

STATEWIDE	2010-2011												STATEWIDE					
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Current Mo. % of Avg.	Total	Applicants Current Mo. Average	Total	
WORKLOAD																		
New Opened Cases																		
UI TL	39,238	45,218	31,780	35,604	30,181	35,509	38,676	34,399					35,701	95%	285,606	19,542	20,385	153,081
DI	1,753	1,609	1,366	1,372	1,159	1,412	1,537	1,651					1,484	111%	11,871			
Ruling & T-R	427	1,329	161	222	202	193	48	64					330	159%	2,643			
Tax	94	137	146	191	198	232	134	168					160	105%	1,280			
Other	41	31	40	171	27	21	18	33					29	116%	228			
Total	41,563	43,324	33,493	37,396	31,757	37,366	40,411	36,315	0	0	0	0	37,704	96%	301,828			
Multi-Calendar	386	153	77	5	5	5		47										
Closed Cases																		
UI TL	35,798	39,000	39,748	37,386	34,848	36,237	34,029	37,998					36,756	103%	294,044	21,697	20,987	167,899
DI	1,494	1,511	1,561	1,562	1,372	1,565	1,295	1,576					1,493	106%	11,946			
Ruling & T-R	395	600	446	761	280	389	413	380					457	83%	3,554			
Tax	136	101	174	130	99	235	139	173					148	117%	1,186			
Other	26	31	38	53	23	26	29	19					31	52%	245			
Total	37,648	41,243	40,987	39,872	36,522	38,462	35,905	40,146	0	0	0	0	38,884	103%	311,075			
Multi-Calendar	31122		982	24315	685													
Balance - Open Cases																		
UI TL	72,557	73,410	66,243	64,624	59,811	58,075	63,632	59,909					64,908	92%		34,208	37,062	
DI	2,808	2,908	2,661	2,513	2,299	2,148	2,390	2,465					2,526	96%				
Ruling & T-R	4,970	5,701	5,412	4,885	4,806	4,610	4,243	3,926					4,819	81%				
Tax	4,754	4,790	4,759	4,801	4,890	4,865	4,880	4,874					4,829	101%				
Other	78	80	82	46	51	49	38	51					59	86%				
Total	86,167	86,869	79,186	76,869	71,957	70,766	75,183	71,225	0	0	0	0	77,143	92%				
Multi-Calendar	421	575	602	77	18	17	15	60										
Time Lapse																		
30 TL %	2	4	3	3	3	2	3	3					3	104%				
45 TL %	12	13	15	15	15	12	12	16					14	116%				
90 TL %	72	65	70	74	78	73	76	73					73	100%				
CASE AGE																		
Average Days (UI (mean))	47	45	44	45	45	45	45	44					45	97%				
Average Days (UI (median))	43	43	40	41	40	42	42	39					41	95%				
>90 Days Old UI	6%	7%	7%	8%	8%	8%	10%	8%					8%	100%				
>80 Days Old Multi-Case	8%	7%	7%	8%	8%	8%	10%	8%					8%	100%				
>90 Days Old DI	14%	12%	9%	9%	8%	12%	16%	15%					12%	122%				
PY USAGE																		
Non ALJ	178.13	188.27	230.09	209.16	175.01	186.69	200.66						182.6	104%				
Field Offices	218.66	231.88	213.17	218.83	184.80	191.49	204.28						209.0	98%				
Net Pys	397.79	429.36	415.26	427.99	368.81	373.18	404.94						401.6	101%				
Ratio 1 /	1.23	1.17	1.07	1.05	1.06	1.03	1.02						1.08	84%				
WFO/CAR/SU																		
Non ALJ	182.54	203.37	205.47	215.33	185.93	190.98	206.94						187.9	105%				
SS W/EDD	262.69	277.16	256.06	262.04	219.42	227.18	240.63						249.5	97%				
EDD 0	448.23	480.56	461.53	477.37	405.35	418.16	447.67						447.3	100%				
Ratio 1 /	1.44	1.36	1.25	1.22	1.21	1.19	1.16						1.26	92%				
PRODUCTIVITY																		
Weekly Dispos per ALJ (UI/ADJ)	48.6	45.3	46.7	45.1	52.7	43.0	42.7						45.0	93%				
Weekly Dispos per ALJ	49.4	46.1	47.5	44.1	53.3	43.8	43.4						46.8	93%				
Weekly Dispos (Non-ALJ)	34.3	33.8	38.1	36.2	43.9	35.8	37.3						37.2	100%				

Lower Authority Appeals Ranked by Total Pending Cases

Jan 2011		Sorted by Total Pending Cases						<=30-day ALP Indicated					
National Ranking	# State	Jan Timelapse		Average Age of Pending Cases	Total # of Pending Cases	% of Total	% of Cases 1 to 25 Days	% of Cases 26-40 Days	% of Cases 41-90 Days	% of Cases 91-120 Days	% of Cases 121-180 Days	% of Cases 181- 360 Days	% of Cases > 360 Days
		30-day	45-day										
1	CA	2.8	12.3	47	56,357	26.16%	28.0%	18.3%	43.9%	7.5%	2.0%	0.2%	0.0%
2	TX	19.0	58.4	50	18,482	8.58%	36.5%	16.9%	31.6%	10.3%	4.0%	0.6%	0.2%
3	PA	10.8	32.5	45	13,425	6.23%	21.9%	21.8%	43.5%	3.0%	1.0%	8.8%	0.1%
4	OH	1.4	2.3	86	11,437	5.31%	17.8%	10.4%	42.9%	21.0%	6.5%	1.2%	0.1%
5	NY	11.7	36.3	118	11,351	5.27%	32.0%	11.6%	21.4%	8.5%	7.7%	9.3%	9.6%
6	FL	78.5	91.9	17	10,084	4.68%	81.3%	13.5%	4.6%	0.3%	0.2%	0.1%	0.0%
7	MI	17.4	52.0	64	5,531	2.57%	34.2%	16.6%	28.3%	6.7%	8.0%	5.1%	1.0%
8	VA	1.3	9.0	37	5,223	2.42%	35.8%	21.2%	40.6%	2.2%	0.2%	0.1%	0.0%
9	MD	18.1	73.0	28	4,761	2.21%	56.7%	27.4%	13.9%	0.7%	0.8%	0.4%	0.1%
10	CT	2.4	5.6	64	4,677	2.17%	17.9%	12.0%	51.6%	14.0%	2.3%	2.2%	0.1%
11	MA	2.8	35.8	70	4,600	2.14%	19.1%	11.5%	42.2%	15.8%	8.0%	2.8%	0.5%
12	GA	63.5	91.8	20	4,346	2.02%	69.8%	20.4%	9.2%	0.4%	0.1%	0.0%	0.0%
13	AR	0.3	0.6	50	4,333	2.01%	22.4%	13.7%	61.8%	1.9%	0.2%	0.0%	0.0%
14	NM	6.1	7.6	53	4,182	1.94%	28.1%	13.1%	45.0%	10.1%	3.2%	0.4%	0.1%
15	WI	14.0	32.8	39	3,818	1.77%	40.5%	21.8%	34.4%	1.7%	0.6%	0.5%	0.5%
16	TN	0.0	20.2	32	3,698	1.72%	39.2%	28.9%	31.0%	0.4%	0.2%	0.3%	0.0%
17	WA	53.7	90.1	24	3,678	1.71%	70.8%	19.1%	8.6%	0.3%	0.4%	0.3%	0.5%
18	NC	48.0	75.8	49	3,615	1.68%	51.8%	17.8%	22.5%	3.1%	1.4%	1.5%	2.0%
19	KY	9.7	22.0	46	3,462	1.61%	33.7%	22.7%	36.6%	3.2%	2.4%	1.0%	0.4%
20	LA	1.1	12.2	47	3,108	1.44%	24.4%	27.4%	40.5%	3.0%	3.1%	1.4%	0.3%
21	IL	82.2	92.5	20	3,021	1.40%	83.8%	6.1%	6.0%	1.4%	1.3%	1.2%	0.3%
22	AZ	59.8	80.1	27	2,977	1.38%	73.4%	15.7%	6.8%	2.4%	1.3%	0.3%	0.3%
23	IA	6.2	26.2	47	2,256	1.05%	40.8%	27.0%	24.4%	2.3%	1.6%	2.2%	1.8%
24	KS	4.7	30.8	40	2,082	0.97%	34.8%	25.7%	36.2%	1.7%	0.9%	0.3%	0.3%
25	IN	48.9	90.4	22	2,079	0.97%	79.4%	9.8%	7.4%	1.3%	1.4%	0.7%	0.0%
26	RI	0.6	0.6	82	1,861	0.86%	13.2%	12.7%	39.8%	22.7%	9.0%	1.3%	1.2%
27	MO	72.8	89.4	26	1,830	0.85%	73.7%	14.1%	9.7%	1.0%	0.6%	0.7%	0.2%
28	NV	10.6	33.2	48	1,800	0.84%	37.1%	11.6%	42.4%	5.4%	1.6%	1.2%	0.7%
29	CO	64.3	92.0	28	1,750	0.81%	68.0%	20.8%	9.1%	0.7%	0.5%	0.7%	0.2%
30	OK	4.6	41.7	20	1,637	0.76%	53.0%	27.7%	18.8%	0.4%	0.1%	0.0%	0.0%
31	PR	6.5	33.7	53	1,548	0.72%	31.3%	15.1%	34.6%	13.1%	5.2%	0.8%	0.0%
32	MN	86.7	95.3	15	1,495	0.69%	87.6%	6.9%	4.5%	0.1%	0.3%	0.3%	0.2%
33	OR	58.0	96.7	16	1,431	0.66%	85.9%	11.0%	2.9%	0.1%	0.1%	0.0%	0.0%
34	UT	98.9	100.0	12	1,172	0.54%	95.6%	4.4%	0.0%	0.0%	0.0%	0.0%	0.0%
35	AL	75.9	86.2	28	1,051	0.49%	73.1%	9.5%	9.3%	3.0%	4.0%	1.0%	0.1%
36	SC	90.5	99.9	15	1,015	0.47%	92.0%	3.3%	4.6%	0.0%	0.0%	0.0%	0.0%
37	ME	49.5	90.3	27	888	0.41%	64.5%	21.7%	7.2%	2.5%	3.8%	0.2%	0.0%
38	MS	40.5	73.2	17	790	0.37%	82.3%	6.8%	10.0%	0.3%	0.1%	0.0%	0.5%
39	WV	31.1	54.2	22	553	0.26%	71.1%	14.6%	12.5%	0.9%	0.4%	0.5%	0.0%
40	DC	13.4	69.0	96	551	0.26%	34.5%	12.2%	20.7%	5.3%	8.5%	12.9%	6.0%
41	DE	56.5	87.0	22	539	0.25%	72.4%	13.9%	12.1%	0.9%	0.6%	0.2%	0.0%
42	NE	94.6	99.4	13	507	0.24%	96.1%	3.6%	0.2%	0.0%	0.0%	0.0%	0.2%
43	NH	22.6	55.5	45	482	0.22%	72.6%	9.3%	8.7%	1.7%	0.8%	2.1%	4.8%
44	ID	96.5	99.6	15	407	0.19%	91.4%	7.9%	0.7%	0.0%	0.0%	0.0%	0.0%
45	AK	96.3	98.1	30	372	0.17%	92.7%	1.6%	0.3%	0.0%	0.5%	1.6%	3.2%
46	WY	35.0	82.9	83	304	0.14%	36.5%	11.8%	21.4%	6.9%	4.6%	14.1%	2.6%
47	HI	85.5	93.9	23	299	0.14%	76.9%	10.7%	10.4%	1.3%	0.0%	0.7%	0.0%
48	SD	6.8	92.5	19	196	0.09%	66.3%	28.6%	5.1%	0.0%	0.0%	0.0%	0.0%
49	ND	66.5	98.1	15	179	0.08%	84.9%	13.4%	1.7%	0.0%	0.0%	0.0%	0.0%
50	VT	57.1	89.7	35	128	0.06%	61.7%	28.1%	7.0%	0.0%	0.0%	2.3%	0.8%
51	MT	86.4	100.0	14	44	0.02%	88.6%	9.1%	2.3%	0.0%	0.0%	0.0%	0.0%
	US	38.7	61.5	38.6	215,412	100%	56.45%	15.31%	20.21%	3.72%	1.95%	1.60%	0.76%
Note: Data calculated from available State data as of report date											Rpt date: 2/23/11		
Red indicates failed timelapse; Green indicates passed measure; Tan indicates fail average case age													
States who have not reported, as of the report date, are not on this report													

