



STATE OF CALIFORNIA - GOVERNOR EDMOND G. BROWN JR.
LABOR AND WORKFORCE DEVELOPMENT AGENCY
CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD
EXECUTIVE DIRECTOR/CHIEF ADMINISTRATIVE LAW JUDGE
2400 Venture Oaks Way, Suite 300
Sacramento, CA 95833
Phone: (916) 263-6722
Fax: (916) 263-6764

September 10, 2012

To: Board Members

September 2012 Summary Report of Executive Director and
Chief Administrative Law Judge Alberto Roldan

1. Office of the Chief

The Department of Labor (DOL) Quality Review for the 2nd Quarter 2012 resulted in 100% of the cases reviewed passing for the first time in history. This was the 27th consecutive quarter in which CUIAB met the DOL standard of 80% of the hearings scoring at least 85. The average score for all of the hearings was 94. Seven hearings [17.5%] were rated at 100%, and 19 [47.5%] were scored at 95% or higher. Only one hearing failed on a critical criterion.

2. Snapshot of Field Operations performance through August 2012

Overall August 2012 Workload and Performance: August was a surprisingly active month in terms of intake and dispositions which were both above average. The month saw the caseload increase to an inventory of 48,183 pending matters despite the above average resolution of cases. The uptick happened because new cases received in August [39,560] outstripped cases closed in August [37,179]. This was only the third time this year in which the inventory grew but we are still below the balance at the beginning of the year.

Case Aging and Time Lapse: Average case age improved to 23 days and remains well within the 30 day United States Department of Labor (DOL) standard. Likewise, the 45-day time lapse [83%] continues to meet DOL standards. The 30-day time lapse [50%] improved 8% this month but still remains the only mandated DOL standard CUIAB is not currently meeting. Considering the rising caseload, these numbers are encouraging.

Cycle Time: The UI cycle time in August improved slightly to 42 days from date of appeal to issuance of the decision.

Unemployment Insurance (UI) for August: New UI cases [37,791 cases; 21,579 appellants] were a significant jump from July and the most in 2012. The number of closed cases [37,179 cases;

20,183 appellants] was also well above the yearly average. The open inventory [37,843 cases; 21,608 appellants] is also above average for the year.

Disability Insurance (DI) for August: In disability, the number of new cases [1,122] was below the average for the year, and the fewest since November. Closed cases [1,220] were improved from July but still below average. The open inventory [1,906] is back below 2,000 again.

Tax and Rulings for August: In rulings, closed cases [294] were below new cases [399] leaving the open inventory at 4,530 which is the largest balance this calendar year.

In Tax, the open inventory was reduced slightly to [3,931] because 290 cases were closed in August.

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
2009	1,610	1,107	1,794	1,519	1,628	1,748	1,537	1,321	1,571	1,414	1,245	1,330	17,824	1,485		
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	100%	6
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					10,824	1,353	94%	-89
													2011	94%	90%	
													2010	91%	86%	
													2009	91%	88%	
														chg to '12 avg	chg to '12 YTD	

DI registrations Aug to date are down 10% from 2011, down 14% from 2010, and down 12% from 2009
DI registration monthly average is down 6% from 2011, down 9% from 2010, and down 9% from 2009

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2009	1,217	1,269	1,451	1,465	1,129	1,463	1,823	1,644	1,648	1,753	1,527	1,701	18,090	1,508		
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	103%	42
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					10,660	1,333	90%	-141
													2011	90%	88%	
													2010	86%	85%	
													2009	88%	93%	
														chg to '12 avg	chg to '12 YTD	

DI dispositions Aug to date are down 12% from 2011, down 15% from 2010, and down 7% from 2009
DI disposition monthly average is down 10% from 2011, down 14% from 2010, and down 12% from 2009

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2009	3,426	3,264	3,613	3,684	4,197	4,478	4,204	3,895	3,819	3,476	3,203	2,836		3,675		
2010	2,997	2,876	2,682	2,789	2,891	2,541	2,808	2,908	2,691	2,513	2,299	2,148		2,679	73%	-996
2011	2,390	2,465	1,951	2,126	2,046	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						1,829	90%	-207
													2011	90%	87%	
													2010	68%	65%	
													2009	50%	48%	
														chg to '12 avg	chg to '12 YTD	

DI open balance Aug to date is down 13% from 2011, down 35% from 2010, and down 52% from 2009
DI open balance monthly average down 10% from 2011, down 32% from 2010, and down 50% from 2009

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
2009	166	93	219	174	258	164	252	256	169	292	224	229	2,496	208		
2010	142	139	164	233	140	163	94	137	146	181	188	232	1,959	163	78%	-45
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					1,695	212	99%	-2
Tax registrations Aug to date are up 21% from 2011, up 40% from 2010, and up 7% from 2009													2011	99%	121%	
Tax registration monthly average is down 1% from 2011, up 30% from 2010, and up 2% from 2009													2010	130%	140%	
													2009	102%	107%	
													chg to '12 avg		chg to '12 YTD	

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2009	92	97	172	149	72	97	126	111	162	70	149	288	1,585	132		
2010	48	109	107	91	117	124	135	101	174	130	99	235	1,470	123	93%	-10
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					2,403	300	127%	63
Tax dispositions Aug to date are up 45% from 2011, up 189% from 2010, and up 162% from 2009													2011	127%	145%	
Tax disposition monthly average is up 27% from 2011, up 145% from 2010, and up 127% from 2009													2010	245%	289%	
													2009	227%	262%	
													chg to '12 avg		chg to '12 YTD	

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2009	3,585	3,580	3,627	3,649	3,836	3,903	4,029	4,174	4,180	4,402	4,477	4,416		3,988		
2010	4,509	4,539	4,596	4,738	4,759	4,796	4,754	4,790	4,758	4,801	4,890	4,885		4,735	119%	746
2011	4,880	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						4,137	88%	-563
Tax balance of open cases Aug to date is down 13% from 2011, down 12% from 2010, and up 9% from 2009													2011	88%	87%	
Tax balance monthly average is down 12% from 2011, down 13% from 2010, and up 4% from 2009													2010	87%	88%	
													2009	104%	109%	
													chg to '12 avg		chg to '12 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
2009	175	92	203	456	567	340	304	206	170	710	923	275	4,421	368		
2010	486	609	709	598	441	424	468	1,359	201	239	229	214	5,977	498	135%	130
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					3,425	428	112%	45
													2011	112%	118%	
													2010	86%	67%	
													2009	116%	146%	
														chg to '12 avg	chg to '12 YTD	

Ruling/Other registrations Aug to date are up 18% from 2011, down 33% from 2010, and up 46% from 2009
Ruling/Other registration monthly average is up 12% from 2011, down 14% from 2010, and up 16% from 2009

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2009	236	333	238	209	179	208	273	264	315	192	260	357	3,064	255		
2010	335	392	500	682	465	716	421	631	484	804	303	415	6,148	512	201%	257
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					2,450	306	65%	-165
													2011	65%	65%	
													2010	60%	59%	
													2009	120%	126%	
														chg to '12 avg	chg to '12 YTD	

Ruling/Other dispositions Aug to date are down 35% from 2011, down 41% from 2010, and up 26% from 2009
Ruling/Other disposition monthly average is down 35% from 2011, down 40% from 2010, and up 20% from 2009

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2009	3,399	3,158	3,123	3,374	3,763	3,894	3,925	3,860	3,715	4,232	4,896	4,809		3,846		
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	134%	1,313
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						3,923	105%	188
													2011	105%	104%	
													2010	76%	75%	
													2009	102%	110%	
														chg to '12 avg	chg to '12 YTD	

Ruling/Other balance of open cases Aug to date is up 4% from 2011, down 25% from 2010, and up 10% from 2009
Ruling/Other balance monthly average is up 5% from 2011, down 24% from 2010, and up 2% from 2009

WEEKLY AO WORKLOAD REPORT
August 2012

Week						
<u>Ending</u>	<u>Unreg total</u>	<u>Appeals Rec'd</u>	<u>Registrations</u>	<u>Dispositions</u>	<u>Open Balance</u>	<u>Change</u>
8/3/2012	2697	513	282	446	2783	-165
8/10/2012	2045	706	900	655	3026	243
8/17/2012	2011	692	633	603	3000	-26
8/24/2012	2142	664	545	596	2965	-35
8/31/2012	2230	722	572	787	2758	-207
8-1 thru 8/31/12	2230				2758	
Running Total		3297	2932	3087		

