

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



**ITEM: 3.19  
(ID # 13771)**

**MEETING DATE:**  
Tuesday, November 10, 2020

**FROM:** HUMAN RESOURCES:

**SUBJECT:** HUMAN RESOURCES and VETERANS SERVICES: Classification & Compensation Recommendation to adjust the salary of the Veteran Services Representative I/II and Senior classifications; and amend Ordinance No. 440 pursuant to Resolution No. 440-9169 [All Districts] [\$126,200; Departmental Budget 100%]

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Approve the recommendation to adjust the salary of the Veterans Services Representative I/II and Senior classifications.
2. Amend Ordinance No. 440 pursuant to Resolution No. 440-9169.

**ACTION:** Policy, 4/5 Vote Required




Brenda Diederichs, Assistant CEO / Human Resources Director 10/28/2020

---

**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Spiegel, seconded by Supervisor Hewitt and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt  
Nays: None  
Absent: None  
Date: November 10, 2020  
xc: HR, Veterans Services

Kecia R. Harper  
Clerk of the Board  
By: 

Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
STATE OF CALIFORNIA**

<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$ 50,480	\$ 75,720	\$ 126,200	\$ 75,720
<b>NET COUNTY COST</b>	\$ 50,480	\$ 75,720	\$ 126,200	\$ 75,720
<b>SOURCE OF FUNDS:</b> Departmental Budget 100%			<b>Budget Adjustment:</b>	No
			<b>For Fiscal Year:</b>	20/21

**C.E.O. RECOMMENDATION:** Approve

**BACKGROUND:**

**Summary**

The mission of The Veterans Services Department is to “Promote and honor all veterans, and enhance their quality of life and that of their dependents and survivors through counseling, claims assistance, education, advocacy, and special projects”. The Veterans Services Representative (VSR) incumbents within the Department are an integral part of the Department’s mission in that, they are directly responsible for assisting veterans, their dependents and survivors in obtaining various benefits privy to them from federal, state and local governments.

The Classification & Compensation Unit received a Classification Study Request to conduct market review on the VSR series consisting of VSR I, VSR II and Senior VSR due to recruitment and retention difficulties expressed by the Department. Market research was conducted on the five surrounding jurisdictions of: Los Angeles, Orange, San Bernardino, San Diego, and Ventura Counties. The market results yielded that all classifications within the series are significantly below market in some fashion. Based on the studies findings, it is recommended that the VSR I, VSR II and Senior VSR receive salary adjustments in order to bring the salaries of each classification up to the current market averages.

The Department anticipates by making the necessary salary adjustments they will be able to recruit and retain long-term VSR staff. Long-term VSR staff are extremely beneficial to the Department, as once they obtain accreditation and complete the necessary training, they begin to generate state revenue thus off-setting their salary/benefit cost by year two of employment.

**Salary Adjustment:**

**Veterans Services Representative I:** It is recommended to adjust the salary plan/grade from ESEU 145 (\$35,141 - \$50,928) to salary plan/grade ESEU 180 (\$37,765 - \$50,928).

**Veterans Services Representative II:** It is recommended to adjust the salary plan/grade from SEU 145 (\$39,246 - \$56,868) to salary plan/grade SEU 208 (\$46,959 - \$61,822).

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
STATE OF CALIFORNIA**

**Senior Veterans Services Representative:** It is recommended to adjust the salary plan/grade from SEUS 191 (\$42,240 - \$61,236) to salary plan/grade SEUS 322 (\$54,701 - \$71,855)

**Additional Fiscal Information**

There are currently three budgeted/filled Veterans Services Representative I positions within the Department. The recommendation for the VSR I only includes an adjustment to the bottom of the range therefore, there are no budget adjustments necessary for the existing allocated positions.

There are currently five budgeted/filled Veterans Services Representative II positions within the Department. The recommended salary adjustment to the top of the range includes an annual increase of \$6,624 per budgeted position for a total annual cost of \$33,120. For the remainder of the current fiscal year, the cost will be approximately \$22,080. Both figures include related benefits and employer cost.

There are currently three budgeted/filled Senior Veterans Services Representative positions within the Department. The recommended salary adjustment to the top end of the range includes an annual increase of \$14,200 per budgeted position for a total annual cost of \$42,600. For the remainder of the current fiscal year, the cost will be approximately \$28,400. Both figures include related benefits and employer cost.

Out of the eleven budgeted/filled positions across the series, there are nine incumbents that will be immediately impacted by the range adjustment. Specifically, incumbents with a pay rate that falls below the new minimum will be moved to the new minimum pay rate. Other incumbents that have earned the max pay rate for more than one year will receive an immediate 4% increase to ensure ongoing equity among the most highly experienced staff. The cost to adjust all nine incumbent's salary accordingly is approximately \$44,547 for the remainder of the current fiscal year, including salary and benefits. Over the next fiscal year, this increase will cost the department approximately \$73,434 in salary and benefits. It should be noted that the cost to increase the incumbent's pay rate is included in the total cost of the salary adjustments described above.

The Department has indicated that a budget adjustment is not necessary at this time.

**Impact on Residents and Businesses**

There is no impact to Businesses. Adjusting the salary ranges for the VSR series will allow the Veterans Services Department to hire and retain qualified staff in order to continue to provide critical services to the community.

