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Santa Rosa
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July 13, 2009

Bonnie Garcia, Chair
California Unemployment
Insurance Appeals Board
2400 Venture Oaks Way
Sacramento, CA 95833

RE: Proposed Rulemaking

Dear Chairwoman Garcia:

California Rural Legal Assistance, Inc. and the California Rural Legal Assistance Foundation submit these comments in opposition to the proposed regulations to be considered July 14, 2009. The undersigned oppose the adoption of these regulations on procedural and substantive grounds and urge the California Unemployment Insurance Appeals Board ("CUIAB") to vote not to propose these regulations in their current form.

1. The CUIAB Did Not Provide The Public With Adequate Notice of the Intent to Propose These Regulations, Or Provide Reasons Why These Regulations Are Needed.

A. The Notice Period and Publication of the Notice Was Inadequate. California unemployment rates are in double digits. According to the CUIAB website, the CUIAB processes 320,000 cases a year. The CUIAB proposes to make significant changes to the hearing process, and evidentiary burdens that tens of thousands of claimants will encounter during their attempts to access benefits designed to provide stability during periods of unemployment. Yet, the CUIAB provided only limited notice of the proposed regulations. The CUIAB's efforts are woefully inadequate given the nature of these regulations. The following factors, though not exhaustive, demonstrate that the public has had no real notice of these regulations.

- CUIAB mailed the notice to stakeholders on July 3, 2009, only 11 calendar days and 6 business days before the date the proposed regulations are scheduled to be acted upon;
- The notice sent to stakeholders does not include a copy of the regulations, does not summarize the nature of the proposed changes; and provides no rationale or basis for the need for the regulatory change;

- The CUIAB web site contains no mention of the proposed regulations, except within the agenda items listed for the July 14, 2009 meeting;
- The July 14, 2009 meeting agenda item includes a link only to the proposed regulations. These materials contain no rationale or basis for the proposed regulations, no analysis of the financial cost or savings; no analysis of whether the regulation is consistent with the provisions of the Unemployment Insurance Code, and no analysis of whether the proposed regulations are necessary for the implementation of the Unemployment Insurance and other functions served by the CUIAB.

Under these circumstances it is virtually impossible to analyze the impact of the proposed regulations on California workers. Accordingly, the undersigned request that the CUIAB take no action on the proposed regulations; direct staff to prepare an analysis of the cost and impact of the proposed regulation; establish a new comment period and hearing schedule; provide adequate notice to stakeholders and the general public through mailings, posting at EDD and CUIAB offices, and ensure that the notice and analyses are posted on the CUIAB website in a prominent location.

B. Proposed Expansion of the Electronic Hearings Will Negatively Impact the Rights of Workers, Particularly Those Not Fully Literate in English.

The proposed amendments to 22 Cal. Code Regs. 5055 should be rejected because they fail to provide adequate protections to ensure that claimants and employers will receive a fair hearing.

The proposed regulation fails to adequately define "good cause" for scheduling an electronic hearing or provide any opportunity for a party to oppose the request for an electronic hearing. The proposal then strikes subsection (f) which currently provides an absolute right for a party to participate in person. This raises significant due process issues and provides an incentive for employers and the Employment Development Department to seek an electronic hearing as a means of undermining the claimant's right to directly confront the witnesses against him or her.

Given the limited notice period, it is impossible to fully address the impact of the proposed regulations through analysis of CUIAB data. However, anecdotal evidence makes clear the disastrous effect that expansion of electronic hearings will have on low wage workers, particularly those who have limited English speaking ability, and those who are not literate. CRLA and the CRLA Foundation represent hundreds of workers every year in unemployment insurance proceedings, mostly in rural areas. Our experience shows that claimants are severely disadvantaged when their hearing is conducted electronically:

- “Electronic Hearings” are currently limited to telephone hearings, that do not include a visual record.
- Unrepresented low wage workers are at significant disadvantage in telephone hearings. They are not accustomed to dealing with important matters via telephone, they often have not been able to obtain copies of the exhibits, or provide their own documentary evidence in the time frames laid out in the notice of electronic hearing. In fact, in recent years due to the Employment Development Department’s reliance on telephone claims processing, the CUIAB hearing is the first time a claimant has the opportunity to review his or her claim with a live person. Low wage worker advocates and Administrative Law Judges report that many appeals are going to hearing that would have been resolved had the claimant had an opportunity to meet, in person, with someone and review his claim. An expansion of telephone claims hearings will eliminate that opportunity and likely force more second level appeals and court actions.
- Interpretation at such hearings is generally done over separate telephone lines under circumstances where the claimant and his representative are not in the room with the interpreter and often cannot fully hear the interpretation provided. Claimants who speak indigenous languages often need a second interpreter in the indigenous speaker is not available. During an in-person hearing, an Administrative Law Judge or worker advocate is in a position to assess whether a claimant understands all that is occurring in the hearing, and whether adequate interpretation is being provided. That is not the case at a telephone hearing, and an administrative law judge may mistake a non-English speaker’s confusion for lack of credibility.
- Advocates report that the quality of telephone hearings varies given the quality of the equipment available to the advocate and/or the claimant. Without consistency in equipment available to all parties, low wage workers and their advocates may be at a distinct disadvantage if they don’t have access to high quality equipment. For example, background noise, crackling sounds, “breaking up” and other faulty communication issues effect a claimant’s right to a fair hearing.
- Misconduct and Voluntary Quit determinations generally turn on questions of fact and credibility. Telephone hearings deprive the Administrative Law Judge of a critical element of that fact finding by eliminating the opportunity to weigh credibility based on demeanor.

