

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



ITEM: 3.32  
(ID # 17836)

**MEETING DATE:**

Tuesday, December 14, 2021

**FROM :** HUMAN RESOURCES:

**SUBJECT:** HUMAN RESOURCES: Classification & Compensation Recommendation to adjust the salaries of Claims Adjuster II, Senior Claims Adjuster, and Claims Program Supervisor classifications; and amend Ordinance No. 440 pursuant to Resolution No. 440-9235 submitted herewith, All Districts. [Total Cost - \$92,951; 100% Department Budget]

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

1. Approve salary range adjustments for Claims Adjuster classifications.
2. Amend Ordinance No. 440 pursuant to Resolution No. 440-9235.

**ACTION:**Policy

  
Brenda Diederichs, Assistant CEO / Human Resources Director 11/30/2021

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**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Washington, seconded by Supervisor Spiegel and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended and that Resolution 440-9235 is adopted as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt  
Nays: None  
Absent: None  
Date: December 14, 2021  
xc: HR

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>	\$ 13,246	\$ 79,705	\$ 92,951	\$ 0
<b>NET COUNTY COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>SOURCE OF FUNDS: Departmental</b>			<b>Budget Adjustment: No</b>	
			<b>For Fiscal Year: 21/22</b>	

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

**BACKGROUND:**

**Summary**

Claims Adjuster is a broadly constructed classification series consisting of 5 classification levels from Trainee to Supervisor. Incumbents are assigned to the Human Resources department and perform tasks in investigation, negotiation, and adjusting related to Workers' Compensation, Exclusive Care, or Liability claims. These classifications are critically important in defending the County against litigation, identifying potential sources of exposure, and protecting County money savings. HR Liability claims leadership noted recruitment and retention concerns for the Claims Adjuster series attributed to the salary ranges, especially at the Senior Claims Adjuster level. It was also suggested that the duties of Claims Adjusters assigned to the Liability Unit may differ from those in Workers' Compensation and Exclusive Care. As such, it was requested that the Classification and Compensation Unit conduct a review of the external market for Claims Adjuster II and Senior Claims Adjuster with particular focus on classification and compensation differences depending upon the types of claims work being performed. Additionally, a supplemental assessment of internal equity was conducted in order to determine whether further adjustments were warranted for other levels in the series.

The results of the market study performed by the Classification & Compensation Unit found that while Liability and Workers' Comp claims work is often classified separately in comparable agencies, they are typically compensated similarly, if not equally. Given this finding, it was concluded that the current Claims Adjuster series should remain intact on a classification level.

Market data for the Claims Adjuster II classification showed that Riverside County is approximately 13.9% under market at the minimum and 6.8% under market at the maximum. Senior Claims Adjuster market data showed slight variance in compensation for Liability and Workers' Compensation work, with Senior level Workers' Comp positions earning slightly more. Even so, Riverside County's Senior Claims Adjuster classification is approximately 13% below market at the minimum and an approximate 8.7% below market at the maximum. Due to the variance in the market, a review of internal classifications was conducted to determine the most appropriate salary for the Senior level. The Senior Human Resources Analyst classification was identified as the appropriate internal comparable for the Senior Claims Adjuster as both classifications perform varied, complex and specialized human resources work. Therefore, it is recommended to benchmark the two positions to each other.

**Salary Adjustments:**

**Claims Adjuster II:** from salary plan/grade MCO 443 (\$61,494 - \$86,122) to salary plan/grade MCO 564 (\$71,439 - \$92,392). This recommendation is based on the external market findings.



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**Senior Claims Adjuster:** from salary plan/grade MCO 508 (\$66,523 - \$93,195) to salary plan/grade MCO 574 (\$73,281 - \$102,698). This recommendation is based on benchmarking to the comparable internal classification and is supported by the external market.

**Claims Program Supervisor:** from salary plan/grade MCO 630 (\$78,004 - \$109,372) to salary plan/grade MCO 650 (\$81,342 - \$113,995). This recommendation is based on preserving the promotional incentive for supervisors.

**Impact on Residents and Businesses**

No impact on residents and businesses

**Additional Fiscal Information**

The \$13,246 cost reflected in the current fiscal year column illustrates the immediate cost of advancing one Claims Adjuster II incumbent to the new classification minimum, including benefits. The \$79,705 cost reflected in the next fiscal year column estimates costs associated with additional merit increases current incumbents will receive as a result of increasing the maximum salaries of the classifications in question. Ongoing costs are subject to change as the department gains or loses incumbents, and as the incumbents reach the max rate.

**Attachments:**

- Attachment A. Resolution No. 440-9235
- Attachment B. Claims Adjuster II Market Survey (Liability)
- Attachment C. Claims Adjuster II Market Survey (Workers' Comp)
- Attachment D. Senior Claims Adjuster Market Survey (Dual)
- Attachment E. Senior Claims Adjuster Market Survey (Workers' Comp)

  
Meghan Hahn, Senior Management Analyst 12/5/2021

# External Market Survey Data

Classification Name: *Claims Adjuster II*

Riv Co Class Code: 13522

## Market Research

Jurisdiction	Title	Job Code	Min Salary	Max Salary	Spread
San Bernardino County	<u>Liability Claims Representative II</u>	12119	\$61,090	\$83,949	37.42%
San Diego County	<u>Claims Representative II</u>	2327	\$66,872	\$93,850	40.34%
Santa Clara County	<u>Liability Claims Adjuster</u>	B94	\$81,297	\$98,785	21.51%
Contra Costa County	<u>Liability Claims Adjuster</u>	AJWF	\$76,499	\$92,985	21.55%
County Mean:			\$71,439	\$92,392	29.33%
County Median:			\$71,686	\$93,417	30.32%
Riverside County	<u>Claims Adjuster II</u>	13522	\$61,494	\$86,122	40.05%
Dollar difference from Mean:			-\$9,945	-\$6,270	
Percentage difference from mean:			-13.92%	-6.79%	
Dollar difference from median:			-\$10,192	-\$7,296	
Percentage difference from median:			-14.22%	-7.81%	

Notes: Orange County's Claims Representative class was excluded because the position is not described as journey level and incumbents are do not function with full independence.

