

WORKLOAD NARRATIVE

FIELD OPERATIONS

July 2013

Workload: Although intake increased from a very anemic June, work continues to taper off. The number of verifications in all programs [31,649] was 6% below the average for this year. This was the 3rd fewest appeals processed in a month during the past three and one-half years. Unlike June, however, production was in high gear with field operations closing 37,227 cases, which was 10% more than the monthly average for 2013. This was the first time since March in which the inventory [38,202] grew smaller. The number of open cases is now 2% below the average for this year.

UI. July was only the fourth time in almost five years in which the number of new UI cases [29,941 cases; 17,096 appellants] was below 30,000. Perhaps more significantly, between September 2008 and November 2012, there was only one month with intake below that threshold. We have seen those numbers now for two consecutive months, and three times in the past eight months. The number of closed cases [35,658 cases; 20,361 appellants] was 11% greater than average. With the low intake and high production, the open inventory [29,038 cases; 16,581 appellants] fell by over 5,000 cases which wiped out the increases from the previous two months.

DI. In disability, the number of new cases [1,043] was 10% higher than the monthly average this year and exceeded 1,000 for the first time in nine months. The number of decisions [1,026] was also 10% above average. This was the 4th consecutive month in which the open DI inventory [1,481] has gone up. It is at its highest level since November 2012.

Tax, Rulings, Other. The number of new ruling cases [420] was the smallest in three months and yet was still 18% greater than average for 2013. It is typical for us to receive the majority of ruling appeals during the summer months as the department tries to complete the rulings before the fiscal year ends. Dispositions [306] were 13% above the norm, but did not keep up with new appeals for the 3rd straight month. The open inventory [4,685] is at its highest level since November 2010. In July, new tax petitions [233] were 7% below the 2013 average. Closed cases [214] were the fewest in 2013 and 39% below the monthly average so far this year.

The open balance of tax cases [2,967] rose for the second consecutive month, but remains 8% smaller than average for the year.

Case Aging and Time Lapse. July was the 6th consecutive month in which the 30-day time lapse percentage [63.0%] exceeded DOL requirements. 45-day time lapse was at 88.1%. Although this was the lowest it has been in six months, this was the 16th straight month of meeting that goal. Average case age [24.9 days] was achieved for the 18th consecutive month. The time frames for the non-time lapse UI cases [extensions] worsened as the 30-day [10.9%] and 45-day percentages [25.3%] were down from June. The average age for these cases fell slightly to 40 days but remains significantly higher than in April [31 days].

Cycle Time. The UI cycle time in July [42 days] rose for the third consecutive month. The increase was primarily in the time it took to schedule a hearing. In DI, the cycle time jumped to 72 days, up five days from June and 10 days from May.

ALL PROGRAM TRENDS - FO

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Change	Yr-Yr AvgChg
2010	39,381	36,310	40,820	45,037	39,399	38,140	41,563	43,324	33,493	37,396	31,757	37,369	463,989	38,666		
2011	40,411	36,315	41,141	38,210	38,185	37,903	34,470	40,374	41,888	38,682	32,388	33,369	453,336	37,778	98%	-888
2012	35,262	32,109	38,944	35,539	36,576	34,012	33,820	39,560	35,059	38,330	32,377	27,469	419,057	34,921	92%	-2,857
2013	35,188	32,990	35,462	34,280	35,060	30,208	31,649						234,837	33,548	96%	-1,373
Multi	7	53	5	26	2											
All program registrations July to date are down 5% from 2012, down 12% from 2011, and down 16% from 2010																
All program registration monthly average is down 4% from 2012, down 11% from 2011, and down 13% from 2010																
														2012	96%	95%
														2011	89%	88%
														2010	87%	84%
															chg to '13 avg	chg to '13 YTD

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Change	Yr-Yr AvgChg
2010	34,404	40,009	46,641	42,106	37,589	39,101	37,848	41,243	40,987	39,872	36,622	38,452	474,874	39,573		
2011	35,905	40,146	52,970	37,208	34,144	40,592	35,714	39,116	44,083	36,128	35,054	36,169	467,229	38,936	98%	-637
2012	35,665	39,521	46,692	30,554	36,743	33,437	32,226	37,179	31,752	41,106	34,450	33,674	432,999	36,083	93%	-2,853
2013	34,777	34,753	39,524	30,992	31,139	27,467	37,227						235,879	33,697	93%	-2,386
Multi			11/46													
All program dispositions July to date are down 7% from 2012, down 15% from 2011, and down 15% from 2010																
All program disposition monthly average is down 7% from 2012, down 13% from 2011, and down 15% from 2010																
														2012	93%	93%
														2011	87%	85%
														2010	85%	85%
															chg to '13 avg	chg to '13 YTD

