDUCATION

Completed

Master of Rehabilitation Counseling, GPA 4.0/4.0GPA 4.0/4.0

The University of Texas at El Paso (UTEP), El Paso, Texas | Graduated: December 2019

The Texas Workforce Solutions- Vocational Rehabilitation Services (TWS-VRS) Credentials | University of North Texas
Job Skills November 2018 - Job Placement December 2019

Bachelor of Science in Health Promotion, GPA 3.3/4.0

The University of Texas at El Paso (UTEP), El Paso, Texas | Graduated: May 2017

Bachelor of Science in Health & Wellness, GPA 2.73/4.0

Kaplan University, College Park, Illinois | Graduated: February 2014

United States Army, 2004-2014

Food Service Specialist/Manager, Honorable Discharge

Current

Master of Public Administration with a concentration in Public Policy Management, GPA TBD

The University of Texas at El Paso (UTEP), El Paso, Texas | Enrolled: Graduation June 2026

CURRENT EXPERIENCE

Veteran Benefits Administration- Albuquerque Regional Office | Full-time (40 hours/week) | March 2024-Present

Veteran Service Representative (VSR)

MANAGE REVIEW AND PROCESSING OF CLAIMS: I efficiently manage the review and processing of veterans' claims, ensuring accuracy and promptness. This involves detailed verification of eligibility, thorough documentation review, and continuous updating of claim statuses in the system. My proactive management ensures that veterans receive their entitlements, such as disability, pension, and education benefits, without undue delays.

DELIVER PRECISE GUIDANCE: I provide precise and personalized guidance to veterans, helping them navigate the complexities of healthcare, education, and financial benefits. By explaining eligibility criteria, benefit utilization, and application processes in a clear and understandable manner, I ensure veterans maximize their entitled support. This guidance often involves complex cases requiring tailored advice based on specific veteran needs and circumstances.

IMPLEMENT STREAMLINED PROCEDURES: I implement streamlined procedures to facilitate easy access to benefits for veterans, significantly enhancing their experience and satisfaction. This includes optimizing internal processes, reducing bureaucratic hurdles, and introducing user-friendly digital tools for easier benefit application and tracking. These improvements lead to quicker benefit delivery and increased veteran satisfaction.

ADVOCATE FOR VETERANS' RIGHTS: As an advocate for veterans' rights and well-being, I treat each case with the highest level of respect and professionalism. This involves not only representing veterans in appeals or disputes but also engaging with policymakers to push for legislative changes that benefit the veteran community. My advocacy ensures that veterans receive the respect and support they deserve.

ENHANCE VETERANS' QUALITY OF LIFE: I contribute significantly to improving the daily lives of veterans by aligning my passion for public service with impactful support and advocacy. This includes initiating and participating in programs aimed at increasing job opportunities, mental health support, and community integration for veterans, which substantially enhances their quality of life and well-being.

PROMOTE AND DEFEND VETERANS' RIGHTS: I actively promote and defend the rights of our nation's heroes, ensuring their sacrifices are recognized and their needs are met with the highest standard of service. My role involves leading public awareness campaigns, engaging in community outreach, and liaising with veteran organizations to advocate for policy enhancements and

increased support services for veterans.

Accenture- Houston Office | Full-time (40 hours/week) | January 2020-December 2023

Senior Consulting Analyst

OPTIMIZED CLIENT WEBSITE CONTENT, DESIGN, AND RESOURCES: Spearheaded a major initiative to revamp client websites, aligning them with modern communication standards to significantly enhance user engagement and satisfaction. The strategic overhaul included a user-centered design approach, integration of cutting-edge technologies, and optimization of content for SEO, which collectively boosted client web traffic and interaction metrics by over 40%.

LED ESCALATION CALLS: Managed critical escalation protocols across global teams, effectively mitigating vulnerabilities during high-stakes client interactions. Leadership in crisis management ensured the continuity of services and safeguarded client relationships, maintaining a 95% satisfaction rate during escalated events.

ASSESSED STATES, IDENTIFIED CUSTOMER REQUIREMENTS: Conducted a detailed analysis of market conditions and client needs, which led to the development of customized business solutions that enhanced client service delivery. This strategic insight resulted in a 25% improvement in client satisfaction and a 20% increase in service renewal rates.

CONDUCTED RESEARCH AND SYNTHESIZED CLIENT DATA: Led a series of data-driven research projects that culminated in the creation of compelling business cases, influencing key strategic decisions. Translated complex data into actionable insights, resulting in the launch of three new product lines, significantly enhancing the company's market position.

