

WORKLOAD NARRATIVE

FIELD OPERATIONS

October 2014

Workload: In October, intake for all cases [22,861] fell for the sixth straight month and represented the fewest new appeals since **December 2007**. Dispositions were up by almost 3000 cases from September and just below the month prior to the lay-off. This was the fifth time in six months in which the number of dispositions exceeded the number of verifications. The open balance [31,980] is the smallest it has been in 2014.

UI. In October, the number of new UI cases [21,462 cases; 13,006 appellants] was the smallest since **February 2008** and 15% below the average for 2014. The number of closed cases [23,658 cases; 14,337 appellants] was 6% below the norm for the year, but exceeded intake by more than 3000 cases. This was the fifth time in six months in which the number of dispositions exceeded the number of verifications. The open balance [21,619 cases; 13,101 appellants] is 13% below the average for 2014 and at its lowest level since November 2013. The number of new extension cases actually was higher in October than in September, though substantially lower than any earlier month. The inventory of open extension appeals, however, continued to fall.

DI. In October, intake [1,102] was 1% higher than the average for 2014. Dispositions [1,165] were 14% above the norm and exceeded intake for the third straight month. As a result, the open inventory [1,984] is below 2000 for the first time in four months. However, because of a long period of rising intake, the caseload remains 7% greater than the average for 2014.

Tax, Rulings, Other. October was the fourth straight month in which the number of new tax cases [178] exceeded the number of dispositions [174]. The difference last month was very small and both intake and output were substantially smaller than average. The open inventory [3,526] rose by three cases to hit a 20 month high, although it is only 3% larger than this year's average. There were only three new ruling cases. Meanwhile, dispositions were twice their average size. The open balance [2,803] hit a six month low.

Case Aging and Time Lapse. Field operations met all of the DOL timeliness standards once again. This was the 20th consecutive month in which 30-day time lapse [64.5%] was achieved. 45-day time lapse [82.6%] surpassed its standard for the 31st straight month. Average case age [28.7 days] was below the 30 day threshold for the 33rd consecutive time. The processing of extension cases improved last month with 22.3% of the cases being resolved in 30 days and 39.3% within 45 days. The average case age [37 days] was the lowest this year.

Cycle Time. The UI time lapse cycle time in October [40 days] was one day below September's performance but one day longer than August's. The time to process extension appeals [62 days] improved for the second straight month while for disability appeals [73 days] it dropped by three days.

BAY AREA

As with the other groups, the UI workload has been seriously depleted in the Bay Area. New UI appeals [4,432 cases; 2,686 appellants] fell for the fifth straight month and were at their lowest level since **December 2007**. Meanwhile, dispositions [4,531 cases; 2,746 appellants] were 14% below 2014 averages creating smallest output in one year. Although this was the only group that disposed of more cases than were verified, the open inventory [5,007 cases; 3,034 appellants] went up due to these offices taking works from more impacted areas. The open inventory for DI cases [430] hit a four month low. This is the only group where that inventory is actually smaller than the average this year. As a group, these offices failed to exceed all of the timeliness requirements for the third consecutive month as the average case age [30.4 days] inched over the DOL requirements. 30 day time lapse [67.6%] was in compliance for the 20th straight month and 45-day time lapse [80.9%] returned to form after a one month hiccup.

Oakland: The number of new UI cases [1,646 cases; 997 appellants] fell to its lowest level since **February 2008**. This was the fifth consecutive month in which intake was smaller than the 2014 average. Dispositions [1,540 cases; 933 appellants] were 20% below average levels and constituted the fewest number of decisions since **December 2007**. Although verifications exceeded dispositions for the sixth time in seven months, the open inventory [2,035 cases; 1,233 appellants] has actually fallen by 22 cases during that time period and is 3% smaller than its average size. The DI open inventory [151 cases] rose for the third straight month and is now 7% larger than average size. Average case age was back over DOL guidelines [31.3 days], but both the 30-day [67.4%] and 45 day time lapse [81.2%] complied with requirements.

San Francisco: The number of new UI appeals [1,353 cases; 820 appellants] was higher than in August, but still 14% smaller than the 2014 average. Dispositions [1,346 cases; 816 appellants] were also 14% below the norm, but represented the smallest production since **April 2007**. The office reduced its open inventory [1,448 cases; 877 appellants] to a seven month low. At the same time, the DI inventory [133] is now 22% above average size. This was the 21st straight month in which San Francisco has met the 30-day time lapse standard [61.9%]. The office's average case age ballooned in July but that situation was resolved as by the end of September it was at 29.3 days. However, last month was the third consecutive time that the 45-day time lapse [72.0%] fell below DOL mandates.

San Jose: Although the number of closed UI cases [1,645 cases; 997 appellants] was the lowest since January, September was the third straight month in which San Jose issued more decisions than verified cases. That was possible as intake [1,433 cases; 868 appellants] was the slowest since February 2009. Additionally, the office took on work from Sacramento and as a result, the open inventory [1,524 cases; 924 appellants] rose. Nonetheless, it remains 21% smaller than average for this year. In DI, the office verified the fewest new appeals since December and closed the greatest number of cases since September 2013. As a result, the open inventory [146] is at a ten month low and 25% below average levels for the year. In September, San Jose had the highest 30-day time lapse [73.5%] and third highest 45-day time lapse [89.4%] results in the agency. However, by taking a significant number of older cases from other offices, its average case age jumped by more than seven days to exceed the DOL cut-off.

CENTRAL

The number of new UI cases [4,314 cases; 2,614 appellants] fell slightly from the August figures and represented the fewest appeals since **June 2008**. Closed cases [3,839 cases; 2,326 appellants] were 21% below the norm and represented the fewest decisions since **August 2008**. The open inventory [5,187 cases; 3,143 appellants] rose for the third straight month and is now 3% greater than the average for 2014. The DI inventory [456] fell for the first time in three months but remains 14% larger than the norm this year. With the burgeoning workload, the only timeliness measure this group met for September was 45-day time lapse [83.3%]. 30-day time lapse [58.2%] and average case age [30.5 days] both were outside DOL mandates.

Fresno: Fresno verified [1,150 cases; 697 appellants] fewer than 1200 cases for the second straight month. While only slightly smaller than August, this represented the lowest level of appeals since **September 2007**. Dispositions [1,136 cases; 688 appellants] were up slightly from August, but 18% below the norm this year. The open inventory [1,319 cases; 799 appellants] grew by just ten cases and remains 11% smaller than on average this year. With the smallest DI intake in three months and the highest output this year, the disability inventory [128] fell for the first time since June, but remains 14% greater than the norm. Time lapse improved with both 30-day [64.6%] and 45-day [87.1%] up from August's figures. However, the remaining cases aged pushing the average case age [30.3 days] over 30 for the first time in twenty months.