Lower Authority Appeals Ranked by Timelapse and Average Age

Jan 2011		<=30-day Avg Age ALP		States Ranked by Timelapse								
National Ranking	State	Jan Timelapse		Average Age of Pending Cases	Total # of Pending Cases	% of Cases 1 to 25 Days	% of Cases 26-40 Days	% of Cases 41-90 Days	% of Cases 91-120 Days	% of Cases 121-180 Days	% of Cases 181-360 Days	% of Cases > 360 Days
		30-day 60%	45-day 80%									
1	UT	98.9	100.0	12	1,172	95.6%	4.4%	0.0%	0.0%	0.0%	0.0%	0.0%
2	ID	96.5	99.6	15	407	91.4%	7.9%	0.7%	0.0%	0.0%	0.0%	0.0%
3	AK	96.3	98.1	30	372	92.7%	1.6%	0.3%	0.0%	0.5%	1.6%	3.2%
4	NE	94.6	99.4	13	507	96.1%	3.6%	0.2%	0.0%	0.0%	0.0%	0.2%
5	SC	90.5	99.9	15	1,015	92.0%	3.3%	4.6%	0.0%	0.0%	0.0%	0.0%
6	MN	86.7	95.3	15	1,495	87.6%	6.9%	4.5%	0.1%	0.3%	0.3%	0.2%
7	MT	86.4	100.0	14	44	88.6%	9.1%	2.3%	0.0%	0.0%	0.0%	0.0%
8	HI	85.6	93.9	23	299	76.9%	10.7%	10.4%	1.3%	0.0%	0.7%	0.0%
9	IL	82.2	92.5	25	3,021	83.8%	6.1%	6.0%	1.4%	1.3%	1.2%	0.3%
10	FL	78.5	91.9	17	10,084	81.3%	13.5%	4.6%	0.3%	0.2%	0.1%	0.0%
11	AL	75.9	86.2	28	1,051	73.1%	9.5%	9.3%	3.0%	4.0%	1.0%	0.1%
12	MO	72.8	89.4	26	1,830	73.7%	14.1%	9.7%	1.0%	0.6%	0.7%	0.2%
13	ND	66.5	98.1	15	179	84.9%	13.4%	1.7%	0.0%	0.0%	0.0%	0.0%
14	CO	64.3	92.0	28	1,750	68.0%	20.8%	9.1%	0.7%	0.5%	0.7%	0.2%
15	GA	63.5	91.8	20	4,346	69.8%	20.4%	9.2%	0.4%	0.1%	0.0%	0.0%
16	AZ	59.8	80.1	27	2,977	73.4%	15.7%	6.8%	2.4%	1.3%	0.3%	0.3%
17	OR	58.0	96.7	16	1,431	85.9%	11.0%	2.9%	0.1%	0.1%	0.0%	0.0%
18	VT	57.1	89.7	35	128	61.7%	28.1%	7.0%	0.0%	0.0%	2.3%	0.8%
19	DE	56.5	87.0	22	539	72.4%	13.9%	12.1%	0.9%	0.6%	0.2%	0.0%
20	WA	53.7	90.1	24	3,678	70.8%	19.1%	8.6%	0.3%	0.4%	0.3%	0.5%
21	ME	49.5	90.3	27	888	64.5%	21.7%	7.2%	2.5%	3.8%	0.2%	0.0%
22	IN	48.9	90.4	22	2,079	79.4%	9.8%	7.4%	1.3%	1.4%	0.7%	0.0%
23	NC	48.0	75.8	49	3,615	51.8%	17.8%	22.5%	3.1%	1.4%	1.5%	2.0%
24	MS	40.5	73.2	17	790	82.3%	6.8%	10.0%	0.3%	0.1%	0.0%	0.5%
25	WY	35.0	82.9	83	304	38.5%	11.8%	21.4%	6.9%	4.6%	14.1%	2.6%
26	WV	31.1	54.2	22	553	71.1%	14.6%	12.5%	0.9%	0.4%	0.5%	0.0%
27	NH	22.6	55.5	45	482	72.6%	9.3%	8.7%	1.7%	0.8%	2.1%	4.8%
28	TX	19.0	58.4	50	18,482	36.5%	16.9%	31.6%	10.3%	4.0%	0.6%	0.2%
29	MD	18.1	73.0	28	4,761	56.7%	27.4%	13.9%	0.7%	0.8%	0.4%	0.1%
30	MI	17.4	52.0	64	5,531	34.2%	16.6%	28.3%	6.7%	8.0%	5.1%	1.0%
31	WI	14.8	32.8	39	3,818	40.5%	21.8%	34.4%	1.7%	0.6%	0.5%	0.5%
32	DC	13.4	69.0	96	551	34.5%	12.2%	20.7%	5.3%	8.5%	12.9%	6.0%
33	NY	11.7	36.3	118	11,351	32.0%	11.6%	21.4%	8.5%	7.7%	9.3%	9.6%
34	PA	10.8	32.5	45	13,425	21.9%	21.8%	43.5%	3.0%	1.0%	8.8%	0.1%
35	NV	10.6	33.2	48	1,800	37.1%	11.6%	42.4%	5.4%	1.6%	1.2%	0.7%
36	KY	9.7	22.0	46	3,462	33.7%	22.7%	36.6%	3.2%	2.4%	1.0%	0.4%
37	SD	6.8	92.5	19	196	66.3%	28.6%	5.1%	0.0%	0.0%	0.0%	0.0%
38	PR	6.5	33.7	53	1,548	31.3%	15.1%	34.6%	13.1%	5.2%	0.8%	0.0%
39	IA	6.2	26.2	47	2,256	40.8%	27.0%	24.4%	2.3%	1.6%	2.2%	1.8%
40	NM	6.1	7.6	53	4,182	28.1%	13.1%	45.0%	10.1%	3.2%	0.4%	0.1%
41	KS	4.7	30.8	40	2,082	34.8%	25.7%	36.2%	1.7%	0.9%	0.3%	0.3%
42	OK	4.6	41.7	26	1,637	53.0%	27.7%	18.8%	0.4%	0.1%	0.0%	0.0%
43	MA	2.8	35.8	70	4,600	19.1%	11.5%	42.2%	15.8%	8.0%	2.8%	0.5%
44	CA	2.8	12.3	47	56,357	28.0%	18.3%	43.9%	7.5%	2.0%	0.2%	0.0%
45	CT	2.4	5.6	64	4,677	17.9%	12.0%	51.6%	14.0%	2.3%	2.2%	0.1%
46	OH	1.4	2.3	86	11,437	17.8%	10.4%	42.9%	21.0%	6.5%	1.2%	0.1%
47	VA	1.3	9.0	37	5,223	35.8%	21.2%	40.6%	2.2%	0.2%	0.1%	0.0%
48	LA	1.1	12.2	47	3,108	24.4%	27.4%	40.5%	3.0%	3.1%	1.4%	0.3%
49	RI	0.6	0.6	82	1,861	13.2%	12.7%	39.8%	22.7%	9.0%	1.3%	1.2%
50	AR	0.3	0.6	50	4,333	22.4%	13.7%	61.8%	1.9%	0.2%	0.0%	0.0%
51	TN	0.0	20.2	32	3,698	39.2%	28.9%	31.0%	0.4%	0.2%	0.3%	0.0%
	US	39	61	39	215,412	56.5%	15.3%	20.2%	3.7%	2.0%	1.6%	0.8%

Red indicates failed timelapse; Green indicates passed measure; Tan indicates failed average case age

% of States that met all 3 measures	29.41%	Rpt date:	2/23/11
% of States that met both timelapse measures	29.41%		
States who have not reported, as of the report date, are not on this report			

Lower Authority Appeals Ranked by Average Case Aging

Jan 2011		Sorted by Average Age					<=30-day ALP Indicated				
		Average Case Age ALP <=30-days									
National Ranking	Jan Timelapse		Average Age of Pending Cases	Total # of Pending Cases	% of Cases 1 to 25 Days	% of Cases 26-40 Days	% of Cases 41-90 Days	% of Cases 91-120 Days	% of Cases 121-180 Days	% of Cases 181- 360 Days	% of Cases > 360 Days
	#	State									
1	UT	98.9	100.0	12	1,172	95.6%	4.4%	0.0%	0.0%	0.0%	0.0%
2	NE	94.6	99.4	13	507	96.1%	3.6%	0.2%	0.0%	0.0%	0.2%
3	MT	86.4	100.0	14	44	88.6%	9.1%	2.3%	0.0%	0.0%	0.0%
4	ID	96.5	99.6	15	407	91.4%	7.9%	0.7%	0.0%	0.0%	0.0%
4	SC	90.5	99.9	15	1,015	92.0%	3.3%	4.6%	0.0%	0.0%	0.0%
4	MN	86.7	95.3	16	1,495	87.6%	6.9%	4.5%	0.1%	0.3%	0.2%
4	ND	66.5	98.1	15	179	84.9%	13.4%	1.7%	0.0%	0.0%	0.0%
5	OR	58.0	96.7	16	1,431	85.9%	11.0%	2.9%	0.1%	0.1%	0.0%
6	FL	78.5	91.9	17	10,084	81.3%	13.5%	4.6%	0.3%	0.2%	0.1%
6	MS	40.5	73.2	17	790	82.3%	6.8%	10.0%	0.3%	0.1%	0.0%
7	SD	6.8	92.5	19	196	66.3%	28.6%	5.1%	0.0%	0.0%	0.0%
8	IL	82.2	92.5	20	3,021	83.8%	6.1%	6.0%	1.4%	1.3%	1.2%
8	GA	63.5	91.8	20	4,346	69.8%	20.4%	9.2%	0.4%	0.1%	0.0%
9	DE	56.5	87.0	22	539	72.4%	13.9%	12.1%	0.9%	0.6%	0.2%
9	IN	48.9	90.4	22	2,079	79.4%	9.8%	7.4%	1.3%	1.4%	0.7%
9	WV	31.1	54.2	22	563	71.1%	14.6%	12.5%	0.9%	0.4%	0.5%
10	HI	85.5	93.9	23	299	76.9%	10.7%	10.4%	1.3%	0.0%	0.7%
11	WA	53.7	90.1	24	3,678	70.8%	19.1%	8.6%	0.3%	0.4%	0.3%
12	MO	72.8	89.4	26	1,830	73.7%	14.1%	9.7%	1.0%	0.6%	0.7%
12	OK	4.6	41.7	26	1,637	53.0%	27.7%	18.8%	0.4%	0.1%	0.0%
13	AZ	59.8	80.1	27	2,977	73.4%	15.7%	6.8%	2.4%	1.3%	0.3%
13	ME	49.5	90.3	27	888	64.5%	21.7%	7.2%	2.5%	3.8%	0.2%
14	AL	75.9	86.2	28	1,051	73.1%	9.5%	9.3%	3.0%	4.0%	1.0%
14	CO	64.3	92.0	28	1,750	68.0%	20.8%	9.1%	0.7%	0.5%	0.7%
14	MD	18.1	73.0	28	4,761	56.7%	27.4%	13.9%	0.7%	0.8%	0.4%
15	AK	96.3	98.1	30	372	92.7%	1.6%	0.3%	0.0%	0.5%	1.6%
16	TN	0.0	20.2	32	3,698	39.2%	28.9%	31.0%	0.4%	0.2%	0.3%
17	VT	57.1	89.7	35	128	61.7%	28.1%	7.0%	0.0%	0.0%	2.3%
18	VA	1.3	9.0	37	5,223	35.8%	21.2%	40.6%	2.2%	0.2%	0.1%
19	WI	14.8	32.8	39	3,818	40.5%	21.8%	34.4%	1.7%	0.6%	0.5%
20	KS	4.7	30.8	40	2,082	34.8%	25.7%	36.2%	1.7%	0.9%	0.3%
21	NH	22.6	55.5	45	482	72.6%	9.3%	8.7%	1.7%	0.8%	2.1%
21	PA	10.8	32.5	45	13,425	21.9%	21.8%	43.5%	3.0%	1.0%	8.8%
22	KY	9.7	22.0	46	3,462	33.7%	22.7%	36.6%	3.2%	2.4%	1.0%
23	IA	6.2	26.2	47	2,256	40.8%	27.0%	24.4%	2.3%	1.6%	2.2%
23	CA	2.8	12.3	47	56,357	28.0%	18.3%	43.9%	7.5%	2.0%	0.2%
23	LA	1.1	12.2	47	3,108	24.4%	27.4%	40.5%	3.0%	3.1%	1.4%
24	NV	10.6	33.2	48	1,800	37.1%	11.6%	42.4%	5.4%	1.6%	1.2%
25	NC	48.0	75.8	49	3,615	51.8%	17.8%	22.5%	3.1%	1.4%	1.5%
26	TX	19.0	58.4	50	18,482	36.5%	16.9%	31.6%	10.3%	4.0%	0.6%
26	AR	0.3	0.6	50	4,333	22.4%	13.7%	61.8%	1.9%	0.2%	0.0%
27	PR	6.5	33.7	53	1,548	31.3%	15.1%	34.6%	13.1%	5.2%	0.8%
27	NM	6.1	7.6	53	4,182	28.1%	13.1%	45.0%	10.1%	3.2%	0.4%
28	MI	17.4	52.0	64	5,531	34.2%	16.6%	28.3%	6.7%	8.0%	5.1%
28	CT	2.4	5.6	64	4,677	17.9%	12.0%	51.6%	14.0%	2.3%	2.2%
29	MA	2.8	35.8	70	4,600	19.1%	11.5%	42.2%	15.8%	8.0%	2.8%
30	RI	0.6	0.6	82	1,861	13.2%	12.7%	39.8%	22.7%	9.0%	1.3%
31	WY	35.0	82.9	83	304	38.5%	11.8%	21.4%	6.9%	4.6%	14.1%
32	OH	1.4	2.3	86	11,437	17.8%	10.4%	42.9%	21.0%	6.5%	1.2%
33	DC	13.4	69.0	96	551	34.5%	12.2%	20.7%	5.3%	8.5%	12.9%
34	NY	11.7	36.3	118	11,351	32.0%	11.6%	21.4%	8.5%	7.7%	9.3%
	US	38.7	61.5	38.6	215,412	56.45%	15.31%	20.21%	3.72%	1.95%	1.60%
Red indicates failed timelapse; Green indicates passed measure; Yellow indicates fail average case age % Meeting Average Case Age only: 50.98% Rpt date: 2/23/11											
States who have not reported, as of the report date, are not on this report											

AO REPORT TO BOARD—March 8, 2011
FEBRUARY 2011 CASES

	# Cases	# Appellants	Fiscal Yr Ave
REGISTRATIONS	2625	1639	NA
DISPOSITIONS	2626	1682	NA
OPEN BALANCE	3,882		NA
CASE AGING	35 Days	MET DOL STANDARD (40 days or less)	

TIME LAPSE

DOL Standard	Actual % Weeks ending 2/25/11	Goal %
45 Days	10.9%	50%
75 Days	83.3%	80%
150 Days	99.5%	95%

ADDITIONAL INFORMATION

The paperless case file project in Appellate Operations is being implemented. Testing of the process is continuing by board appeal intake, registration, case management assignment of cases, and with Appellate ALJ testers. In March, AO will be initiate testing of the paperless case file project in written argument. Then additional testing will be started in decision typing and then followed by the log in staff for proposed board appeal decisions.