- The current time frames for producing exhibits are unworkable and confusing to claimants and often ignored by employers. This leaves the Administrative Law Judge in the position of taking evidence that the other side has not had the opportunity to adequately review and either continue the hearing, or proceed with the hope that a verbal explanation of the document has been adequate. Currently these procedural mishaps can be avoided by insisting upon the right to participate in person. That right is eliminated by the proposed regulation.

C. The Procedures for Seeking Leave to Submit New Evidence Does Not Allow Claimants or Employers Adequate Opportunity to Assess Whether Additional Evidence Will be Necessary.

The proposed amendments to 22 Cal. Code Regs. 5102 should be rejected because the limits imposed are unreasonable. Currently both employer and claimant appellants have the opportunity to file their appeal in a timely manner, and have an additional 10 days to consult with counsel, or witnesses about whether additional evidence should be submitted. Under the proposed regulation this analysis would have to be done immediately. It will likely result in the delay of filing an appeal until the last minute to allow all time possible to determine whether additional evidence is necessary. It is also likely to increase the number of pro forma requests requiring consideration and expenditure of time by CUIAB staff. The current regulation already imposes a great burden on unrepresented claimants and employers. There is no cost savings, or time savings effected by the proposed regulation. It is not likely to decrease the number of requests and is unlikely to decrease any appeal processing time since the consideration of new evidence takes place during the same period of time that the record is being produced.

D. The Procedures for Submitting Argument Are Inherently Unreasonable and Do Not Allow Claimants or Employers Adequate Opportunity to Address Important Issues Raised By the Hearing Transcript.

The proposed amendments to 22 Cal. Code Regs. 5105 should be rejected because the limits imposed are unreasonable. Once again they discriminate against the unrepresented claimant or employer by eliminating the 12 days currently provided between filing the appeal and seeking preparation of the record and/or leave to submit argument. This will necessarily mean that all appeals, pro forma will be filed with both a request for preparation of the record and a subsequent submission of argument. This will likely increase, not decrease the number of transcripts prepared and provided to claimants and employers. The CUIAB has provided no rationale for this change, which appears to be an attempt to prevent argument by imposing impossible procedural limitations. Furthermore, the CUIAB has provided no estimates of the costs associated with changing the forms used by and notifications sent to claimants and employers regarding appeals.

Bonnie Garcia, Chair
July 13, 2009
Page five

E. Changing “explain” to “identify” Suggests a Significant Change in the Role of the Administrative Law Judge Which Should Be Addressed and Justified Prior to Approval.

The proposed amendments to 22 Cal. Code Regs. 5062(m) should be rejected because it could be construed to eliminate the responsibility of the Administrative Law Judge to explain the specific issues raised at the hearing. Given that both claimants and employers are often unrepresented, it is important that the Administrative Law Judge ensure that the technical language of the notices served on the parties provides adequate notice of the factual and legal issues that must be addressed at the hearing. The proposed regulation provides no rationale for this change and will likely increase the confusion of claimants and employers who are participating in these hearings.

Additional meetings with stakeholders should be convened to explore these important issues before beginning the formal regulatory process. We, along with other low wage worker advocates, would be happy to participate in such meetings.

Respectfully submitted,


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To: Members of the CA Unemployment Insurance Appeals Board
From: Angie Wei, CA Labor Federation
Date: July 17, 2009
Re: Telephone appeals

Members of the Board:

I appreciated the opportunity to provide public comment at your July 14th Board Meeting in regards to the proposed regulations dealing with, among other things, telephone appeals of unemployment claims.

At the direction of Board Member Montanez, I submit brief written testimony.

We know you recognize that unemployment insurance benefits are the lifeline for laid off workers. Weekly benefits provide often the only means by which unemployed workers can survive. Rules governing the program should err on the side of the laid off worker.

