

Division of Apprenticeship Standards (DAS) Apprenticeship Program Summary Sheet

To: Adele Burnes, Chief
From: Miguel Silva
CC: Program Planning and Review
Date: December 3, 2024

Program Name: Risk Management's Career Pathway to Apprenticeship
Industry: Business Services
DAS File No.: 101266
Grant Awardee: ☐ No ☒ Yes CAI Grant 2023

Actions:

- ☒ Proposed new apprentice program
- ☐ Existing apprenticeship program adding new occupations
- ☐ Existing apprenticeship program expanding area of operations
- ☐ Existing apprenticeship program changing work processes on approved occupations.

Labor Organizations Representing Any of the Apprentices:

None

Request for Approval under Labor Code 3075:

Risk Management's Career Pathway to Apprenticeship is not intended to train in the building and construction trades and is not eligible to dispatch apprentices to projects with public works, prevailing wage or skilled and trained workforce requirements within the meaning of Labor Code sections 1720 and 3075 and will not train or dispatch apprentices in the building and construction trades or firefighters occupations.

Comments:

The Risk Management Career Pathway is an apprenticeship program developed by Los Angeles Metro in partnership with Cerritos College, which serves as the Local Education Agency (LEA). This program provides the opportunity to gain comprehensive knowledge of the Workers' Compensation claims process through online coursework and hands-on training. Under close supervision, apprentices will perform entry-level workers' compensation tasks in accordance with the California Labor Code and other relevant laws, rules, and regulations.

Upon completion of the apprenticeship, participants will have earned the Foundations of Workers' Compensation Claims Certificate, Claims Practitioner in Workers' Compensation (CPWC) Certification, and Self-Insured Administrator Exam Prep-Course Certificate from IEA Training, each validating their proficiency in workers' compensation.

Risk Management's Career Pathway to Apprenticeship will oversee the apprenticeship program herein and seeks approval from the Department of Industrial Relations, Division of Apprenticeship Standards for the following:

Proposed Occupation, Wage Rate & O*Net Code:

- Worker's Compensation Analyst O*Net: 13-1141.00
Professional Worker Wage: \$36.63 per hour
Proposed Apprentice Wage: \$28.00 per hour
Proposed No. of Apprentices: 3

Proposed Employers:

- Los Angeles County Metro Transportation Authority (LACMTA), 1 Gateway Plaza/Mail Stop: 99-10-02, Los Angeles, CA 90012

Risk Management's Career Pathway to Apprenticeship Program Standards

1 Gateway Plaza/Mail Stop: 99-10-02 Los Angeles, CA 90012

(213) 922-2260

ColstonM@metro.net / <https://www.metro.net/>

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Article I Jurisdiction

These standards shall apply to the employer signatory hereto and to all apprentice agreements hereunder.

Area Covered by Standards: Los Angeles County and Orange County

Article II Purpose and Policy

The parties hereto declare it to be their purpose and policy to establish an organized, planned system of apprenticeship, conducted as an education-sponsored, employer-based undertaking.

These standards have, therefore, been adopted and agreed upon under the Shelley-Maloney Apprentice Labor Standards Act of 1939, as amended, to govern the employment and training of apprentices in the trade, craft, or occupation defined herein, to become effective upon their approval.

Article III Craft, Trade or Occupation, Related and Supplemental Instruction, Term of Apprenticeship, Ratio, Wage Schedule, and Work Training

Occupation: Worker's Compensation Analyst

O*Net Code: 13-1141.00

Attachment: B

Article IV Responsibilities of Program Sponsor

The responsibilities of the apprenticeship committee shall be to:

- 1) supervise the administration and enforcement of these standards;
- 2) adopt such rules and regulations as are necessary to govern the program provided that the rules and regulations do not conflict with these standards and provide a copy of said rules and regulations to each apprentice;
- 3) make periodic evaluations of each apprentice's on-the-job training and related and supplemental instruction;
- 4) provide reasonably continuous employment to all apprentices in its employ;
- 5) ensure safe work site facilities, skilled workers as trainers at the work site, and safe equipment sufficient to train apprentices;
- 6) determine the qualifications of apprentice applicants and ensure fair and impartial treatment of applicants for apprenticeship selected through uniform selection procedures;

