



STATE OF CALIFORNIA - GOVERNOR EDMOND G. BROWN JR.
LABOR AND WORKFORCE DEVELOPMENT AGENCY
CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD
EXECUTIVE DIRECTOR/CHIEF ADMINISTRATIVE LAW JUDGE
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November 9, 2012

To: Board Members

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

1. Snapshot of Field Operations performance through October 2012

Overall September 2012 Workload and Performance: October was a very productive month. For only the 2nd time in six months, the open inventory was reduced. This was so despite the fact that the number of new cases [38,330] was 7% greater than the average for 2012. Due to the one case per week calendar increase, and the greatest use of team calendars this year, closed cases [41,106] were 13% above the norm and exceeded 40,000 for only the second time in twelve months. Despite the significant reduction in October, and the fact it has fallen by more than 6000 cases in 2012, the open inventory for all programs [48,515] remains 3% greater than average for the year. However, in the context of our yearly performance, it remains a substantial improvement over the 55,653 balance of cases we began with at the beginning of 2012.

Case Aging and Time Lapse: Average case age fell to 26 days. 30-day time lapse rose to 53%, which is its highest level for an entire month in ten years. 45-day time lapse slipped to 81%, but remained within Federal guidelines. The 90 day guideline was met for the 9th straight month [98%]. Unfortunately, the time frames for the non-time lapse UI cases continue to be substantially longer. 10% of the non-time lapse UI decisions were issued within 30 days, 31% went out within 45 days and 92% within 90 days.

Cycle Time: The UI cycle time in October was 43 days from date of appeal to issuance of the decision. This was the same as in September. There has been a general flattening of the curve with all but three offices with a cycle time between 40 and 47 days. The cycle time for DI appeals was 74 days, with each step of the process, except the time between scheduling and hearing taking longer.

Unemployment Insurance (UI) for October: New UI cases [36,746 cases; 20,982 appellants] was 8% higher than average for 2012. The number of closed cases [38,963 cases; 22,248 appellants] represented approximately 8,700 more dispositions than in September. This was the first time in

four months in which the UI inventory [38,495 cases; 21,981 appellants] fell. It remains 4% above the norm. As in September, the extension cases represented 39% of the total open inventory of UI cases.

Disability Insurance (DI) for October: The number of new cases [1,069] was 19% below the norm for 2012 and represented the fewest new DI cases in at least ten years. This general trend downward is also reflected by the fact we have verified 12% fewer DI appeals during the first ten months of 2012 than was true in the same period in 2011. Consistent with the high production last month, closed cases [1,452] were 11% greater than average. The open inventory [1,755] fell 18% in one month and hit a five month low.

Tax and Rulings for October: Intake was very slow in rulings with new cases [295] processed at 21% below the average rate for 2012. However, closed cases [305] exceeded the monthly norm and the open inventory of rulings [4,547] fell slightly. The caseload remains 13% larger than average for the year.

With the fewest new tax petitions [200] in five months and the greatest number of closed cases [357] in six months, the tax case open inventory [3,383] was reduced to its lowest level since April 2009.

ALL PROGRAM TRENDS - FO

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Change	Yr-Yr AvgChg												
2009	34,115	30,306	33,645	34,018	34,720	36,687	34,412	33,610	35,623	38,035	29,542	39,222	413,935	34,495														
2010	39,381	36,310	40,820	45,037	39,399	38,140	41,563	43,324	33,493	37,396	31,757	37,369	463,989	38,666	112%	4,171												
2011	40,411	36,315	41,141	38,210	38,185	37,903	34,470	40,374	41,888	38,682	32,388	33,369	453,336	37,778	98%	-888												
2012	35,262	32,109	38,944	35,539	36,576	34,012	33,820	39,560	35,059	38,330			359,211	35,921	95%	-1,857												
Multi	13	13	180	30	9	13	15	54	5	5																		
All program registrations Oct to date are down 7% from 2011, down 9% from 2010, and up 4% from 2009																												
All program registration monthly average is down 5% from 2011, down 7% from 2010, and up 4% from 2009																												
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	2011	2010	2009																									
chng to '12 avg	95%	93%	104%																									
chng to '12 YTD	93%	91%	104%																									