Week	Average	45-Day (50%)	75-Day (80%)	150-Day (95%)
<u>Ending</u>	<u>Case age</u>	<u>Time Lapse</u>	<u>Time Lapse</u>	<u>Time Lapse</u>
8/3/2012	46	15.83%	78.42%	99.28%
8/10/2012	45	21.33%	89.23%	99.79%
8/17/2012	45	24.64%	76.79%	99.76%
8/24/2012	44	29.09%	78.37%	97.84%
8/31/2012	44	45.23%	78.44%	99.24%
8-1 thru 8/31/12	44	28.69%	80.56%	99.20%

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
2009	1,502	1,272	1,889	1,758	1,646	1,868	2,259	1,928	2,047	2,044	1,982	2,118	22,313	1,859		
2010	2,374	2,049	2,870	2,656	2,262	2,575	2,404	2,862	2,945	2,547	2,654	2,600	30,798	2,567	138%	707
2011	2,389	2,509	3,616	2,882	3,165	2,850	2,858	3,104	3,115	3,121	2,223	2,405	34,237	2,853	111%	287
2012	2,661	2,205	3,383	2,517	2,307	1,875	2,319	2,824					20,091	2,511	88%	-342
UI registrations Jan to date are down 14% from 2011, the same from 2010, and up 42% from 2009																
UI registration monthly average down 12% from 2011, down 2% from 2010, and up 35% from 2009																
DISPOSITIONS																
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2009	1,476	1,510	1,708	1,469	1,493	1,693	1,760	1,804	1,852	2,216	1,894	2845	21,720	1,810		
2010	2,115	2508	2646	2519	2435	2785	2267	2539	2550	2748	2442	2276	29,830	2,486	137%	676
2011	2,476	2459	2464	2442	2859	3265	2252	2722	3951	3595	2976	2884	34,345	2,862	115%	376
2012	2780	2960	3237	2626	2211	1747	2538	2958					21,057	2,632	92%	-230
UI dispositions Jan to date are up 1% from 2011, up 6% from 2010, and up 63% from 2009																
UI disposition monthly average down 8% from 2011, up 6% from 2010, and up 45% from 2009																

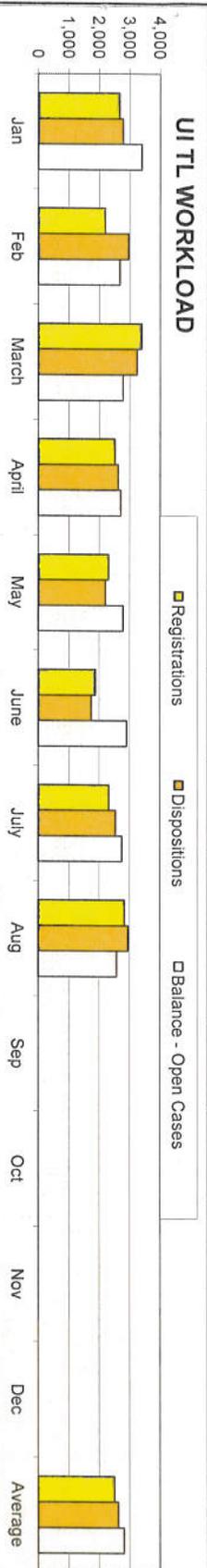
BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2009	2218	1967	2158	2436	2584	2755	3253	3371	3547	3372	3463	2720	33,844	2,820		
2010	2977	2507	2742	2868	2695	2492	2662	2983	3392	3181	3401	3712	35,612	2,968	105%	147
2011	3619	3668	4738	5237	5489	5090	5700	6077	5243	4766	4009	3518	57,154	4,763	160%	1,795
2012	3398	2671	2785	2703	2784	2910	2744	2578					22,573	2,822	59%	-1,941
UI balance of open cases Jan to date is down 43% from 2011, up 3% from 2010, and up 9% from 2009																
UI balance monthly average down 41% from 2011, down 5% from 2010, and same from 2009																

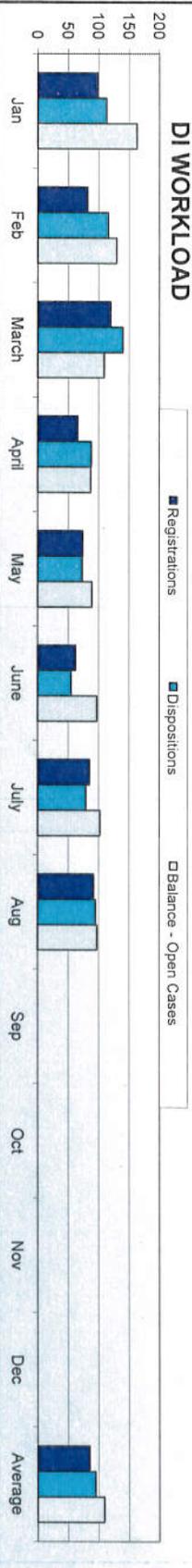
APPELLATE OPERATIONS ~ REPORT SUMMARY

APPELLATE	2012												Average	AO Current Mo. % of Avg.	TOTAL	Appellants Current Mo.	
WORKLOAD	Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec					
Registrations																	
UI TL	2,661	2,205	3,383	2,517	2,307	1,875	2,319	2,824						2,511	112%	20,091	
DI	99	82	120	66	74	62	85	92						85	108%	680	
Ruling & T-R	6	6	10	1	3	0	1	1						4	29%	28	
Tax	22	20	39	23	34	21	2	13						22	60%	174	
Other	1	3	3	1	0	0	0	2						1	160%	10	
Total	2,789	2,316	3,555	2,608	2,418	1,958	2,407	2,932						2,623	112%	20,983	1,555
Multi Cases																	
Dispositions																	
UI TL	2,780	2,960	3,237	2,626	2,211	1,747	2,538	2,958						2,632	112%	21,057	
DI	113	116	140	88	73	55	79	95						95	100%	759	
Ruling & T-R	6	4	7	7	6	1	1	0						4	0%	32	
Tax	15	23	21	24	17	13	35	34						23	149%	182	
Other	3	3	2	2	3	0	0	0						2	0%	13	
Total	2,917	3,106	3,407	2,747	2,310	1,816	2,653	3,087						2,755	112%	22,043	1,652
Multi Cases/CI																	
Balance - Open Cases																	
UI TL	3,398	2,671	2,785	2,703	2,784	2,910	2,744	2,578						2,822	91%		
DI	163	130	109	87	89	97	102	97						109	89%		
Ruling & T-R	7	9	12	6	3	2	2	3						6	55%		
Tax	92	89	108	107	124	132	100	78						104	75%		
Other	3	3	4	3	0	0	0	2						2	107%		
Total	3,663	2,902	3,018	2,906	3,000	3,141	2,948	2,758						3,042	91%		1,575
Multi Cases	2	2	2	2	2	2	0	0									Estimate
FO to AO Appeal Rate																	
UI TL	7.8%	6.6%	9.1%	5.6%	8.1%	5.4%	7.3%	9.2%						7.4%	125%		
DI	7.8%	6.1%	7.8%	4.5%	5.2%	4.2%	7.5%	8.5%						6.5%	132%		
Ruling & T-R	1.9%	1.3%	2.3%	0.4%	1.3%	0.0%	0.7%	0.5%						1.0%	45%		
Tax	8.9%	8.8%	11.1%	7.1%	6.9%	7.9%	0.9%	5.5%						7.1%	77%		
Other	3.1%	9.4%	15.8%	2.4%	0.0%	0.0%	0.0%	8.3%						4.9%	171%		
Overall Rate	7.7%	6.5%	9.0%	5.6%	7.9%	5.3%	7.2%	9.1%						7.3%	125%		