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Change	Yr-Yr AvgChg
2010	88,772	84,920	78,808	81,554	83,171	81,997	85,167	86,889	79,186	76,869	71,857	70,783		80,831		
2011	75,183	71,225	59,203	60,086	64,024	61,203	60,107	61,211	58,886	61,349	58,553	55,653		62,224	77%	-18,608
2012	55,113	47,540	39,388	44,228	43,982	44,458	45,980	48,183	51,402	48,515	46,318	40,048		46,263	74%	-15,961
2013	40,368	38,419	34,291	37,401	41,214	43,875	38,202							39,110	85%	-7,153
Multi	9	67	4	27	2											
All program open balance July to date is down 15% from 2012, down 39% from 2011, and down 53% from 2010																
All program open balance monthly average is down 15% from 2012, down 37% from 2011, and down 52% from 2010																
														2012	85%	85%
														2011	63%	61%
														2010	48%	47%
															chg to '13 avg	chg to '13 YTD

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

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	1,446	1,437	1,775	1,957	1,371	1,232	1,763	1,609	1,366	1,372	1,159	1,414	17,901	1,492		
2011	1,537	1,651	1,411	1,691	1,360	1,428	1,405	1,575	1,489	1,392	1,094	1,268	17,301	1,442	97%	-50
2012	1,395	1,490	1,611	1,256	1,362	1,382	1,206	1,122	1,233	1,069	845	754	14,725	1,227	85%	-215
2013	982	811	995	971	970	884	1,043						6,656	951	77%	-276
DI registrations July to date are down 31% from 2012, down 37% from 2011, and down 39% from 2010													2012	77%	69%	
DI registration monthly average is down 23% from 2012, down 34% from 2011, and down 36% from 2010													2011	66%	63%	
													2010	64%	61%	
													chg to '13 avg			chg to '13 YTD

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	1,283	1,557	1,967	1,852	1,276	1,581	1,494	1,511	1,581	1,552	1,372	1,565	18,591	1,549		
2011	1,295	1,576	1,925	1,512	1,441	1,567	1,365	1,462	1,426	1,579	1,266	1,270	17,684	1,474	95%	-76
2012	1,334	1,547	1,456	1,424	1,460	1,140	1,079	1,220	999	1,452	938	1,039	15,088	1,257	85%	-216
2013	1,083	906	1,186	734	758	860	1,026						6,553	936	74%	-321
DI dispositions July to date are down 31% from 2012, down 39% from 2011, and down 40% from 2010													2012	74%	69%	
DI disposition monthly average is down 26% from 2012, down 36% from 2011, and down 40% from 2010													2011	64%	61%	
													2010	60%	60%	
													chg to '13 avg			chg to '13 YTD

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr AvgChg	
2010	2,997	2,876	2,682	2,789	2,891	2,541	2,808	2,908	2,691	2,513	2,299	2,148	2,679			
2011	2,390	2,465	1,951	2,126	2,046	1,905	1,943	2,054	2,117	1,930	1,757	1,755	2,037	76%	-642	
2012	1,815	1,757	1,905	1,734	1,636	1,877	2,005	1,906	2,139	1,755	1,663	1,379	1,798	88%	-239	
2013	1,277	1,182	991	1,227	1,437	1,462	1,481						1,294	72%	-504	
DI open balance July to date is down 29% from 2012, down 39% from 2011, and down 54% from 2010													2012	72%	71%	
DI open balance monthly average down 28% from 2012, down 36% from 2011, and down 52% from 2010													2011	64%	61%	
													2010	48%	46%	
													chg to '13 avg			chg to '13 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
2010	142	139	164	233	140	163	94	137	146	181	188	232	1,959	163		
2011	134	168	144	261	140	180	112	266	364	147	248	402	2,566	214	131%	51
2012	346	141	196	117	78	335	253	229	254	200	215	214	2,578	215	100%	1
2013	223	245	299	199	243	321	233						1,763	252	117%	37
													2012	117%	120%	
													2011	118%	155%	
													2010	154%	164%	
														chg to '13 avg	chg to '13 YTD	

Tax registrations July to date are up 20% from 2012, up 55% from 2011, and up 64% from 2010
Tax registration monthly average is up 17% from 2012, up 18% from 2011, and up 54% from 2010

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	48	109	107	91	117	124	135	101	174	130	99	235	1,470	123		
2011	139	173	193	252	176	277	168	278	325	293	323	247	2,844	237	193%	115
2012	227	352	322	492	267	217	236	290	284	357	234	195	3,473	289	122%	52
2013	299	222	475	590	375	301	214						2,476	354	122%	64
													2012	122%	117%	
													2011	149%	180%	
													2010	289%	339%	
														chg to '13 avg	chg to '13 YTD	

Tax dispositions July to date are up 17% from 2012, up 80% from 2011, and up 239% from 2010
Tax disposition monthly average is up 22% from 2012, up 49% from 2011, and up 189% from 2010

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	4,509	4,539	4,596	4,738	4,759	4,796	4,754	4,790	4,758	4,801	4,890	4,885		4,735		
2011	4,880	4,874	4,824	4,833	4,797	4,700	4,643	4,630	4,666	4,520	4,445	4,593		4,700	99%	-34
2012	4,711	4,498	4,371	3,995	3,803	3,918	3,931	3,871	3,841	3,683	3,664	3,683		3,997	85%	-703
2013	3,606	3,629	3,453	3,062	2,930	2,949	2,967							3,228	81%	-769
													2012	81%	77%	
													2011	69%	67%	
													2010	68%	69%	
														chg to '13 avg	chg to '13 YTD	