Low wage workers, immigrant workers, workers who communicate more effectively visually will all be disadvantaged by phone appeals. Visual cues, explanatory documents, confirmation of understanding can all be presented better in person than over the phone. Language translation is of concern in that ability to translate over the phone is especially challenging.

It is unclear to us why regulations are needed at this time. Current law allows administrative law judges to allow for telephonic appeals if there is good cause. We have yet to hear any complaints as to why the current good cause exemption isn't meeting the needs of claimants or employers.

Section 1951 of the Unemployment Code was amended to acknowledge that good cause exemptions existed. Nothing in that section requires or compels the CUIAB to issue new regulations. Until a need for new regulations is documented, there is no need to proceed.

Chair Garcia did explain at the board meeting that changes were needed because of the lack of recording of how the good cause exemption is being granted, how many cases, under what standards, etc. If that is the case, it seems that that data should be collected first before wholesale changes to the rules are pursued. We need to understand under what other circumstances good cause exemptions are not being granted prior to changing the rules.

ATTACHMENT B

There are three scenarios proposed by these regulations that give us pause:

1. They allow an Administrative Law Judge could require all parties to participate in an appeal via telephone;
2. They delete the ability of ALJs to require someone to appear in person; and
3. They are unclear as to the right of a claimant to request to participate in person.

Finally, we are concerned that the potential opening up of telephone interviews will create a rush of new, out-of-state third party vendors to enter into the appeals process for UI benefits. Already, employers are hiring outside consultants to appear for them at UI appeals hearings. Allowing more of these hearings to occur over the phone allows for geography to no longer be an issue. Firms in other states could begin to represent California's employers in fighting benefits against their California employees.

We welcome and encourage a stakeholder process on these regulations, one that allows both worker and employer representatives to lay out potential unintended consequences to any regulatory proposal.

Thank you very much for your consideration.

FO to AO REPORT-- JUNE 2009

Attached is the monthly report reflecting the processing time of board appeals from Field Operations (FO) to Appellate Operations (AO) for the months of June and May 2009. As you may recall, the number of days is measured from the appeal date (e.g. when postmarked) to the date AO receives the board appeal. The left hand column reflects the number of processing days for board appeals filed in June 2009 and received in AO as of the end of the day on June 30. The column on the right reflects the number of days for board appeals filed in May 2009 and received in AO as of the end of June 30, 2009. For comparison purposes, I have included in parenthesis the numbers I reported at the beginning of June 2009 for those board appeals filed in May 2009 and received in AO as of the end of May 2009.

For the most part, the number of processing days for appeals filed in June 2009 (9.47 days) was close to the number of processing days for appeals filed in May 2009 (9.68 days). What is interesting to note for appeals filed in June 2009 is that offices with higher numbers of board appeals (at least 125) all had processing times in the single digits while most of the offices with lesser numbers of board appeals (75 or less) had processing times in the double digits except for Oxnard and San Francisco.

The state wide average number of processing days for board appeals filed in May 2009 grew by a day and a half from the end of May (8.07 days) to the end of June 2009 (9.68 days).

The Board has asked me to report these numbers at its monthly board meeting in July 2009. If there are any unusual circumstances affecting the processing of board appeals in your office, please let me know so that I can share it with the board. I appreciate your efforts in this regard. Jorge

Query run on July 1, 2009

Appeals filed in June 2009			Appeals filed in May 2009 and received in AO as of June 30, 2009 (#s in parenthesis represents data as of end of May)	
Office	#Days	#Cases	Office	#Days
Fresno	7.80	138	Fresno	7.73 (6.72)
Inglewood	9.54	163	Inglewood	9.58 (7.93)
Inland	9.38	128	Inland	9.50 (9.25)
Los Angeles	11.23	73	Los Angeles	10.51 (7.30)
Oakland	13.10	71	Oakland	13.00 (10.32)
Orange co.	7.65	125	Orange Co.	8.29 (6.75)
Oxnard	8.48	69	Oxnard	9.09 (7.58)
San Francisco	8.79	71	San Francisco	8.55 (7.92)
San Jose	14.57	44	San Jose	16.23 (11.73)
Tax Office	10.25	16	Tax Office	10.33 (8.62)
Pasadena	10.36	53	Pasadena	12.16 (12.80)
Sacramento	8.71	170	Sacramento	8.31 (6.37)
San Diego	9.74	126	San Diego	9.77 (8.46)
TOTAL	9.47	1249	TOTAL	9.68 (8.07)



CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD
SPECIAL PROJECTS MATRIX
JULY 2009

California's economy is globally ranked with approximately 1.3 million business owners and 16.5 million workers. Currently, California, along with the nation, is experiencing an immense economic downturn with 2.1 million California workers out of work, nearly 30% of the nation's total job loss. These are record 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 in the history of our program, they are in need of our services.

