

## WORKLOAD NARRATIVE

### FIELD OPERATIONS

May 2014

**Workload:** May intake for all cases [28,565] was down substantially from April and below the fiscal year average. Meanwhile, output [28,600] rose from April. This was the 3<sup>rd</sup> time in four months in which there were more decisions than verifications. Additionally, a multi case with almost 500 claimants closed, which for accounting purposes was treated as five cases. The open balance [37,183] fell slightly.

**UI.** In April, there was a blip in cases. In May, the number of new cases [26,654 cases; 15,219 appellants] was roughly equivalent to March. The number of closed cases [27,140 cases; 15,497 appellants] was the highest this year. The open balance [27,131 cases; 15,492 appellants] fell by more than 500 cases.

**DI.** Intake of disability appeals [1,087] was down from April. The number of dispositions [1,047] was up from the previous month. The open DI inventory [1,830] rose slightly.

**Tax, Rulings, Other.** Rulings had their usual end of the fiscal year flurry. Almost every year, March through June have by far the greatest number of new ruling appeals as the department works to clear its books before July 1. The year verifications of all rulings [585] were substantially above the fiscal year average but lower than April. Dispositions [135] were higher than April but lower than the fiscal year average. Tax verifications [222] represented the smallest intake this fiscal year. Dispositions [257] almost doubled from April. The inventory [3,447] was reduced.

**Case Aging and Time Lapse.** We comfortably met all of the DOL timeliness standards once again. This was the 15<sup>th</sup> consecutive month in which 30-day time lapse [67.5%] was achieved. The percentage was down in part due to a large number of older overpayment cases ancillary to the large multi case. 45-day time lapse [91.1%] surpassed its standard for the 26<sup>th</sup> straight month. Average case age [25.8 days] ticked up but was below the 30 day threshold for the 28<sup>th</sup> consecutive time. The percentage of extension cases resolved in 30 days [17.2%] and 45 days [40.3%] fell slightly, and the average case age crept up to 41 days.

**Cycle Time.** The UI time lapse cycle time in May [39 days] rose from previous months again due to the processing of the large multi in Orange County. If that office is removed, the average cycle time was 34 days, or up one day from April. The time to process an extension appeal [60 days] held firm, but increased one day to 71 days for disability cases.

**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	<b>35,740</b>		
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	<b>33,137</b>	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	<b>29,656</b>	89%	-3,481
2014	29,259	24,091	26,279	30,284	26,654								136,567	<b>27,313</b>	92%	-2,343
Multi:	391	4		4										2013	92%	83%
														2012	82%	81%
														2011	76%	74%
															chg to '14 avg	chg to '14 YTD

UI registrations May to date are down 17% from 2013, down 19% from 2012, and down 26% from 2011  
 UI registrations monthly average is down 8% from 2013, down 18% from 2012, and down 24% 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	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	<b>36,754</b>		
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	<b>34,240</b>	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	<b>30,171</b>	88%	-4,069
2014	26,057	25,250	26,573	26,957	27,140								131,977	<b>26,395</b>	87%	-3,775
Multi:	1/2				5/498									2013	87%	81%
														2012	77%	74%
														2011	72%	70%
															chg to '14 avg	chg to '14 YTD

UI dispositions May to date are down 19% from 2013, down 26% from 2012, and down 30% from 2011  
 UI dispositions monthly average is down 13% from 2013, down 23% from 2012, and down 28% 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	63,632	59,909	49,088	49,435	53,389	50,926	49,805	50,755	48,650	51,057	48,653	45,715	<b>51,751</b>		
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	<b>36,393</b>	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	<b>27,216</b>	75%	-9,177
2014	25,994	24,779	24,421	27,670	27,131								<b>25,999</b>	96%	-1,217
Multi:	502	502	498	502	4								2013	96%	88%
													2012	71%	71%
													2011	50%	47%
														chg to '14 avg	chg to '14 YTD

UI balance May to date is down 12% from 2013, down 29% from 2012, and down 53% from 2011  
 UI balance monthly average is down 4% from 2013, down 29% from 2012, and down 50% from 2011

**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	<b>1,442</b>		
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	<b>1,227</b>	85%	-215
2013	982	811	995	971	970	884	1,043	991	1,046	1,086	941	945	11,665	<b>972</b>	79%	-255
2014	1,004	958	979	1,158	1,088								5,187	<b>1,037</b>	107%	65

DI registrations May to date are up 10% from 2013, down 27% from 2012, and down 32% from 2011  
 DI registrations monthly average is up 7% from 2013, down 15% from 2012, and down 28% 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	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	<b>1,474</b>		
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	<b>1,257</b>	85%	-216
2013	1,083	906	1,186	734	758	860	1,026	1,098	1,223	1,298	749	822	11,743	<b>979</b>	78%	-279
2014	835	891	958	927	1,047								4,658	<b>932</b>	95%	-47

DI dispositions May to date are even with 2013, down 35% from 2012, and down 40% from 2011  
 DI dispositions monthly average is down 5% from 2013, down 26% from 2012, and down 37% 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	2,390	2,465	1,951	2,126	2,046	1,905	1,943	2,054	2,117	1,930	1,757	1,755		<b>2,037</b>		
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		<b>1,798</b>	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		<b>1,258</b>	70%	-540
2014	1,469	1,536	1,557	1,788	1,830									<b>1,636</b>	130%	378

DI balance May to date is up 34% from 2013, down 8% from 2012, and down 25% from 2011  
 DI balance monthly average is up 30% from 2013, down 9% from 2012, and down 20% from 2011

2013	130%	134%
2012	91%	92%
2011	80%	75%
	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	<b>214</b>		
2012	346	141	196	117	78	335	253	229	254	200	215	214	2,578	<b>215</b>	100%	1
2013	223	245	299	199	243	321	233	264	247	242	307	411	3,234	<b>270</b>	125%	55
2014	232	320	285	230	222								1,289	<b>258</b>	96%	-12
Tax registrations May to date are up 7% from 2013, up 47% from 2012, and up 52% from 2011													2013	96%	107%	
Tax registrations monthly average is down 4% from 2013, up 20% from 2012, and up 21% from 2011													2012	120%	147%	
													2011	121%	152%	
													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	139	173	193	252	176	277	168	278	325	293	323	247	2,844	<b>237</b>		
2012	227	352	322	492	267	217	236	290	284	357	234	195	3,473	<b>289</b>	122%	52
2013	299	222	475	590	375	301	214	263	352	231	151	185	3,658	<b>305</b>	105%	15
2014	208	265	232	129	257								1,091	<b>218</b>	72%	-87
Tax dispositions May to date are down 44% from 2013, down 34% from 2012, and up 17% from 2011													2013	72%	56%	
Tax dispositions monthly average is down 28% from 2013, down 25% from 2012, and down 8% from 2011													2012	75%	66%	
													2011	92%	117%	
													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	4,880	4,874	4,824	4,833	4,797	4,700	4,643	4,630	4,666	4,520	4,445	4,593	<b>4,700</b>			
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	<b>3,997</b>	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	<b>3,131</b>	78%	-866	
2014	3,276	3,328	3,381	3,482	3,447								<b>3,383</b>	108%	252	
Tax balance May to date is up 1% from 2013, down 21% from 2012, and down 30% from 2011													2013	108%	101%	
Tax balance monthly average is up 8% from 2012, and down 28% from 2011													2012	85%	79%	
													2011	72%	70%	
													chg to '14 avg		chg to '14 YTD	

**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	<b>383</b>		
2012	182	245	746	576	605	424	229	418	209	315	51	108	4,108	<b>342</b>	89%	-41
2013	292	280	201	234	589	585	432	380	219	89	135	112	3,548	<b>296</b>	86%	-47
2014	156	223	402	791	601								2,173	<b>435</b>	147%	139
													2013	147%	136%	
													2012	127%	92%	
													2011	113%	143%	
														chg to '14 avg	chg to '14 YTD	

