

WORKLOAD NARRATIVE

FIELD OPERATIONS

April 2014

Workload: April saw a bump in intake with the number of new cases at 32,463. The number of closed cases [28,143] was virtually the same as the previous month and 4% below the average. The open balance [37,269] hit an eight month high.

UI. In April, the number of new UI cases [30,284 cases; 17,292 appellants] was above the average for the fiscal year. One explanation for the increase was the department began issuing notices of determination and overpayment for individuals who were paid benefits during the CUBS problem that caused the department to pay first and ask questions later. Closed cases [26,957 cases; 15,392 appellants] were 3% below average level but represented the largest output since October. This was the first time in three months in which the open balance [27,670 cases; 15,800 appellants] rose.

DI. In April, CUIAB verified the largest number of new DI cases [1,158] since September 2012. This intake was 14% greater than the fiscal year average. With dispositions [927] 6% below the average for the fiscal year, intake exceeded output for the sixth straight month. As a result, the open DI inventory [1,788] rose to a twenty month high.

Tax, Rulings, Other. In April, verifications of all rulings [782] were almost three times greater than the fiscal year average. Dispositions [130], however, hit their lowest level since 2007. As a result, the open inventory [4,329] rose to its highest level since September 2013. Although tax verifications [230] were 17% below the fiscal year average and represented the smallest intake in fifteen months, they exceeded dispositions [129] for the seventh consecutive month, and for the tenth time in the last eleven months. It is now at its highest level since last February.

Case Aging and Time Lapse. We comfortably met all of the DOL timeliness standards once again. This was the 14th consecutive month in which 30-day time lapse [76.5%] was achieved. CUIAB has met this DOL standard. 45-day time lapse [93.4%] hit a four month high and surpassed the standard for the 25th straight month. Average case age [23.9 days] ticked up but was below the 30 day threshold for the 27th consecutive time.

The percentage of extension cases resolved in 30 days [20.0%] and 45 days [42.1%] fell for the first time in three months. At the same time however, the average case age of extension cases went down to 40 days.

Cycle Time. The UI time lapse cycle time in March [33 days] rose by one day from March but was identical to the February results. The most significant changes were a substantial drop in cycle time in San Jose and an uptick in the time between verification and hearings statewide. The time to process an extension appeal [60 days] jumped by four days, but should fall next month as a temporary problem in Oakland was resolved. Cycle time for disability cases rose to 70 days.

ALL PROGRAM TRENDS - FO

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	40,411	36,315	41,141	38,210	38,185	37,903	34,470	40,374	41,888	38,682	32,388	33,369	453,336	37,778		
2012	35,262	32,109	38,944	35,539	36,576	34,012	33,820	39,560	35,059	38,330	32,377	27,469	419,057	34,921	92%	-2,857
2013	35,188	32,990	35,462	34,280	35,060	30,208	31,649	31,789	26,509	29,993	24,703	26,488	374,319	31,193	89%	-3,728
2014	30,651	25,592	27,945	32,463									116,651	29,163	93%	-2,031
Multi	391	4	4	4										2013	93%	85%
														2012	84%	82%
														2011	77%	75%
															chg to '14 avg	chg to '14 YTD

All Programs registrations Apr to date are down 15% from 2013, down 18% from 2012, and down 25% from 2011
 All Programs registrations monthly average is down 7% from 2013, down 16% from 2012, and down 23% from 2011

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	35,905	40,146	52,970	37,208	34,144	40,592	35,714	39,116	44,083	36,128	35,054	36,169	467,229	38,936		
2012	35,665	39,521	46,692	30,554	36,743	33,437	32,226	37,179	31,752	41,106	34,450	33,674	432,999	36,083	93%	-2,853
2013	34,777	34,753	39,525	30,992	31,139	27,467	37,227	35,005	31,214	29,718	25,437	24,098	381,352	31,779	88%	-4,304
2014	27,304	26,789	28,051	28,143									110,287	27,572	87%	-4,208
Multi	112													2013	87%	79%
														2012	76%	72%
														2011	71%	66%
															chg to '14 avg	chg to '14 YTD

All Programs dispositions Apr to date are down 21% from 2013, down 28% from 2012, and down 34% from 2011
 All Programs dispositions average is down 13% from 2013, down 24% from 2012, and down 29% from 2011

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr AvgChg	
2011	75,183	71,225	59,203	60,086	64,024	61,203	60,107	61,211	58,886	61,349	58,553	55,653	62,224			
2012	55,113	47,540	39,388	44,228	43,982	44,458	45,980	48,183	51,402	48,515	46,318	40,048	46,263	74%	-15,961	
2013	40,368	38,419	34,291	37,401	41,214	43,875	38,202	34,844	30,062	30,217	29,380	31,701	35,831	77%	-10,432	
2014	34,463	33,209	33,026	37,269									34,492	96%	-1,339	
Multi	502	502	498	502										2013	96%	92%
														2012	75%	74%
														2011	55%	52%
															chg to '14 avg	chg to '14 YTD

All Programs balance Apr to date is down 8% from 2013, down 26% from 2012, and down 48% from 2011
 All Programs balance monthly average is down 4% from 2013, down 25% from 2012, and down 45% from 2011

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

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	38,676	34,399	39,494	35,519	36,159	35,785	32,527	38,079	39,828	36,161	30,799	31,448	428,874	35,740		
2012	33,339	30,233	36,391	33,590	34,531	31,871	32,132	37,791	33,363	36,746	31,266	26,393	397,646	33,137	93%	-2,602
2013	33,691	31,654	33,967	32,876	33,258	28,418	29,941	30,154	24,997	28,576	23,320	25,020	355,872	29,656	89%	-3,481
2014	29,259	24,091	26,279	30,284									109,913	27,478	93%	-2,178
Multi:	391 4 4												2013	93%	83%	
	UI registrations Apr to date are down 17% from 2013, down 18% from 2012, and down 26% from 2011												2012	83%	82%	
	UI registrations monthly average is down 7% from 2013, down 17% from 2012, and down 23% from 2011												2011	77%	74%	
													chg to '14 avg		chg to '14 YTD	

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	34,029	37,998	50,124	35,054	32,103	38,117	33,797	36,979	41,802	33,663	33,076	34,301	441,043	36,754		
2012	33,604	37,167	44,615	28,383	34,802	31,915	30,672	35,346	30,299	38,963	32,844	32,269	410,879	34,240	93%	-2,514
2013	33,153	33,375	37,440	29,390	29,752	26,058	35,658	33,322	29,065	27,591	24,375	22,868	362,047	30,171	88%	-4,069
2014	26,057	25,250	26,573	26,957									104,837	26,209	87%	-3,961
Multi:	1/2												2013	87%	79%	
	UI dispositions Apr to date are down 21% from 2013, down 27% from 2012, and down 33% from 2011												2012	77%	73%	
	UI dispositions monthly average is down 13% from 2013, down 23% from 2012, and down 29% from 2011												2011	71%	67%	
													chg to '14 avg		chg to '14 YTD	