Given the result of the increased case assignments in AO, we are using overtime in the registration of board appeals, decision typing, scanning, and written argument to increase production.

The retirement luncheon for ALJ II Kevin Toole is scheduled for March 17, 2011 in Sacramento. He completed 37 years of State service which includes 22 years with the CUIAB. His service as a retired annuitant for Appellate Operations is not scheduled to resume until after the start of the next fiscal year.

**California Unemployment Insurance Appeals Board
Board Appeal Summary Report**

	February, 2011	January, 2011	December, 2010	November, 2010
	Average Days in Transfer	Average Days in Transfer	Average Days in Transfer	Average Days in Transfer
	Case Count	Case Count	Case Count	Case Count
Fresno	3.64 158	4.92 186	8.04 176	6.98 186
Inglewood	4.65 185	7.30 198	9.62 224	10.79 282
Inland	4.81 289	5.04 265	8.47 364	9.89 291
Los Angeles	4.90 201	5.61 215	8.96 279	7.65 330
Oakland	6.57 131	6.38 159	12.64 199	12.16 211
Orange County	3.98 270	5.46 197	14.32 381	8.52 303
Oxnard	4.33 154	5.29 177	9.10 151	7.44 229
Pasadena	12.44 102	17.17 127	15.46 145	15.82 136
Sacramento	3.80 337	5.87 406	10.71 308	8.80 449
San Diego	6.58 103	9.10 262	14.46 245	16.59 227
San Francisco	3.53 167	6.05 133	8.10 167	8.23 197
San Jose	6.80 84	6.70 120	10.27 113	10.88 160
Tax Office	4.00 26	5.89 45	7.57 42	6.75 32
Total	4.94 2207	6.73 2490	10.88 2794	9.91 3037

Case Assignment to the Board for the month of February 2011

Agenda Item 9

Board Member	1st	2nd	3rd	4th	5th	6th	7th	LI	DI	Ruling	Tax	1 Party	2 Party	Total
Alberto Torrico	Sum	306	280	3	0	0	0	533	54	0	2	227	362	589
	Percent	18%	17%	10%	0%	0%	0%	17%	21%	0%	8%	17%	17%	
	Total Cases Reviewed:	1693	1689	31	0	0	0	3126	263	0	24	1307	2106	
Bonnie Garcia	Sum	313	296	7	0	0	0	548	60	0	8	248	368	616
	Percent	18%	18%	23%	0%	0%	0%	18%	23%	0%	33%	19%	17%	
	Total Cases Reviewed:	1693	1689	31	0	0	0	3126	263	0	24	1307	2106	
Denise Ducheny	Sum	260	294	6	0	0	0	514	44	0	2	222	338	560
	Percent	15%	17%	19%	0%	0%	0%	16%	17%	0%	8%	17%	16%	
	Total Cases Reviewed:	1693	1689	31	0	0	0	3126	263	0	24	1307	2106	
Dennis Hollingsworth	Sum	232	268	7	0	0	0	497	10	0	0	187	320	507
	Percent	14%	16%	23%	0%	0%	0%	16%	4%	0%	0%	14%	15%	
	Total Cases Reviewed:	1693	1689	31	0	0	0	3126	263	0	24	1307	2106	
George Plescia	Sum	263	268	4	0	0	0	493	54	0	8	213	342	555
	Percent	17%	16%	13%	0%	0%	0%	16%	21%	0%	33%	16%	16%	
	Total Cases Reviewed:	1693	1689	31	0	0	0	3126	263	0	24	1307	2106	
Robert Dresser	Sum	2	0	0	0	0	0	2	0	0	0	1	1	2
	Percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	Total Cases Reviewed:	1693	1689	31	0	0	0	3126	263	0	24	1307	2106	
Roy Ashburn	Sum	297	283	4	0	0	0	539	41	0	4	209	375	584
	Percent	18%	17%	13%	0%	0%	0%	17%	16%	0%	17%	16%	18%	
	Total Cases Reviewed:	1693	1689	31	0	0	0	3126	263	0	24	1307	2106	

*Off Calendar

Litigation Report - February 2011

AGENDA ITEM 9

<u>LITIGATION CASES PENDING</u>	TOTAL = 279																
SUPERIOR COURT:	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Claimant Petitions.....</td> <td style="text-align: right;">229</td> </tr> <tr> <td>Employer Petitions.....</td> <td style="text-align: right;">30</td> </tr> <tr> <td>EDD Petitions.....</td> <td style="text-align: right;">3</td> </tr> <tr> <td>Other Petitions.....</td> <td style="text-align: right;">5</td> </tr> </table>	Claimant Petitions.....	229	Employer Petitions.....	30	EDD Petitions.....	3	Other Petitions.....	5								
Claimant Petitions.....	229																
Employer Petitions.....	30																
EDD Petitions.....	3																
Other Petitions.....	5																
APPELLATE COURT:	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Claimant Appeals.....</td> <td style="text-align: right;">8</td> </tr> <tr> <td>Employer Appeals.....</td> <td style="text-align: right;">3</td> </tr> <tr> <td>EDD Appeals.....</td> <td style="text-align: right;">0</td> </tr> <tr> <td>Other Appeals.....</td> <td style="text-align: right;">0</td> </tr> <tr> <td style="padding-left: 20px;">Non-Benefit Cases.....</td> <td style="text-align: right;">10</td> </tr> <tr> <td style="padding-left: 20px;">UI.....</td> <td style="text-align: right;">237</td> </tr> <tr> <td style="padding-left: 20px;">DI.....</td> <td style="text-align: right;">16</td> </tr> <tr> <td style="padding-left: 20px;">Taxes.....</td> <td style="text-align: right;">16</td> </tr> </table>	Claimant Appeals.....	8	Employer Appeals.....	3	EDD Appeals.....	0	Other Appeals.....	0	Non-Benefit Cases.....	10	UI.....	237	DI.....	16	Taxes.....	16
Claimant Appeals.....	8																
Employer Appeals.....	3																
EDD Appeals.....	0																
Other Appeals.....	0																
Non-Benefit Cases.....	10																
UI.....	237																
DI.....	16																
Taxes.....	16																

2011 CALENDAR YEAR ACTIVITY - Benefit & Tax Cases

<u>LITIGATION CASES FILED</u>	<u>YTD</u>	<u>February</u>									
SUPERIOR COURT:	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Claimant Petitions.....</td> <td style="text-align: right;">36</td> <td style="text-align: right;">20</td> </tr> <tr> <td>Employer Petitions.....</td> <td style="text-align: right;">2</td> <td style="text-align: right;">2</td> </tr> <tr> <td>EDD Petitions.....</td> <td style="text-align: right;">0</td> <td style="text-align: right;">0</td> </tr> </table>	Claimant Petitions.....	36	20	Employer Petitions.....	2	2	EDD Petitions.....	0	0	
Claimant Petitions.....	36	20									
Employer Petitions.....	2	2									
EDD Petitions.....	0	0									
APPELLATE COURT:	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Claimant Appeals.....</td> <td style="text-align: right;">1</td> <td style="text-align: right;">0</td> </tr> <tr> <td>Employer Appeals.....</td> <td style="text-align: right;">0</td> <td style="text-align: right;">0</td> </tr> <tr> <td>EDD Appeals.....</td> <td style="text-align: right;">0</td> <td style="text-align: right;">0</td> </tr> </table>	Claimant Appeals.....	1	0	Employer Appeals.....	0	0	EDD Appeals.....	0	0	
Claimant Appeals.....	1	0									
Employer Appeals.....	0	0									
EDD Appeals.....	0	0									

<u>LITIGATION CASES CLOSED</u>	<u>YTD</u>	<u>February</u>									
SUPERIOR COURT:	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Claimant Petitions.....</td> <td style="text-align: right;">9</td> <td style="text-align: right;">5</td> </tr> <tr> <td>Employer Petitions.....</td> <td style="text-align: right;">3</td> <td style="text-align: right;">2</td> </tr> <tr> <td>EDD Petitions.....</td> <td style="text-align: right;">0</td> <td style="text-align: right;">0</td> </tr> </table>	Claimant Petitions.....	9	5	Employer Petitions.....	3	2	EDD Petitions.....	0	0	
Claimant Petitions.....	9	5									
Employer Petitions.....	3	2									
EDD Petitions.....	0	0									
APPELLATE COURT:	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Claimant Appeals.....</td> <td style="text-align: right;">0</td> <td style="text-align: right;">0</td> </tr> <tr> <td>Employer Appeals.....</td> <td style="text-align: right;">0</td> <td style="text-align: right;">0</td> </tr> <tr> <td>EDD Appeals.....</td> <td style="text-align: right;">0</td> <td style="text-align: right;">0</td> </tr> </table>	Claimant Appeals.....	0	0	Employer Appeals.....	0	0	EDD Appeals.....	0	0	
Claimant Appeals.....	0	0									
Employer Appeals.....	0	0									
EDD Appeals.....	0	0									

2011 Decision Summary

<u>Claimant Appeals</u>		<u>Employer Appeals</u>		<u>CUIAB Decisions</u>		
Win: 2	Loss: 6	Win: 0	Loss: 2	Affirmed: 8	Reversed: 2	Remanded: 0

CUIAB 10/11 Fiscal Year Overtime - SCO Report
 July 2010 through January 2011

Branch	FY Y-T-D Decision Typing		FY Y-T-D CTU Typing		FY Y-T-D Registration		FY Y-T-D Other	
	Hours	Pay	Hours	Pay	Hours	Pay	Hours	Pay
Appellate	7.75	\$228.24	0.00	\$0.00	57.75	\$1,585.91	317.00	\$9,874.48
Admin	0.00	\$0.00	0.00	\$0.00	219.50	\$7,709.62	284.25	\$12,197.51
IT	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	630.75	\$26,915.67
Exec	0.00	\$0.00	0.00	\$0.00	23.50	\$1,199.21	124.00	\$3,684.38
Field	1,642.50	\$54,397.13	0.00	\$0.00	1,819.25	\$49,937.10	2,678.75	\$86,089.08
Total	1,650.25	\$54,625.37	0.00	\$0.00	2,120.00	\$60,431.84	4,034.75	\$138,761.12

Branch	10/11 Fiscal Year-to-Date Total Overtime Expenditures				FY 10/11 FY Projections		
	10/11 FY Allocation	Year-to-Date Hours	Year-to-Date Position Equivalent	Year-to-Date Pay	Allocation Balance	Estimated Expenditures Over-/Under	
Appellate	\$158,242.99	382.50	0.32	\$11,688.63	\$146,554.36	\$138,205.34	
Admin	\$121,418.90	503.75	0.42	\$19,907.13	\$101,511.77	\$87,292.39	
IT	\$113,289.60	630.75	0.52	\$26,915.67	\$86,373.93	\$67,148.45	
Exec	\$17,565.82	147.50	0.12	\$4,883.59	\$12,682.23	\$9,193.95	
Field Operations	\$1,221,881.22	6,140.50	5.06	\$190,423.31	\$1,031,457.91	\$895,441.25	
Total	1,632,398.53	7,805.00	6.43	\$253,818.33	\$1,378,580.20	\$1,197,281.39	
Actual Monthly Average Personnel Year (July/August)							22.56

**EMPLOYEE FURLOUGH/PLP BALANCES
DATA AS OF February 18, 2011**

Cost Center	FURLOUGH HOURS						PLP HOURS						Total
	Support	#	ALJ/PALJ	#	Other	#	Support	#	PALJ	#	Other	#	
Appellate Operations	943	18	435	12			854	40			888	49	2231
Administrative Services					769	10							1658
Information Technology					1202	16					892	34	2094
Regional Support Unit	197	8					306	28					503
Chief's Office	219	4	28	2			350	15	152	5			749
Executive	61	2			928	4	43	4			156	6	1188
Oxnard	204	6	818	8			349	15	32	1			1403
Pasadena	629	8	645	9			425	19	32	1			1731
Orange County	587	12	1462	10			342	24	28	1			2418
Inland	494	10	684	6			345	19	32	1			1555
San Diego	417	10	492	13			428	24	32	1			1369
Inglewood	78	3	816	9			182	17	18	1			1094
Oakland	287	7	263	3			345	18					896
San Jose	166	5	26	3			312	23	32				536
Fresno	74	6	335	5			162	12	32	1			603
San Francisco	260	6	292	3			275	17	48	2			875
Sacramento	483	9	340	6			371	28	8	1			1203
Los Angeles	885	12	870	9			520	20	16	1			2291
TOTAL HOURS	5984	126	7505	98	2899	30	5609	323	462	16	1936	89	24395

	FURLOUGH HOURS		
	Support	ALJ	Other
TOTAL HOURS	5984	7505	2899
TOTAL EMPLOYEES	126	98	30
AVERAGE	47	77	97

	PLP HOURS		
	SUPPORT	PALJ	OTHER
	5609	462	1936
	323	16	89
	17	29	22



CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD
SPECIAL PROJECTS MATRIX
March 2011

California's economy is globally ranked with approximately 1.0 million business owners and 15.9 million workers. Currently, California, along with the nation, is experiencing an immense economic downturn with 2.3 million California workers out of work. These are unprecedented numbers for California and the nation. Given this current economic situation, we strive to better serve California's workers and business owners during a time when more than ever, they are in need of our services. Since January 2009, the Board has been focused on the appeal backlog and identifying work solutions that will help address the workload.