Oxnard: New UI appeals [1,470 cases; 891 appellants] were up exactly one case from August. However, dispositions [1,173 cases; 711 appellants] were the fewest since **August 2008**. The open inventory [1,616 cases; 979 appellants] hit a four month high and is right at average levels for the year. With 36% more DI dispositions than the average for 2014, the open inventory [146] hit a six month low. The office failed to meet all DOL timeliness measures for the first time in 20 months as 30-day time lapse fell [58.1%] fell more than 11 percentage points. Average case age of 28.9 days and 45-day time lapse at 86.2% were in compliance.

Pasadena: Intake of UI cases [1,694 cases; 1,027 appellants] was the smallest since **June 2008**. Closed cases [1,530 cases; 927 appellants] were 21% below the average and represented the smallest output since January 2011. The open inventory [2,252 cases; 1,365 appellants] hit a three month high. The inventory has been relatively static for five months, but significantly higher than in the early part of the year and 14% greater than the 2014 average. The office was busy with disability cases, but when the dust settled, the office had two more new than closed cases. The inventory here has been virtually unchanged for four months but is 33% greater than the average this year. Unfortunately, with the loss of judges, this office met none of the timeliness standards with 30-day time lapse at 52.0%; 45-day time lapse at 76.6%; and average case age at 32.4 days.

BASIN

The number of new UI cases [6,099 cases; 3,696 appellants] has fallen for five consecutive months. In September the intake was 14% below average intake for 2014, and represented the fewest since **June 2008**. Closed UI cases [5,727 cases; 3,471 appellants] were 20% below the norm and represented the fewest dispositions since **November 2008**. Although the open inventory [6,039 cases; 3,660 appellants] rose after hitting a seven year low last month, and despite taking cases from other offices, the open caseload remains 7% below average size for the year. In DI, intake was the smallest since February, and output was the largest in one year. As a result, the open inventory [662] is at a three month low, though 19% larger than the month-end average for 2014. These offices collectively met all of the timeliness standards for the 21st straight month with an average case age of 26.4 days, 30-day time lapse at 65.9% and 45-day time lapse at 86.3%.

Inglewood: New UI cases [2,048 cases; 1,241 appellants] were just slightly higher than August but 11% below average levels. Closed UI cases [2,037 cases; 1,234 appellants] were 13% below their average and the fewest this year. The open UI caseload [1,650 cases; 1,000 appellants] fell by exactly two cases to reach a seven month low. In DI, output was 60% greater than the monthly average this year, but the inventory fell by only 20 cases and remains 35% greater than the average in 2014. Inglewood met all timeliness measures for the second consecutive month with 30-day time lapse at 64.6%; 45-day time lapse at 91.0%, and an average case age of 24.5 days.

Los Angeles: In September, there was a steep drop-off in production as UI dispositions [1,995 cases; 1,209 appellants] were 22% fewer than the 2014 average and below 2000 for the first time in over five years. With the number of new cases [2,248 cases; 1,362 appellants] 11% below the average, the open UI inventory [2,554 cases; 1,548 appellants] rose but not precipitously. It remains slightly smaller than average size for this year. The DI inventory [262 cases] has fallen 17% in two months, and is now “only” 8% above the average level this year. With the slower production, all of the timeliness measures suffered with only 30-day time lapse [68.8%] within DOL guidelines. Average case age [30.4 days] and 45-day time lapse [76.8%] fell a little short.

Orange County: In September, the number of new UI cases [1,803 cases; 1,093 appellants] was virtually identical to intake in July. However, the number of closed cases [1,695 cases; 1,027 appellants] was down by more than 750 cases from July and was the smallest production since **August 2008**. This was the first time in five months in which intake exceeded output. The open inventory [1,835 cases; 1,112 appellants] remains 10% smaller than this year’s norm. The DI inventory [159 cases] is back to June levels and 18% larger than average. The office has met both time lapse standards, 30-days [64.2%] and 45-days [91.0%] for 21 straight months. The office’s average case age of 24.4 is the second lowest among all of the offices.

CORNERS

The verified UI cases [6,960 cases; 4,218 appellants] in September were 14% less than the average for 2014. This was the second consecutive month of intake below 7,000. Dispositions [6,423 cases, 3,892 appellants] were 20% below the norm and represented the fewest new cases since **January 2008**. Due to sending cases elsewhere, the open inventory

[7,655 cases, 4,639 appellants] actually rose only slightly and is 6% smaller than the average of this year. The open inventory in DI [500] fell for the second straight month but remains 14% greater than the average for the year. In August, the cases here aged and average case age slipped just over the threshold. In September, the measure improved to 27.3 days, but time lapse suffered with both 30-day [58.6%] and 45-day time lapse [76.7%] dipping below mandates for the first time in well over a year.

Inland: The intake of new UI cases [2,240 cases; 1,357 appellants] rose slightly from the August figures, but trailed dispositions [2,301 cases; 1,394 appellants] for the fourth straight month. The open inventory [2,315 cases; 1,403 appellants] is now the smallest it has been this year and 12% below average size. The DI caseload was static during September and the open inventory [261] fell by two cases. It is now 11% larger than average for the year. Inland met all DOL timeliness requirements for the 21st straight month with an average case age of 23.9 days, 30-day time lapse at 68.6% and 45-day time lapse at 85.3%.

Sacramento: The intake of new UI cases [2,382 cases; 1,443 appellants] fell slightly from the August figure and represented the fewest appeals since **November 2006**. Dispositions [2,059 cases; 1,248 appellants] were 25% below average levels and represented the fewest decisions since **July 2006**. Sending cases to San Jose and elsewhere helped to actually reduce the open inventory [2,833 cases; 1,717 appellants] to a four month low and back to average size for this year. The disability inventory [79 cases] fell for the 2nd straight month and is at its lowest level since February. Sacramento missed all timeliness standards for the second straight month with 30-day time lapse at 52.0%, 45-day time lapse at 68.8%, and average case age at 31.3 days.

San Diego: New UI cases [2,338 cases; 1,417 appellants] were 12% below the average this year. Closed UI cases [2,063 cases; 1,250 appellants] were 21% below the norm, and represented the smallest intake since **January 2008**. This was the first time in four months, in which the open inventory [2,507 cases; 1,519 appellants] went up. The open caseload remains 4% below average levels. The DI inventory [160] rose for the fifth straight month and represents the greatest number of open cases since March 2012. In August, average case age just missed the cut-off and time lapse was fine. In September, those measures reversed. Average case age fell sharply to 26.8 days. Unfortunately, 30-day time lapse standard [55.2%] and 45-day time lapse [76.1%] both missed the DOL standards.

