



**STATE OF CALIFORNIA - GOVERNOR ARNOLD SCHWARZENEGGER
LABOR AND WORKFORCE DEVELOPMENT AGENCY**

**CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD
OFFICE OF THE CHIEF ADMINISTRATIVE LAW JUDGE/EXECUTIVE DIRECTOR
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May 16, 2011

To: Board Members

**May 2011 Summary Report of Executive Director and
Chief Administrative Law Judge Alberto Roldan**

1. Office of the Chief

- o The Judicial Conference was completed last week. I have consistently heard that the training programs were well received and useful to the ALJs in doing their work. The judges were particularly appreciative of the tailoring of the disability and tax training blocks to the experience level of the ALJs.
- o By splitting the training into two waves (May 9-11 or May 11-13) we were able to conduct hearings in all the CUIAB field offices. CUIAB still managed to close 6,743 cases during the week of the training which is only about 2,500 cases off of the weekly average.

2. Snapshot of Field Operations for April 2011

Overall April Workload: After a record March, April was a return to the baseline of typically expected productivity. The number of new cases in all categories [38,210] was approximately average for this fiscal year and 4,000 more than received in April 2009. It is true that, with the push to get as many decisions out the door by March 31 as possible, the number of closed cases [37,208] were 7% smaller than average for the fiscal year. Nonetheless, this volume still represents almost 5,000 more cases than were closed in April 2009 and almost 10,000 more than in April 2008. Overall, the open inventory [60,086] rose slightly and still represents a significant caseload. However, the backlog is more than 20,000 cases smaller than at the beginning of the fiscal year and is becoming increasingly manageable. The number of cases *en route* from the department is now consistently below 9,500. The HUB queue is currently at fewer than 200 jobs. So, while not out of the woods, CUIAB actually is beginning to feel more normal than has been true for quite some time.

Case Aging, Time Lapse, and federal rankings: The timeliness measures either improved, or were static in April, despite the drop-off in production. The average case age [35 days] did not change and is 10 days younger than it was in January 2011. 30-day time lapse reached 4% for the first time since August 2010. 45-day time lapse [31%] has risen by 15 percentage points in two

months and is at its highest level since May 2007. 90-day time lapse [93%] has risen by 20 percentage points in two months and represents the best result since July 2008. The average cycle time [68 days] rose slightly in April, but the cycle time for both creation date to verification date [11 days] and for hearing date to decision date [7 days], fell as we caught up with the verification and typing backlogs.

Unemployment Insurance (UI) for April: New UI cases [35,519 cases; 20,281 appellants] were 2% fewer than the average for the fiscal year. Closed cases [35,054 cases; 20,016 appellants] were 8% below this year's norm. Despite the reprieve from March madness, the open inventory [49,435 cases; 28,227 appellants] rose by less than 400 cases, remains below 50,000 and has fallen by 19,000 cases in one year.

Disability Insurance (DI) for April: In DI, the number of new cases [1,691] was the most since July and 13% greater than the fiscal year average. Closed cases [1,512] were slightly fewer than average. The open inventory [2,126 cases] is back over 2,000 but there has been a 16% reduction in open cases during the fiscal year.

Tax, Rulings, Other: During the first few months of 2011, intake for rulings was practically non-existent. In April, SCRSU and the Tax Office tried to catch up and verified the greatest number of cases [693] since August. With the fewest decisions [361] since November, the open inventory [3,627] rose for the first time in eight months. Nevertheless, the total is far smaller than was true last year. This was an extremely busy month in tax with new cases [261] and closed cases [252] were both 55% greater than the monthly average for the fiscal year. This was the first month since November in which the tax inventory increased, but the bump was extremely small.

ALL PROGRAM TRENDS - FO

NEW OPENED CASES:

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Change	Yr-Yr AvgChg
2008	25,938	23,093	27,702	31,537	27,015	26,199	27,234	27,027	32,412	33,831	30,926	31,245	344,159	28,680		
2009	34,115	30,306	33,645	34,018	34,720	36,687	34,412	33,610	35,623	38,035	29,542	39,222	413,935	34,495	120%	5,815
2010	39,381	36,310	40,820	45,037	39,399	38,140	41,563	43,324	33,493	37,396	31,757	37,369	463,989	38,666	112%	4,171
2011	40,411	36,315	41,141	38,210									156,077	39,019	101%	354

Registrations Apr to date are down 3% from 2010, up 18% from 2009, and up 44% from 2008
 Registration monthly average is up 1% from 2010, up 13% from 2009, and up 36% from 2008

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Change	Yr-Yr AvgChg
2008	22,962	24,939	31,377	27,534	29,082	26,725	26,640	21,783	26,305	29,943	23,055	27,989	318,334	26,528		
2009	27,273	26,451	30,253	32,388	31,481	34,471	36,722	32,474	34,290	41,893	36,461	38,989	403,126	33,594	127%	7,066
2010	34,404	40,009	46,641	42,106	37,589	39,101	37,848	41,243	40,987	39,872	36,622	38,452	474,574	39,573	118%	5,979
2011	35,905	40,146	52,970	37,208									166,229	41,557	105%	1,984