WORK PROCESS IMPROVEMENTS

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>Mass Calendaring In each Field Office, a team of three to four ALJ's are assigned a mass calendar of the more common, routine UI appeal hearings. Rather than scheduling one hearing for a time slot, the mass calendar schedules three hearings to try to maximize case calendar time.</p>	Alberto Roldan	High		<ul style="list-style-type: none"> - Increase case completions. - Reduce case age. 	
<p>Telephone Hearings Field Operations is testing the use of phone hearings to provide better access particularly to UI claimants who lack transportation to a hearing or have secured new employment. This also helps employers by allowing them to remain on their business premises during business hours.</p>	Alberto Roldan	High		<ul style="list-style-type: none"> - Increase hearing attendance by claimants. - Increase hearing attendance by employers. - Increase case completions. 	
<p>US Department of Labor Taskforce Over the last few years, the CUIAB is failing to meet the 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.</p>	Steve Egan	High		<ul style="list-style-type: none"> - Meet DOL time lapse measures. - Meet DOL case age measures. 	US DOL representatives will be conducting an appellate review during week of July 27-31, 2009. They will be reviewing EDD appeals process during the week of July 20, 2009.

WORK PROCESS IMPROVEMENTS CONT.

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>Case Process Time Analysis CUIAB is conducting a detailed analysis of each step in the first- and second-level appeal process to identify strategies to streamline and maximize efficiencies.</p>	Steve Egan	Medium	Appellate analysis to be completed by 06/15/2009.	<ul style="list-style-type: none"> - Reduce time lapse measures. - Reduce case age. 	Field analysis completed on 04/29/2009. Appellate analysis completed 06/30/2009.
<p>Accelerate Appeal Decision Notification to EDD Currently, CUIAB Field staff prepare appeal decisions for mailing to the appellants and EDD UI Branch. CUIAB is working in partnership with EDD to identify solutions in expediting the appeal decision notifications to EDD and processing of adjustments.</p>	Lori Kurosaka	High	Milestones to be set at first planning meeting.	<ul style="list-style-type: none"> - Streamline decision processing at CUIAB to expedite decision delivery to EDD. 	Policy/ Planning meeting with EDD UI Branch on July 2. EDD will conduct analysis on what type of data file they will need to transfer decisions electronically. EDD & CUIAB will establish a workgroup to plan, test and implement solution.

TECHNOLOGY

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>Field Office Telephone Tree Field Operations is testing the use of phone menu options to answer routine constituent calls. This allows support staff to spend more time on the non-routine calls.</p>	Rafael Placencia			<ul style="list-style-type: none"> - Reduce claimants & employers time on phones. - Standardize hearing information provided by phone. 	
<p>Naturally Speaking Dragon Software Pilot the use of voice to text software to dictate appeal decisions. This software will help reduce the amount of typing by support staff and expedite the mailing of appeal decisions to claimants and employers.</p>	Alberto Roldan	High		<ul style="list-style-type: none"> - Reduce decisions being typed in the hubs. 	3 ALJs in AO, 17 ALJs in FO and 1 in Office of Chief are piloting the software. The software will be introduced at all new ALJ training beginning August 2009.
<p>Auto Dialer Hearing Reminder Currently, the FO is experiencing about a 25% no show rate among appellants for scheduled hearings. To increase hearing attendance, CUIAB will use computerized auto dialing hardware and software for calling claimants with reminders two day prior to scheduled hearing dates.</p>	Rafael Placencia	High	System design 05/2009 Procurement 06/15/2009 Configuration & testing 06/30/2009 Implementation 07/01/2009	<ul style="list-style-type: none"> - Increase hearing attendance. - Increase phone hearing schedule. - Reduce duplication of work from reopening cases and rescheduling hearings. 	Design completed 05/2009. Software procurement completed 06/2009. Script and recording completed 06/23. Implementation set for week of 07/13.

TECHNOLOGY cont.

