

Janna M. Payne

CAREER SUMMARY

- Extensive Risk Management & Human Resources experience with both full service municipalities including Police and Fire and private sectors.
- Governing Board Officer of 22 Member City Insurance Pool, with oversight of a the strategic marketing team and numerous ad hoc committees.
- More than 21 years experience in the Workers' Compensation Insurance Industry. Exposure to a variety of insurance agency models including: Third Party Administrators, Carriers, Self-Insured Entities, Brokerage firms and National Insurance Companies.
- Certified paralegal, experienced legal research investigation and legal document preparation.
- Experienced in developing and implementing programs and procedures based upon State Labor Codes, Federal OSHA guidelines and the American Disability Act.
- Extensive knowledge of the Rules of Civil Procedure, Federal OSHA, Government and Labor Laws with expertise in various States
- Proficient in working within cost containment guidelines and the development of efficient multi million dollar budgets, policies and procedures.
- Excellent communication, interpersonal, analysis and leadership skills. Proven ability to work efficient in independent and teamwork environments. Known for exceeding goals and objectives.
- Certified Anger Management Facilitator and Critical Incident Debriefing

BA Psychology Sociology

Self Insured Certificate 11/97

UCLA School of Law – Certified Paralegal

Critical Incident Certified Responder

Workers Compensation Professional

Personal Development Facilitator, Executive Trainer, Life Coach

Active Member of the African American Insurance Professionals Association and

The Los Angeles Paralegal Association

CAREER HIGHLIGHTS

03/13 – Present CITY OF MANHATTAN BEACH

Manhattan Beach, California

Sr. Human Resources Analyst

Risk Management/Human Resources Consultant

Assist Human Resources Director with planning and performing complex, technical, and professional work in administering components of the civil service personnel program including labor relations, recruitment and selection, compensation, classification, and training and development. Risk Management functions including but not limited to claims management, safety training, contract compliance and certificates of insurance management relating to all city bids and contracts. Recommend and administer personnel policies and procedures; assure compliance with Federal, State, and City laws and personnel regulations; supervise staff; perform job analysis and compensation studies; provide quality internal and external customer service; manage personnel services budget; evaluate and direct the Citywide training program; facilitate conflict resolution and evaluate innovative trends in human resources administration. Oversight of multimillion Risk Management budget. Full Service municipality including Police and Fire.

09/12 - 03/13 SYNERGY CONSULTING GROUP
Risk Management/Human Resources Consultant
Workers Compensation Specialist

El Segundo, California

Independent contractor providing risk management and human resources consulting services for the City of Manhattan Beach. Providing specialized training and consulting to municipalities, risk management pools and private sector clients. Evaluation and assessment of current litigated claim files, review and analysis of insurance proposals, claims, loss information, property liability and proposed or prepared contracts.

02/07 - 09/12 CITY OF SOUTH GATE
Risk Manager/Interim Personnel Director

South Gate, California

Responsible for administering comprehensive risk management and loss control programs for the City of South Gate, California, including general liability, worker's compensation, occupational safety, claims management and related training. Accountable for writing specifications for the purchase of insurance, negotiations with brokers, review of policy language, and serves as liaison with administering companies; review of tort claims and assists City attorneys in evaluating defense strategies; directs and administers workers compensation, liability claims and unemployment programs; developed cost allocation program to apply to expenditures to appropriate departments; develop safety training and other employee training programs; surveys City facilities to evaluate risks; develop and review contracts and purchase documents for proper coverage limits and other conditions that limit exposure to loss. Extensive Police litigation management and Critical Incident Management.

01/05 - 08/08 PAYNE RISK SERVICES
Risk Management Consultant
Workers Compensation Specialist

Inglewood, California

Independent contractor providing risk management services and safety training consulting to municipalities, risk management pools and private sector clients. Evaluation and assessment of current files of insurance proposals, claims, loss information, property liability and proposed or prepared contracts.

10/03 - 02/07 LIEN ON ME, INC.
Interim Director 8/2004-9/2006
Manager, Lien Defense

Pasadena, California

Plans, manages and evaluates work of staff, makes decisions regarding pay, performance management, development, employment and staffing. Reviews claims forwarded to the Workers' Compensation Litigation Dept., assigns to appropriate staff based on volume, complexity, specialty, etc. Manages, coordinates and approves the assignment and completion of assigned workload to outside defense firms. Plans legal strategies and remedies for complex cases; provides direction on legal and operational matters relating to the department and legal environment. Training of hearing representatives and department staff with new CA Labor Code and Regulation laws. SB 899 and the Official Medical Fee Schedule, ACOEM guidelines and general bill review proficiency. Responsible for staffing models, general operating expense reports, process metrics, and reconciliation reports. Strong ability to develop and implement procedures to maximize business results of a work unit. Advanced Workers' Comp claim handling experience. Ability to supervise hearing reps and non-legal staff, to plan, organize and evaluate legal and non-legal work product. Advanced written, presentation and oral communication skills.

08/00 – 10/03 LIBERTY MUTUAL INSURANCE CO.
Senior Case Manager I
National Market Claims Division

Glendale, California

Senior Case Manager in Run Off account division. Train entry level Case Managers, extending settlement authority and management of claim activity on high exposure claims. Recommend and prepare reserve analysis and determine compensability issues as well as recommendations for action plan posting. Direct defense litigation and investigation activity. Conduct unit file reviews with insured's. Oversight of team goals and monthly quotas staff production of open/closed ratios.

10/96 – 8/00 KEENAN AND ASSOCIATES
Senior Claims Examiner

Torrance, California
Schools and Healthcare Division

Manage and administer the workers compensation, occupational health, safety and security, risk and emergency management programs for Public Schools K-12. Coordinate with internal and external partners, including local police, fire, health and emergency management agencies to facilitate program management for public K-12 schools. Administer workers compensation program for 45M budget including training and claim trend analysis. Conduct extensive investigations on special investigation claims. Provide definition and direction in determining the level of quality claims handling. Maintain strong working relationships with insureds, legal counsel and vendors. Appearances at the WCAB for Mandatory Settlement Conferences, Lien Conferences and trials.

5/93 - 10/96 ROBINSONS MAY DEPT STORES
Hearing Representative/Sr. Claims Examiner

Redondo Beach, California
Retail / Self Insured

Appearances made at the Workers Compensation Appeals Board. Attend trials, mandatory settlement conferences, informal and formal vocational rehabilitation conferences, and civil criminal proceedings for fraud related claims. Administered severity caseload of 125 claims ,of which 60% were litigated.

Awards

Outstanding Star Risk Management Award Recipient

Independent Cities Risk Management Authority- 2009-2010
2008-2009
2007-2008

Affiliations

Public Association of Risk Managers (PARMA), Member since 2007
Independent Risk Management Authority (ICRMA), Member since 2007
Emergency Management Institute FEMA
COSIPA