WORK PROCESS IMPROVEMENTS

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>EDD/CUIAB Appeal Co-Location Pilot Exploring the co-location of four CUIAB staff at EDD's LA PAC to streamline appeals registration processing.</p>		On Hold	Developed scope with EDD 07/2010 Connectivity established 08/2010 Equip installed 08/2010 Train staff 09/20/2010 Launch Pilot 09/27/2010 Analyze impact to appeals workload 12/2010	<ul style="list-style-type: none"> - Reduce claimants' & employers' wait time for hearing decisions. - Resolve appeal registration issues in a timely manner. 	Project launch on 09/27. EDD & CUIAB staff will evaluate the initial project data after the first 30 days and follow with evaluations at 60 and 90 days. Suspended on 10/04 to address CUIAB registration backlog due to hiring/overtime freeze.
<p>US Department of Labor Taskforce For nine years, CUIAB has failed to meet US DOL timeliness standards for UI appeals. California is ranked 51st among 53 states and US territories on time lapse and case aging standards. In late 2008, US DOL placed CUIAB under a corrective action plan with oversight by a taskforce of US DOL, EDD & CUIAB representatives.</p>		High		<ul style="list-style-type: none"> - Meet DOL time lapse measures. - Meet DOL case age measures. 	US DOL representatives conducted an appellate review and evaluation during the week of 07/27-31/2009. Formal DOL report sent on 02/05/2010. A response by LWDA was sent on 03/10/2010. The two-year "At-Risk" corrective action plan was submitted to DOL on 07/15/2010.

TECHNOLOGY

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>Accelerate Decision Notification to EDD Currently, CUIAB Field staff prepare appeal decisions for mailing to the appellants and EDD UI Branch. CUIAB and EDD are jointly developing electronic solutions for the transfer of appeal decisions to all EDD programs.</p>	Lori Kurosaka	On Hold	EDD/CUIAB workshop launched 08/18/2009 Unlisy's contract award 01/2/2010 Phase I implementation 04/14/2010 (second level) Phase II design 05/03/2010 (first level) Phase II implementation 09-10/2010	<ul style="list-style-type: none"> - Reduce claimants' & employers' wait times for benefits and adjustments. - Reduce postage and paper costs. - Increase information security for claimants & employers. 	FO design & development began 05/03/2010 Phase II implementation rollout began 09/22 with three FOs. Rollout of five FOs follow on 10/04 & 10/07. Phase III project development for Tax & DI decisions on hold through 05/2011 due to EDD's ACES implementation and DI staffing constraints.
<p>ALJ Mobility Pilot Provides mobile equipment to conduct hearings in remote locations.</p>	Rafael Placencia	Medium	Inland complete Training 03/2010 LA complete 12/2010	<ul style="list-style-type: none"> - Reduce processing time for appeals data flow and document saving. 	Inglewood and San Diego will be completed by late 3/2011.
<p>CUIAB Network Upgrade This upgrade will double the bandwidth for faster processing of appeal data and information for ALJs and staff.</p>	Rafael Placencia	High		<ul style="list-style-type: none"> - Reduce processing time for appeals data flow and document saving. 	Meeting with EDD IT to explore options & alignment with Agency network consolidation efforts.
<p>Digital Imaging Currently, EDD mails hard copy documents to CUIAB when an appeal is filed. CUIAB will collaborate with EDD to image documents and records relating to all appeals and design an electronic exchange.</p>	Lori Kurosaka	High	Kick off 11/2010 FSR completion 02/2011 Potential BCP 02/2011 Procurement 04/2011	<ul style="list-style-type: none"> - Reduce paper files prepared & sent by EDD UI Branch. - Increase information security. - Reduce paper file storage space needs & costs at CUIAB. - Reduce postage costs. - Increase federal performance. 	DOL approved funding at \$354,000 for this planning phase only. Project and procurement strategy approved by LWDA & EDD. Six week start delay due to OCIO approval. EDD & CUIAB staff are compiling estimated project costs. FSR will be completed by 4/2011.
<p>Digital Personnel System This project creates a paperless process for recruitment and hiring process between HR and hiring managers (Phase I). Phase II will use CUIAB's external web site to accept electronic application filing for CUIAB job vacancies.</p>	Rafael Placencia	Medium	Phase I design 05/2009 Phase I implementation 06/2009 Phase II design 08/2009 Phase II implementation 09/2009	<ul style="list-style-type: none"> - Replace existing manual process to full paperless process - Eliminate the mailing of applicant documentation - Reduce staff time for preparing to hire by fully automating the application process 	Phase I is in use. Phase II is in development. On hold.
<p>Electronic Case Management CUIAB's case tracking database is 8 years old and becoming cumbersome to manage the current workload volume. CUIAB is collaborating with LWDA & EDD to develop an integrated case management system.</p>	Lori Kurosaka	On Hold until 04/2011		<ul style="list-style-type: none"> - Receive appeals case documents electronically from EDD. - Eliminate internal mailing of case documents 	DOL approved funding at \$404,000 for the planning phase only. Project & procurement strategy approved for FSR development by LWDA, EDD & CUIAB. Vendor contract approved by LWDA. Kick off will occur after Digital Imaging contract.

TECHNOLOGY cont.

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>Electronic Transmission of Board Appeals to FO Currently, Presiding Judges receive hard copies of all board decisions for review to help identify ALJ training needs. This solution will transmit the decisions electronically to the PJs.</p>	Rafael Placencia	High		<ul style="list-style-type: none"> - Eliminate the mailing of hard copy decisions to CUIAB Field Offices. - Increase information security. - Save paper and postage costs. 	Draft reports pending review with AO. Reports completed and in production. IT received new modifications to the original request.
<p>Enhance Wireless Connections CUIAB will upgrade 12 Field Offices and 3 large out-station offices for wireless connection. This will provide faster laptop and PC response times for ALJs in hearing rooms and offices.</p>	Rafael Placencia	High	Procure "hot spot" connectivity boosters. Install boosters. SF & Fresno complete	<ul style="list-style-type: none"> - Seamlessly connect to CUIAB network via mobile devices. 	Equipment received. Design completed and working on configuration and testing. SF install on 11/09 & Fresno on 11/18. Last 3 large facilities will be completed by 3/2011 and that will conclude the project.
<p>Expand Auto Dialer Hearing Reminder Adding email and cell phone text features for supplemental hearing notifications.</p>	Rafael Placencia	High	Updated software. Final testing 08/2010. Implemented 09/2010.	<ul style="list-style-type: none"> - Increase hearing attendance rate & productivity. 	Email notifications implemented in 09/2010. Fourth request for DE 1000 update to UI Branch for cell phone text messaging made on 10/06/2010. Analyzing data to determine need for phone hearing reminders. Specs pending review.
<p>Field Office Technology Enhancements CUIAB is investing in technology improvements for Field Offices. CUIAB will test the use of larger sized monitors for hearing rooms. Also, CUIAB will provide second monitors for support staff to toggle into SCDB without interrupting their CATS displays.</p>	Rafael Placencia	On Hold Medium	Complete procurement 02/2011.	<ul style="list-style-type: none"> - Improve readability of documents on screen. 	Preparing procurement documents for additional monitors.
<p>Field Office Telephone Tree Field Operations will test the use of phone menu options to answer routine constituent calls. This will allow support staff to spend more time on the non-routine calls.</p>	Rafael Placencia	Medium	Develop standard automated phone tree to be used for all FO's Pilot new phone tree in the Inland FO	<ul style="list-style-type: none"> - Reduce claimants & employers time on phones. - Standardize hearing information provided by phone. 	Standard phone tree design completed. Pilot began in the Inland FO. IT & Admin are developing evaluation tool to measure pilot effectiveness.
<p>Hearing Scheduling System Currently, FO & AO support staff schedule or assign appeal hearings or cases using a hybrid manual process considering many different criteria.</p>	Rafael Placencia	High	Charter & scope completed. Kick off 10/14/2010. Requirements 2/2011.	<ul style="list-style-type: none"> - Reduce claimants & employers wait time for hearing decisions. - Provide easier electronic process for staff to calendar hearings or schedule cases. 	AO, FO & IT observed an EDD demo on their UI Scheduling System. AO system in development & providing demos to AO staff.

TECHNOLOGY cont.

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>LWDA Network Consolidation To comply with OCIO Policy Letter 10-14, the LWDA Departments & Boards are developing a network consolidation plan that must be completed by June 2013.</p>	Rafael Placencia	Medium	LWDA Workgroup develops migration plan. Consensus on migration plan implementation	<ul style="list-style-type: none"> - Improve IT efficiency & effectiveness. - Improve security. - Reduce IT costs by using shared service models. - Reduce greenhouse gas emissions. 	The migration plan is completed and a cost model has been developed.
<p>Personal Productivity & Mobility Pilot for Board Members, Appellate & Senior Staff CUIAB will test the use of new mobile, paperless technology with Board Members, six Appellate ALJs, and Senior Staff.</p>	Rafael Placencia	Medium		<ul style="list-style-type: none"> - Reduce the use of paper for board appeal processing and board meetings. 	Researching feasibility of technology alternatives.
<p>Printer Standardization Standardizes the use of printers throughout the organization as they are replaced. This will reduce maintenance and toner costs through the printers lives.</p>	Rafael Placencia	On Hold Medium		<ul style="list-style-type: none"> - Reduce maintenance & support costs. - Reduce toner costs. 	Researching feasible equipment. Standards are in place for light, heavy, color, and multi-function printers.
<p>VOIP Telephony CUIAB is exploring use of Voice Over Internet technology to provide lower cost telecommunications. This will also include expansion of auto dialer hearing reminder system.</p>	Rafael Placencia	High	Murrieta, Van Nuys & Santa Ana complete.	<ul style="list-style-type: none"> - Elimination of long distance toll calls - Consolidation of telecommunications support areas. 	OTECH delegation submitted 04/08/10 Working with vendor to establish system requirements. Revising rollout schedule with Verizon. Will perform a high level cost analysis of the project by mid March 2011.
<p>Workstation Refresh Replace the 150 remaining PCs that have expired warranties throughout the state.</p>	Rafael Placencia	High		-	Preparing procurement documents. Standard images are being tested on the hardware received.

STAFFING, FACILITIES, EQUIPMENT & OTHER

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>Administration Branch Move To leverage headquarters space, a part of Administration Branch staff will be housed on the first floor @ Venture Oaks.</p>	<p>Janet Maglinte Pam Boston</p>	<p>High</p>	<p>Tenant improvements done.</p>	<p>-</p>	<p>This move will accommodate space needs for Personnel. Awaiting modular furniture installs. Move anticipated for late March 2011</p>
<p>Archive File Document Conversion Each FO is retaining three years of completed paper appeal case files that are sitting in considerable real estate space. The file room space may be easily converted to ALJ offices or hearing rooms.</p>	<p>Lori Kurosaka Pat Houston</p>	<p>High</p>	<p>MSA vendor contract executed 01/2010. OC, Inland, LA, Oxnard, San Jose, San Diego, LA, Sacto, SF. Appellate complete Vendor quality check 04/05, 05/05 & 08/19.</p>	<p>- Recapture real estate space for ALJ offices and hearing rooms. - Priority conversion for OC, Inland, LA, San Jose & Oxnard.</p>	<p>FO staff are inventorying, prepping and boxing 2008 & 2009 archive appeal files in Fresno, Pasadena and Tax. FOs with adequate staffing are beginning to send 2010 files to vendor.</p>
<p>Performance Management Tools for Board & Leadership In addition to program performance reporting to US DOL, CUIAB is developing reporting tools that the Board & Leadership will use to monitor overall appellate performance and process cycle times. These tools will also help to measure success with the large scale technology projects.</p>	<p>Janet Maglinte</p>	<p>High</p>	<p>Business case metrics for imaging Business case metrics for case management</p>	<p>-</p>	<p>Completed report templates with IT and tested with live data. Developing performance metric tool for Board & leadership to summarize data and analysis of the metrics.</p>
<p>Transforming CUIAB To procure a consultant to help plan and guide the leadership team through organizational change management. A consultant will assist with defining organizational structure, proactive communications with stakeholders, identify staff skill sets needed for new technology, etc.</p>	<p>Rafael Placencia Pam Boston Lori Kurosaka</p>	<p>High</p>	<p>CMAA scope of work completed. Release RFO</p>	<p>- Plan, design and implement organizational design for the large scale technology projects. - Plan and coordinate communications with all stakeholder groups.</p>	<p>A scope of work will be released as a Request for Offer to CMAA vendors in 03/2011.</p>

*California Unemployment Insurance
Appeals Board*

TELEWORK PROGRAM



Policy and Procedures

A policy and procedural guide to telework for
supervisors and employees in the

***California Unemployment Insurance
Appeals Board***

MARCH 2011

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TELEWORK PROGRAM

Foreword

Appropriately planned and managed, teleworking is a work option that can benefit managers, employees, and customers. Teleworking is also an important means by which we can help reduce air pollution, traffic and parking congestion, and demand for office space.