Tax balance of open cases July to date is down 23% from 2012, down 33% from 2011, and down 31% from 2010
Tax balance monthly average is down 19% from 2012, down 31% from 2011, and down 32% from 2010

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
2010	486	609	709	598	441	424	468	1,359	201	239	229	214	5,977	498		
2011	64	97	92	739	526	510	426	454	207	982	247	251	4,595	383	77%	-115
2012	182	245	746	576	605	424	229	418	209	315	51	108	4,108	342	89%	-41
2013	292	280	201	234	589	585	432						2,613	373	109%	31

Ruling/Other registrations July to date are down 13% from 2012, up 6% from 2011, and down 30% from 2010
Ruling/Other registration monthly average is up 9% from 2012, down 3% from 2011, and down 25% from 2010

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	335	392	500	682	465	716	421	631	484	804	303	415	6,148	512		
2011	442	399	728	390	424	631	384	397	530	593	389	351	5,658	472	92%	-41
2012	500	455	299	255	214	165	239	323	170	334	434	171	3,559	297	63%	-175
2013	242	250	424	278	254	248	329						2,025	289	98%	-7

Ruling/Other dispositions July to date are down 5% from 2012, down 40% from 2011, and down 42% from 2010
Ruling/Other disposition monthly average is down 2% from 2012, down 39% from 2011, and down 44% from 2010

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	4,965	5,182	5,394	5,312	5,287	4,996	5,048	5,781	5,494	4,931	4,857	4,658		5,159		
2011	4,281	3,977	3,340	3,692	3,792	3,672	3,716	3,772	3,453	3,842	3,698	3,590		3,735	72%	-1,423
2012	3,272	3,060	3,509	3,825	4,216	4,475	4,466	4,563	4,602	4,582	4,199	4,133		4,075	109%	340
2013	4,182	4,212	3,988	3,943	4,275	4,613	4,716							4,276	105%	200

Ruling/Other balance of open cases July to date is up 12% from 2012, up 13% from 2011, and down 17% from 2010
Ruling/Other balance monthly average is up 5% from 2012, up 14% from 2011, and down 17% from 2010

2012	105%	112%
2011	114%	113%
2010	83%	83%
	chg to '13 avg	chg to '13 YTD

WEEKLY AO WORKLOAD REPORT
July 2013

Week Ending	Unreg total	Appeals Rec'd	Registrations	Dispositions	Open Balance	Change
7/5/2013	302	533	380	305	2746	67
7/12/2013	181	455	542	456	2837	91
7/19/2013	317	671	477	465	2849	12
7/26/2013	349	489	397	614	2632	-217
7/31/2013	462	371	261	414	2475	-157
7/1/2013-7/31/2013						
Running Total		2519	2057	2254		

Week Ending	Average Case age	45-Day (50%) Time Lapse	75-Day (80%) Time Lapse	150-Day (95%) Time Lapse	
7/5/2013	30.6	60.18%	84.96%	100.00%	
7/12/2013	30.5	42.24%	84.84%	100.00%	
7/19/2013	29.9	51.06%	91.54%	99.70%	
7/26/2013	29.3	67.56%	92.17%	99.55%	
7/31/2013	30.1	56.74%	95.39%	100.00%	
7/1/2013-7/31/2013	30.1	56.56%	90.28%	99.81%	(Preliminary)

WEEKLY AO WORKLOAD REPORT
August 2013

Week Ending	<u>Unreg total</u>	<u>Appeals Rec'd</u>	<u>Registrations</u>	<u>Dispositions</u>	<u>Open Balance</u>	<u>Change</u>
8/2/2013	444	184	202	232	2433	42
8/9/2013						
8/16/2013						
8/23/2013						
8/30/2013						
8/1/2013-8/31/2013						
Running Total		184	202	232		

Week Ending	<u>Average Case age</u>	<u>45-Day (50%) Time Lapse</u>	<u>75-Day (80%) Time Lapse</u>	<u>150-Day (95%) Time Lapse</u>
8/2/2013	28.5	67.34%	90.95%	100.00%
8/9/2013				
8/16/2013				
8/23/2013				
8/30/2013				
8/1/2013-8/31/2013				

California Unemployment Insurance Appeals Board
Board Appeal Summary Report

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

	July, 2013	June, 2013	May, 2013	April, 2013
	Average Days in Transfer			
	Case Count	Case Count	Case Count	Case Count
Fr	2.34	1.20	4.07	6.49
Ing	2.01	1.85	3.69	7.85
Inl	2.14	1.97	2.91	6.06
LA	1.29	1.65	3.89	5.47
Oak	1.47	1.64	3.57	4.33
OC	1.37	1.26	3.91	5.02
Ox	2.10	1.06	3.26	5.65
Pas	3.03	1.38	2.23	4.42
Sac	2.34	3.32	3.52	6.67
SD	1.53	1.63	3.89	4.59
SF	1.96	1.52	3.60	4.64
SJ	2.97	1.03	3.22	5.09
Tax	4.00	1.89	5.40	10.58
Total	1.94	1.78	3.49	5.67
	1742	1872	2274	2290

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
2010	88	67	98	108	87	90	90	85	112	93	106	101	1,125	94		
2011	91	94	135	114	105	112	131	130	124	118	87	108	1,349	112	120%	19
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						513	73	91%	-7

DI registrations Jan to date down 13% from 2012, down 34% from 2011, down 18% from 2010.