Ruling/Other registrations May to date are up 36% from 2013, down 8% from 2012, and up 43% from 2011  
 Ruling/Other registrations monthly average is up 47% from 2013, up 27% from 2012, and up 13% 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	<b>472</b>		
2012	500	455	299	255	214	165	239	323	170	334	434	171	3,559	<b>297</b>	63%	-175
2013	242	250	424	278	254	248	329	322	574	598	162	223	3,904	<b>325</b>	110%	29
2014	204	383	288	130	156								1,161	<b>232</b>	71%	-93
													2013	71%	80%	
													2012	78%	67%	
													2011	49%	49%	
														chg to '14 avg	chg to '14 YTD	

Ruling/Other dispositions May to date are down 20% from 2013, down 33% from 2012, and down 51% from 2011  
 Ruling/Other dispositions monthly average is down 29% from 2013, down 22% from 2012, and down 51% 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	4,281	3,977	3,340	3,692	3,792	3,672	3,716	3,772	3,453	3,842	3,698	3,590		<b>3,735</b>			
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		<b>4,075</b>	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		<b>4,225</b>	104%	150	
2014	3,724	3,566	3,667	4,329	4,775									<b>4,012</b>	95%	-213	
														2013	95%	97%	
														2012	98%	112%	
														2011	107%	105%	
															chg to '14 avg	chg to '14 YTD	

Ruling/Other balance May to date is down 3% from 2013, up 12% from 2012, and up 5% from 2011  
 Ruling/Other balance monthly average is down 5% from 2013, down 2% from 2012, and up 7% from 2011

**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	<b>37,778</b>		
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	<b>34,921</b>	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	<b>31,193</b>	89%	-3,728
2014	30,651	25,592	27,945	32,463	28,565								145,216	<b>29,043</b>	93%	-2,150
Multi	391	4	4	4	4									2013	93%	84%
														2012	83%	81%
														2011	77%	75%
															chg to '14 avg	chg to '14 YTD

All Programs registrations May to date are down 16% from 2013, down 19% from 2012, and down 25% from 2011  
 All Programs registrations monthly average is down 7% from 2013, down 17% 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	<b>38,936</b>		
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	<b>36,083</b>	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	<b>31,779</b>	88%	-4,304
2014	27,304	26,789	28,051	28,143	28,600								138,887	<b>27,777</b>	87%	-4,002
Multi	112	5/498												2013	87%	81%
														2012	77%	73%
														2011	71%	69%
															chg to '14 avg	chg to '14 YTD

All Programs dispositions May to date are down 19% from 2013, down 27% from 2012, and down 31% from 2011  
 All Programs dispositions average is down 13% from 2013, down 23% from 2012, and down 29% 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	75,183	71,225	59,203	60,086	64,024	61,203	60,107	61,211	58,886	61,349	58,553	55,653		<b>62,224</b>		
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		<b>46,263</b>	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		<b>35,831</b>	77%	-10,432
2014	34,463	33,209	33,026	37,269	37,183									<b>35,030</b>	98%	-801
Multi	502	502	498	502	4									2013	98%	91%
														2012	76%	76%
														2011	56%	53%
															chg to '14 avg	chg to '14 YTD

All Programs balance May to date is down 9% from 2013, down 24% from 2012, and down 47% from 2011  
 All Programs balance monthly average is down 2% from 2013, down 24% from 2012, and down 44% from 2011

AO REPORT TO BOARD -- MONTH OF MAY 2014

	# Cases	Calendar Yr Avg	Last Yr Avg	2011
REGISTRATIONS	1623	1710	2405	3318 Down 43%
DISPOSITIONS	1661	2414	2414	2994 Down 44%
OPEN BALANCE	2120	2143	2306	5814 Down 58%

CASE AGING (40days) 30.3 Days

TIME LAPSE	
45 Days (50%)	80.00%
75 Days (80%)	96.00%
150 Days (95%)	100.00%

OTHER INFORMATION

FO to AO Transfer Rate	1.54 days
FO ALLs working in AO	1
Appeal Rate FO to AO	5.80%

**APPELLATE OPERATIONS TL & Case Aging TRENDS**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Avq.
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%
<b>08/09 45-Day</b>	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%
<b>08/09 75-Day</b>	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%
<b>08/09 150-Day</b>	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%
<b>Case Aging</b>	30	34	34	32	38	37	33	39	39	37	44	59	38
<b>09/10 45-Day</b>	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%
<b>09/10 75-Day</b>	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%
<b>09/10 150-Day</b>	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%
<b>Case Aging</b>	42	45	41	39	39	39	37	38	34	35	29	26	37
<b>10/11 45-Day</b>	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%
<b>10/11 75-Day</b>	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%
<b>10/11 150-Day</b>	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%
<b>Case Aging</b>	26	28	27	27	25	28	28	33	38	38	36	34	31
<b>11/12 45-Day</b>	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%
<b>11/12 75-Day</b>	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%
<b>11/12 150-Day</b>	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%
<b>Case Aging</b>	39	45	43	47	48	44	39	38	39	37	32	30	40
<b>12/13 45-Day</b>	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%
<b>12/13 75-Day</b>	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%
<b>12/13 150-Day</b>	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%
<b>Case Aging</b>	31	38	44	48	44	49	45	45	41	41	35	29.1	41
<b>13/14 45-Day</b>	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%
<b>13/14 75-Day</b>	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%
<b>13/14 150-Day</b>	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%
<b>Case Aging</b>	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
<b>14/15 45-Day</b>	77.9%	79.7%											78.8%
<b>14/15 75-Day</b>	96.9%	99.4%											96.6%
<b>14/15 150-Day</b>	99.2%	99.8%											99.5%
<b>Case Aging</b>	28.3	30.3											29.3

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

	May, 2014	April, 2014	March, 2014	February, 2014
	Average Days in Transfer			
	Case Count	Case Count	Case Count	Case Count
Fr	1.43	0.24	0.72	2.29
	87	101	110	83
Ing	2.29	2.25	4.81	3.57
	143	161	191	159
Inl	1.61	4.63	9.55	2.07
	122	254	237	159
LA	1.63	1.42	1.39	1.06
	109	177	179	177
Oak	0.92	1.29	3.50	2.26
	64	195	115	97
OC	0.33	0.30	0.48	0.65
	139	155	144	155
Ox	0.35	0.23	0.87	0.13
	65	99	98	105
Pas	4.20	6.92	5.32	3.08
	80	76	129	136
Sac	1.30	2.48	2.84	3.40
	195	213	202	261
SD	2.18	3.44	3.25	2.40
	142	136	182	143
SF	1.10	1.74	1.31	1.72
	91	74	71	126
SJ	0.81	1.30	1.52	1.57
	69	83	131	67
Tax	2.00	0.88	0.73	1.50
	3	8	11	6
<b>Total</b>	<b>1.54</b>	<b>2.25</b>	<b>3.45</b>	<b>2.14</b>
	<b>1309</b>	<b>1732</b>	<b>1800</b>	<b>1674</b>

APPELLATE OPERATIONS ~ REPORT SUMMARY

APPELLATE	Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Average	AO Current Mo. % of Avg.	TOTAL	Appellants Current Mo.
<b>WORKLOAD</b>																
<b>Registrations</b>																
UI TL	1,620	1,608	1,558	1,883	1,572								1,648	95%	8,241	
DI	35	45	36	60	48								45	107%	224	
Ruling & T-R	2	0	8	7	2								4	53%	19	
Tax	24	11	18	9	1								13	8%	63	
Other	0	2	0	0	0								0	0%	2	
Total	1,681	1,666	1,620	1,959	1,623	0	0	0	0	0	0	0	1,710	95%	8,549	922
Multi Cases																
<b>Dispositions</b>																
UI TL	1,443	1,490	1,689	1,817	1,599								1,608	99%	8,038	
DI	59	37	38	50	45								46	98%	229	
Ruling & T-R	5	4	4	2	4								4	105%	19	
Tax	8	16	12	7	13								11	116%	56	
Other	2	2	0	1	0								1	0%	5	
Total	1,517	1,549	1,743	1,877	1,661	0	0	0	0	0	0	0	1,669	99%	8,347	963
Multi Case/Ch																
<b>Balance - Open Cases</b>																
UI TL	1,994	2,106	1,936	1,986	1,979								2,000	99%		
DI	52	61	60	68	71								62	114%		
Ruling & T-R	2	4	8	13	11								8	145%		
Tax	74	63	69	71	59								67	88%		
Other	1	1	1	0	0								1	0%		
Total	2,123	2,235	2,074	2,138	2,120	0	0	0	0	0	0	0	2,138	99%		1,211
Multi Cases																Estimate
<b>FO to AO Appeal Rate</b>																
UI TL	7.1%	6.2%	6.2%	7.0%	5.8%								6.5%	90.3%		
DI	4.3%	5.4%	4.0%	6.3%	5.2%								5.0%	103.2%		
Ruling & T-R	0.9%	0.0%	2.2%	2.6%	1.6%								1.5%	111.2%		
Tax	13.0%	5.3%	6.8%	3.9%	0.8%								5.9%	13.0%		
Other	0.0%	15.4%	0.0%	0.0%	0.0%								3.1%	0.0%		
Overall Rate	7.0%	6.1%	6.0%	7.0%	5.8%								6.4%	90.5%		

