

## WORKLOAD NARRATIVE

### FIELD OPERATIONS

#### February 2015

**Workload:** In February, intake for all programs [17,502] was 18% smaller than the average for the fiscal year and represented fewer than 18,000 cases for only the second time in ten years. Meanwhile, dispositions [22,273] hit a four month high and were “only” 2% below the norm. As a result, the open balance [24,557] fell by more than 4,800 cases during the month and has fallen by more than 7,000 cases since the beginning of the year. The open case load is currently 22% smaller than the average for the fiscal year and represents the fewest open cases since **before the millennium**.

**UI.** In February, the number of new UI cases [16,163 cases; 9,795 appellants] fell for the second straight month and was 19% below the average for this fiscal year. Closed cases [20,754 cases; 12,577 appellants] were the most since October, but still 3% below the fiscal year norm. The open balance [14,570 cases; 8,829 appellants] is now 31% smaller than the fiscal year average and represents the fewest open cases since **January 2000**.

**DI.** In February, intake for disability cases [990] was below 1,000 for only the second time this fiscal year and represented 8% fewer cases than the norm. Dispositions [1,230] hit a five month high and were 10% greater than the average this fiscal year. Output exceeded intake for the seventh straight month, and this pushed the open inventory [1,542] to at its lowest level in a year.

**Tax, Rulings, Other.** Although February had the largest number of dispositions for tax cases [150] since October, the open inventory [3,854] grew for the eighth straight month. The caseload is the largest it has been since August 2012. The ruling inventory [4,555] has been almost static for three months, and remains 4% below the average this fiscal year.

**Case Aging and Time Lapse.** Last month, there was a successful push to reduce average case age, which had been over the DOL cutoff for three straight months. During February, the average age [23.7 days] was reduced by 8.7 days and is now in compliance. Moreover, this was the lowest this measure has been in eleven months. 30-day time lapse [57.3%] rose by 5.6 percentage points, but missed the regulatory minimum

## BAY AREA

In February, intake of new UI appeals [3,532 cases; 2,140 appellants] was 17% below the fiscal year average and represented the smallest number of new cases since **December 2005**. UI dispositions [4,762 cases; 2,886 appellants] were the highest since last October and exceeded intake by more than 1,200 cases. The open inventory [3,347 cases; 2,028 appellants] is now 29% smaller than the average for the fiscal year and the smallest open caseload since **February 2001**. With dispositions 17% greater than the fiscal year average, the open inventory for DI cases [388] is now 10% smaller than the fiscal year average. As a group, these offices missed both time lapse measures [55.5% and 70.1%] for the second consecutive month. However, the group pounded average case age [23.7 days], which went from its highest level in three years to its lowest level in ten months in just one month.

**Oakland**: In February, the number of new UI cases [1,199 cases; 727 appellants] was 21% below the average for the fiscal year and represented the fewest appeals since **November 2006**. Meanwhile, dispositions [1,681 cases; 1,019 appellants] were 3% above the norm and exceeded verifications for the second straight month. The open inventory [1,168 cases; 708 appellants] hit a **twelve year** low. With the greatest number of DI decisions in over two years, that inventory [92 cases] is at its lowest level since November 2013 and 31% smaller than average size this fiscal year. In February, Oakland's attention was on average case age [23.1 days] which fell by more than 13 days. Unfortunately, both 30-day [41.9%] and 45 day [62.9%] time lapse suffered.

**San Francisco**: In February, the number of new UI appeals [1,010 cases; 612 appellants] was 16% below average levels for the fiscal year, but relatively consistent with the intake figures for the past four months. Dispositions [1,285 cases; 779 appellants] hit a four month high. This was the fourth time in five months in which the UI inventory [971 cases; 588 appellants] has fallen. The caseload is the smallest it has been since **January 2001**. In January, the DI inventory jumped to a three month high. In February, that caseload [102] fell to a ten month low. After a blip in January, San Francisco met the 30-day time lapse standard [60.3%] in February. At the same time, average case age [26.5 days] also came into compliance. However, 45-day time lapse [72.9%] remained below the federal threshold.

**San Jose:** Intake of UI appeals [1,323 cases; 802 appellants] was 13% below the fiscal year norm and represented the smallest number of new cases since **February 2007**. Dispositions [1,796 cases; 1,088 appellants] were 5% above the fiscal year average. The open inventory [1,208 cases; 732 appellants] fell sharply for the second consecutive month and is at its lowest level since **April 2001**. In DI, the open inventory [194] went up and is 8% larger than its average size. San Jose met the DOL average case age standard [21.6 days] for the fifth straight month and was successful with 30-day time lapse [64.4%] for the first time since October. 45-day [74.5%] rose slightly but remained below federal mandates.

## CENTRAL

In February, the number of new UI cases [3,107 cases; 1,883 appellants] was 21% below the average for the fiscal year. Closed cases [3,780 cases; 2,291 appellants] were 7% below the norm. The open inventory [3,249 cases; 1,969 appellants] fell for the fifth straight month and is now at its lowest level since **August 2001**. The DI inventory [316] has fallen for four straight months and is at its lowest level since January 2014. The group pushed its average case age down to 27.2 days by month's end, but collectively missed both time lapse thresholds [52.1% and 73.9%].

**Fresno:** Fresno's UI intake in February [997 cases; 604 appellants] was 13% below its fiscal year average and represented fewer than 1000 new cases for the second time in four months. Dispositions [1,090 cases; 661 appellants] were 6% below average and exceeded intake for the first time in three months. The open inventory [996 cases; 604 appellants] had hovered just over 1000 for three months, but by the end of February was below that threshold for the first time since at least **2000**. DI intake and output were identical and the inventory remains 22% smaller than the fiscal year norm. The office met all timeliness standards with an average case age of 29.5 days; 30-day time lapse at 71.7%; and 45-day time lapse at 81.3%.

**Oxnard:** In February, the number of new UI appeals [981 cases; 594 appellants] was 24% below the fiscal year average and represented the smallest intake since **October 2006**. While dispositions [1,070 cases; 648 appellants] were the fewest since **December 2007**, the open inventory [977 cases; 592 appellants] fell for the fifth consecutive month and is at its lowest level since **June 2006**. The DI inventory [140] is at its lowest level since January 2014 and is 10% smaller than the fiscal year average. The

office met all timeliness standards with an average case age of 26.2 days; 30-day time lapse at 69.6%; and 45-day time lapse at 83.3%.

**Pasadena:** After third straight months with small decreases in inventory, February was a break out month for Pasadena. New cases [1,129 cases; 684 appellants] were 24% below the fiscal year average and represented the smallest intake since **February 2007**. Meanwhile, closed cases [1,620 cases; 982 appellants] were 2% above the fiscal year average. As a result, the open inventory fell by 28% in one month. The open cases are at their lowest level since **February 2003**. The DI inventory [95] fell sharply for the third straight month. The disability cases are 41% below the average this fiscal year and represent the smallest caseload since March 2014. The office concentrated on average case age [25.8 days], which fell by more than 10 days in just one month and was in compliance for the first time since July. However, time lapse remained elusive with 30-day time lapse at 14.9% and 45-day time lapse at 57.0%.

## **BASIN**

This is the only group in which the number of new UI cases in February [4,832 cases; 2,928 appellants] was higher than in January. This did not mean the work was cascading in as this total was still 13% smaller than the average for the fiscal year. Meanwhile, closed UI cases [5,873 cases; 3,559 appellants] hit a four month high and exceeded intake by more than 1000 cases. The open inventory [3,922 cases; 2,377 appellants] fell to its lowest level since **March 2001**. In DI, output exceeded intake for the sixth time in seven months. During those seven months, the open inventory [437] has fallen by 39% to reach its lowest level since March 2014. After missing all timeliness standards for the first time in four years in January, this group made substantial improvements in February. Average case age fell almost ten days to 22.6 days. 30-day time lapse rose more than 15 percentage points to surpass DOL standards [66.8%]. 45-day time lapse rose to 77.2%, which was still slightly below federal guidelines.

