



# ORANGE COUNTY FIRE AUTHORITY AGENDA

## Human Resources Committee Regular Meeting

Tuesday, November 2, 2021

12:00 Noon

### Regional Fire Operations and Training Center

#### Board Room

1 Fire Authority Road  
Irvine, California 92602

#### Committee Members

Michele Steggell, Chair

Gene Hernandez, Vice Chair

Ed Sachs • Noel Hatch • Joe Kalmick • Sandy Rains • Ross Chun

This Agenda contains a brief general description of each item to be considered. Except as otherwise provided by law, no action or discussion shall be taken on any item not appearing on the following Agenda. Unless legally privileged, all supporting documents, including staff reports, and any writings or documents provided to a majority of the Human Resources Committee after the posting of this agenda are available for review at the Orange County Fire Authority Regional Fire Operations & Training Center, 1 Fire Authority Road, Irvine, CA 92602 or you may contact the Clerk of the Authority at (714) 573-6040 Monday through Thursday, and every other Friday from 8 a.m. to 5 p.m. and available online at <http://www.ocfa.org>



In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, you should contact the Clerk of the Authority at (714) 573-6040 and identify the need and the requested modification or accommodation. Please notify us as soon as is feasible, however 48 hours prior to the meeting is appreciated to enable the Authority to make reasonable arrangements to assure accessibility to the meeting.

### **NOTICE REGARDING PUBLIC PARTICIPATION** **DURING COVID-19 EMERGENCY**

The public is permitted to convene in person for this public meeting or view and comment as follows:

- To watch the meeting online, please go to website at [www.OCFA.org](http://www.OCFA.org)
- To submit an e-comment, please email to [PublicComments@ocfa.org](mailto:PublicComments@ocfa.org)  
Your comments will be forwarded electronically and immediately to the members of the Committee.
- To comment Live via Zoom, please [click here for instructions](#).

You may comment on items on the agenda or within the subject jurisdiction of the Committee.

**CALL TO ORDER** by Chair Steggell

**PLEDGE OF ALLEGIANCE** by Director Hernandez

**ROLL CALL** by Clerk of the Authority

**PUBLIC COMMENTS**

**Please refer to instructions on how to submit a public comment during COVID-19 Emergency on Page 1 of this Agenda.**

**1. PRESENTATIONS**

- Diversity, Equity and Inclusion (DEI) Internal Assessment

**2. CONSENT CALENDAR**

*All matters on the consent calendar are considered routine and are to be approved with one motion unless a Director or a member of the public requests separate action on a specific item.*

**A. Minutes for the Regular Human Resources Committee Meeting on May 4, 2021**

Submitted by: Maria Huizar, Clerk of the Authority

Recommended Action:

Approve as submitted.

**B. 2020/2021 Annual Anonymous Hotline Report**

Submitted by: Stephanie Holloman, Assistant Chief/Human Resources Department

Recommended Action:

Receive and file report.

**C. New Classification Specifications in Orange County Fire Authority Management Association (OCFAMA)**

Submitted by: Stephanie Holloman, Assistant Chief/Human Resources Department and Tamaryn Boston, Manager/Human Resources Department

Recommended Action:

Review the proposed agenda item and direct staff to place the item on the agenda for the Executive Committee meeting of November 18, 2021, with the Human Resources Committee's recommendation that the Executive Committee adopt the following new classification specifications:

1. Adopt the new Budget Analyst classification and assign the salary allocation to range AM50 (high of \$64.08);

2. Adopt the new Legislative Affairs Program Manager classification and assign the salary allocation to range AM40 (high of \$63.48);
3. Adopt the new Senior Management Analyst classification and assign the salary allocation to range AM40 (high of \$63.48);
4. Adopt the new Public Relations Manager classification and assign the salary allocation to range AM40 (high of \$63.48);
5. Adopt the new Workers' Compensation Program Manager and assign the salary allocation to range AM40 (high of \$63.48); and
6. Adopt new titles for nine OCFAMA classifications, including Budget Manager, Information Technology Manager, Construction Project Manager, Finance Division Manager, Fleet Services Division Manager, Information Technology Division Manager, Construction and Facilities Division Manager, Purchasing Division Manager, and Environmental Health and Safety Officer.

### 3. DISCUSSION CALENDAR

#### A. Annual Workers' Compensation Program Update

Submitted by: Stephanie Holloman, Assistant Chief/Human Resources Department and Rhonda Haynes, Risk Manager

#### Recommended Action:

Receive and file report.

### COMMENTS

- **HUMAN RESOURCES DIRECTOR'S COMMENTS**
- **COMMITTEE MEMBER COMMENTS**

### CLOSED SESSION

*The Brown Act permits legislative bodies to discuss certain matters without members of the public present. The Board of Directors find, based on advice from the General Counsel, that discussion in open session of the following matters will prejudice the position of the Agency in existing and anticipated litigation:*

#### **CS1. CONFERENCE WITH LEGAL COUNSEL – ANTICIPATED LITIGATION**

Pursuant to Government Code section 54956.9(d)(2) and (d)(3) – Six (6) cases.

**CLOSED SESSION REPORT** - The General Counsel will report on any action(s) taken.

**ADJOURNMENT** – The next regular meeting of the Human Resources Committee is scheduled for Tuesday, February 1, 2022, at 12:00 noon.

### **AFFIDAVIT OF POSTING**

I hereby certify under penalty of perjury and as required by the State of California, Government Code § 54954.2(a), that the foregoing Agenda was posted in the lobby and front gate public display case of the Orange County Fire Authority, Regional Training and Operations Center, 1 Fire Authority Road, Irvine, CA, not less than 72 hours prior to the meeting.

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Maria D. Huizar, CMC  
Clerk of the Authority

### **UPCOMING MEETINGS:**

Budget and Finance Committee  
Executive Committee  
Board of Directors

Wednesday, November 10, 2021, 12 noon  
Thursday, November 18, 2021, 5:30 p.m.  
Thursday, November 18, 2021, 6:00 p.m.



# OCFA Diversity, Equity, and Inclusion (DEI) Internal Assessment

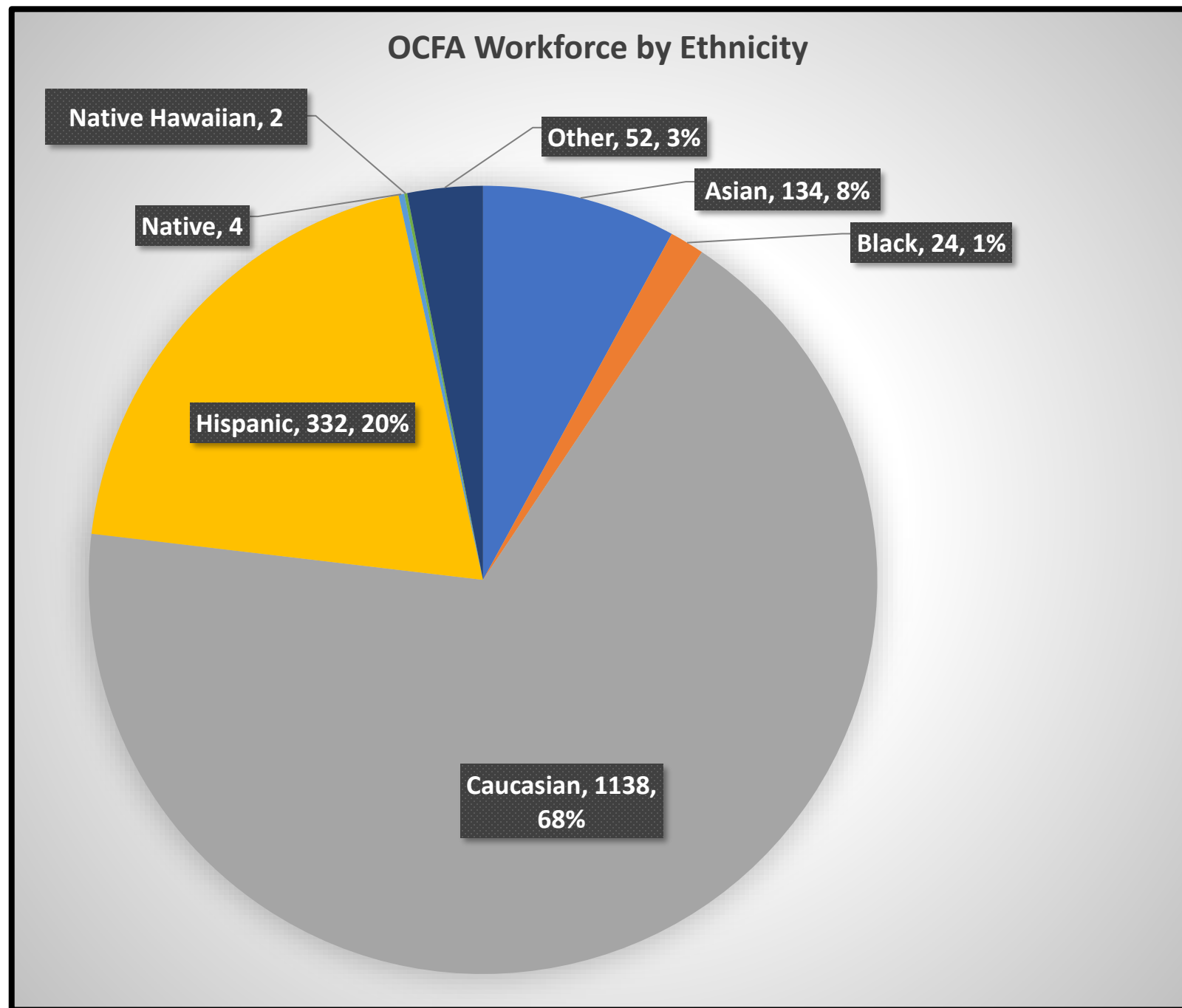
Presented by Julián Velarde  
Diversity and Inclusion Coordinator