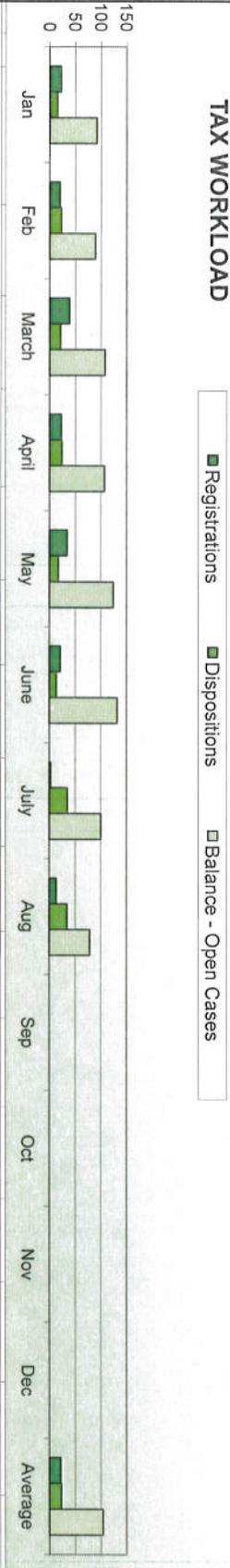
UI TL WORKLOAD



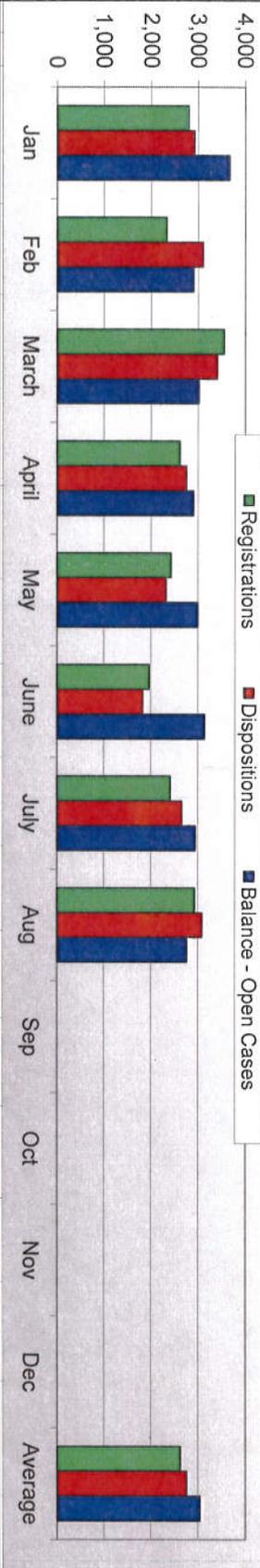
DI WORKLOAD



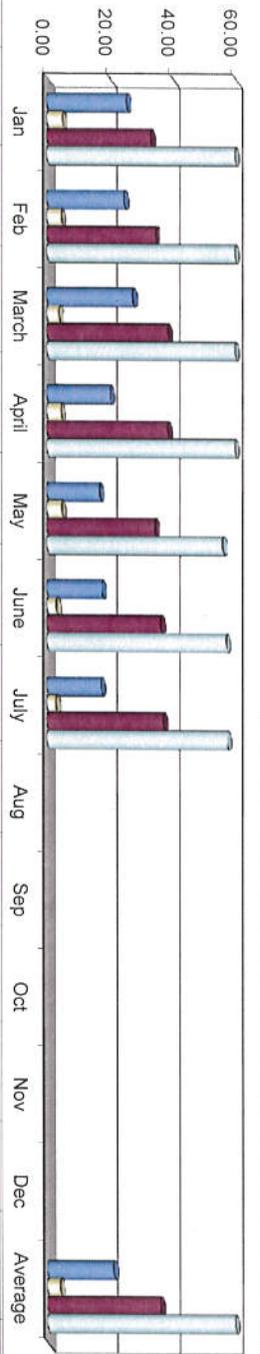
TAX WORKLOAD



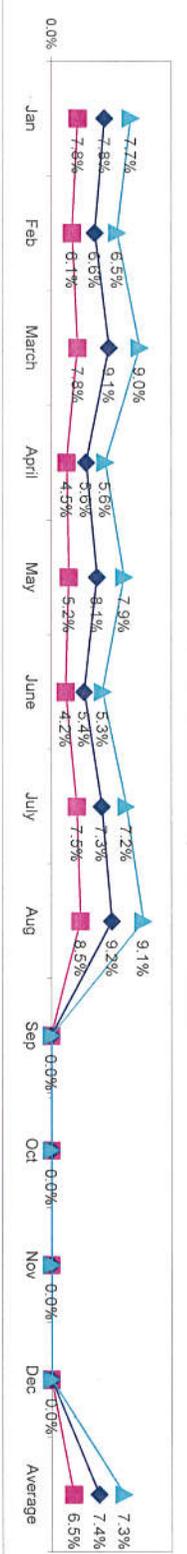
TOTAL WORKLOAD



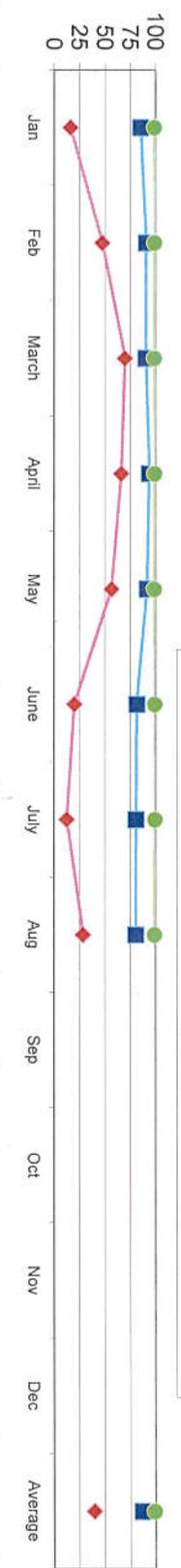
STAFFING-AO & CTU



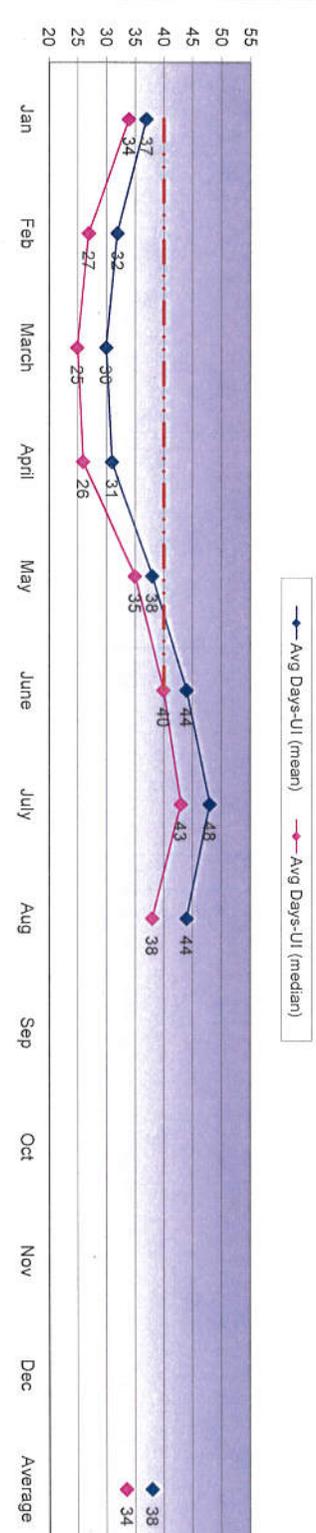
FO to AO APPEAL RATE



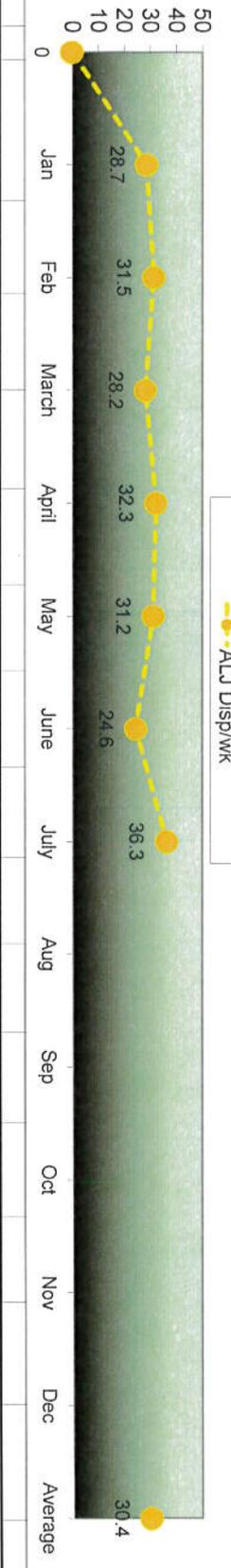
TIME LAPSE



AVERAGE DAYS OF UI CASE AGE



PRODUCTIVITY



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

	August, 2012	July, 2012	June, 2012	May, 2012
	Average Days in Transfer			
	Case Count	Case Count	Case Count	Case Count
Fresno	3.44	2.90	3.32	5.61
Inglewood	3.72	5.33	4.11	5.40
Inland	3.99	4.05	3.82	4.36
Los Angeles	3.47	5.94	4.96	5.62
Oakland	5.76	6.20	4.59	6.43
Orange County	2.41	2.28	2.83	2.33
Oxnard	2.35	4.33	3.28	4.20
Pasadena	6.47	9.45	11.59	10.08
Sacramento	4.07	4.71	6.29	6.55
San Diego	4.99	3.73	4.98	5.69
San Francisco	3.88	5.26	5.21	3.55
San Jose	4.33	4.47	4.35	4.63
Tax Office	4.29	8.43	9.17	3.64
Total	4.00	4.81	5.03	5.42