**Inglewood:** Inglewood had relatively the smallest drop off in new UI cases last month [1,845 cases; 1,118 appellants], which were “only” 5% fewer than the fiscal year average. However, dispositions were back over 2000 [2,022 cases; 1,225 appellants] for the first time in four months. The open UI caseload [1,423 cases; 862 appellants] fell to a three month low and is 10% below average size. In DI, the inventory [76] fell for the fifth time in six months. It is now less than half its average size this fiscal year and represents the fewest DI cases since last February. February was a

complete turnaround from January, when none of the DOL timeliness standards were achieved. Last month all mandates were surpassed with an average case age of 24.2 days; 30-day time lapse at 67.3%; and 45-day time lapse at 81.1%.

**Los Angeles:** In February, the number of new UI cases [1,609 cases; 975 appellants] was 17% below the fiscal year average. However, the number of closed cases [2,248 cases; 1,362 appellants] was 3% above the norm, and exceeded intake by almost 650 cases. As a result, the open UI inventory [1,333 cases; 808 appellants] fell to its lowest level since **June 2006** and is less than two-thirds its average size for this fiscal year. The DI inventory [219 cases] has been relatively static for four months and is 14% below the fiscal year average level. Largely by taking older cases from other offices, Los Angeles had not met the average case age standard for six months. In February, it crashed by more than 13 days to 22.8 days. However, 45-day time lapse [70.6%] fell by more than ten percentage points during the same month and was not in compliance. 30 day time lapse [62.0%] was achieved for the second straight month.

**Orange County:** Although UI dispositions [1,603 cases; 971 appellants] were 15% below the fiscal year average in February, they outnumbered new cases [1,378 cases; 835 appellants], which were 19% smaller than the norm. As a result, the open inventory [1,166 cases; 707 appellants] hit its lowest level since **February 2001**. The DI inventory [142 cases] hit a nine month low. The timeliness measures were all achieved with an average case age of 20.7 days; 30-day time lapse at 71.1% and 45-day time lapse at 80.0%.

## CORNERS

The verifications of UI cases [4,692 cases; 2,843 appellants] were 24% below the fiscal year average for this group and represented the fewest new cases since **February 2005**. On the other hand, dispositions [6,339 cases, 3,841 appellants] hit a four month high. As a result, the open inventory [4,052 cases, 2,456 appellants] fell by 31% just last month. This was the fifth consecutive month of reductions in open UI caseload which hit an **all-time low** in the modern, i.e. CATS, era. The open inventory in DI [401] was reduced by 18% last month and is at its lowest level since May 2014. This group knocked more than 10 days off its average case age [21.8 days] and now has the youngest cases among the sister city groups. While there was improvement in time lapse over January, both of these standards were missed in February [55.9% and 75.1%].

**Inland:** With the fewest new UI cases [1,777 cases; 1,077 appellants] in three months and the greatest number of closed cases [2,252 cases; 1,365 appellants] in four months, the open inventory fell for the eighth time in nine months. The open caseload [1,646 cases; 997 appellants] is now the smallest since **August 2001**. The DI inventory [197] is 23% smaller than the fiscal year average and the smallest it has been since January 2014. After a one month blip, Inland again met all timeliness standards with an average case age of 23.5 days; 30-day time lapse at 72.4% and 45-day time lapse at 81.1%.

**Sacramento:** New UI appeals [1,540 cases; 933 appellants] were 26% below the fiscal year average and represented the fewest verifications since **December 2000**. Dispositions [2,060 cases; 1,248 appellants] were just below the average this fiscal year. The open inventory [1,335 cases; 809 appellants] is less than half the size it was at the beginning of the fiscal year and the smallest since the Sacramento and Central Sacramento offices were combined. There was a slight reduction in DI cases [127 cases] in February, but there the inventory remains 21% larger than the norm this fiscal year. Sacramento was successful for the second straight month in meeting average case age [22.4 days]. There also was substantial improvement with time lapse over the previous six months, but compliance remained slightly out of reach [56.5% and 77.3%].

**San Diego:** As with its sister city offices in February, San Diego had a dearth of new UI cases [1,375 cases; 833 appellants], which represented the smallest intake since **December 2005**. Meanwhile, dispositions [2,027 cases; 1,228 appellants] exceeded 2,000 for the first time since October. As a result, the open inventory [1,071 cases; 649 appellants] has fallen by 41% just last month and by 56% over the past two months to reach a new **all-time low**. The DI inventory [77] fell by 27% in February and is now the smallest it has been since May 2014. Average case age fell to the lowest among the offices at 19.4 days. However, time lapse has proven more stubborn and remains substantially below DOL standards [38.9% and 66.9%]. It should be noted, however, that in the first nine days of March 9, San Diego was more than 10 percentage points higher than the required performance in both categories.

### **OFFICE OF TAX PETITIONS**

Although the Office of Tax Petitions issued almost twice as many decisions in February than in January, this was the eighth consecutive month in which intake exceeded output. The "in-house" inventory of cases [2,820]

hit a two year high. Although tax ruling petitions exceeded dispositions in February, the significant numbers of these cases are in the process of going to field offices for resolution.

**FY UI TRENDS - FO**

Program Codes 1, 2, 3, 4, 5, 6, 8, 23, 24, 28, 29, 30, 31, 33, 34, 35, 36, 37, 38, 41, 42

**NEW OPENED CASES**

FY	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
11/12	32,527	38,079	39,828	36,161	30,799	31,448	33,339	30,233	36,391	33,590	34,531	31,871	408,797	<b>34,066</b>		
12/13	32,132	37,791	33,363	36,746	31,266	26,393	33,691	31,654	33,967	32,876	33,258	28,418	391,555	<b>32,630</b>	96%	-1,437
13/14	29,941	30,154	24,997	28,576	23,320	25,020	29,259	24,091	26,279	30,284	26,654	24,702	323,277	<b>26,940</b>	83%	-5,690
14/15	24,330	22,177	21,805	21,462	16,062	19,991	17,415	16,163					159,405	<b>19,926</b>	74%	-7,014
Multi 4													13/14	74%	74%	
UI registrations Feb to date are down 26% from 13/14, down 39% from 12/13, and down 41% from 11/12													12/13	61%	61%	
UI registrations monthly average is down 26% from 13/14, down 39% from 12/13, and down 42% from 11/12													11/12	58%	59%	
													chg 14-15 avg		chg 14-15 YTD	

**CLOSED CASES**

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
11/12	33,797	36,979	41,802	33,663	33,076	34,301	33,604	37,167	44,615	28,383	34,802	31,915	424,104	<b>35,342</b>		
12/13	30,672	35,346	30,299	38,963	32,844	32,269	33,153	33,375	37,440	29,390	29,752	26,058	389,561	<b>32,463</b>	92%	-2,879
13/14	35,658	33,322	29,065	27,591	24,375	22,868	26,057	25,250	26,573	26,957	27,140	25,221	330,077	<b>27,506</b>	85%	-4,957
14/15	25,688	24,541	20,520	23,658	17,228	18,900	19,584	20,754					170,873	<b>21,359</b>	78%	-6,147
Multi 2/4													13/14	78%	76%	
UI dispositions Feb to date are down 24% from 13/14, down 36% from 12/13, and down 40% from 11/12													12/13	66%	64%	
UI dispositions monthly average is down 22% from 13/14, down 34% from 12/13, and down 40% from 11/12													11/12	60%	60%	
													chg 14-15 avg		chg 14-15 YTD	