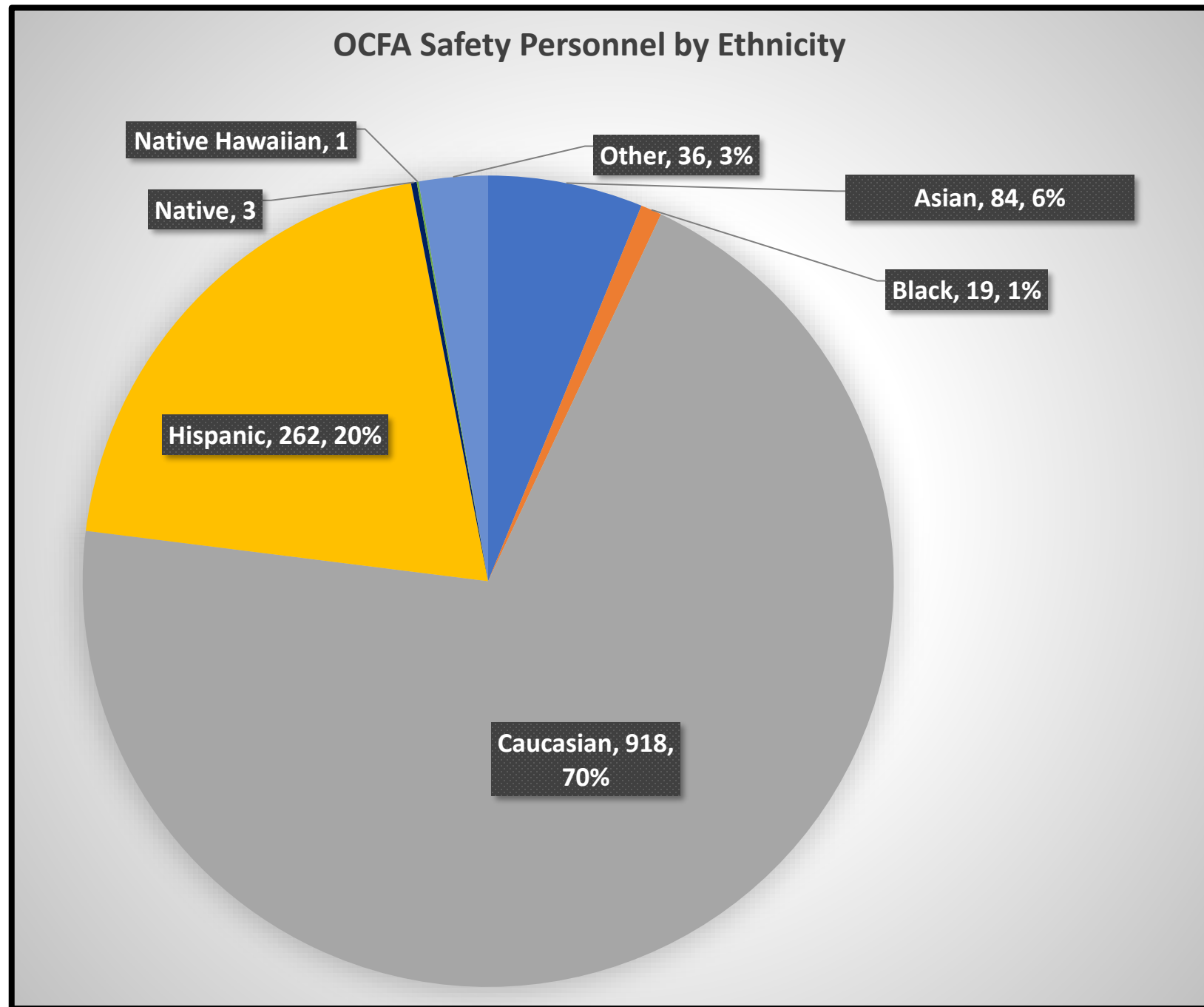
# Presentation Objectives

- OCFA Demographics
- Operations DEI Feedback/Recommendations
- DEI Next Steps

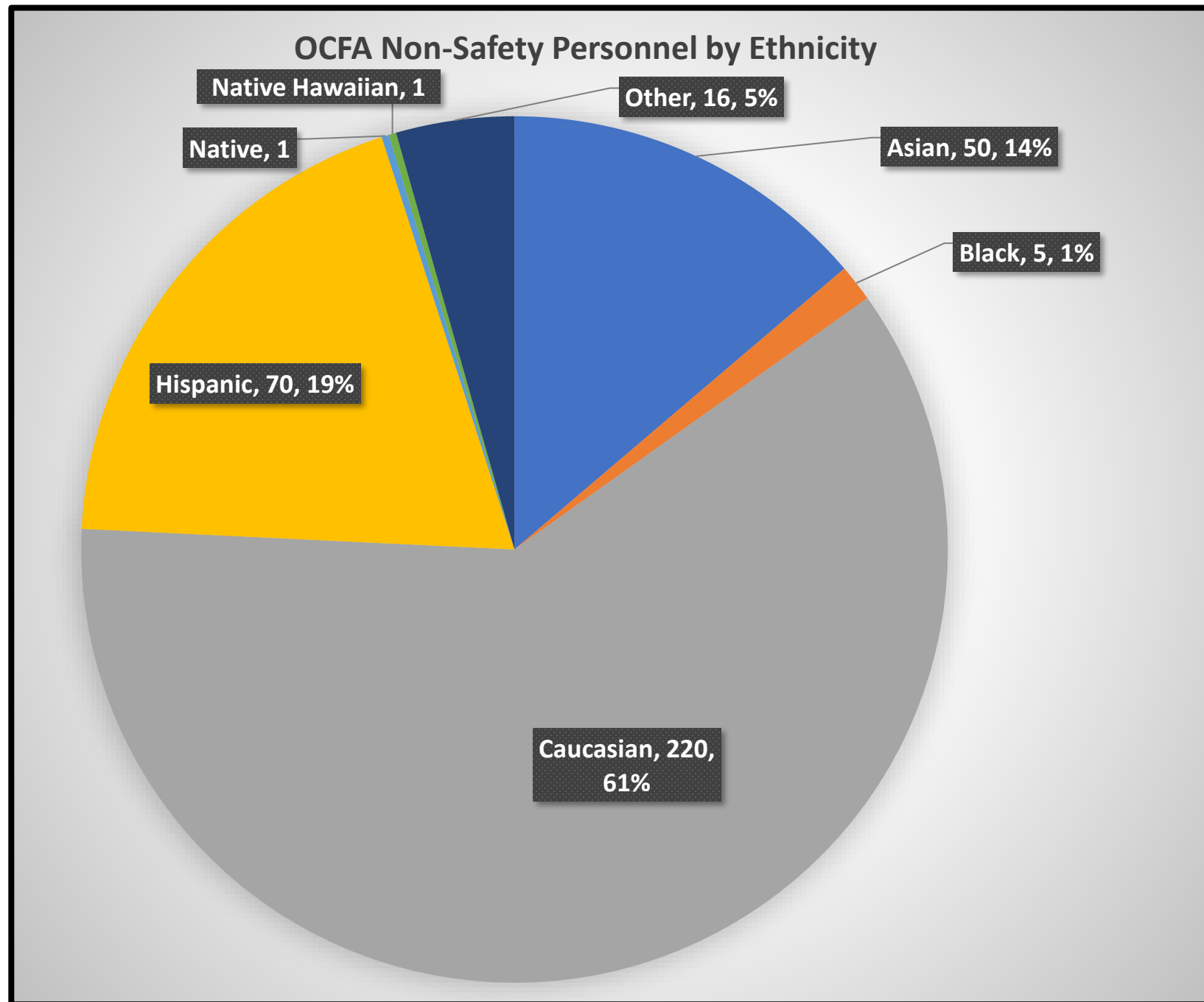
# OCFA Demographics



## OCFA Demographics

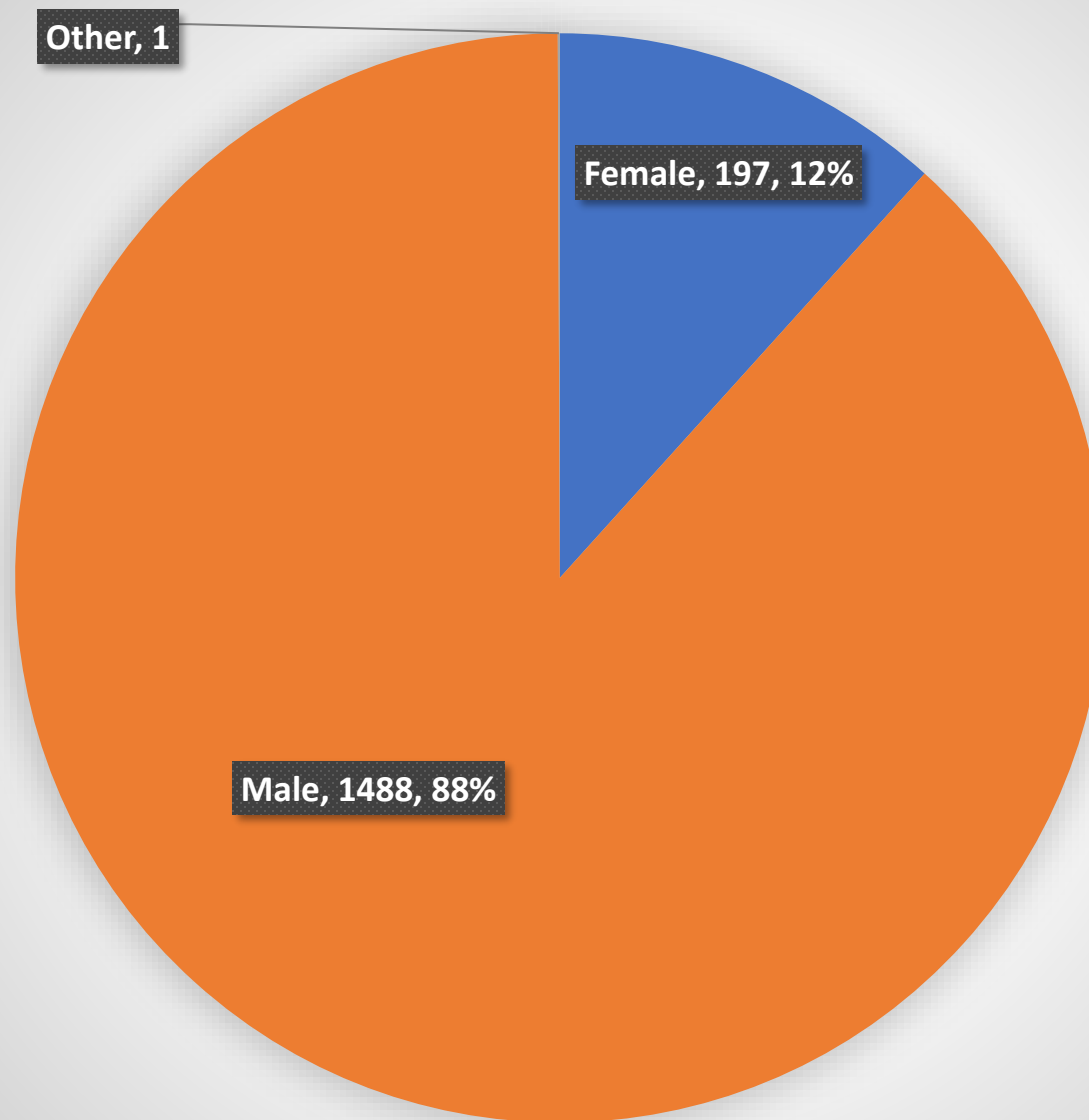


## OCFA Demographics

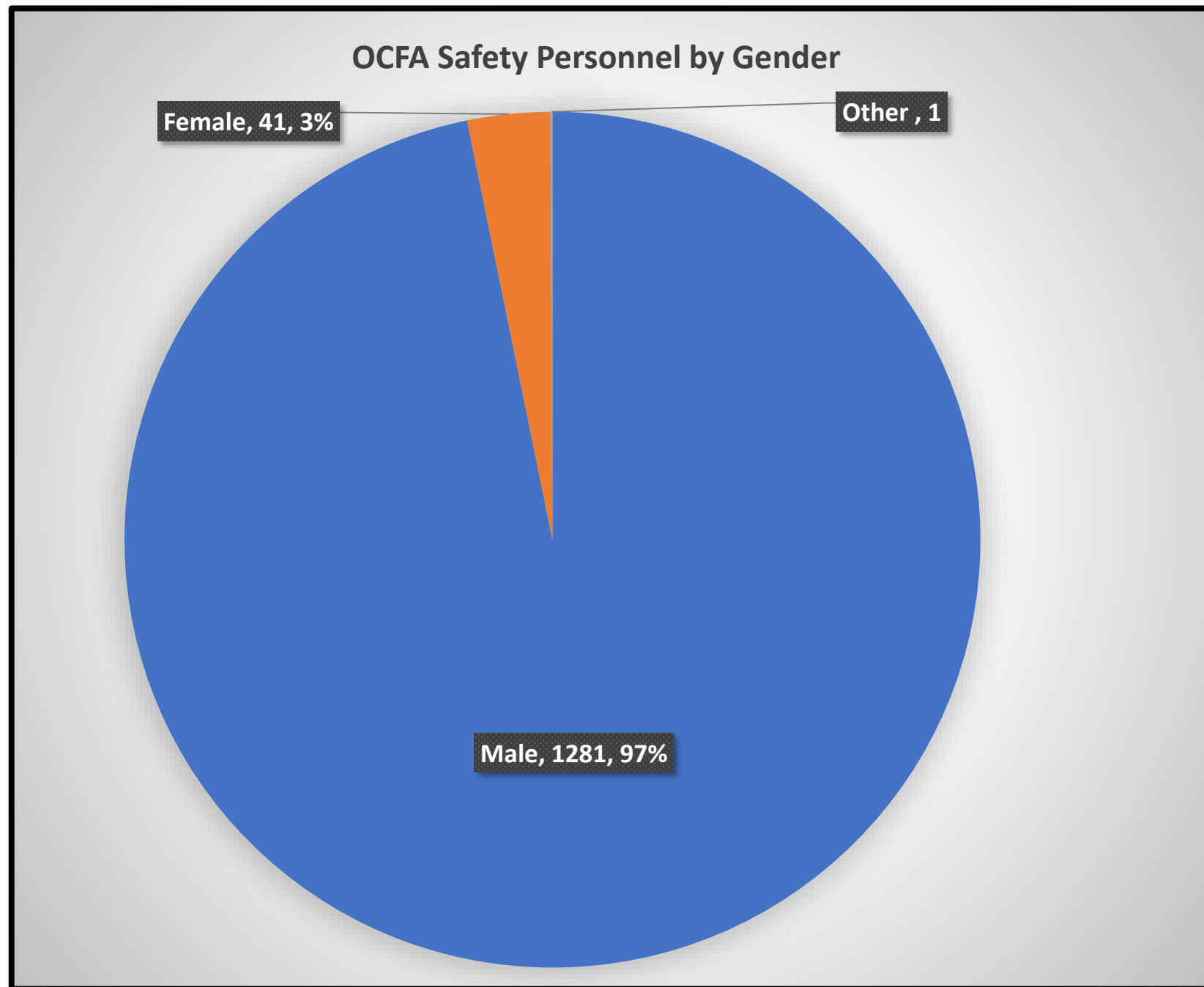


## OCFA Demographics

OCFA Workforce by Gender

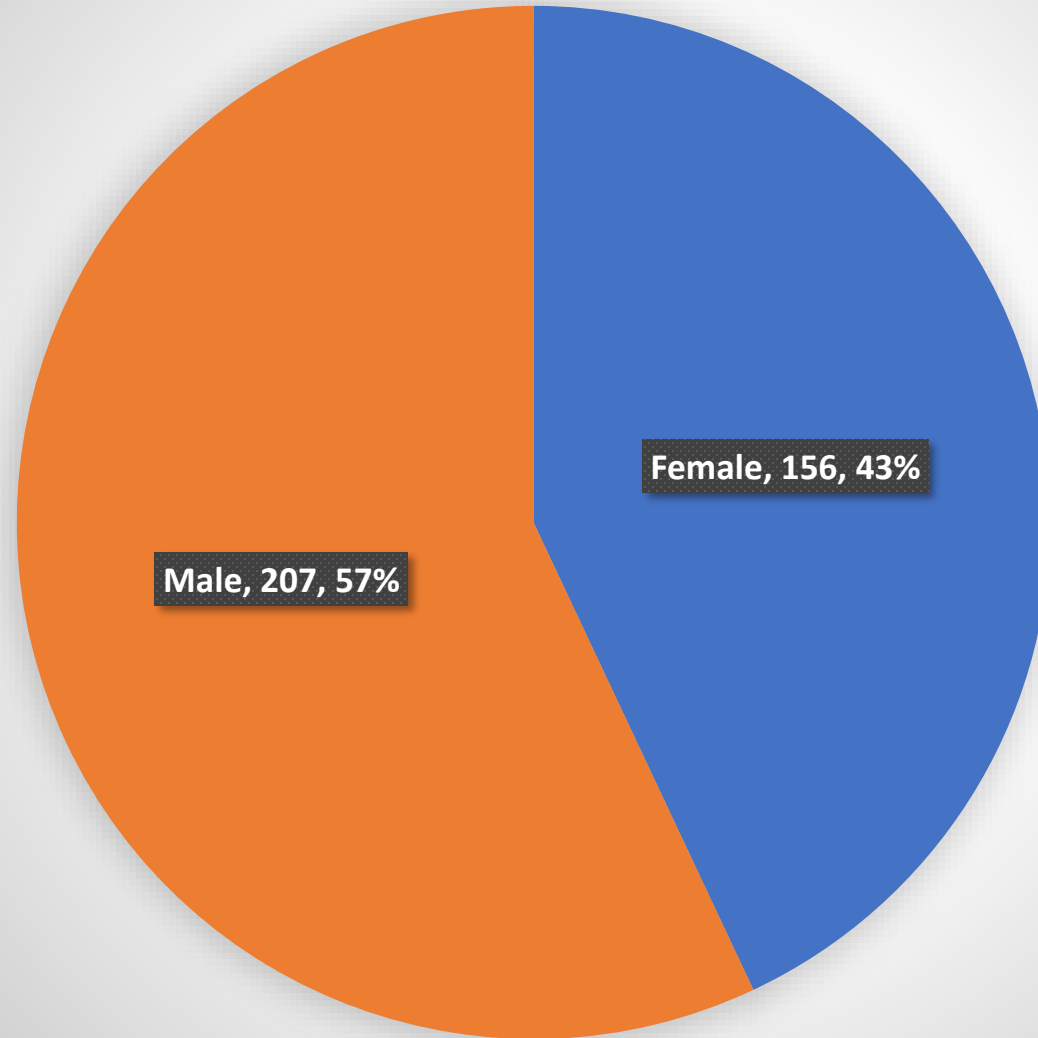


## OCFA Demographics

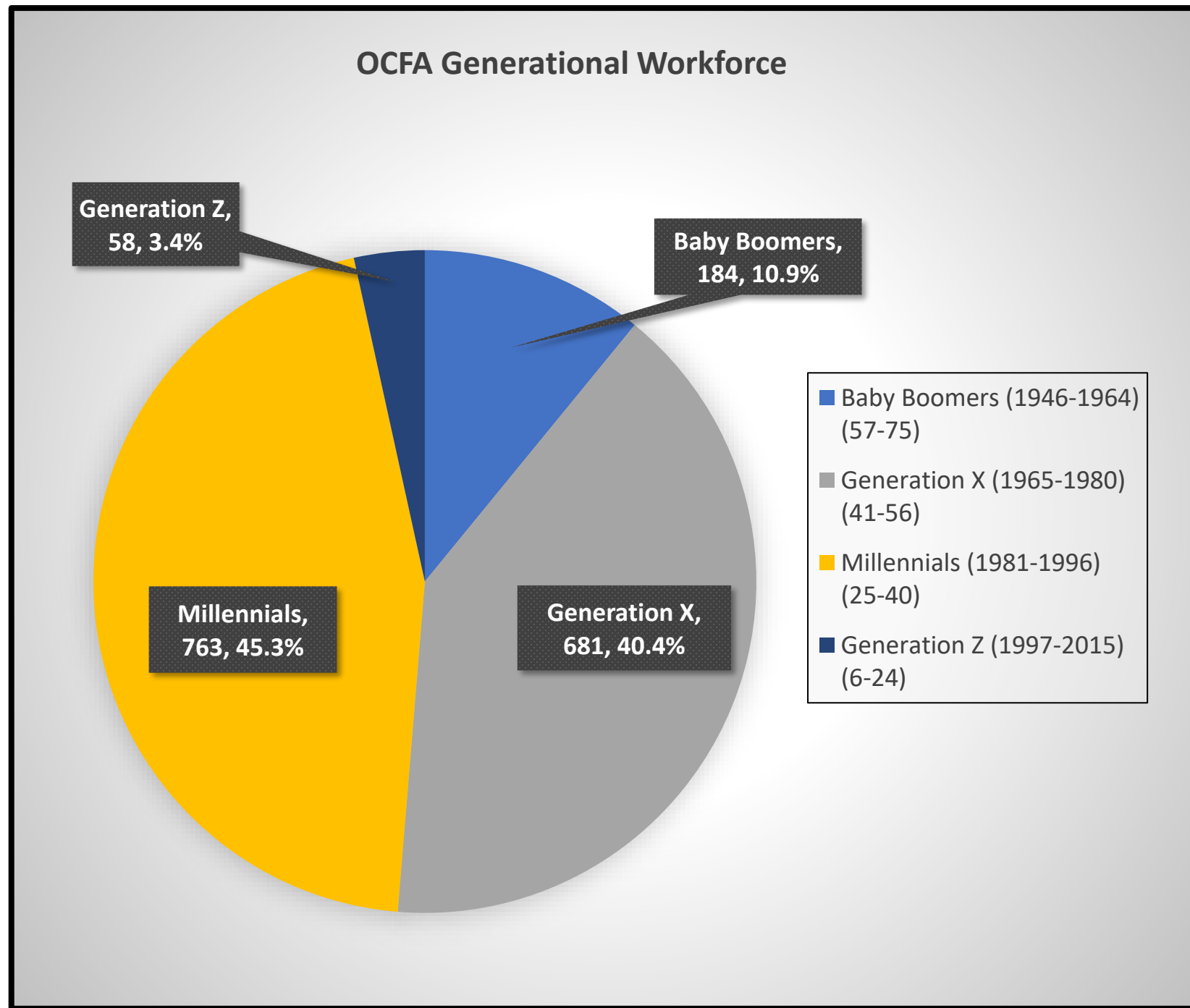


## OCFA Demographics

OCFA Non-Safety Personnel by Gender



# OCFA Demographics





# OCFA DEI Operations Feedback

## **What are challenges for firefighters in serving our communities?**

- Conflicting ideas with city representatives (managers, board members) on use of resources in serving communities
- Need more cultural diversity workshops
- Need channels to bring forward concerns about gender equity



# OCFA DEI Operations HR Support Recommendations

## **What resources are needed to navigate diversity, equity, and/or inclusion issues?**

- A DEI framework that is authentic and attainable
- Clear DEI direction and guidance from the top down
- Consistent messaging across all OCFA platforms that shows the Authority's commitment to DEI efforts
- Training, early and consistently, to all levels of the organization
- Fostering of a workplace where all employees are seen and valued



# OCFA DEI Operations HR Support Recommendations

**What resources are needed to navigate diversity, equity, and/or inclusion issues?**

- Partnerships with cultural, educational and community entities
- More support for programs that will improve diversity in hiring



# DEI Next Steps...

- 1. Conduct an anonymous DEI Climate Survey (Jan/Feb - 2022)**
- 2. Use DEI Climate Survey results to determine focus and direction on DEI trainings, initiatives, policies, and programs**
- 3. DEI Organizational Framework**
  - Programs/Activities
    - Recruitment & Outreach efforts, Girls Empowerment Camp, Cadet programs, Marketing and Communications, etc.
  - Promotional/Internal Hiring Processes
  - DEI Trainings
  - DEI Metrics
  - DEI Committee/Task Force



# How will we measure DEI Progress?...

## **Annual Anonymous DEI Climate Survey**

- Use of anonymous climate survey to determine overall organizational experience of staff
- Increase in employee responses in support of DEI experiences over time

## **Recruitment/Outreach**

- Increase percentage of diverse candidates in the applicant pool by ethnicity, gender, age, etc., in comparison to OCFA baseline data, for new hires and promotional recruitments

## **Workforce Representation**

- Percentage of diverse safety staff out of total workforce representation
- Percentage of diverse staff in leadership positions in both Safety and Non-safety



# How will we measure DEI Progress?...

## **DEI Trainings**

- Percentage of senior managers and other leaders taking part in DEI trainings
- Percentage of employees taking part in DEI trainings
- Percentage of leaders implementing DEI initiatives
- Number of DEI trainings and topics provided to staff annually

## **DEI Community Programs/Activities**

- Identify and evaluate DEI programs and activities, like the Girls Empowerment Camp, high school and college fire cadet programs, that create pathways to employment for diverse groups
- Increase in education programs/workshops at the station level focused on DEI topics reflective of the community experience in each city



# Measuring DEI Progress...

## **DEI Committee/Task Force**

- Creation of a DEI committee/task force comprised of key safety and non-safety stakeholders to address DEI issues across the organization in the areas of:
  - OCFA Policies and Practices (i.e., Marketing and Communications)
  - DEI Trainings, Programs, & Metrics
  - Outreach and Recruitment Efforts
  - Promotional/Internal Hiring Processes

# MINUTES ORANGE COUNTY FIRE AUTHORITY

## Human Resources Committee Regular Meeting

Tuesday, May 4, 2021

12:00 Noon

### Regional Fire Operations and Training Center

#### Board Room

1 Fire Authority Road