Dispositions Apr to date are up 2% from 2010, up 43% from 2009, and up 56% from 2008
 Disposition monthly average is up 5% from 2010, up 24% from 2009, and up 57% from 2008

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Change	Yr-Yr AvgChg
2008	50,735	48,851	45,085	48,985	46,870	46,297	46,811	51,973	58,005	61,773	69,574	72,712		53,973		
2009	79,459	83,239	86,674	88,675	91,984	94,025	91,932	93,231	94,499	90,583	83,671	83,874		88,487	164%	34,515
2010	88,772	84,920	78,808	81,554	83,171	81,997	85,167	86,889	79,186	76,869	71,857	70,783		80,831	91%	-7,656
2011	75,199	71,225	59,203	60,086										66,428	82%	-14,403

Open Balance Apr to date is down 20% from 2010, down 21% from 2009, and up 37% from 2008
 Open Balance monthly average is down 18% from 2010, down 25% from 2009, and up 23% from 2008

2010	82%	80%
2009	75%	79%
2008	123%	137%
chg to 11 avg		
chg to 11 YTD		

TAX TRENDS - FO
Program Codes 15, 17, 18, 32

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2008	187	277	202	191	183	281	199	171	201	303	170	254	2,619	218		
2009	166	93	219	174	258	164	252	256	169	292	224	229	2,496	208	95%	-10
2010	142	139	164	233	140	163	94	137	146	181	188	232	1,959	163	78%	-45
2011	134	168	144	261									707	177	108%	14
													2010	108%	104%	
													2009	85%	108%	
													2008	81%	82%	
																chg to '11 avg
																chg to '11 YTD

Tax registrations Apr to date are up 4% from 2010, up 8% from 2009, and down 18% from 2008
Tax registration monthly average up 8% from 2010, down 15% from 2009, and down 19% from 2008

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2008	82	147	117	78	414	145	174	139	118	167	68	87	1,736	145		
2009	92	97	172	149	72	97	126	111	162	70	149	288	1,585	132	91%	-13
2010	48	109	107	91	117	124	135	101	174	130	99	235	1,470	123	93%	-10
2011	139	173	193	252									757	189	154%	67
													2010	154%	213%	
													2009	143%	148%	
													2008	131%	179%	
																chg to '11 avg
																chg to '11 YTD

Tax dispositions Apr to date are up 113% from 2010, up 48% from 2009, and up 79% from 2008
Tax disposition monthly average is up 54% from 2010, up 43% from 2009, and up 31% from 2008

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr AvgChg	
2008	2,739	2,869	2,953	3,066	2,833	2,969	2,994	3,026	3,109	3,243	3,344	3,511	3,055			
2009	3,585	3,580	3,627	3,649	3,836	3,903	4,029	4,174	4,180	4,402	4,477	4,416	3,988	131%	934	
2010	4,509	4,539	4,596	4,738	4,759	4,796	4,754	4,790	4,758	4,801	4,890	4,885	4,735	119%	746	
2011	4,830	4,874	4,824	4,833									4,853	102%	118	
													2010	102%	106%	
													2009	122%	134%	
													2008	159%	167%	
																chg to '11 avg
																chg to '11 YTD

Tax balance of open cases Apr to date is up 6% from 2010, up 34% from 2009, and up 67% from 2008
Tax balance monthly average up 2% from 2010, up 22% from 2009, and up 59% from 2008

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2008	24,049	20,982	25,443	28,984	24,768	24,092	24,904	24,902	29,898	31,704	29,345	29,331	318,402	26,534		
2009	32,164	29,014	31,429	31,869	32,267	34,435	32,319	31,827	33,713	35,619	27,150	37,388	389,194	32,433	122%	5,899
2010	37,307	34,125	38,172	42,249	37,447	36,321	39,238	40,219	31,780	35,604	30,181	35,509	488,162	36,513	113%	4,080
2011	38,676	34,399	39,494	35,519									148,088	37,022	101%	509
													2010	101%	98%	
													2009	114%	119%	
													2008	140%	149%	
														Chg to '11 Avg	Chg to '11 YTD	

UI registrations Apr to date are down 2% from 2010, up 19% from 2009, and up 49% from 2008
 UI registration monthly average is up 1% from 2010, up 14% from 2009, and up 40% from 2008

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2008	21,005	22,903	29,555	25,899	26,437	24,463	24,439	19,930	24,266	27,396	21,606	26,483	294,382	24,532		
2009	25,728	24,752	28,392	30,565	30,101	32,703	34,500	30,455	32,165	39,878	34,525	36,623	360,367	31,699	129%	7,167
2010	32,738	37,951	44,067	39,481	35,731	36,680	35,798	39,000	36,748	37,386	34,848	36,237	448,965	37,389	118%	5,690
2011	34,029	37,998	50,124	35,054									157,205	39,301	105%	1,913
													2010	105%	102%	
													2009	124%	144%	
													2008	160%	158%	
														Chg to '11 Avg	Chg to '11 YTD	