**BALANCE OPEN CASES**

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg.	% Chg of Avg	Yr-Yr AvgChg	
11/12	49,805	50,755	48,650	51,057	48,653	45,715	45,315	38,225	29,603	34,674	34,327	34,188	<b>42,581</b>			
12/13	35,578	37,843	40,820	38,495	36,792	30,853	31,303	29,396	25,859	29,169	32,572	34,851	<b>33,628</b>	79%	-8,953	
13/14	29,038	25,729	21,580	22,445	21,288	23,364	25,994	24,779	24,421	27,670	27,131	26,548	<b>24,999</b>	74%	-8,629	
14/15	25,113	22,670	23,888	21,619	20,404	21,447	19,211	14,570					<b>21,115</b>	84%	-3,884	
Multi 4													13/14	84%	87%	
UI balance Feb to date is down 13% from 13/14, down 40% from 12/13, and down 55% from 11/12													12/13	63%	60%	
UI balance monthly average is down 16% from 13/14, down 37% from 12/13, and down 50% from 11/12													11/12	50%	45%	
													chg 14-15 avg		chg 14-15 YTD	

**FY DI TRENDS - FO**  
Program Codes 7, 10, 11, 12, 16 & 20

**NEW OPENED CASES**

FY	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
11/112	1,405	1,575	1,489	1,392	1,094	1,268	1,395	1,490	1,611	1,256	1,362	1,382	16,719	<b>1,393</b>		
12/113	1,206	1,122	1,233	1,069	845	754	982	811	995	971	970	884	11,842	<b>987</b>	71%	-406
13/114	1,043	991	1,046	1,086	941	945	1,004	958	979	1,158	1,088	1,131	12,370	<b>1,031</b>	104%	44
14/115	1,352	1,027	1,113	1,102	815	1,062	1,104	990					8,565	<b>1,071</b>	104%	40

DI registrations Feb to date are up 7% from 13/14, up 7% from 12/13, and down 23% from 11/12

DI registrations monthly average is up 4% from 13/14, up 8% from 12/13, and down 23% from 11/12

**CLOSED CASES**

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
11/112	1,365	1,462	1,426	1,579	1,266	1,270	1,334	1,547	1,456	1,424	1,460	1,140	16,729	<b>1,394</b>		
12/113	1,079	1,220	999	1,452	938	1,039	1,083	906	1,186	734	758	860	12,254	<b>1,021</b>	73%	-373
13/114	1,026	1,098	1,223	1,298	749	822	835	891	958	927	1,047	1,038	11,912	<b>993</b>	97%	-29
14/115	1,024	1,101	1,241	1,165	965	1,073	1,144	1,230					8,943	<b>1,118</b>	113%	125

DI dispositions Feb to date are up 13% from 13/14, up 3% from 12/13, and down 20% from 11/12

DI dispositions monthly average is up 13% from 13/14, up 9% from 12/13, and down 20% from 11/12

**BALANCE OPEN CASES**

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
11/112	1,943	2,054	2,117	1,930	1,757	1,755	1,815	1,757	1,905	1,734	1,636	1,877		<b>1,857</b>		
12/113	2,005	1,906	2,139	1,755	1,663	1,379	1,277	1,182	991	1,227	1,437	1,462		<b>1,535</b>	83%	-321
13/114	1,481	1,374	1,198	986	1,177	1,300	1,469	1,536	1,557	1,788	1,830	1,922		<b>1,468</b>	96%	-67
14/115	2,250	2,176	2,048	1,984	1,834	1,823	1,782	1,542						<b>1,930</b>	131%	462

DI balance Feb to date is up 47% from 13/14, up 16% from 12/13, and up 2% from 11/12

DI balance monthly average is up 31% from 13/14, up 26% from 12/13, and up 4% from 11/12

	13/14	131%	147%
	12/13	126%	116%
	11/12	104%	102%
	chg 14-15 avg		chg 14-15 YTD

**FY TAX TRENDS - FO**  
Program Codes 15, 17, 18, 32, 46, 47, 48

**NEW OPENED CASES**

FY	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
11/12	112	266	364	147	248	402	346	141	196	117	78	335	2,752	<b>229</b>		
12/13	253	229	254	200	215	214	223	245	299	199	243	321	2,895	<b>241</b>	105%	12
13/14	233	264	247	242	307	411	232	320	285	230	222	217	3,210	<b>268</b>	111%	26
14/15	217	234	255	178	253	253	124	197					1,711	<b>214</b>	80%	-54
													13/14	80%	76%	
													12/13	89%	93%	
													11/12	93%	84%	
													chg 14-15 avg		chg 14-15 YTD	

Tax registrations Feb to date are down 24% from 13/14, down 7% from 12/13, and down 16% from 11/12  
Tax registrations monthly average is down 20% from 13/14, down 11% from 12/13, and down 7% from 11/12

**CLOSED CASES**

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
11/12	168	278	325	293	323	247	227	352	322	492	267	217	3,511	<b>293</b>		
12/13	236	290	284	357	234	195	299	222	475	590	375	301	3,858	<b>322</b>	110%	29
13/14	214	263	352	231	151	185	208	265	232	129	257	300	2,787	<b>232</b>	72%	-89
14/15	200	149	195	174	145	120	81	150					1,214	<b>152</b>	65%	-81
													13/14	65%	65%	
													12/13	47%	57%	
													11/12	52%	55%	
													chg 14-15 avg		chg 14-15 YTD	

Tax dispositions Feb to date are down 35% from 13/14, down 43% from 12/13, and down 45% from 11/12  
Tax dispositions monthly average is down 35% from 13/14, down 53% from 12/13, and down 48% from 11/12

**BALANCE OPEN CASES**

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg.	% Chg of Avg	Yr-Yr AvgChg	
11/12	4,643	4,630	4,666	4,520	4,445	4,593	4,711	4,498	4,371	3,995	3,803	3,918	<b>4,399</b>			
12/13	3,931	3,871	3,841	3,683	3,664	3,683	3,606	3,629	3,453	3,062	2,930	2,949	<b>3,525</b>	80%	-874	
13/14	2,967	2,965	2,861	2,872	3,028	3,253	3,276	3,328	3,381	3,482	3,447	3,363	<b>3,185</b>	90%	-340	
14/15	3,379	3,463	3,523	3,526	3,633	3,766	3,808	3,854					<b>3,619</b>	114%	434	
													13/14	114%	118%	
													12/13	103%	97%	
													11/12	82%	79%	
													chg 14-15 avg		chg 14-15 YTD	

Tax balance Feb to date is up 18% from 13/14, down 3% from 12/13, and down 21% from 11/12  
Tax balance monthly average is up 14% from 13/14, up 3% from 12/13, and down 18% from 11/12

**FY RULING - OTHER TRENDS - FO**

Program Codes 9, 13, 14, 19, 21, 22, 40, 44

**NEW OPENED CASES**

FY	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
11/12	426	454	207	982	247	251	182	245	746	576	605	424	5,345	<b>445</b>		
12/13	229	418	209	315	51	108	292	280	201	234	589	585	3,511	<b>293</b>	66%	-153
13/14	432	380	219	89	135	112	156	223	402	791	601	228	3,768	<b>314</b>	107%	21
14/15	231	217	190	119	71	133	97	152					1,210	<b>151</b>	48%	-163
													13/14	48%	69%	
													12/13	52%	64%	
													11/12	34%	40%	
													chg 14-15 avg		chg 14-15 YTD	

Ruling/Other registrations Feb to date are down 31% from 13/14, down 36% from 12/13, and down 60% from 11/12  
 Ruling/Other registrations monthly average is down 52% from 13/14, down 48% from 12/13, and down 66% from 11/12

**CLOSED CASES**

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
11/12	384	397	530	593	389	351	500	455	299	255	214	165	4,532	<b>378</b>		
12/13	239	323	170	334	434	171	242	250	424	278	254	248	3,367	<b>281</b>	74%	-97
13/14	329	322	574	598	162	223	204	383	288	130	156	113	3,482	<b>290</b>	103%	10
14/15	174	106	269	209	160	284	116	139					1,457	<b>182</b>	63%	-108
													13/14	63%	52%	
													12/13	65%	67%	
													11/12	48%	40%	
													chg 14-15 avg		chg 14-15 YTD	