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr AvgChg	
2011	63,632	59,909	49,088	49,435	53,389	50,926	49,805	50,755	48,650	51,057	48,653	45,715	51,751			
2012	45,315	38,225	29,603	34,674	34,327	34,188	35,578	37,843	40,820	38,495	36,792	30,853	36,393	70%	-15,358	
2013	31,303	29,396	25,859	29,169	32,572	34,851	29,038	25,729	21,580	22,445	21,288	23,364	27,216	75%	-9,177	
2014	25,994	24,779	24,421	27,670									25,716	94%	-1,500	
Multi:	502 502 498 502												2013	94%	89%	
	UI balance Apr to date is down 11% from 2013, down 30% from 2012, and down 54% from 2011												2012	71%	70%	
	UI balance monthly average is down 6% from 2013, down 29% from 2012, and down 50% from 2011												2011	50%	46%	
													chg to '14 avg		chg to '14 YTD	

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

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	1,537	1,651	1,411	1,691	1,360	1,428	1,405	1,575	1,489	1,392	1,094	1,268	17,301	1,442		
2012	1,395	1,490	1,611	1,256	1,362	1,382	1,206	1,122	1,233	1,069	845	754	14,725	1,227	85%	-215
2013	982	811	995	971	970	884	1,043	991	1,046	1,086	941	945	11,665	972	79%	-255
2014	1,004	958	979	1,158									4,099	1,025	105%	53
DI registrations Apr to date are up 9% from 2013, down 29% from 2012, and down 35% from 2011													2013	105%	109%	
DI registrations monthly average is up 5% from 2013, down 16% from 2012, and down 29% from 2011													2012	84%	71%	
													2011	71%	65%	
													chg to '14 avg chg to '14 YTD			

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	1,295	1,576	1,925	1,512	1,441	1,567	1,365	1,462	1,426	1,579	1,266	1,270	17,684	1,474		
2012	1,334	1,547	1,456	1,424	1,460	1,140	1,079	1,220	999	1,452	938	1,039	15,088	1,257	85%	-216
2013	1,083	906	1,186	734	758	860	1,026	1,098	1,223	1,298	749	822	11,743	979	78%	-279
2014	835	891	958	927									3,611	903	92%	-76
DI dispositions Apr to date are down 8% from 2013, down 37% from 2012, and down 43% from 2011													2013	92%	92%	
DI dispositions monthly average is down 8% from 2013, down 28% from 2012, and down 39% from 2011													2012	72%	63%	
													2011	61%	57%	
													chg to '14 avg chg to '14 YTD			

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr AvgChg	
2011	2,390	2,465	1,951	2,126	2,046	1,905	1,943	2,054	2,117	1,930	1,757	1,755	2,037			
2012	1,815	1,757	1,905	1,734	1,636	1,877	2,005	1,906	2,139	1,755	1,663	1,379	1,798	88%	-239	
2013	1,277	1,182	991	1,227	1,437	1,462	1,481	1,374	1,198	986	1,177	1,300	1,258	70%	-540	
2014	1,469	1,536	1,557	1,788									1,588	126%	330	
DI balance Apr to date is up 36% from 2013, down 12% from 2012, and down 29% from 2011													2013	126%	136%	
DI balance monthly average is up 26% from 2013, down 12% from 2012, and down 22% from 2011													2012	88%	88%	
													2011	78%	71%	
													chg to '14 avg chg to '14 YTD			

TAX TRENDS - FO
 Program Codes 15, 17, 18, 32, 45, 46, 47, 48

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	134	168	144	261	140	180	112	266	364	147	248	402	2,566	214		
2012	346	141	196	117	78	335	253	229	254	200	215	214	2,578	215	100%	1
2013	223	245	299	199	243	321	233	264	247	242	307	411	3,234	270	125%	55
2014	232	320	285	230									1,067	267	99%	-3
													2013	99%	110%	
													2012	124%	133%	
													2011	125%	151%	
														chg to '14 avg	chg to '14 YTD	

Tax registrations Apr to date are up 10% from 2013, up 33% from 2012, and up 51% from 2011
 Tax registrations monthly average is down 1% from 2013, up 24% from 2012, and up 25% from 2011

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	139	173	193	252	176	277	168	278	325	293	323	247	2,844	237		
2012	227	352	322	492	267	217	236	290	284	357	234	195	3,473	289	122%	52
2013	299	222	475	590	375	301	214	263	352	231	151	185	3,658	305	105%	15
2014	208	265	232	129									834	209	68%	-96
													2013	68%	53%	
													2012	72%	60%	
													2011	88%	110%	
														chg to '14 avg	chg to '14 YTD	

Tax dispositions Apr to date are down 47% from 2013, down 40% from 2012, and up 10% from 2011
 Tax dispositions monthly average is down 32% from 2013, down 28% from 2012, and down 12% from 2011

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	4,880	4,874	4,824	4,833	4,797	4,700	4,643	4,630	4,666	4,520	4,445	4,593	4,700		
2012	4,711	4,498	4,371	3,995	3,803	3,918	3,931	3,871	3,841	3,683	3,664	3,683	3,997	85%	-703
2013	3,606	3,629	3,453	3,062	2,930	2,949	2,967	2,965	2,861	2,872	3,028	3,253	3,131	78%	-866
2014	3,276	3,328	3,381	3,482									3,367	108%	236
													2013	108%	98%
													2012	84%	77%
													2011	72%	69%
														chg to '14 avg	chg to '14 YTD

Tax balance Apr to date is down 2% from 2013, down 23% from 2012, and down 31% from 2011
 Tax balance monthly average is up 8% from 2013, down 16% from 2012, and down 28% from 2011

RULING - OTHER TRENDS - FO
Program Codes 9, 13, 14, 19, 21, 22, 40, 44

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	64	97	92	739	526	510	426	454	207	982	247	251	4,595	383		
2012	182	245	746	576	605	424	229	418	209	315	51	108	4,108	342	89%	-41
2013	292	280	201	234	589	585	432	380	219	89	135	112	3,548	296	86%	-47
2014	156	223	402	791									1,572	393	133%	97