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>Expansion of Information Technology Infrastructure To align with the State CIO & CA Labor & Workforce Development Agency CIO strategic technology plans, CUIAB needs to update its IT infrastructure to pursue further technology projects.</p>	Rafael Placencia	High		<ul style="list-style-type: none"> - Reduce manual file preparation at EDD. - Increase information security of claimants & employers. - Expedite transfer of cases between EDD & CUIAB Field Offices. - Allow for ease in reassigning workload between CUIAB Field Offices. - Reduce file storage space needs & costs at CUIAB. - Reduce postage costs. - Reduce case age. 	<p>EDD is contracting with Unysis to conduct their business analysis. EDD is prioritizing appeal related documents in the conversion. EDD & CUIAB met with Unysis on June 16 to discuss CUIAB's needs for the project. LWDA CIO Joan Hanacek will lead efforts.</p>
<p>Digital Imaging Currently, EDD transfer hard copy documents and records to CUIAB when an appeal is filed. CUIAB will collaborate with EDD in their efforts to image documents and records relating to Unemployment Insurance, Disability Insurance, and Payroll Tax.</p>	Rafael Placencia	High	<p>Complete business process analysis – 08/31/2009 Procure vendor to develop business requirements - 09/01/2009</p>	<ul style="list-style-type: none"> - Expedite the transfer of board appeals from FO to AO. 	<p>LWDA CIO Joan Hanacek will lead workgroup of CUIAB, EDD & DIR to identify business needs.</p>
<p>Electronic Case Management CUIAB's case tracking database is not eight years old and becoming cumbersome to manage the current workload volume. CUIAB is collaborating with LWDA & EDD to pursue a court case management system that will bring technology to almost all phases of the appeal case process.</p>	Pam Boston Alberto Roldan Jorge Carrillo	High	<p>System design 03/2009 Procurement 06/2009 Configuration & testing 07/2009 Implementation Phase I 09/2009 Implementation Phase II 11/2009</p>	<ul style="list-style-type: none"> - Expedite the transfer of board appeals from FO to AO. 	<p>AO has developed a monthly report that measures the time it takes FO to transmit board appeals and case files to AO. Pilot will include expedited decision processing as well. On June 30, 2009, a meeting was held between AO, F-O and Admin to plan a pilot out of Orange County. The details are being discussed and a start date of September 1, 2009 is being considered.</p>
<p>Paperless Pilot Project When a board appeal is filed, the hard copy case file is mailed to AO for processing. To expedite this case transfer, CUIAB will pilot the transmission of electronic case files from one Field Office to AO.</p>	Pam Boston Alberto Roldan Jorge Carrillo	High	<p>System design 03/2009 Procurement 06/2009 Configuration & testing 07/2009 Implementation Phase I 09/2009 Implementation Phase II 11/2009</p>	<ul style="list-style-type: none"> - Expedite the transfer of board appeals from FO to AO. 	<p>AO has developed a monthly report that measures the time it takes FO to transmit board appeals and case files to AO. Pilot will include expedited decision processing as well. On June 30, 2009, a meeting was held between AO, F-O and Admin to plan a pilot out of Orange County. The details are being discussed and a start date of September 1, 2009 is being considered.</p>

TECHNOLOGY cont.

Project & Description	Lead	Priority	Milestones	Goals	Status
WAN Acceleration Implement a networking technology known as Wide Area Acceleration Services (WAAS) to speed up the transferring of data over the Wide Area Network.	Rafael Placencia	High			
Digital Personnel System This project will create a paperless process that will route all necessary hiring documents to hiring managers (Phase I). Phase II will use CUIAB's external web site to accept electronic application filing for CUIAB job vacancies.	Rafael Placencia	Medium	Phase I design 05/2009 Phase I implementation 06/2009 Phase II design 08/2009 Phase II implementation 09/2009		

STAFFING, FACILITIES & EQUIPMENT

Project & Description	Lead	Priority	Milestones	Goals	Status
Phase I – Workload Reduction Plan In 2008, CUIAB experienced a significant increase in appeals filed. The Board & management team developed a workload reduction plan to address the increase in cases and the time lapse and case aging standards. These positions will backfill for lost positions over the last year.	Pam Boston Alberto Roldan Jorge Carrillo		Board approval Hire 21 ALJs in FO by 05/2009 Hire 21 Support in FO by 05/2009 Promote 10 ALJs to IIs New hires at full production by 08/2009	<ul style="list-style-type: none"> - Liquidate the appeal case backlog in FO - Liquidate the appeal case backlog in AO - Meet time lapse and case aging standards. 	All ALJ hires were completed by June 30. There are 2 pending support staff hires. New hire training will be completed by early July 1 and staff expected to be in full production by late July 2009.
Phase II – Workload Reduction Plan Hire additional staff to address workload. These positions will backfill for lost positions over the last year.	Pam Boston Alberto Roldan Jorge Carrillo		Board approval Hire 40 ALJs by 06/2009 Hire 40 support by 06/2009	<ul style="list-style-type: none"> - Liquidate the appeal case backlog in FO - Liquidate the appeal case backlog in AO - Meet time lapse and case aging standards. 	AO hires were completed by June 30. FO pending hires are 7 ALJs & 19 support staff. New hire training will begin July & August 2009.
Phase III – Workload Reduction Plan	Pam Boston Alberto Roldan Jorge Carrillo	Medium	Additional staffing are included in the May 2009 Revisé. CUIAB received administrative approval to pursue a portion of the hires pending approval of the May Revisé.	<ul style="list-style-type: none"> - Liquidate the appeal case backlog in FO - Liquidate the appeal case backlog in AO - Meet time lapse and case aging standards. 	AO was approved to hire 3 PI ALJs and 6 PI Support Staff. As of June 30, 2009, the 3 ALJs are hired and will start training on July 6, 2009. The Support Staff have been hired with the exception of 2 who will be hired shortly.