APPELLATE OPERATIONS ~ REPORT SUMMARY

APPELLATE		Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Average	AO Current Mo. % of Avg.
<b>TIME LAPSE</b>															
	45 Day-50 %	51	59	77	78	80								69	116%
	75 Day- 80 %	92	93	96	97	96								95	102%
	150 Day- 95 %	99	100	100	99	100								100	100%
<b>CASE AGE</b>															
	Avg Days-UI (mean)	32	27.8	29.3	28.3	30.3								29.5	103%
	Avg Days-UI (median)	28	23.0	26.0	26.0	25.0								25.6	98%
<b>Over 120 days old</b>															
	UI Cases	14	10	25	15	18								16	110%
	UI %	1%	1%	2%	1%	1%								1%	104%
	UI % w/out Nulls	1%	1%	2%	1%	1%								1%	104%
<b>NET PY'S USED</b>															
	ALJ	13.43	13.30	14.53	13.71									13.7	100%
	AO Non ALJ	25.56	27.46	26.59	27.30									26.7	102%
	CTU Non ALJ	4.10	3.08	4.34	4.16									3.9	106%
	Net PYs	43.09	43.84	45.46	45.17	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	44.4	102%
<b>RATIOS</b>															
	AO w/o transcribers	1.90	2.06	1.83	1.99									1.94	102%
	AO with transcribers	2.21	2.30	2.13	2.29									2.23	103%
<b>TRANSCRIPTS</b>															
	PAGES	64	43	41	63	25								47	53%
	AVG PGS Per T/S	4,194	2,870	2,981	5,409	1,924								3,476	55%
		66	67	73	86	77								66	117%
<b>PRODUCTIVITY</b>															
	ALJ Disp/clk	26.9	30.6	30.0	31.1									26.9	116%
	Trans Pgs/day	48.71	49.04	34.34	59.10									48.7	1.21



APPELLATE OPERATIONS ~ REPORT SUMMARY

APPELLATE	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	AO Current Mo. % of Avg.
<b>TIME LAPSE</b>														
45 Day-50 %	57	77	81	74	52	52	51	59	77	78	80		67	119%
75 Day- 80 %	90	95	96	97	93	92	92	93	96	97	96		94	102%
150 Day- 95 %	100	100	100	100	99	100	99	100	100	99	100		100	100%
<b>CASE AGE</b>														
Avg Days-Ul (mean)	30.1	28.4	28.0	31.1	35.0	33.8	31.8	27.8	29.3	28.3	30.3		30.4	100%
Avg Days-Ul (median)	26.0	24.0	24.0	27.0	31.0	28.0	28.0	23.0	26.0	26.0	25.0		26.2	95%
<b>Over 120 days old</b>														
UI Cases	11	12	14	13	10	10	14	10	25	15	18		14	130%
UI %	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%		1%	131%
UI % w/out Multis	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%		1%	131%
<b>NET PYS USED</b>														
ALJ	17.31	19.28	18.15	16.64	13.92	16.26	13.43	13.30	14.53	13.71			15.7	88%
AO Non ALJ	34.25	33.03	28.85	31.94	24.49	27.53	25.56	27.46	26.59	27.30			28.7	95%
CTU Non ALJ	3.35	4.20	3.77	4.16	4.00	3.54	4.10	3.08	4.34	4.16			3.9	107%
Net Pys	54.91	56.51	50.77	52.74	42.41	47.33	43.09	43.84	45.46	45.17			48.2	94%
<b>RATIOS</b>														
AO w/o transcribers	1.98	1.71	1.59	1.92	1.76	1.69	1.90	2.06	1.83	1.99			1.83	109%
AO with transcribers	2.17	1.93	1.80	2.17	2.05	1.91	2.21	2.30	2.13	2.29			2.08	110%
<b>TRANSCRIPTS</b>														
PAGES	72	77	48	59	40	53	64	43	41	63	25		53	47%
AVG PGS Per T/S	4.417	5.278	3.644	4.125	3.042	4.250	4.194	2.870	2.981	5.409	1.924		3,830	50%
	61	69	76	70	76	80	66	67	73	86	77		73	106%
<b>PRODUCTIVITY</b>														
ALJ Disp/wk	29.6	32.0	30.7	24.2	33.1	32.3	26.9	30.6	30.0	31.1			30.1	103%
Trans Pgs/day	59.93	57.12	50.87	43.11	42.25	57.17	48.71	49.04	34.34	59.10			50.2	118%

**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	<b>2,999</b>		
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>	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	<b>2,405</b>	94%	-151
2014	1,681	1,666	1,620	1,959	1,623								8,549	<b>1,710</b>	71%	-695
														2013	71%	58%
														2012	67%	62%
														2011	57%	56%

Registrations Jan to date down 42% from 2013, down 38% from 2012, and down 44% from 2011.  
 Registration monthly average down 29% from 2013, down 33% from 2012, and down 43% 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	<b>3,008</b>		
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>	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	<b>2,414</b>	90%	-256
2014	1,517	1,549	1,743	1,877	1,661								8,347	<b>1,669</b>	69%	-744
														2013	69%	59%
														2012	63%	58%
														2011	56%	63%

Dispositions Jan to date down 41% from 2013, down 42% from 2012, and down 37% 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	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	<b>5,047</b>		
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	<b>2,913</b>	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	<b>2,306</b>	79%	-607
2014	2,123	2,235	2,074	2,138	2,120									<b>2,138</b>	93%	-168
														2013	93%	93%
														2012	73%	69%
														2011	42%	44%

Open Balance Jan to date is down 7% from 2013, down 31% from 2012, and down 56% from 2011.  
 Open Balance monthly average down 7% from 2013, down 27% from 2012, and down 58% 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	2								21	4	61%	-3
													2013	61%	62%	
													2012	97%	62%	
													2011	44%	47%	

Other registrations Jan to date are down 38% from 2013, down 38% from 2012, and down 53% from 2011  
Other registration monthly average down 39% from 2013, down 3% from 2012, and down 56% from 2011

**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	4								20	4	68%	-2
													2013	68%	74%	
													2012	79%	47%	
													2011	42%	74%	

Other dispositions Jan to date are down 26% from 2013, down 53% from 2012, and down 26% from 2011  
Other disposition monthly average down 32% from 2013, down 21% from 2012, and down 58% 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	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	11									7	76%	-2
													2013	76%	318%	
													2012	115%	70%	
													2011	41%	55%	

Other balance of open cases Jan to date up 218% from 2013, down 30% from 2012, and down 45% from 2011  
Other balance monthly average down 24% from 2013, up 15% from 2012, and down 59% from 2011

End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	76%	318%	
2012	115%	70%	
2011	41%	55%	
chg to '14 avg		chg to '14 YTD	

**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	<b>2,853</b>		
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>	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	<b>2,309</b>	94%	-142
2014	1,620	1,608	1,558	1,883	1,572								8,241	<b>1,648</b>	71%	-661
													2013	71%	59%	
													2012	67%	63%	
													2011	58%	57%	
																chg to '14 avg
																chg to '14 YTD