Ruling/Other registrations Apr to date are up 56% from 2013, down 10% from 2012, and up 58% from 2011
Ruling/Other registrations monthly average is up 33% from 2013, up 15% from 2012, and up 3% from 2011

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	442	399	728	390	424	631	384	397	530	593	389	351	5,658	472		
2012	500	455	299	255	214	165	239	323	170	334	434	171	3,559	297	63%	-175
2013	242	250	424	278	254	248	329	322	574	598	162	223	3,904	325	110%	29
2014	204	383	288	130									1,005	251	77%	-74

Ruling/Other dispositions Apr to date are down 16% from 2013, down 33% from 2012, and down 49% from 2011
Ruling/Other dispositions monthly average is down 23% from 2013, down 15% from 2012, and down 47% from 2011

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	4,281	3,977	3,340	3,692	3,792	3,672	3,716	3,772	3,453	3,842	3,698	3,590	3,735		
2012	3,272	3,060	3,509	3,825	4,216	4,475	4,466	4,563	4,602	4,582	4,199	4,133	4,075	109%	340
2013	4,182	4,212	3,988	3,943	4,275	4,613	4,716	4,776	4,423	3,914	3,887	3,776	4,225	104%	150
2014	3,724	3,566	3,667	4,329									3,822	90%	-404

Ruling/Other balance Apr to date is down 6% from 2013, up 12% from 2012, and even with 2011
Ruling/Other balance monthly average is down 10% from 2013, down 6% from 2012, and up 2% from 2011

2013	90%	94%
2012	94%	112%
2011	102%	100%
	chg to '14 avg	chg to '14 YTD

WEEKLY AO WORKLOAD REPORT
April 2014

Week						
<u>Ending</u>	<u>Unreg total</u>	<u>Appeals Rec'd</u>	<u>Registrations</u>	<u>Dispositions</u>	<u>Open Balance</u>	<u>Change</u>
4/4/2014	323	471	266	271	2054	-20
4/11/2014	211	467	521	470	2119	65
4/18/2014	162	539	554	364	2301	182
4/25/2014	82	368	414	478	2231	-70
4/30/2014	144	294	204	294	2139	-92
Running Total		2139	1959	1877		

Week	Average	45-Day (50%)	75-Day (80%)	150-Day (95%)
<u>Ending</u>	<u>Case age</u>	<u>Time Lapse</u>	<u>Time Lapse</u>	<u>Time Lapse</u>
4/4/2014	28.3	82.16%	92.02%	99.06%
4/11/2014	27.5	81.74%	97.19%	100.00%
4/18/2014	28.2	80.14%	98.63%	100.00%
4/25/2014	26.8	69.55%	94.49%	97.38%
4/30/2014	28.3	75.12%	98.62%	100.00%
4/1-4/30/2014	28.3	77.85%	96.89%	99.17%

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
2011	2,389	2,509	3,616	2,882	3,165	2,850	2,858	3,104	3,115	3,121	2,223	2,405	34,237	2,853		
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	2,451	86%	-402
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	2,309	94%	-142
2014	1,620	1,608	1,558	1,883									6,669	1,667	72%	-642
UI registrations Jan to date are down 42% from 2013, down 38% from 2012, and down 41% from 2011 UI registration monthly average is down 28% from 2013, down 32% from 2012, and down 42% from 2011													2013	72%	58%	
													2012	68%	62%	
													2011	58%	59%	
													chg to '14 avg			

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	2,476	2,459	2,464	2,442	2,859	3,265	2,252	2,722	3,951	3,595	2,976	2,884	34,345	2,862		
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	2,553	89%	-309
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	2,318	91%	-234
2014	1,443	1,490	1,689	1,817									6,439	1,610	69%	-709
UI dispositions Jan to date are down 42% from 2013, down 45% from 2012, and down 35% from 2011 UI disposition monthly average is down 31% from 2013, down 37% from 2012, and down 44% from 2011													2013	69%	58%	
													2012	63%	55%	
													2011	56%	65%	
													chg to '14 avg			

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
2011	3,619	3,668	4,738	5,237	5,489	5,090	5,700	6,077	5,243	4,766	4,009	3,518	3,518	4,763		
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	2,715	57%	-2,048
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	2,148	79%	-567
2014	1,994	2,106	1,936	1,986										2,006	93%	-143

UI balance of open cases Jan to date are down 4% from 2013, down 31% from 2012, and down 54% from 2011
 UI balance monthly average is down 7% from 2013, down 26% from 2012, and down 58% from 2011

2013	93%	96%	
2012	74%	69%	
2011	42%	46%	
chg to '14 avg			

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
2011	91	94	135	114	105	112	131	130	124	118	87	108	1,349	112		
2012	99	82	120	66	74	62	85	92	78	85	65	57	965	80	72%	-32
2013	52	121	55	118	84	46	37	61	74	88	55	43	834	70	86%	-11
2014	35	45	36	60									176	44	63%	-26
													2013	63%	51%	
													2012	55%	48%	
													2011	39%	41%	

DI registrations Jan to date down 49% from 2013, down 52% from 2012, down 59% from 2011.
DI registration monthly average down 37% from 2013, down 45% from 2012, and down 61% from 2011.

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
2011	100	128	93	91	95	132	86	100	133	162	118	111	1,349	112		
2012	113	116	140	88	73	55	79	95	79	87	77	71	1,073	89	80%	-23
2013	69	60	117	88	71	65	53	69	52	44	56	78	822	69	77%	-21
2014	59	37	38	50									184	46	67%	-23
													2013	67%	55%	
													2012	51%	40%	
													2011	41%	45%	

DI dispositions Jan to date down 45% from 2013, down 60% from 2012, down 55% from 2011.
DI disposition monthly average down 33% from 2013, down 49% from 2012, and down 59% from 2011.

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	
2011	167	133	175	198	208	188	234	265	254	210	180	177	177	199			
2012	163	130	109	87	89	97	102	97	97	95	82	68	68	101	51%	-98	
2013	51	110	50	78	91	72	55	49	71	116	115	79	79	78	77%	-23	
2014	52	61	60	68										60	77%	-18	
														2013	77%	83%	
														2012	59%	49%	
														2011	30%	36%	

Open Balance of DI Jan to date down 17% from 2013, down 51% from 2012, and down 64% from 2011.
Open Balance monthly average down 33% from 2013, down 41% from 2012, and down 70% from 2011.