DI registration monthly average down 9% from 2012, down 35% from 2011, and down 22% from 2010.

2012	91%	87%
2011	65%	66%
2010	78%	82%

chg to '13 avg chg to '13 YTD

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	92	108	94	78	83	132	67	106	81	87	99	68	1,095	91		
2011	100	128	93	91	95	132	86	100	133	162	118	111	1,349	112	123%	21
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						523	75	84%	-15

DI dispositions Jan to date down 21% from 2012, down 28% from 2011, down 20% from 2010.

DI disposition monthly average down 16% from 2012, down 34% from 2011, and down 18% from 2010.

2012	84%	79%
2011	66%	72%
2010	82%	80%

chg to '13 avg chg to '13 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
2010	139	98	103	132	136	94	120	99	130	137	144	176	176	126		
2011	167	133	175	198	208	188	234	265	254	210	180	177	177	199	158%	73
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							72	71%	-29

Open Balance of DI Jan to date down 35% from 2012, down 61% from 2011, and down 38% from 2010.

Open Balance monthly average down 29% from 2012, down 64% from 2011, and down 42% from 2010.

2012	71%	65%
2011	36%	39%
2010	58%	62%

chg to '13 avg chg to '13 YTD

Board Member	1st	2nd	3rd	UI	DI	Ruling	Tax	1 Party	2 Party	Total
Kathleen Howard										
Sum	337	228	33	569	26	0	3	206	392	598
Percent	25%	18%	40%	22%	23%	0%	10%	21%	23%	
Michael Allen										
Sum	377	571	12	905	41	1	13	352	608	960
Percent	28%	44%	15%	35%	37%	50%	43%	36%	35%	
Robert Dresser										
Sum	71	61	36	161	4	0	3	59	109	168
Percent	5%	5%	44%	6%	4%	0%	10%	6%	6%	
Roy Ashburn										
Sum	538	442	1	928	41	1	11	368	613	981
Percent	41%	34%	1%	36%	37%	50%	37%	37%	36%	
Total Cases Reviewed:	1323	1302	82	2563	112	2	30	985	1722	

*Off Calendar

Monthly Board Meeting Litigation Report - July 2013

AGENDA ITEM 9

<u>LITIGATION CASES PENDING</u>	TOTAL = 345
SUPERIOR COURT: Claimant Petitions.....	278
Employer Petitions.....	39
EDD Petitions.....	3
Non-benefit Court Cases	6
APPELLATE COURT: Claimant Appeals.....	11
Employer Appeals.....	5
EDD Appeals.....	0
Non-benefit Court Cases	1
ISSUES: UI.....	298
DI.....	23
Tax.....	15
Non-benefit Court Cases	9

2013 CALENDAR YEAR ACTIVITY - Benefit & Tax Cases

<u>LITIGATION CASES FILED</u>	<u>YTD</u>	<u>July</u>
SUPERIOR COURT: Claimant Petitions.....	51	8
Employer Petitions.....	11	4
EDD Petitions.....	0	0
APPELLATE COURT: Claimant Appeals.....	4	2
Employer Appeals.....	1	0
EDD Appeals.....	0	0
LITIGATION CASES CLOSED	<u>YTD</u>	<u>July</u>
SUPERIOR COURT: Claimant Petitions.....	37	3
Employer Petitions.....	2	0
EDD Petitions.....	0	0
APPELLATE COURT: Claimant Appeals.....	2	0
Employer Appeals.....	0	0
EDD Appeals.....	0	0

2013 Decision Summary

<u>Claimant Appeals</u>		<u>Employer Appeals</u>		<u>CUIAB Decisions</u>		
Win: 8	Loss: 31	Win: 0	Loss: 2	Affirmed: 33	Reversed: 3	Remanded: 5

JULY 2013 PERFORMANCE INDICATORS

FIELD OPERATIONS

MEETING DOL STANDARDS UI TIMELAPSE CASES

	<u>Closed</u>	<u>DOL Standard</u>
Closed Cases		
% Closed in <= 30 Days	63.0%	≥60%
% Closed in <= 45 Days	88.1%	≥80%

	<u>Avg. Days</u>	<u>DOL Standard</u>
Pending Cases		
Case Aging	24.9	≤30

	<u>UI</u>	<u>ALL</u>
WORKLOAD		
Opened	29,941	31,649
Closed	35,658	37,227
Balance of Open Cases	29,038	38,202

CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

UI Timelapse Appeals	42 days
DI Appeals	73 days
All Programs	45 days

FO OVERTURNED OR MODIFIED¹ EDD DETERMINATION

% Overturned/Modified EDD UI TL* Benefit Decisions	52%
% in Favor of Claimants (for Claimant UI appeals)	55%
% in Favor of Employers (for Employer UI appeals)	30%

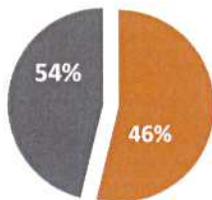
Source: Official Monthly Workload Report

* UI TL stands for UI Timelapse (i.e. regular UI non-extension).

UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	73%
UI Extensions as % of All UI	28%

UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 46% of UI Open Balance,

FED-ED UI Extensions made up 0.7% of the FO open balance. These are the extensions that ended in late May 2012. In 2011, they were 3% of the workload.

APPELLATE OPERATIONS

MEETING DOL GUIDELINES & STANDARDS UI TIMELAPSE CASES

	<u>Closed</u>	<u>DOL Guideline</u>
Closed Cases		
% Closed in <= 45 Days	56.6%	≥50%
% Closed in <= 75 Days	90.3%	≥80%

	<u>Avg. Days</u>	<u>DOL Standard</u>
Pending Cases		
Case Aging	30.1	≤40

	<u>UI</u>	<u>ALL</u>
WORKLOAD		
Opened	1,997	2,057
Closed	2,173	2,258
Balance of Open Cases	2,329	2,484

CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS (JUNE 2013)

UI Timelapse Appeals	49 days
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AO OVERTURNED OR MODIFIED¹ FO DECISION

% Overturned/Modified FO UI TL* Benefit Decisions	15%
% in Favor of Claimants (for Claimant UI appeals)	17%
% in Favor of Employers (for Employer UI appeals)	7%

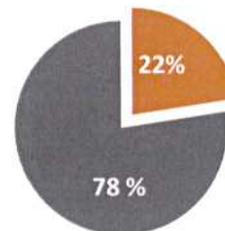
Source: Official Monthly Workload Report

* UI TL stands for UI Timelapse

UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	76%
UI Extensions as % of All UI	24%

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 0.2% of the AO open balance.

¹ "Overturned or Modified" is the number/percentage of cases where marked "favorable" to appellant. A case is marked "favorable" if the judge's decision modifies or reverses the EDD determination. The CUIAB's current case tracking system cannot separate out or quantify the modifications from the reversals.

California Unemployment Insurance Appeals Board
FO Cycle Time Summary Report
For Cases Closed in July 2013

UI CASES	Average Days to Process an Appeal	Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	43	5	19	13	1
Inglewood	41	6	14	13	2
Inland	36	4	10	14	2
Los Angeles	40	3	15	15	2
Oakland	44	5	18	12	2
Orange County	41	4	14	14	2
Oxnard	45	4	21	14	0
Pasadena	47	3	14	18	5
Sacramento	44	5	16	14	3
San Diego	36	4	9	13	3
San Francisco	45	3	21	14	1
San Jose	40	5	15	13	1
Statewide	42	4	15	14	2

ALL CASES	Average Days to Process an Appeal	Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	44	5	19	13	1
Inglewood	55	7	25	15	2
Inland	38	4	10	14	2
Los Angeles	43	3	16	15	3
Oakland	44	5	18	12	2
Orange County	55	6	27	14	2
Oxnard	47	4	22	14	0
Pasadena	47	4	14	18	5
Sacramento	44	5	17	14	3
San Diego	37	5	9	13	3
San Francisco	46	4	21	14	1
San Jose	41	5	15	13	1
Statewide	45	5	17	14	2

California Unemployment Insurance Appeals Board
FO Cycle Time Summary Report
For Cases Closed in July 2013

PFL CASES	Average Days to Process an Appeal	Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	60	5	24	13	1
Inglewood	74	7	50	15	2
Inland	64	6	18	16	8
Los Angeles	78	5	50	15	6
Oakland	49	6	10	12	4
Orange County	63	6	25	14	2
Oxnard	63	5	57	14	0
Pasadena	77	4	34	19	6
Sacramento	48	6	19	15	4
San Diego	59	7	28	12	4
San Francisco	65	8	29	14	6
San Jose	72	7	39	13	3
Statewide	64	6	30	14	4

DI CASES	Average Days to Process an Appeal	Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	65	7	26	15	2
Inglewood	89	10	48	15	3
Inland	70	10	20	16	11
Los Angeles	83	10	42	15	7
Oakland	55	9	14	12	6
Orange County	72	15	19	14	5
Oxnard	85	12	43	15	1
Pasadena	73	12	23	17	8
Sacramento	65	9	27	14	11
San Diego	64	14	20	15	8
San Francisco	69	9	28	14	4
San Jose	70	10	29	16	3
Statewide	73	11	29	15	6

CUIAB 12/13 Fiscal Year Overtime/Lump Sum Payout - SCO Report
July 2012 through June 2013

Branch	FY Y-T-D Decision Typing		FY Y-T-D CTU Typing		FY Y-T-D Registration		FY Y-T-D Other	
	Hours	Pay	Hours	Pay	Hours	Pay	Hours	Pay
Appellate	563.55	\$15,278.83	1,683.75	\$47,826.91	1,467.60	\$39,742.87	3,571.03	\$98,433.24
Admin	54.50	\$1,982.64	0.00	\$0.00	54.00	\$1,172.96	268.10	\$9,323.99
IT	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	2,635.30	\$107,119.40
Exec	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00
Project	28.00	\$1,141.36	0.00	\$0.00	10.00	\$462.70	191.50	\$6,994.82
Field	2,067.46	\$59,333.15	267.50	\$7,184.60	2,081.00	\$59,397.20	8,111.09	\$229,490.49
Total	2,713.51	\$77,735.98	1,951.25	\$55,011.51	3,612.60	\$100,775.73	14,777.02	\$451,361.94