UI registrations Jan to date are down 41% from 2013, down 37% from 2012, and down 43% from 2011  
 UI registration monthly average is down 29% from 2013, down 33% 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	2,476	2,459	2,464	2,442	2,859	3,265	2,252	2,722	3,951	3,595	2,976	2,884	34,345	<b>2,862</b>		
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>	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	<b>2,318</b>	91%	-234
2014	1,443	1,490	1,689	1,817	1,599								8,038	<b>1,608</b>	69%	-711
													2013	69%	59%	
													2012	63%	58%	
													2011	56%	63%	
																chg to '14 YTD

UI dispositions Jan to date are down 31% from 2013, down 32% from 2012, and down 37% from 2011  
 UI disposition monthly average is 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	3,619	3,668	4,738	5,237	5,489	5,090	5,700	6,077	5,243	4,766	4,009	3,518	3,518	<b>4,763</b>		
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>	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	<b>2,148</b>	79%	-567
2014	1,994	2,106	1,936	1,986	1,979									<b>2,000</b>	93%	-148
														2013	93%	93%
														2012	74%	70%
														2011	42%	44%
																chg to '14 YTD

UI balance of open cases Jan to date are down 7% from 2013, down 30% from 2012, and down 56% from 2011  
 UI balance monthly average is down 7% from 2013, down 26% from 2012, and down 58% from 2011

**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	48								224	45	64%	-25
													2013	64%	52%	
													2012	56%	51%	
													2011	40%	42%	

DI registrations Jan to date down 48% from 2013, down 49% from 2012, down 58% from 2011.  
DI registration monthly average down 36% from 2013, down 44% from 2012, and down 60% from 2011.

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	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	45								229	46	67%	-23
													2013	67%	57%	
													2012	51%	43%	
													2011	41%	45%	

DI dispositions Jan to date down 43% from 2013, down 57% 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

**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	71									62	80%	-16
													2013	80%	82%	
													2012	62%	54%	
													2011	31%	35%	

Open Balance of DI Jan to date down 18% from 2013, down 46% from 2012, and down 65% from 2011.  
Open Balance monthly average down 20% from 2013, down 38% from 2012, and down 69% from 2011.

chg to '14 avg    chg to '14 YTD

**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	Y-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	1								63	13	66%	-6
													2013	66%	61%	
													2012	62%	46%	
													2011	52%	49%	
																chg to '14 avg

Tax registrations Jan to date are down 39% from 2013, down 54% from 2012, and down 51% from 2011  
 Tax registration monthly average down 34% from 2013, down 38% from 2012, and down 48% from 2011

**DISPOSITIONS**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Y-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	13								56	11	54%	-9
													2013	54%	68%	
													2012	51%	56%	
													2011	48%	48%	
																chg to '14 avg

Tax dispositions Jan to date are down 32% from 2013, down 44% from 2012 and down 52% from 2011  
 Tax disposition monthly average down 46% from 2013, down 49% from 2012, and down 52% 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	Y-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	59									67	98%	-2
													2013	98%	95%	
													2012	76%	65%	
													2011	99%	87%	
																chg to '14 avg

Tax balance of open cases Jan to date is down 5% from 2013, down 35% from 2012, and down 13% from 2011  
 Tax balance monthly average is down 2% from 2013, down 24% from 2012, and down 1% from 2011

2013	98%	95%
2012	76%	65%
2011	99%	87%
	chg to '14 avg	chg to '14 YTD

# Monthly Board Meeting Litigation Report - May 2014

AGENDA ITEM 9

<u>LITIGATION CASES PENDING</u>	<b>TOTAL = 322</b>
<b>SUPERIOR COURT:</b> Claimant Petitions.....	267
Employer Petitions.....	37
EDD Petitions.....	2
Non-benefit Court Cases .....	3
<b>APPELLATE COURT:</b> Claimant Appeals.....	8
Employer Appeals.....	4
EDD Appeals.....	0
Non-benefit Court Cases .....	1
<b>ISSUES:</b> UI.....	280
DI.....	25
Tax.....	13
Non-benefit Court Cases .....	4

## 2014 CALENDAR YEAR ACTIVITY - Benefit & Tax Cases

<u>LITIGATION CASES FILED</u>	<u>YTD</u>	<u>May</u>
<b>SUPERIOR COURT:</b> Claimant Petitions.....	20	3
Employer Petitions.....	4	1
EDD Petitions.....	0	0
<b>APPELLATE COURT:</b> Claimant Appeals.....	1	0
Employer Appeals.....	0	0
EDD Appeals.....	0	0
 <u>LITIGATION CASES CLOSED</u>	 <u>YTD</u>	 <u>May</u>
<b>SUPERIOR COURT:</b> Claimant Petitions.....	40	13
Employer Petitions.....	6	3
EDD Petitions.....	1	0
<b>APPELLATE COURT:</b> Claimant Appeals.....	6	0
Employer Appeals.....	3	0
EDD Appeals.....	0	0

## 2014 Decision Summary

<u>Claimant Appeals</u>		<u>Employer Appeals</u>		<u>CUIAB Decisions</u>		
Win: 4	Loss: 40	Win: 2	Loss: 5	Affirmed: 45	Reversed: 5	Remanded: 1

## May 2014 PERFORMANCE INDICATORS

### FIELD OPERATIONS

#### MEETING DOL STANDARDS

##### UI TIMELAPSE CASES

Closed Cases	<u>Closed</u>	DOL	
		<u>Standard</u>	
% Closed in <= 30 Days	67.5%	≥60%	
% Closed in <= 45 Days	91.1%	≥80%	

Pending Cases	<u>Avg. Days</u>	DOL	
		<u>Standard</u>	
Case Aging	25.8	≤30	

WORKLOAD	<u>UI</u>	<u>ALL</u>
Opened	26,654	28,565
Closed	27,140	28,600
Balance of Open Cases	27,131	37,183

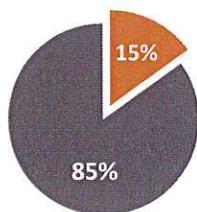
#### CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

UI Timelapse Appeals	39 days
DI Appeals (including PFL)	71 days
All Programs	48 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 15% of UI Open Balance, and Regular UI cases made up 85%.

FED-ED UI Extensions made up 0.3% 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

Closed Cases	<u>Closed</u>	DOL	
		<u>Guideline</u>	
% Closed in <= 45 Days	79.7%	≥50%	
% Closed in <= 75 Days	96.4%	≥80%	

Pending Cases	<u>Avg. Days</u>	DOL	
		<u>Standard</u>	
Case Aging	30.3	≤40	

WORKLOAD	<u>UI</u>	<u>ALL</u>
Opened	1,572	1,623
Closed	1,599	1,661
Balance of Open Cases	1,979	2,120

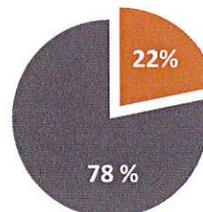
#### CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

UI Timelapse Appeals	43 days
DI Appeals (including PFL)	48 days
All Programs	44 days

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

Regular UI Appeals as % of All UI	78%
UI Extensions as % of All UI	22%

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



UI Extensions made up 22% of UI Open Balance, and Regular UI cases made up 78%.