Irvine, CA 92602

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#### CALL TO ORDER

A regular meeting of the Human Resources Committee was called to order on Tuesday, May 4, 2021, at 12:02 p.m. by Chair Steggell.

#### PLEDGE OF ALLEGIANCE

Director Chun led the assembly in the Pledge of Allegiance to our Flag.

#### ROLL CALL

**Present:** Michele Steggell, La Palma\* Chair  
Gene Hernandez, Yorba Linda\* Vice Chair  
Ross Chun, Aliso Viejo\*  
Joe Kalmick, Seal Beach\*  
Sandy Rains, Laguna Niguel\*  
Ed Sachs, Mission Viejo\*

**Absent:** Noel Hatch, Laguna Woods

#### Also present were:

Fire Chief Brian Fennessy  
Assistant Chief Robert Cortez  
Assistant Chief Stephanie Holloman  
Assistant Chief Lori Smith  
Communication Dir. Colleen Windsor  
Clerk of the Authority Maria D. Huizar  
Legal Counsel Keith Dobyns

Deputy Chief Lori Zeller  
Deputy Chief Kenny Dossey  
Assistant Chief Phil Johnson  
Assistant Chief Randy Black  
General Counsel David Kendig  
Assistant Chief Jim Ruane

*Human Resources Committee Members participating via Teleconferencing\**

## **PUBLIC COMMENTS**

Chair Steggell opened the Public Comments portion of the meeting. Chair Steggell closed the Public Comments portion of the meeting without any comments from the general public.

### **1. PRESENTATIONS (FILE 13.03F6)**

Assistant Chief/Human Resources Department Stephanie Holloman presented the Best and Bravest Honorees for the Human Resources Department for 2020. Manager of the Year was awarded to Human Resources Manager Duke Steppe, and Professional Staff of the Year Nominee was awarded to Administrative Assistant Tiffany Kieu, Human Resources Department.

### **2. CONSENT CALENDAR**

On motion of Director Hernandez, and second by Director Kalmick, and following a roll call vote, declared Agenda Item 2A approved 4-0 (Director Hatch absent, Directors Kalmick and Rains abstained), and Agenda Item 2B approved 6-0 (Director Hatch absent).

#### **A. Minutes from the February 2, 2021, Regular Human Resources Committee Meeting (FILE 12.02D2)**

Action: Approve as submitted.

#### **B. Minutes from the April 28, 2021, Special Human Resources Committee Meeting (FILE 12.02D2)**

Action: Approve as submitted.

### **3. DISCUSSION CALENDAR**

#### **A. Classification and Compensation Recommendations for Fleet Services Occupational Series (FILE 17.18)**

Human Resources Manager Tamaryn Boston presented the Classification and Compensation Recommendations for Fleet Services Occupational Series report.

On motion of Director Hernandez and second by Director Sachs, and following a roll call vote, declared approved 6-0 (Director Hatch absent) to review the proposed agenda item and direct staff to place the item on the agenda for the Executive Committee meeting of May 27, 2021, with the Human Resources Committee's recommendation that the Executive Committee:

1. Approve the establishment of the Equipment Technician I/II, Heavy Equipment Technician I/II, and Communications Installer I/II flexible classification series, with corresponding salary ranges.
2. Approve the retitling and adoption of the revised classification specification with corresponding salary range for Fire Apparatus Technician to Equipment Technician II, Senior Fire Apparatus Technician to Heavy Equipment Technician II, Fire Apparatus Parts Specialist to Equipment Parts Specialist, and Senior Fire Apparatus Parts Specialist to Senior Equipment Parts Specialist.
3. Approve the reclassification of one (1) Assistant Fire Apparatus Technician to Heavy Equipment Technician I, one (1) Fire Apparatus Parts Specialist to Service Center Technician I, seven (7) Fire Apparatus Parts Specialists to Communications Installer I, one (1) Fire Apparatus Parts Specialist to Supply Services Specialist, and one (1) Communications Installer to Communications Installer II.
4. Approve adoption of the revised classification specifications for Fleet Services Supervisor and Fleet Services Coordinator, with corresponding salary ranges.