12/13 Fiscal Year-to-Date Total Overtime Expenditures					FY 12/13 FY Projections	
Branch	12/13 FY Allocation	Year-to-Date Hours	Year-to-Date Position Equivalent	Year-to-Date Pay	Allocation Balance	Estimated Expenditures Over-/Under
Appellate	\$71,338.00	7,285.93	3.50	\$201,281.85	-\$129,943.85	-\$129,943.85
Admin	\$3,818.00	376.60	0.18	\$12,479.59	-\$8,661.59	-\$8,661.59
IT	\$35,711.00	2,635.30	1.27	\$107,119.40	-\$71,408.40	-\$71,408.40
Exec	\$2,266.00	0.00	0.00	\$0.00	\$2,266.00	\$2,266.00
Project	\$10,165.00	229.50	0.11	\$8,598.88	\$1,566.12	\$1,566.12
Field Operations	\$233,873.00	12,527.05	6.02	\$355,405.44	-\$121,532.44	-\$121,532.44
Total	357,171.00	23,054.38	11.09	\$684,885.16	-\$327,714.16	-\$327,714.16
Actual Monthly Average Personnel Year						11.09

12/13 Fiscal Year-to-Date Lump Sum Payout				
July 2012 through June 2013				
Branch	Year-to-Date Hours	Year-to-Date Position Equivalent	Year-to-Date Pay	
Appellate	3,415.80	1.64	\$123,553.81	
Admin	202.50	0.10	\$3,537.34	
IT	0.00	0.00	\$0.00	
Exec	1,271.00	0.61	\$78,222.40	
Project	0.00	0.00	\$0.00	
Field Operations	11,037.20	5.31	\$393,020.73	
Total	15,926.50	7.66	\$598,334.28	



CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD
SPECIAL PROJECTS MATRIX
August 2013

California's economy is globally ranked with approximately 1.3 million business owners and 18.6 million workers. Currently, California, along with the nation, is experiencing an immense economic downturn with 1.6 million California workers out of work. During the Great Recession, CUIAB received unprecedented numbers of appeals for California. We continue to strive to better serve California's workers and business owners during a time when more than ever, they are in need of our services. Since January 2009, the Board has been focused on the appeal backlog and identifying work solutions that will help address the workload.

WORK PROCESS IMPROVEMENTS

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>US Department of Labor Taskforce For nine years, CUIAB has failed to meet US DOL timeliness standards for UI appeals. California is ranked 51st among 53 states and US territories on time lapse and case aging standards. In late 2008, US DOL placed CUIAB under a corrective action plan with oversight by a taskforce of US DOL, EDD & CUIAB representatives.</p>		High	Appeal program review 07/27-31/2009 DOL report 02/05/2010 LWDA response 03/10/2010 Multi-year At Risk CAP 07/30/2013 Last site visit 07/25/2013	<ul style="list-style-type: none"> - Meet DOL time lapse measures. - Meet DOL case age measures. 	CA removed from corrective action on average case age for first level appeals. For May 2013, CA ranked 28 in the nation compared to rank 51 in December 2008. July 2013 Performance – First Level 30-day – 63.0% (60%) 45 day – 88.1% (80%) Avg Age – 24.9 days (30 days) Second level Avg age – 30.1 days (40 days)

TECHNOLOGY

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>Collate Decision Print Jobs Reduce a manually collated appeal decision print jobs to one print job to save staff time.</p>	Hugh Harrison Julie Krebs Lori Kurosaka Faye Saunders	High		<ul style="list-style-type: none"> - Reduce claimants' & employers' wait times for benefits and adjustments. - Reduce cycle time for appeals process. 	Programming completed and testing is in progress. Solution will be implemented with new E-CATS release (October 2013).
<p>CUIAB Network Upgrade This upgrade will double the bandwidth for faster processing of appeal data and information for ALJs and staff.</p>	Rafael Placencia	High		<ul style="list-style-type: none"> - Reduce cycle time for appeals data flow and document saving. 	Meeting with EDD IT to explore options & alignment with Agency network consolidation efforts. Design plans are completed.

TECHNOLOGY Cont.