Ruling/Other dispositions Feb to date are down 48% from 13/14, down 33% from 12/13, and down 60% from 11/12  
 Ruling/Other dispositions monthly average is down 37% from 13/14, down 35% from 12/13, and down 52% from 11/12

**BALANCE OPEN CASES**

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg.	% Chg of Avg	Yr-Yr AvgChg	
11/12	3,716	3,772	3,453	3,842	3,698	3,590	3,272	3,060	3,509	3,825	4,216	4,475	<b>3,702</b>			
12/13	4,466	4,563	4,602	4,582	4,199	4,133	4,182	4,212	3,988	3,943	4,275	4,613	<b>4,313</b>	116%	611	
13/14	4,716	4,776	4,423	3,914	3,887	3,776	3,724	3,566	3,667	4,329	4,775	4,892	<b>4,204</b>	97%	-109	
14/15	4,914	5,022	4,942	4,851	4,761	4,597	4,580	4,591					<b>4,782</b>	114%	579	
													13/14	114%	117%	
													12/13	111%	109%	
													11/12	129%	135%	
													chg 14-15 avg		chg 14-15 YTD	

Ruling/Other balance Feb to date is up 17% from 13/14, up 9% from 12/13, and up 35% from 11/12  
 Ruling/Other balance monthly average is up 14% from 13/14, and up 29% from 11/12

**FY ALL PROGRAM TRENDS - FO**

**NEW OPENED CASES**

FY	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL	Avg.	% Chg of Avg	Yt-Yr AvgChg
11/12	34,470	40,374	41,888	38,682	32,388	33,369	35,262	32,109	38,944	35,539	36,576	34,012	433,613	<b>36,134</b>		
12/13	33,820	39,560	35,059	38,330	32,377	27,469	35,188	32,990	35,462	34,280	35,060	30,208	409,803	<b>34,150</b>	95%	-1,984
13/14	31,649	31,789	26,509	29,993	24,703	26,488	30,651	25,592	27,945	32,463	28,565	26,278	342,625	<b>28,552</b>	84%	-5,598
14/15	26,130	23,655	23,363	22,861	17,201	21,439	18,740	17,502					170,891	<b>21,361</b>	75%	-7,191
Multi													13/14	75%	75%	
All Programs registrations Feb to date are down 25% from 13/14, down 38% from 12/13, and down 41% from 11/12													12/13	63%	62%	
All Programs registrations monthly average is down 25% from 13/14, down 37% from 12/13, and down 41% from 11/12													11/12	59%	59%	
													chg 14-15 avg		chg 14-15 YTD	

**CLOSED CASES**

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL	Avg.	% Chg of Avg	Yt-Yr AvgChg
11/12	35,714	39,116	44,083	36,128	35,054	36,169	35,665	39,521	46,692	30,554	36,743	33,437	448,876	<b>37,406</b>		
12/13	32,226	37,179	31,752	41,106	34,450	33,674	34,777	34,753	39,525	30,992	31,139	27,467	409,040	<b>34,087</b>	91%	-3,320
13/14	37,227	35,005	31,214	29,718	25,437	24,098	27,304	26,789	28,051	28,143	28,600	26,672	348,258	<b>29,022</b>	85%	-5,065
14/15	27,086	25,897	22,225	25,206	18,498	20,377	20,925	22,273					182,487	<b>22,811</b>	79%	-6,211
Multi													13/14	79%	77%	
All Programs dispositions Feb to date are down 23% from 13/14, down 35% from 12/13, and down 39% from 11/12													12/13	67%	65%	
All Programs dispositions average is down 21% from 13/14, down 33% from 12/13, and down 39% from 11/12													11/12	61%	61%	
													chg 14-15 avg		chg 14-15 YTD	

**BALANCE OPEN CASES**

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg.	% Chg of Avg	Yt-Yr AvgChg	
11/12	60,107	61,211	58,886	61,349	58,553	55,653	55,113	47,540	39,388	44,228	43,982	44,458	<b>52,539</b>			
12/13	45,980	48,183	51,402	48,515	46,318	40,048	40,368	38,419	34,291	37,401	41,214	43,875	<b>43,001</b>	82%	-9,538	
13/14	38,202	34,844	30,062	30,217	29,380	31,701	34,463	33,209	33,026	37,269	37,183	36,725	<b>33,857</b>	79%	-9,144	
14/15	35,656	33,331	34,401	31,980	30,632	31,633	29,381	24,557					<b>31,446</b>	93%	-2,410	
Multi													13/14	93%	96%	
All Programs balance Feb to date is down 4% from 13/14, down 30% from 12/13, and down 45% from 11/12													12/13	73%	70%	
All Programs balance monthly average is down 7% from 13/14, down 27% from 12/13, and down 40% from 11/12													11/12	60%	55%	
													chg 14-15 avg		chg 14-15 YTD	

AO REPORT TO BOARD -- MONTH OF FEBRUARY 2015

	# Cases	Last Mo.	Calendar Yr Avg	Last Yr Avl	2011
REGISTRATIONS	1288	1095	1192	1680	3021
DISPOSITIONS	1377	1415	1396	1662	2361
OPEN BALANCE	1690	1783	1737	2306	6020

CASE AGING (40days) 33.4

41.5 Days

TIME LAPSE		
45 Days (50%)	21.00%	45%
75 Days (80%)	77.00%	68.00%
150 Days (95%)	100.00%	100.00%

OTHER INFORMATION

FO to AO Transfer Rate	1.25 days
FO ALLs working in AO	1
Appeal Rate FO to AO	6.20%

**WEEKLY AO WORKLOAD REPORT**

March 2015

<u>Week</u>	<u>Unreg total</u>	<u>Appeals Rec'd</u>	<u>Registrations</u>	<u>Dispositions</u>	<u>Open Balance</u>	<u>Change</u>
3/6/2015	380	438	347	190	1845	154
3/13/2015						
3/20/2015						
3/27/2015						
3/31/2015						

<b>3/1-3/31/2015</b>	<b>438</b>	<b>347</b>	<b>190</b>
<b>Running Total</b>			

<u>Week</u>	<u>Average Case age</u>	<u>45-Day (50%) Time Lapse</u>	<u>75-Day (80%) Time Lapse</u>	<u>150-Day (95%) Time Lapse</u>
3/6/2015	33.4	52.33%	93.60%	100.00%
3/13/2015				
3/20/2015				
3/27/2015				
3/31/2015				
<b>3/1-3/31/2015</b>				

**UI TRENDS-AO**  
**Program Codes 1, 2, 3, 4, 5, 6, 8, 23, 24, 28, 29, 30, 31, 33, 34, 35, 36, 37, 38, 41, 42**

**REGISTRATIONS**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg	
2012	2,661	2,205	3,383	2,517	2,307	1,875	2,319	2,824	2,338	2,632	2,260	2,091	29,412	<b>2,451</b>			
2013	2,708	2,596	2,942	3,223	2,614	2,014	1,997	1,978	2,276	2,233	1,541	1,591	27,713	<b>2,309</b>	94%	-142	
2014	1,620	1,608	1,558	1,883	1,572	1,743	1,790	1,676	1,563	1,795	1,234	1,332	19,374	<b>1,615</b>	70%	-695	
2015	1,027	1,225											2,252	<b>1,126</b>	70%	-489	
UI registrations Jan to date are down 30% from 2014, down 58% from 2013, and down 54% from 2012 UI registration monthly average is down 30% from 2014, down 51% from 2013, and down 54% from 2012														2014	70%	70%	
														2013	49%	42%	
														2012	46%	46%	
														chg to '14 avg chg to '14 YTD			