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 May 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
	Average	Average	Average	Average	Average
Fresno	57	4	31	15	2
Inglewood	66	9	56	13	3
Inland	57	7	16	14	6
Los Angeles	73	4	49	13	6
Oakland	77	7	51	11	3
Orange County	66	8	35	14	5
Oxnard	67	7	33	13	1
Pasadena	74	9	36	15	5
Sacramento	46	6	11	14	3
San Diego	42	7	3	12	1
San Francisco	43	7	23	14	4
San Jose	49	5	27	13	2
<b>Statewide</b>	<b>60</b>	<b>7</b>	<b>30</b>	<b>13</b>	<b>3</b>

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
	Average	Average	Average	Average	Average
Fresno	79	6	48	15	1
Inglewood	90	11	44	13	4
Inland	72	6	34	15	8
Los Angeles	82	6	50	13	6
Oakland	85	6	52	12	4
Orange County	77	9	31	14	6
Oxnard	77	9	42	12	2
Pasadena	76	9	30	14	8
Sacramento	59	8	13	15	7
San Diego	46	7	14	13	5
San Francisco	71	9	29	14	5
San Jose	59	6	28	13	4
<b>Statewide</b>	<b>73</b>	<b>7</b>	<b>35</b>	<b>13</b>	<b>5</b>

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

<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	3	12	14	1
Inglewood	33	6	7	12	1
Inland	31	3	5	15	1
Los Angeles	35	3	9	13	3
Oakland	32	5	10	11	0
Orange County	75	14	12	24	18
Oxnard	33	4	8	13	0
Pasadena	37	3	11	14	2
Sacramento	38	6	9	15	2
San Diego	36	4	13	12	1
San Francisco	35	5	9	13	1
San Jose	34	3	11	12	1
Tax Office	29	N/A	N/A	19	7
<b>Statewide</b>	<b>39</b>	<b>5</b>	<b>10</b>	<b>15</b>	<b>3</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	46	3	19	15	1
Inglewood	41	6	13	13	2
Inland	38	3	11	15	2
Los Angeles	42	3	16	13	4
Oakland	49	5	21	12	2
Orange County	73	12	16	22	15
Oxnard	44	4	16	14	1
Pasadena	40	3	13	14	3
Sacramento	41	6	10	15	3
San Diego	42	4	18	13	2
San Francisco	44	5	16	14	2
San Jose	39	3	14	12	1
Tax Office	307	N/A	N/A	108	57
<b>Statewide</b>	<b>48</b>	<b>5</b>	<b>15</b>	<b>15</b>	<b>4</b>

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

Branch	13/14 Fiscal Year-to-Date Overtime Expenditure				FY 13/14 FY Projections			
	FY Y-T-D Decision Typing Hours	Pay	FY Y-T-D CTU Typing Hours	Pay	FY Y-T-D Registration Hours	Pay	FY Y-T-D Other 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	2,081.85	\$92,933.04
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	3,269.85	\$129,323.89

Branch	13/14 Fiscal Year-to-Date Total Overtime Expenditures				FY 13/14 FY Projections		
	13/14 FY Allocation	Year-to-Date Hours	Year-to-Date Position Equivalent	Year-to-Date Pay	Allocation Balance	Estimated Expenditures Over-/Under	
Appellate	\$90,097.00	108.25	0.05	\$3,424.55	\$86,672.45	\$85,987.54	
Admin	\$5,590.00	0.00	0.00	\$0.00	\$5,590.00	\$5,590.00	
IT	\$97,891.00	2,081.85	1.00	\$92,933.04	\$4,957.96	-\$13,628.65	
Exec	\$0.00	0.00	0.00	\$0.00	\$0.00	\$0.00	
Project	\$1,897.00	10.50	0.01	\$405.20	\$1,491.80	\$1,410.76	
Field Operations	\$213,698.00	1,411.00	0.68	\$37,946.85	\$175,751.15	\$168,161.78	
Total	409,173.00	3,611.60	2.08	\$134,709.64	\$274,463.36	\$247,521.43	
Actual Monthly Average Personnel Year							1.74

13/14 Fiscal Year-to-Date Lump Sum Payout July 2013 through April 2014						
Branch	Year-to-Date Hours	Year-to-Date Position Equivalent	Year-to-Date Pay	13/14 Allocation	Estimated Over/Under	
Appellate	1,313.50	0.63	\$37,569.61	\$144,987.00	\$99,903.47	
Admin	658.00	0.32	\$20,592.40	\$5,000.00	-\$15,592.40	
IT	783.50	0.38	\$26,844.36	\$5,000.00	-\$27,213.23	
Exec	48.50	0.02	\$926.46	\$93,867.00	\$92,755.25	
Project	0.00	0.00	\$0.00	\$5,000.00	\$5,000.00	
Field Operations	3,195.50	1.54	\$90,361.87	\$465,441.00	\$357,006.76	
Total	5,999.00	2.88	\$176,294.70	\$719,295.00	\$511,859.84	

6/10/14  
Board  
handout

Good Morning Board Members and Chief Gonzales

My name is Eli Aramburo. I have had the privilege of working for CUIAB for five years in the Oxnard, Oakland, and San Francisco Field Offices. I can attest to the quality of the judges that work for CUIAB and their commitment to public service and the goals of this agency.

Our motto is that the hearings must go on, time lapse must be met, and that we strive to meet 100% of all DOL and Quality Review standards daily. We conduct 8 hearings and issue fifteen to forty decisions daily.

We conduct hearings when the Grapevine is closed due to snow storms, when Santa Maria is flooded, when Occupy Oakland holds demonstrations, when BART strikes, when the Bay Bridge is closed. Nothing keeps us from our mission!

Because of our commitment to public service, we are here to ask that you reconsider the Board decision to issue 150 SROA notices and to lay off 50 judges. The decision is premature and inconsistent with the Governor's commitment to improve services for California's employers and unemployed.

In February 2014, the Governor committed \$43.4 million to improve services at the Employment Development Department that resulted from the sequestration cuts of January 2013. The funds were utilized to hire 280 new program staff, extend 250 intermittent employees, rehire 50 former employees and to hire 155 employees to replace rank and file employees that had left EDD.

As a result of the new hires, the number of initial unemployment claims went up to 279,963 in April 2014. Initial claims increased by 24% from April 2013. The initial claims were also up from the 245,061 reported for March 2014.

**Now that EDD is answering the phones and has the staff to process initial unemployment claims, it is clear that unemployment claims are up. Why then does the CUIAB Board want to reduce the number of judges available to conduct hearings in a timely manner? Has the Governor been informed that the loss of 50 judges at CUIAB will delay the appeal process and may appear "penny wise pound foolish?"**

In 2011, CUIAB reported there is one appeal for every eight initial unemployment claims filed in California. A review of the initial claims filed since January 2014, indicates that Field Operations is reporting significantly lower appeals. Why? Have the appeals been lost in transmission? Or have the EDD sequestration cuts impacted the processing not only of initial unemployment claims, but CUIAB appeals.

	Initial UI Claims Filed	Projected Appeals	Field Operations	
Jan. 2014	300,546	37,569	29,259	-8,309
Feb. 2014	253,000	31,662	24,091	-7,571

Is the decline in appeals linked to the sequestration cuts of January 2013?

Can we project what impact the new EDD hires will have on first level appeals?

Are the SROA notices and proposed lay off premature? Should CUIAB consider alternatives to the lay-offs until responsible projections can be made regarding the impact on the first level appeals with the additional EDD hires?

Loaning judges to other state agencies and bringing the judges back to CUIAB as the case loads increase is a better alternative to losing talented and well trained judges.