A good telework program facilitates temporary limited duty, increases the State's ability to respond to emergencies, amplifies effective use of new technologies within State service, and improves employee morale resulting in improved performance.

The Telework Policy and Procedures and state Telework and Remote Access Security Standard documents will help reduce some of the confusion and misunderstanding about telework. It also provides a detailed guide for executive staff, managers and supervisors implementing telework within their workgroups.

Benefits

CUIAB expects the following benefits through the use of telework:

- Improved employee performance and morale.
- Optimum use of office facilities.
- Reduced absenteeism.
- Improved employee health and wellness.
- Increased work options for employees on temporary limited duty.
- Improved air quality and reduced traffic and parking congestion.
- Enhanced working experience and opportunities for those with mobility restrictions.
- Effective continuation of business as part of a disaster recovery or emergency plan.

Authority

The telework program exists under the following statutes, statewide guidelines and DGS responsibilities:

[http://www.leginfo.ca.gov/cgi-](http://www.leginfo.ca.gov/cgi-bin/waisgate?WAISdocID=8526443256+7+0:0&WAIAction=reticvc)

[bin/waisgate?WAISdocID=8526443256+7+0:0&WAIAction=reticvc](http://www.leginfo.ca.gov/cgi-bin/waisgate?WAISdocID=8526443256+7+0:0&WAIAction=reticvc) Government Code Sections 14200-14203 authorize every state agency, including every board and commission, to incorporate telecommuting (telework) as a work option.

The term telecommute is replaced by telework in this document, except when directly citing current law. See Attachment F for a glossary of terms.

TELEWORK PROGRAM – POLICY

Policy

The *CUIAB* encourages the use of telework as a management work option when achieved through a bilateral voluntary arrangement between *CUIAB* management and employee. In accordance with the *CUIAB* policy:

- Both parties must agree that the arrangement is mutually beneficial.
- The telework arrangement can be terminated by either or both parties when no longer mutually beneficial.

Telework means working one or more days away from the main office, either at home or at an alternative worksite.

- Home-based – working in a space specifically set aside as an office in an employee's residence. This arrangement is based on a voluntary arrangement.
- Telecenter-based – working in an office near the employee's home to which the employee regularly reports to work. This arrangement may not be on a voluntary basis.
- Mixed-use – includes the use of a combination of the main or central offices, telecenters and home offices.

This policy recognizes the business, societal, and personal benefits available through a carefully planned and managed telework program.

Telework Arrangement

Completing the Telework Arrangement form (Attachment A) verifies that all essential components of a telework arrangement have been addressed prior to the actual start of teleworking. The required signatures indicate that the teleworker and supervisor have read and understand the Telework Program Policies and Procedures and state Telework and Remote Access Security Standard.

TELEWORK PROGRAM – TELEWORK AND REMOTE ACCESS SECURITY STANDARD AND AUTHORITY

Telework and Remote Access Security Standard

The *CUIAB* is required to ensure that its Telework Program is implemented in accordance with all applicable laws, policies, and standards including those governing the protection of state information assets.

Statewide information security policies, standards, procedures, and guidelines are issued by the Office of Information Security (OIS). Policies issued by OIS are found in the State Administrative Manual (SAM) sections 5300 through 5399. Corresponding standards, procedures and guidelines are found on the OCIO website at <http://www.cio.ca.gov/OIS/Government/policy.asp>.

The state Telework and Remote Access Security Standard is available at http://www.cio.ca.gov/Government/IT_Policy/pdf/SIMM_66A.pdf.

Authority

The following statute authorizes the OIS to issue statewide policies, standards, procedures and guidelines:

- Government Code Sections 11549(a)

The following statute requires every state agency, department, and office to comply with the information security and privacy policies, standards, and procedures issued by the OIS:

- Government Code Sections 11549(b)

TELEWORK PROGRAM - IMPLEMENTATION

Department

CUIAB is responsible for the implementation of the Telework Program and encourages the use of the telework option where work conditions warrant. *CUIAB* will ensure that:

- Employee compensation benefits, work status, and work responsibilities will not change due to participation in the Telework Program.
- The amount of time the teleworker is expected to work per pay period will not change.
 - Managers and employees will familiarize themselves with the teleworking policy and procedures contained in this document, information security and Telework and Remote Access Security Standard prior to the commencement of approved telework arrangement.
- State information assets are secure and confidential, personal and sensitive information is protected.
- *CUIAB* evaluates its telework program in cooperation with the Department of General Services' criteria for evaluating telework programs.

Executive Staff

Executive staff is responsible for encouraging managers and supervisors to use telework where work conditions permit.

Management Staff

CUIAB management staff (e.g., Division, Branch and Office Chiefs) is responsible for administration of the Telework Program within respective areas of responsibility. These responsibilities include:

- Approving telework arrangements.
 - Budgeting the necessary resources, if applicable.
 - Ensuring managers, supervisors, and teleworkers have read and understand the Telework Policy and Procedures document and state Telework and Remote Access Security Standard.
 - Ensuring compliance with all applicable policies, procedures, and guidelines.
-

TELEWORK PROGRAM - IMPLEMENTATION

Managers and Supervisors CUIAB encourages managers and supervisors to support the use of the telework option.

Managers and supervisors are responsible for:

- Reading and understanding the contents and requirements of this Telework Policy and Procedures document in addition to the state Telework and Remote Access Security Standard.
- Identifying job tasks suitable for telework.
- Determining if teleworking staff will contribute to program objectives, while maintaining or improving efficiency, productivity, and customer service.
- Determining that telework arrangements are mutually beneficial prior to submitting to the next higher level of approval if required.
- Overseeing the day-to-day performance of teleworking employees, as they would on-site employees, including communicating general office updates and related information to teleworkers.
- Ensuring teleworking employees indicate the hours they have teleworked in accordance with the CUIAB's established policy and procedures.
- Approval of the teleworker's use of sick leave, vacation, time off, or other leave credits, as well as any overtime work.
- Providing teleworkers with specific, measurable, and attainable assignments, just as they would non-teleworking employees.

Supervisors must define, in writing, work tasks, corresponding deadlines, and the expected work performance. These expectations shall be reviewed with the Teleworker as stated in the procedures and/or practices that pertain to the specific Cost Center telework process.
- Ensuring employees who remain in the main office are not negatively impacted by handling the teleworker's regular assignments (answering telephone calls, dispensing information, etc.)
- Providing employee training in the use of equipment and software as required for teleworkers to function effectively and independently.
- Ensuring all software installed for the telework option will be in accordance with the software copyright laws and be compatible with CUIAB Information Security Policies, software standards and state Telework and Remote Access Security Standard.
- Ensuring compliance with CUIAB Information Security Policies and state Telework and Remote Access Security Standard to protect CUIAB assets when accessing, storing, or transporting CUIAB information.
- Reporting security incidents immediately when they occur.

Personnel *CUIAB PERSONNEL UNIT* will :

- Instruct Attendance Clerks and Time Keepers how to have Teleworkers record their time teleworking.
- Maintain and update the *CUIAB* Telework Program Policy and Procedures as needed.

**Telework
Coordinator**

CUIAB management will designate a Telework Coordinator (TC). The TC will be responsible for the day to day coordination and management of the *CUIAB* telework program, including compliance with policies, procedures, and guidelines including the state Telework and Remote Access Security Standard and may provide training on telework as needed. The coordinator will represent management of the *CUIAB* with respect to teleworkers, other agencies and the public. Additional responsibilities may include:

- Serving as a telework resource for management and non-management employees.
 - Ensuring that employee-owned computing hardware and software are compatible for telework (Refer to the state Telework and Remote Access Security Standard).
 - Retaining copies of teleworking employees' signed Telework Request Package for the duration of the telework assignment.
 - Communicating to managers and supervisors that state data is only to be saved/stored on encrypted state equipment or *CUIAB* Net.
 - Facilitating the reuse and transfer of State-owned information technology (IT) equipment meeting departmental standards.
 - Ensuring routine maintenance and repair of *CUIAB* IT assets used by teleworkers.
 - Representing *CUIAB* on the statewide Telework Advisory Group led by the Department of General Services.
-

Employees

Employees interested in becoming teleworkers are responsible for:

- Understanding the requirements contained in the *CUIAB* Telework Program Policy and Procedures and state Telework and Remote Access Security Standard.
- Submitting a request to telework to their supervisor.
- Working with their supervisor to develop mutually acceptable telework arrangement.

See the Telework Arrangement form, Attachment A.

When a telework arrangement is approved, employees are responsible for:

- Abiding by the provisions set forth in the *CUIAB* Telework Program Policy and Procedures, state Information Security Policies and state Telework and Remote Access Security Standard.
- Establishing and maintaining a work area that is clean, safe, and free from hazards.

Employees working at home must complete the Safety Checklist/Acknowledgement, Attachment B, and certify its accuracy on an annual basis.

- Maintaining state and/or personally owned equipment, devices, and services associated with achieving a safe, secure and healthful telework environment as identified in the Telework and Remote Access Security Standard.
- Reporting security incidents immediately to their supervisor.
- Repairing and/or replacing any damaged, lost, or stolen state-owned equipment assigned to the teleworker, if the damage, loss or theft is determined by management to be due to gross negligence on the part of the employee.

Procedures for reporting lost, stolen, or destroyed property or equipment are provided in the State Administrative Manual, in Sections 5350 through 5350.4 and 8643.

- Complying with all applicable policies, standards, procedures, and guidelines.
- Complying with tax laws.

CUIAB is not responsible for substantiating an employee's claim of tax deductions for operating an office in the employee's home. An employee should seek advice from a tax advisor concerning in-home office deductions.

TELEWORK PROGRAM – MANAGING TELEWORK

Eligibility It is the *CUIAB*'s discretion to determine what employees are eligible to participate in the Telework program.

Declining Telework Declining an employee's telework request is subject to the employee's Bargaining Unit MOU provisions.

- Questions regarding Bargaining Unit MOUs and telework should be directed to the *CUIAB* Labor Relations Officer.
- Other personnel questions should be directed to the *CUIAB* personnel office.

Employee Teleworker Rights Employee rights provided in the employee's collective bargaining agreement between the State and the employee unions are neither enhanced nor abridged by participating in a telework program.

- Employee-teleworkers retain the right to grieve in accordance with the provisions of their collective bargaining agreements.
- Employee-teleworkers retain the right to meet with their representative (e.g. job steward) in accordance with the provisions of their collective bargaining agreement.

Scheduling Telework Managers and supervisors will follow these scheduling guidelines:

- Mutually establish a telework schedule prior to starting the telework arrangement with the teleworker.
- Schedule telework consistent with requirements of the worker's work week group and/or provisions of the collective bargaining agreement.
- Review teleworkers requests for flextime or alternate work week schedules as part of *CUIAB* policy and/or the employee's bargaining unit MOU.
- A teleworker must forgo telework when their physical presence is required in the office on regularly scheduled telework day.
- Teleworkers must be accessible via telephone, answering machine, voicemail, pager, or e-mail, just as they are at the main office.
- Teleworker leave usage, overtime, or alternative work schedule policies will be consistent with those used for non-telework employees.

**Types of
Telework
Schedules**

CUIAB provides for two telework schedules:

Casual – Employees may be allowed to telework on a temporary and/or episodic basis as duty assignment permits.

Circumstances which may be appropriate for temporary telework include, but are not limited to the following:

- Special project work requiring extended uninterrupted time.
- During convalescence from injury or illness.*
- During the last few weeks of pregnancy and/or following the birth of a child.
- While all reasonable commute routes are blocked (i.e., major construction, storm, disaster).
- If the primary worksite is inaccessible or not habitable.

Regular – Regular telework is an established schedule per week or month. Supervisors and/or managers must approve any change in the agreed upon schedule, and append it to the Telework Arrangement form.