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
2011	25	18	21	33	32	2	23	23	6	43	25	41	292	24		
2012	22	20	39	23	34	21	2	13	11	9	44	6	244	20	84%	-4
2013	27	0	0	53	24	17	12	12	5	42	9	27	228	19	93%	-1
2014	24	11	18	9									62	16	82%	-4
													2013	82%	78%	
													2012	76%	60%	
													2011	64%	64%	

Tax registrations Jan to date are up 22% from 2013, down 40% from 2012, and down 36% from 2011
 Tax registration monthly average down 18% from 2013, down 24% from 2012, and down 36% from 2011

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	15	34	21	12	34	30	16	31	19	33	19	17	281	23		
2012	15	23	21	24	17	13	35	34	43	16	2	18	261	22	93%	-2
2013	25	11	15	16	15	10	28	38	18	20	13	39	248	21	95%	-1
2014	8	16	12	7									43	11	52%	-10
													2013	52%	64%	
													2012	49%	52%	
													2011	46%	52%	

Tax dispositions Jan to date are down 36% from 2013, down 48% from 2012 and down 48% from 2011
 Tax disposition monthly average down 48% from 2013, down 51% from 2012, and down 54% from 2011

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	82	66	66	87	86	59	66	58	45	55	61	85	85	68		
2012	92	89	108	107	124	132	100	78	46	39	82	70	70	89	131%	21
2013	72	61	46	83	92	97	82	58	48	67	68	51	51	69	77%	-20
2014	74	63	69	71										69	101%	1
													2013	101%	106%	
													2012	78%	70%	
													2011	102%	92%	

Tax balance of open cases Jan to date is up 6% from 2013, down 30% from 2012, and down 8% from 2011
 Tax balance monthly average is up 1% from 2013, down 22% from 2012, and up 2% from 2011

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
2011	1	4	7	17	16	7	9	10	14	16	6	7	114	10		
2012	7	9	13	2	3	0	1	3	3	2	7	2	52	4	46%	-5
2013	2	4	6	9	13	5	11	4	4	14	7	4	83	7	160%	3
2014	2	2	8	7									19	5	69%	-2
Other registrations Jan to date are down 10% from 2013, down 39% from 2012, and down 34% from 2011													2013	69%	90%	
Other registration monthly average down 21% from 2013, up 10% from 2012, and down 50% from 2011													2012	110%	61%	
													2011	50%	66%	
													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
2011	10	5	5	1	6	20	7	7	13	14	17	10	115	10		
2012	9	7	9	9	9	1	1	0	5	3	1	7	61	5	53%	-5
2013	4	3	3	2	15	4	4	7	10	2	9	8	71	6	116%	1
2014	7	2	4	3									16	4	68%	-2
Other dispositions Jan to date are up 33% from 2013, down 53% from 2012, and down 24% from 2011													2013	68%	133%	
Other disposition monthly average down 32% from 2013, down 21% from 2012, and down 58% from 2011													2012	79%	47%	
													2011	42%	76%	
													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
2011	4	3	5	21	31	19	20	23	24	26	15	12	12	17		
2012	10	12	16	9	3	2	2	5	3	2	8	1	1	6	36%	-11
2013	0	2	2	5	2	11	18	13	7	19	19	13	13	9	152%	3
2014	1	1	9	13										6	65%	-3
Other balance of open cases Jan to date up 167% from 2013, down 49% from 2012, and down 27% from 2011													2013	65%	267%	
Other balance monthly average down 35% from 2013, down 1% from 2012, and down 65% from 2011													2012	99%	51%	
													2011	35%	73%	
													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
2011	2,506	2,625	3,779	3,046	3,318	2,971	3,021	3,267	3,259	3,298	2,341	2,561	35,992	2,999		
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	2,556	85%	-443
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	2,405	94%	-151
2014	1,681	1,666	1,620	1,959									6,926	1,732	72%	-673
													2013	72%	58%	
													2012	68%	61%	
													2011	58%	58%	

Registrations Jan to date down 42% from 2013, down 39% from 2012, and down 42% from 2011.
 Registration monthly average down 28% from 2013, down 32% from 2012, and down 42% from 2011.

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	2,601	2,626	2,583	2,546	2,994	3,447	2,361	2,860	4,116	3,804	3,130	3,022	36,090	3,008		
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	2,669	89%	-339
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	2,414	90%	-256
2014	1,517	1,549	1,743	1,877									6,686	1,672	69%	-742
													2013	69%	58%	
													2012	63%	55%	
													2011	56%	65%	

Dispositions Jan to date down 42% from 2013, down 45% from 2012, and down 35% from 2011.
 Disposition monthly average down 31% from 2013, down 37% from 2012, and down 44% from 2011.

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
2011	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	5,047		
2012	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	2,913	58%	-2,134
2013	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	2,306	79%	-607
2014	2,123	2,235	2,074	2,138										2,143	93%	-163
													2013	93%	96%	
													2012	74%	69%	
													2011	42%	47%	

Open Balance Jan to date is down 4% from 2013, down 31% from 2012, and down 53% from 2011.
 Open Balance monthly average down 7% from 2013, down 26% from 2012, and down 58% from 2011.