- 7) file a signed copy, written or electronic, of each apprentice agreement with the Division of Apprenticeship Standards, within 30 days of execution, with copies to all parties to the agreement;
- 8) establish and utilize a procedure to record and maintain all records of the apprentice's worksite job progress and progress in related and supplemental instruction;
- 9) establish and utilize a system for the periodic review and evaluation of the apprentice's progress in job performance and related instruction;
- 10) discipline apprentices, up to and including termination, for failure to fulfill their obligations on-the-job or in related instruction, including provisions for fair hearings;
- 11) annually prepare and submit a Self-Assessment Review as well as a Program Improvement Plan to the Chief of the Division of Apprenticeship Standards;
- 12) ensure training and supervision, both on the job and in related instruction, in first aid, safe working practices and the recognition of occupational health and safety hazards;
- 13) ensure training in the recognition of illegal discrimination and sexual harassment;
- 14) establish an adequate mechanism to be used for the rotation of the apprentice from work process to work process to assure the apprentice of complete training in the apprenticeable occupation;
- 15) ensure the program's ability, including financial ability, and commitment to meet and carry out its responsibilities under federal and state law and regulations applicable to the apprenticeable occupation and for the welfare of the apprentice;
- 16) ensure there is meaningful representation of the apprentice in the management of the program;
- 17) adopt changes to these standards, as necessary, subject to the approval of the parties hereto and the Chief of the Division of Apprenticeship Standards.
- 18) abide by any and all relevant California Labor Codes and California Code of Regulations regarding apprenticeship.

Article V Definition of an Apprentice

An apprentice is a person at least 18 years of age, who has met the requirements for selection under the selection procedures of participating employer, who is engaged in learning a designated craft or trade, and who has entered into a written apprentice agreement under the provisions of these standards.

Article VI Duties of an Apprentice

Each apprentice shall satisfactorily perform all work and learning assignments both on the job and in related instruction and shall comply with the rules, regulations and decisions of the apprenticeship committee.

Article VII Apprentice Agreement

- 1) Each apprentice agreement shall conform to the State law governing apprentice agreements, shall be signed by the program sponsor and by the apprentice and shall remain in effect during a lay-off unless cancelled.
- 2) Each apprentice shall be furnished with a copy of or be given an opportunity to study these standards before registration. These standards shall be considered a part of the apprentice agreement as though expressly written therein.

Article VIII Termination

- 1) During the probationary period, an apprentice agreement shall be terminated by the apprenticeship committee at the request in writing of either party. After such probationary period, an apprentice agreement may be terminated by the Administrator by mutual agreement of all the parties thereto or cancelled by the Administrator for good and sufficient reason.
- 2) Disciplinary proceedings for apprentices shall be duly noticed in writing to such individuals. The Division of Apprenticeship Standards shall attend all such proceedings.

Article IX Controversies

All controversies or differences concerning apprentice agreements that cannot be adjusted locally by the program sponsor or otherwise shall be submitted to the Administrator for determination.

Article X Certificate of Completion

- 1) In addition to previous on-the-job training and related school instruction, which is of an approved nature, the Apprentice shall have completed not less than an additional six (6) months as an apprentice under the laws of the State of California and demonstrated mastery of the skills and knowledge of the prescribed program.
- 2) In recognition of unusual ability and progress, the program sponsor or apprenticeship committee may decrease the term of apprenticeship for an individual apprentice not more than twelve and one-half percent (12½%).
- 3) Upon evidence of satisfactory completion of apprenticeship, and upon the recommendation of the program sponsor, each apprentice will be issued a Certificate of Completion by the authority of the Chief of the Division of Apprenticeship Standards and the Interagency Advisory Committee on Apprenticeship.

