

Table 6

Estimated Number of LCO Adjudication Unit Staff Needed to Resolve Existing Backlog and New Claims

ESTIMATED ADJUDICATION UNIT STAFFING NEEDED UNDER CURRENT PROCESS				
POSITION CLASSIFICATION	ACTIVITY HOURS* NEEDED AND SUPERVISOR ALLOCATIONS	TOTAL NUMBER OF POSITIONS NEEDED (1 POSITION =1,776 HOURS PER YEAR†)	CURRENT NUMBER OF AUTHORIZED POSITIONS*	ESTIMATED ADDITIONAL POSITIONS NEEDED BEYOND CURRENT AUTHORIZATION
Office technician	200,953	113	59	54
Management services technician	200,953	113	19	94
Industrial relations representative-intake	98,046	55	32	23
Industrial relations representative	172,732	97	24	73
Deputy	370,682	209	80	129
Hearing officer	242,089	136	72	64
Field office supervisor	One per 5 field office staff‡	145	25	120
Regional manager	One per 6 field office supervisors§	24	4	20
Totals	1,285,455	892	315	577

— OR —

ESTIMATED ADJUDICATION UNIT STAFFING NEEDED WITHOUT REQUIREMENT FOR SETTLEMENT CONFERENCE				
POSITION CLASSIFICATION	ACTIVITY HOURS* NEEDED AND SUPERVISOR ALLOCATIONS	TOTAL NUMBER OF POSITIONS NEEDED (1 POSITION =1,776 HOURS PER YEAR†)	CURRENT NUMBER OF AUTHORIZED POSITIONS*	ESTIMATED ADDITIONAL POSITIONS NEEDED BEYOND CURRENT AUTHORIZATION
Office technician	163,072	92	59	33
Management services technician	163,072	92	19	73
Industrial relations representative - intake	98,046	55	32	23
Industrial relations representative	117,326	66	24	42
Deputy	226,615	128	80	48
Hearing officer	242,089	136	72	64
Field office supervisor	One per 5 field office staff‡	114	25	89
Regional manager	One per 6 field office supervisors§	19	4	15
Totals	1,010,220	702	315	387

Source: Analysis of the LCO's claim resolution process, new claims, current backlog of claims, staff activity hours by position classification, duty statements, and case status, and CalHR guidance on supervisor allocations.

* The activity hours are LCO's estimates based on backlogged and new claims as of November 1, 2023. The number of current authorized positions is based on authorized positions for fiscal year 2024–25.

† Based on CalHR guidance. The ratios of professional staff to supervisors reflect the level of oversight and monitoring required to improve the LCO's claim resolution and ensure statutory compliance. One full-time position is equal to 1,176 hours.

‡ CalHR's guidance states that there should be one field office supervisor for every three to five industrial relations representatives, deputies, or hearing officers. However, field office supervisors oversee the work of all field office staff, which also include office technicians and management services technicians. As such, we applied the maximum ratio of one field office supervisor for every five staff, including office technicians and management services technicians.

§ CalHR's guidance states that there should be one regional manager for every six to 12 field office supervisors. We applied the minimum ratio of one regional manager for every six field office supervisors to arrive at a maximum number of required positions.