UI dispositions Apr to date are up 2% from 2010, up 44% from 2009, and up 58% from 2008
 UI disposition monthly average is up 5% from 2010, up 24% from 2009, and up 60% from 2008

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr AvgChg	
2008	42,602	40,635	36,437	39,418	37,700	37,280	37,664	42,554	48,111	52,306	59,975	62,706	44,782			
2009	69,049	73,237	76,311	77,968	80,188	81,750	79,774	81,302	82,785	78,473	71,095	71,813	76,979	172%	32,197	
2010	76,301	72,323	66,136	68,715	70,234	69,664	72,557	73,410	66,243	64,624	59,811	59,075	68,258	89%	-8,721	
2011	63,632	59,909	49,088	49,435									55,516	81%	-12,742	
													2010	81%	78%	
													2009	72%	75%	
													2008	124%	140%	
														Chg to '11 Avg	Chg to '11 YTD	

UI balance of open cases Apr to date is down 22% from 2010, down 25% from 2009, and up 40% from 2008
 UI balance monthly average down 19% from 2010, down 28% from 2009, and up 24% from 2008

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
2008	221	364	396	475	530	286	516	621	616	184	94	138	4,441	370		
2009	175	92	203	456	567	340	304	206	170	710	923	275	4,421	368	100%	-2
2010	486	609	709	598	441	424	468	1,359	201	239	229	214	5,877	498	135%	130
2011	64	97	92	739									992	248	50%	-250
Other registrations Apr to date are down 59% from 2010, up 7% from 2009, and down 32% from 2008													2010	50%	41%	
Other registration monthly average is down 50% from 2010, down 33% from 2009, and down 33% from 2008													2009	67%	107%	
													2008	67%	68%	
													chg to '11 avg		chg to '11 YTD	

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2008	296	412	199	189	347	397	426	329	342	460	332	142	3,871	323		
2009	236	333	238	209	179	208	273	264	315	192	260	357	3,064	255	79%	-67
2010	335	392	500	682	465	716	421	631	484	804	303	415	6,148	512	201%	257
2011	442	399	728	390									1,955	490	96%	-23
Other dispositions Apr to date are up 3% from 2010, up 93% from 2009, and up 79% from 2008													2010	96%	103%	
Other disposition monthly average is down 4% from 2010, up 92% from 2009, and up 52% from 2008													2009	192%	193%	
													2008	152%	179%	
													chg to '11 avg		chg to '11 YTD	

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2008	2,804	2,761	2,957	3,244	3,430	3,320	3,411	3,701	3,975	3,700	3,465	3,461	3,352	3,352		
2009	3,399	3,158	3,123	3,374	3,763	3,894	3,925	3,860	3,715	4,232	4,896	4,809	3,846	3,846	115%	493
2010	4,965	5,182	5,394	5,312	5,287	4,986	5,048	5,781	5,494	4,931	4,857	4,658	5,159	5,159	134%	1,313
2011	4,281	3,977	3,340	3,692									3,823	3,823	74%	-1,335
Other balance of open cases Apr to date is down 27% from 2010, up 17% from 2009, and up 30% from 2008													2010	74%	73%	
Other balance monthly average is down 26% from 2010, down 1% from 2009, and up 14% from 2008													2009	99%	117%	
													2008	114%	130%	
													chg to '11 avg		chg to '11 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
2008	1,481	1,470	1,661	1,887	1,534	1,540	1,615	1,333	1,697	1,640	1,317	1,522	18,697	1,558		
2009	1,610	1,107	1,794	1,519	1,628	1,748	1,537	1,321	1,571	1,414	1,245	1,330	17,824	1,485	95%	-73
2010	1,446	1,437	1,775	1,957	1,371	1,232	1,763	1,609	1,366	1,372	1,169	1,414	17,901	1,492	100%	6
2011	1,537	1,651	1,411	1,691									6,280	1,573	105%	81

DI registrations Apr to date are down 5% from 2010, up 4% from 2009, and down 3% from 2008
DI registration monthly average is up 5% from 2010, up 6% from 2009, and up 1% from 2008

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2008	1,579	1,477	1,506	1,368	1,884	1,720	1,601	1,385	1,579	1,920	1,049	1,277	18,346	1,529		
2009	1,217	1,269	1,451	1,465	1,129	1,463	1,823	1,644	1,648	1,753	1,527	1,701	18,090	1,508	99%	-21
2010	1,283	1,557	1,967	1,852	1,276	1,581	1,494	1,511	1,581	1,552	1,372	1,565	18,691	1,549	103%	42
2011	1,295	1,576	1,925	1,512									6,308	1,577	102%	28

DI dispositions Apr to date are down 5% from 2010, up 17% from 2009, and up 6% from 2008
DI disposition monthly average is up 2% from 2010, up 5% from 2009, and up 3% from 2008