Article XI Equal Opportunity in Apprenticeship

Risk Management's Career Pathway to Apprenticeship will not discriminate against apprenticeship applicants or apprentices based on race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age for individuals over forty years of age, military or veteran status, or sexual orientation.

Risk Management's Career Pathway to Apprenticeship will take affirmative steps to provide equal opportunity in apprenticeship.

Article XII Written Applications

Applications will be made available online on a quarterly basis, and candidates can apply at any time on the websites below. LA Metro will continue recruiting for open positions until they are filled as vacancies become available.

www.metro.net/careers

Article XIII Records

All records will be maintained, in written or electronic form, for five (5) years and kept at:

Risk Management Career Pathway to Apprenticeship
LA Metro
1 Gateway Plaza/Mail Stop: 99-10-02
Los Angeles, CA 90012

Article XIV Annual Compliance

Risk Management's Career Pathway to Apprenticeship will submit an annual compliance report to the Division of Apprenticeship Standards as requested by the Division.

Risk Management's Career Pathway to Apprenticeship agrees to accept electronic signatures for the Division of Apprenticeship Standards and all related Division of Apprenticeship Standards documents.

The foregoing standards are hereby agreed to and adopted by Risk Management's Career Pathway to Apprenticeship on October 10, 2024 (Committee approval date).

Employer Organization

Risk Management's Career Pathway to Apprenticeship

1 Gateway Plaza/Mail Stop: 99-10-02 Los Angeles, CA 90012

Mr. Kenneth Hernandez,
Chief Officer of Safety & Security

Date

Ms. Claudia Castillo del Muro,
Executive Officer of Risk Management

Date

The foregoing apprenticeship standards, being in conformity with the applicable California Labor Code, California Code of Regulations and Federal Regulations, are hereby approved

_____.
(DAS approval date)

Adele Burnes, Chief
Division of Apprenticeship Standards

Date

Attachment B

Training Schedule and Working Conditions

Risk Management's Career Pathway to Apprenticeship

Occupation

Occupation: Worker's Compensation Analyst

O*Net Code: 13-1141.00

Article I Term of Apprenticeship and Probation

The standard term of apprenticeship shall be hybrid-based with 2,000 on-the-job training (OJT) hours, the industry certificates as described in Article III, and 147 related and supplemental instruction (RSI) hours, and completed within approximately 13 months.

The period of probation shall be reasonable in relation to the full apprenticeship term, with full credit given for such period toward completion of the apprenticeship, and in no event shall exceed the shorter of 25 percent of the length of the program or one year. The period of probation shall be three (3) months.

Article II Wage Schedule

Professional Worker Wage:

\$ 36.63 per hour effective 6/30/2024.

Apprentice Wage and Advancement Schedule:

In no case shall an Apprentice receive a starting wage that is less than the applicable federal, state, or local entity (city or county) minimum wage, whichever is higher for the county or city where the apprentice is working. The applicable minimum wage law shall establish the effective date of the minimum wage.

To advance from one period to the next, the apprentice shall have met the following requirements:

1st period	0-6 Months	\$ 28.00 /hour
2nd period	7-13 Months	\$ 29.40 /hour

Hours of Work and Working Conditions and Overtime Provision:

Eight (8) hours of labor constitutes a day's work. Employment beyond eight (8) hours in any workday or more than six (6) days in any workweek requires the employee to be compensated for the overtime at not less than one and one-half times the employee's regular rate of pay for all hours worked in excess of eight (8) hours, up to and including 12 hours in any workday, and for the first eight (8) hours worked on the seventh consecutive day of work in a workweek; and double the employee's regular rate of pay for all hours worked in excess of 12 hours in any workday and for all hours worked in excess of eight (8) on the seventh consecutive day of work in a workweek. If employers utilize an alternative workweek schedule in accordance with the California Industrial Welfare Commission Orders, the overtime will be determined and paid in accordance with the applicable alternative workweek provisions.

The workday and workweek and all other conditions of employment for apprentices shall conform to all applicable laws and regulations and shall not be greater than for those of a professional worker.

Overtime shall not be allowed if it will interfere with or impair the training or be detrimental to the health and safety of the apprentice.