#### **B. Professional Standards Unit Update (FILE 17.27)**

Assistant Chief/Human Resources Department Stephanie Holloman presented a PowerPoint presentation of the Professional Standards Unit Update.

On motion of Director Hernandez, and second by Director Kalmick, and following a roll call vote, 5-0 declared passed (Director Chun and Hatch absent) to review and file the report.

#### **COMMENTS**

##### **HUMAN RESOURCES DIRECTOR'S COMMENTS**

Director Holloman offered no comments.

##### **COMMITTEE MEMBER COMMENTS**

The Committee Members offered no comments.

#### **CLOSED SESSION (FILE 12.02D5)**

##### **CS1. CONFERENCE WITH LEGAL COUNSEL – ANTICIPATED LITIGATION**

Pursuant to Government Code section 54956.9(d)(2) and (d)(3) – One case.

##### **CLOSED SESSION REPORT (FILE 12.02D5)**

General Counsel David Kendig stated there were no reportable actions.

**ADJOURNMENT** – Chair Steggell adjourned the meeting at 1:05 p.m. The next regular meeting of the Human Resources Committee is scheduled for Tuesday, August 3, 2021, at 12:00 noon.

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Maria D. Huizar, CMC  
Clerk of the Authority



Orange County Fire Authority  
**AGENDA STAFF REPORT**

Human Resources Committee Meeting  
November 2, 2021

Agenda Item No. 2B  
Consent Calendar

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**2020/2021 Annual Anonymous Hotline Report**

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**Contact(s) for Further Information**

Stephanie Holloman, Assistant Chief  
Human Resources Department

[stephanieholloman@ocfa.org](mailto:stephanieholloman@ocfa.org)

714.573.6353

**Summary**

This annual agenda item is submitted to provide a summary of activity that occurred with the OCFA's anonymous hotline from the period of July 1, 2020 to June 30, 2021.

**Prior Board/Committee Action**

Not Applicable.

**RECOMMENDED ACTION(S)**

Receive and file report.

**Impact to Cities/County**

Not Applicable.

**Fiscal Impact**

Not Applicable.

**Background**

The OCFA implemented an internal anonymous hotline (the "Hotline") in December 2011 for employees to utilize for reporting concerns that they believe should be investigated. The Hotline is hosted by an external vendor, Ethics Point, and employees may submit reports to the Hotline by either phone or internet. Further, employees may remain anonymous when submitting their reports, if desired.

The implementation plan that was created with the Hotline requires OCFA staff to provide a report, summarizing the number of complaints filed and status or disposition of cases. In addition, the implementation plan calls for staff to report to the full Board of Directors regarding individual Hotline cases, as necessary, based on the nature of findings that may result from the investigation.

The Hotline is primarily administered by the Fire Chief, with secondary support provided by the Assistant Chief/Human Resources Director, and legal guidance provided by General Counsel.

The Hotline resulted in the following for fiscal year of 2020/2021:

<b>Complaint Status</b>	<b>Period of July 1, 2020 to June 30, 2021</b>
New Complaints Received	8
Complaints Investigated	8
Complaints Non-Sustained or Unfounded	6
Complaints Sustained	2
Ending Caseload (remaining from this reporting period)	0

<b>Conclusion of Cases Closed</b>	<b>June 30, 2021</b>
Cases Closed	100%
Actionable	25%
Not Actionable	75%

**Attachment(s)**

None.



**Orange County Fire Authority**  
**AGENDA STAFF REPORT**

**Human Resources Committee Meeting**  
**November 2, 2021**

**Agenda Item No. 2C**  
**Consent Calendar**

**New Classification Specifications in Orange County Fire Authority  
Management Association (OCFAMA)**

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**Contact(s) for Further Information**

Stephanie Holloman, Assistant Chief/  
Human Resources Department

[stephanieholloman@ocfa.org](mailto:stephanieholloman@ocfa.org)

714.573.6353

Tamaryn Boston, Manager  
Human Resources Department

[tamarynboston@ocfa.org](mailto:tamarynboston@ocfa.org)

714.573.6018

**Summary**

This agenda item is submitted for approval to create five new classification specifications recommended from the recent Orange County Fire Authority Management Association (OCFAMA) classification and compensation study, assign each classification to an accompanying salary range for use in the OCFA's Master Position Control, and change titles of nine classifications. All proposed classifications and title changes are accomplished through modification of existing positions, without adding any new positions (no increase in headcount).

**Prior Board/Committee Action**

Not Applicable.

**RECOMMENDED ACTION(S)**

Review the proposed agenda item and direct staff to place the item on the agenda for the Executive Committee meeting of November 18, 2021, with the Human Resources Committee's recommendation that the Executive Committee adopt the following new classification specifications:

1. Adopt the new Budget Analyst classification and assign the salary allocation to range AM50 (high of \$64.08);
2. Adopt the new Legislative Affairs Program Manager classification and assign the salary allocation to range AM40 (high of \$63.48);
3. Adopt the new Senior Management Analyst classification and assign the salary allocation to range AM40 (high of \$63.48);
4. Adopt the new Public Relations Manager classification and assign the salary allocation to range AM40 (high of \$63.48);
5. Adopt the new Workers' Compensation Program Manager and assign the salary allocation to range AM40 (high of \$63.48); and
6. Adopt new titles for nine OCFAMA classifications, including Budget Manager, Information Technology Manager, Construction Project Manager, Finance Division Manager, Fleet Services Division Manager, Information Technology Division Manager, Construction and Facilities Division Manager, Purchasing Division Manager, and Environmental Health and Safety Officer.

## Impact to Cities/County

Not Applicable.

## Fiscal Impact

The new classifications reflect changes to existing positions, with no increase in overall employee headcount. These four (4) incumbents will be reclassified to a higher salary range; however, the changes in salary allocations will result in a nominal fiscal impact in the first year, as the employee's initial base salary in the new higher range will remain the same, as it is already within the higher range. As each incumbent progresses through the salary range in future years, the full fiscal impact at the top of the range for these four reclassifications will be \$42,559.

## Background

In the 2018-2021 Memorandum of Understanding (MOU) between the Orange County Fire Authority (OCFA) and the Orange County Fire Authority Management Association (OCFAMA), OCFA agreed to conduct a classification and compensation study of all classifications in the bargaining unit during the last year of the contract (June 2020 – June 2021). The objectives of this study included updating job descriptions to reflect current job duties assigned and/or performed, comparing wages of bargaining unit positions as compared to comparable classifications at the agencies surveyed in the study, and conducting both an external and internal wage analysis of positions in the same classification series. When the parties agreed to the inclusion of this term in the MOU, the intent was that the results of the study would be used to inform the Board of Directors as we entered into negotiations for a successor MOU. The MOU expired June 24, 2021 and negotiations are ongoing. Koff & Associates (Koff) was retained to conduct this comprehensive study.

### Reclassifications

The initial focus of the study was to establish appropriate position allocations and classification specifications. As a result of the classification portion of the study, Koff determined that OCFA's existing classification specifications for several incumbents did not thoroughly capture the full scope and level of responsibility of their positions, including many significant and high-level duties that were not included as essential functions. As such, Koff created classification specifications that reflect the full scope and level of responsibility for their positions, required knowledge, skills and abilities, and minimum qualifications, and recommended that several incumbents be reclassified to these new classifications (please refer to table below).

In order to establish salary ranges for these new classifications, an internal equity analysis was performed to ensure proper alignment within the OCFAMA bargaining group. Several existing OCFA classification specifications were reviewed for comparison in the areas of knowledge required, supervisory controls, guidelines, complexity, scope and effect, personal contacts, purpose of contacts, physical demands and work environment. OCFA is recommending that these new classifications be placed in existing OCFA salary range as follows:

Current Classification	Salary Range	Proposed Classification	Salary Range
Senior Accountant	AM50 (Top:\$64.08)	Budget Analyst (3 Incumbents)	AM50 (No Change)
Legislative Analyst	AM30 (Top:\$59.97)	Legislative Affairs Program Manager (1 Incumbent)	AM40 (Top: \$63.48)
Management Analyst	AM30 (Top:\$59.97)	Senior Management Analyst (2 Incumbents)	AM40 (Top: \$63.48)

Current Classification	Salary Range	Proposed Classification	Salary Range
Management Analyst	AM30 (Top:\$59.97)	Public Relations Manager (1 Incumbent)	AM40 (Top: \$63.48)
Risk Management Analyst	AM40 (Top:\$63.48)	Workers' Compensation Program Manager (1 Incumbent)	AM40 (No Change)

#### New Titles

Title changes are recommended to the nine classifications below in order to more clearly reflect the level and scope being performed, to consolidate work into broader categories, and establish consistency with the labor market and industry standards. There is no change to the salary ranges of these classifications.

Current Classification Title	Proposed Classification Title
Accounting Manager (Budget)	Budget Manager
Assistant IT Manager	Information Technology Manager
Construction Manager	Construction Project Manager
Finance Manager	Finance Division Manager
Fleet Services Manager	Fleet Services Division Manager
Information Technology Manager	Information Technology Division Manager
Property Manager	Construction and Facilities Division Manager
Purchasing Manager	Purchasing Division Manager
Risk Management Safety Officer	Environmental Health and Safety Officer

#### Attachment(s)

1. Proposed Budget Analyst Classification Specification
2. Proposed Legislative Affairs Program Manager Classification Specification
3. Proposed Senior Management Analyst Classification Specification
4. Proposed Public Relations Manager Classification Specification
5. Proposed Workers' Compensation Program Manager Classification Specification



November 2021

FLSA: Exempt

Class Code: ---

Department: Business Services

## BUDGET ANALYST

**DRAFT**

### **DEFINITION**

Under general direction, performs professional level budget analysis functions in the development, implementation, and administration of the Authority budget; prepares and maintains budgets for assigned funds and accounts; conducts budget and financial studies; prepares various financial statements and reports; provides advice and professional support to various Authority staff with cost analysis, fiscal allocation and budget preparation; and performs related duties, as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Budget Manager. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

This is a specialized professional classification performing the full range of budget analysis assignments. Incumbents at this level perform routine to complex professional duties in support of the Authority's accounting and budgeting processes and systems including responsible and difficult analytical and budget monitoring. Considerable independent judgment is used to make decisions in carrying out assignments.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Assists with the development, production, and administration of the Authority-wide operating and capital improvement budgets.
- Performs a variety of complex and technical budget analysis involved in reviewing, analyzing, auditing, reconciling, and maintaining assigned funds, budgets, accounts, and contracts.
- Performs budget to actual variance analysis for various funds and programs.
- Maintains and reviews Authority revenue and expenditures; balances and audits accounts for appropriate use of funds and makes necessary adjustments; confers with managerial staff to ascertain reasons and correct problems.
- Monitors and processes budget transfers between funding sources.
- Prepares, maintains, and audits a variety of financial and statistical reports, statements, and records related to assigned funds and accounts; reviews and analyzes financial records and reports to ensure accuracy, completeness, and compliance with established guidelines and procedures.
- Develops funding forecasts and compiles various financial or statistical information including work related to positions and labor units as required.
- Provides support to departments relative to budgets, analysis, and financial reporting. Assists management with the preparation for and handling of bargaining unit related financial issues.
- Prepares various annual calculations including retirement rate projections and prepayment, Gann limit, pensionable compensation, retroactive and promotional pay, workers' compensation, jurisdictional equity, truck and engine cost, and pass through agreements.

- Prepares budget book submissions for various associations.
- Prepares and presents recommendations for review by management.
- Researches and resolves issues related to assigned funds and accounts.
- Attends and participates in professional group meetings and committees; stays abreast of new trends and innovations in the field of public agency government finance and budgeting.
- Monitors changes in laws, regulations, and technology that may affect Authority or departmental operations; implements policy and procedural changes as required.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles of budget preparation, analysis, and monitoring in a public agency setting including Operating and Capital Improvement Program budgeting.
- Generally accepted accounting principles.
- Governmental and fund accounting principles and procedures.
- Methods and techniques of auditing, verifying, balancing, and reconciling accounting records.
- Principles and practices of fiscal, statistical, and administrative record keeping and reporting.
- Financial/statistical/comparative analysis techniques and formulae.
- Principles of funding and income forecasting,
- Methods of administrative, organizational, and economic analyses.
- Research and reporting methods, techniques, and procedures.
- Principles and practices of preparing technical reports and correspondence.
- Applicable federal, state, and local laws, codes, and ordinances relevant to the area(s) of responsibility.
- Record keeping principles and procedures.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

### **Ability to:**

- Perform a variety of professional financial duties involved in reviewing, analyzing, auditing, reconciling, and maintaining assigned accounts.
- Calculate, post, audit, and adjust journal entries including income and expenditures.
- Reconcile various fiscal statements to ensure accurate fund accounting as assigned.
- Analyze financial data and prepare reports, forecasts, and recommendations.
- Read, interpret, and present complex financial reports.
- Perform cost-benefit financial analysis.
- Coordinate project planning, research, and analysis.
- Interpret complex contracts.
- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Evaluate and develop improvements in operations, procedures, policies, or methods.