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2008	2,590	2,586	2,738	3,257	2,907	2,728	2,742	2,692	2,810	2,525	2,790	3,034		2,783		
2009	3,426	3,264	3,613	3,684	4,197	4,478	4,204	3,895	3,819	3,476	3,203	2,836		3,675	132%	891
2010	2,997	2,876	2,682	2,789	2,891	2,541	2,808	2,908	2,691	2,513	2,299	2,148		2,679	73%	-996
2011	2,390	2,465	1,951	2,126										2,233	83%	-446

Open Balance DI Apr to date is down 21% from 2010, down 36% from 2009, and down 20% from 2008
Open Balance monthly average down 17% from 2010, down 39% from 2009, and down 20% from 2008

2010	2010	83%	79%	
2009	2009	61%	64%	
2008	2008	80%	80%	
	chg to '11 Avg		chg to '11 YTD	

AO REPORT TO BOARD—MONTH OF APRIL 2011

	# Cases	# Appellants	Fiscal Yr Ave
REGISTRATIONS	3,046	1,834	6% above
DISPOSITIONS	2,516	1,585	1% below
OPEN BALANCE	5,543	2,496 (est.)	43% above
CASE AGING	39 Days	MET DOL STANDARD (40 days or less)	

TIME LAPSE

DOL Standard	Actual % for APRIL 2011	Expected
45 Days	5%	50%
75 Days	89%	80%
150 Days	100%	95%

ADDITIONAL INFORMATION

FO TO AO Monthly Report

Exemptions, Retired Annuitants and New Hires

Board-AO ALJ luncheon today

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

	April, 2011	March, 2011	February, 2011	January, 2011
Fresno	4.88 150	4.40 293	5.45 193	4.92 186
Inglewood	5.82 270	7.25 367	7.86 268	8.66 204
Inland	6.37 322	6.48 524	6.00 372	5.21 266
Los Angeles	5.93 225	4.96 264	5.48 234	5.60 213
Oakland	8.18 147	7.37 320	7.32 152	7.91 164
Orange County	4.63 246	5.12 425	4.28 309	7.61 204
Oxnard	5.17 177	5.39 274	5.29 184	5.27 176
Pasadena	7.18 187	9.96 316	12.91 184	18.41 129
Sacramento	4.80 325	5.80 384	4.83 384	5.99 405
San Diego	10.03 208	8.89 330	11.37 195	12.59 277
San Francisco	4.82 147	5.54 199	5.16 190	6.08 132
San Jose	7.01 119	9.29 141	8.18 120	7.92 123
Tax Office	6.81 48	5.43 58	4.35 34	5.89 45
Total	6.15 2571	6.60 3895	6.81 2816	7.67 2524

Case Assignment to the Board for the month of: April 2011

Agenda Item 9

Board Member	1st	2nd	3rd	UI	DI	Ruling	Tax	1 Party	2 Party	Total
Alberto Torrico										
Sum	300	292	4	555	39	0	2	222	374	596*
Percent	18%	17%	7%	17%	20%	0%	10%	17%	18%	
Bonnie Garcia										
Sum	182	192	1	350	23	0	3	146	230	376*
Percent	11%	11%	2%	11%	12%	0%	15%	11%	11%	
Denise Ducheny										
Sum	295	299	3	558	37	0	2	225	372	597*
Percent	18%	18%	5%	17%	19%	0%	10%	17%	17%	
Dennis Hollingsworth										
Sum	318	322	4	598	40	1	5	257	387	644
Percent	19%	19%	7%	19%	21%	50%	25%	20%	18%	
George Plescia										
Sum	252	236	5	459	32	1	2	186	308	494*
Percent	15%	14%	8%	14%	16%	50%	10%	14%	14%	
Robert Dresser										
Sum	24	1	37	61	0	0	1	13	49	62
Percent	1%	0%	63%	2%	0%	0%	5%	1%	2%	
Roy Ashburn										
Sum	310	339	5	626	23	0	5	244	410	654
Percent	18%	20%	8%	20%	12%	0%	25%	19%	19%	
Total Cases Reviewed:	1681	1681	59	3207	194	2	20	1293	2130	

*Off Calendar

Monthly Board Meeting Litigation Report - April 2011

AGENDA ITEM 9

<u>LITIGATION CASES PENDING</u>	TOTAL = 268
SUPERIOR COURT: Claimant Petitions.....	221
Employer Petitions.....	25
EDD Petitions.....	3
Non-benefit Court Cases	8
APPELLATE COURT: Claimant Appeals.....	7
Employer Appeals.....	3
EDD Appeals.....	0
Non-benefit Court Cases	0
ISSUES: UI.....	231
DI.....	14
Tax.....	14
Non-benefit Court Cases	9