ARTICLE III Work-Training

- 1) The employer shall see that all apprentices are under the supervision of a qualified professional worker or instructor and shall provide the necessary diversified experience and training in order to develop the apprentice into a proficiently skilled worker, as outlined herein.
- 2) Each apprentice shall be trained in the use of new equipment, materials, and processes as they come into use in the occupation.
- 3) The major categories in which apprentices will be trained (although not necessarily in the order listed) are as follows:

Required Certifications

- Claims Practitioner in Workers' Compensation (CPWC)

Work Process Outline**Risk Management: Worker's Compensation Claim Analyst****A. Prioritize Daily Workload****24 hours**

- A-1: Review emails/mail and voicemail messages to determine time-sensitive information
- A-2: Identify types of payments due to avoid penalties
- A-3: Check calendar for round table meetings

A-4: Review diary to finalize that days' workload

B. Process Indemnity Payments

28 hours

B-1: Assess time limits and deadlines for when payments are due

B-2: Review recurring payment (s) for injured employee

B-3: Process award settlement for commutation payment types (i.e., paid in full, or recurring payments)

B-4: Audit worker compensation employee benefit payments (Balance Sheet)

B-5: Check allocated reserved finds in accordance w/ claim status

B-6: Prepare a claim summary at least every 90 days

B-7: Communicate with employee's Return to Work Coordinators to determine type of modify work duties

B-8: Modify type of work duties based on the types (i.e., 90 days (TDP) or after 90 days, change work duty designation to (TTD), etc.)

B-9: Complete a payment request form to be approved by supervisor

B-10: Request a special investigation unit to conduct a return-to-work evaluation

C. Analyze Different Types of Mail/Emails

28 hours

C-1: Document and perform diary entries based on type of mail/email

C-2: Sort and prioritize types of mail/email due within deadline timeframes (i.e., bills, notices, and other mail, etc.)

C-3: Determine if types of mail are processed in a timely manner within 5, 7, 14, or 20 days, prior to submitting to the Supervisor for final approval

D. Process New Claims

800 hours

D-1: Complete 3 points of contact (i.e., employee, employer, and doctor within 48 hrs.) to process a new claim

D-2: Determine liability decision: Accept, Delay, or deny w/in 14 days

D-3: Calculate wage statement to determine weekly compensation benefits

D-4: Accept claim, check reserve manuals based on type of injury expected to be paid

D-4a: Audit worker benefit payments (Balance Sheet)

D-4b: Prepare appropriate benefit letters for employee

D-4c: Prepare a new claim summary within 14 days

D-4d: Check allocated reserved funds in accordance with claims status

D-4e: Record and update your diary daily

D-5: Denied claim prepare an appropriate denial letter

D-5a: Check allocated reserved funds in accordance with claim status

D-5b: Prepare a claim summary no later than 14 days

D-5c: Record and update your diary daily

D-6: Delay claims prepare an appropriate delay letter

D-6a: Investigate or obtain medical or factual evidence within 90 days for liability decision

D-6b: Check allocated funds in accordance with claim status

D-6c: Prepare claim summary within 14 days

D-6d: Record and update your diary daily

E. Analyze Medical Records 420 hours

E-1: Review medical reports to determine if a new action is required and update the file

E-1a: RFA must be addressed within 5 days

E-2: Rate the medical report as required:

- Evaluate work restrictions if any
- Determine if employee is working or not
- Process payment based on work status

E-3: Refer employees to the disability compliance team whose doctor reported the on permanent work restrictions

E-3a: Audit worker benefit payments (Balance Sheet) if needed

E-4: Based on work statuses send necessary notices

E-5: Prepare a claim summary based on employee's status

E-6: Record and update your diary daily

F. Analyze Diary 125 hours

F-1: Review diary for follow up actions related to claim activity

F-2: Prepare a claim summary based on an employee's status

F-3: Record and update your diary

G. Process Lien-On-Me 125 hours

G-1: Log into Lien-On-Me portal

G-2: Open electronic bills and review reports or attachments in queue requiring further action