OFFICE OF TAX PETITIONS

The number of new tax petitions [253] was the highest in six months. Dispositions [181] trailed intake for the third straight month. As a result, the "in-house" inventory of cases [2,649] to a four month high and is just over the average level for 2014. New tax rulings [13] were again quite low. While the inventory [2,760] was reduced, it remains 9% greater than the average.

ALL PROGRAM TRENDS - FO

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Chg of Avg	Yr-Yr AvgChg		
2011	40,411	36,315	41,141	38,210	38,185	37,903	34,470	40,374	41,888	38,682	32,388	33,369	453,336	37,778				
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	31,789	26,509	29,993	24,703	26,488	374,319	31,193	89%	-3,728		
2014	30,651	25,592	27,945	32,463	28,565	26,278	26,130	23,655	23,363	22,861			267,503	26,750	86%	-4,443		
Multi	391												4	4	4			
All Programs registrations Oct to date are down 17% from 2013, down 26% from 2012, and down 31% from 2011																		
All Programs registrations monthly average is down 14% from 2013, down 23% from 2012, and down 29% from 2011																		
														2013	86%	83%		
														2012	77%	74%		
														2011	71%	69%		
														chg to '14 avg		chg to '14 YTD		

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Chg of Avg	Yr-Yr AvgChg	
2011	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			
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	39,525	30,992	31,139	27,467	37,227	35,005	31,214	29,718	25,437	24,098	381,352	31,779	88%	-4,304	
2014	27,304	26,789	28,051	28,143	28,600	26,672	27,086	25,897	22,225	25,206			265,973	26,597	84%	-5,182	
Multi	1/2												5/498				
All Programs dispositions Oct to date are down 20% from 2013, down 27% from 2012, and down 33% from 2011																	
All Programs dispositions average is down 16% from 2013, down 26% from 2012, and down 32% from 2011																	
														2013	84%	80%	
														2012	74%	73%	
														2011	68%	67%	
														chg to '14 avg		chg to '14 YTD	

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr AvgChg					
2011	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							
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	34,844	30,062	30,217	29,380	31,701	35,831	77%	-10,432					
2014	34,463	33,209	33,026	37,269	37,183	36,725	35,656	33,331	34,401	31,980			34,724	97%	-1,107					
Multi	502												502	498	502	4	4	4		
All Programs balance Oct to date is down 6% from 2013, down 26% from 2012, and down 45% from 2011																				
All Programs balance monthly average is down 3% from 2013, down 25% from 2012, and down 44% from 2011																				
														2013	97%	94%				
														2012	75%	74%				
														2011	56%	55%				
														chg to '14 avg		chg to '14 YTD				

UI TRENDS - FO

Program Codes 1, 2, 3, 4, 5, 6, 8, 23, 24, 28, 29, 30, 31, 33, 34, 35, 36, 37, 38, 41, 42

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	38,676	34,399	39,494	35,519	36,159	35,785	32,527	38,079	39,828	36,161	30,799	31,448	428,874	35,740		
2012	33,339	30,233	36,391	33,590	34,531	31,871	32,132	37,791	33,363	36,746	31,266	26,393	397,646	33,137	93%	-2,602
2013	33,691	31,654	33,967	32,876	33,258	28,418	29,941	30,154	24,997	28,576	23,320	25,020	355,872	29,656	89%	-3,481
2014	29,259	24,091	26,279	30,284	26,654	24,702	24,330	22,177	21,805	21,462			251,043	25,104	85%	-4,552
Multi: 391													2013	85%	82%	
													2012	76%	74%	
													2011	70%	68%	
														chg to '14 avg	chg to '14 YTD	

UI registrations Oct to date are down 18% from 2013, down 26% from 2012, and down 32% from 2011
 UI registrations monthly average is down 15% from 2013, down 24% from 2012, and down 30% from 2011

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	34,029	37,998	50,124	35,054	32,103	38,117	33,797	36,979	41,802	33,663	33,076	34,301	441,043	36,754		
2012	33,604	37,167	44,615	28,383	34,802	31,915	30,672	35,346	30,299	38,963	32,844	32,269	410,879	34,240	93%	-2,514
2013	33,153	33,375	37,440	29,390	29,752	26,058	35,658	33,322	29,065	27,591	24,375	22,868	362,047	30,171	88%	-4,069
2014	26,057	25,250	26,573	26,957	27,140	25,221	25,688	24,541	20,520	23,658			251,605	25,161	83%	-5,010
Multi: 1/2													2013	83%	80%	
													2012	73%	73%	
													2011	68%	67%	
														chg to '14 avg	chg to '14 YTD	

UI dispositions Oct to date are down 20% from 2013, down 27% from 2012, and down 33% from 2011
 UI dispositions monthly average is down 17% from 2013, down 27% from 2012, and down 32% from 2011

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	63,632	59,909	49,088	49,435	53,389	50,926	49,805	50,755	48,650	51,057	48,653	45,715		51,751		
2012	45,315	38,225	29,603	34,674	34,327	34,188	35,578	37,843	40,820	38,495	36,792	30,853		36,393	70%	-15,358
2013	31,303	29,396	25,859	29,169	32,572	34,851	29,038	25,729	21,580	22,445	21,288	23,364		27,216	75%	-9,177
2014	25,994	24,779	24,421	27,670	27,131	26,548	25,113	22,670	23,888	21,619				24,983	92%	-2,233
Multi: 502													2013	92%	89%	
													2012	69%	68%	
													2011	48%	47%	
														chg to '14 avg	chg to '14 YTD	

UI balance Oct to date is down 11% from 2013, down 32% from 2012, and down 53% from 2011
 UI balance monthly average is down 8% from 2013, down 31% from 2012, and down 52% from 2011

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

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	1,537	1,651	1,411	1,691	1,360	1,428	1,405	1,575	1,489	1,392	1,094	1,268	17,301	1,442		
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	991	1,046	1,086	941	945	11,665	972	79%	-255
2014	1,004	958	979	1,158	1,088	1,131	1,352	1,027	1,113	1,102			10,912	1,091	112%	119
													2013	112%	112%	
													2012	89%	83%	
													2011	76%	73%	
														chg to '14 avg	chg to '14 YTD	

DI registrations Oct to date are up 12% from 2013, down 17% from 2012, and down 27% from 2011
DI registrations monthly average is up 12% from 2013, down 11% from 2012, and down 24% from 2011

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	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		
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	1,098	1,223	1,298	749	822	11,743	979	78%	-279
2014	835	891	958	927	1,047	1,038	1,024	1,101	1,241	1,165			10,227	1,023	105%	44
													2013	105%	101%	
													2012	81%	78%	
													2011	69%	68%	
														chg to '14 avg	chg to '14 YTD	