**In 2008, CUIAB was 51<sup>st</sup> out of 52 states in the country in processing first level appeals and had been on corrective action for twelve years. CUIAB entered into a consent decree with California Rural Legal Assistance and hired the judges necessary to meet the volume and public service goals of the agency.**

**CUIAB is now 11<sup>th</sup> in the country and is no longer on corrective action. A significant milestone in light of the unprecedented unemployment claims filed in the 2009-2010 Depression. Do we want to continue to strive for excellence or return to corrective action? The decision is up to you. Thank you!**



Employment Development Department

Office Locator | Forms & Publications | Online Services | en Español

Search  
[This Site](#) [California](#)

[Home](#) [Unemployment](#) [Disability](#) [Jobs & Training](#) [Payroll Taxes](#) [Labor Market Info](#)

## Unemployment Insurance Claims Data

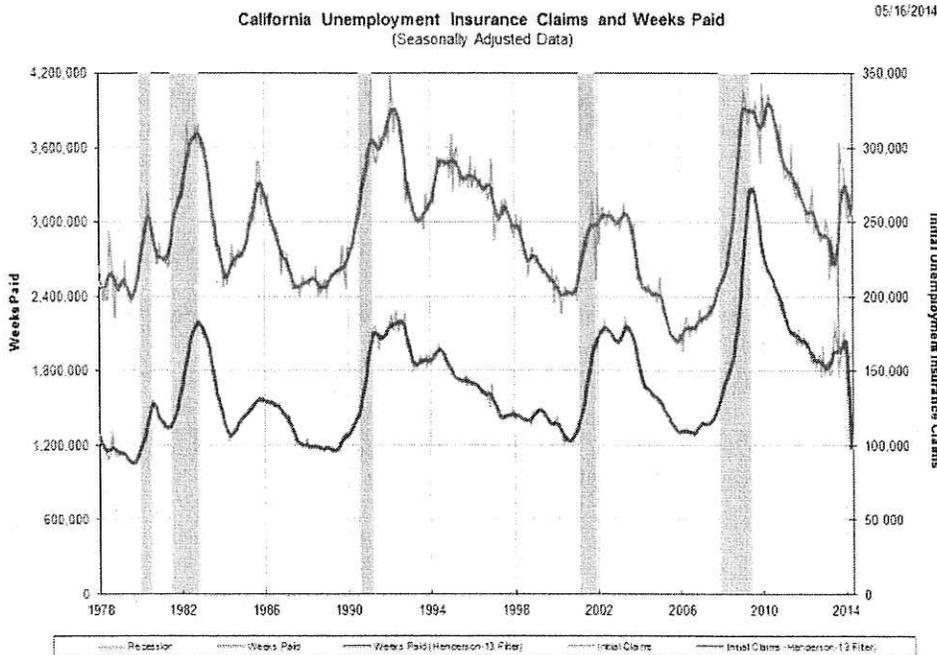
The Unemployment Insurance (UI) monthly claims data are used in current economic analysis of unemployment trends in the Nation and in each State.

Initial claims measure emerging unemployment and weeks paid measure the duration and severity of unemployment.

### The Data:

- UI Claims Data are available from the US Department of Labor Web site. Weekly data are available from 1987 to present (not seasonally adjusted) and monthly from 1971 to present (not seasonally adjusted). Data do not include special UI programs.
- Unemployment Rates and Labor Force for California and Los Angeles are available from 1976 to present (seasonally adjusted and not seasonally adjusted) and all other areas from 1990 to present (not seasonally adjusted).
- [Click here](#) to download seasonally adjusted data for California UI claims, 1978 to present.

Data and charts last updated: May 16, 2014



Source: California Employment Development Department, Labor Market Information Division

### April 2014

In April 2014, 279,963 initial unemployment insurance claims were filed and 2,058,251 total weeks paid in California. Adjusting for seasonality 269,244 initial claims were filed and 1,946,197 weeks were paid.

### Month over Changes

Initial claims increased by 18,006 (7.2%) from March, seasonally adjusted. Weeks paid increased by 47,226 (2.5%) from March, seasonally adjusted.

### Year over Changes

Initial claims increased by 54,792 (24.3%) and weeks paid increased 116,564 (6.0%) from April 2013. Note: Year over changes are measured using not seasonally adjusted data since comparing the same month the previous year is not subject to seasonal patterns.

### Analysis

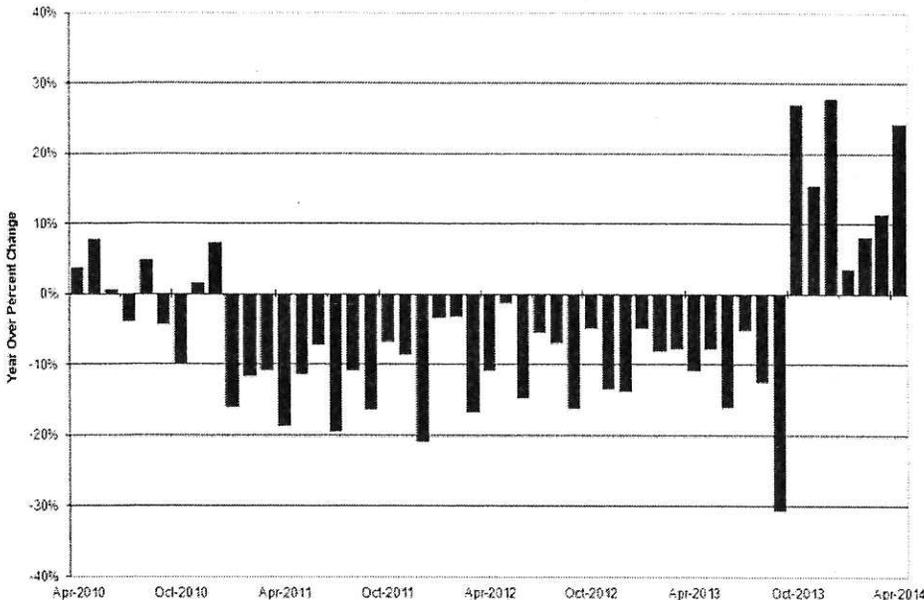
Seasonally adjusted, initial claims in April increased 7.2%, while year over claims increased 24.3%. However, the April 2014 claims were 67,837 below the peak of 337,061 in May 2010. Weeks paid year over change increased in last three consecutive months, but has decreased in 40 of the last 50 months since March 2010. Unemployment insurance claims continue to fall slowly as recovery from the Great Recession slowly takes hold in California.

### California UI Monthly Initial Claims and Weeks Paid Charts:

The following charts are updated monthly using the most recent data available from the above sources.

California Change in Initial Unemployment Insurance Claims  
(Not Seasonally Adjusted)

05/16/2014

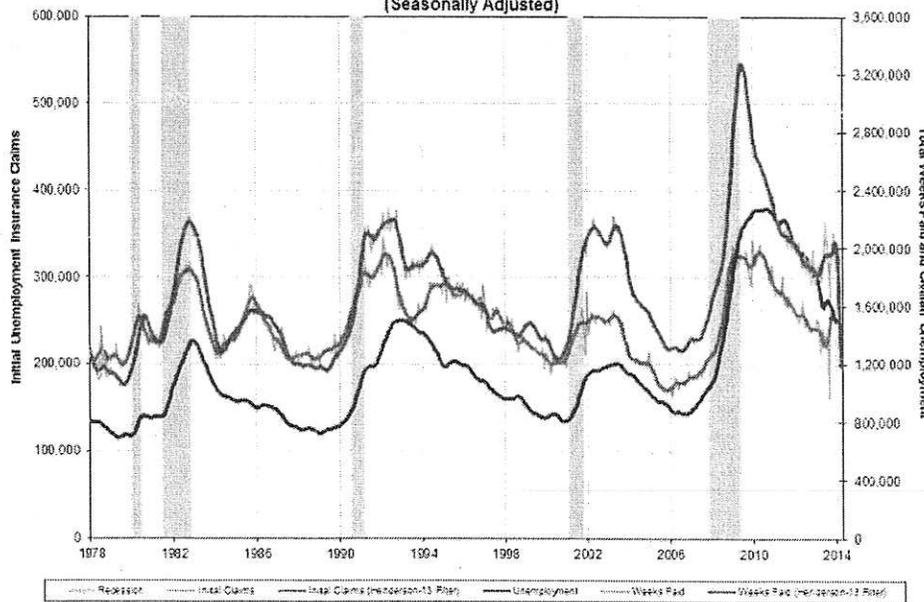


Source: California Employment Development Department, Labor Market Information Division

This chart illustrates a comparison of initial unemployment insurance claims and number of weeks paid from January 1978. For the purpose of this chart, data have been seasonally adjusted by the Labor Market Information Division (using the x12 software provided by the Census Bureau) and a Henderson-13 trend filter is used to smooth data.