G-3: Modify pending bills based on objection or approval

H. Prepare for Hearing 125 hours

H-1: Evaluate the need to schedule a roundtable based on authorization levels of the staff

H-2: Schedule a roundtable meeting with director, county counsel, examiner, outside defense, labor/human resources as required

H-3: Audit worker benefit payments (Balance Sheet)

H-4: Check allocated reserve funds in accordance to claim status

H-5: Run employee status reports (i.e., attendance, doctor appts, personnel file) as needed

H-6: Prepare a claim summary at least every 90 days

H-7: Maintain a claim summary of all round table meetings

I. Close Case Files 125 hours

I-1: Ensure all benefits have been paid appropriately

I-2: Ensure all proper benefit notices have been mailed as required

I-3: Prepare a final balance sheet if needed/required

I-4: Close File

J. Case Load Management 200 hours

J-1: Review of claims daily

J-2: Manage files on a regular basis

J-3: Review cases on diary, medical reports, analyze to determine if action is needed

J-4: Process payment for compensation the incoming document warrants a payment

J-5: Process bills on medical documents where treatment in being received

J-6: Balance cases on a regular basis

J-7: Enter claim summaries on all claims at no greater than 90 days

J-8: Review all items from A-I

Total OJT Hours 2,000 hours

ARTICLE IV Related Instruction

Apprentices shall satisfactorily complete prescribed courses of related and supplemental instruction, which will not be less than 144 hours per year. Related and supplemental instruction will be provided by Los Angeles Metro and overseen by Cerritos College.

Time spent in related and supplemental instruction may be compensated.

RSI Schedule Outline**Course Title**

- | | |
|--|------------------|
| A. Workers' Compensation 101: | 9 hours |
| (Interactive reading, videos, quiz, final exam) | |
| B. Claims Practitioner in Workers' Compensation (CPWC): | 120 hours |
| (Interactive reading, videos, quiz, final exam) | |
| a. CPWC01: Workers' Compensation Origins and Overview
(5 hours) | |
| b. CPWC02: Coverage & Claims Administration Options
(5 hours) | |
| c. CPWC03: Claim Initiation & Setup (5 hours) | |
| d. CPWC04: Injuries & Exclusive Remedy (5 hours) | |
| e. CPWC05: Claim Compensability Part 1 (5 hours) | |
| f. CPWC06: Claim Compensability Part 2 (5 hours) | |
| g. CPWC07: Overview of Benefits (5 hours) | |
| h. CPWC08: Medical Terminology & Examination (5 hours) | |
| i. CPWC09: Medical Treatment Issues & UR (5 hours) | |
| j. CPWC10: Medical Disputes & Process (5 hours) | |
| k. CPWC11: Fee Schedules & Billing Codes (5 hours) | |
| l. CPWC12: Defense & Resolution of Liens (5 hours) | |
| m. CPWC13: Ethical Issues (5 hours) | |
| n. CPWC14: DWC Organization & Claim Audits (5 hours) | |
| o. CPWC15: Workers' Compensation Fraud (5 hours) | |
| p. CPWC16: WCAB Jurisdiction & Authority (5 hours) | |
| q. CPWC17: Earning Capacity (5 hours) | |
| r. CPWC18: Temporary Disability (5 hours) | |

- s. CPWC19: Permanent Disability (5 hours)
- t. CPWC20: Permanent Disability Apportionment (5 hours)
- u. CPWC21: Return to Work (5 hours)
- v. CPWC22: Death and Dependency Benefits (5 hours)
- w. CPWC22 Review: Live Office Hours (5 hours)
- x. CPWC24: Claim Resolution Subrogation/Contribution (5 hours)

C. WCSIP: Self-Insured Administrator's Exam Prep: 18 hours

(Interactive reading, videos, quiz, final exam)

Total RSI Hours 147 hours

ARTICLE V Ratio

The ratio of apprentices to professional workers shall be:

- 1) Ratio #1: Each professional worker may supervise two (2) apprentice(s)