DI dispositions Oct to date are up 1% from 2013, down 22% from 2012, and down 32% from 2011
DI dispositions monthly average is up 5% from 2013, down 19% from 2012, and down 31% from 2011

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg	
2011	2,390	2,465	1,951	2,126	2,046	1,905	1,943	2,054	2,117	1,930	1,757	1,755		2,037			
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	1,374	1,198	986	1,177	1,300		1,258	70%	-540	
2014	1,469	1,536	1,557	1,788	1,830	1,922	2,250	2,176	2,048	1,984				1,856	148%	598	
														2013	148%	147%	
														2012	103%	100%	
														2011	91%	89%	
															chg to '14 avg	chg to '14 YTD	

DI balance Oct to date is up 47% from 2013, even with 2012, and down 11% from 2011
DI balance monthly average is up 48% from 2013, up 3% from 2012, and down 9% from 2011

TAX TRENDS - FO
Program Codes 15, 17, 18, 32, 45, 46, 47, 48

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	134	168	144	261	140	180	112	266	364	147	248	402	2,566	214		
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	264	247	242	307	411	3,234	270	125%	55
2014	232	320	285	230	222	217	217	234	255	178			2,390	239	89%	-31
													2013	89%	95%	
													2012	111%	111%	
													2011	112%	125%	
														chg to '14 avg	chg to '14 YTD	

Tax registrations Oct to date are down 5% from 2013, up 11% from 2012, and up 25% from 2011
Tax registrations monthly average is down 11% from 2013, up 11% from 2012, and up 12% from 2011

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	139	173	193	252	176	277	168	278	325	293	323	247	2,844	237		
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	263	352	231	151	185	3,658	305	105%	15
2014	208	265	232	129	257	300	200	149	195	174			2,109	211	69%	-94
													2013	69%	63%	
													2012	73%	69%	
													2011	89%	93%	
														chg to '14 avg	chg to '14 YTD	

Tax dispositions Oct to date are down 37% from 2013, down 31% from 2012, and down 7% from 2011
Tax dispositions monthly average is down 31% from 2013, down 27% from 2012, and down 11% from 2011

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	4,880	4,874	4,824	4,833	4,797	4,700	4,643	4,630	4,666	4,520	4,445	4,593		4,700		
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	2,965	2,861	2,872	3,028	3,253		3,131	78%	-866
2014	3,276	3,328	3,381	3,482	3,447	3,363	3,379	3,463	3,523	3,526				3,417	109%	286
														2013	109%	109%
														2012	85%	84%
														2011	73%	72%
															chg to '14 avg	chg to '14 YTD

Tax balance Oct to date is up 9% from 2013, down 16% from 2012, and down 28% from 2011
Tax balance monthly average is up 9% from 2013, down 15% from 2012, and down 27% from 2011

RULING - OTHER TRENDS - FO
 Program Codes 9, 13, 14, 19, 21, 22, 40, 44

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	64	97	92	739	526	510	426	454	207	982	247	251	4,595	383		
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	380	219	89	135	112	3,548	296	86%	-47
2014	156	223	402	791	601	228	231	217	190	119			3,158	316	107%	20
Ruling/Other registrations Oct to date are down 4% from 2013, down 20% from 2012, and down 23% from 2011													2013	107%	96%	
Ruling/Other registrations monthly average is up 7% from 2013, down 8% from 2012, and down 18% from 2011													2012	92%	80%	
													2011	82%	77%	
													chg to '14 avg		chg to '14 YTD	

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	442	399	728	390	424	631	384	397	530	593	389	351	5,658	472		
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	322	574	598	162	223	3,904	325	110%	29
2014	204	383	288	130	156	113	174	106	269	209			2,032	203	62%	-122
Ruling/Other dispositions Oct to date are down 42% from 2013, down 31% from 2012, and down 39% from 2011													2013	62%	58%	
Ruling/Other dispositions monthly average is down 38% from 2013, down 31% from 2012, and down 57% from 2011													2012	69%	69%	
													2011	43%	41%	
													chg to '14 avg		chg to '14 YTD	

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr AvgChg	
2011	4,281	3,977	3,340	3,692	3,792	3,672	3,716	3,772	3,453	3,842	3,698	3,590	3,735			
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	4,776	4,423	3,914	3,887	3,776	4,225	104%	150	
2014	3,724	3,566	3,667	4,329	4,775	4,892	4,914	5,022	4,942	4,851			4,468	106%	243	
Ruling/Other balance Oct to date is up 4% from 2013, up 10% from 2012, and up 19% from 2011													2013	106%	104%	
Ruling/Other balance monthly average is up 6% from 2013, up 10% from 2012, and up 20% from 2011													2012	110%	110%	
													2011	120%	119%	
													chg to '14 avg		chg to '14 YTD	