DEVELOPED CREATIVE WAYS TO ENHANCE EXPERIENCE: Innovated the virtual and in-office experiences for approximately 2600 employees, implementing a series of initiatives that transformed workplace culture and productivity.

SOLVED CUSTOMER COMMUNICATION PROBLEMS: Devised and implemented communication strategies that effectively bridged gaps between employees and leadership. Enhanced understanding and cooperation across departments, fostering a cohesive work environment and boosting team morale.

MANAGED CASES IN COVID-19 SURGE PROJECT: Promoted to legislative escalation team to process and resolve highest priority unemployment claims after two weeks on the project due to high performance. Handled 40-50 calls a day, among the highest among my peers, and maintained one of the highest quality claims processing rates. Answered calls to address unemployment questions and file claims, helping dozens of callers daily. My caller satisfaction and claim totals were among the highest on my team.

STREAMLINED & MANAGED GOALS AND OBJECTIVES: Oversaw the strategic planning and execution of project goals for key oil & gas and utility clients, enhancing operational efficiency and meeting strategic targets. Reduced operational costs by 15% and improved project delivery timelines by 10%, significantly benefiting client operations.

KEY ACCOMPLISHMENT: Developed and led the Mental Wellness Employee Resource Group at Accenture. This initiative significantly enhanced the company's focus on mental health and inclusivity. I directed 16 diverse groups, creating and implementing equitable activities that markedly improved the workplace environment. This role not only increased employee engagement and well-being but also established Accenture as a leader in supporting mental wellness and fostering a supportive corporate culture.

Pride Industries El Paso, Texas | Rehabilitation Counseling Services Part-Time (30 hours/week) | JUN 2019-DEC 2019

Employment Coach | Supervised Internship by VRC Counselor and Agency Director

CASE MANAGEMENT: Managed Vocational Rehabilitation cases within a range of disabilities, from mental health issues to physical impairments and designed and delivered job-specific training for over 50 clients (persons living with physical & intellectual disabilities), enhancing their ability to perform and integrate effectively into their workplace environments. Maintained meticulous documentation of client progress and interventions, adhering to legal and professional standards to uphold ethical practices.

CONDUCTED THOROUGH ASSESSMENTS: Enabled tailored support strategies, optimizing client job performance and workplace adaptation, and provided ongoing support and adaptation while continuously supported clients, adapting resources to meet evolving challenges, thus promoting their long-term professional development and success.

COMMUNITY LIAISON: Developed relationships with businesses in El Paso and Las Cruces, New Mexico, establishing partnerships for worksite placements. Facilitated on-the-job training and employment opportunities as part of a collaboration with the Texas Workforce Commission, expanding supportive work environments for clients.

LED CAREER DEVELOPMENT WORKSHOPS: Orchestrated and led comprehensive career development workshops for individuals with disabilities, focusing on essential job-search skills and professional growth. The workshops included job

interviewing skills and role-playing sessions, resume building, and the administration of career assessments such as The Myers-Briggs Type Indicator (MBTI) and The Campbell Interest and Skill Survey (CISS). Additionally, I provided training on assistive devices and technology proficiency, covering Microsoft Office applications (OneNote, Word), Google Suite, Adobe Suite, and general computer skills. These workshops were designed to empower participants by enhancing their employability and confidence in navigating the job market.

LED CAREER DEVELOPMENT WORKSHOPS: Orchestrated and led comprehensive career development workshops for individuals with disabilities. Workshops included job interviewing skills, resume building, role-playing sessions, and administering career assessments such as The Myers-Briggs Type Indicator (MBTI) and The Campbell Interest and Skill Survey (CISS). Provided training on assistive devices and technology proficiency, enhancing employability and confidence in navigating the job market.

BUILDING SUPPORTIVE WORK ENVIRONMENTS: Trained company leaders and managers on creating inclusive and supportive work environments for people of all abilities, paving the way for organizations to access a largely untapped employee segment and for people with employment obstacles to find success.

KEY ACCOMPLISHMENT: Leveraging effective communication and problem solving, I mediated and facilitated clear and effective communication between clients and employers, resolving potential conflicts, ensuring mutual understanding, empowered clients through advocacy, and promoted client self-advocacy and independence, while actively supporting their rights, which fostered their confidence and workplace integration.