APPELLATE OPERATIONS TL & Case Aging TRENDS

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Avg.
Standard	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
Standard	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
Standard	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
08/09 45-Day	52.2%	37.8%	38.4%	33.2%	16.1%	4.7%	13.8%	20.6%	38.7%	30.8%	43.2%	60.0%	32.4%
08/09 75-Day	93.2%	94.9%	92.3%	90.4%	91.2%	87.3%	88.2%	90.6%	93.9%	75.3%	86.7%	92.7%	89.7%
08/09 150-Day	99.6%	99.7%	98.9%	99.0%	99.1%	99.6%	99.1%	99.8%	100.0%	99.4%	99.8%	97.6%	99.3%
Case Aging	30	34	34	32	38	37	33	39	39	37	44	59	38
09/10 45-Day	42.4%	41.8%	39.5%	28.6%	35.6%	28.8%	29.2%	37.3%	40.6%	43.3%	59.4%	80.5%	42.2%
09/10 75-Day	76.2%	85.2%	69.7%	75.9%	78.5%	74.2%	83.2%	88.0%	92.9%	93.3%	91.3%	94.7%	83.6%
09/10 150-Day	82.6%	98.8%	96.7%	99.1%	99.3%	99.3%	99.0%	99.5%	99.6%	99.7%	99.8%	99.4%	97.7%
Case Aging	42	45	41	39	39	39	37	38	34	35	29	26	37
10/11 45-Day	83.1%	80.3%	80.9%	81.5%	83.4%	86.7%	85.9%	77.0%	48.1%	28.8%	11.4%	12.9%	63.3%
10/11 75-Day	97.5%	98.2%	97.5%	98.0%	96.9%	97.2%	98.4%	97.7%	95.6%	89.3%	88.1%	90.1%	95.4%
10/11 150-Day	99.8%	99.9%	99.9%	100.0%	99.4%	99.9%	99.7%	99.8%	99.7%	99.9%	99.6%	99.8%	99.8%
Case Aging	26	28	27	27	25	28	28	33	38	38	36	34	31
11/12 45-Day	5.2%	6.9%	4.6%	10.1%	10.6%	10.5%	11.6%	11.7%	17.2%	16.6%	47.9%	70.0%	18.6%
11/12 75-Day	89.2%	87.9%	60.8%	43.9%	40.0%	43.1%	72.7%	86.4%	89.5%	85.5%	91.0%	90.8%	73.4%
11/12 150-Day	99.7%	99.4%	99.4%	97.3%	98.9%	99.0%	98.9%	99.2%	99.5%	99.3%	99.3%	99.1%	99.1%
Case Aging	39	45	43	47	48	44	39	38	39	37	32	30	40
12/13 45-Day	66.4%	57.4%	20.5%	12.8%	28.7%	40.7%	25.5%	22.1%	14.3%	13.1%	24.0%	53.3%	31.6%
12/13 75-Day	94.0%	91.8%	81.7%	80.9%	80.6%	76.4%	75.4%	83.2%	75.3%	82.7%	76.6%	90.6%	82.4%
12/13 150-Day	99.3%	99.5%	99.4%	99.7%	99.2%	99.0%	99.0%	99.6%	98.3%	99.7%	99.8%	99.7%	99.4%
Case Aging	31	38	44	48	44	49	45	45	41	41	35	29.1	41
13/14 45-Day	62.3%	76.0%	72.4%	56.6%	77.4%	80.5%	74.5%	52.4%	52.5%	51.0%	59.1%	77.1%	66.0%
13/14 75-Day	92.1%	94.4%	90.7%	90.3%	94.8%	96.3%	97.3%	93.1%	92.3%	91.6%	93.3%	96.3%	93.5%
13/14 150-Day	99.7%	99.7%	99.8%	99.8%	99.6%	99.9%	99.9%	99.5%	99.6%	99.4%	99.6%	99.9%	99.7%
Case Aging	30.1	31.0	32.2	30.1	28.4	24.0	31.1	35.0	33.8	31.8	27.8	29.3	30.4
14/15 45-Day	77.9%												77.9%
14/15 75-Day	96.9%												96.9%
14/15 150-Day	99.2%												99.2%
Case Aging	28.3												28.3

APPELLATE OPERATIONS - REPORT SUMMARY

APPELLATE	2013-2014												Average	AO Current Mo. % of Avg.	TOTAL	Appellants Current Mo.		
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun						
WORKLOAD																		
Registrations																		
UI TL	1,997	1,978	2,276	2,233	1,541	1,591	1,620	1,608	1,558	1,883							1,829	
DI	37	61	74	88	55	43	35	45	36	60							53	
Ruling & T-R	6	3	2	13	6	3	2	0	8	7							5	
Tax	12	12	5	42	9	27	24	11	18	9							17	
Other	5	1	2	1	1	1	0	2	0	0							1	
Total	2,057	2,055	2,359	2,377	1,612	1,665	1,681	1,666	1,620	1,959							1,905	
Multi Cases						1												
Dispositions																		
UI TL	2,173	2,602	2,040	1,787	1,582	2,083	1,443	1,490	1,689	1,817							1,871	
DI	53	69	52	44	56	78	59	37	38	50							54	
Ruling & T-R	3	4	9	1	8	7	5	4	4	2							5	
Tax	28	38	18	20	13	39	8	16	12	7							20	
Other	1	3	1	1	1	1	2	2	0	1							1	
Total	2,258	2,716	2,120	1,853	1,660	2,208	1,517	1,549	1,743	1,877							1,950	
Multi Cases/CI		1/13																
Balance - Open Cases																		
UI TL	2,329	1,684	1,923	2,373	2,360	1,827	1,994	2,106	1,936	1,986							2,052	
DI	55	49	71	116	115	79	52	61	60	68							73	
Ruling & T-R	13	12	5	17	17	11	2	4	8	13							10	
Tax	82	58	48	67	68	51	74	63	69	71							65	
Other	5	1	2	2	2	2	1	1	1	0							2	
Total	2,484	1,804	2,049	2,575	2,562	1,970	2,123	2,235	2,074	2,138							2,201	
Multi Cases						47	47											
FO to AO Appeal Rate																		
UI TL	7.7%	5.5%	6.8%	7.7%	5.6%	6.5%	6.6%	6.2%	6.2%	7.0%							6.6%	
DI	4.3%	5.9%	6.7%	7.2%	4.2%	5.7%	4.7%	5.4%	4.0%	6.5%							5.5%	
Ruling & T-R	2.5%	1.0%	0.7%	2.3%	1.0%	2.0%	1.3%	0.0%	5.3%	5.6%							2.2%	
Tax	4.0%	5.6%	1.9%	11.9%	3.9%	17.9%	15.9%	6.3%	6.8%	7.0%							8.0%	
Other	41.7%	4.3%	9.1%	5.9%	8.3%	10.0%	0.0%	1.0%	0.0%	0.0%							8.0%	
Overall Rate	7.5%	5.5%	6.7%	7.6%	5.4%	6.5%	6.6%	6.1%	6.0%	7.0%							6.5%	

1,221 Estimate

1,069

1,124

APPELLATE OPERATIONS ~ REPORT SUMMARY

APPELLATE	2014												Average	AO Current Mo. % of Avg.	TOTAL	Appellants Current Mo.		
	Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec						
WORKLOAD																		
Registrations																		
UI TL	1,620	1,608	1,558	1,883													1,667	6,669
DI	35	45	36	60													44	176
Ruling & T-R	2	0	8	7													4	17
Tax	24	11	18	9													16	62
Other	0	2	0	0													1	2
Total	1,681	1,666	1,620	1,959	0	0	0	0	0	0	0	0	0	0	0		1,732	6,926
Multi Cases																		
Dispositions																		
UI TL	1,443	1,490	1,689	1,817													1,610	6,439
DI	59	37	38	50													46	184
Ruling & T-R	5	4	4	2													4	15
Tax	8	16	12	7													11	43
Other	2	2	0	1													1	5
Total	1,517	1,549	1,743	1,877	0	0	0	0	0	0	0	0	0	0	0		1,672	6,686
Multi Case/Ct																		
Balance - Open Cases																		
UI TL	1,994	2,106	1,936	1,986													2,006	
DI	52	61	60	68													60	
Ruling & T-R	2	4	8	13													7	
Tax	74	63	69	71													69	
Other	1	1	1	0													1	
Total	2,123	2,235	2,074	2,138	0	0	0	0	0	0	0	0	0	0	0		2,143	
Multi Cases																		
FO to AO Appeal Rate																		
UI TL	5.0%	6.2%	6.2%	7.0%													6.1%	114.8%
DI	3.4%	5.4%	4.0%	6.5%													4.8%	134.5%
Ruling & T-R	1.4%	0.0%	5.3%	5.6%													3.1%	183.9%
Tax	12.3%	5.3%	6.8%	7.0%													7.8%	89.0%
Other	0.0%	1.0%	0.0%	0.0%													0.2%	0.0%
Overall Rate	5.0%	6.1%	5.9%	7.0%													6.0%	116.1%

