



CITY OF SACRAMENTO

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DEPARTMENT OF PERSONNEL

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DONNA L. GILES
DIRECTOR OF PERSONNEL

November 4, 1981

APPROVED
BY THE CITY COUNCIL

NOV 10 1981

City Council
Sacramento, California

OFFICE OF THE
CITY CLERK

Honorable Members in Session:

SUBJECT: Funding Request for Typist Clerk I, Workers' Compensation Unit.

SUMMARY

This report describes the need for added clerical staffing in the Workers' Compensation Unit in order to improve the performance of mandated tasks. One (1) Typist Clerk I is needed for the period of November 1, 1981, through June 30, 1982, to increase time available to perform professional staff functions. The \$10,025 cost will be borne by the Risk Management Fund, not the General Fund.

BACKGROUND INFORMATION

Recently, newly appointed staff have analyzed staffing and functional assignments in the Workers' Compensation Unit. This analysis has determined that:

1. Current professional staff (Claims Representatives) are performing clerical duties at the expense of critical claims examining functions.
2. The size of the current clerical staff is inadequate to handle the scope and magnitude of the Workers' Compensation Program.
3. Clerical staff must be augmented to achieve an appropriate balance of assigned duties within the work unit.
4. With clerical augmentation, the assigned professional staff can achieve the quality of program administration expected and desired by the City.

This request for staff augmentation is submitted for approval with full realization that the FY 1981-82 budget (and subsequent budgets) bears close scrutiny. The quality of claims administration is predicated on minimal staffing standards. This staffing can be weighted in professional and clerical areas. The latter approach is judicious, particularly in an austere financial environment.

Staff has analyzed current duty assignments and propose specific changes (see Attachment 1). The proposed changes indicate homogeneous grouping of

of tasks, as well as a major change in claims processing - the separation of "medical only" claims from "lost time" claims administration. The new Typist Clerk I will be responsible for processing documents related to "medical only" claims and for implementation of a diary system which will ensure periodic review of all "open" claims by professional staff. These changes will assure that professional staff are relieved of para-professional/ clerical duties, thereby having more time to perform necessary claims examining functions related to more complex claims files. With these two significant innovations, the Workers' Compensation Unit can accomplish its responsibilities in a cost-effective manner.

FISCAL IMPACT

The addition of one (1) Typist Clerk I to the Workers' Compensation Unit for the remainder of FY 1981-82 will cost \$10,024.72 (salary and benefits). It is recommended that the Unappropriated Risk Management Fund Balance (Fund No. 4-21-5030) be utilized for this allocation.


CONCLUSIONS

The Workers' Compensation Unit needs additional staff to adequately perform its assigned tasks and satisfy mandated requirements. Staff believes that additional personnel allocations can best be applied in the clerical area. With current professional staff authorization, homogeneous grouping of duties, and the addition of one (1) Typist Clerk I, the Workers' Compensation Unit can accomplish its mandated functions.

RECOMMENDATION

Based on the above, it is recommended that the City Council adopt the attached Resolution which provides for one (1) additional Typist Clerk I position for the Workers' Compensation Unit for the period November 16, 1981 through June 30, 1982.

Respectfully submitted,



Donna L. Giles
Director of Personnel

RECOMMENDATION APPROVED:



Walter J. Slipe
City Manager

Attachs: Assignment Chart
Resolution

November 10, 1981
All Districts

Claims Representative Functions:

1. Claims examining, lost time only
2. Contacts claimants, Drs., attorneys, departments
3. Schedule physician appointments
4. Refer litigated claims to counsel
5. WCARS, vouchers (new claims)
6. Pay WCAB awards/compromise and releases
7. Approve bills for payment
8. Benefits notice data
9. Set reserves
10. Complete injury cause code
11. Pull claim files
12. Attach mail to files
13. Write correspondence
14. Review correspondence