California Trends in Unemployment Insurance Claims,  
Weeks Paid, and Civilian Unemployment  
(Seasonally Adjusted)

05/16/2014



Source: California Employment Development Department, Labor Market Information Division

This chart illustrates a comparison of initial unemployment insurance claims, number of weeks paid, and the number of unemployed persons. For the purpose of this chart, both initial unemployment insurance claims and weeks paid have been seasonally adjusted by the Labor Market Information Division (using the x12 software provided by the Census Bureau) and a Henderson-13 trend filter has been used to smooth data. Unemployed persons is measured monthly and seasonally adjusted by the Bureau of Labor Statistics as part of the Local Area Unemployment Statistics program.

**Contact Information:**

For questions regarding not seasonally adjusted unemployment insurance claims, contact the Unemployment Insurance Policy and Coordination Division, (916) 654-7401.

For all other questions, including seasonal adjustment of data, contact the Employment Development Department, Labor Market Information Division, (916) 262-2162.

Note: Seasonal factors have been updated for the entire series beginning with the January 2012 data release.

Jun-12	268,326	-14.7%	98.34	272,855	256,545	1,740,470
Jul-12	258,130	-5.5%	106.26	242,923	254,364	1,931,138
Aug-12	244,177	-6.9%	96.38	253,348	250,255	1,929,842
Sep-12	200,592	-16.2%	80.92	247,889	245,366	1,592,199
Oct-12	255,021	-4.8%	107.57	237,074	242,099	1,875,831
Nov-12	241,371	-13.5%	101.94	236,778	240,928	1,641,624
Dec-12	242,341	-13.8%	100.48	241,183	241,101	1,904,577
Jan-13	290,008	-4.9%	121.68	238,337	241,303	2,080,491
Feb-13	234,183	-8.1%	92.65	252,761	240,313	1,866,583
Mar-13	219,763	-7.7%	88.88	247,258	239,554	1,933,124
Apr-13	225,171	-10.9%	106.1	212,225	235,564	1,941,687
May-13	235,240	-7.7%	97.91	240,261	228,637	1,831,133
Jun-13	225,003	-16.1%	96.71	232,657	222,424	1,753,275
Jul-13	244,713	-5.2%	110.23	222,002	221,267	2,301,244
Aug-13	213,801	-12.4%	91.75	233,026	227,651	1,947,022
Sep-13	139,240	-30.6%	86.02	161,869	240,514	1,536,660
Oct-13	323,811	27.0%	106.87	302,995	255,138	1,863,427
Nov-13	278,854	15.5%	96.04	290,352	267,242	1,734,192
Dec-13	310,075	27.9%	108.71	285,231	273,795	2,142,743
Jan-14	300,546	3.6%	110.97	270,844	274,076	2,025,275
Feb-14	253,300	8.2%	99.48	254,620	270,573	1,922,003
Mar-14	245,061	11.5%	97.55	251,218	266,949	1,933,840
Apr-14			93.99			
May-14			89.41			
Jun-14			95.21			
Jul-14			95.26			
Aug-14			88.18			
Sep-14			83.41			
Oct-14			98.55			
Nov-14			100.55			
Dec-14			102.88			

Feb-08	213,591	19.8%	101.23	210,996	213,188	1,755,508
Mar-08	201,504	10.4%	93.00	216,671	216,514	1,824,211
Apr-08	236,112	26.8%	106.18	222,370	221,431	2,032,619
May-08	204,436	11.1%	90.35	226,271	227,416	1,726,511
Jun-08	223,559	20.7%	97.27	229,833	234,561	1,699,377
Jul-08	266,931	41.0%	107.55	248,192	243,550	1,906,757
Aug-08	227,653	23.4%	86.01	264,682	254,428	1,749,577
Sep-08	224,953	44.4%	90.16	249,504	267,223	1,889,012
Oct-08	289,594	33.6%	105.18	275,332	281,880	1,998,787
Nov-08	292,913	33.7%	94.09	311,312	297,159	1,788,336
Dec-08	356,558	66.3%	115.00	310,050	310,721	2,764,319
Jan-09	363,367	38.7%	115.29	315,177	320,594	2,666,657
Feb-09	322,724	51.1%	95.56	337,719	325,877	2,748,725
Mar-09	327,215	62.4%	98.50	332,198	326,699	3,377,234
Apr-09	336,317	42.4%	105.86	317,700	325,183	3,387,605
May-09	270,259	32.2%	86.08	313,963	324,261	3,059,632
Jun-09	336,995	50.7%	103.23	326,451	324,621	3,295,867
Jul-09	352,561	32.1%	108.22	325,782	324,175	3,278,431
Aug-09	280,287	23.1%	86.65	323,470	322,751	3,047,177
Sep-09	298,986	32.9%	90.19	331,507	320,372	2,980,871
Oct-09	319,008	10.2%	99.66	320,096	316,947	2,684,585
Nov-09	300,164	2.5%	99.16	302,707	313,736	2,730,458
Dec-09	331,315	-7.1%	114.39	289,636	312,699	3,092,739
Jan-10	375,795	3.4%	109.42	343,443	314,544	2,767,198
Feb-10	298,478	-7.5%	94.88	314,585	318,703	2,747,895
Mar-10	320,885	-1.9%	102.29	313,701	323,681	3,119,065
Apr-10	349,026	3.8%	105.97	329,363	327,784	2,803,128
May-10	291,288	7.8%	86.42	337,061	329,542	2,463,848
Jun-10	339,478	0.7%	103.87	326,830	328,198	2,662,889
Jul-10	339,181	-3.8%	103.24	328,536	324,806	2,374,226
Aug-10	293,979	4.9%	92.73	317,027	320,185	2,470,727
Sep-10	285,991	-4.3%	90.18	317,134	314,125	2,323,206
Oct-10	287,643	-9.8%	95.45	301,355	307,999	2,044,081
Nov-10	305,008	1.6%	103.48	294,751	302,290	2,254,949
Dec-10	355,398	7.3%	112.64	315,517	296,340	2,440,297
Jan-11	315,606	-16.0%	109.55	288,093	290,914	2,434,293
Feb-11	263,505	-11.7%	94.30	279,433	287,068	2,250,991
Mar-11	285,902	-10.9%	101.80	280,847	284,986	2,545,644
Apr-11	283,730	-18.7%	99.78	284,356	283,922	2,157,094
May-11	258,060	-11.4%	92.69	278,412	283,046	2,104,334
Jun-11	314,735	-7.3%	104.24	301,933	281,985	2,153,607
Jul-11	273,249	-19.4%	98.94	276,176	280,141	1,926,190
Aug-11	262,376	-10.8%	97.09	270,240	277,100	2,268,158
Sep-11	239,485	-16.3%	90.29	265,240	274,003	1,821,750
Oct-11	267,980	-6.8%	95.97	279,233	271,317	1,824,961
Nov-11	278,977	-8.5%	102.57	271,987	268,547	1,978,887
Dec-11	281,142	-20.9%	105.70	265,981	265,049	1,975,984
Jan-12	305,011	-3.4%	116.87	260,983	261,544	2,266,687
Feb-12	254,961	-3.2%	98.58	258,634	258,280	2,189,476
Mar-12	238,149	-16.7%	94.96	250,789	256,457	2,127,301
Apr-12	252,699	-10.9%	101.54	248,866	256,336	2,109,887
May-12	254,830	-1.3%	97.55	261,230	256,960	2,009,210

Visit us daily for the latest industry news and insight.  
www.insurancenet.com



Click to Print

Close this Window

## The Sacramento Bee Jon Ortiz column

### By Jon Ortiz, The Sacramento Bee

McClatchy-Tribune Information Services

Feb. 07--Help is on the way to California's struggling Employment Development Department.

According to a letter issued today by Labor and Workforce Development Secretary David Lanier, the department in coming weeks will add about 800 full-time and intermittent employees to bolster its Unemployment Insurance program.

"It is clear we must retain skilled staff and hire additional workers," Lanier wrote in the letter to EDD Chief Deputy Director Sharon Hilliard. "However, addressing this problem cannot wait for the completion of the budget process" which runs through June.