STAFFING, FACILITIES & EQUIPMENT Cont.

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>Facilities & Equipment Needs Due to the volume of new hires, there is a need for additional space and equipment for the staff in AO & FO.</p>	Pam Boston Pat Houston	High	Identify geographical needs	<ul style="list-style-type: none"> - Liquidate appeal case backlog in FO - Liquidate appeal case backlog in AO - Meet time lapse and case aging standards. 	Facilities Committee identified available space in some existing facilities. Business Services working with DGS to secure space.
<p>IT Asset Management Improvement Improve the method used for tracking of IT assets via an automated system. This item is a recommendation noted in the Bureau of State Audits Report 2008-103.</p>	Rafael Placencia	Medium	Implement new system 08/2009 Assign all existing IT assets to IT 09/2009 Draft & implement policies & procedures 09/2009 Conduct training for all cost centers 11/2009	<ul style="list-style-type: none"> - Replace a manual IT asset management system with new automated system. - Improve tracking of IT assets and aging. - Reduce asset management processing time by 50%. 	Researching for software products. Developing policies and procedures.

OUTREACH & EDUCATION & OTHER

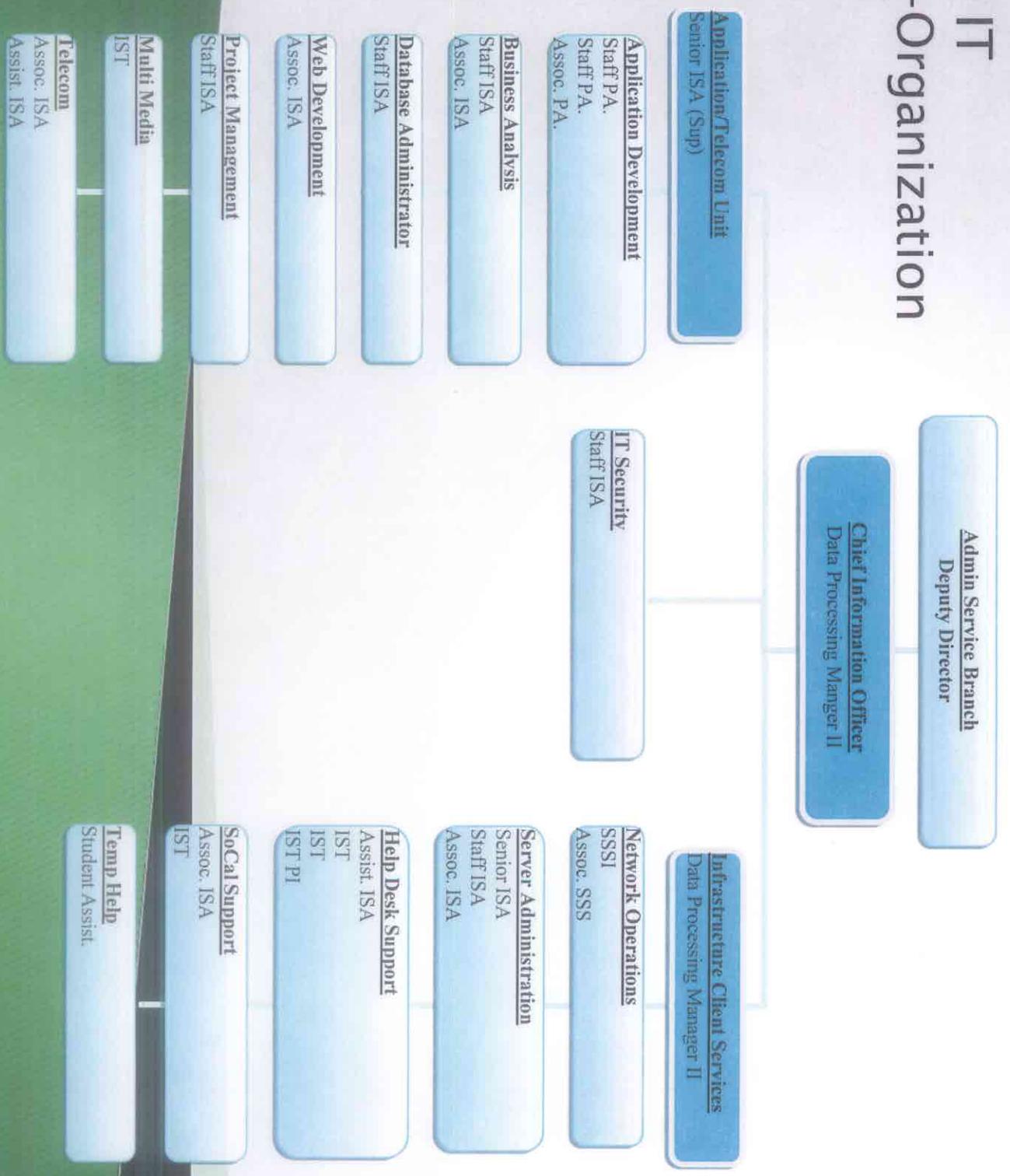
Project & Description	Lead	Priority	Milestones	Goals	Status
<p>Video Production Develop a 5 minute video to demystify the appeal hearing process. The video will be looped in hearing office reception areas and available via the internet.