2011 CALENDAR YEAR ACTIVITY - Benefit & Tax Cases

<u>LITIGATION CASES FILED</u>	<u>YTD</u>	<u>April</u>
SUPERIOR COURT: Claimant Petitions.....	56	8
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.....	35	20
Employer Petitions.....	9	6
EDD Petitions.....	0	0
APPELLATE COURT: Claimant Appeals.....	1	1
Employer Appeals.....	0	0
EDD Appeals.....	0	0

2011 Decision Summary

<u>Claimant Appeals</u>		<u>Employer Appeals</u>		<u>CUIAB Decisions</u>		
Win: 4	Loss: 31	Win: 0	Loss: 8	Affirmed: 39	Reversed: 4	Remanded: 0

May 17, 2011

Lori Kurosaka
Special Assistant to the Board
California Unemployment Insurance Appeals Board (CUIAB)
2400 Venture Oaks Way, Suite 300
Sacramento, CA 95833

Dear Lori:

We are pleased to report the Enterprise Appeals Project continues to progress. The following represents the Team's accomplishments since the Board Meeting on April 12, 2011.

- Completed all responses to comments from CUIAB and EDD.
- Completed all Imaging and Workflow Feasibility Study Report (FSR) updates based on feedback.
- Reviewed Unisys draft statement of work and submitted comments to Unisys for revised statement of work.
- Met with EDD information technology and program staff to facilitate imaging and workflow interface cost development.
- Initiated case management Project Management Plan, requirements document, and definition slide deck.

The Imaging and Workflow FSR implementation strategy, timeline, and approval alignment continues to progress. However, overall project status remains red. The main concern continues to be finalizing the FSR within the spring budget cycle as originally planned. The project team has submitted a draft of the FSR with the California Labor Agency while it continues to finalize the Economic Analysis Worksheets.

If you have any questions regarding this update, please do not hesitate to contact me at karl.rummel@northhighland.com or 916-329-7300.

Sincerely,



Karl Rummel
Vice President



**CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD
SPECIAL PROJECTS MATRIX
May 2011**

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

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

TECHNOLOGY

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>Accelerate Decision Notification to EDD Currently, CUIAB Field staff prepare appeal decisions for mailing to the appellants and EDD UI Branch. CUIAB and EDD are jointly developing electronic solutions for the transfer of appeal decisions to all EDD programs.</p>	Lori Kurosaka	On Hold	<p>EDD/CUIAB workgroup launched 08/18/2009 Unisys contract award 01/20/10 Phase I implementation 04/14/2010 (second level) Phase II design 05/03/2010 (first level) Phase II implementation 09-10/2010</p>	<ul style="list-style-type: none"> - Reduce claimants' & employers' wait times for benefits and adjustments. - Reduce postage and paper costs. - Increase information security for claimants & employers. 	<p>FO design & development began 05/03/2010 Phase II implementation rollout began 09/22 with three FOs. Rollout of five FOs follow on 10/04 & 10/07. Phase III project development for Tax & DI decisions on hold through 05/2011 due to EDD's ACES implementation and DI staffing constraints.</p>
<p>CUIAB Network Upgrade This upgrade will double the bandwidth for faster processing of appeal data and information for ALUs and staff.</p>	Rafael Placencia	High		<ul style="list-style-type: none"> - Reduce processing time for appeals data flow and document saving. 	<p>Meeting with EDD IT to explore options & alignment with Agency network consolidation efforts.</p>
<p>Digital Imaging Currently, EDD mails hard copy documents to CUIAB when an appeal is filed. CUIAB will collaborate with EDD to image documents and records relating to all appeals and design an electronic exchange.</p>	Lori Kurosaka	High	<p>Kick off 11/2010 FSR completion 02/2011 Potential BCP 02/2011 Procurement 04/2011 FSR in review 03/14/2011</p>	<ul style="list-style-type: none"> - Reduce paper files prepared & sent by EDD. - Increase information security. - Reduce paper file storage space needs & costs at CUIAB. - Reduce postage costs. - Increase federal performance. 	<p>DOL approved funding at \$354,000 for this planning phase only. Project and procurement strategy approved by LWDA & EDD. Six week start delay due to OCIO approval. EDD & staff are compiling estimated project costs.</p>
<p>Digital Personnel System This project creates a paperless process for recruitment and hiring process between HR and hiring managers (Phase I). Phase II will use CUIAB's external web site to accept electronic application filing for CUIAB job vacancies.</p>	Rafael Placencia	Medium	<p>Phase I design 05/2009 Phase I implementation 08/2009 Phase II design 08/2009 Phase II implementation 09/2009</p>	<ul style="list-style-type: none"> - Replace existing manual process to full paperless process - Eliminate the mailing of applicant documentation - Reduce staff time for preparing to hire by fully automating the application process 	<p>Phase I is in use. Phase II is in development. On hold.</p>
<p>Electronic Case Management CUIAB's case tracking database is 8 years old and becoming cumbersome to manage the current workload volume. CUIAB is collaborating with LWDA & EDD to develop an integrated case management system.</p>	Lori Kurosaka	High		<ul style="list-style-type: none"> - Receive appeals case documents electronically from EDD. - Eliminate internal mailing of case documents 	<p>DOL approved funding at \$404,000 for the planning phase only. Project & procurement strategy approved for FSR development by LWDA, EDD & CUIAB. Vendor contract approved by LWDA. Kick off will occur after Digital Imaging FSR completed.</p>
<p>Expand Auto Dialer Hearing Reminder Adding email and cell phone text features for supplemental hearing notifications.</p>	Rafael Placencia	High	<p>Updated software. Final testing 08/2010. Implemented 09/2010. Implemented email reminders 04/2011.</p>	<ul style="list-style-type: none"> - Increase hearing attendance rate & productivity. 	<p>Email notifications implemented in 09/2010. Fourth request for DE 1000 update to UI Branch for cell phone text messaging made on 10/06/2010. Email reminders rescheduled for delivery 7 days prior to hearing date.</p>