1,221 Estimate

APPELLATE OPERATIONS - REPORT SUMMARY

2014

APPELLATE	Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Average	AO Current Mo. % of Avg.
TIME LAPSE														
45 Day-50 %	51	59	77	78									66	118%
75 Day- 80 %	92	93	96	97									95	103%
150 Day- 95 %	99	100	100	99									100	100%
CASE AGE														
Avg Days-UI (mean)	32	27.8	29.3	28.3									29.3	97%
Avg Days-UI (median)	28	23.0	26.0	26.0									25.8	101%
Over 120 days old														
UI Cases	14	10	25	15									16	94%
UI %	1%	1%	2%	1%									1%	85%
UI % w/out Multis	1%	1%	2%	1%									1%	85%
NET PYS USED														
ALJ	13.43	13.30	14.53										13.8	106%
AO Non ALJ	25.56	27.46	26.59										26.5	100%
CTU Non ALJ	4.10	3.08	4.34										3.8	113%
Net PYS	43.09	43.84	45.46	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	44.1	103%
RATIOS														
AO w/o transcribers	1.90	2.06	1.83										1.93	95%
AO with transcribers	2.21	2.30	2.13										2.21	96%
TRANSCRIPTS														
PAGES	64	43	41	63									53	119%
AVG PGS Per T/S	4,194	2,870	2,981	5,409									3,864	140%
	66	67	73	86									66	131%
PRODUCTIVITY														
ALJ Disp/wk	26.9	30.6	30.0										26.9	112%
Trans Pgs/day	48.71	49.04	34.34										48.7	0.7050452

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

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

	April, 2014	March, 2014	February, 2014	January, 2014
	Average Days in Transfer			
	Case Count	Case Count	Case Count	Case Count
Fr	0.25 89	0.72 110	2.29 83	0.24 66
Ing	2.50 131	4.54 190	3.57 159	1.38 130
Inl	4.64 213	4.78 217	2.07 159	1.50 219
LA	1.36 164	1.39 179	1.06 177	0.79 107
Oak	0.44 181	3.50 115	2.27 96	1.69 146
OC	0.29 140	0.48 144	0.24 154	0.44 100
Ox	0.24 76	0.87 98	0.13 105	1.91 79
Pas	5.19 47	5.32 129	3.05 138	5.44 146
Sac	1.95 154	2.54 199	3.27 260	3.38 218
SD	2.30 111	3.25 182	2.40 143	6.64 151
SF	1.71 70	1.31 71	1.72 126	0.76 88
SJ	1.43 75	1.53 130	1.57 67	2.28 61
Tax	1.00 7	0.73 11	1.50 6	0.67 12
Total	1.87 1458	2.74 1775	2.08 1673	2.49 1523

California Unemployment Insurance Appeals Board
Board Appeal Summary Report
Average Days in Transfer from Date Received at AO to Board Appeal Event Date

	April, 2014	March, 2014	February, 2014	January, 2014
	Average Days in Transfer			
	Case Count	Case Count	Case Count	Case Count
Fr	2.76	2.85	2.31	2.15
Ing	1.67	3.14	2.19	3.35
Inl	2.47	3.18	2.79	2.97
LA	2.55	3.79	2.36	2.89
Oak	1.78	3.10	2.70	2.05
OC	1.87	2.92	2.54	2.70
Ox	2.00	3.01	2.07	3.59
Pas	2.07	3.98	4.18	1.85
Sac	5.25	4.51	3.49	3.25
SD	2.16	3.91	2.53	2.36
SF	2.20	2.83	2.01	2.65
SJ	2.10	3.17	3.04	2.30
Tax	5.14	7.09	11.67	6.00
Total	2.47	3.47	2.77	2.74

AO REPORT TO BOARD -- MONTH OF APRIL 2014

	# Cases	Calendar Yr Avg	Last Yr Avg
REGISTRATIONS	1959	1732	2405
DISPOSITIONS	1877	1672	2414
OPEN BALANCE	2138	2143	2306

CASE AGING (40days) 28 Days

TIME LAPSE	
45 Days (50%)	78.00%
75 Days (80%)	97.00%
150 Days (95%)	99.00%

OTHER INFORMATION

FO to AO Transfer Rate	1.87 days
FO ALLs working in AO	1
Appeal Rate FO to AO	7.00%

6%

Monthly Board Meeting Litigation Report - April 2014

AGENDA ITEM 9

<u>LITIGATION CASES PENDING</u>	TOTAL = 334
SUPERIOR COURT: Claimant Petitions.....	277
Employer Petitions.....	39
EDD Petitions.....	2
Non-benefit Court Cases	3
APPELLATE COURT: Claimant Appeals.....	7
Employer Appeals.....	4
EDD Appeals.....	0
Non-benefit Court Cases	1
ISSUES: UI.....	292
DI.....	25
Tax.....	12
Non-benefit Court Cases	5

2014 CALENDAR YEAR ACTIVITY - Benefit & Tax Cases

<u>LITIGATION CASES FILED</u>	<u>YTD</u>	<u>April</u>
SUPERIOR COURT: Claimant Petitions.....	17	3
Employer Petitions.....	3	0
EDD Petitions.....	0	0
APPELLATE COURT: Claimant Appeals.....	1	0
Employer Appeals.....	0	0
EDD Appeals.....	0	0
 <u>LITIGATION CASES CLOSED</u>	 <u>YTD</u>	 <u>April</u>
SUPERIOR COURT: Claimant Petitions.....	27	4
Employer Petitions.....	3	1
EDD Petitions.....	1	0
APPELLATE COURT: Claimant Appeals.....	7	1
Employer Appeals.....	3	0
EDD Appeals.....	0	0

2014 Decision Summary

<u>Claimant Appeals</u>		<u>Employer Appeals</u>		<u>CUIAB Decisions</u>		
Win: 2	Loss: 31	Win: 1	Loss: 3	Affirmed: 34	Reversed: 2	Remanded: 1