APPELLATE OPERATIONS TL & Case Aging TRENDS

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Avg.
Standard	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
Standard	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
Standard	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
08/09 45-Day	52.2%	37.8%	38.4%	33.2%	16.1%	4.7%	13.8%	20.6%	38.7%	30.8%	43.2%	60.0%	32.4%
08/09 75-Day	93.2%	94.9%	92.3%	90.4%	91.2%	87.3%	88.2%	90.6%	93.9%	75.3%	86.7%	92.7%	89.7%
08/09 150-Day	99.6%	99.7%	98.9%	99.0%	99.1%	99.6%	99.1%	99.8%	100.0%	99.4%	99.8%	97.6%	99.3%
Case Aging	30	34	34	32	38	37	33	39	39	37	44	59	38
09/10 45-Day	42.4%	41.8%	39.5%	28.6%	35.6%	28.8%	29.2%	37.3%	40.6%	43.3%	59.4%	80.5%	42.2%
09/10 75-Day	76.2%	85.2%	69.7%	75.9%	78.5%	74.2%	83.2%	88.0%	92.9%	93.3%	91.3%	94.7%	83.6%
09/10 150-Day	82.6%	98.8%	96.7%	99.1%	99.3%	99.3%	99.0%	99.5%	99.6%	99.7%	99.8%	99.4%	97.7%
Case Aging	42	45	41	39	39	39	37	38	34	35	29	26	37
10/11 45-Day	83.1%	80.3%	80.9%	81.5%	83.4%	86.7%	85.9%	77.0%	48.1%	28.8%	11.4%	12.9%	63.3%
10/11 75-Day	97.5%	98.2%	97.5%	98.0%	96.9%	97.2%	98.4%	97.7%	95.6%	89.3%	88.1%	90.1%	95.4%
10/11 150-Day	99.8%	99.9%	99.9%	100.0%	99.4%	99.9%	99.7%	99.8%	99.7%	99.9%	99.6%	99.8%	99.8%
Case Aging	26	28	27	27	25	28	28	33	38	38	36	34	31
11/12 45-Day	5.2%	6.9%	4.6%	10.1%	10.6%	10.5%	11.6%	11.7%	17.2%	16.6%	47.9%	70.0%	18.6%
11/12 75-Day	89.2%	87.9%	60.8%	43.9%	40.0%	43.1%	72.7%	86.4%	89.5%	85.5%	91.0%	90.8%	73.4%
11/12 150-Day	99.7%	99.4%	99.4%	97.3%	98.9%	99.0%	98.9%	99.2%	99.5%	99.3%	99.3%	99.1%	99.1%
Case Aging	39	45	43	47	48	44	39	38	39	37	32	30	40
12/13 45-Day	66.4%	57.4%	20.5%	12.8%	28.7%	40.7%	25.5%	22.1%	14.3%	13.1%	24.0%	53.3%	31.6%
12/13 75-Day	94.0%	91.8%	81.7%	80.9%	80.6%	76.4%	75.4%	83.2%	75.3%	82.7%	76.6%	90.6%	82.4%
12/13 150-Day	99.3%	99.5%	99.4%	99.7%	99.2%	99.0%	99.0%	99.6%	98.3%	99.7%	99.8%	99.7%	99.4%
Case Aging	31	38	44	48	44	49	45	45	41	41	35	29.1	41
13/14 45-Day	62.3%	76.0%	72.4%	56.6%	77.4%	80.5%	74.5%	52.4%	52.5%	51.0%	59.1%	77.1%	66.0%
13/14 75-Day	92.1%	94.4%	90.7%	90.3%	94.8%	96.3%	97.3%	93.1%	92.3%	91.6%	93.3%	96.3%	93.5%
13/14 150-Day	99.7%	99.7%	99.8%	99.8%	99.6%	99.9%	99.9%	99.5%	99.6%	99.4%	99.6%	99.9%	99.7%
Case Aging	30.1	31.0	32.2	30.1	28.4	24.0	31.1	35.0	33.8	31.8	27.8	29.3	30.4
14/15 45-Day	77.9%	79.7%	69.8%	42.1%	48.6%	56.9%	38.5%						59.1%
14/15 75-Day	96.9%	96.4%	95.7%	96.1%	90.6%	93.4%	91.3%						94.3%
14/15 150-Day	99.2%	99.8%	99.8%	99.8%	99.7%	99.8%	99.5%						99.7%
Case Aging	28.3	30.3	32.3	35.1	35.9	37.6	36.0						33.6

AO REPORT TO BOARD -- MONTH OF OCTOBER 2014

	# Cases	Calendar Yr Avg	Last Yr Avg	2011
REGISTRATIONS	1873	1771	2405	3318
DISPOSITIONS	1568	1722	2414	2994
OPEN BALANCE	2483	2417	2306	5814

CASE AGING (40days) 36

TIME LAPSE

45 Days (50%) 39.00%
 75 Days (80%) 91.00%
 150 Days (95%) 99.00%

OTHER INFORMATION

FO to AO Transfer Rate 1.66 days
 FO ALLs working in AO 1
 Appeal Rate FO to AO 8.40%

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

Average Days in Transfer from FO Received Date to Date Received at AO

	October, 2014	September, 2014	August, 2014	July, 2014
	Average Days in Transfer			
	Case Count	Case Count	Case Count	Case Count
Fr	0.31	0.46	0.79	2.16
Ing	1.52	1.41	3.70	3.42
Inl	0.45	1.06	1.72	1.25
LA	0.55	1.44	3.06	1.81
Oak	1.82	1.30	2.47	1.27
OC	0.55	0.62	0.20	1.24
Ox	0.26	0.34	0.06	2.34
Pas	3.09	4.35	5.47	6.01
Sac	1.56	2.41	1.91	2.99
SD	4.51	5.86	7.83	4.00
SF	1.10	1.37	2.25	3.05
SJ	1.57	0.69	1.54	2.41
Tax	1.00		0.31	0.00
Total	1.30	2.01	2.36	2.71

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

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

	October, 2014	September, 2014	August, 2014	July, 2014
	Average Days in Transfer			
	Case Count	Case Count	Case Count	Case Count
Fr	3.08	6.98	4.41	5.26
Ing	3.31	8.40	6.58	4.95
Inl	2.75	7.25	5.65	6.05
LA	3.53	7.53	5.19	5.94
Oak	2.92	9.01	4.98	5.01
OC	3.42	8.11	4.32	4.19
Ox	4.09	6.78	4.86	5.05
Pas	3.57	9.77	4.16	6.16
Sac	5.56	11.51	5.01	7.33
SD	3.56	8.50	4.59	5.95
SF	5.35	9.38	5.65	6.19
SJ	3.84	8.69	6.30	4.28
Tax	14.00		13.56	4.00
Total	3.70	8.61	5.22	5.60
	1169	1741	1734	1756

ALL PROGRAM TRENDS-AO

REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	2,506	2,625	3,779	3,046	3,318	2,971	3,021	3,267	3,259	3,298	2,341	2,561	35,992	2,999		
2012	2,789	2,316	3,555	2,608	2,418	1,958	2,407	2,932	2,430	2,728	2,376	2,156	30,673	2,556	85%	-443
2013	2,789	2,721	3,003	3,403	2,735	2,082	2,057	2,055	2,359	2,377	1,612	1,665	28,858	2,405	94%	-151
2014	1,681	1,666	1,620	1,959	1,623	1,812	1,847	1,729	1,636	1,873			17,446	1,745	73%	-660
													2013	73%	68%	
													2012	68%	67%	
													2011	58%	56%	
														chg to '14 avg	chg to '14 YTD	

Registrations Jan to date down 32% from 2013, down 33% from 2012, and down 44% from 2011.
 Registrations monthly average down 27% from 2013, down 32% from 2012, and down 42% from 2011.

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	2,601	2,626	2,583	2,546	2,994	3,447	2,361	2,860	4,116	3,804	3,130	3,022	36,090	3,008		
2012	2,917	3,106	3,407	2,747	2,310	1,816	2,653	3,087	2,709	2,341	2,327	2,608	32,028	2,669	89%	-339
2013	2,921	2,314	3,498	2,810	2,605	1,999	2,258	2,716	2,120	1,853	1,660	2,208	28,962	2,414	90%	-256
2014	1,517	1,549	1,743	1,877	1,661	1,634	1,583	1,813	1,925	1,568			16,870	1,687	70%	-727
													2013	70%	67%	
													2012	63%	62%	
													2011	56%	56%	
														chg to '14 avg	chg to '14 YTD	

Dispositions Jan to date down 33% from 2013, down 38% from 2012, and down 44% from 2011.
 Disposition monthly average down 30% from 2013, down 37% from 2012, and down 44% from 2011.