</p>	Steve Egan	High	Completion by 06/30/2009	<ul style="list-style-type: none"> - Familiarize parties with the hearing process. - Educate parties on presenting their cases at hearings. 	Powerpoint slide presentation is complete. DGS Studio Director Stella Garin completed film shoot on 06/19. Editing completed & DVD delivered 07/08/2009.
<p>Refresh Forms & Pamphlets Update CUIAB forms and pamphlets.</p>	Steve Egan		Complete	<ul style="list-style-type: none"> - Update, summarize, clarify and consolidate public information on CUIAB website. 	Draft Hearing Info Pamphlet completed 05/09. Pending FO review. Draft AO FAQs completed. In final AO review.
<p>Monitor Recovery Act Funds The American Recovery & Reinvestment Act of 2009 provided for additional funding for California in the UI program from US DOL. CUIAB is partnering with EDD to utilize funding to enhance the overall UI program.</p>	Lori Kurosaka	High	DOL funding must be used by 09/30/2011.		Follow up meeting LWDA in July to begin collaborative technology effort.
<p>Regulatory Revisions To eliminate 18 days of waiting time in board appeals, CUIAB is pursuing regulatory changes to require parties to exercise their rights earlier in the process.</p>	Jorge Carrillo Ralph Hilton	Medium	Board Approval OAL submission Develop forms IT reprogramming OAL approval anticipated for 09/2009.	<ul style="list-style-type: none"> - Reduce board appeal processing time in AO. 	Regulation revisions were adopted by the Board at the May 2009 meeting. Staff are revising appropriate notices to be ready by late July or early August for Board review. IT will automate the new forms & letters prior to effective date of new regulation adoption.