- The supervisor and teleworker must take steps to prevent the teleworker from becoming isolated from the main office staff; therefore, in-home office telecommuters may be required to spend a minimum of one day per week in the main office, except under unusual conditions.
- Full-time teleworking (100% of teleworker's hours) is permissible when necessary to accommodate medical restrictions or physical disabilities, recruit and retain highly skilled expertise or is contingent on the needs of the job.*

Note:

- Teleworking is not to be used for dependent care purposes.
- * An employee may request a reasonable accommodation in accordance with the *CUIAB* policy and procedures.

Ending Participation

The *CUIAB* telework program is a bilateral voluntary arrangement between *CUIAB* and the telework employee that can be discontinued by either management or employee/teleworker.

Employee/Teleworker - The employee may terminate participation in the Telework Program, without cause, at any time, for any reason, by written notice to his or her supervisor.

- When feasible, the employee shall provide such notice at least 30 calendar days in advance of terminating participation.
- When an employee's participation in the Telework Program is terminated, the employee must begin working at the main office as soon as possible, but no later than 30 calendar days after being notified.

Management – Management may terminate an individual employee's participation in the Telework Program at any time, including these reasons and provisions:

- For changed circumstances, operational needs, or performance-based reasons, providing 30 calendar days prior written notice with an explanation given to the teleworker.
 - For cause. A telework arrangement may be immediately terminated and does not require advance written notice.
 - Management may not terminate an employee's participation in the Telework Program based on reprisal or retaliation.
-

TELEWORK PROGRAM – TECHNOLOGY, EQUIPMENT AND WORK PROCESSES

Technology and Equipment Needs Overview

Before allowing a telework arrangement, the manager and/or supervisor and employee will determine the equipment needed for telework on a case-by-case basis. The types of technology services (internet services), access to state IT infrastructure and equipment that will be necessary to support the proposed telework arrangement must be identified.

Not all teleworkers need to perform functions or tasks that require computer equipment or service nor does telework necessarily entitle the teleworker to state-owned assets such as: computer, software, printer, fax machine, furniture, telephone, or a business telephone line nor does it entitle the employee authorization to use personally-owned equipment.

Managers and/or supervisors must:

- Carefully weigh the costs and benefits of a telework arrangement, particularly ones that will require additional departmental expense for services or equipment (e.g. the purchase of new computer equipment or cable trenching to allow for a business telephone line).
- Work with the *CUIAB* Information Security Officer, and Information Technology and Business Services Offices to assess telework technology hardware and software needs and to provide the necessary services, equipment and supplies to teleworkers.
- Ensure that the telework infrastructure, including computing equipment at the agency that hosts telework connection and the computing equipment used by the teleworker to connect, is installed, maintained and updated in accordance with state information security policies, standards, and procedures.

The acquisition and furnishing of services, equipment and supplies shall be in accordance with all state laws, policies, standards and procedures including, but not limited to, the state Telework and Remote Access Security Standard and Public Contract Code.

Office Supplies

CUIAB will supply approved teleworkers with necessary office supplies (pens, pencils, stationary, envelopes, etc.). These supplies should be obtained through the teleworker's supervisor.

Restricted Use

The employee acknowledges that the use of any *CUIAB* provided equipment, software, data, and supplies is limited to authorized teleworker use and only for purposes related to *CUIAB* business, or as allowed by law or under MOU provisions.

Property Control

Managers and/or supervisors must properly account for *CUIAB* telework property by ensuring the following steps are taken:

- Tag all *CUIAB* equipment with a property/asset identification number for property inventory and control purposes.
- Maintain a record of all property, by teleworker and tag number, purchased and/or issued to teleworkers for telework purposes.
- Maintain a record of services used by teleworker (i.e. telephone line(s), service provider, internet connection, service identification number, etc.) that were acquired and/or installed at the teleworker's home.

Return of Equipment

CUIAB requires a telework employee to return all department-owned equipment, software, data, and supplies when:

- An employee decides to end telework participation.
- *CUIAB* deems the employee's job no longer qualifies for telework, telework equipment, and/or related services.
- The employee terminates employment with *CUIAB*.
- *CUIAB* terminates the employee.

Upon notification that the telework arrangement will end or notification of employee separation, the manager and/or supervisor will review and compare the equipment and services checklist, provided on the Telework Arrangement form, to ensure the equipment is returned and services are terminated.

Note: For equipment requiring removal by CUIAB, such as a business telephone line, the approving manager will determine when it will be removed, or its use discontinued, with a minimum notice to the employee of two working days.

Changing Workstation Location

Once a telework arrangement is approved and implemented, the teleworker's supervisor must pre-approve any changes involving relocation of installed equipment or services owned or acquired by *CUIAB*, such as a business telephone line.

- If a teleworker is moving the workstation to a new residence and has an existing *CUIAB* owned business telephone line in his or her current residence, the teleworker must provide reasonable notice to his or her manager of the intended move.
 - Upon notification from the teleworker, the manager is responsible for ensuring the telephone line is disconnected before the teleworker relocates.
-

Equipment Malfunction

If equipment malfunctions, the teleworker must notify his or her supervisor immediately.

- The supervisor will determine if equipment down time warrants the teleworker to report to the main office.
- The teleworker is responsible for returning the malfunctioning equipment to the main office for repair.
- The CUIAB IT Help Desk will provide telephone service and assistance to teleworkers for state-owned equipment and services.
- **IMPORTANT:** The CUIAB will not provide any at home service. When necessary, the telework employee is responsible for returning state owned equipment to CUIAB for maintenance and repairs.

Employee Provided Equipment

Only state-owned computing equipment may be used to connect to state IT infrastructure at the network-level unless the following conditions are met:

- Written authorization is provided by CUIAB management.
- An exception in accordance with an authorized process has been approved.
- The teleworker's computing equipment and software complies with the state Telework and Remote Access Security Standard. The state Telework and Remote Access Security Standard is published on the Office of Information Security website at

http://www.cio.ca.gov/Government/IT_Policy/pdf/SIMM_66A.pdf.

When an exception has been approved, the following applies:

- Employee's personally-owned equipment maintenance and repairs remain the responsibility of the employee.
- CUIAB does not assume any liability for loss, theft, damage, or wear of employee's personally-owned equipment as a result of telework-related activity.

NOTE: Employees who use their personal computing equipment for work purposes subject their hard drive, software, and/or any other type of electronic storage media, to the possibility of subpoena or lack of privacy through legal action taken against, or by, the State (Electronic Communication Privacy Act).

Work Products

CUIAB owns any software, products, or data created as a result of work-related activities.

**Reimbursable
or Shared
Costs**

CUIAB will reimburse teleworkers for business expenses necessary for performing work assignments.

- Supervisors must pre-approve in writing all such reimbursements.
- Reimbursements will be made via normal purchase and/or reimbursement procedures.

Note: CUIAB will not be liable for telework expenses not identified in the employee's telework arrangement, including, but not limited to, any investment in furniture, equipment or services for the designated workspace in the teleworker's home office.

Additional points:

- Supervisors will review usage charges for a home dedicated voice or data line and if approved, the *Business Services* will make payment.
- Teleworkers using their own residential telephone for business-related calls may be reimbursed for those expenses. The teleworker should submit a Travel Expense Claim along with receipts, bills or other verification of expenses pursuant to travel expense claim procedures.
- On a case-by-case basis, the supervisor will decide whether any telework expenses not specifically covered in this policy are reimbursable.

**Work
Environment**

CUIAB provides the opportunity to participate in a home telework program with the understanding that it is the responsibility of the employee to maintain a safe and productive work environment.

- *Telework should not be used for dependent care (i.e., any individuals requiring constant supervision including: infants, toddlers, preschoolers, school-aged children, adults, and elderly adults) purposes.* Dependent care arrangements must be made for agreed-upon work hours.
- Personal disruptions, such as non-business phone calls and visitors, should be kept to a minimum.
- The Telework Arrangement form shall identify work hours and the work area. See Attachment A.
- CUIAB employees should treat the work area as an official State office work area during work hours.

Please review "Safety Checklist/Acknowledgement", Attachment B.

Authorized Expenses

Managers and supervisors must follow regular *CUIAB* procedures to authorize expenditures for office equipment, software office supplies, communication devices, and office services needed by teleworkers in their home offices.

- Computer hardware and software purchases must be processed through the procurement process.
- Existing procedures require that all invoiced goods have an authorized purchase order in place before purchasing.
- All department provided furniture, calculators, and computer equipment must be tagged as *CUIAB* property before placement or installation at the teleworker's home office.
- Managers should use existing equipment and supply items available through their division, branch, or office whenever possible.

Main Office Days

CUIAB expects telework employees to work at the main office on their non-telework day(s) unless alternate arrangements have been approved by *CUIAB*.

Managers and supervisors are responsible for ensuring that on employee's regular non-telework days:

- Telework employees have adequate office space available to them.
Space efficiencies can be accomplished by temporarily assigning teleworkers space of absent employees, providing reserved office space in a shared environment, or providing reduced space. In all such cases, managers and supervisors will meet health and safety requirements for work environments.
- Teleworker's in-office files, related equipment, and telephone lines are available to them.

Health and Safety

CUIAB expects teleworkers to maintain the same safe working environment at the telework site as they would have at the main office.

- Employees who telework must have a fire extinguisher and smoke detector in the home.
- Teleworkers shall have pre-established evacuation plans and first aid supplies.
- In-home offices shall be clean and free of obstructions and hazards.
- Resources on how to set up an ergonomic workstation are available at the link below:

<http://www.documents.dgs.ca.gov/dgs/telework/dpaahandb.pdf>

IMPORTANT: Failure to maintain a safe work environment, in accordance with this policy, is cause for discontinuing employee participation in the Telework Program. Review "Safety Checklist/Acknowledgement" and "Setting Up A Home Office." (Attachments B and C)

Self-Certification

Teleworkers are responsible for self-certifying that the in-home office complies with identified safety requirements by completing and signing the "Safety Checklist/Acknowledgement" in Attachment B. Management retains the right to make inquiries as to the status of the in-home office work environment.

Work-Related Injury

If a teleworking employee incurs a work-related injury, worker's compensation laws and rules apply just as they would if such an injury occurred at the main office.

Employees must notify their supervisors immediately and complete all necessary documents regarding the injury.

Information Security

Security of information assets is of primary concern and importance to CUIAB. Information security policies, standards and procedures serve to protect the availability, integrity and confidentiality of information assets. These policies, standards and procedures also serve to protect the agency, as well as its citizens and employees. For example, use of an improperly configured computer or wireless network computer may lead to unauthorized access, viruses and other forms of malicious code that may compromise the availability of computers and lead to data integrity and confidentiality issues. The loss or theft of a telework computer that is not encrypted and password protected may lead to data loss and confidentiality issues. The use of a personally-owned asset, when permitted, may expose the employee to privacy-related issues, such as all personal information, as well as work information, stored on the personally-owned device may become subject to disclosure under subpoena or legal action taken against the state. Therefore it is essential that those engaged in telework arrangements are aware and understand the following:

- Teleworkers, like all CUIAB employees, must adhere to all applicable laws, rules, regulations, policies, and procedures regarding information security.
- Teleworkers shall apply the state policies, standards and procedures including the state Telework and Remote Access Security Standard, to all CUIAB information assets, CUIAB equipment, software, and information) used within the Telework Program.
- The state reserves the right to monitor and log, without notice, all telework activity, including E-mail and Internet activities. Teleworkers, as with non-teleworking employees, should have no expectation of privacy in the use of computer related resources.

Whenever a teleworker is unclear about the requirements of an information security policy, standard or procedure he/she should consult with their Supervisor and the CUIAB Information Security Officer.

ATTACHMENT A -- TELEWORK ARRANGEMENT

Teleworker Name: _____

Office/Branch: _____

Telework Location: _____

Main Office: _____

(Street Address) _____ (City) _____ (Ap#) _____

Location (Street Address) _____

(Telephone) _____ (E-mail) _____

(City) _____

(Supervisor/Manager Name) _____

This is my residence

(Supervisor/Manager Telephone) _____

This is a State telework center or satellite office

Other location (identify) _____

(Supervisor/Manager E-mail) _____

Telework Schedule: (Check One) Casual Regular

Permission is required for each telework day. Check regular work days & note start and finish of work hours.

Weekly basis: Monthly basis: (Indicate work dates and hours here, if not covered in table)

Days	M	Tu	W	Th	F
Hours: (start)					
To: (finish)					

State Assets to be Used at Remote Work Site:

Description	I.D. Number
State Information Systems to be accessed from remote work location (if any):	

I have read, understand, and acknowledge the CUIAB Telework Program Policy and Procedure and state Telework and Remote Access Security Standard. I also understand that my use of any state and/or personal computing equipment for CUIAB Telework may result in a lack of privacy relating to those items. I have completed and certified the Safety Checklist/Acknowledgement. I have met with my supervisor and discussed my role in, the conditions under which I remain, and the termination process of teleworking at CUIAB.

Signed: (Teleworker Signature) _____ (Date) _____

(Manager/Supervisor Signature) _____ (Date) _____

(Office Chief Signature) _____ (Date) _____

ATTACHMENT A – TELEWORK ARRANGEMENT (Continued)

Both the manager/supervisor and teleworker understand that telework is a bilateral voluntary arrangement that can be discontinued at either party's request with no adverse repercussions.