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	3,872	3,870	4,984	5,543	5,814	5,356	6,020	6,423	5,566	5,057	4,265	3,792	3,792	5,047		
2012	3,663	2,902	3,018	2,906	3,014	3,141	2,948	2,758	2,509	2,863	2,894	2,340	2,340	2,913	58%	-2,134
2013	2,057	2,452	1,910	2,509	2,625	2,671	2,484	1,804	2,049	2,575	2,562	1,970	1,970	2,306	79%	-607
2014	2,123	2,235	2,074	2,138	2,120	2,290	2,549	2,459	2,177	2,483				2,265	98%	-41
													2013	98%	98%	
													2012	78%	76%	
													2011	45%	43%	
														chg to '14 avg	chg to '14 YTD	

Open Balance Jan to date is up 2% from 2013, down 24% from 2012, and down 57% from 2011.
 Open Balance monthly average down 2% from 2013, down 22% from 2012, and down 55% from 2011.

OTHER TRENDS-AO
Program Codes 9,13, 14, 19, 21,22, 40, 44

REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	1	4	7	17	16	7	9	10	14	16	6	7	114	10		
2012	7	9	13	2	3	0	1	3	3	2	7	2	52	4	46%	-5
2013	2	4	6	9	13	5	11	4	4	14	7	4	83	7	160%	3
2014	2	2	8	7	2	4	2	9	4	4			44	4	64%	-3
													2013	64%	61%	
													2012	102%	102%	
													2011	46%	44%	
														chg to '14 avg	chg to '14 YTD	

Other registrations Jan to date are down 39% from 2013, up 2% from 2012, and down 56% from 2011
Other registration monthly average down 36% from 2013, up 2% from 2012, and down 54% from 2011

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	10	5	5	1	6	20	7	7	13	14	17	10	115	10		
2012	9	7	9	9	9	1	1	0	5	3	1	7	61	5	53%	-5
2013	4	3	3	2	15	4	4	7	10	2	9	8	71	6	116%	1
2014	7	2	4	3	4	8	6	1	4	5			44	4	74%	-2
													2013	74%	81%	
													2012	87%	83%	
													2011	46%	50%	
														chg to '14 avg	chg to '14 YTD	

Other dispositions Jan to date are down 19% from 2013, down 17% from 2012, and down 50% from 2011
Other disposition monthly average down 26% from 2013, down 13% from 2012, and down 54% from 2011

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	4	3	5	21	31	19	20	23	24	26	15	12	12	17		
2012	10	12	16	9	3	2	2	5	3	2	8	1	1	6	36%	-11
2013	0	2	2	5	2	11	18	13	7	19	19	13	13	9	152%	3
2014	1	1	9	13	11	7	3	11	11	10				8	83%	-2
													2013	83%	97%	
													2012	127%	120%	
													2011	46%	44%	
														chg to '14 avg	chg to '14 YTD	

Other balance of open cases Jan to date down 3% from 2013, up 20% from 2012, and down 56% from 2011
Other balance monthly average down 17% from 2013, up 27% from 2012, and down 54% from 2011

UI TRENDS-AO
Program Codes 1, 2, 3, 4, 5, 6, 8, 23, 24, 28, 29, 30, 31, 33, 34, 35, 36, 37, 38, 41, 42

REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	2,389	2,509	3,616	2,882	3,165	2,850	2,858	3,104	3,115	3,121	2,223	2,405	34,237	2,853		
2012	2,661	2,205	3,383	2,517	2,307	1,875	2,319	2,824	2,338	2,632	2,260	2,091	29,412	2,451	86%	-402
2013	2,708	2,596	2,942	3,223	2,614	2,014	1,997	1,978	2,276	2,233	1,541	1,591	27,713	2,309	94%	-142
2014	1,620	1,608	1,558	1,883	1,572	1,743	1,790	1,676	1,563	1,795			16,808	1,681	73%	-629
													2013	73%	68%	
													2012	69%	67%	
													2011	59%	57%	

UI registrations Jan to date are down 32% from 2013, down 33% from 2012, and down 43% from 2011
 UI registration monthly average is down 27% from 2013, down 31% from 2012, and down 41% from 2011

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	2,476	2,459	2,464	2,442	2,859	3,265	2,252	2,722	3,951	3,595	2,976	2,884	34,345	2,862		
2012	2,780	2,960	3,237	2,626	2,211	1,747	2,538	2,958	2,582	2,235	2,247	2,512	30,633	2,553	89%	-309
2013	2,823	2,240	3,363	2,704	2,504	1,920	2,173	2,602	2,040	1,787	1,582	2,083	27,821	2,318	91%	-234
2014	1,443	1,490	1,689	1,817	1,599	1,548	1,518	1,752	1,871	1,503			16,230	1,623	70%	-695
													2013	70%	67%	
													2012	64%	63%	
													2011	57%	57%	

UI dispositions Jan to date are down 33% from 2013, down 37% from 2012, and down 43% from 2011
 UI disposition monthly average is down 30% from 2013, down 36% from 2012, and down 43% from 2011

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	3,619	3,668	4,738	5,237	5,489	5,090	5,700	6,077	5,243	4,766	4,009	3,518	3,518	4,763		
2012	3,398	2,671	2,785	2,703	2,784	2,910	2,744	2,578	2,363	2,727	2,722	2,199	2,199	2,715	57%	-2,048
2013	1,933	2,279	1,809	2,336	2,432	2,491	2,329	1,684	1,923	2,373	2,360	1,827	1,827	2,148	79%	-567
2014	1,994	2,106	1,936	1,986	1,979	2,166	2,432	2,349	2,047	2,340				2,134	99%	-15
													2013	99%	99%	
													2012	79%	77%	
													2011	45%	43%	

UI balance of open cases Jan to date are down 1% from 2013, down 23% from 2012, and down 57% from 2011
 UI balance monthly average is down 1% from 2013, down 21% from 2012, and down 55% from 2011

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

REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	91	94	135	114	105	112	131	130	124	118	87	108	1,349	112		
2012	99	82	120	66	74	62	85	92	78	85	65	57	965	80	72%	-32
2013	52	121	55	118	84	46	37	61	74	88	55	43	834	70	86%	-11
2014	35	45	36	60	48	57	55	39	59	69			503	50	72%	-19
													2013	72%	68%	
													2012	63%	60%	
													2011	45%	44%	

DI registrations Jan to date down 32% from 2013, down 40% from 2012, down 56% from 2011.
DI registration monthly average down 28% from 2013, down 37% from 2012, and down 55% from 2011.