AO REPORT TO BOARD -- MONTH OF AUGUST 2012

	# Cases	# Appellants	Calendar Yr Avg
REGISTRATIONS	2932	1555	2623
DISPOSITIONS	3087	1652	2755
OPEN BALANCE	2758	1575(est)	3042
PENDING REG. (6/1/12)	2116		
APPEAL RATE			7.90%

CASE AGING 44 Days

TIME LAPSE

45 Days (50%)	29.00%
75 Days (80%)	81.00%
150 Days (95%)	99.00%

ADDITIONAL INFORMATION

FO to AO Monthly Report 4 days

FO ALJs working in AO 0

Case Assignment to the Board for the month of: August 2012

Agenda Item 9

Board Member	1st	2nd	3rd	UI	DI	Ruling	Tax	1 Party	2 Party	Total
Alberto Torrico										
Sum	635	456	23	1043	59	1	11	455	659	1114
Percent	40%	29%	24%	34%	35%	50%	35%	36%	33%	
Kathleen Howard										
Sum	440	659	28	1049	67	0	11	432	695	1127
Percent	28%	41%	29%	34%	39%	0%	35%	34%	35%	
Robert Dresser										
Sum	74	36	40	139	8	0	3	45	105	150
Percent	5%	2%	42%	5%	5%	0%	10%	4%	5%	
Roy Ashburn										
Sum	435	437	4	833	36	1	6	346	530	876
Percent	27%	28%	4%	27%	21%	50%	19%	27%	27%	
Total Cases Reviewed:	1584	1588	95	3064	170	2	31	1278	1989	

*Off Calendar

Monthly Board Meeting Litigation Report - August 2012

AGENDA ITEM 9

<u>LITIGATION CASES PENDING</u>	TOTAL = 329
SUPERIOR COURT: Claimant Petitions.....	268
Employer Petitions.....	31
EDD Petitions.....	3
Non-benefit Court Cases	7
APPELLATE COURT: Claimant Appeals.....	13
Employer Appeals.....	4
EDD Appeals.....	0
Non-benefit Court Cases	1
ISSUES: UI.....	287
DI.....	18
Tax.....	14
Non-benefit Court Cases	10

2012 CALENDAR YEAR ACTIVITY - Benefit & Tax Cases

<u>LITIGATION CASES FILED</u>	<u>YTD</u>	<u>August</u>
SUPERIOR COURT: Claimant Petitions.....	90	12
Employer Petitions.....	18	0
EDD Petitions.....	0	0
APPELLATE COURT: Claimant Appeals.....	4	0
Employer Appeals.....	0	0
EDD Appeals.....	0	0
 <u>LITIGATION CASES CLOSED</u>	 <u>YTD</u>	 <u>August</u>
SUPERIOR COURT: Claimant Petitions.....	61	23
Employer Petitions.....	9	3
EDD Petitions.....	0	0
APPELLATE COURT: Claimant Appeals.....	5	0
Employer Appeals.....	0	0
EDD Appeals.....	0	0

2012 Decision Summary

<u>Claimant Appeals</u>		<u>Employer Appeals</u>		<u>CUIAB Decisions</u>		
Win: 13	Loss: 53	Win: 0	Loss: 9	Affirmed: 62	Reversed: 11	Remanded: 2

California Unemployment Insurance Appeals Board
FO Cycle Time Summary Report
For Cases Closed in August 2012

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	42	6	16	13	1
Inglewood	45	10	9	15	4
Inland	40	4	12	16	2
Los Angeles	40	5	11	15	3
Oakland	39	5	14	12	2
Orange County	35	5	7	14	4
Oxnard	39	4	15	14	1
Pasadena	38	6	6	14	5
Sacramento	43	5	14	16	2
San Diego	57	6	20	19	6
San Francisco	37	4	11	14	2
San Jose	37	3	12	14	2
Statewide	42	5	13	15	3

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	43	6	17	13	1
Inglewood	55	11	16	17	4
Inland	42	4	14	16	3
Los Angeles	41	5	12	15	3
Oakland	54	7	27	12	3
Orange County	36	5	8	14	4
Oxnard	40	4	15	14	1
Pasadena	39	7	7	14	5
Sacramento	44	5	15	16	2
San Diego	57	6	20	19	6
San Francisco	38	4	12	14	2
San Jose	39	3	13	14	2
Statewide	45	6	15	15	3

AUGUST 2012 PERFORMANCE INDICATORS

FIELD OPERATIONS

MEETING DOL STANDARDS UI TIMELAPSE CASES

Closed Cases	DOL	
	Closed	Standard
% Closed in <= 30 Days	50.4%	60%
% Closed in <= 45 Days	82.8%	80%

Pending Cases	DOL	
	Avg. Days	Standard
Case Aging	23	30

WORKLOAD	DOL	
	UI	ALL
Opened	37,791	39,560
Closed	35,346	37,179
Balance of Open Cases	37,899	48,239

CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

UI Appeals	42 days
DI Appeals	67 days
All Programs	45 days

FO OVERTURNED EDD

% Overturned EDD UI TL* Benefit Decisions	49%
% in Favor of Claimants (for Claimant UI appeals)	51%
% in Favor of Employers (for Employer UI appeals)	33%

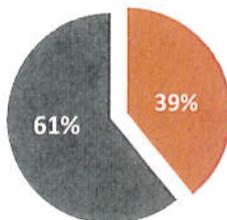
Source: Official Monthly Workload Report

* 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	72%
UI Extensions as % of All UI	28%

UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 39% of UI Open Balance, and Regular UI cases made up 61%.

FED-ED UI Extensions made up 2.0% of the FO open balance. These are the extensions that ended in late May 2012.

APPELLATE OPERATIONS

MEETING DOL GUIDELINES & STANDARDS UI TIMELAPSE CASES

Closed Cases	DOL	
	Closed	Guideline
% Closed in <= 45 Days	28.7%	50%
% Closed in <= 75 Days	80.6%	80%

Pending Cases	DOL	
	Avg. Days	Standard
Case Aging	44	40

WORKLOAD	DOL	
	UI	ALL
Opened	2,824	2,932
Closed	2,958	3,087
Balance of Open Cases	2,578	2,758

CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS - July'12

UI Appeals	68 days
DI Appeals	71 days
All Programs	69 days

Source: Results were derived from CATS AO data sets.

AO OVERTURNED FO

% Overturned FO UI TL* Benefit Decisions	13%
% in Favor of Claimants (for Claimant UI appeals)	15%
% in Favor of Employers (for Employer UI appeals)	9%

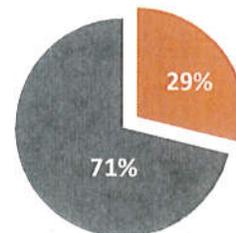
Source: Official Monthly Workload Report

* UI TL stands for UI Timelapse

UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	69%
UI Extensions as % of All UI	31%

UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 29% of UI Open Balance, and Regular UI cases made up 71%.

FED-ED UI Extensions made up just 1.8% of the AO open balance.