The state Department of Finance figures the extra help and other fixes to the program will cost an additional \$43.4 million in current-year federal funds and tens of millions of dollars more in soon-to-be-allocated state funds. Laird said the money will go to:

- Hire 280 new program staff beginning Mar. 1.
- Extend the employment of 250 intermittent employees to June 30, 2015.
- Rehire 50 former employees who know the system and can immediately start work.
- Hire 155 employees to replace rank-and-file and management employees who have recently left or will soon leave.
- Bring in "additional programming expertise" to fix its unemployment insurance payment system.

The department will also launch an automated phone system that will allow EDD staff to return calls rather than put callers on hold or to disconnect them when the lines are full.

EDD has suffered a series of setbacks over the last few months, highlighted by a glitch-plagued computer system roll-out over the Labor Day weekend that cut off unemployment benefits to roughly 150,000 Californians. The crisis sparked a flood of phone calls from upset beneficiaries and forced the department to process some claims by hand without verifying applicants' eligibility.

Meanwhile, a federally-mandated change in the length of jobless benefits that added public confusion and more calls to EDD even as it grapples with deep cuts in future federal funding.

---

(c)2014 The Sacramento Bee (Sacramento, Calif.)

Visit The Sacramento Bee (Sacramento, Calif.) at [www.sacbee.com](http://www.sacbee.com)



## CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD UNEMPLOYMENT INSURANCE APPEAL FACTS & ACCOMPLISHMENTS CALENDAR YEAR 2011

### General

- In December 2011, California far exceeds the nation with 2,021,000 Californians out of work.
- In December 2011, California's 11.1 percent unemployment rate is second highest in the nation behind Nevada (12.6 percent).
- EDD paid out \$ 17.1 billion in UI benefits in Calendar Year 2011. The US Department of Labor estimates the economic multiplier is \$2 for every dollar paid in benefits making California's economic impact estimated at about \$34 billion.
- A comparison of 3.3 million initial UI claims filed in 2011 with 428,874 UI appeals opened that year suggests a rate of one appeal for every 8 initial claims processed in California.

### First Level Unemployment Insurance Appeals

- With a caseload of 441,043, California ranked one in the number of first level Unemployment Insurance (UI) appeals filed in the nation and two US territories.
- Approximately one of every five first level UI appeals filed in the nation was processed in California (19.1 percent).
- California's UI appeal caseload is equivalent to the total appeal caseloads processed in 28 smaller states and US territories.
- Thirty-one out of 52 states and US territories were unable to meet all three US Department of Labor time performance standards for first level appeals in December 2011.
- CUIAB decided in favor of the claimant in 46.5 percent of the cases involving first level appeals of EDD UI determinations. This resulted at a minimum of approximately \$226.7 million in UI benefits due to claimants with an economic impact of \$453.5 million.

### Second Level Unemployment Insurance Appeals

- The CUIAB Board Members reviewed one out of every ten second level UI appeals in the nation in 2011 (10.4 percent).
- Business improvement strategies adopted in California's second level appeals resulted in meeting all federal time performance standards and removal from US Department of Labor Corrective Action from March 2010. These included regulation revisions, a decision typing taskforce, pilot paperless process, and more.
- CUIAB decided in favor of the claimant in 11.2 percent of the cases involving second level appeals of EDD UI determinations. This resulted at a minimum of approximately \$32.9 million in UI benefits due to claimants with an economic impact of \$65.9 million.

FIELD OPERATIONS - REPORT SUMMARY

STATEWIDE	2013-2014												STATEWIDE					
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Current Mo. % of Avg.	Total	Appellants		
																Current Mo	Average	Total
<b>WORKLOAD</b>																		
<b>New Opened Cases</b>																		
UI TL	29,941	30,154	24,997	28,576	23,320	25,020	29,259	24,091					26,920	89%	215,358	13,756	15,371	122,969
DI	1,043	991	1,046	1,066	941	945	1,004	958					1,002	96%	8,014			
Ruling & T-R	420	366	267	75	127	98	149	201					205	98%	1,643			
Tax	233	264	247	242	307	411	232	320					282	113%	2,256			
Other	12	14	12	14	8	14	7	22					13	171%	103			
Total	31,649	31,789	26,509	29,993	24,703	26,498	30,651	25,562	0	0	0	0	28,422	90%	227,374			
Multi-Cases				1	31	1	391	4										
<b>Closed Cases</b>																		
UI TL	35,658	33,322	29,065	27,691	24,375	22,668	26,957	25,250					28,023	90%	224,186	14,418	16,001	128,010
DI	1,026	1,098	1,223	1,298	749	822	835	891					993	96%	7,942			
Ruling & T-R	306	300	557	686	162	217	191	371					335	111%	2,680			
Tax	214	263	352	231	151	165	208	265					234	113%	1,869			
Other	23	22	17	12	10	6	13	12					14	83%	115			
Total	37,227	35,005	31,214	29,718	25,437	24,096	27,304	26,769	0	0	0	0	29,599	91%	236,792			
Multi-Cases				1509	442	12												
<b>Balance - Open Cases</b>																		
UI TL	29,938	25,729	21,580	22,445	21,289	23,372	25,994	24,779					24,278	102%		14,149	13,693	
DI	1,481	1,374	1,198	986	1,177	1,300	1,469	1,536					1,315	117%				
Ruling & T-R	4,685	4,751	4,403	3,892	3,667	3,746	3,792	3,533					4,073	87%				
Tax	2,967	2,965	2,861	2,872	3,028	3,253	3,276	3,328					3,069	106%				
Other	31	25	20	22	29	26	22	33					25	131%				
Total	38,202	31,844	30,062	30,217	29,380	31,701	34,453	33,209	0	0	0	0	32,760	101%				
Multi-Cases				31	6	502	92											
<b>Time Lapse</b>																		
<30 Day TL 60%	63.0	76.4	87.1	74.0	85.5	78.4	62.9	77.9					76	103%				
<45 Day TL 80%	88.1	88.7	94.8	97.0	96.6	94.9	91.6	90.3					93	97%				
<90 Day TL 95%	99.3	95.4	98.3	99.6	99.3	99.2	99.9	96.8					99	100%				
<b>CASE AGE</b>																		
Average Days UI (mean)	24.9	19.5	22.7	18.8	21.8	24.1	23.3	22.6					22	102%				
Average Days UI (median)	19.0	17.0	21.0	16.0	18.0	21.0	18.0	17.0					18	93%				
>90 Days Old % UI	0.75%	1.05%	0.71%	0.60%	0.59%	0.54%	0.68%	1.42%					0.82%	174%				
>90 Days Old % DI	0.75%	1.05%	0.71%	0.60%	0.59%	0.54%	0.68%	1.42%					0.82%	174%				
# of Cases UI	138	175	94	99	92	100	161	264					140	108%				
>90 Days Old % DI	3.65%	2.65%	3.15%	1.18%	1.71%	1.94%	4.44%	3.31%					2.76%	120%				
# of Cases DI	63	47	46	15	29	31	75	59					45	131%				
<b>NET PYs USED ALJ</b>																		
Field Offices	182.41	182.42	170.86	179.26	147.89	146.63	152.02						165.9	92%				
Net PYs	351.63	356.63	334.44	333.77	279.51	270.06	294.24						317.2	93%				
Ratio 1 /	1.08	1.05	1.04	1.16	1.12	1.19	1.07						1.10	97%				
WTP,CRSU	173.61	180.82	169.05	158.90	137.04	129.32	145.40						156.7	95%				
Net ALJ	208.98	217.64	206.29	216.74	178.69	177.02	163.59						198.4	93%				
Net PYs	382.57	398.46	375.34	375.64	315.73	306.34	331.99						355.2	93%				
Ratio 1 /	1.29	1.20	1.22	1.36	1.39	1.37	1.24						1.27	98%				
<b>PRODUCTIVITY</b>																		
Weekly Dispos per ALJ (UI&DI)	49.0	43.3	44.8	39.5	50.9	43.6	43.1						44.8	96%				
Weekly Dispos per ALJ	48.7	44.0	46.2	40.7	51.6	44.4	43.8						45.6	96%				
Weekly Dispos (Non-ALJ)	40.5	36.6	37.8	29.8	39.5	32.4	35.4						36.0	96%				