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>Dictaphone Integration Consolidating data & audio files on CATS for appeal cases for improved access.</p>	Faye Saunders	High			Will be released with E-CATS. Issues identified with Dictaphone 8 & Windows 7. Server Group is analyzing solutions & testing.
<p>Digital Imaging EDD mails hard copy documents to CUIAB when an appeal is filed. CUIAB will collaborate with EDD to image documents and records relating to all appeals and design an electronic exchange.</p>	Lori Kurosaka	High	<p>Kick off 11/2010 FSR completion 02/2011 Potential BCP 02/2011 Procurement 04/2011 FSR in review 03/14/2011 FSR in review 11/30/2011</p>	<ul style="list-style-type: none"> - Reduce paper files prepared & sent by EDD. - Increase information security. - Reduce paper file storage space needs & costs at CUIAB. - Reduce postage costs. - Increase federal performance. 	<p>Agency, EDD, CUIAB meeting on 01/16/2013. Moving UI appeal scope back to UI Forms Project. CUIAB & EDD are meeting to explore scope that can be completed before UI Forms Project is relaunched. Decisions will be made at a follow up meeting.</p>
<p>E-CATS Enhanced CA Appeal Tracking System is the modernization of CUIAB's legacy appeals tracking system. In-house IT staff are developing the system on a Microsoft web application framework</p>	Faye Saunders	High	<p>Stress test 02/13/2013 Stress test 06/12/2013 Stress test 08/2013</p>	<ul style="list-style-type: none"> - 	<p>Users will see new and improved screen search, efficiency in decision printing, and IT ability to roll-out updates via the internet. Conversion from Silverlight to WFP is complete. IT is debugging & retesting. Completed stress test with 100 users on 08/2013. Would like to stress test with 300 users.</p>
<p>Electronic Case Management CUIAB's case tracking database is 10 years old and cumbersome to manage the current workload volume. CUIAB is collaborating with LWDA & EDD to develop an integrated case management system.</p>	Lori Kurosaka Janet Maglinte	On Hold	<p>LWDA, EDD & CUIAB approved FSR & project strategy in 10/2010. Kick off 05/2011.</p>	<ul style="list-style-type: none"> - Receive appeals case documents electronically from EDD. - Eliminate internal mailing of case documents 	<p>Project Team is revisiting the FSR to update and complete by end of 2013. Will begin product research and demos with LWDA. LWDA is searching for enterprise case management tool.</p>
<p>E-Decision Review for ALJs In-house development for electronic appeal decision review process.</p>	Faye Saunders	High		<ul style="list-style-type: none"> - 	<p>Performing business analysis for requirements gathering.</p>
<p>EDD CCR Interface As part of EDD's UI Modernization Project, CUIAB is building an interface with the Continued Claims Redesign Project under development. Primary data exchange will include address change updates.</p>	Faye Saunders	High		<ul style="list-style-type: none"> - Eliminate paper exchange process with EDD. - Increase worker information security. 	<p>Completed testing with EDD. EDD's CCR implementation is delayed to July 2013. UI Branch provided an overview to CUIAB on 05/09/2013. CCR go live 09/03/2013. New procedures under development.</p>
<p>Expand Auto Dialer Hearing Reminder Adding email and cell phone text features for supplemental hearing notifications.</p>	Rafael Placencia	On Hold	<p>Updated software. Final testing 08/2010. Implemented 09/2010. Implemented email reminders 04/2011. Revised 10/2011.</p>	<ul style="list-style-type: none"> - Increase hearing attendance rate & productivity. 	

TECHNOLOGY cont.

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>Explore Feasibility to Use EDD Mail Center Within three months, Field Operations wants to explore feasibility of mailing decisions and notices via the EDD Mail Center to take advantage of bulk postal discounts and save staff resources.</p>	<p>Hugh Harrison Lori Kurosaka Faye Saunders</p>	<p>On Hold</p>		<p>- Improve readability of documents on screen.</p>	<p>Held planning meeting with EDD on 04/12/2012 for requirements gathering & costing. Held requirements gathering session with FO & AO on 05/02/2012. Procuring software to expedite coding for this process. Held CUIAB requirements session. CUIAB IT meeting with Mail Center IT to cost out solution on 08/06.</p>
<p>Field Office Technology Enhancements Investing and testing use of larger sized monitors for hearing rooms. Provide second monitors for support staff to toggle into SCDB without interrupting their CATS.</p>	<p>Rafael Placencia</p>	<p>On Hold</p>	<p>Complete procurement</p>		<p>Hardware deployment</p>
<p>Field Office Telephone Tree Field Operations will test the use of phone menu options to answer routine constituent calls. This will allow support staff to spend more time on the non-routine calls.</p>	<p>Rafael Placencia</p>	<p>High</p>	<p>Develop standard automated phone tree to be used for all FO's Pilot new phone tree in the Inland FO</p>	<p>- Reduce claimants & employers time on phones. - Standardize hearing information provided by phone.</p>	<p>Standard phone tree design completed. Pilot began in the Inland FO.</p>
<p>EDD Flat File Expansion The nightly data file of UI, DI, and PFL appeal transmittals will be expanded to include data for the entire UI macro print jobs. This expanded data will allow CUIAB to calendar hearings before paper transmittal arrives.</p>	<p>Lori Kurosaka Faye Saunders</p>	<p>High</p>		<p>- Reduce claimants' & employers' wait times for benefits and adjustments. - Reduce cycle time for appeals process. - Reduce hard copy SCDB screen prints mailing from EDD.</p>	<p>Gathered business requirements with Judicial Advisory Council 10/16/2012. Received UI macro programming to complete analysis of what detail UI Branch will need to reprogram.</p>
<p>Hearing Scheduling System Currently, FO & AO support staff schedule or assign appeal hearings or cases using a hybrid manual process. Appellate, Field & IT staff observed an EDD demon on their UI Scheduling System.</p>	<p>Lori Kurosaka Faye Saunders</p>	<p>On Hold</p>	<p>Charter & scope completed. Kick off 10/14/2010. Requirements 2/2011 Testing began 01/2012 AO Implementation 04/26/2012</p>	<p>- Reduce claimants & employers wait time for hearing decisions. - Provide easier electronic process for staff to calendar hearings or schedule cases.</p>	<p>IT team completed visits to 12 FOs to observe calendaring processes. Business requirements & design document were vetted with FO Steering Council in September 2012. Application coding is 95% completed. Preparing criteria for</p>
<p>LWDA Network Consolidation To comply with OCIO Policy Letter 10-14, the LWDA Departments & Boards are developing a network consolidation plan that must be completed by June 2013.</p>	<p>Rafael Placencia</p>	<p>Medium</p>	<p>LWDA Workgroup develops migration plan. Consensus on migration plan. Implementation</p>	<p>- Improve IT efficiency & effectiveness. - Improve security. - Reduce IT costs by using shared service models. - Reduce greenhouse gas emissions.</p>	<p>The migration plan is completed and a cost model has been developed.</p>