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

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	92.00	\$2,432.22	137.00	\$3,935.83	236.00	\$6,473.28	399.50	\$11,544.57
Admin	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	10.00	\$396.73
IT	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	101.50	\$4,577.82
Exec	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00
Project	10.00	\$462.70	0.00	\$0.00	10.00	\$462.70	0.00	\$0.00
Field	192.50	\$5,433.13	0.00	\$0.00	204.25	\$5,710.31	614.75	\$18,891.04
Total	294.50	\$8,328.05	137.00	\$3,935.83	450.25	\$12,646.29	1,125.75	\$35,410.16

12/13 Fiscal Year-to-Date Total Overtime Expenditures							FY 12/13 FY Projections		
Branch	11/12 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	864.50	0.42	\$24,385.90	\$46,952.10	-\$221,292.80			
Admin	\$3,818.00	10.00	0.00	\$396.73	\$3,421.27	-\$942.76			
IT	\$35,711.00	101.50	0.05	\$4,577.82	\$31,133.18	-\$19,222.84			
Exec	\$2,266.00	0.00	0.00	\$0.00	\$2,266.00	\$2,266.00			
Project	\$10,165.00	20.00	0.01	\$925.40	\$9,239.60	\$3,687.20			
Field Operations	\$233,873.00	1,011.50	0.49	\$30,034.48	\$203,838.52	-\$126,540.76			
Total	357,171.00	2,007.50	0.97	\$60,320.33	\$296,850.67	-\$362,045.96			
Actual Monthly Average Personnel Year							11.58		

12/13 Fiscal Year-to-Date Lump Sum Payout					
July 2012 through July 2012					
Branch	Year-to-Date Hours	Year-to-Date Position Equivalent	Year-to-Date Pay		
Appellate	0.00	0.00	\$0.00		
Admin	71.00	0.03	\$609.89		
IT	0.00	0.00	\$0.00		
Exec	873.00	0.42	\$53,439.41		
Project	0.00	0.00	\$0.00		
Field Operations	85.40	0.04	\$2,769.13		
Total	1,029.40	0.49	\$56,818.43		



CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD
SPECIAL PROJECTS MATRIX
September 2012

California's economy is globally ranked with approximately 1.0 million business owners and 18.2 million workers. Currently, California, along with the nation, is experiencing an immense economic downturn with 2.0 million California workers out of work. These are unprecedented numbers for California and the nation. Given this current economic situation, we strive to better serve California's workers and business owners during a time when more than ever, they are in need of our services. Since January 2009, the Board has been focused on the appeal backlog and identifying work solutions that will help address the workload.

WORK PROCESS IMPROVEMENTS

Project & Description	Lead	Priority	Milestones	Goals	Status
EDD/CUIAB Appeal Co-Location Pilot Exploring the co-location of four CUIAB staff at EDD's LA PAC to streamline appeals registration processing.		High	Developed scope with EDD 07/2010 Connectivity established 08/2010 Train staff 09/20/2010 Launch Pilot 09/27/2010 Suspended due to freeze 10/04/2010 Relaunch 06/13/2011	<ul style="list-style-type: none"> - Reduce claimants' & employers' wait time for hearing decisions. - Resolve appeal registration issues in a timely manner. 	On 07/09/12, one Pasadena staff member was added and Inglewood FO appeals will be added on 9/10/12.
US Department of Labor Taskforce For nine years, CUIAB has failed to meet US DOL timeliness standards for UI appeals. California is ranked 51 st 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.		High	Appeal program review 07/27-31/2009 DOL report 02/05/2010 LWDA response 03/10/2010 Two yr At Risk CAP 07/15/2010 Site visit 04/18/2012	<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. August 2012 Performance – first level 30-day – 50.4% (60%) 45 day – 82.8% (80%) Avg Age – 23 days (30 days) Second level Avg age – 44 days (40 days)

TECHNOLOGY

Project & Description	Lead	Priority	Milestones	Goals	Status
Collate Decision Print Jobs Reduce a manually collated appeal decision print jobs to one print job to save staff time.	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 in November 2012.
Court Case Database Conversion Update the writ of mandate database with web-based software for easier reporting and software and database upgrade deployment.	Faye Saunders	Medium		<ul style="list-style-type: none"> 	Database conversion completed. Working on a few enhancements for Legal Office.
CUIAB Network Upgrade This upgrade will double the bandwidth for faster processing of appeal data and information for ALJs and staff.	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.
Dictaphone Integration Consolidating data & audio files on CATS for appeal cases for improved access.	Faye Saunders	High		<ul style="list-style-type: none"> 	Will be released with E-CATS.
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.	Lori Kurosaka	High	Kick off 11/2/2010 FSR completion 02/2011 Potential BCP 02/2011 Procurement 04/2011 FSR in review 03/14/2011 FSR in review 11/30/2011	<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. 	Draft FSR submitted to Agency on 07/31/2012. Agency will assist on funding strategies.
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	Faye Saunders	High		<ul style="list-style-type: none"> 	Users will see enhancements such as new and improved screen search, efficiency in decision printing, and IT ability to roll-out updates via the internet. Testing is in progress. Implementation scheduled for November 2012.
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.	Lori Kurosaka Janet Maglente	On Hold	LWDA, EDD & CUIAB approved FSR & project strategy in 10/2010. Kick off 05/2011.	<ul style="list-style-type: none"> Receive appeals case documents electronically from EDD. Eliminate internal mailing of case documents 	Project Team is revisiting the FSR to update and complete by end of fiscal year. Will begin product research and demos each month.

TECHNOLOGY cont.

Project & Description	Lead	Priority	Milestones	Goals	Status
<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"> - 	Performing business analysis for requirements gathering.
<p>EDD CCR Interface As a 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. 	EDD's CCR implementation is scheduled for March/April 2013.
<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. 	
<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>	Hugh Harrison Lori Kurosaka Faye Saunders	High		<ul style="list-style-type: none"> - 	Held planning meeting with EDD on 04/12/2012 for requirements gathering and costing. Identifying existing model costs and estimating project cost estimates. Held requirements gathering session with FO & AO on 05/02/2012. Design session on hold due to other IT priorities. AppDev is requesting purchase of software to expedite coding for this process.
<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>	Rafael Placencia	Medium	Complete procurement	<ul style="list-style-type: none"> - Improve readability of documents on screen. 	Hardware deployment
<p>Field Office Telephone Tree Field Operations will test the use of phone menu options to answer routine constituent calls. This will allow support staff to spend more time on the non-routine calls.</p>	Rafael Placencia	Medium	Develop standard automated phone tree to be used for all FO's Pilot new phone tree in the Inland FO	<ul style="list-style-type: none"> - Reduce claimants & employers time on phones. - Standardize hearing information provided by phone. 	Standard phone tree design completed. Pilot began in the Inland FO.

TECHNOLOGY cont.

Project & Description	Lead	Priority	Milestones	Goals	Status
<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>	Lori Kurosaka Faye Saunders	High	Charter & scope completed. Kick off 10/14/2010. Requirements 2/2011 Testing began 01/2012 AO Implementation 04/26/2012	<ul style="list-style-type: none"> - Reduce claimants & employers wait time for hearing decisions. - Provide easier electronic process for staff to calendar hearings or schedule cases. 	IT team visited 11 FOs in June & July to gather business requirements. Last two FOs will be visited in August 2012. Design document will be vetted with FO Steering Council in September 2012.
<p>LWDA Network Consolidation To comply with OCIO Policy Letter 10-14, the LWDA Departments & Boards are developing a network consolidation plan that must be completed by June 2013.</p>	Rafael Placencia	Medium	LWDA Workgroup develops migration plan. Consensus on migration plan. Implementation	<ul style="list-style-type: none"> - Improve IT efficiency & effectiveness. - Improve security. - Reduce IT costs by using shared service models. - Reduce greenhouse gas emissions. 	The migration plan is completed and a cost model has been developed.
<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	Medium		<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.
<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		<ul style="list-style-type: none"> - Improve internal communication tool for CUIAB employees. 	Secured consultant to build a new SharePoint server in early September 2012. Migration of current content completed in August. IT is working with different programs to update the content of their pages. All contents must be updated by November.
<p>VOIP Telephony CUIAB is exploring use of Voice Over Internet technology to provide lower cost telecommunications.</p>	Rafael Placencia Janet Maglente	On Hold	09/17/2011 Completed 23out station hearing facilities.	<ul style="list-style-type: none"> - Elimination of long distance toll calls - Consolidation of telecommunications support areas. 	On hold 07/2011. IT staff are preparing business analysis for feasibility of further implementation.