- Maintain confidentiality and be discreet in handling and processing confidential information and data.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local laws, rules, regulations, policies, and procedures.
- Maintain a variety of filing, record-keeping, and tracking systems.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Compose correspondence and reports independently or from brief instructions.
- Effectively represent the department and the Authority in meetings with individuals; governmental agencies; community groups; various business, professional, and regulatory organizations.
- Learn and understand the organization and operation of the Authority and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to a bachelor's degree in finance, accounting, or a closely related field, and four (4) years of increasingly responsible public finance experience including experience with public agency budget development and monitoring.

**Licenses and Certifications:**

- Possession of a valid California Class C Driver License is required at time of appointment. This classification is subject to enrollment in the California DMV Pull Notice Program, which periodically provides Risk Management with the incumbent's Driver License records and status.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various Authority and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



November 2021

FLSA: Exempt

Class Code: \_\_\_\_

Department: Business Services

## LEGISLATIVE AFFAIRS PROGRAM MANAGER

**DRAFT**

### **DEFINITION**

Under general direction, directs and coordinates the Authority's legislative affairs and government relations programs and activities; monitors federal and state legislative activities that affect the Authority; advises the Board of Directors and executive management on legislative matters and assists in developing the Authority's legislative platform; develops messaging and narrative for presentation before state and federal legislative bodies; liaises with the Authority's member agencies regarding legislative matters; serves as grants manager for the Authority; identifies and tracks grant opportunities; develops grants and associated performance reports; and performs related duties, as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Assistant Chief of Business Services. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

This is a management classification responsible for planning, organizing, reviewing, and evaluating legislative activities at the federal and state level; analyzing, making recommendations on, and executing the Authority's legislative platform; and researching, developing, and monitoring grants for the Legislative Affairs section of the Business Services Department. Incumbents are responsible for performing specialized and complex work involving significant accountability and decision-making responsibilities, which include developing and implementing policies, procedures, and strategic planning for assigned programs, program budget administration and reporting, and program evaluation. Incumbents serve as a professional-level resource for the Assistant Chief of Business Services and Authority executive leadership. Incumbents serve as a subject matter expert for organizational, managerial, and operational analyses and studies, strategic long- and short-range program development, and advising executive leadership on strategic program initiatives. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Plans, manages, and oversees the daily functions and activities of the legislative affairs and government relations programs, and grants development and administration.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the areas of assignment; recommends and administers policies and procedures; ensures program compliance with applicable regulatory, legal, and reporting requirements.
- Participates in the development, administration, and oversight of assigned budgets; recommends funding for professional consulting services, materials and supplies in order to accomplish long- and short-range planning and strategic initiatives; ensures compliance with budgeted funding.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and

monitors workload, administrative, and support systems; identifies opportunities and makes recommendations for improvement.

- Prepares staff agenda reports and makes presentations to Board Committees and the Board of Directors.
- Conducts research and analysis to evaluate impact and provide information and recommendations on current and proposed legislation, regulations and other local, regional, state or national issues of importance to the Authority.
- Facilitates communication between Authority departments, executive management, Board of Directors, member agencies, and legislators regarding the impact of pending legislation and regulations and coordinates development and presentation of the Authority's position; may request the introduction of legislation and regulations to further the goals and mission of the Authority.
- Collaborates with and directs the work of consultant lobbyists; provides messaging and narrative for utilization by lobbyists serving as Authority spokespersons at the federal and state level to advance the Authority's legislative platform.
- Researches and identifies grant opportunities for priority projects and programs; develops and submits grant applications; monitors the administration of grant funds once awarded and develops grant-required performance reporting.
- Stays abreast of new trends and innovations relative to the areas of assignment; researches emerging products, services, and enhancements and their applicability to Authority needs.
- Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Applicable federal, state, and local laws, codes, and ordinances relevant to the area(s) of responsibility.
- The legislative process and governance at the federal, state, and local levels sufficient to effectively analyze and develop sound recommendations on legislative activities.
- Techniques and methods for tracking and analyzing legislative activities such as bills, budget proposals, and appropriations.
- Best practices and industry standards related to the areas of assignment.
- Techniques for developing persuasive verbal and written statements and narrative.
- Methods of developing and implementing strategic plans and initiatives pertinent to the areas of assignment.
- Methods and techniques for researching and developing grants.
- Grant monitoring and administration practices.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

### **Ability to:**

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative and professional leadership and direction for the assigned programs and activities.

- Analyze and interpret complex and technical laws, bills, budget appropriations, and other legislative documents and develop sound recommendations accordingly.
- Develop and implement strategies for accomplishing the mission and directives of the Authority and Board of Directors.
- Develop effective persuasive verbal and written arguments.
- Negotiate effectively.
- Develop and administer grants.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Authority in meetings with individuals; governmental agencies; community groups; various business, professional, and regulatory organizations.
- Learn and understand the organization and operation of the Authority and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to a bachelor's degree in political science, public administration, or a related field and five (5) years of responsible professional-level experience analyzing and developing recommendations on complex legislative or governmental issues.

**Licenses and Certifications:**

- Possession of a valid California Class C Driver License is required at time of appointment. This classification is subject to enrollment in the California DMV Pull Notice Program, which periodically provides Risk Management with the incumbent's Driver License records and status.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various Authority and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



**November 2021**  
**FLSA: Exempt**  
**Class Code: ---**  
**Department: Various**

## **SENIOR MANAGEMENT ANALYST**

**DRAFT**

### **DEFINITION**

Under general direction, provides high-level analytical and strategic support within an assigned department; executes departmental and Authority-wide goals and objectives; designs, develops, and implements programs and services provided by the department; performs budgetary, financial, administrative, analytical, personnel, and records management duties; oversees assigned administrative processes, procedures, and programs; prepares policies, budgets, and reports; ensures work quality and adherence to established policies and procedures; provides highly responsible and complex staff assistance to executive management; performs the technical and complex tasks relative to departmental operations; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from assigned management personnel. May exercise direct or general supervision over professional, technical, and/or administrative staff.

### **CLASS CHARACTERISTICS**

This is the advanced level classification in the Management Analyst series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to plan, develop, and implement policies and procedures for an assigned department, including multi-divisional and/or departmental budget preparation, contract administration, management analysis, and program evaluation. Assignments are given with general guidelines and incumbents are responsible for establishing goals, strategies, objectives, timelines, and methods to support the day-to-day administrative activities and provide a professional-level resource for organizational, managerial, and operational analyses and studies. Advises executive level in development of objectives, planning, and strategies to accomplish goals and corresponding performance measures. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements. Incumbents may be responsible for planning, organizing, supervising, reviewing, and evaluating the work of professional, technical, and/or administrative support staff.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Provides technical, analytical, and administrative support on matters as assigned including projects with authority-wide impact; researches, analyzes, develops solutions, and makes recommendations regarding complex divisional and departmental operations and administrative issues, including services provided, organizational structures, procedures, documents, budgets, and equipment; attends meetings to discuss options and determine approach; conducts surveys and studies related to departmental projects.

- Interprets complex data and synthesizes information from a multitude of sources, including qualitative analysis and organizational analysis; customizes information to meet research needs and diverse audiences; develops forecasts and modeling scenarios, evaluates and optimizes processes and programs, designs programs, proposes and independently manages projects.
- Prepares and presents formal written and oral staff reports to the executive management, department directors, division managers, and other government agencies; plans, organizes, prepares materials, and makes presentations at public meetings; prepares organization and workflow charts, spreadsheets, policies, and procedural manuals.
- Assists in the preparation of program, division, and/or department budgets; monitors expenditures; provides cost estimates and analysis for budgeting purposes; researches grant opportunities and prepares grant applications; prepares requests for proposals; participates in negotiating contracts between the Authority and contractors; monitors contract compliance.
- Serves as department liaison with other departments or outside agencies; plans and coordinates projects with other departments; develops and implements projects or programs with other department representatives; confers with Authority officials and employees on matters of administration, finance, and operation; prepares and submits related reports as required.
- Represents the Authority to non-profit organizations, other government agencies, and the general public.
- Serves as project manager for assigned projects and coordinates and directs project teams accordingly.
- May plan, organize, supervise, review, and evaluate the work of professional, technical, and/or administrative support staff; train staff in work procedures; evaluate employee performance, counsel employees, and effectively recommend initial disciplinary action; assist in selection and promotion.
- Establishes and maintains project files, databases, record keeping, and filing systems.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of local government administration.
- Principles and practices of business letter writing and report preparation.
- Principles and practices of department specific program design and development.
- Principles and practices of policy development.
- Principles and practices of budget development and administration.
- Principles and practices of organizational development.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Applicable federal, state and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Research and reporting methods, techniques, and procedures.
- Business administration practices.
- Uses and outputs of database information, records management systems (RMS), and modeling and analytic software.
- Complex arithmetic, statistical techniques, forecast creation, and modeling techniques.
- Principles and procedures of data management and interpretation.
- Principles and procedures of record keeping, document processing, and filing systems.
- Authority and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Authority staff.

- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

**Ability to:**

- Conduct long-term planning and scheduling of a project and/or program.
- Design and implement workflow systems.
- Develop and administer a budget.
- Make formal presentations and speak to large groups.
- Perform accurate mathematic and statistical calculations.
- Prepare clear and concise correspondence and reports on a variety of financial, budgetary, and administrative issues.
- Interpret and translate statistical data.
- Research, analyze, and evaluate programs, policies, and procedures; make and implement recommendations for comprehensive, systemic reforms and improvements.
- Define problems, establish facts, draw valid conclusions, and make sound recommendations.
- Handle sensitive and confidential information.
- Prepare, maintain, and update accurate detailed records and files.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to the work performed.
- Effectively represent the department and the Authority in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Learn and understand the organization and operation of the Authority and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to a bachelor's degree from an accredited college or university with major coursework in public or business administration, or a related field and five (5) years of responsible professional experience in administrative work involving finance, contracts, compliance reporting, management, organization, or other related functions.

**Licenses and Certifications:**

➤ None.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



November 2021

FLSA: Exempt

Class Code:---

Department: Corporate Communications

## PUBLIC RELATIONS MANAGER

**DRAFT**

### **DEFINITION**

Under general direction, plans, organizes, manages, and administers strategic community education, media relations, and communications to promote Authority initiatives and public awareness campaigns including emergency outreach communications; develops marketing plans, strategies, goals, budget, and tactics; ensures assigned activities meet all applicable laws, regulations, and Authority policies; provides highly complex professional assistance to the Director of Communications and other management and Authority staff in areas of expertise; fosters cooperative working relationships with Authority departments and divisions, public, private, intergovernmental, and regulatory agencies, and the public; and performs related duties, as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Director of Communications. Exercises general direction and supervision over supervisory and technical support staff through subordinate levels of supervision.

### **CLASS CHARACTERISTICS**

This is a management classification responsible for developing, planning, and reviewing the programs, services, and activities of the communications and public relations programs of the Corporate Communications Department, including developing and administering public relations communications and education campaigns. Responsibilities include developing and implementing policies and procedures, budget administration and reporting, program evaluation, and management of staff for the assigned areas. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Plans, manages, and oversees the daily functions, operations, and activities of the Authority's public relations plans and strategies to promote the Authority and its initiatives to internal and external audiences.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the areas of assignment; recommends within policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Participates in the development, administration, and oversight of assigned budgets; recommends funding for staffing, equipment, materials and supplies; ensures compliance with budgeted funding.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and

monitors workload, administrative, and support systems, and internal reporting relationships; identifies opportunities and makes recommendations for improvement.

- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends and implements discipline and termination procedures.
- Develops and implements comprehensive communications and outreach programs and strategies; schedules, coordinates, and facilitates news conferences, community meetings, and Authority events that promote the Authority's services, programs, and activities and educate and inform the public.
- Manages multiple campaigns and projects simultaneously, and ensures projects are completed on time and within budget.
- Participates in and oversees participation in community and special events; produces informational and promotional materials; supervises staff engaged in the production, development, publication, and broadcast of information to the public and the community; provides ongoing support and advice to Authority staff regarding communications to the public.
- Provides training and technical support to staff on marketing, advertising, writing, publicity, and communication strategies and policies.
- Continuously evaluates opportunities for partnerships, sponsorships, and advertising; recommends new promotional opportunities and provides regular updates related to the progress of current campaigns.
- Assists in the development and maintenance of the Authority's website and collaborates on social media posts/campaigns; provides guidance and oversight to other Authority departments regarding website and online content.
- Conducts a variety of organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of public relations and community outreach; researches emerging products and enhancements and their applicability to Authority needs.
- Maintains files, databases, and records related to public relations and community outreach; prepares a variety of written reports, memoranda, and correspondence.
- Serves as a liaison with other agencies, including partnering on special projects related to public relations and speaking at various community events and industry association meetings.
- Ensures staff observe and comply with all Authority and mandated safety rules, regulations, and protocols.
- Monitors changes in laws, regulations, and technology that may affect Authority or public relations operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Director of Communications.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of leadership.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles, practices, methods, and techniques of marketing, public information, media relations, and community relations programs.
- Strategic communication principles and practices.
- The requirements of various media used in publicity and promotions work, including video and written

- media; artwork layout and report format.
- Current principles, techniques, and objectives of professional journalistic methods, including research, publication, and presentation.
- Platforms, content creation, and best practices for social media and digital content.
- Techniques for effectively representing the Authority in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and media organizations.
- Recent and on-going developments, current literature, and sources of information related to public relations and community outreach.
- Principles and practices of budget development and administration.
- Applicable federal, state, and local laws, codes, and ordinances relevant to the area(s) of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

**Ability to:**

- Provide administrative and professional leadership and direction for the division and the Authority.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, policies, procedures, work standards, and internal controls for assigned program areas.
- Plan, research, organize, coordinate, and implement a variety of public information, media, and community outreach activities and programs.
- Develop community relations and communications programs and strategies.
- Prepare and present information in various formats and for diverse audiences.
- Comprehend complex questions and give information rapidly, accurately, and tactfully.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Prepare and administer assigned budgets; allocate limited resources in a cost-effective manner.
- Analyze, interpret, summarize, and present technical information and data in an effective manner.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Authority in meetings with individuals; governmental agencies; community groups; various business, professional, and regulatory organizations.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Learn and understand the organization and operation of the Authority and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to a bachelor's degree in communications, public relations, marketing, or a related field and five (5) years of responsible public relations experience in a public agency setting.

**Licenses and Certifications:**

- Possession of a valid California Class C Driver License is required at time of appointment. This classification is subject to enrollment in the California DMV Pull Notice Program, which periodically provides Risk Management with the incumbent's Driver License records and status.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various Authority and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 5 pounds.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



November 2021

FLSA: Exempt

Class Code: ----

Department: Human Resources

## WORKERS' COMPENSATION PROGRAM MANAGER

**DRAFT**

### **DEFINITION**

Under general direction, performs professional level analysis and administration of the Authority's workers' compensation programs and related activities; ensures program compliance with statutory requirements for workers' compensation benefits for covered Authority employees and volunteers; oversees the Authority's third-party administrator in the administration of statutory workers' compensation benefits; ensures compliance with state Self-Insurance Plan Regulations; serves as a professional level resource to the Risk Manager and other Authority management; and performs related duties, as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Risk Manager. Exercises direct or general supervision over technical and/or administrative staff.

### **CLASS CHARACTERISTICS**

This is a specialized professional classification performing the full range of workers' compensation analysis and administration assignments. Incumbents at this level perform routine to complex professional duties in support of the Authority's workers' compensation programs, processes, and systems including responsible and difficult claims analysis and the development of sound recommendations related to litigated matters. Considerable independent judgment is used to make decisions in carrying out assignments.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Performs specialized duties in the oversight and administration of the Authority's workers' compensation programs and activities; reviews, analyzes, and responds to a wide variety of workers' compensation and related issues; develops plans and recommendations for risk mitigation; implements mitigation efforts when approved.
- Plans, organizes, assigns, and participates in the work of staff assigned to the administration of workers' compensation program activities; trains staff in work procedures, evaluates employee performance, and assists in selection and promotion.
- Develops, modifies, and administers policies and standard operating procedures (SOPs) related to workers' compensation programs, activities, and claims; advises and consults with Authority management, employees, and others regarding workers' compensation policies and SOPs including incident reporting and obtaining appropriate treatment; oversees and provides direction to the Authority's third-party administrator to ensure the timely and proper administration of workers' compensation benefits to affected employees and volunteers.
- Reviews policies, programs, and benefits for cost effectiveness and their ability to meet the Authority's workers' compensation needs; makes program modifications as needed for regulatory compliance and the business needs of the Authority.

- Confers with departments regarding risk exposure arising out of Authority operations and recommends methods to minimize these exposures; develops recommendations for avoiding future potential injuries and illnesses.
- Develops and recommends policies and claim procedures relative to the Authority's self-insured workers' compensation programs; administers the day-to-day operations of the assigned programs.
- Investigates and reviews claims to evaluate potential Authority liability and settlement possibilities; coordinates litigation and assists legal counsel in litigated claims.
- Prepares and presents recommendations for review by management.
- Develops and recommends assigned program budgets; monitors and administers assigned budgets.
- Develops reports and other documentation on program activities, outcomes, and status as required internally by Authority management and externally by regulatory bodies and other entities.
- Attends and participates in professional group meetings and committees; stays abreast of new trends and innovations in the field of workers' compensation and self-insurance administration.
- Monitors changes in laws, regulations, and technology that may affect Authority or departmental operations; implements policy and procedural changes as required.
- Responds to difficult and sensitive inquiries and complaints and assists with resolutions and alternative recommendations.
- Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and practices of developing and administering self-insured workers' compensation programs and activities.
- Principles and practices of handling insurance claims and claim resolution.
- Sources of information related to a broad range of programs, services, and functions related to the area(s) of assignment.
- Methods and techniques of risk mitigation.
- Methods and techniques of developing effective strategies for litigated matters of the area(s) of assignment.
- Research, investigative, and reporting methods, techniques, and procedures.
- Applicable federal, state, and local laws, codes, and ordinances relevant to the area(s) of responsibility.
- Recent and ongoing developments, current literature, and sources of information related to the operations of the assigned programs.
- Methods and techniques of research, statistical analysis, report preparation, and presentation.
- Principles and practices of contract negotiation, preparation, and evaluation.
- Recordkeeping principles and procedures.
- Authority and mandated safety rules, regulations, and protocols.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for collecting, interpreting, analyzing, and reporting complex and technical data and information.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.

- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

**Ability to:**

- Provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Effectively develop and administer activities of self-insured workers' compensation programs and initiatives.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Conduct complex research projects on a wide variety of workers' compensation and risk management topics, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Coordinate project planning, research, and analysis.
- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Plan and manage complex projects and interdepartmental project teams.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Maintain confidentiality and be discreet in handling and processing confidential information and data.
- Understand, interpret, apply, explain, and ensure compliance with applicable Federal, State, and local laws, rules, regulations, policies, and procedures.
- Maintain a variety of filing, record-keeping, and tracking systems.
- Compose correspondence and reports independently or from brief instructions.
- Effectively represent the department and the Authority in meetings with individuals; governmental agencies; community groups; various business, professional, and regulatory organizations.
- Learn and understand the organization and operation of the Authority and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to a bachelor's degree in risk management, public or business administration, or a closely related field, and four (4) years of increasingly responsible experience in the administration of workers' compensation activities of a self-insured program including some experience in a public agency setting.

### **Licenses and Certifications:**

- Possession of a valid California Class C Driver License is required at time of appointment. This classification is subject to enrollment in the California DMV Pull Notice Program, which periodically provides Risk Management with the incumbent's Driver License records and status.
- Possession of, or the ability to obtain within one (1) year of appointment, a Self-Insured Administrator (SIA) certificate issued by the State of California.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various Authority and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



## Orange County Fire Authority **AGENDA STAFF REPORT**

Human Resource Committee Meeting  
November 2, 2021

Agenda Item No. 3A  
Discussion Calendar

### **Annual Workers' Compensation Program Update**

#### **Contact(s) for Further Information**

Stephanie Holloman, Assistant Chief  
Human Resources Department

[stephanieholloman@ocfa.org](mailto:stephanieholloman@ocfa.org)

714.573.6353

Rhonda Haynes, Risk Manager

[rhondahaynes@ocfa.org](mailto:rhondahaynes@ocfa.org)

714.573.6833

#### **Summary**

This annual agenda item provides an update on the workers' compensation self-insured program and the performance of CorVel Corporation, the third-party administrator, since June 1, 2014.

#### **Prior Board/Committee Action**

Not Applicable.

#### **RECOMMENDED ACTION(S)**

Receive and file the report.

#### **Impact to Cities/County**

Not Applicable.

#### **Fiscal Impact**

Not Applicable.

#### **Background**

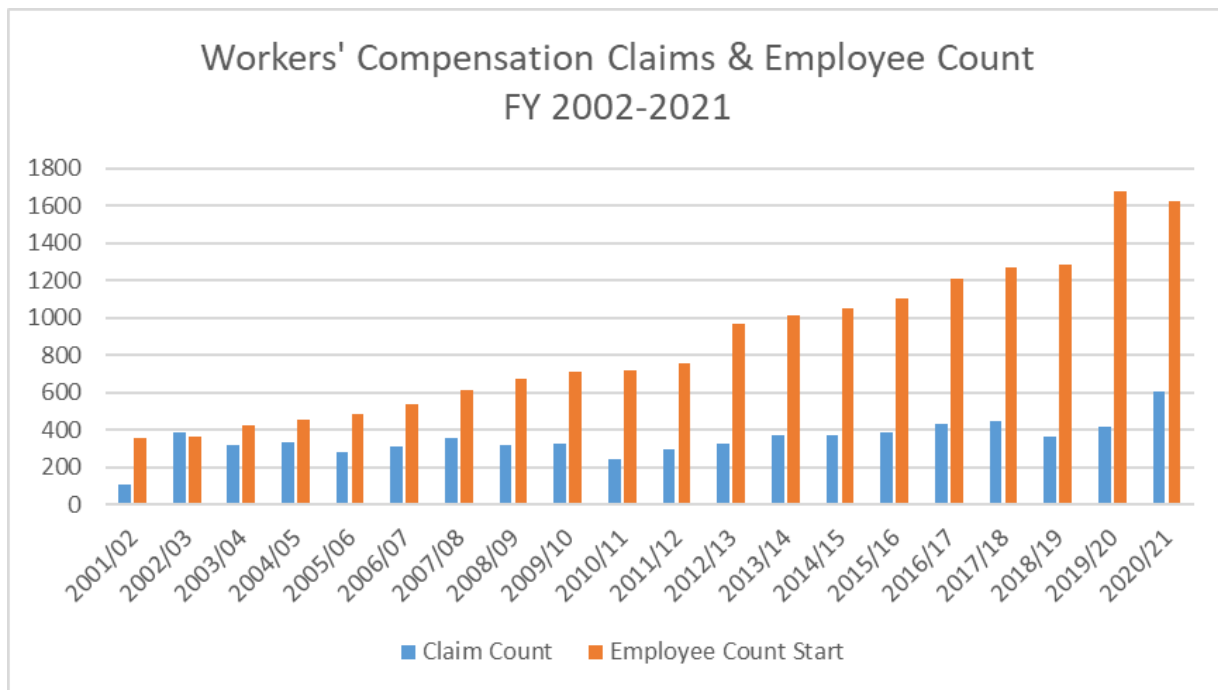
The Orange County Fire Authority (OCFA) was approved by the Division of Industrial Relations Self-Insurance Plans in 2002 to have a self-insured workers' compensation program administered through a Third-Party Administrator (TPA). The TPA for the OCFA self-insured workers' compensation program has been CorVel Corporation, since June 1, 2014.

#### ***Budgeting for Self-Insurance Fund***

An independent actuary is used twice a year to project future workers' compensation costs and update the amount of funding required to self-insure the OCFA workers' compensation program. The projection of costs and necessary funding is determined by analyzing claims data dating back to the self-insured program's beginning. Claims data includes case reserves set by the TPA, historical loss experience, and industry trends. The OCFA currently has 1,097 open claims dating back to the inception of the self-insured workers' compensation program.

<b>Open Claims</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>Percent Change</b>
Death	6	6	1	0	-100.0%
Indemnity	535	537	594	689	16.0%
Maintenance	342	397	380	364	-4.2%

Medical Only	59	35	29	44	51.7%
<b>Grand Total</b>	<b>942</b>	<b>975</b>	<b>1004</b>	<b>1097</b>	<b>9.3%</b>



Over the past year, the OCFA averages approximately 50.2 claims a month or 602 claims during the year (not including first aid injuries). The OCFA has experienced a 43.7% increase in actual claims reported since the FY 19/20.

<b>Claims Reported</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>Percent Change</b>
<b>Total</b>	414	447	361	419	602	43.7%

It's important to note that the 602 claims represent all claims that were filed for FY 20/21. Forty-two (42) of these claims were denied where the OCFA expects to have no liability. Three hundred fifty (350) indemnity claims resulted in days away from work and 112 medical-only claims with a life expectancy of 30-to-90-days. To date, 436 of the 602 claims resulted in claims cost less than \$5,000 per claim. One hundred eighty-five (185) claims of the 602 claims were reported as COVID infections.

See the attached extended background that provides additional, comprehensive details and explanation of the programmatic enhancements and savings.

#### **Attachment(s)**

Actuarial Analysis with data valued as of December 2020.

**Background*****Analysis of Actuary Projections Based on Claims Data as of December 30, 2020***

The OCFA policy is to fund the Workers' Compensation Program at the 50% confidence level for estimated outstanding losses, including case reserves, the development of known claims and incurred but not reported claims (IBNR), allocated and unallocated expenses. The actuarial projection for long-term liabilities at the 50% confidence level of June 30, 2021, is \$115,295,275 identified in the January 21, 2021 actuary report.