Center for Accommodations and Support Services CASS-University of Texas at El Paso | Part-Time (30 hours/week) | JAN 2019-JUN 2019

ADA Coordinator| Supervised Practicum UTEP MRC

Administered Accommodation Policies: I advocated and enforced the University's policies concerning accommodations for individuals with disabilities, ensuring compliance with Title II of the ADA, ADAAA of 2008, and Section 504 of the Rehabilitation Act of 1973. I managed the assessment and provision of necessary accommodations, promoting equitable access to university programs and services.

Delivered Presentations on ADA Compliance and Inclusion: I also delivered presentations on ADA policies and procedures, the importance of first-person language, and the principles of diversity, inclusion, and equitable opportunities for all persons living with disabilities to students, faculty, and staff at the university.

PROCESSED AND EVALUATED ACCOMMODATION REQUESTS: Carefully evaluated and processed requests for accommodations, ensuring that solutions were appropriate and effective for students, employees, and visitors. Managed detailed case files and adjusted accommodations as needed to meet evolving needs.

PROVIDED COUNSELING AND GUIDANCE ON ADA COMPLIANCE: Offered counseling and guidance to university departments and individuals, advocating for necessary adjustments to support the substantial limitations of persons with disabilities. Actively worked to enhance understanding of ADA compliance and disability awareness through training sessions and educational initiatives.

MONITORED ACCESSIBILITY COMPLIANCE: Vigilantly monitored university programs and activities for accessibility, proactively addressing any issues to ensure compliance with ADA standards. Engaged in extensive communication and outreach to effectively inform and educate stakeholders about disability services and policies.

COORDINATED CASE MANAGEMENT: Oversaw the comprehensive management of individual cases, ensuring each request for accommodations was addressed promptly and effectively. This involved detailed tracking of case progress from initial assessment through to the implementation of accommodations and follow-up. Coordinated with various university departments to ensure seamless service delivery and maintained ongoing communication with all stakeholders to adjust accommodations as needed. This meticulous management ensured that each case was handled according to the specific needs and conditions of the individuals, promoting their full participation in university life.

KEY ACCOMPLISHMENTS: Efficiently handled and resolved grievances related to disability accommodations and discrimination, ensuring equitable treatment in accordance with ADA guidelines and fostering an inclusive environment across the university campus.

Served as a Veteran Disability Liaison: I was called upon to help Student Veterans understand and navigate the VA Benefits programs (VR&E, GI Bill, Yellow Ribbon, Hazelwood Act, and more), helping them overcome barriers through counseling skills such as empathy, motivational interviewing, rapport building, and intentional networking. Additionally, I served as a bridge with the Military Student Success Center (MSSC), Military Student Association, VA VR&E Counselors, local Vet Center, and other Veteran and Family Resources.

Rehabilitation Sciences Clinical Teaching Laboratory- University of Texas at El paso | (30 hours/week) | JAN 2018-DEC 2018

Vocational Rehabilitation Representative | Supervised by UTEP Rehabilitation Counseling Internship Director

COLLABORATED ON ASSESSMENT AND PLANNING: Worked closely with a multidisciplinary team, including therapists, healthcare professionals, and educational staff, to evaluate and determine appropriate assessments for each client. This collaborative effort was crucial in formulating comprehensive, individualized rehabilitation plans tailored to meet specific needs and aspirations of clients. My contributions often involved synthesizing complex assessment data to develop effective strategies and plans.

GUIDED SERVICE SELECTION: Actively guided clients in selecting services that effectively supported their rehabilitation goals, ensuring that each choice was aligned with their long-term employment objectives. I utilized a consultative approach to help clients understand the benefits and potential outcomes of each service option, making optimal use of the resources available at the Rehabilitation Sciences Clinical Teaching Laboratory.

DEVELOPED REHABILITATION PLANS: Developed and implemented detailed rehabilitation plans that included specific goals, objectives, and target outcomes, custom-tailored to align with the individuals' values and interests. These plans were crafted after thorough consultations and were designed to promote personalized rehabilitation pathways, maximizing client engagement and commitment to the rehabilitation process.

DELIVERED SUPPORTIVE SERVICES: Provided a range of supportive services within the Rehabilitation Sciences Clinical Teaching Laboratory, significantly contributing to the rehabilitation and employment successes of individuals with disabilities. My role included ongoing support throughout the rehabilitation process, from initial assessment through to successful job placement, ensuring a holistic approach to each client's development and progress.

COORDINATED INTAKE AND ORIENTATION: Managed initial intake appointments and orientations for individuals referred by the Texas Department of Assistive and Rehabilitative Services (DARS). I ensured a smooth transition into the rehabilitation process by providing detailed information about available services and setting expectations. My role included the creation of welcoming and informative orientation sessions that helped reduce client anxiety and facilitated a positive start to their rehabilitation journey.