STAFFING, FACILITIES, EQUIPMENT & OTHER

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>Archive File Document Conversion Each FO is retaining three years of completed paper appeal case files that are sitting in considerable real estate space. The file room space may be easily converted to ALJ offices or hearing rooms.</p>	<p>Lori Kurosaka Pat Houston</p>	<p>High</p>	<p>M&A vendor contract executed 01/2010. OC, Inland, LA, Oxnard, San Jose, San Diego, LA, Sacto, SF. Appellate complete Vendor quality checks 04/05, 05/05, 08/19. Vendor quality check 05/09</p>	<ul style="list-style-type: none"> - Recapture real estate space for ALJ offices and hearing rooms. - Priority conversion for OC, Inland, LA, San Jose & Oxnard. 	<p>Extended vendor contract to 12/31/2012. CUJAB IT working on solution to scan files in FO.</p>
<p>Judicial Advisory Council Established an advisory council of two Presiding Judges & three ALJs to seek input on major technology development.</p>	<p>Lori Kurosaka Janet Maglinte</p>	<p>High</p>	<p>07/2011-Completed business requirements for case management system.</p>	<ul style="list-style-type: none"> - Design comprehensive technology systems with input from judicial users. 	<p>Updating business requirements for imaging & workflow system. Testing ergonomic furniture to help judges to adopt new technology. Scheduling mini-design sessions from September - December 2012 to begin workflow design.</p>
<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>	<p>Janet Maglinte</p>	<p>High</p>	<p>Business case metrics for imaging Business case metrics for case management Tested report template designs with IT.</p>	<ul style="list-style-type: none"> - Design comprehensive technology systems with input from staff users. 	<p>Design & test Appellate Operations cycle time and case aging reports is pending completion of the E-CATS project. Field Operations performance indicator reports are complete.</p>
<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>	<p>Lori Kurosaka Janet Maglinte</p>	<p>High</p>		<ul style="list-style-type: none"> - Design comprehensive technology systems with input from staff users. 	<p>First assignment is to redesign appeal forms as smart forms. Scheduling mini-design sessions from September - December 2012.</p>
<p>Transforming CUJAB Engage a consultant to help plan and guide the leadership team through organizational change management. A consultant will assist with defining organizational structure, proactive communications with stakeholders, identify staff skill sets needed for new technology, etc. to maximize user acceptance of new technology.</p>	<p>Rafael Placencia Pam Boston Lori Kurosaka</p>	<p>High</p>	<p>Release RFO 03/18/2011 Rerelease RFO 05/12/2011 Bids due 05/31/2011. Intent to award 06/10/2011. Deliverable 1 completed 10/2011. Deliverable 2 completed. Deliverable 3 completed 07/31/2012. Deliverable 4 completed 08/30/2012. Deliverable 5 completed 08/23/2012.</p>	<ul style="list-style-type: none"> - Plan, design and implement organizational design for the large scale technology projects. - Plan and coordinate communications with all stakeholder groups. 	<p>Vendor delivered as-is & to-be job duty functions for pre and post technology. This product will be used to determine what job duty statements will look like and what classifications are necessary after implementation. The next deliverable is under review with the Steering Council.</p>

COMPLETED PROJECTS

Project & Description	Lead	Priority	Milestones	Goals	Status
Administration Branch Move To leverage headquarters space, a part of Administration Branch staff will be housed on the first floor @ Venture Oaks.	Janet Maglinte Pam Boston	High	Tenant improvements done. Modular furniture installed.	-	This move will accommodate space needs for Personnel. IT move completed. Personnel move scheduled for 06/10/2011.
ALJ & Board Member Training Curriculum is being developed to address federal and state policy changes such as extended unemployment benefits program.	Alberto Roldan Jorge Carrillo	High	Implement new curriculum 11/15/2009	-	Developing webinar training to update ALJs on federal policy & regulation changes to be available in 12/2009. New curriculum introduced in new ALJ training in 1/1/2009. Board Member curriculum delivered 12/2009.
ALJ Mobility Pilot Provides mobile equipment to conduct hearings in remote locations.	Rafael Placencia	Medium	Inland complete Training 03/2010 LA complete 12/2010 All FOs completed 03/2011.	-	
Auto Dialer Hearing Reminder FO experienced over 30% "no show" rate of appellants for scheduled hearings. To increase hearing attendance, CUJAB developed computerized auto dialing hardware and software to call claimants and employers with reminders 48 hours prior to scheduled hearing dates.	Rafael Placencia	High	System design 05/2009 Procurement 06/15/2009 Configuration & testing 06/30/2009 Implementation 07/01/2009	- Increase hearing attendance. - Increase phone hearing schedule. - Reduce duplication of work from reopening cases and rescheduling hearings.	Tested hardware/software 07/2009. Implementation was on 07/22/2009. Post-implementation "no-show" rate now at 22%.
Business Process Reengineering EDD & CUJAB established joint project team to solicit a vendor to review and document current appeals processes in light of EDD's technology efforts to ensure CUJAB aligns with new models. Vendor will offer new appeal business models for consideration and to lead to business and procurement requirements.	Lori Kurosaka	High	Vendor on site 06/21 Kick off 06/23 As is delivered 08/2010 To be deliverable 09/2010 Gap analysis 09/2010	- Reduce claimant & employer wait time for appeals decisions. - Reduce paper & postage costs. - Increase information security. - Increase federal performance measures.	Received DOL SBR grant to fund the entire effort. EDD/CUJAB joint kick off on 06/23. Vendor held leadership vision checks with CUJAB (08/19/2010) & EDD (08/31/2010). Final deliverables accepted 10/18. Provided briefing sessions with key stakeholders – LWDA, DOL, OCIO, etc.
Case Process Time Analysis CUJAB conducted a detailed analysis of the steps in the first- and second-level appeal process. This helps to identify areas to streamline and maximize efficiencies.	Steve Egan	Medium	Appellate analysis to be completed by 06/15/2009.	- Increase federal performance measures. - Reduce wait time for claimants & employers.	Field analysis completed on 04/29/2009. Appellate analysis completed 06/30/2009. Both products were shared with US DOL & EDD.

COMPLETED PROJECTS CONT.

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>Dragonspeak Software Pilot Piloted use of voice to text software to dictate appeal decisions with 21 ALJs. Software helps reduce hub 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. - Reduce wait time for claimants & employers. 	3 ALJs in AO, 17 ALJs in FO and 1 in Office of Chief piloted the software. The software will be introduced at all new ALJ training beginning 09/2009.
<p>Electronic Appeal Decisions CUJAB Field staff manually sort and prepare appeal decisions for mailing to the appellants and EDD. CUJAB and EDD are jointly developing electronic solutions for the transfer of appeal decisions to all EDD programs.</p>	Lori Kurosaka	High	<p>EDD/CUJAB workgroup launched 08/18/2009 Unisys contract award 01/2010 Phase I implementation 04/14/2010 (second level) Phase II design 05/03/2010 (first level) Phase II implementation 09-10/2010 Phase III tax implementation 10/21/2011 Phase IV DI/PFL implementation 12/21/2011</p>	<ul style="list-style-type: none"> - Reduce claimants' & employers' wait times for benefits and adjustments. - Reduce postage and paper costs. - Increase information security for claimants & employers. 	Phase III delayed due to EDD's ACES implementation and DI staffing constraints on 11/2010, 01/2011, 03/2011, 04/2011 & 05/2011. Participated in three design sessions 07/-08/2011 with EDD Tax, DI & IT. DI/PFL testing completed 12/19/2011.
<p>Electronic Transmission of Board Appeals to FO Currently, Presiding Judges receive hard copies of all board decisions for review to help identify ALJ training needs. This solution will transmit the decisions electronically to the PJs.</p>	Rafael Placencia Faye Saunders	High	Completed 03/2011.	<ul style="list-style-type: none"> - Eliminate the mailing of hard copy decisions to CUJAB Field Offices. - Increase information security. - Save paper and postage costs. 	
<p>Enhance E-Dec System for Paperless Decision Processing Replicate Field Operations typing hub for Appellate Operations. Provides electronic access to decisions by Appellate ALJs and decision typists for typing, review, edits, etc.</p>	Rafael Placencia Jorge Carrillo	High	<p>Specification meeting 04/29/2010 Demo 05/05/2010</p>	<ul style="list-style-type: none"> - Eliminates typist wait times in receiving hard copy folders with digital audio decisions. - Reduces wait time for claimants & employers. 	IT began pilot phase.
<p>Enhance Wireless Connections CUJAB will upgrade 12 Field Offices and 3 large out-station offices for wireless connection. This will provide faster laptop and PC response times for ALJs in hearing rooms and offices.</p>	Rafael Placencia	High	<p>Procure "hot spot" connectivity boosters. Install boosters. All FOs completed 03/2011.</p>	<ul style="list-style-type: none"> - Seamlessly connect to CUJAB network via mobile devices. 	

COMPLETED PROJECTS Cont.