The actuary has projected the liabilities to be incurred in FY 20/21 to be \$20,892,061, representing the projected settlement value of all claims with dates of loss during each period, capped at the OCFA's self-insured retention level of 2.0M. This report is a guide to establishing appropriate loss reserves estimates on the self-insurance program.

The actuary attributed the increase in projected ultimate losses to an increase in payroll, open claims count, and claim severity.

***Workers' Compensation Program Overview***

Risk Management conducted a significant overhaul of the self-insured Workers' Compensation Program in 2014. We continue to evaluate and monitor the program for services that will provide benefits that will "cure and relieve the effects of the injury" while improving program results. The current program features include an Alternative Dispute Resolution Program, occupational clinics, medical provider network, utilization review, nurse advocacy, Pharmacy Benefits Management Program, and a Claims Liaison feature added in January 2020.

The OCFA currently has 1,097 open workers' compensation claims administered by the third-party administrator (TPA), ranging from indemnity (loss time), medical only, and future medical cases. There has been a 9.3% increase in total open claims, from 1,004 to 1,097 during this reporting period, impacting our long-term liabilities.

<b>Open Claims</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>Percent Change</b>
Death	6	6	1	0	-100.0%
Indemnity	535	537	594	689	16.0%
Maintenance	342	397	380	364	-4.2%
Medical Only	59	35	29	44	51.7%
<b>Grand Total</b>	<b>942</b>	<b>975</b>	<b>1004</b>	<b>1097</b>	<b>9.3%</b>

***Medical Provider Network (MPN)***

The OCFA implemented an MPN on July 1, 2014, which has provided employees with access to physicians specializing in workers' compensation care and a 24/7 nurse advocacy program. OCFA employees have experienced reduced medical treatment delays and faster return to work due to the doctors' familiarity with the regulatory requirements. The OCFA experienced several claims that had a significant fiscal impact on our program in FY 2020/21, including major hospitalizations, cancer, and COVID. The OCFA was able to reap substantial savings off the cost of medical services by utilizing facilities within the MPN, which resulted in a reduction in the OCFA's financial liability.

### ***Occupational Clinics***

The OCFA started utilizing occupational clinics on July 1, 2014, and telehealth services for pandemic exposures, which allowed employees to have 24/7 access to a physician within proximity to all seventy-seven fire stations and the Regional Fire Operations and Training Center. Risk Management continues to monitor the occupational clinics by using employee satisfaction surveys and site visits to ensure they meet established OCFA protocols, expectations, and performance standards. The table below summarizes MPN and occupational clinic usage and savings for the fiscal year.

<b>Occupational Clinic Usage</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Total Claims Reported	447	361	419	602
Total Claims using Occupational Clinics	303	217	294	297
Clinic Usage %	70.8%	74.0%	75.4%	75.2%
Satisfaction Rating for Occupational Clinics	98.1%	98.1%	97.4%	96.5%
Total MPN Usage %	78.6%	77.5%	80.2%	82.1%
Total Bills Received**	14,043	15,042	14,979	17,134
Total Bills in MPN	11,037	11,658	12,015	14,064
MPN Savings	\$7,149,274	\$5,588,069	\$6,436,425	\$6,799,965

### ***Pharmacy Benefits Program (PBM)***

The PBM was designed to reduce the cost of medication and medical supplies by providing generics wherever possible and ensuring pharmacists in the program comply with Labor Code §4600.2 and Senate Bill 1160, which became effective January 1, 2018. SB 1160 reduces the risk of over-prescribing medication and opioid drugs by requiring new procedures for reviewing determinations regarding the medical necessity of medication prescribed according to drug formulary adopted by the Administrative Director. The pharmacy "first fill" card instituted as part of the program has prevented prescription delays and out-of-pocket expenses to the employee and increased savings above the official medical fee schedule. The table below summarizes the PBM program usage and savings.

<b>Pharmacy Benefit Program Usage</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Total Prescriptions Dispensed	2,347	2,438	2,295	2,259
Prescriptions Dispensed through PBM	2,074	2,270	2,193	2,133
CorVel PBM Usage %	88.4%	93.1%	95.6%	94.4%
Prescription Charges	\$796,413	\$846,299	\$824,021	\$681,402
Total Paid	\$493,178	\$516,275	\$488,310	\$395,719
Pharmacy Savings	\$303,235	\$329,415	\$335,711	\$285,683

### ***Alternative Dispute Resolution Program (ADR)***

The ADR program is a collaborative effort between the Orange County Professional Firefighters Association, Local 3631, and Executive Management, designed to expedite workers' compensation benefits by eliminating delays of the traditional workers' compensation system when disputes arise. The Department of Industrial Relations approved the program, and it became effective on

October 1, 2014. The OCFA has experienced fewer delays, less litigation, faster medical treatment, and earlier resolution of disputes than in the traditional workers' compensation system, since the implementation of this program. OCFA's current litigation rate of 5.6% continues to remain below industry standard, which is currently at 14.6%.

<b>ADR Tracking</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Total Claims Incurred	<b>475</b>	<b>361</b>	<b>419</b>	<b>602</b>
Count of claims eligible for ADR	427	339	391	562
Number of claims that entered into ADR	55	46	42	41
Percentage of Litigated Claims	5.8%	8.9%	6.6%	5.6%
Average # of Days Until ADR Resolution	70	67	71	121

### ***Enhanced Transitional Return to Work Program***

Risk Management has been able to expedite the return to work process and returned more employees to a light-duty assignment through the improved coordination and communications with departments. This program has reduced disability, enhanced the employee's sense of value, expanded job skills, and maximized statutory workers' compensation benefits.

The chart below summarizes the enhanced transitional return to work program for the fiscal year.

<b>Transitional Return to Work Program</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Employees Returned to Light Duty	55	33	36	57
Returned to Light Duty Within 4 Business Days	54	31	31	49
Percent of Employees Returned to Light Duty Within 4 Business Days	85.7%	77.5%	72.09%	73.13%
Number of Assignments Filled with One or More Employees	20	13	17	15
Average Days on Light Duty	30	40	46	42
<b>Total Employees Eligible to Return to Light Duties</b>	<b>63</b>	<b>40</b>	<b>43</b>	<b>67</b>

### ***Claims Settlement Committee***

The Board of Directors delegated workers' compensation claims settlement authority of \$250,000 to the Fire Chief. Workers' compensation claims settlement authority above \$250,000 requires the Full Board of Director's approval. The Board approved this new policy at the January 24, 2019 Board Meeting. The chart below summarizes the number of claim settlements approved during FY 2020/21.

<b>Settlement Approvals</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Fire Chief or Designee (Compromise and Release Settlements)	<b>5</b>	<b>10</b>	<b>13</b>	<b>6</b>
Fire Chief or Designee (Stipulation and Award Settlements)	<b>68</b>	<b>151</b>	<b>127</b>	<b>124</b>
Claims Settlement Committee (Compromise and Release Settlements)	<b>8</b>	<b>3</b>	<b>0</b>	<b>0</b>
Claims Settlement Committee (Stipulation and Award Settlements)	<b>15</b>	<b>0</b>	<b>0</b>	<b>0</b>
Board of Directors	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

<b>Total Claims</b>	<b>96</b>	<b>164</b>	<b>140</b>	<b>130</b>
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### ***Claims Liaison***

OCFA added the Liaison position to the OCFA workers' compensation program on January 1, 2020. It was created to assist the injured worker through the complex workers' compensation process and improve overall claims experience.

<b>Contact Type</b>	<b>2020</b>	<b>2021</b>
Settlement	16	77
Medical Issue	385	215
Legal Issue	2	28
General Q&A	205	599
Benefit Question	5	31

### ***Summary and Conclusions***

Risk Management strives to ensure the services provided by our TPA remain compliant with the California workers' compensation laws and meet the needs of the OCFA employees. Although claims experience increased during the fiscal year, the workers' compensation program results in enhanced medical care to the injured employee and significant financial savings to the OCFA.

	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
TPA Administrative Fees	\$560,952	\$583,614	\$618,540	\$696,238
Bill Review Fee	\$647,782	\$708,176	\$653,177	\$709,641
Utilization Review Fees	\$165,895	\$202,440	\$157,557	\$176,760
Utilization Review Savings	(\$222,903)	(\$672,001)	(\$121,885)	(\$206,560)
PBM Savings	(\$303,209)	(\$329,415)	(\$335,711)	(\$285,683)
Bill Review Savings	(\$7,019,646)	(\$7,046,098)	(\$7,673,822)	(\$9,986,542)
Total Costs/Savings	(\$6,171,129)	(\$6,553,284)	(\$6,702,144)	(\$8,896,146)

# **Annual Workers Compensation Program Update**

Presented by Rhonda Haynes, Risk Manager



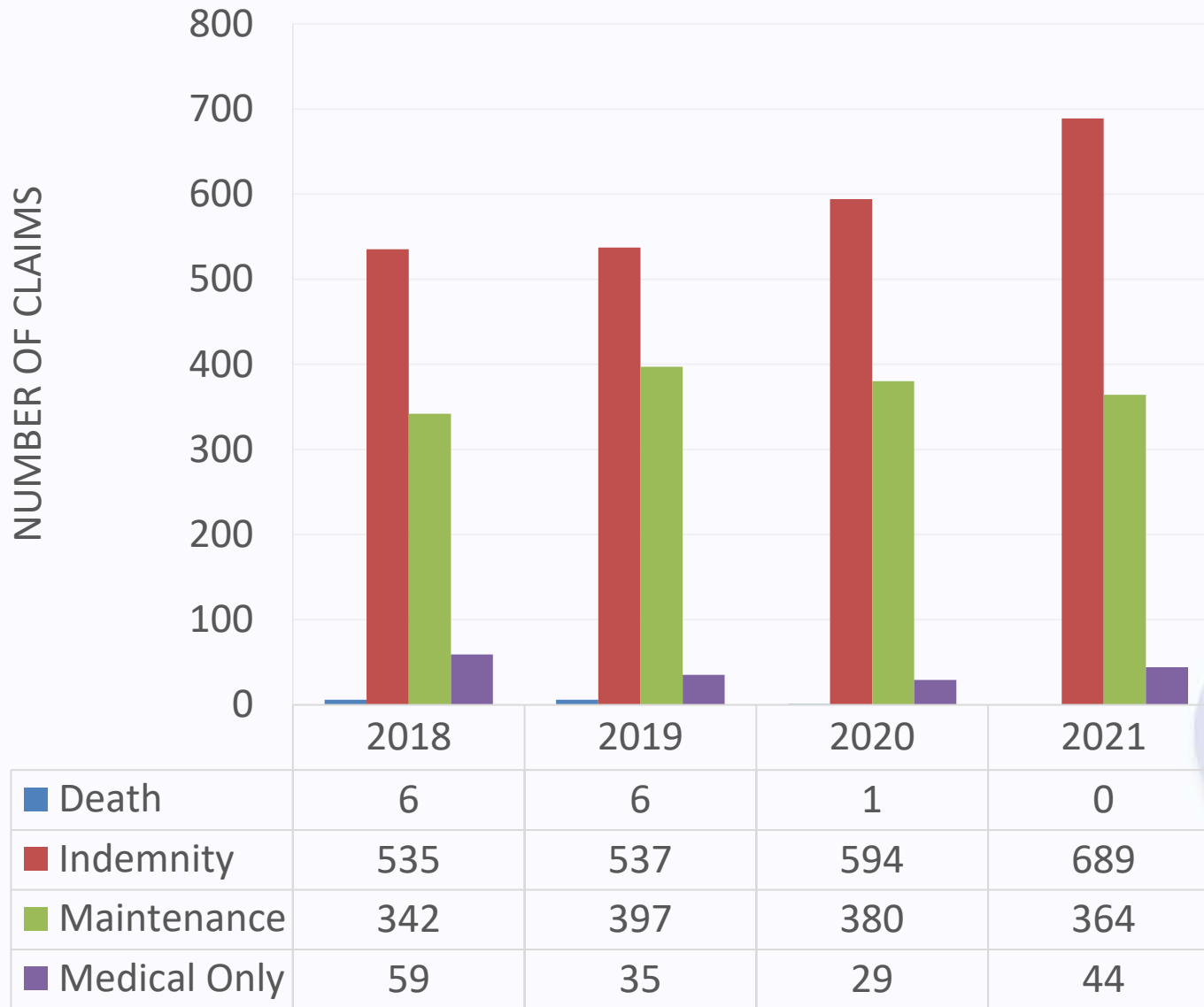


The Authority's Workers' Compensation Program is a comprehensive web of services focused on providing the highest level of service to employees, injured on or during the course of their employment, while identifying opportunities to reduce the associated costs of administering the program.

The Risk Management Division of the Human Resources Department continues to evaluate and monitor the program for services that will provide benefits that will "cure and relieve the effects of the injury" while improving program results.

The latest addition to this network is the creation of the Claims Liaison, added in January 2020.