**ATTACHMENTS**

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
STATE OF CALIFORNIA**

- A. Resolution No. 440-9169**
- B. Veterans Services Representative I Market Data**
- C. Veterans Services Representative II Market Data**
- D. Senior Veterans Services Representative Market Data**

RESOLUTION NO. 440-9169

BE IT RESOLVED by the Board of Supervisors of the County of Riverside, State of California, in regular session assembled on November 3, 2020, that pursuant to Section 8(c) of Ordinance No. 440, the Assistant County Executive Officer/Human Resources Director is authorized to amend the Class and Salary Listing of Ordinance No. 440, operative at the beginning of the pay period following the date of approval, as follows:

<u>Job Code</u>	<u>Class Title</u>	<u>From Salary Plan/Grade</u>	<u>To Salary Plan/Grade</u>
79913	Senior Veterans Services Representative	SEUS 191	SEUS 322
79911	Veterans Services Representative I	ESEU 145	ESEU 180
79912	Veterans Services Representative II	SEU 145	SEU 208

ROLL CALL:

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt  
 Nays: None  
 Absent: None

The foregoing is certified to be a true copy of a resolution duly adopted by said Board of Supervisors on the date therein set forth.

Kecia R. Harper, Clerk of said Board

By   
Deputy

/kc  
10/20/2020  
440 Resolutions\KC

11.10.2020 3.19

# External Market Survey Data

## Veterans Services Representative I

Riv Co Class Code: 79911

Jurisdiction	Title	Min Salary	Max Salary	Spread
Los Angeles County	Veterans Claims Assistant I	\$41,041	\$53,716	30.88%
Orange County	No comparable class			
San Bernardino County	Veterans Service Officer Trainee	\$33,363	\$44,678	33.92%
San Diego County	No comparable class			
Ventura County	HS Veterans Claims Officer I	\$38,889	\$51,853	33.33%
	County Mean:	\$37,765	\$50,082	32.62%
	County Median:	\$38,889	\$51,853	33.33%
<b>Riverside County</b>	<b>Veterans Services Representative I</b>	<b>\$35,141</b>	<b>\$50,928</b>	<b>44.92%</b>
	Dollar Difference from Mean:	<b>-\$2,624</b>	<b>\$845</b>	
	Percentage difference from mean:	<b>-6.95%</b>	<b>1.69%</b>	
	Dollar difference from median:	<b>-\$3,749</b>	<b>-\$925</b>	
	Percentage difference from median:	<b>-9.64%</b>	<b>-1.78%</b>	

Notes:

Run Date: 4/9/2019

Date Prepared/Revised: 4/16/2020

By: Cmymers

# External Market Survey Data

## Veterans Services Representative II

Riv Co Class Code: 79912

Jurisdiction	Title	Min Salary	Max Salary	Spread
Los Angeles County	Veterans Claims Assistant II	\$48,200	\$63,216	31.15%
Orange County	Veterans Claims Representative	\$47,050	\$63,398	34.75%
San Bernardino County	Veterans Service Officer II	\$44,637	\$61,381	37.51%
San Diego County	Veterans Services Representative	\$51,626	\$63,398	22.80%
Ventura County	HS Veterans Claims Officer II	\$43,282	\$57,716	33.35%
County Mean: \$46,959 \$61,822 31.65%				
County Median: \$47,050 \$63,216 34.36%				
<b>Riverside County</b>	<b>Veterans Services Representative II</b>	<b>\$39,246</b>	<b>\$56,868</b>	<b>44.90%</b>
	Dollar Difference from Mean:	<b>-\$7,712</b>	<b>-\$4,954</b>	
	Percentage difference from mean:	<b>-16.42%</b>	<b>-8.01%</b>	
	Dollar difference from median:	<b>-\$7,803</b>	<b>-\$6,348</b>	
	Percentage difference from median:	<b>-16.58%</b>	<b>-10.04%</b>	

Notes:

Run Date: 4/11/2019

Date Prepared/Revised: 4/16/2020

By: Cmyers

# External Market Survey Data

## Senior Veterans Service Representative

Riv Co Class Code: 79913

Jurisdiction	Title	Min Salary	Max Salary	Spread
Los Angeles County	Veterans Claims Assistant III	\$53,716	\$70,454	31.16%
Orange County	Supervising Veterans Claims Representative	\$56,867	\$76,669	34.82%
San Bernardino County	Supervising Veterans Service Officer	\$50,419	\$69,306	37.46%
San Diego County	Senior Veteran Services Representative	\$57,803	\$70,990	22.81%
Ventura County	No comparable class			
	County Mean:	\$54,701	\$71,855	31.36%
	County Median:	\$55,292	\$70,722	27.91%
<b>Riverside County</b>	Senior Veterans Service Representative	<b>\$42,240</b>	<b>\$61,254</b>	45.01%
	Dollar Difference from Mean:	<b>-\$12,461</b>	<b>-\$10,601</b>	
	Percentage difference from mean:	<b>-22.78%</b>	<b>-14.75%</b>	
	Dollar difference from median:	<b>-\$13,052</b>	<b>-\$9,469</b>	
	Percentage difference from median:	<b>-23.61%</b>	<b>-13.39%</b>	

Notes:

Run Date: 4/10/2019

Date Prepared/Revised: 4/16/2020

By: CMyers