- Supervisors must approve in advance the use of, vacation, time off, or other leave credits, as well as any overtime work.
 - A teleworker must forgo telework when their physical presence is required in the office on regularly scheduled telework day. Managers and/or supervisors should provide reasonable notice whenever possible. If required, the employee may be required to report to the office without advance notice.
-

The CUIAB may reimburse teleworkers for business expenses necessary for performing work assignments.

- ▶ Supervisors must pre-approve in writing all such reimbursements.
 - ▶ The CUIAB will not be liable for telework expenses not identified in the telework arrangement.
 - ▶ Teleworkers must return state owned equipment to CUIAB for maintenance and repair.
 - ▶ Teleworkers should submit a Travel Expense Claim along with receipts, bills or other verification of expenses pursuant to travel expense claim procedures.
-

The CUIAB will not pay for the following expenses:

- ▶ Maintenance or repairs of privately owned equipment.
 - ▶ Utility costs associated with the use of the computer or occupation of the home.
 - ▶ Equipment supplies (these should be requisitioned through the main office).
 - ▶ Travel expenses associated with commuting to the main office, other than authorized transit subsidies.
-

Additionally:

- Teleworkers must be available by phone or e-mail during their designated work hours.
- Telework is not a substitute for dependent care, and teleworkers must make regular dependent care arrangements.
- The teleworker has read and understands the CUIAB Telework Program Policy and agrees to abide by this policy.
- The teleworker will carry out the steps required for information security, and has familiarized him/herself with CUIAB information security requirements and procedures and the state Telework and Remote Access Security Standard. The teleworker agrees to consult with his/her supervisor when security matters are an issue.

This arrangement expires in one year and must be renewed to continue participation in the CUIAB Telework Program.

Initials: Teleworker _____ (Date) _____ Manager/Supervisor _____ (Date) _____

ATTACHMENT B – SAFETY CHECKLIST/ACKNOWLEDGEMENT

The following checklist must be completed for any in-home telework site and reviewed annually. All items must be evaluated by the employee as being satisfactory, and shall be installed and maintained in accordance with guidelines in "Setting Up An In-home Office," Attachment C.

	Yes	No
I. Electrical		
A. All electrical outlets in the work area are permanent in nature and properly grounded.	<input type="checkbox"/>	<input type="checkbox"/>
B. There are an adequate number of electrical outlets to support equipment in the work area.	<input type="checkbox"/>	<input type="checkbox"/>
C. Electrical cords are not frayed or otherwise damaged.	<input type="checkbox"/>	<input type="checkbox"/>
D. Extension cords are not being used as a permanent source of electricity.	<input type="checkbox"/>	<input type="checkbox"/>
E. Electrical equipment and tools are properly maintained.	<input type="checkbox"/>	<input type="checkbox"/>
F. Computers, peripheral equipment, and fax machines are connected to surge protectors to guard against damage from power surges.	<input type="checkbox"/>	<input type="checkbox"/>
II. Fire Protection	Yes	No
A. Smoke Detector		
1. There is a smoke detector placed in a location near the work area and any equipment used to support teleworking.	<input type="checkbox"/>	<input type="checkbox"/>
2. Underwriter's Laboratory (UL) and/or the State Fire Marshall approve the smoke detector, and it has a function test mechanism.	<input type="checkbox"/>	<input type="checkbox"/>
3. Smoke detector(s) have been tested at the time of installation and will continue to be tested on a monthly basis.	<input type="checkbox"/>	<input type="checkbox"/>
B. Fire Extinguisher		
1. A 2A10BC fire extinguisher is required.	<input type="checkbox"/>	<input type="checkbox"/>
2. The fire extinguisher is fully charged.	<input type="checkbox"/>	<input type="checkbox"/>
3. The fire extinguisher is within 10 feet of the electronic teleworking equipment and easily accessible to the teleworker.	<input type="checkbox"/>	<input type="checkbox"/>
III. Emergency Procedures	Yes	No
A. There is an evacuation plan.	<input type="checkbox"/>	<input type="checkbox"/>
B. There is more than one way out of the work area (e.g., doors/ windows).	<input type="checkbox"/>	<input type="checkbox"/>
C. A first aid kit is on site.	<input type="checkbox"/>	<input type="checkbox"/>
IV. Environment	Yes	No
A. The work area is free of tripping hazards and is uncluttered.	<input type="checkbox"/>	<input type="checkbox"/>
B. All equipment is adequately supported and free from the danger of falling.	<input type="checkbox"/>	<input type="checkbox"/>
C. The work area has adequate lighting.	<input type="checkbox"/>	<input type="checkbox"/>
D. Potentially hazardous chemicals are not stored in, or around, the work area.	<input type="checkbox"/>	<input type="checkbox"/>

V. Work Station Arrangement

(Check here if you will NOT be using computer equipment and skip to Section VI.)

A. Positioning When Seated	Yes	No
1. Are your forearms and wrists parallel to the floor and upper arms resting at your sides when positioned at the keyboard or work surface?	<input type="checkbox"/>	<input type="checkbox"/>
2. Are your thighs parallel to the floor?	<input type="checkbox"/>	<input type="checkbox"/>
3. Are your feet supported?	<input type="checkbox"/>	<input type="checkbox"/>
4. Is there at least 2 inches of clearance between your thighs and the working surface?	<input type="checkbox"/>	<input type="checkbox"/>
5. Is there space, approximately the size of a fist, between the edge of the seatpan and the back of your knees?	<input type="checkbox"/>	<input type="checkbox"/>
6. Is the top of the monitor at a comfortable height (<i>i.e. no tilting of the head back or downward</i>)?	<input type="checkbox"/>	<input type="checkbox"/>
7. Is the monitor screen at a comfortable distance from your eyes when in use (<i>i.e. you don't have to lean forward or backward to see the text on the screen</i>)?	<input type="checkbox"/>	<input type="checkbox"/>
8. Does your head and neck rest in a neutral position (<i>i.e. facing forward, chin slightly down, shoulders relaxed</i>)?	<input type="checkbox"/>	<input type="checkbox"/>
B. Chair Adjustment	Yes	No
1. Is the height of the chair adjusted to allow you to sit in a neutral position (<i>see your safety officer for a definition of this position</i>)?	<input type="checkbox"/>	<input type="checkbox"/>
2. Is the backrest of your chair supporting the curve of your lower back so that your spine is slightly arched?	<input type="checkbox"/>	<input type="checkbox"/>
C. Foot Support	Yes	No
1. Are your feet comfortably on the floor or a footrest?	<input type="checkbox"/>	<input type="checkbox"/>
2. If a footrest is used, does it allow you to sit in a correct neutral position at your work station? (<i>skip to D if a footrest is not used</i>)	<input type="checkbox"/>	<input type="checkbox"/>
3. Is the footrest non-restrictive to allow for leg movement and easily removable?	<input type="checkbox"/>	<input type="checkbox"/>
D. Video Display Terminal (VDT) Screen/Monitor	Yes	No
1. Is your monitor placed to avoid glare caused by light sources?	<input type="checkbox"/>	<input type="checkbox"/>
2. Is your screen angle and/or brightness and contrast controls adjusted to reduce glare?	<input type="checkbox"/>	<input type="checkbox"/>
3. Is your screen clean and free from dust and smudges?	<input type="checkbox"/>	<input type="checkbox"/>
4. Is your screen adjusted for good image contrast and brightness?	<input type="checkbox"/>	<input type="checkbox"/>

V. Work Station Arrangement (Continued)

E. Workspace Arrangement	Yes	No
1. Are materials and equipment accessed and/or used frequently typically positioned/placed within 16" of reach (comfort zone)?	<input type="checkbox"/>	<input type="checkbox"/>
2. Are materials and equipment accessed and/or used less frequently typically positioned/placed within 16" to 24" of reach (secondary zone)?	<input type="checkbox"/>	<input type="checkbox"/>
3. Are frequently used materials/equipment positioned so harmful postures and motions are eliminated?	<input type="checkbox"/>	<input type="checkbox"/>
4. Are documents placed in the same visual plane as the screen face to reduce back and forth neck motions?	<input type="checkbox"/>	<input type="checkbox"/>
5. Is the telephone placed within proper reach on side opposite from the writing hand (i.e., on the left side if right handed)?	<input type="checkbox"/>	<input type="checkbox"/>
6. Are most of your reaching motions below shoulder height and/or above knee height?	<input type="checkbox"/>	<input type="checkbox"/>

Caution: "No" responses to any questions may indicate a potential problem with your in-home workspace arrangement. Management may deny or rescind telework based on home safety or suspected hazards.

VI. Acknowledgement

Since the State is ultimately responsible for insuring that employees have a safe work environment under Cal-OSHA (C.L.C. Section 6401.7(a)2), CUIAB may require a safety inspection by a qualified health and safety inspector of a teleworker's home office space. If warranted, CUIAB will provide 48-hour notice to the employee except in the case of an emergency.

Home office safety re-certification will be required on an annual basis.

I, _____ (print name) certify that my home office meets all the above requirements in the Safety Checklist/Acknowledgement.

Employee's Signature

Date

Supervisor's Signature

Date

ATTACHMENT C – SETTING UP AN IN-HOME OFFICE

In setting up a home office, select a location that is safe, efficient, and comfortable. Observe "travel patterns" in and around the work area and avoid high traffic areas.

The main considerations in designing an in-home office are:

Desk	Your desk should be sturdy and able to handle the weight of any peripheral equipment (computers, printers, fax machines and/or telephones). <ul style="list-style-type: none">• Conventional desks are typically 29" high.• Computing surfaces are usually 26" high.
Chair	Your seat should be adjustable, including the headrest. <ul style="list-style-type: none">• Height of top of seat to floor should be between 15 and 25 inches.• Back tilt on chair/lumbar support should be 15 degrees.
Lighting	Your work lighting should be directed toward the side or behind the line of vision. <ul style="list-style-type: none">▪ Bright light sources can bounce off working surfaces and diminish the sense of contrast.▪ Northern daylight is optimal for both the office and operating a computer.
Electricity	You should have enough electrical outlets in the room to avoid overloading any circuits. If necessary, consult your local power utility. <ol style="list-style-type: none">1. To avoid tripping hazard, cover interconnecting cables or place them out of the way.2. Use a surge protector/master switch to connect electronic equipment, such as computers, monitors, printers and fax machines.3. Position equipment close to electrical outlets.4. Make sure electrical outlets are grounded.
Noise	You should avoid or keep distracting sounds to a minimum, such as the television or outside traffic or lawn mower sounds. <ul style="list-style-type: none">• Diffuse unavoidable noise by shutting a door or using a room divider.• Use soft background music to keep productivity up and reduce boredom.• Note: no noise can be just as stressful as too much noise.
Protecting Data and Equipment	You must prevent costly computer breakdowns and the loss of crucial data by following these computer safeguards: <ol style="list-style-type: none">1. Position Equipment away from direct sunlight or heat sources.2. Place equipment on well-ventilated surfaces and provide for sufficient air space around them.3. Dust office space regularly.4. Do not eat or drink near valuable equipment.5. Never place food or beverages on your computer equipment, even temporarily.6. Do not touch unprotected floppy diskette or compact disk (CD) surfaces, set heavy objects on them, or expose them to heat, dirt, smoke or moisture.7. Keep all magnets, telephones, fluorescent lamps and electric motors away from computer equipment, floppy diskettes, and portable storage devices.
Safety	Review the "Safety Checklist/Acknowledgement," Attachment B.

ATTACHMENT D – SUPERVISOR'S CHECKLIST

Teleworker Name: _____ Office/Branch: _____

Date: _____

Teleworker's Telephone at Telework site: _____

Teleworker's Schedule: Casual Regular

All of the following items must be checked off as completed before the employee begins teleworking:

- Employee and Supervisor have read and agree to abide by the provisions of the Telework Program Policy and Procedures.
- Employee and Supervisor have read and agree to the state Telework and Remote Access Security Standard.
- The employee has read and signed the Telework Arrangement Form prior to participation in the program.
- You have documented CUIAB issued telework equipment. The employee has received, and clearly understands the requirements for care of CUIAB equipment.
- The employee is familiar with requirements pertaining to the security and confidentiality of data and information.
- Performance expectations have been discussed and are clearly understood.
- Phone contact procedures have been clearly defined.
- Any necessary remote access forms have been completed and approved.

Print Supervisor's Name: _____

Supervisor's Signature: _____ Date _____

ATTACHMENT E – CONSIDERATIONS FOR SELECTING TELEWORKERS

Many *CUIAB* jobs contain tasks suitable for teleworking. Tasks that can be successfully managed in telework programs are those where the employee works independently handling information, including writing, reading, analyzing, telephoning, computer work and data entry.