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	100	128	93	91	95	132	86	100	133	162	118	111	1,349	112		
2012	113	116	140	88	73	55	79	95	79	87	77	71	1,073	89	80%	-23
2013	69	60	117	88	71	65	53	69	52	44	56	78	822	69	77%	-21
2014	59	37	38	50	45	46	45	50	50	55			475	48	69%	-21
													2013	69%	69%	
													2012	53%	51%	
													2011	42%	42%	

DI dispositions Jan to date down 31% from 2013, down 49% from 2012, down 58% from 2011.
DI disposition monthly average down 31% from 2013, down 47% from 2012, and down 58% from 2011.

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	167	133	175	198	208	188	234	265	254	210	180	177	177	199		
2012	163	130	109	87	89	97	102	97	97	95	82	68	68	101	51%	-98
2013	51	110	50	78	91	72	55	49	71	116	115	79	79	78	77%	-23
2014	52	61	60	68	71	82	92	81	91	106				76	98%	-2
													2013	98%	103%	
													2012	75%	72%	
													2011	38%	38%	

Open Balance of DI Jan to date up 3% from 2013, down 28% from 2012, and down 62% from 2011.

Open Balance monthly average down 2% from 2013, down 25% from 2012, and down 62% from 2011.

TAX TRENDS-AO
 Program Codes 15, 17, 18, 32, 45, 46, 47, 48

REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	25	18	21	33	32	2	23	23	6	43	25	41	292	24		
2012	22	20	39	23	34	21	2	13	11	9	44	6	244	20	84%	-4
2013	27	0	0	53	24	17	12	12	5	42	9	27	228	19	93%	-1
2014	24	11	18	9	1	8	0	5	10	5			91	9	48%	-10

Tax registrations Jan to date are down 53% from 2013, down 53% from 2012, and down 60% from 2011
 Tax registration monthly average down 52% from 2013, down 55% from 2012, and down 63% from 2011

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	15	34	21	12	34	30	16	31	19	33	19	17	281	23		
2012	15	23	21	24	17	13	35	34	43	16	2	18	261	22	93%	-2
2013	25	11	15	16	15	10	28	38	18	20	13	39	248	21	95%	-1
2014	8	16	12	7	13	32	6	10	0	5			109	11	53%	-10

Tax dispositions Jan to date are down 44% from 2013, down 55% from 2012 and down 56% from 2011
 Tax disposition monthly average down 47% from 2013, down 50% from 2012, and down 53% from 2011

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	82	66	66	87	86	59	66	58	45	55	61	85	85	68		
2012	92	89	108	107	124	132	100	78	46	39	82	70	70	89	131%	21
2013	72	61	46	83	92	97	82	58	48	67	68	51	51	69	77%	-20
2014	74	63	69	71	59	35	22	18	28	27				47	68%	-22

Tax balance of open cases Jan to date is down 34% from 2013, down 49% from 2012, and down 30% from 2011
 Tax balance monthly average is down 32% from 2013, down 48% from 2012, and down 31% from 2011

2013	68%	66%
2012	52%	51%
2011	69%	70%
chg to '14 avg		chg to '14 YTD

APPELLATE OPERATIONS - REPORT SUMMARY

APPELLATE		July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	AO Current Mo. % of Avg.	TOTAL	Appellants Current Mo.
WORKLOAD																	
Registrations																	
UI TL		1,790	1,676	1,563	1,795									1,706	105%	6,824	
DI		55	39	59	69									56	124%	222	
Ruling & T-R		1	7	4	2									4	57%	14	
Tax		0	5	10	5									5	100%	20	
Other		1	2	0	2									1	160%	5	
Total		1,847	1,729	1,636	1,873	0	0	0	0	0	0	0	0	1,771	106%	7,085	1,152
Multi Cases																	
Dispositions																	
UI TL		1,518	1,752	1,871	1,503									1,661	90%	6,644	
DI		45	50	50	55									50	110%	200	
Ruling & T-R		6	1	2	4									3	123%	13	
Tax		14	10	0	5									7	69%	29	
Other		0	0	2	1									1	133%	3	
Total		1,583	1,813	1,925	1,568	0	0	0	0	0	0	0	0	1,722	91%	6,889	933
Multi Case/Ch																	
Balance - Open Cases																	
UI TL		2,432	2,349	2,047	2,340									2,292	102%		
DI		92	81	91	106									93	115%		
Ruling & T-R		2	8	10	8									7	114%		
Tax		22	18	28	27									24	114%		
Other		1	3	1	2									2	114%		
Total		2,549	2,459	2,177	2,483	0	0	0	0	0	0	0	0	2,417	103%		1,418
Multi Cases																	Estimate
FO to AO Appeal Rate																	
UI TL		7.1%	6.5%	6.4%	8.7%									7.2%	122%		
DI		5.3%	3.8%	5.4%	5.6%									5.0%	111%		
Ruling & T-R		1.0%	4.4%	4.0%	0.8%									2.6%	32%		
Tax		0.0%	2.5%	6.7%	2.6%									2.9%	87%		
Other		8.3%	13.3%	0.0%	8.3%									7.5%	111%		
Overall Rate		6.8%	6.4%	6.3%	8.4%									7.0%	121%		

Monthly Board Meeting Litigation Report - October 2014

AGENDA ITEM 9

LITIGATION CASES PENDING

TOTAL = 308

SUPERIOR COURT:	Claimant Petitions.....	249
	Employer Petitions.....	38
	EDD Petitions.....	2
	Non-benefit Court Cases	4
APPELLATE COURT:	Claimant Appeals.....	8
	Employer Appeals.....	4
	EDD Appeals.....	0
	Non-benefit Court Cases	1
ISSUES:	UI.....	268
	DI.....	19
	Tax.....	14
	Non-benefit Court Cases	7

2014 CALENDAR YEAR ACTIVITY - Benefit & Tax Cases

LITIGATION CASES FILED

	<u>YTD</u>	<u>October</u>
SUPERIOR COURT: Claimant Petitions.....	33	1
Employer Petitions.....	7	0
EDD Petitions.....	0	0
APPELLATE COURT: Claimant Appeals.....	3	0
Employer Appeals.....	0	0
EDD Appeals.....	0	0

LITIGATION CASES CLOSED

	<u>YTD</u>	<u>October</u>
SUPERIOR COURT: Claimant Petitions.....	69	2
Employer Petitions.....	8	0
EDD Petitions.....	1	0
APPELLATE COURT: Claimant Appeals.....	8	0
Employer Appeals.....	3	0
EDD Appeals.....	0	0

2014 Decision Summary

<u>Claimant Appeals</u>		<u>Employer Appeals</u>		<u>CUIAB Decisions</u>		
Win: 9	Loss: 65	Win: 2	Loss: 7	Affirmed: 72	Reversed: 9	Remanded: 2

CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD

OCTOBER 2014 PERFORMANCE INDICATORS

FIELD OPERATIONS

MEETING DOL STANDARDS UI TIMELAPSE CASES

	<u>Closed</u>	<u>DOL Standard</u>
Closed Cases		
% Closed in <= 30 Days	64.5%	≥60%
% Closed in <= 45 Days	82.6%	≥80%

	<u>Avg. Days</u>	<u>DOL Standard</u>
Pending Cases		
Case Aging	28.7	≤30

	<u>UI</u>	<u>ALL</u>
WORKLOAD		
Opened	21,462	22,861
Closed	23,658	25,206
Balance of Open Cases	21,619	31,980

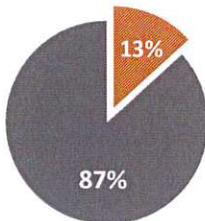
CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

UI Timelapse Appeals	40 days
DI Appeals (including PFL)	73 days
All Programs	42 days

UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	91%
UI Extensions as % of All UI	9%

UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 13% of UI Open Balance, and Regular UI cases made up 87%.