## OPEN CLAIMS BY TYPE

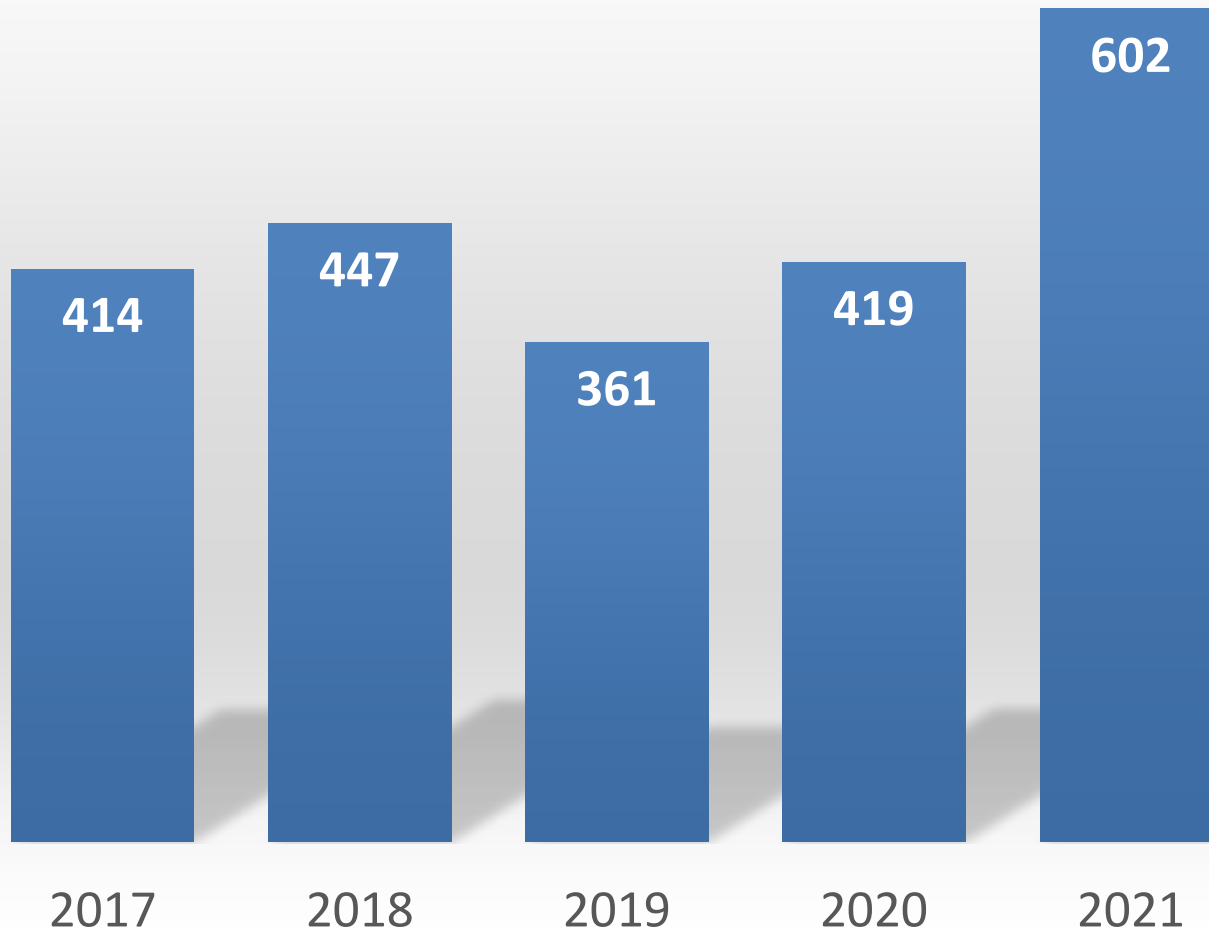


For FY 2020/2021, HR has 1,097 open claims dating back to the inception of the self-insured workers' compensation program.

There has been a 9.3% increase in total open claims, from 1,004 to 1,097 during this reporting period, impacting our long-term liabilities.

The program is funded at the 50% confidence level based on an actuarial projection of long-term liabilities.

## New Claims Reported by Year

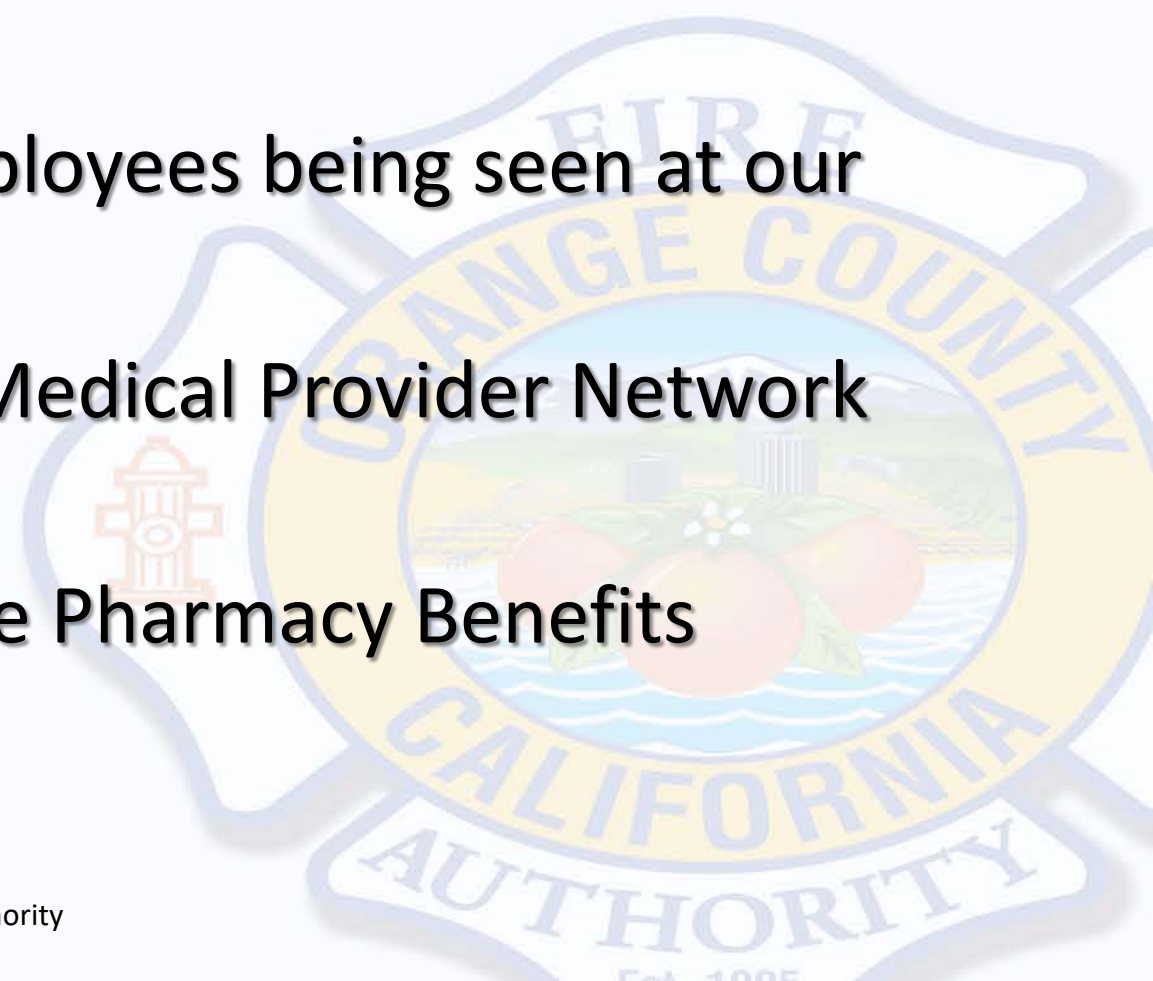


### For FY 2020/2021 Claims

- 42 of these claims were denied
- 350 indemnity claims resulted in days away from work
- 112 medical-only claims with a life expectancy of 30-to-90-days.
- 185 claims were reported as COVID infections.
- To date, 436 of the 602 claims resulted in claims cost less than \$5,000 per claim.

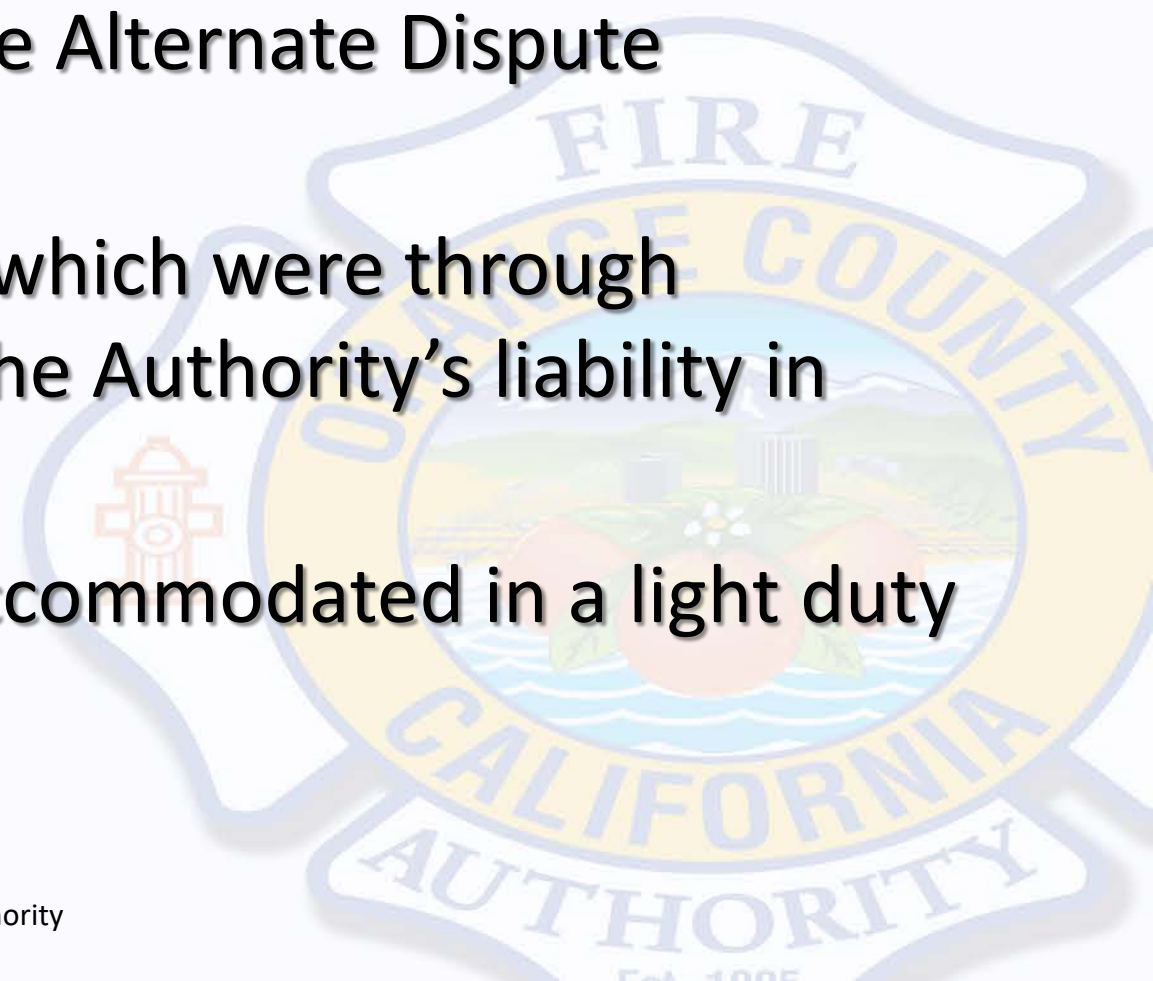
# Highlights of the Program for FY 2020/2021

- 950 contacts with the Claims Liaison, a 55% increase from the year prior
- 96.5% satisfaction rating from employees being seen at our Occupational Clinics
- \$6.8M in savings from use of the Medical Provider Network and Occupational Clinics
- \$285,700 is savings from use of the Pharmacy Benefits Program



# Highlights of the Program for FY 2020/2021

- Only 5.6% of new claims are litigated, which is 9% lower than the industry standard, owing to the Alternate Dispute Resolution Process
- 130 claims were settled, six (6) of which were through compromise and release settling the Authority's liability in those claims
- 85% of eligible employees were accommodated in a light duty assignment



# Cost Mitigation

Although the number of claims has increased during the fiscal year, the network of services that comprise the Workers' Compensation Program have helped to offset the cost of providing care to our injured employees.

	2018	2019	2020	2021
TPA Administrative Fees	\$560,952	\$583,614	\$618,540	\$696,238
Bill Review Fee	\$647,782	\$708,176	\$653,177	\$709,641
Utilization Review Fees	\$165,895	\$202,440	\$157,557	\$176,760
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Total Costs/Savings	(\$6,171,129)	(\$6,553,284)	(\$6,702,144)	(\$8,896,146)

# Recommendations

- Staff recommends for the Human Resources Committee to receive and file the Annual Workers' Compensation Program Update for the Fiscal Year 2020/2021