TECHNOLOGY cont.

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>Field Office Technology Enhancements CUIAB is investing in technology improvements for Field Offices. CUIAB will test the use of larger sized monitors for hearing rooms. Also, CUIAB will provide second monitors for support staff to toggle into SCDB without interrupting their CATS displays.</p>	Rafael Placencia	On Hold Medium	Complete procurement 02/2011.	- Improve readability of documents on screen.	Preparing procurement documents for additional monitors. Hardware is being deployed in May 2011.
<p>Field Office Telephone Tree Field Operations will test the use of phone menu options to answer routine constituent calls. This will allow support staff to spend more time on the non-routine calls.</p>	Rafael Placencia	Medium	Develop standard automated phone tree to be used for all FO's Pilot new phone tree in the Inland FO	- Reduce claimants & employers time on phones. - Standardize hearing information provided by phone.	Standard phone tree design completed. Pilot began in the Inland FO. IT & Admin are developing evaluation tool to measure pilot effectiveness.
<p>Hearing Scheduling System Currently, FO & AO support staff schedule or assign appeal hearings or cases using a hybrid manual process considering many different criteria.</p>	Lori Kurosaka Faye Saunders	High	Charter & scope completed. Kick off 10/14/2010. Requirements 2/2011.	- Reduce claimants & employers wait time for hearing decisions. - Provide easier electronic process for staff to calendar hearings or schedule cases.	AO, FO & IT observed an EDD demo on their UI Scheduling System. AO system in development & providing demos to AO staff.
<p>LWDA Network Consolidation To comply with OCIO Policy Letter 10-14, the LWDA Departments & Boards are developing a network consolidation plan that must be completed by June 2013.</p>	Rafael Placencia	Medium	LWDA Workgroup develops migration plan. Consensus on migration plan. Implementation	- Improve IT efficiency & effectiveness. - Improve security. - Reduce IT costs by using shared service models. - Reduce greenhouse gas emissions. - Reduce the use of paper for board appeal processing and board meetings.	The migration plan is completed and a cost model has been developed. Received OCIO approval for procurement.
<p>Personal Productivity & Mobility Pilot for Board Members, Appellate & Senior Staff CUIAB will test the use of new mobile, paperless technology with Board Members, six Appellate ALJs, and Senior Staff.</p>	Rafael Placencia	Medium			
<p>Printer Standardization Standardizes the use of printers throughout the organization as they are replaced. This will reduce maintenance and toner costs through the printers lives.</p>	Rafael Placencia	On Hold Medium		- Reduce maintenance & support costs. - Reduce toner costs.	Researching feasible equipment. Standards are in place for light, heavy, color, and multi-function printers.
<p>VOIP Telephony CUIAB is exploring use of Voice Over Internet technology to provide lower cost telecommunications. This will also include expansion of auto cleaner hearing reminder system.</p>	Rafael Placencia Janet Maglinke	High	Completed -Van Nuys, Santa Ana, Visalia, Salinas	- Elimination of long distance toll calls - Consolidation of telecommunications support areas.	OTECH delegation submitted 04/06/10 Working with vendor to establish system requirements. Revising rollout schedule with Verizon. Will perform a high level cost analysis of the project.

TECHNOLOGY cont

Project & Description	Lead	Priority	Milestones	Goals	Status
Workstation Refresh Replace the 150 remaining PCs that have expired warranties throughout the state.	Rafael Placencia	High			Preparing procurement documents. Standard images are being tested on the hardware received.