TECHNOLOGY cont.

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>Personal Productivity & Mobility Pilot for Board Members, Appellate & Senior Staff Testing use of new mobile, paperless technology with Board Members, six Appellate ALJs, and Senior Staff.</p>	Rafael Placencia	On Hold due to air card limitations	OCIO approval for procurement. Testing equipment with Board.	<ul style="list-style-type: none"> - Reduce the use of paper for board appeal processing and board meetings. 	Scoped down due to GO directive on cell phone (air card) reductions.
<p>Printer Standardization Standardizes the use of printers throughout the organization as they are replaced. This will reduce maintenance and toner costs through the printers lives.</p>	Rafael Placencia	On Hold		<ul style="list-style-type: none"> - Reduce maintenance & support costs. - Reduce toner costs. 	Researching feasible equipment. Standards are in place for light, heavy, color, and multi-function printers. No new procurement will be completed.
<p>Refresh Bench & Conversion CUIAB's intranet site is under refresh and conversion to SharePoint 2010 software. This software will provide easier updates and content.</p>	Faye Saunders	Medium	Secured consultant to build SharePoint server 09/2012. Migration of current content completed 08/2012.	<ul style="list-style-type: none"> - Improve internal communication tool for CUIAB employees. 	IT anticipates to go live at end of 09/2013.

STAFFING, FACILITIES, EQUIPMENT & OTHER

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>Judicial Advisory Council Established an advisory council of two Presiding Judges & three ALJs to seek input on major technology development.</p>	Lori Kurosaka Janet Maglante	On-Going	07/2011-Completed business requirements for case management system.	- Design comprehensive technology systems with input from judicial users.	Updating business requirements for imaging & workflow system. Testing ergonomic furniture to help judges to adopt new technology.
<p>Performance Management Tools for Board & Leadership Develop additional reporting tools that the Board & Leadership will use to monitor overall appellate performance and appeal process cycle times. These tools will also help to measure success with the large scale technology projects.</p>	Janet Maglante	High	Business case metrics for imaging Business case metrics for case management Tested report template designs with IT.		Field Operations performance indicator reports are complete. In final testing for Appellate Operations cycle time and case aging reports.
<p>Staff Advisory Council Established an advisory council of six Field Operations staff and two Appellate staff to seek input on major technology development.</p>	Lori Kurosaka Janet Maglante	On-Going		- Design comprehensive technology systems with input from staff users.	Updating business requirements for imaging & workflow system.
<p>Transforming CUIAB Completed engagement with vendor. Establish new change management program at CUIAB to train staff for skills needed for new technology implementations and communicate on tech project initiatives.</p>	Pam Boston	High	Vetted with Presiding Judges 02/2013	- Develop and implement training plan for judges & staff. - Develop and implement a communications plan targeting all CUIAB stakeholder groups on new technology status.	Draft communications and training plans are approved by Steering Council. Staff are developing PC skills assessment tools. Draft communication tools are in review with Steering Council.



BASE BUDGET ADJUSTMENTS

Personnel and
Operating Expenses and Equipment

BUDGET AUTHORITY ADJUSTMENTS	POSITIONS	DOLLARS
CUIAB's BASE BUDGET ESTIMATE	1430.1	\$ 102,084,219
May 2013 Revise	-91.2	\$ (4,074,596)
Credit 4 PYs	4.0	\$ 412,213
Sequestration	-34.0	\$ (6,682,293)
Restore PLP 2012		\$ 2,991,781
Unearned DI & PFL		\$ (3,366,824)
Additional Earnings (ALJ Loan)		\$ 1,100,000
TOTAL (Estimates)	1308.9	\$ 92,464,500



BASE BUDGET ADJUSTMENTS

Personnel and
Operating Expenses and Equipment

BUDGET AUTHORITY ADJUSTMENTS	POSITIONS	DOLLARS
CUIAB's BASE BUDGET ESTIMATE	1243.2	\$ 102,084,219
May 2013 Revise	-91.2	\$ (4,074,596)
Credit 4 PYs	4.0	\$ 412,213
Sequestration	-34.0	\$ (6,682,293)
Restore PLP 2012		\$ 2,991,781
Unearned DI & PFL		\$ (3,366,824)
Additional Earnings (ALJ Loan)		\$ 1,100,000
TOTAL (Estimates)	1122.0	\$ 92,464,500