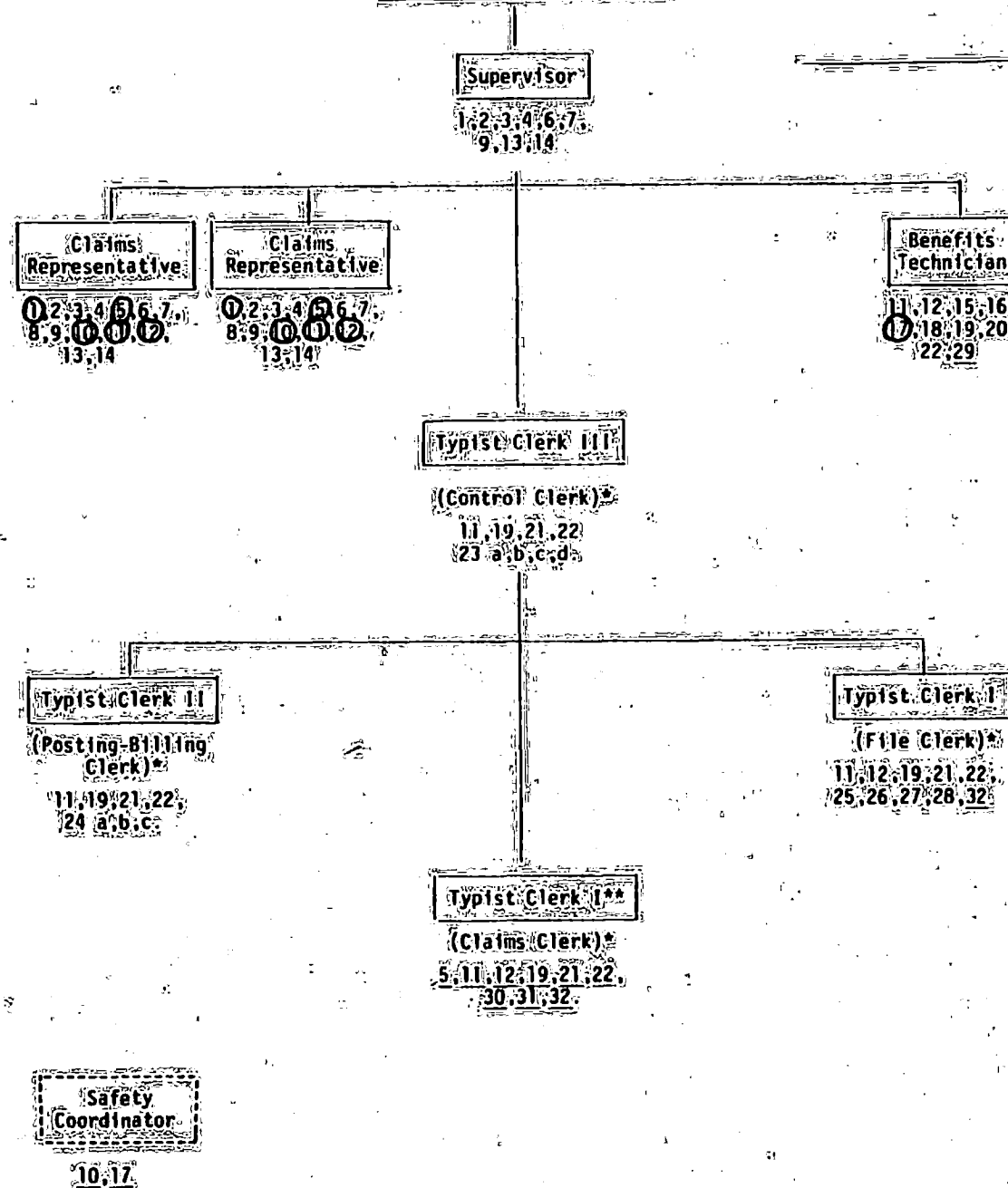
Technician Functions:

15. Medical examination program
16. Medical billing (non-industrial)
17. Cal-OSHA files, reports
18. Adjust medical bills to R.V.S.
19. Employee assistance
20. Monitors functional workloads; assists Claims Reps./Clerks
29. Medical only claims

Clerical Functions:

21. Answer phones
22. Type
23. Data system (Typist Clerk III)
 - a. bi-weekly benefits
 - b. screen WCARS/vouchers
 - c. corrects WCAR/voucher edits
 - d. back-up to Typist Clerk II
24. Payments (Typist Clerk II)
 - a. medical/legal vouchers
 - b. post payments to files
 - c. back-up to Typist Clerk III
25. Process mail
26. Claim folders, injury index files
27. Assists medical examination program
28. Prepares medical billing (non-industrial)
30. Medical only claims documents
31. Diary system
32. Back-up to other Typist Clerks

WORKERS' COMPENSATION UNIT



LEGEND:

Functions 1-28 are current assignments
 Circled functions will be reassigned
 Underlined functions are new assignment
 * - New clerical functions
 ** - New clerical position
 WCAR - Workers' Compensation Action Request Form
 WCAB - Workers' Compensation Appeals Board
 R.V.S. - California Relative Value Studies

RESOLUTION No. 81-838

Adopted by The Sacramento City Council on date of

**A RESOLUTION AMENDING THE CITY BUDGET
FOR FISCAL YEAR 1981 - 82 FOR THE RISK
MANAGEMENT FUND AND THE DEPARTMENT OF
PERSONNEL**

**WHEREAS, the City desires to continue to self-administer its
Workers' Compensation Claims; and**

**WHEREAS, additional staff is needed to effectively administer
the Workers' Compensation Program; and**

**WHEREAS, sufficient reserves exist in the Risk Management Fund
balance to meet the required budget increase for the Department of
Personnel;**

NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF SACRAMENTO:

- 1. The Department of Personnel Operating Budget for
Fiscal Year 1981 - 82 be increased to fund one (1)
additional limited term Typist Clerk I position.**
- 2. The City budget for Fiscal Year 1981 - 82 is hereby
amended as follows:**

**By transferring \$10,025 from the
Unappropriated Risk Management Fund
Balance (Fund No. 4-21-5030) to the
Department of Personnel Budget
(Fund No. 4-21-1104) for the
purposes stated above.**

MAYOR

ATTEST:

APPROVED
BY THE CITY COUNCIL

NOV 10 1981

**OFFICE OF THE
CITY CLERK**

CITY CLERK