STAFFING, FACILITIES, EQUIPMENT & OTHER

Project & Description	Lead	Priority	Milestones	Goals	Status
Administration Branch Move To leverage headquarters space, a part of Administration Branch staff will be housed on the first floor @ Venture Oaks.	Janet Maglente Pam Boston	High	Tenant improvements done. Modular furniture installed.		This move will accommodate space needs for Personnel. IT move completed. Personnel move scheduled for June 2011.
Archive File Document Conversion Each FO is retaining three years of completed paper appeal case files that are sitting in considerable real estate space. The file room space may be easily converted to ALL offices or hearing rooms.	Lori Kurosaka Pat Houston	High	M&A vendor contract executed 01/2010. OC, Inland, LA, Oxnard, San Jose, San Diego, LA, Sacto, SF. Appellate complete Vendor quality check 04/05, 05/06, 08/13. Vendor quality check 05/09	- Recapture real estate space for ALL offices and hearing rooms. - Priority conversion for OC, Inland, LA, San Jose & Oxnard.	FO staff are inventorying, prepping and boxing 2008 & 2009 archive appeal files in Fresno, Pasadena and Tax. FOs with adequate staffing are beginning to send 2010 files to vendor.
Performance Management Tools for Board & Leadership In addition to program performance reporting to US DOJ, CUIAB is developing reporting tools that the Board & Leadership will use to monitor overall appellate performance and process cycle times. These tools will also help to measure success with the large scale technology projects.	Janet Maglente	High	Business case metrics for Imaging Business case metrics for case management		Completed report templates with IT and tested with live data. Developing performance metric tool for Board & leadership to summarize data and analysis of the metrics.
Transforming CUIAB To procure a consultant to help plan and guide the leadership team through organizational change management. A consultant will assist with defining organizational structure, proactive communications with stakeholders, identify staff skill sets needed for new technology, etc.	Rafael Placencia Pam Boston Lori Kurosaka	High	CMAA scope of work completed. Release RFO 03/18/2011 Release RFO 05/12.	- Plan, design and implement organizational design for the large scale technology projects. - Plan and coordinate communications with all stakeholder groups.	Received only two bids during initial release. CUIAB re-releasing RFP announcement on 05/12.

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

5/3/11 09

Branch	FY Y-T-D Decision Typing		FY Y-T-D CTU Typing		FY Y-T-D Registration		FY Y-T-D Other	
	Hours	Pay	Hours	Pay	Hours	Pay	Hours	Pay
Appellate	7.75	\$228.24	186.00	\$5,659.98	255.75	\$7,262.15	468.25	\$13,876.39
Admin	63.00	\$2,219.09	0.00	\$0.00	274.50	\$9,735.82	389.25	\$17,231.03
IT	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	1,018.50	\$43,319.76
Exec	0.00	\$0.00	0.00	\$0.00	32.50	\$1,658.48	216.00	\$6,723.58
Field	3,051.00	\$108,117.02	0.00	\$0.00	2,980.75	\$86,762.99	4,877.67	\$136,282.39
Total	3,121.75	\$110,564.35	186.00	\$5,659.98	3,543.50	\$105,419.44	6,969.67	\$217,433.15

10/11 Fiscal Year-to-Date Total Overtime Expenditures						FY 10/11 FY Projections	
Branch	10/11 FY Allocation	Year-to-Date Hours	Year-to-Date Position Equivalent	Year-to-Date Pay	Allocation Balance	Estimated Expenditures Over-/Under	
Appellate	\$158,242.99	917.75	0.59	\$27,026.76	\$131,216.23	\$122,207.31	
Admin	\$121,418.90	726.75	0.47	\$29,185.94	\$92,232.96	\$82,504.31	
IT	\$113,289.60	1,018.50	0.65	\$43,319.76	\$69,969.84	\$55,529.92	
Exec	\$17,565.82	248.50	0.16	\$8,382.06	\$9,183.76	\$6,389.74	
Field Operations	\$1,221,881.22	10,909.42	6.99	\$331,162.40	\$890,718.82	\$780,331.35	
Total	1,632,398.53	13,820.92	8.86	\$439,076.92	\$1,193,321.61	\$1,046,962.63	
Actual Monthly Average Personnel Year (July/August/Febr/Mar)							19.94

10/11 Fiscal Year-to-Date Lump Sum Payout				
July 2010 through March 2011				
Branch	Year-to-Date Hours	Year-to-Date Position Equivalent	Year-to-Date Pay	
Appellate	1,534.00	0.98	\$78,940.00	
Admin	739.30	0.47	\$18,390.83	
IT	360.00	0.23	\$9,545.00	
Exec	4,136.00	2.65	\$209,856.00	
Field Operations	8,379.80	5.37	\$362,795.58	
Total	15,149.10	9.71	\$679,527.41	



CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD
BACKGROUND INFORMATION AND
WORKLOAD FOR FIRST AND SECOND LEVEL APPEALS
(Current through April 2011)

BACKGROUND

The California Unemployment Insurance Appeals Board (CUIAB) was created by the Legislature in 1943 to act as an independent adjudicative body and provide due process for California workers and employers wishing to appeal determinations made by the Employment Development Department (EDD) regarding unemployment insurance and disability insurance benefit claims and employment tax assessments.

The first or lower level appeal is an appeal to an Administrative Law Judge in CUIAB Field Operations. The CUIAB employs Administrative Law Judges who preside over appeal hearings at 12 field offices and 23 satellite offices around the state, providing local access for appellants to the appeal process.