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>Enhancing Information Security CUIAB appeal forms and mailings include printing of Social Security Numbers as identifiers. CUIAB is experiencing a high number of security incidents due to errors with mailing addresses.</p>	<p>Rafael Placencia</p>	<p>High</p>	<p>Procure additional licenses Develop training schedule & technical assistance follow up. Implement new licenses.</p>	<ul style="list-style-type: none"> - Increase information security for claimants and employers. - Reduce decisions being typed in the hubs. - Increase federal performance. - Reduce claimants & employers wait time for decisions. 	<p>IT developed programming to remove the SSN from all CUIAB mailings. User testing successfully completed. Changes in production on 02/09/2010 with a new release of CATS.</p>
<p>Expansion of DragonSpeak Software Currently, 60 ALJs in FO & AO are using the voice to text software to dictate appeal decisions in result of the pilot and training. CUIAB is offering the use to all ALJs and provide a training schedule statewide.</p>	<p>Alberto Roldan Rafael Placencia Pam Boston</p>	<p>High</p>	<p>Procure additional licenses Develop training schedule & technical assistance follow up. Implement new licenses.</p>	<ul style="list-style-type: none"> - Reduce decisions being typed in the hubs. - Increase federal performance. - Reduce claimants & employers wait time for decisions. 	<p>DOL approved funding for expansion at \$148,000 for 60 licenses. CUIAB matched funding for 30 additional licenses. IT rolled out software in 03/2010. Admin followed with ALJ training sessions from 03/2010 to 06/2010 with vendor-developed custom software training for ALJs.</p>
<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>	<p>Rafael Placencia</p>	<p>High</p>	<p>System design 09/2009 Procurement 10/2009 Configuration & test 10/2009 Implementation 07/2010</p>	<ul style="list-style-type: none"> - Reduce the complexity of the WAN by standardizing circuit types. - Provide faster throughput for centralized computer services - Lower administrative cost. - Align with Agency WAN consolidation. 	<p>System design completed 07/2009 DOL approved funding at \$310,000. Sacto & OC were first priority.</p>
<p>Hearing Room CUIAB will partner with Division of Workers' Compensation to use their underutilized hearing rooms across the state.</p>	<p>Alberto Roldan Pam Boston Pat Houston</p>	<p>High</p>	<p>Executed contract for 3 Oakland hearing rooms from 12/2009. Executed contract for So Ca</p>	<ul style="list-style-type: none"> - Increase facility capacity for hearings. - Increase federal performance. - Reduce wait time for claimants & employers. 	<p>Hearing rooms secured in Van Nuys, Oxnard, and San Diego.</p>
<p>IT Asset Management Improvement Updated tracking of IT assets with an automated system. This item was a recommendation noted in the Bureau of State Audits Report 2008-103.</p>	<p>Rafael Placencia</p>	<p>Medium</p>	<p>Implement 08/2009 Transition assets to IT 09/2009 Draft & implement policies & procedures 09/2009 Conduct training 11/2009</p>	<ul style="list-style-type: none"> - Replace manual IT asset management system with new automated system. - Improve tracking of IT assets & aging. - Reduce asset management processing time by 50%. 	
<p>Insight – Professional Development Develop an intranet-based judicial training site to serve as a clearinghouse for all judicial training materials, sample decisions, other ALJ tools, and colleague insights on laws and appeals.</p>	<p>Alberto Roldan Angela Bullard</p>	<p>High</p>	<p>Launched 10/24/2011.</p>	<ul style="list-style-type: none"> - Provide easier access to training resources & ALJ tools. 	

COMPLETED PROJECTS Cont.

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>Interim Access to SCDB/TAS CUIAB IT & EDD IT partnering to provide connectivity to EDD's Single Client Database for FO inquiry use - address updates, claim info, employer account updates, proper appeal documents, etc.</p>	Rafael Placencia	Medium	EDD CIO strategy plan 01/29/2010. Security & connectivity tests in Sacramento 05/06/2010 MOU executed 06/24.	<ul style="list-style-type: none"> - Validate claim information and appeal registration in real time. - Reduce wait time for claimants & employers. - Increase federal performance. 	Interim solution until both EDD & CUIAB are on the same network infrastructures and imaging systems. MOU executed. Training module received on 08/25/2010 from UI Branch. CUIAB delivered training in FO 11 & 12/2010.
<p>Mass Calendaring In each FO, a team of 3 to 4 ALJ IIs are assigned a mass calendar of more common, routine UI appeal hearings. Rather than scheduling one hearing for a time slot, the mass calendar schedules three hearings to maximize case calendar time.</p>	Alberto Roldan	High		<ul style="list-style-type: none"> - Increase case completions. - Increase federal performance measures. - Reduce wait time for claimants & employers. 	Beginning 10/2/2009, all Field Offices will be holding mass calendars two weeks each month. Mass calendars will be scheduled for both ALJ IIs and ALJ IIs.
<p>Overcalendaring System Beginning 09/24/2009, all ALJs, during regular calendar weeks, will be assigned additional 4 -5 appellants per week per ALJ. This overcalendaring will offset lost productivity created by appellants not showing for hearings. In place in addition to mass calendars alternating weeks.</p>	Alberto Roldan	High		<ul style="list-style-type: none"> - Liquidate the appeal case backlog in FO - Increase federal performance measures. - Reduce wait time for claimants & employers. 	This new procedure was put into place on 09/24/2009 for hearing calendars two weeks out. We will monitor results over the next few months.
<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 Luis Rodriguez	High	System design 03/2/2009 Procurement 06/2/2009 Configuration & testing 07/2/2009 Implement Phase I 09/2/2009 Implement Phase II 10/2/2009	<ul style="list-style-type: none"> - Expedite the transfer of board appeals from FO to AO. - Reduce wait time for claimants & employers. - Increase federal performance. 	AO developed a monthly report that measures the time it takes FO to transmit board appeals and case files to AO. Daily scanning in Orange County FO began 10/01/09. OC transfer rate has fallen from 4 days to 1.9 days.
<p>Phase I – Workload Reduction Plan In 2008, the Board & management team developed a workload reduction plan to address the increase in cases and the time lapse and case aging standards.</p>	Pam Boston Alberto Roldan Jorge Carrillo		Board approval Hire 21 ALJ IIs in FO 05/2009 Hire 21 Support FO 05/2009 Hire 10 ALJ IIs FO 08/2009	<ul style="list-style-type: none"> - Liquidate appeal case backlog in FO - Liquidate appeal case backlog in AO - Increase federal performance measures. 	All Phase I hires completed.
<p>Phase II – Workload Reduction Plan Hired additional staff to address workload and phased ALJ training.</p>	Pam Boston Alberto Roldan Jorge Carrillo		Board approval Hire 40 ALJ IIs by 06/2009 Hire 40 support by 06/2009	<ul style="list-style-type: none"> - Liquidate FO appeal case backlog. - Liquidate AO appeal case backlog. - Meet time lapse & case aging stds. 	

COMPLETED PROJECTS Cont.

Project & Description	Lead	Priority	Milestones	Goals	Status
Phase III – Workload Reduction Plan	Pam Boston Alberto Roldan Jorge Carrillo	High	Board approval Hire 4 ALJ Pls in AO Hire 6 Support in AO Hire 30 ALJs in FO Hire 40 Support in FO	<ul style="list-style-type: none"> - Liquidate the appeal case backlog. - Reduce wait time for claimants & employers. - Increase federal performance. 	AO completed 4 FT ALJs and 4 PJ Support Staff. FO has filled 29 ALJs and 28 Support Staff. All offices are actively recruiting, and anticipate having most of the PFT positions filled by 4/30/10.
Reduce Decision Typing Backlog CUIAB will partner with LWDA & EDD to borrow typists on Furlough Fridays, Saturdays &/or Sundays to help reduce decision typing backlogs in FO & AO. CUIAB is converting the Sacramento Training Room into a temporary mini-hub.	Alberto Roldan Jorge Carrillo Pam Boston Lori Kurosaka	High	Test equipment & training with small group 10/09 Mini-hub full group 10/16 FO decision typing liquidated by 1/13/2009	<ul style="list-style-type: none"> - Reduce wait time for claimants & employers. - Increase federal performance. 	49 CUIAB Headquarters staff began 10/12 & 20 EDD staff began 10/16. Transitioned hub to AO transcript typing on 11/13. Transcription backlog reduced by 50% by 01/15/2010. OAL stenographer contract in place to assist with transcription.
Refresh Forms & Pamphlets Update CUIAB forms and pamphlets.	Steve Egan- FO Luis Rodriguez AO	Medium	Draft procedures for FO staff. Implement data collection. Enhance auto dialer with new data mining.	<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 review. DE 1000 revised for cell phone & email collection. CATS drop down fields already in place.
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.	Jorge Carrillo Ralph Hilton Kim Hickox Rafael Placencia	Medium	Board Approval OAL submission Develop forms IT reprogramming OAL approval 02/15/2010 Implement 05/2010	<ul style="list-style-type: none"> - Reduce board appeal processing time in AO. 	The Board held two public hearings for public comment – one in Northern CA & one in Southern CA. Draft regulation revisions adopted by the Board at the 10/2009 meeting. OAL published the draft regulations for public comment ending 02/15/2010. CUIAB also mailed drafts to interested parties. AO staff are working with IT staff to update all board appeal acknowledgement letters and any other applicable letters.
Sacramento Headquarters Construction CUIAB Headquarters experienced construction delays for seven hearing rooms.	Pam Boston Ralph Hilton	High	Locate seven hearing rooms with other state agencies.		Construction complete and hearings began 01/19/2010.
Streamline Appeal Registration EDD & CUIAB established a joint workgroup to improve the appeal registration process that occurs at both EDD & CUIAB. The current process takes about 15 days before an appeal is ready to calendar for hearing.	Lori Kurosaka	High	Recruit FO staff participants Visit PACs & CUIAB FOS to review processes. Brainstorm solutions. Recommendations to Execs	<ul style="list-style-type: none"> - Eliminate duplication in process. - Increase efficiencies. - Increase federal performance measures. - Reduce wait time for claimants & employers. 	Workgroup launched on 11/20 with office visits on 12/10 & 11 Sacto and 01/14 & 15 in OC. EDD & CUIAB met on 02/18 to debrief and discuss potential solutions. Recommended solutions are under development.