April 2014 PERFORMANCE INDICATORS

FIELD OPERATIONS

MEETING DOL STANDARDS UI TIMELAPSE CASES

	<u>Closed</u>	<u>DOL Standard</u>
Closed Cases		
% Closed in <= 30 Days	76.5%	≥60%
% Closed in <= 45 Days	93.4%	≥80%

	<u>Avg. Days</u>	<u>DOL Standard</u>
Pending Cases		
Case Aging	23.9	≤30

WORKLOAD	<u>UI</u>	<u>ALL</u>
Opened	30,284	32,463
Closed	26,957	28,143
Balance of Open Cases	28,172	37,771

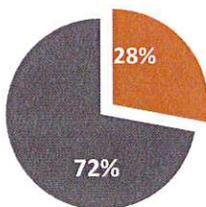
CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

UI Timelapse Appeals	33 days
DI Appeals (including PFL)	70 days
All Programs	42 days

UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	82%
UI Extensions as % of All UI	18%

UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 28% of UI Open Balance, and Regular UI cases made up 72%.

FED-ED UI Extensions made up 0.2% of the FO open balance. These are the extensions that ended in late May 2012. In 2011, they were 3% of the workload.

APPELLATE OPERATIONS

MEETING DOL GUIDELINES & STANDARDS UI TIMELAPSE CASES

	<u>Closed</u>	<u>DOL Guideline</u>
Closed Cases		
% Closed in <= 45 Days	77.8%	≥50%
% Closed in <= 75 Days	96.9%	≥80%

	<u>Avg. Days</u>	<u>DOL Standard</u>
Pending Cases		
Case Aging	28.3	≤40

WORKLOAD	<u>UI</u>	<u>ALL</u>
Opened	1,883	1,959
Closed	1,817	1,877
Balance of Open Cases	1,987	2,139

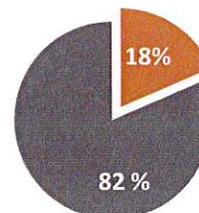
CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

UI Timelapse Appeals	43 days
DI Appeals (including PFL)	46 days
All Programs	45 days

UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	80%
UI Extensions as % of All UI	20%

UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 18% of UI Open Balance, and Regular UI cases made up 82%.

FED-ED UI Extensions made up 0.5% of the AO open balance.

California Unemployment Insurance Appeals Board
FO Cycle Time Summary Report
For Cases Closed in April 2014

PFL CASES	Average Days to Process an Appeal	Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	75	5	41	14	2
Inglewood	58	14	8	12	7
Inland	63	7	33	15	10
Los Angeles	69	5	43	13	4
Oakland	84	6	56	17	4
Orange County	43	6	16	15	1
Oxnard	66	7	41	13	0
Pasadena	60	4	36	16	8
Sacramento	51	6	9	15	6
San Diego	55	6	15	13	6
San Francisco	69	9	39	14	4
San Jose	54	4	30	14	2
Statewide	61	6	29	14	5

DI CASES	Average Days to Process an Appeal	Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	76	7	49	15	1
Inglewood	48	9	10	13	6
Inland	67	5	31	14	8
Los Angeles	79	8	47	13	6
Oakland	98	9	57	15	9
Orange County	90	12	19	15	6
Oxnard	80	9	46	13	2
Pasadena	81	7	44	15	6
Sacramento	55	10	8	14	7
San Diego	58	6	23	13	5
San Francisco	85	7	35	13	5
San Jose	66	7	30	13	4
Statewide	71	7	32	14	5

California Unemployment Insurance Appeals Board
FO Cycle Time Summary Report
For Cases Closed in April 2014

UI Timelapse CASES	Average Days to Process an Appeal	Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	33	3	10	14	0
Inglewood	31	7	5	12	1
Inland	30	4	3	15	2
Los Angeles	34	3	11	13	2
Oakland	30	5	5	12	1
Orange County	31	4	5	14	1
Oxnard	31	4	8	13	0
Pasadena	32	4	7	14	2
Sacramento	37	6	8	14	2
San Diego	35	4	12	13	1
San Francisco	33	4	9	13	1
San Jose	38	4	14	13	1
Statewide	33	4	8	13	1

ALL CASES	Average Days to Process an Appeal	Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	46	4	22	14	1
Inglewood	40	7	12	13	2
Inland	39	4	9	15	3
Los Angeles	40	3	16	13	3
Oakland	44	5	17	12	3
Orange County	33	4	6	14	1
Oxnard	39	4	14	13	0
Pasadena	39	4	12	14	2
Sacramento	40	6	9	14	3
San Diego	40	4	15	13	2
San Francisco	45	5	19	13	2
San Jose	44	4	19	13	2
Tax Office	368	N/A	N/A	107	35
Statewide	42	4	13	14	2