The second or higher level appeal is an appeal to the Board of the decision made by the Field Operations Administrative Law Judge. These appeals are submitted to CUIAB Appellate Operations where they are initially reviewed by Administrative Law Judges and then decided by the Board Members. Each case receives review by two Board Members and a third if the first two cannot reach consensus, to ensure impartiality and full consideration of the appeal.

In addition to their daily caseload, as a Board, the Members provide general guidance and oversight for CUIAB, promulgate rules pertaining to hearing appeals and other matters falling within the Board's jurisdiction, set legal precedents with regard to appeal decisions, set policy to ensure uniformity of decisions at both levels of appeal, provide direction in matters of litigation involving CUIAB, oversee major projects, approve the annual budget, set key administrative policies and hire the executive staff of the department. Further, each Member is assigned to lead or participate on committees on budget, major projects and labor management matters. The Board Chair also leads the Board, makes Member committee and caseload assignments, and provides oversight of CUIAB operations.

SECOND LEVEL APPEAL WORKLOADS

- The lingering impact of the recession and long-term high unemployment in California, along with multiple federal unemployment benefit extensions, have resulted in an unprecedented demand for appeals, particularly Unemployment Insurance (UI) appeals. Over the past three years, second level or board appeals have grown 113% from 14,667 to 31,232 (for all programs).
- In addition, the rate of second level appeals to first level appeals has grown from 6% in 2007 to nearly 9.5% in 2011. A portion of this increase may be attributed to CUIAB providing customers with easier access to requesting second level appeals. Beginning in 2010, appeal rights and a board appeal form is mailed with each first level appeal decision.
- The demand for second level appeals continues at a high level into 2011. These levels are forecasted to remain high through mid-2012 while unemployment remains high and the last federal unemployment benefit extension expires in December 2011.
- Since each appeal must be reviewed by at least two Board Members, and three if the two cannot reach consensus, this equated to an average minimum caseload of 20 to 25 appeals per day per Board Member in 2007. In 2010, the average minimum caseload has doubled to 45 to 50 appeals per day per Board Member. The 2010 Board membership consisted of five Members.
- For the first quarter of 2011, the Board membership increased to seven members. The Board Members completed 12,726 appeals in the past three months, despite having five new Members. Considering the number of two-member panel and three member panel decisions, the Board members have been averaging about 40 to 45 appeals per day. If the Board membership were reduced to five members, the average caseload would increase to about 50 to 55.
- To demonstrate the magnitude of the recession in California, CUIAB Board Members reviewed one out of every 10 second level UI appeals in the nation in 2010. With the exception of four states, a second level appeal process exists in all states and US territories.
- In 2009 and 2010, the CUIAB Board Members adopted a number of business improvement strategies for second level appeal processing resulting in compliance with all federal time performance standards and removal from the US Department of Labor Corrective Action for 2011. The 2011 Corrective Action status applies to first level appeal performance only.

FIELD OPERATIONS AND FIRST LEVEL APPEALS

- The overall number of pending first level appeals at CUIAB has been reduced from a high of over 95,099 cases in mid-September 2009 to a present balance of 60,086 in all categories (unemployment (UI), disability (DI), rulings and tax.)
- For context, in 2011 CUIAB is receiving an average of 39,019 cases a month. In 2010 CUIAB received an average of 38,666 new cases a month for a total of 463,989 new cases. If the current trend holds, the department is on track to receive over 468,000 cases this year.
- Backlog is the number of pending cases in excess of the monthly average of cases received by CUIAB. The current backlog is 21,067 cases, which is less than a month's worth of cases. With the approval of 43 new positions including 7 retired annuitant and 12 new ALJs, it is expected that the backlog will be eliminated within the next fiscal year.
- The number of open unemployment insurance (UI) cases at CUIAB has been reduced to 49,435 cases from a high of over 83,000 in mid-September 2009.
- The average case age of open UI cases has been reduced to 35 days from a high of 59 days in 2009. (The federal standard requires average case age to be below 30 days.)
- CUIAB has passed quality review standards dictated by the United States Department of Labor (USDOL) for 19 straight quarters. The Corrective Action Plan (CAP) and "at risk" designations are only related to timeliness issues at CUIAB at the first level of appeals.
- USDOL has approved the CAP developed by CUIAB for arriving at better compliance with timeliness standards dictated by the federal government. California has improved in timeliness compliance and is tied for 19th in the nation in terms of average case age despite being more than 26% of the national UI workload. CUIAB has improved in time lapse and is currently passing the 90 day time lapse standard by closing 94% of cases within that time period. CUIAB is currently closing 4% of its UI cases in 30 days and 30% of its cases within 45 days. These levels do not meet USDOL time lapse requirements of 60% of cases closed within 30 days and 80% of cases closed in 45 days. We are meeting the 90% closed in 90 days measurement.
- California is not alone in its struggles. Only 12 states and territories in the United States are meeting federal time lapse and case aging standards in their first level appeal programs as of April 2011.