APPELLATE OPERATIONS

MEETING DOL GUIDELINES & STANDARDS UI TIMELAPSE CASES

	<u>Closed</u>	<u>DOL Guideline</u>
Closed Cases		
% Closed in <= 45 Days	38.5%	≥50%
% Closed in <= 75 Days	91.3%	≥80%

	<u>Avg. Days</u>	<u>DOL Standard</u>
Pending Cases		
Case Aging	36.0	≤40

	<u>UI</u>	<u>ALL</u>
WORKLOAD		
Opened	1,795	1,873
Closed	1,503	1,568
Balance of Open Cases	2,340	2,483

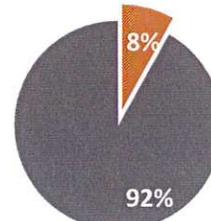
CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

UI Timelapse Appeals	56 days
DI Appeals (including PFL)	61 days
All Programs	54 days

UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	91%
UI Extensions as % of All UI	9%

UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 8% of UI Open Balance, and Regular UI cases made up 92%.

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

PFL CASES	Average Days to Process an Appeal	Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	75	5	45	13	0
Inglewood	55	7	25	13	3
Inland	57	6	34	16	2
Los Angeles	81	3	52	13	0
Oakland	56	7	47	11	4
Orange County	88	6	56	14	2
Oxnard	49	9	39	13	0
Pasadena	52	9	44	15	3
Sacramento	38	4	11	15	10
San Diego	73	11	31	14	7
San Francisco	46	5	51	14	5
San Jose	49	5	27	13	3
Statewide	57	6	34	13	4

DI CASES (No PFL)	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	83	9	51	14	2
Inglewood	70	9	32	12	6
Inland	78	6	41	15	4
Los Angeles	83	7	50	14	4
Oakland	75	8	41	11	5
Orange County	84	9	44	14	6
Oxnard	80	8	49	13	1
Pasadena	88	6	54	14	2
Sacramento	57	6	11	16	7
San Diego	76	10	35	16	4
San Francisco	74	9	42	14	3
San Jose	58	5	27	12	3
Statewide	74	8	38	14	4

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

UI Timelapse 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	5	18	13	1
Inglewood	37	6	11	12	2
Inland	35	3	10	15	1
Los Angeles	40	3	13	14	4
Oakland	41	5	17	12	1
Orange County	35	3	10	14	2
Oxnard	42	5	17	14	0
Pasadena	40	3	15	14	2
Sacramento	46	4	17	17	2
San Diego	40	5	14	14	1
San Francisco	41	3	18	14	1
San Jose	40	4	18	13	1
Tax Office	N/A	N/A	N/A	N/A	N/A
Statewide	40	4	14	14	1

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	20	13	1
Inglewood	39	6	11	12	3
Inland	37	3	12	15	1
Los Angeles	41	3	14	14	4
Oakland	45	5	19	12	2
Orange County	38	3	11	14	2
Oxnard	43	5	18	14	0
Pasadena	43	3	17	14	2
Sacramento	47	4	17	17	2
San Diego	42	5	15	14	1
San Francisco	43	3	19	14	1
San Jose	40	4	18	13	1
Tax Office	N/A	N/A	N/A	N/A	N/A
Statewide	42	4	15	14	2

CUIIAB 14/15 Fiscal Year Paid Overtime/Lump Sum Payout - SCO Report
July 2014 through September 2014

14/15 Fiscal Year-to-Date Overtime Expenditure									
Branch	FY Y-T-D Decision Typing		FY Y-T-D CTU Typing		FY Y-T-D Registration		FY Y-T-D Other		Pay
	Hours	Pay	Hours	Pay	Hours	Pay	Hours	Pay	
Appellate	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	3.50	\$83.83	
Admin	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	
IT	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	111.75	\$4,635.02	
Exec	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	
Field	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	7.00	\$274.10	
Total	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	122.25	\$4,992.95	

14/15 Fiscal Year-to-Date Total Overtime Expenditures									
Branch	14/15 FY Allocation	Year-to Date Hours	Year-to-Date Position Equivalent	Year-to Date Pay	Allocation Balance	FY 14/15 FY Projections		Estimated Pay	
						Estimated Expenditures Over-/Under	Hours		
Appellate	\$3,975.00	3.50	0.01	\$83.83	\$3,891.17	\$3,639.68	0.00	\$0.00	
Admin	\$0.00	0.00	0.00	\$0.00	\$0.00	\$0.00	10.75	\$517.12	
IT	\$39,211.00	111.75	0.32	\$4,635.02	\$34,575.98	\$20,670.92	298.30	\$14,911.85	
Exec	\$0.00	0.00	0.00	\$0.00	\$0.00	\$0.00	0.00	\$0.00	
Field Operations	\$38,648.00	7.00	0.02	\$274.10	\$38,373.90	\$37,551.60	6.60	\$174.47	
Total	81,834.00	122.25	0.24	\$4,992.95	\$76,841.05	\$61,862.20	315.65	\$15,603.44	
Actual Monthly Average Personnel Year									
			0.06						

14/15 Fiscal Year-to-Date Lump Sum Payout July 2014 through September 2014						
Branch	Year-to Date Hours	Year-to-Date Position Equivalent	Year-to Date Pay	14/15 Allocation	Estimated Over/Under	
Appellate	1,511.30	0.73	\$85,192	\$126,443.00	-\$214,325.76	
Admin	0.00	0.00	\$0	\$14,192.00	\$14,192.00	
IT	132.20	0.06	\$4,544	\$39,547.00	\$21,370.72	
Exec	0.00	0.00	\$0	\$12,441.00	\$12,441.00	
Field Operations	10,702.50	5.15	\$605,981	\$949,757.00	-\$1,474,165.68	
Total	12,346.00	5.94	\$695,717	\$1,142,380.00	-\$1,640,488	

11/5/14 vg