**DISPOSITIONS**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg	
2012	2,780	2,960	3,237	2,626	2,211	1,747	2,538	2,958	2,582	2,235	2,247	2,512	30,633	<b>2,553</b>			
2013	2,823	2,240	3,363	2,704	2,504	1,920	2,173	2,602	2,040	1,787	1,582	2,083	27,821	<b>2,318</b>	91%	-234	
2014	1,443	1,490	1,689	1,817	1,599	1,548	1,518	1,752	1,871	1,503	1,381	1,571	19,182	<b>1,599</b>	69%	-720	
2015	1,348	1,285											2,633	<b>1,317</b>	82%	-282	
UI dispositions Jan to date are down 10% from 2014, down 48% from 2013, and down 54% from 2012 UI disposition monthly average is down 18% from 2014, down 43% from 2013, and down 48% from 2012														2014	82%	90%	
														2013	57%	52%	
														2012	52%	46%	
														chg to '14 avg chg to '14 YTD			

**BALANCE OPEN CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg	
2012	3,398	2,671	2,785	2,703	2,784	2,910	2,744	2,578	2,363	2,727	2,722	2,199	2,199	<b>2,715</b>			
2013	1,933	2,279	1,809	2,336	2,432	2,491	2,329	1,684	1,923	2,373	2,360	1,827	1,827	<b>2,148</b>	79%	-567	
2014	1,994	2,106	1,936	1,986	1,979	2,166	2,432	2,349	2,047	2,340	2,181	1,937	1,937	<b>2,121</b>	99%	-27	
2015	1,613	1,549											3,162	<b>1,581</b>	75%	-540	
UI balance of open cases Jan to date are down 23% from 2014, down 25% from 2013, and down 48% from 2012 UI balance monthly average is down 25% from 2014, down 26% from 2013, and down 42% from 2012														2014	75%	77%	
														2013	74%	75%	
														2012	58%	52%	
														chg to '14 avg chg to '14 YTD			

**DI TRENDS-AO**  
Program Codes 7, 10, 11, 12, 16 & 20

**REGISTRATIONS**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2012	99	82	120	66	74	62	85	92	78	85	65	57	965	80		
2013	52	121	55	118	84	46	37	61	74	88	55	43	834	70	86%	-11
2014	35	45	36	60	48	57	55	39	59	69	52	71	626	52	75%	-17
2015	59	54											113	57	108%	4
													2014	108%	141%	
													2013	81%	65%	
													2012	70%	62%	

DI registrations Jan to date up 41% from 2014, down 35% from 2013, down 38% from 2012.  
DI registration monthly average up 8% from 2014, down 19% from 2013, and down 30% from 2012.

chg to '14 avg	chg to '14 YTD
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**DISPOSITIONS**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2012	113	116	140	88	73	55	79	95	79	87	77	71	1,073	89		
2013	69	60	117	88	71	65	53	69	52	44	56	78	822	69	77%	-21
2014	59	37	38	50	45	46	45	50	50	55	45	56	576	48	70%	-21
2015	59	74											133	67	139%	19
													2014	139%	139%	
													2013	97%	103%	
													2012	74%	58%	

DI dispositions Jan to date up 39% from 2014, up 3% from 2013, down 42% from 2012.  
DI disposition monthly average up 39% from 2014, down 3% from 2013, and down 26% from 2012.

chg to '14 avg	chg to '14 YTD
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**BALANCE OPEN CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2012	163	130	109	87	89	97	102	97	97	95	82	68	68	101		
2013	51	110	50	78	91	72	55	49	71	116	115	79	79	78	77%	-23
2014	52	61	60	68	71	82	92	81	91	106	112	127	127	84	107%	6
2015	127	107												117	140%	33
													2014	140%	207%	
													2013	150%	145%	
													2012	115%	80%	

Open Balance of DI Jan to date up 107% from 2014, up 45% from 2013, and down 20% from 2012.  
Open Balance monthly average up 40% from 2014, up 50% from 2013, and up 15% from 2012.

chg to '14 avg	chg to '14 YTD
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**TAX TRENDS-AO**  
Program Codes 15, 17, 18, 32, 45, 46, 47, 48

**REGISTRATIONS**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2012	22	20	39	23	34	21	2	13	11	9	44	6	244	20		
2013	27	0	0	53	24	17	12	12	5	42	9	27	228	19	93%	-1
2014	24	11	18	9	1	8	0	5	10	5	11	9	111	9	49%	-10
2015	3	8											11	6	59%	-4
													2014	59%	31%	
													2013	29%	41%	
													2012	27%	26%	

Tax registrations Jan to date are down 69% from 2014, down 59% from 2013, and down 72% from 2012  
Tax registration monthly average down 41% from 2014, down 71% from 2013, and down 73% from 2012

chg to '14 avg	chg to '14 YTD
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**DISPOSITIONS**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2012	15	23	21	24	17	13	35	34	43	16	2	18	261	22		
2013	25	11	15	16	15	10	28	38	18	20	13	39	248	21	95%	-1
2014	8	16	12	7	13	32	6	10	0	5	7	5	121	10	49%	-11
2015	5	13											18	9	89%	-1
													2014	89%	75%	
													2013	44%	50%	
													2012	41%	47%	

Tax dispositions Jan to date are down 25% from 2014, down 50% from 2013 and down 53% from 2012  
Tax disposition monthly average down 11% from 2014, down 56% from 2013, and down 59% from 2012

chg to '14 avg	chg to '14 YTD
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**BALANCE OPEN CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2012	92	89	108	107	124	132	100	78	46	39	82	70	70	89		
2013	72	61	46	83	92	97	82	58	48	67	68	51	51	69	77%	-20
2014	74	63	69	71	59	35	22	18	28	27	31	35	35	44	64%	-24
2015	33	28												31	69%	-14
													2014	69%	45%	
													2013	44%	46%	
													2012	34%	34%	

Tax balance of open cases Jan to date is down 55% from 2014, down 54% from 2013, and down 66% from 2012  
Tax balance monthly average is down 21% from 2014, down 56% from 2013, and down 66% from 2012

chg to '14 avg	chg to '14 YTD
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**OTHER TRENDS-AO**  
Program Codes 9,13, 14, 19, 21,22, 40, 44

**REGISTRATIONS**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2012	7	9	13	2	3	0	1	3	3	2	7	2	52	4		
2013	2	4	6	9	13	5	11	4	4	14	7	4	83	7	160%	3
2014	2	2	8	7	2	4	2	9	4	4	1	5	50	4	60%	-3
2015	6	1											7	4	84%	-1
													2014	84%	175%	
													2013	51%	117%	
													2012	81%	44%	

Other registrations Jan to date are up 75% from 2014, up 17% from 2013, and down 56% from 2012  
Other registration monthly average down 16% from 2014, down 49% from 2013, and up 19% from 2012

**DISPOSITIONS**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2012	9	7	9	9	9	1	1	0	5	3	1	7	61	5		
2013	4	3	3	2	15	4	4	7	10	2	9	8	71	6	116%	1
2014	7	2	4	3	4	8	6	1	4	5	5	5	54	5	76%	-1
2015	3	5											8	4	89%	-1
													2014	89%	89%	
													2013	68%	114%	
													2012	79%	50%	

Other dispositions Jan to date are down 11% from 2014, up 14% from 2013, and down 50% from 2012  
Other disposition monthly average down 11% from 2014, down 32% from 2013, and down 21% from 2012

**BALANCE OPEN CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2012	10	12	16	9	3	2	2	5	3	2	8	1	1	6		
2013	0	2	2	5	2	11	18	13	7	19	19	13	13	9	152%	3
2014	1	1	9	13	11	7	3	11	11	10	6	7	7	8	81%	-2
2015	10	6												8	107%	1
													2014	107%	800%	
													2013	86%	800%	
													2012	132%	73%	

Other balance of open cases is up 800% from 2014, up 800% from 2013, and down 27% from 2012

Other balance monthly average up 7% from 2014, down 14% from 2013, and up 32% from 2012

Year	End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	1	6		
2013	13	9	152%	3
2012	7	8	81%	-2
2015		8	107%	1

chg to '14 avg

chg to '14 YTD

**ALL PROGRAM TRENDS-AO**

**REGISTRATIONS**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2012	2,789	2,316	3,555	2,608	2,418	1,958	2,407	2,932	2,430	2,728	2,376	2,156	30,673	<b>2,556</b>		
2013	2,789	2,721	3,003	3,403	2,735	2,082	2,057	2,055	2,359	2,377	1,612	1,665	28,858	<b>2,405</b>	94%	-151
2014	1,681	1,666	1,620	1,959	1,623	1,812	1,847	1,729	1,636	1,873	1,298	1,417	20,161	<b>1,680</b>	70%	-725
2015	1,095	1,288											2,383	<b>1,192</b>	71%	-489
													2014	71%	71%	
													2013	50%	43%	
													2012	47%	47%	

Registrations Jan to date down 29% from 2014, down 57% from 2013, and down 53% from 2012.