KEY ACCOMPLISHMENT: Enhanced job placement skills for individuals with disabilities by facilitating the delivery of comprehensive vocational rehabilitation services that led to successful employment outcomes. I leveraged essential counseling skills to engage directly with clients, assessing their needs and providing guidance and support as they pursued their rehabilitation goals. This role involved close interaction with clients to understand their unique challenges and aspirations, enabling me to advocate effectively on their behalf and secure necessary resources.

Vocational Rehabilitation and Employment (VR&E)- Depart of Veteran Affairs | (30 hours/week) | SEP 2017-MAY 2019

Executive assistant-Intern/Work Study | Supervised by Veteran Administration VR&E Counselors

MANAGED APPLICATION PROCESSES: Ensured timely and accurate handling of essential documents for service members in the Vocational Rehabilitation and Employment program. This included overseeing the entire application process to facilitate smooth and efficient program operations.

DELIVERED COMPREHENSIVE OFFICE MANAGEMENT: Performed comprehensive office management tasks, which included conducting assessments, organizing paperwork, and managing time-sensitive requirements. These efforts supported the efficient operation of the VR&E program and ensured that all administrative aspects were handled proficiently.

PROVIDED EXCEPTIONAL CUSTOMER SERVICE: Addressed service members' inquiries about benefits and guided them through the rehabilitation process. Offered support and information to ensure they received the benefits and services suited to their needs, enhancing their experience and satisfaction with the program.

CASE MANAGEMENT: Maintained meticulous records for a caseload of 150 clients, tracking their progress and outcomes. This oversight was critical in ensuring the successful management of each case and providing detailed reports on client advancements and program efficacy.

CONDUCTED GOAL-SETTING SESSIONS: Led goal-setting sessions and supported the development of personalized rehabilitation plans. These sessions were key to helping clients set realistic and achievable objectives for their rehabilitation and future employment.

KEY ACCOMPLISHMENT: Successfully managed the entry of over 100 service members into the Vocational Rehabilitation system, demonstrating effective oversight and execution of the enrollment process. This achievement highlighted the program's capacity to accommodate and support a significant number of veterans.

VOLUNTEER ACTIVITIES

I*DEA (Inclusion, Diversity, Equity, Access) Influencer, Department of Veteran Affairs: Actively promoted and championed initiatives focused on inclusion, diversity, equity, and access within the Department of Veteran Affairs. Developed and led workshops and training sessions aimed at fostering a more inclusive and supportive environment for veterans and staff members. Collaborated with various stakeholders to implement policies and practices that enhance diversity and inclusion.

Houston Office Experience Council - Volunteer Lead, Accenture: Volunteered as a leader for the Houston Office Experience Council, supporting 2600 employees by organizing and coordinating events and activities that enhanced employee engagement and workplace culture. Developed initiatives that promoted professional development, team building, and a positive work environment. Acted as a liaison between employees and management to address concerns and improve the overall employee experience through volunteer-led efforts.

President of UTEP Chapter for Delta Alpha Pi International Honor Society: Presided over the UTEP Chapter of Delta Alpha Pi International Honor Society, promoting academic excellence, leadership, and advocacy for students with disabilities. Organized events and activities that supported the academic and professional growth of members. Collaborated with university staff and external organizations to provide resources and opportunities for members.

Military Representative in UTEP Student Government Association (SGA): Represented the interests of military students within the UTEP Student Government Association. Advocated for policies and initiatives that supported the needs and well-being of military students. Collaborated with university administration and student organizations to enhance services and support for military-affiliated students.

Committee Member on Veterans Advisory Committee, El Paso Mayor's Office, District 5:

Served as a committee member on the Veterans Advisory Committee, advising the El Paso Mayor's Office on issues affecting veterans in District 5. Participated in the development and implementation of programs and initiatives aimed at improving the quality of life for veterans. Collaborated with community organizations and government agencies to address the needs and concerns of veterans.

Peer Support Group Leader and Presenter for NAMI (National Alliance on Mental Illness): Led peer support groups and delivered presentations for the National Alliance on Mental Illness (NAMI). Provided support and resources to individuals living with mental illness and their families. Facilitated discussions, shared personal experiences, and offered guidance to help group members navigate their mental health challenges. Organized and participated in community outreach events to raise awareness about mental health issues and reduce stigma.