IT Division Re-Organization

Pre IT Re-Organization

- ▶ 25 Permanent Positions
- ▶ 2 Temporary Positions
- ▶ 3 Positions IT Management/Supervision
- ▶ 24 Positions Rank and File
- ▶ 2 Major Group Areas
- ▶ 12 IT Units

Pre IT Re-Organization



Why Re-Organization?

- ▶ Existing Structure inadequate for Demand of Services
- ▶ Existing Structure inadequate for promoting Upward Mobility
- ▶ Existing Classifications too low for work performed
- ▶ High Supervisor to Staff Ratio

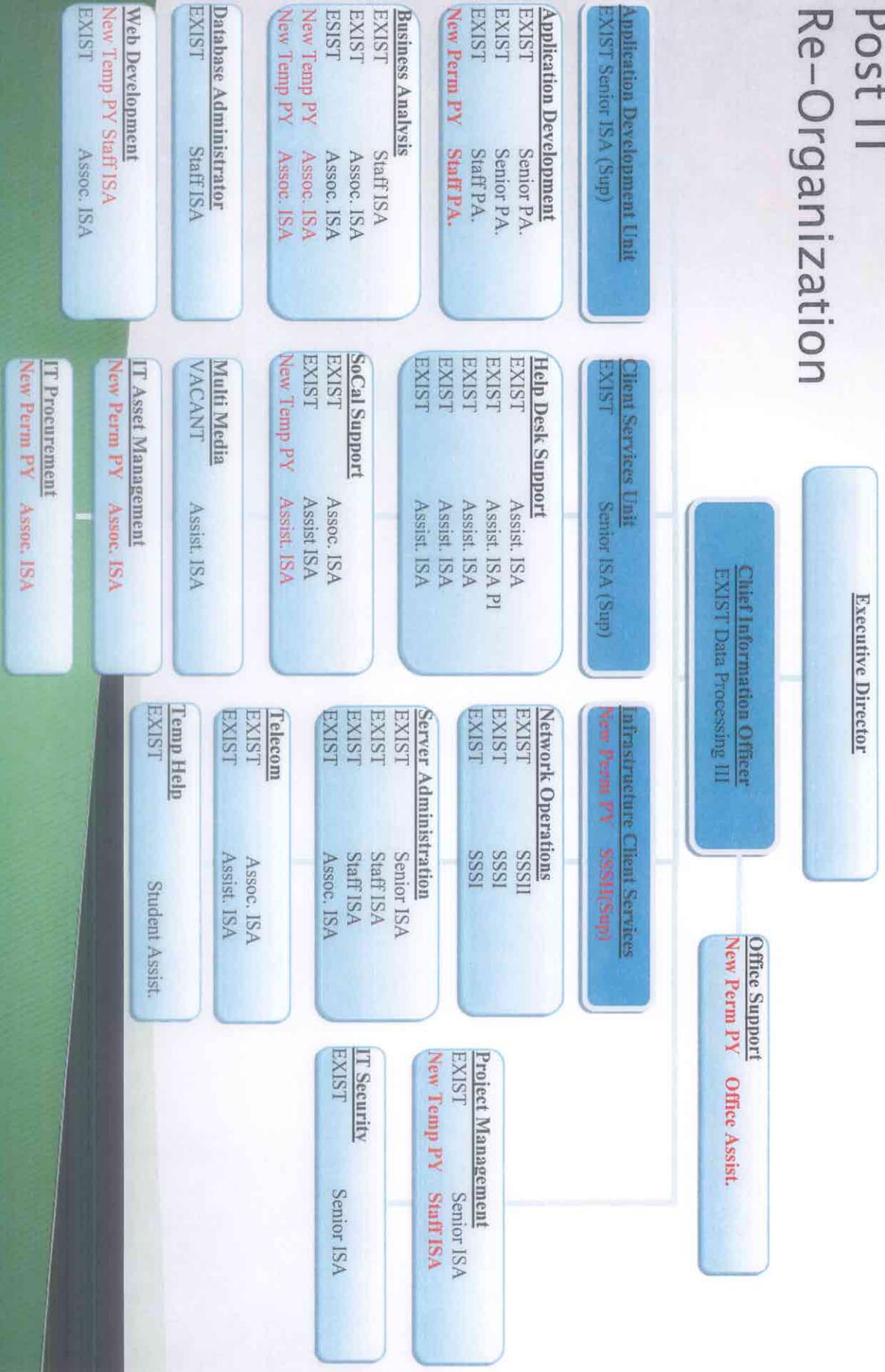
Approach

- ▶ Use Functional Model for Developing IT Division Structure
- ▶ Analyze Job Duties and Upgrade Where Justified
- ▶ Use demand of IT Service for Justification of Additional PY's
- ▶ Promote Use of overall CUIAB PY's to justify IT Staffing Needs

Post IT Re-Organization

- ▶ 34 Permanent Positions
- ▶ 7 Temporary Positions
- ▶ 4 Positions IT Management/Supervision
- ▶ 37 Positions Rank and File
- ▶ 3 Major Group Areas
- ▶ 14 IT Units

Post IT Re-Organization



Executive Director

Chief Information Officer
EXIST Data Processing III

Office Support
New Perm PY Office Assist.

Application Development Unit
EXIST Senior ISA (Sup)

Application Development
Senior PA, Senior PA, Staff PA, New Perm PY Staff PA

Business Analysis
Staff ISA, Assoc. ISA, Assoc. ISA, Assoc. ISA, New Temp PY Assoc. ISA, New Temp PY Assoc. ISA

Database Administrator
Staff ISA

Web Development
New Temp PY Staff ISA, Assoc. ISA

Client Services Unit
Senior ISA (Sup)

Help Desk Support
Assist. ISA, Assist. ISA PI, Assist. ISA, Assist. ISA, Assist. ISA

Social Support
Assoc. ISA, Assist ISA, Assist. ISA, New Temp PY Assist. ISA

Multi Media
VACANT, Assist. ISA

IT Asset Management
New Perm PY Assoc. ISA

IT Procurement
New Perm PY Assoc. ISA

Infrastructure Client Services
New Perm PY SSSH(Sup)

Network Operations
SSSII, SSSI, SSSI

Server Administration
Senior ISA, Staff ISA, Staff ISA, Assoc. ISA

Telecom
Assoc. ISA, Assist. ISA

Temp Help
Student Assist.

Project Management
Senior ISA, New Temp PY Staff ISA

IT Security
Senior ISA

IT Re-Organization Benefits

- ▶ Provides Upward Mobility for IT Staff
- ▶ Provides Adequate Level of IT Staffing
- ▶ Promotes use of Functions for provided IT

Services

- ▶ Keeps Supervisor to Staffing Ratio Manageable

Questions?