The following considerations should be explored:

- ┌ Does the employee have the necessary knowledge to perform the required job tasks away from the office, or require input from others in the main office?
 - ┌ What portion of the employee's job is devoted to face-to-face contact with other agencies, the public or internal staff? Are there alternatives to needing this contact? Can this contact be structured to allow for communication via phone or computer, and if not, can it be redirected to the employee's planned non-telework days?
 - ┌ What portion of the employee's job requires the use of reference materials or resources located in the main office? Are these resources portable and able to be temporarily removed without interfering with the job performance of co-workers? Or are these resources available off-site through other means such as the Internet or a local library?
 - ┌ Will the employee's computer resources and software meet *CUIAB* IT standards and allow for required productivity? Are there remote access hardware limitations? Does the Office have available resources to supply the employee with computing equipment?
 - ┌ What portion of the employee's job relies on access to photocopiers, fax capabilities or other specialized equipment? Can access needs, be met on non-telework days or can these needs, be serviced by a facility near the employee's telework office?
 - ┌ What portion of the employee's job uses confidential information? Can this information be secured in accordance with information security policies if taken or accessed off-site?
 - ┌ Can a variety of tasks, that do not require information or equipment from the main office, be grouped and scheduled as telework? Can staff meetings and conferences be grouped and scheduled for non-telework days or accommodated with teleconferencing?
 - ┌ Does the employees' job involve fieldwork? Can trips begin or end at the employee's telework office rather than at the main office? Can associated paperwork be done away from the main office?
 - ┌ Is the employee reliable, responsible, self-directed and able to work independently in performing his or her work duties? Has the employee demonstrated the ability to establish priorities and manage his or her time? Does the employee require close supervision?
-

CALIFORNIA UNEMPLOYEMNT INSURANCE APPEALS BOARD POLICY NO. 17
TELECOMMUTING PROGRAM FOR APPELLATE OPERATIONS

This program is designed to provide a telecommuting work option for the administrative law judges (ALJs) assigned to perform appellate operations at the Appeals Board's office in Sacramento. This project is not applicable to field operations. There are many recognized benefits of the telecommuting program, including saving office space, parking space, commuting time, and alleviating peak traffic congestion.

The CUIAB has determined that the following policy will be in effect for those selected for the telecommuting program.

SELECTION

1. Selection for telecommuting will be made by the Chief Administrative Law Judge, Appellate Operations after employees have submitted applications. The decision of the Chief ALJ/AO will be final. Applications will be reviewed by the Chief ALJ/AO who will consider the following factors:
 - (a) Whether the applicant has satisfactorily completed one year of work for the Appeals Board,
 - (b) Whether the applicant is willing to work as part of a telecommuting team and share an office,
 - (c) The staffing needs of the CUIAB,
 - (d) The applicant's history of completing work in a timely fashion,
 - (e) The overall productivity of the applicant (this factor includes special assignments as well as the number of cases an ALJ produces) and,
 - (f) An assessment of the applicant's ability to work at home effectively.
 - (g) Whether or not the ALJ is proficient and committed to using available technology tools to perform the work.
2. If there are more employees who want to participate in the project than can be accommodated, and if all the factors listed in section one are relatively equal for the involved employees, then employment seniority will be taken into consideration as a selection factor.
3. Participation in the telecommuting program is voluntary.

Adopted November 10, 2009.

PROCEDURE

1. The maximum number of hours per week an ALJ can telecommute is twenty. (This applies to administrative law judges on either the 4/10/40 or the 5/8/40 work schedule.)
2. Telecommuting may be scheduled in full or partial days.
3. The Chief ALJ/AO will have the authority to allocate telecommuting day(s) to each person on the program, taking into consideration the on-site staffing needs, the shared office situation, specific meetings, and training.

TELECOMMUTER'S OBLIGATIONS

1. Telecommuters will be available by phone during all scheduled work hours, except for scheduled lunch and breaks. Telecommuters shall promptly notify the Chief ALJ/AO if they will be unavailable reached for any reason.
2. Telecommuters are required to observe all leave requests and time reporting responsibilities (including sick leave and vacation) which are otherwise applicable.
3. The Chief ALJ/AO will have the discretion to direct telecommuters to attend staff meetings, perform the reviewer and late reviewer assignment on a 5/8/40 work schedule, or perform other professional duties in the office when necessary, irrespective of prior approval to telecommute on a given day. Advance notice will be given whenever possible.
4. Telecommuters must be able to return a file to the office on a telecommute day if necessary or report to the office if required to complete a case assignment timely. Telecommuters are responsible for processing any expedite case promptly.
5. Files are often needed to respond to phone calls or other action. To avoid needless searches for files that are out of the office, telecommuters will be expected to keep a log of cases taken from the office each day. The log will be prominently left in view on the telecommuter's desk.
6. Telecommuters must be willing to share an office with one another if necessary. Every effort will be made to maintain the existing practice of assigning offices.
7. If a work-related accident occurs at home, the telecommuter is expected to report it promptly.

8. The telecommuter is expected to assume any costs related to commuting to and from the Board office. The telecommuter is also expected to assume any additional costs for office supplies

over and above those normally supplied by the California Unemployment Insurance Appeals Board. If it is necessary for the telecommuter to call the office on a work-at home day, the telecommuter may call collect. The telecommuter will be expected to make all toll calls relating to work on the days he or she is in the office. The telecommuter may bring home from the CUIAB for home use a dictation machine and any legal authorities necessary to complete assignments.

9. Telecommuters are obligated to timely advise their partner and/or back-up if they are going to be unable to move their own cases or will be unavailable to move the cases of their partner or back-up.

10. Telecommuters are expected to treat the cases of their partners or persons on telecommuting whom they back up as they would treat their own cases. Written dissents, corrections and PerCuiabs will be timely prepared and carried through to the mailing desk to meet critical "S" dates or "M" dates. If the back-up's workload prevents the back-up from meeting this obligation, the back-up will promptly advise the Chief ALJ/AO so the case can be reassigned or the author called into the office to complete the case promptly.

11. Telecommuters are expected to complete all assignments in a timely fashion. Failure to do so can result in cancellation of the privilege of participating in the program.

12. Telecommuters must regularly use technology tools to perform work and move cases, including but not limited to Decision Tools, voice-to-text software, E-doc, phone dictation, and paperless transmission of case files.

REMOVAL FROM PROGRAM

Accountability of the telecommuters is the responsibility of the Chief ALJ/AO.

The Chief ALJ/AO is authorized to remove a person from the telecommuting program for failure to complete assignments on time, failure to comply with the telecommuting policy (especially items No. 3, 9, 10, 11, and 12 under Telecommuter's Obligations), or other deficiencies reflecting the need for onsite supervision.

MODIFICATION OF PROGRAM AND ADDITIONAL REQUIREMENTS

The CUIAB retains the right to adjust the terms of selection and participation in the telecommuting program, and to modify the provisions of this policy, in accordance with the needs of the agency.

Also, the CUIAB may specify additional requirements for selection or participation consistent with the needs of the agency.

The CUIAB will evaluate and review the program annually for the continued mutual benefits of the CUIAB and participants in the program, which review shall be presented to the Board Members at its August meeting. Exceptions to the program format shall be brought to the CUIAB as a consent item for approval.

CONSENT

Before entering into the telecommuting program each person shall indicate by his or her signature below that he or she has read this policy, affirms that he or she will comply with its requirements, and recognizes that the policy remains at all times subject to modification by the CUIAB and/or Chief ALJ/AO.

UNION'S RIGHT TO NOTIFICATION

The Association of California State Attorneys and AAs will be notified of any proposed modifications or amendments which are subject to the memorandum of understanding for bargaining unit 2 employees.

Signature: _____
Administrative Law Judge

Date: _____

WORK-AT-HOME

I. CRITERIA

The Work-At-Home program will consist of transcribers working a 40-hour workweek who volunteer to work at home. The criteria which must be met are: (1) have completed probation for a Senior Typist, Legal; (2) be meeting the current established page count of 32.6 pages per 8 hour day; (3) establish and maintain a page count average of 56 pages per 8 hour day; (4) have adequate home facilities.

II. CONDITIONS

A) Home Office

1. The proposed home work area will be subject to CUIAB inspection prior to approval of the employee to work at home.
2. Adequate work space, lighting, electrical outlets, etc., are necessary criteria in order to provide a proper and safe work environment for those working at home.
3. The home work area shall be free from disturbance by family members, pets, neighbors, etc.
4. Reasonable care shall be taken to ensure that the home office equipment is placed in a permanent and stationary area, eliminating the necessity to move the equipment in order for the employee to work.
5. The employee shall have and maintain an in-home telephone by which the employee may be contacted, at no cost to the State.
6. The State will not be responsible for moving personal furniture or making any personal home improvements in order to create the proper work-at-home area.
7. The employee shall have and maintain an in-home telephone line for Remote Access Service. This can be the employee's regular telephone line.

B) Equipment and Supplies

1. The State will provide and install necessary equipment for home office use. Such equipment may include a computer, dictating machine, desk, chair, and/or equipment deemed necessary by the Chief Administrative Law Judge, Field Operations. The attached inventory list of the State equipment within the employee's home shall be signed by the employee and maintained by the Appeals Supervisor of Regional Support Unit.
2. The employee shall ensure proper and reasonable care and maintenance of State equipment, supplies, and property, and shall not modify or alter the state of the equipment and property without prior approval of the Chief Administrative Law

Judge, Field Operations. Periodic inspections may be made to check on the condition of the equipment.

3. Notice of inoperable equipment shall be immediately brought to the Appeals Supervisor's attention by telephone and arrangements will be made for replacement. A notebook computer could be used until equipment is repaired. **Or the employee may be required to come in to the office to work until replacement or repair is completed.**
4. All necessary work supplies will be provided by the State. Supplies for the home worker may include pens, pencils, rubber bands, and regular office necessities as determined by the Appeals Supervisor. Supplies will be checked out to the employee by the supply clerk and approved by the Appeals Supervisor.
5. The employee shall ensure that State equipment and supplies are used only for performing State work, and that a conflict of interest situation will not occur by working at home.

C) Work Performance

1. The employee is responsible for assuring that appropriate performance levels are met while working at home. Inadequate production may be cause for returning the employee to the regular office setting and either modifying or terminating their participation in the Work-At-Home Program. Those employees who fall below minimum standard (56 pages per 8 hour day) will be given written notice that they have two weeks to regain the minimum page count standard, if unable to regain minimum page count standard the employee will be returned to the office at the end of the two week period.
2. The Appeals Supervisor will maintain a log of decisions assigned to each employee for record keeping purposes.
3. The employee is responsible for keeping weekly production logs of work completed for that week indicating actual transcription time, transmitting decisions via RAS and **non-production** time, i.e., report times, and other **non-production** times previously approved by the Appeals Supervisor, i.e., transmitting decisions by RAS. These logs are to be turned in each week on his/her regular report day.
4. The employee will be responsible for returning to the regular office at designated intervals in order to check tapes in against directory, print headings, pick up tapes for the following week and replenish supplies. (Once a report time is designated, changes will be made only in extreme emergencies.)
5. It is the responsibility of the employee to call the Appeals Supervisor at least 48 hours before his/her report day and advise the Appeals Supervisor of how many tapes/cases he/she has.
6. The Appeals Supervisor may call a staff meeting once or twice a month and the employee will be given 48 hours advance notice.

7. The Appeals Supervisor will be available by telephone during the normal workday (8:00 a.m. - 4:45 p.m.) to answer questions and concerns of the employees working at home. The employee may request an in-person meeting with the Appeals Supervisor at any time.
8. The employee is to be available by telephone to the Appeals Supervisor during the normal workday (8:00 a.m. - 4:45 p.m.) unless previously cleared by the Appeals Supervisor.
9. The employee must request and receive approval from the Appeals Supervisor before the use of vacation credits will be allowed. The employee shall contact the Appeals Supervisor as soon as possible when the employee feels it is necessary to use sick leave and arrangements may be made to return work to the office if necessary. Vacation leave requests should be made no later than the reporting date prior to the day(s) requested.
10. In the event of power failure in the home, the employee will be required to make up the time lost, take vacation time or return to the office to work.
11. Jury Duty – The provisions of the Unit 4 Agreement shall be followed.

D) Accidents

1. The employee shall make every effort to assure that their home office is free from accidents or injuries while they are working at home.
2. All accident and injury claims will be investigated by the Appeals Supervisor to assure that the home office is maintaining a safe working environment.

E) Expenses

1. It is understood that the State will not be responsible for mileage reimbursement for employee travel expenses to or from the regular office. The regular office remains the employee's headquarters office for purposes of this Work-At-Home Program.
2. The employee is not entitled to any expenses, monies, allowances or entitlements either associated with or as a result of working at home, apart from assigned salary and benefits, including those provided for in the collective bargaining agreement. The only exception will be the reimbursement of expenses incurred for transmitting decisions via RAS. A monthly travel claim must be submitted for this reimbursement.

F) Schedule

The at home rotation will be for a six-month period.

The participating employee will return to the "regular office" to turn in completed work and pick up new work assignments, and to replenish supplies as follows:

G) Amendment

1. This Work-At-Home Program may be modified, amended, or terminated at any time by the Chief Administrative Law Judge, Field Operations, as necessary to ensure the operating needs of the agency and/or the program. Such amendment or modification will be in writing and discussed with the participating employee.
2. The employee's suggested amendments will be considered by the Appeals Supervisor, the Chief Administrative Law Judge, Field Operations, as appropriate.

H) Union's Right to Notification

The union will be notified of any proposed modifications or amendments which are subject to the Bargaining Unit contract.

I have read and agreed to all the conditions stated above.

Employee Signature

Date

Telephone number where Employee can be reached during normal work hours:

Appeals Supervisor Signature

Date

Chief Administrative Law Judge, Field Operations, Signature

Date

LIST OF SUPPLIES TAKEN/DATE