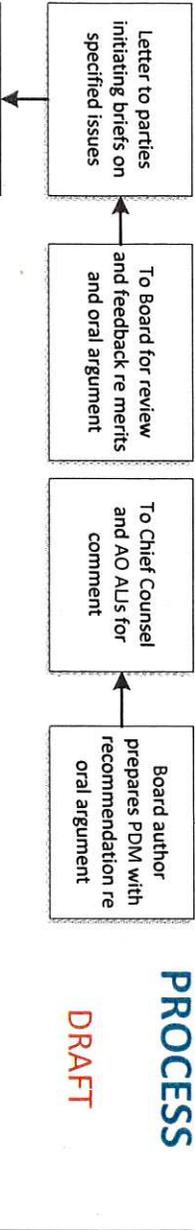
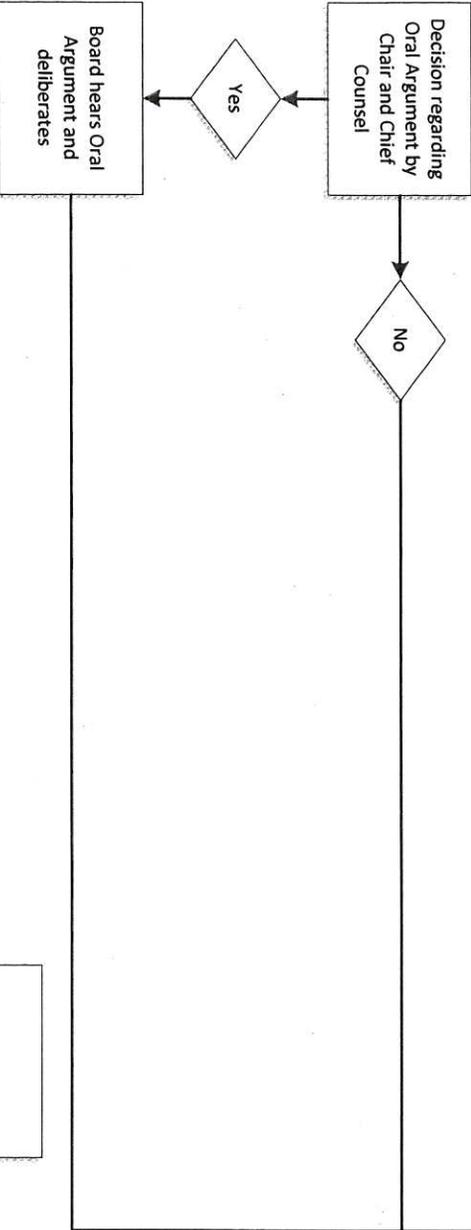
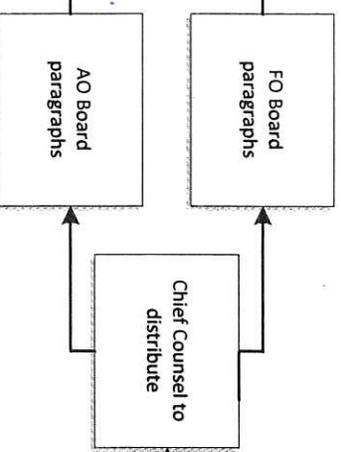
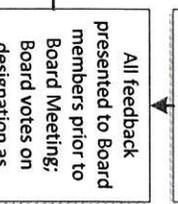
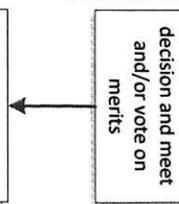
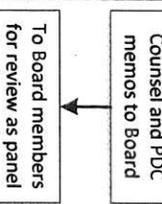
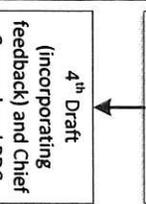
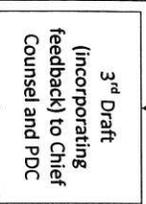
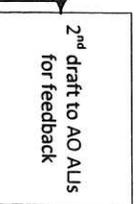
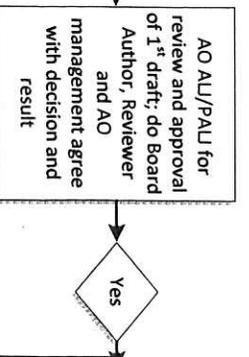
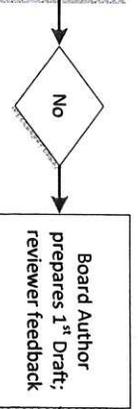
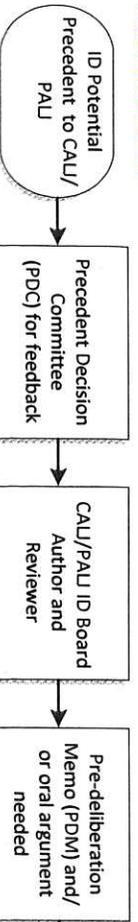
CUIAB 13/14 Fiscal Year Overtime/Lump Sum Payout - SCO Report
July 2013 through March 2014

13/14 Fiscal Year-to-Date Overtime Expenditure									
Branch	FY Y-T-D Decision Typing		FY Y-T-D CTU Typing		FY Y-T-D Registration		FY Y-T-D Other		Estimated Expenditures Over-/Under
	Hours	Pay	Hours	Pay	Hours	Pay	Hours	Pay	
Appellate	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	108.25	\$3,424.55	
Admin	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	
IT	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	1,874.10	\$83,327.81	
Exec	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	
Project	0.00	\$0.00	0.00	\$0.00	4.50	\$214.52	6.00	\$190.68	
Field	0.00	\$0.00	0.00	\$0.00	337.25	\$5,171.23	1,073.75	\$32,775.62	
Total	0.00	\$0.00	0.00	\$0.00	341.75	\$5,385.75	3,062.10	\$119,718.66	

13/14 Fiscal Year-to-Date Total Overtime Expenditures										
Branch	13/14 FY Allocation		Year-to-Date Hours		Year-to-Date Position Equivalent		Year-to-Date Pay		FY 13/14 FY Projections	
	Hours	Pay	Hours	Pay	Hours	Pay	Hours	Pay	Estimated Expenditures Over-/Under	
Appellate		\$90,097.00	108.25	\$3,424.55	0.05	\$86,672.45		\$85,530.93		
Admin		\$5,590.00	0.00	\$0.00	0.00	\$5,590.00		\$5,590.00		
IT		\$97,891.00	1,874.10	\$83,327.81	0.90	\$14,563.19		-\$13,212.75		
Exec		\$0.00	0.00	\$0.00	0.00	\$0.00		\$0.00		
Project		\$1,897.00	10.50	\$405.20	0.01	\$1,491.80		\$1,356.73		
Field Operations		\$213,698.00	1,411.00	\$37,946.85	0.68	\$175,751.15		\$163,102.20		
Total		409,173.00	3,403.85	\$125,104.41	2.18	\$284,068.59		\$242,367.12		
Actual Monthly Average Personnel Year										

13/14 Fiscal Year-to-Date Lump Sum Payout July 2013 through March 2014									
Branch	Year-to-Date Hours		Year-to-Date Position Equivalent		Year-to-Date Pay		13/14 Allocation		Estimated Over-/Under
	Hours	Pay	Hours	Pay	Hours	Pay	Hours	Pay	
Appellate	1,313.50	\$37,569.61	0.63	\$144,987.00		\$94,894.19		\$94,894.19	
Admin	658.00	\$20,592.40	0.32	\$5,000.00		-\$15,592.40		-\$15,592.40	
IT	258.00	\$10,625.28	0.12	\$926.46		-\$9,167.04		-\$9,167.04	
Exec	48.50	\$0.00	0.02	\$5,000.00		\$5,000.00		\$5,000.00	
Project	0.00	\$0.00	0.00	\$465,441.00		\$372,392.72		\$372,392.72	
Field Operations	3,131.00	\$69,786.21	1.51	\$719,295.00		\$540,159.19		\$540,159.19	
Total	5,409.00	\$139,499.96	2.60	\$719,295.00		\$540,159.19		\$540,159.19	

START PROCESS



PRECEDENT DECISION PROCESS

DRAFT

* ALUs/PALUs review all feedback and all drafts; AO Chief/PAU have final say re proposed edits, but memo prepared incorporating major differences in opinion