

Get to know the claims team

By Jennifer Valencia

The WCIA claims team goal is to contain or manage adverse loss exposure in partnership with members. We take pride in our responsiveness, timely, and fair claim resolution. We strive to enhance member commitment and involvement and in that light would like to share more about ourselves and encourage you to reach out anytime we can help!

Jessica Dedman - Senior Claims Adjuster

Jessica received her degree in human resource management from Bellevue University. She spent 12 years at State Farm with much of her work in auto injury as a claim specialist handling 1st party UM/UIM litigation with bad faith, 3rd party litigation, and some 3rd party bad faith. Jessica loves working for WCIA and appreciates how personable everyone is at the organization. Jessica considers herself a jack of all trades, expert in none. When she is not working hard at WCIA she enjoys time with friends, trail walks, taking dogs out, or going wine tasting.

Sierra Wright - Claims Representative

Sierra was raised in University Place. She attended college studying psychology and physics. She previously worked for one of our members, Metropolitan Park District of Tacoma at the Point Defiance Zoo & Aquarium and Peoples Community Center. She began her insurance career in 2018 working for State Farm and Progressive before coming to WCIA. Sierra enjoys the WCIA community and continuous learning. Every day is different and just when you think you have seen it all, you learn something new. She enjoys being creative whether it is building furniture or a Lego. She also likes making custom stickers, decals, and cards.

Jennifer Valencia - Claims Representative

Jennifer studied at Tacoma Community College, working on her pre-requisites in nursing before starting her career in insurance in 2013. Prior to coming to WCIA, she worked for State Farm and Progressive. Most of her experience is in auto claims, total loss, and vehicle estimating. Jennifer loves working with WCIA members and prides herself on building relationships. Interesting tidbit about Jen; she worked for a Chiropractor (throwback to the 90s) attending empowerment seminars and walked across fire/hot coals - reinforcing her belief in mind over matter.

Tiffany Ambrose - Senior Claims Adjuster

Tiffany received her degree from UNLV. She worked at Allstate prior to coming to WCIA. Tiffany enjoys working for WCIA because of the unique claims which keep her on her toes. She is an avid book reader; books are her passion.

Kayla Countryman - Claims Adjuster

Kayla received her degree from Whitworth College in Spokane. She began her insurance career with Allstate handling injury claims and prior to joining WCIA was a brewery manager. Kayla is a great writer and has excellent communication skills. She loves the team atmosphere at WCIA - we have each other's back and work as one big team to serve our members and communities. Fun fact about Kayla, she was a lead singer in an alternative band, even winning some battle of the bands in the Seattle area.

Harlan Stientjes - Claims Manager

Harlan received his degree from WSU - go Cougs! Prior to WCIA he worked for State Farm and the Association of Washington Cities. He enjoys being the Claims Manager at WCIA because it affords him the opportunity for complex problem solving. We all know Harlan to be an avid Seahawks fan - go Hawks! He has travelled to ten different NFL stadiums to watch a Seahawks game.

As a member-owned municipal risk pool, WCIA is built on the foundation of member involvement. Our coverage agreement and claims processes are structured to ensure members have the opportunity to participate. We highly encourage member involvement and awareness on how municipal claims are addressed. We appreciate it when you reach out for assistance, have a general question, or want to offer feedback! If you enjoyed reading this article and would like to say hello, please feel free to email me at jenniferv@wciapool.org.