San Diego's match is allocated to County Counsel.

Santa Clara's match works with non-litigated claims. County Counsel leads the investigation function of claims work.

Run Date:

Date Prepared/Revised: 9/2/2021

# External Market Survey Data

**Classification Name: Claims Adjuster II**

**Riv Co Class Code: 13522**

## Market Research

Jurisdiction	Title	Job Code	Min Salary	Max Salary	Spread
San Bernardino County	<u>Worker's Compensation Claims Adjuster II</u>	23104	\$61,090	\$83,949	37.42%
San Diego County	<u>Worker's Compensation Adjuster</u>	002465	\$66,872	\$93,850	40.34%
Santa Clara County	<u>Worker's Compensation Adjuster II</u>	V93	\$81,297	\$98,785	21.51%
Contra Costa County	<u>Worker's Compensation Claims Adjuster II</u>	AJVF	\$76,499	\$92,985	21.55%
County Mean:			\$71,439	\$92,392	29.33%
County Median:			\$71,686	\$93,417	30.32%
Riverside County	<u>Claims Adjuster II</u>	13522	\$61,494	\$86,122	40.05%
Dollar difference from Mean:			-\$9,945	-\$6,270	
Percentage difference from mean:			-13.92%	-6.79%	
Dollar difference from median:			-\$10,192	-\$7,296	
Percentage difference from median:			-14.22%	-7.81%	

Notes:

Run Date:

Date Prepared/Revised: 9/2/2021

# External Market Survey Data

Classification Name: Senior Claims Adjuster

Riv Co Class Code: 13523

## Market Research

Jurisdiction	Title	Job Code	Min Salary	Max Salary	Spread
Orange County	<u>Senior Claims Representative</u>	8395GE	\$69,597	\$93,766	34.73%
San Bernardino County	<u>Liability Claims Representative III</u>	12120	\$64,938	\$89,294	37.51%
Ventura County	<u>Risk Analyst</u>	1739	\$75,562	\$105,797	40.01%
City of Anaheim	<u>Claims Examiner</u>	120	\$74,391	\$102,288	37.50%
Santa Clara County	<u>Senior Liability Claims Adjuster</u>	B93	\$97,856	\$118,986	21.59%
County Mean:			\$76,469	\$102,026	33.42%
County Median:			\$74,391	\$102,288	37.50%
Riverside County	<u>Senior Claims Adjuster</u>	13523	\$66,523	\$93,195	40.09%
Dollar difference from Mean:			-\$9,945	-\$8,832	
Percentage difference from mean:			-13.01%	-8.66%	
Dollar difference from median:			-\$7,868	-\$9,093	
Percentage difference from median:			-10.58%	-8.89%	

Notes: LA County's Risk Management Specialist, LACERA was excluded because the position is responsible for overall program management for LACERA's Loss Prevention Programs. Additionally, LA's County Counsel leads the investigation function of claims work.

Ventura's match may be assigned to Liability Claims, Worker's Comp, or Loss Prevention.

The City of Anaheim's match was determined to be the appropriate match for the Senior position because job positings for an Examiner in General Liability list expertise with high exposure or catastrophic claims as ideal. Incumbents in the class may work in general liability or worker's comp.

Santa Clara's match works with non-litigated claims. County Counsel leads the investigation function of claims work.

Run Date:

Date Prepared/Revised: 9/2/2021



# External Market Survey Data

**Classification Name: Senior Claims Adjuster**

**Riv Co Class Code: 13523**

## Market Research

Jurisdiction	Title	Job Code	Min Salary	Max Salary	Spread
San Bernardino County	<u>Workers Compensation Adjuster III</u>	23106	\$64,938	\$89,294	37.51%
County Costa County	<u>Senior Worker's Compensation Claims Adjuster</u>	AJTC	\$84,712	\$102,969	21.55%
Santa Clara County	<u>Workers' Compensation Claims Adjuster III</u>	V91	\$97,856	\$118,986	21.59%
County Mean:			\$82,502	\$103,750	25.75%
County Median:			\$84,712	\$102,969	21.55%
Riverside County	<u>Senior Claims Adjuster</u>	13523	\$66,523	\$93,195	40.09%
Dollar difference from Mean:			-\$15,979	-\$10,555	
Percentage difference from mean:			-19.37%	-10.17%	
Dollar difference from median:			-\$18,189	-\$9,774	
Percentage difference from median:			-21.47%	-9.49%	

Notes:

Run Date:

Date Prepared/Revised: 9/2/2021

RESOLUTION NO. 440-9235

BE IT RESOLVED by the Board of Supervisors of the County of Riverside, State of California, in regular session assembled on December 14, 2021, 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>
13522	Claims Adjuster II	MCO 443	MCO 564
74783	Claims Program Supervisor	MCO 630	MCO 650
13523	Senior Claims Adjuster	MCO 508	MCO 574

## 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

11/29/2021

440 Resolutions\KC

DEC 14 2021 3:32