Registration monthly average down 29% from 2014, down 50% from 2013, and down 53% from 2012.

2014	71%	71%
2013	50%	43%
2012	47%	47%

**DISPOSITIONS**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2012	2,917	3,106	3,407	2,747	2,310	1,816	2,653	3,087	2,709	2,341	2,327	2,608	32,028	<b>2,669</b>		
2013	2,921	2,314	3,498	2,810	2,605	1,999	2,258	2,716	2,120	1,853	1,660	2,208	28,962	<b>2,414</b>	90%	-256
2014	1,517	1,549	1,743	1,877	1,661	1,634	1,583	1,813	1,925	1,568	1,438	1,637	19,945	<b>1,662</b>	69%	-751
2015	1,415	1,377											2,792	<b>1,396</b>	84%	-266
													2014	84%	91%	
													2013	58%	53%	
													2012	52%	46%	

Dispositions Jan to date down 9% from 2014, down 47% from 2013, and down 54% from 2012.

Disposition monthly average down 16% from 2014, down 42% from 2013, and down 48% from 2012.

2014	84%	91%
2013	58%	53%
2012	52%	46%

**BALANCE OPEN CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2012	3,872	3,870	4,984	5,543	5,814	5,356	6,020	6,423	5,566	5,057	4,265	3,792	3,792	<b>5,047</b>		
2013	3,663	2,902	3,018	2,906	3,014	3,141	2,948	2,758	2,509	2,863	2,894	2,340	2,340	<b>2,913</b>	58%	-2,134
2014	2,057	2,452	1,910	2,509	2,625	2,671	2,484	1,804	2,049	2,575	2,562	1,970	1,970	<b>2,306</b>	79%	-607
2015	1,783	1,690												<b>1,737</b>	75%	-569
													2014	75%	77%	
													2013	60%	53%	
													2012	34%	45%	

Open Balance Jan to date is down 23% from 2014, down 47% from 2013, and down 55% from 2012.

Open Balance monthly average down 25% from 2014, down 40% from 2013, and down 66% from 2012.

2014	75%	77%
2013	60%	53%
2012	34%	45%

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

**Average Days in Transfer from Date Received at AO to Board Appeal Event Date**

	<b>February, 2015</b>	<b>January, 2015</b>	<b>December, 2014</b>	<b>November, 2014</b>
	Average Days in Transfer			
Fr	5.72	6.02	4.08	4.04
Ing	3.92	5.86	6.83	3.75
Inl	6.51	6.60	3.31	2.92
LA	4.99	5.72	4.70	3.03
Oak	4.80	6.91	4.42	2.72
OC	4.24	6.55	3.74	3.03
Ox	5.49	9.11	3.66	3.79
Pas	4.25	5.55	3.54	4.21
Sac	8.31	6.65	5.25	3.85
SD	7.29	6.65	5.43	2.41
SF	4.97	5.88	3.93	3.69
SJ	4.85	6.00	4.77	2.27
Tax	12.00	10.40	10.40	6.44
<b>Total</b>	5.45	6.41	4.48	3.33

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

**Average Days in Transfer from FO Received Date to Date Received at AO**

	<b>March, 2015</b>	<b>February, 2015</b>	<b>January, 2015</b>	<b>December, 2014</b>
	Average Days in Transfer			
	Case Count	Case Count	Case Count	Case Count
Ox	0.00	0.35	0.44	0.25
	2	37	73	101
Fr		0.24	1.12	1.40
		76	49	104
Ing		1.11	2.73	1.87
		117	173	139
Inl		0.67	1.88	1.29
		116	171	204
LA		0.50	1.70	2.71
		101	151	133
Oak		1.67	2.19	7.53
		49	77	72
OC		0.30	0.58	0.43
		90	120	137
Pas		7.61	7.10	6.78
		28	82	80
Sac		0.64	2.17	2.59
		55	81	119
SD		4.51	2.40	3.44
		69	101	96
SF		0.94	1.62	1.78
		33	58	82
SJ		0.69	1.72	1.57
		39	74	61
Tax		1.00	2.40	3.40
		1	5	5
<b>Total</b>	0.00	1.25	2.15	2.32
	2	811	1215	1333

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

**Average Days in Transfer from FO Received Date to Date Received at AO**

	<b>November, 2014</b>	
	<b>Average Days in Transfer</b>	
	<b>Case Count</b>	
Ox	0.49	75
Fr	1.34	96
Ing	2.16	191
Inl	1.66	169
LA	1.06	114
Oak	1.29	65
OC	0.55	130
Pas	4.43	77
Sac	1.04	122
SD	6.88	103
SF	1.49	68
SJ	0.72	90
Tax	1.00	9
<b>Total</b>	<b>1.90</b>	<b>1309</b>

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

Average Days in Transfer from FO Received Date to Date Received at AO

	March, 2015	February, 2015	January, 2015	December, 2014
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	2	37	73	101
Fr		0.24	1.12	1.40
		76	49	104
Ing		1.11	2.73	1.87
		117	173	139
Inl		0.67	1.88	1.29
		116	171	204
LA		0.50	1.70	2.71
		101	151	133
Oak		1.67	2.19	7.53
		49	77	72
OC		0.30	0.58	0.43
		90	120	137
Pas		7.61	7.10	6.78
		28	82	80
Sac		0.64	2.17	2.59
		55	81	119
SD		4.51	2.40	3.44
		69	101	96
SF		0.94	1.62	1.78
		33	58	82
SJ		0.69	1.72	1.57
		39	74	61
Tax		1.00	2.40	3.40
		1	5	5
<b>Total</b>	0.00	1.25	2.15	2.32
	2	811	1215	1333

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

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SJ	0.72	90
Tax	1.00	9
<b>Total</b>	1.90	1309

APPELLATE OPERATIONS ~ REPORT SUMMARY

APPELLATE												2014-2015			AO		Appellants	
WORKLOAD	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Current Mo. % of Avg.	TOTAL	Current Mo.	Appellants	
<b>Registrations</b>																		
UI TL	1,790	1,676	1,563	1,795	1,234	1,332	1,027	1,225					1,455	84%	11,642			
DI	55	39	59	69	52	71	59	54					57	94%	458			
Ruling & T-R	1	7	4	2	0	4	2	0					3	0%	20			
Tax	0	5	10	5	11	9	3	8					6	125%	51			
Other	1	2	0	2	1	1	4	1					2	67%	12			
Total	1,847	1,729	1,636	1,873	1,298	1,417	1,095	1,288	0	0	0	0	1,523	85%	12,183	734		
Multi Cases																		
<b>Dispositions</b>																		
UI TL	1,518	1,752	1,871	1,503	1,381	1,571	1,348	1,285					1,529	84%	12,229			
DI	45	50	50	55	45	56	59	74					54	136%	434			
Ruling & T-R	6	10	2	4	5	4	1	4					3	119%	27			
Tax	14	10	0	5	7	5	5	13					7	176%	59			
Other	0	0	2	1	0	1	2	1					1	144%	7			
Total	1,583	1,813	1,925	1,568	1,438	1,637	1,415	1,377	0	0	0	0	1,595	86%	12,756	927		
Multi Case/Ch																		
<b>Balance - Open Cases</b>																		
UI TL	2,432	2,349	2,047	2,340	2,181	1,937	1,613	1,549					2,056	75%				
DI	92	81	91	106	112	127	127	107					105	102%				
Ruling & T-R	2	8	10	8	3	4	5	1					5	20%				
Tax	22	18	28	27	31	35	33	28					28	101%				
Other	1	3	1	2	3	3	5	5					3	174%				
Total	2,549	2,459	2,177	2,483	2,330	2,106	1,783	1,690	0	0	0	0	2,197	77%		965	Estimate	
Multi Cases																		
<b>FO to AO Appeal Rate</b>																		
UI TL	7.1%	6.5%	6.4%	8.7%	5.2%	7.7%	5.4%	6.3%					6.7%	94%				
DI	5.3%	3.8%	5.4%	5.6%	4.5%	7.4%	5.5%	4.7%					5.3%	90%				
Ruling & T-R	1.0%	4.4%	4.0%	0.8%	0.0%	2.9%	0.7%	0.0%					1.7%	0%				
Tax	0.0%	2.5%	6.7%	2.6%	6.3%	6.2%	2.5%	9.9%					4.6%	215%				
Other	8.3%	13.3%	0.0%	8.3%	7.1%	4.5%	36.4%	2.4%					10.1%	24%				
Overall Rate	6.8%	6.4%	6.3%	8.4%	5.1%	7.7%	5.4%	6.2%					6.5%	94%				