COMPLETED PROJECTS CONT.

Project & Description	Lead	Priority	Milestones	Goals	Status
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.	Alberto Roldan	High		<ul style="list-style-type: none"> - Increase hearing attendance by claimants & employers. - Increase federal performance measures. - Reduce wait time for claimants & employers. 	
Video Production Developed a 5 minute video to demystify the appeal hearing process. The video is looped in hearing office reception areas and available via the internet.	Steve Egan	High		<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. Posted to CUIAB website on 09/01.
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	System design 06/2009 Procurement 07/2009 Configuration & testing 08/30/2009 Implementation 10/1/2009	<ul style="list-style-type: none"> - Reduce computer response time when accessing files over WAN links - Increase productivity of staff by improving opening and closing of documents over the WAN 	System Design Complete. Implementation occurred in San Jose, Inland, Fresno, Inglewood, Oakland, Pasadena, and San Francisco. Phase II is complete.
Workstation Refresh Replace the 150 remaining PCs that have expired warranties throughout the state.	Rafael Placencia	High	Completed deploy to Admin staff.		Preparing procurement documents.

CANCELLED PROJECTS

Project & Description	Lead	Priority	Milestones	Goals	Status
Digital Personnel System This project creates a paperless process for recruitment and hiring process between HR and hiring managers (Phase I). Phase II will use CUIAB's external web site to accept electronic application filing for CUIAB job vacancies.	Rafael Placencia	Medium Cancelled	Phase I design 05/2009 Phase I implementation 06/2009 Phase II design 08/2009 Phase II implementation 09/2009	<ul style="list-style-type: none"> - Replace existing manual process to full paperless process - Eliminate the mailing of applicant documentation - Reduce staff time hire transactions 	Phase I is in use. Phase II is in development.

AO Evaluation of the Telework Policy

Presentation to the Board
2012

State of California Encourages Telecommuting (Telework)

“It is the policy of the State of California to encourage the use of telecommuting as a management work option.”

-California Government Code 14200-14203, authorizing state agencies, boards and commissions to establish telecommuting programs.

“The results showed significant improvements in employee effectiveness and morale and significant reductions in transportation systems use.”

-Telecommuting Work Option Report, p. 1.

The Telework Program is part of ALL's Collective Bargaining Agreement (CBA)

Section 6.4 of Unit 2 CBA (CASE) states:

“The State and CASE recognize that telework has been proven to improve employee morale, reduce traffic congestion and improve productivity.”

“Employee request to telework shall not be denied except for operational needs.”

If denied, employees may file a grievance that can be appealed to the 4th level of the grievance procedure

Participation in the Telework Program

- 17 teleworking ALJs (11 for 9-20 years; 11 for 1-2 years)
- 5 retired annuitants ALJs
- ALJs required to be accessible during work hours
- Each ALJ has backup in office
- Each ALJ must use technology when teleworking
- ALJs required to come for meetings/projects

Results: Productivity and Efficiencies

Fiscal Yr.	Assignments	# ALJs	# Teleworking ALJs	Aging Cases	45 Day Time Lapse Cases
08-09*	15758	15	14	40 days**	32%
09-10	25262	23	16	33 days	52%
10-11	32234	22	18	35 days	44%
11-12	35,604	23	21	39 days***	29%

*Caseload increased from 22 to 24 appellants weekly

** Affected by 2 months of older, missed 5068 cases

*** Affected by the implementation of Filebound and ACCSS

-Mass calendaring started in November of 2009

2011/2012 Fiscal Year Leave Usage

- **1 ALJ's took 265 sick days for the year;**
- **3 ALJ's averaged 76 sick days for the year;**
- **3 ALJ's averaged 10 sick days for the year;**
- **16 ALJ's did not use any sick time**

ALJ Commute Trips

- 4 telework ALJ's live within 5 to 10 mile radius
- 8 telework ALJ's live within 10-20 mile radius
- 5 telework ALJ's live within 20-50 mile radius
- 6 telework ALJ's live over the 50 mile radius
- Teleworking ALJs save between 147,650 and 160,000 miles annually of driving, fuel consumption and car maintenance, traffic congestion, air pollution effects, and related health issues; also increases safety
- By teleworking ALJs save between 2855 and 3092 hours of commuting time annually

Office Space

- Reasonable Effort Required To Provide Private, Enclosed Offices For ALJs (confidentiality, listen to audio recordings, drafting decisions)
- Consultation with Union (CASE) Required If Not Available. Unit 2 CBA, section 13.3
- Currently 6 ALJ offices are shared:
 - ✓ 1 office has 2 Permanent Full time ALJs;
 - ✓ 5 offices have 1 PFT & 1 Retired Annuitant ALJs;
 - ✓ More office space available for future hires.

USE OF TECHNOLOGY FOR TELEWORK

To Prepare and Move Cases to Typing and Board When

Teleworking:

- 23 Telework ALJs use e-dec
- 3 Telework ALJs work in the office on close due dates
- 3 Telework ALJs use Dragon Naturally Speaking on a regular basis
- Since technology changes the use phone hub has been eliminated

SURVEY RESULTS

➤ BENEFCIAL ASPECTS:

- Better productivity (fewer distractions; work in lieu of commute time)
- Better quality work (focus; pace; optimal hours)
- Better flexibility (health/personal issues)
- Retention of experience/skills (10 ALJs have 14 to 25 years)
- Less commuting (less car wear, fuel, pollution, road fatigue; more safety)
- Better recruitment (4 ALJs live over 50 miles away)
- Positive effect on morale: 9 or 10 (scale of 10)

SURVEY RESULTS

LESS BENEFICIAL:

- Isolation (Use of email & phone to communicate)
- Slower network connection

Benefits of Using Filebound

- No longer need to remove and transport files outside the office.
- All electronic files are available to staff, ALJs and board members whenever they are needed and can be accessed from anywhere via secure internet connection.
- Less chance of the file being lost
- Higher security of confidential information.

Conclusion—CUIAB Telework Program Works

- **Improves Productivity & Efficiency (less time off)**
- **Best Utilization Of Office Space (for more staff)**
- **Increases Employee Morale (more job satisfaction /flexibility)**
- **Improves Retention of Experienced ALJs**
- **Assists In Recruitment Of New ALJs**
- **Saves On Commute Trips**

Changes in FY 11/12

- Integrated New Technology To Maximize Efficiencies:
 - Filebound
 - Automated Calendaring Scheduling System (ACSS)
- Trained ALJs to utilize new technology to improve efficiency in work remotely.
- Achieved satisfactory network connection to support using Filebound from remote locations.
- Piloted program to allow ALJs to work one day rather than two in the office.

Recommendations

- **Work On Overcoming Isolation Factor**
- **Amend Telework Policy:**
 - **To Clarify Chief ALJ / AO Authority and Discretion**
 - **To reflect changes necessary as a result of implementation of Filebound**
 - **To document discretion of Chief ALJ of AO to adjust selection requirements based on performance recognizing selection is subject to collective bargaining.**

**As Peter Drucker summed up telecommuting,
"Commuting to office work is obsolete. It is now
infinitely easier, cheaper, and faster to ... move
information ... to where the people are"
(Drucker, 1993, p. 340).**

Drucker, Peter F. (1993). *The ecological vision: Reflections on the American condition*. New Brunswick, NJ: Transaction.