APPELLATE OPERATIONS ~ REPORT SUMMARY

2014-2015												AO				
APPELLATE	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Current Mo. % of Avg.		
<b>TIME LAPSE</b>																
45 Day-50 %	42	49	57	39	40	42	45	21					42	49%		
75 Day- 80 %	96	91	93	91	89	82	68	77					86	90%		
150 Day- 95 %	100	100	100	99	100	99	100	100					100	100%		
<b>CASE AGE</b>																
Avg Days-UI (mean)	35.2	35.9	37.6	36.0	41.1	38.8	41.5	33.4					37.4	89%		
Avg Days-UI (median)	31.0	31.0	34.0	32.0	34.0	37.0	36.5	30.0					33.2	90%		
<b>Over 120 days old</b>																
UI Cases	21	19	15	13	16	5	6	4					12	32%		
UI %	1%	1%	1%	1%	1%	0%	0%	0%					1%	35%		
UI % w/out Multis	1%	1%	1%	1%	1%	0%	0%	0%					1%	35%		
<b>NET PYS USED</b>																
ALJ	12.58	13.82	11.70	11.72	9.54	9.09	9.67						11.2	87%		
AO Non ALJ	24.25	25.42	23.76	25.50	20.81	22.79	21.19						23.4	91%		
CTU Non ALJ	3.46	3.97	4.15	4.20	2.44	2.09	2.79						3.3	85%		
Net Pys	40.29	43.21	39.61	41.42	32.79	33.97	33.65	0.00		0.00	0.00		37.8	89%		
<b>RATIOS</b>																
AO w/o transcribers	1.93	1.84	2.03	2.18	2.18	2.51	2.19						2.10	105%		
AO with transcribers	2.20	2.13	2.39	2.53	2.44	2.74	2.48						2.39	104%		
<b>TRANSCRIPTS</b>																
	55	58	49	42	28	34	39	32					42	76%	337	
<b>PAGES</b>																
	3,148	3,824	2,909	3,092	1,882	2,462	2,555	2,011					2,735	74%	21,883	
<b>AVG PGS Per T/S</b>																
	57	66	59	74	67	72	66	63					66	96%		
<b>PRODUCTIVITY</b>																
ALJ Displ/wk	30.0	29.8	39.2	30.4	39.7	40.9	38.5						35.5	108%		
Trans Pgs/day	43.33	43.78	33.38	33.46	40.60	53.55	48.20						42.3	114%		



APPELLATE OPERATIONS ~ REPORT SUMMARY

APPELLATE		2014												Average	AO Current Mo. % of Avg.
		Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec		
TIME LAPSE	45 Day-50 %	45	21											33	63%
	75 Day- 80 %	68	77											73	107%
	150 Day- 95 %	100	100											100	100%
CASE AGE	Avg Days-UI (mean)	41.5	33.4											37.5	89%
	Avg Days-UI (median)	36.5	30.0											33.3	90%
Over 120 days old	UI Cases	6	4											5	80%
	UI %	0%	0%											0%	80%
	UI % w/out Multis	0%	0%											0%	80%
NET PYS USED	ALJ	9.67													100%
	AO Non ALJ	21.19													100%
	CTU Non ALJ	2.79													100%
	Net Pys	33.65	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
RATIOS	AO w/o transcribers	2.19												2.19	100%
	AO with transcribers	2.48												2.48	100%
TRANSCRIPTS		39	32											36	90%
	PAGES	2,555	2,011											2,283	88%
	AVG PGS Per T/S	66	63											66	96%
PRODUCTIVITY	ALJ Dispr/wk	38.5												38.5	100%
	Trans Pgs/day	48.20												48.2	100%

# Monthly Board Meeting Litigation Report - February 2015

AGENDA ITEM 9

<u>LITIGATION CASES PENDING</u>	TOTAL = 274
<b>SUPERIOR COURT:</b> Claimant Petitions.....	224
Employer Petitions.....	31
EDD Petitions.....	2
Non-benefit Court Cases .....	4
<b>APPELLATE COURT:</b> Claimant Appeals.....	6
Employer Appeals.....	4
EDD Appeals.....	0
Non-benefit Court Cases .....	1
<b>ISSUES:</b> UI.....	240
DI.....	16
Tax.....	11
Non-benefit Court Cases .....	7

## 2015 CALENDAR YEAR ACTIVITY - Benefit & Tax Cases

<u>LITIGATION CASES FILED</u>	<u>YTD</u>	<u>February</u>
<b>SUPERIOR COURT:</b> Claimant Petitions.....	5	4
Employer Petitions.....	1	1
EDD Petitions.....	0	0
<b>APPELLATE COURT:</b> Claimant Appeals.....	0	0
Employer Appeals.....	0	0
EDD Appeals.....	0	0
 <u>LITIGATION CASES CLOSED</u>	 <u>YTD</u>	 <u>February</u>
<b>SUPERIOR COURT:</b> Claimant Petitions.....	15	2
Employer Petitions.....	5	2
EDD Petitions.....	0	0
<b>APPELLATE COURT:</b> Claimant Appeals.....	2	2
Employer Appeals.....	0	0
EDD Appeals.....	0	0

## 2015 Decision Summary

<u>Claimant Appeals</u>		<u>Employer Appeals</u>		<u>CUIAB Decisions</u>		
Win: 0	Loss: 17	Win: 0	Loss: 4	Affirmed: 21	Reversed: 0	Remanded: 0

# CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD

## FEBRUARY 2015 PERFORMANCE INDICATORS

### FIELD OPERATIONS

#### MEETING DOL STANDARDS UI TIMELAPSE CASES

	<u>Closed</u>	<u>DOL Standard</u>
Closed Cases		
% Closed in <= 30 Days	57.3%	≥60%
% Closed in <= 45 Days	73.8%	≥80%

	<u>Avg. Days</u>	<u>DOL Standard</u>
Pending Cases		
Case Aging	23.7	≤30

	<u>UI</u>	<u>ALL</u>
WORKLOAD		
Opened	16,163	17,502
Closed	20,754	22,273
Balance of Open Cases	14,570	24,557

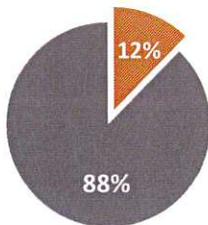
#### CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

UI Timelapse Appeals	46 days
DI Appeals (including PFL)	69 days
All Programs	50 days

#### UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	91%
UI Extensions as % of All UI	9%

#### UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 12% of UI Open Balance, and Regular UI cases made up 88%.

### APPELLATE OPERATIONS

#### MEETING DOL GUIDELINES & STANDARDS UI TIMELAPSE CASES

	<u>Closed</u>	<u>DOL Guideline</u>
Closed Cases		
% Closed in <= 45 Days	20.5%	≥50%
% Closed in <= 75 Days	77.4%	≥80%

	<u>Avg. Days</u>	<u>DOL Standard</u>
Pending Cases		
Case Aging	33.4	≤40

	<u>UI</u>	<u>ALL</u>
WORKLOAD		
Opened	1,225	1,288
Closed	1,285	1,377
Balance of Open Cases	1,549	1,690

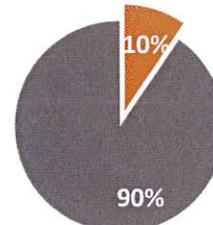
#### CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

UI Timelapse Appeals	61 days
DI Appeals (including PFL)	75 days
All Programs	67 days

#### UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	85%
UI Extensions as % of All UI	15%

#### UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 10% of UI Open Balance, and Regular UI cases made up 90%.

**California Unemployment Insurance Appeals Board**  
**FO Cycle Time Summary Report**  
**For Cases Closed in February 2015**

<b>UI Timelapse CASES</b>	<b>Average Days to Process an Appeal</b>	<b>Case Creation Date to Verified Date</b>	<b>Verified Date to Scheduled Date</b>	<b>Scheduled Date to Hearing Date</b>	<b>Hearing Date to Decision Mailed Date</b>
<b>Jurisdiction</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>
Fresno	36	5	13	13	1
Inglewood	38	6	10	13	2
Inland	40	3	14	15	2
Los Angeles	43	4	17	13	4
Oakland	48	5	21	13	3
Orange County	39	3	12	15	3
Oxnard	37	3	14	14	0
Pasadena	53	3	25	15	3
Sacramento	41	4	14	16	2
San Diego	48	6	19	15	2
San Francisco	43	4	19	13	2
San Jose	40	3	17	12	1
<b>Statewide</b>	<b>42</b>	<b>4</b>	<b>16</b>	<b>14</b>	<b>2</b>

<b>ALL CASES</b>	<b>Average Days to Process an Appeal</b>	<b>Case Creation Date to Verified Date</b>	<b>Verified Date to Scheduled Date</b>	<b>Scheduled Date to Hearing Date</b>	<b>Hearing Date to Decision Mailed Date</b>
<b>Jurisdiction</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>
Fresno	37	5	13	13	1
Inglewood	48	7	19	13	3
Inland	45	4	16	15	3
Los Angeles	46	4	18	13	5
Oakland	54	5	22	14	3
Orange County	48	4	15	15	4
Oxnard	40	4	17	14	0
Pasadena	57	3	28	16	3
Sacramento	44	4	15	16	2
San Diego	49	7	19	15	2
San Francisco	51	4	21	14	2
San Jose	44	3	20	12	1
Tax Office	472	N/A	N/A	67	153
<b>Statewide</b>	<b>50</b>	<b>5</b>	<b>19</b>	<b>14</b>	<b>3</b>

**California Unemployment Insurance Appeals Board**  
**FO Cycle Time Summary Report**  
**For Cases Closed in February 2015**

<b>PFL CASES</b>	<b>Average Days to Process an Appeal</b>	<b>Case Creation Date to Verified Date</b>	<b>Verified Date to Scheduled Date</b>	<b>Scheduled Date to Hearing Date</b>	<b>Hearing Date to Decision Mailed Date</b>
<b>Jurisdiction</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>
Fresno	74	7	33	13	1
Inglewood	49	8	4	11	7
Inland	62	5	31	14	4
Los Angeles	57	5	21	13	12
Oakland	68	5	43	13	7
Orange County	68	5	42	14	17
Oxnard	88	7	49	14	4
Pasadena	75	4	36	14	6
Sacramento	49	5	31	17	5
San Diego	55	11	18	14	5
San Francisco	65	9	27	13	3
San Jose	72	5	38	12	0
<b>Statewide</b>	<b>64</b>	<b>6</b>	<b>31</b>	<b>13</b>	<b>5</b>

<b>DI CASES (No PFL)</b>	<b>Average Days to Process an Appeal</b>	<b>Case Creation Date to Verified Date</b>	<b>Verified Date to Scheduled Date</b>	<b>Scheduled Date to Hearing Date</b>	<b>Hearing Date to Decision Mailed Date</b>
<b>Jurisdiction</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>
Fresno	66	12	26	15	1
Inglewood	51	12	9	12	6
Inland	67	8	27	15	8
Los Angeles	65	8	28	14	8
Oakland	71	11	24	14	7
Orange County	82	9	38	14	7
Oxnard	83	11	43	13	1
Pasadena	79	7	39	15	3
Sacramento	76	6	27	17	4
San Diego	61	13	19	14	4
San Francisco	72	11	34	13	4
San Jose	70	7	37	12	1
<b>Statewide</b>	<b>70</b>	<b>9</b>	<b>29</b>	<b>14</b>	<b>5</b>

CUIAB 14/15 Fiscal Year Paid Overtime/Lump Sum Payout - SCO Report  
July 2014 through January 2015

Branch	14/15 Fiscal Year-to-Date Overtime Expenditure		FY Y-T-D Other	
	FY Y-T-D Decision Typing Hours	Pay	FY Y-T-D CTU Typing Hours	Pay
Appellate	0.00	\$0.00	0.00	\$0.00
Admin	0.00	\$0.00	0.00	\$0.00
IT	0.00	\$0.00	0.00	\$0.00
Exec	0.00	\$0.00	0.00	\$0.00
Field	0.00	\$0.00	0.00	\$0.00
Total	0.00	\$0.00	0.00	\$0.00

Branch	14/15 Fiscal Year-to-Date Total Overtime Expenditures				FY 14/15 FY Projections		CTO Expenditures	
	14/15 FY Allocation	Year-to-Date Hours	Year-to-Date Position Equivalent	Year-to-Date Pay	Allocation Balance	Estimated Expenditures Over-/Under	Hours	Estimated Pay
Appellate	\$3,975.00	3.50	0.00	\$83.83	\$3,891.17	\$3,831.29	0.00	\$0.00
Admin	\$0.00	0.00	0.00	\$0.00	\$0.00	\$0.00	26.50	\$1,268.86
IT	\$39,211.00	130.00	0.11	\$5,533.85	\$33,677.15	\$29,724.40	634.30	\$31,840.69
Exec	\$0.00	0.00	0.00	\$0.00	\$0.00	\$0.00	0.00	\$0.00
Field Operations	\$38,648.00	19.00	0.02	\$852.01	\$37,795.99	\$37,187.41	6.60	\$174.47
Total	81,834.00	152.50	0.13	\$6,469.69	\$75,364.31	\$70,743.10	667.40	\$33,284.02
Actual Monthly Average Personnel Year 0.07								

Branch	14/15 Fiscal Year-to-Date Lump Sum Payout July 2014 through January 2015						14/15		Estimated Over-/Under
	Year-to-Date Hours	Year-to-Date Position Equivalent	Year-to-Date Pay	Allocation	Estimated Over-/Under	Allocation	Estimated Over-/Under		
Appellate	5,341.70	2.57	\$298,585	\$126,443.00	-\$385,417.45	\$14,192.00	\$14,192.00		
Admin	0.00	0.00	\$0	\$0	\$31,757.17	\$39,547.00	\$31,757.17		
IT	132.20	0.06	\$4,544	\$12,441.00	\$12,441.00	\$12,441.00	\$12,441.00		
Exec	0.00	0.00	\$0	\$0	-\$466,422.09	\$949,757.00	-\$466,422.09		
Field Operations	14,826.80	7.13	\$826,104	\$826,104	\$826,104	\$826,104	\$826,104		
Total	20,300.70	9.76	\$1,129,234	\$1,142,380.00	-\$793,449	\$1,142,380.00	-\$793,449		