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Change	Yr-Yr AvgChg												
2009	27,273	26,451	30,253	32,388	31,481	34,471	36,722	32,474	34,290	41,893	36,461	38,969	403,126	33,594														
2010	34,404	40,009	46,641	42,106	37,589	39,101	37,848	41,243	40,987	39,872	36,622	38,452	474,874	39,573	118%	5,979												
2011	35,905	40,146	52,970	37,208	34,144	40,592	35,714	39,116	44,083	36,128	35,054	36,169	467,229	38,936	98%	-637												
2012	35,665	39,521	46,692	30,554	36,743	33,437	32,226	37,179	31,752	41,106			364,875	36,488	94%	-2,448												
Multi	1/3	4/9	2/4	43/236	2/8	1/4	3/8	2/5	7/52																			
All program dispositions Oct to date are down 8% from 2011, down 9% from 2010, and up 11% from 2009																												
All program disposition monthly average is down 6% from 2011, down 8% from 2010, and up 9% from 2009																												
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	2011	2010	2009																									
chng to '12 avg	94%	92%	109%																									
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BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Change	Yr-Yr AvgChg												
2009	79,459	83,239	86,674	88,675	91,984	94,025	91,932	93,231	94,499	90,583	83,671	83,874		88,487														
2010	88,772	84,920	78,808	81,554	83,171	81,997	85,167	86,889	79,186	76,869	71,857	70,783		80,831	91%	-7,656												
2011	75,183	71,225	59,203	60,086	64,024	61,203	60,107	61,211	58,886	61,349	58,553	55,653		62,224	77%	-18,608												
2012	55,113	47,540	39,388	44,228	43,982	44,458	45,980	48,183	51,402	48,515				46,879	75%	-15,345												
Multi	13	256	275	9	10	17	56	51	6																			
All program open balance Oct to date is down 26% from 2011, down 43% from 2010, and down 48% from 2009																												
All program open balance monthly average is down 25% from 2011, down 42% from 2010, and down 47% from 2009																												
<table border="1"> <thead> <tr> <th></th> <th>2011</th> <th>2010</th> <th>2009</th> </tr> </thead> <tbody> <tr> <td>chng to '12 avg</td> <td>75%</td> <td>58%</td> <td>53%</td> </tr> <tr> <td>chng to '12 YTD</td> <td>74%</td> <td>57%</td> <td>52%</td> </tr> </tbody> </table>																		2011	2010	2009	chng to '12 avg	75%	58%	53%	chng to '12 YTD	74%	57%	52%
	2011	2010	2009																									
chng to '12 avg	75%	58%	53%																									
chng to '12 YTD	74%	57%	52%																									

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
2009	32,164	29,014	31,429	31,869	32,267	34,435	32,319	31,827	33,713	35,619	27,150	37,388	389,194	32,433		
2010	37,307	34,125	38,172	42,249	37,447	36,321	39,238	40,219	31,780	35,604	30,181	35,509	438,152	36,513	113%	4,080
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	98%	-773
2012	33,339	30,233	36,391	33,590	34,531	31,871	32,132	37,791	33,363	36,746			339,987	33,999	95%	-1,741
Multi	13 180 30 9 13 15 54 5 5												2011	95%	93%	
	UI registrations Oct to date are down 7% from 2011, down 9% from 2010, and up 5% from 2009												2010	93%	91%	
	UI registrations monthly average is down 5% from 2011, down 7% from 2010, and up 5% from 2009												2009	105%	105%	
														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	25,728	24,752	28,392	30,565	30,101	32,703	34,500	30,455	32,165	39,878	34,525	36,623	380,387	31,699		
2010	32,738	37,951	44,067	39,481	35,731	36,680	35,798	39,000	38,748	37,386	34,848	36,237	448,665	37,389	118%	5,690
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	98%	-635
2012	33,604	37,167	44,615	28,383	34,802	31,915	30,672	35,346	30,299	38,963			345,766	34,577	94%	-2,177
Multi	1/3 4/9 2/4 43/236 2/8 1/4 3/8 2/5 7/52												2011	94%	93%	
	UI dispositions Oct to date are down 7% from 2011, down 8% from 2010, and up 12% from 2009												2010	92%	92%	
	UI disposition monthly average is down 6% from 2011, down 8% from 2010, and up 9% from 2009												2009	109%	112%	
														chg to '12 avg	chg to '12 YTD	

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr AvgChg	
2009	69,049	73,237	76,311	77,968	80,188	81,750	79,774	81,302	82,785	78,473	71,095	71,813	76,979			
2010	76,301	72,323	66,136	68,715	70,234	69,664	72,557	73,410	66,243	64,624	59,811	59,075	68,258	89%	-8,721	
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	76%	-16,507	
2012	45,315	38,225	29,603	34,674	34,327	34,188	35,578	37,843	40,820	38,495			36,907	71%	-14,844	
Multi	13 266 275 9 10 17 56 51 6												2011	71%	70%	
	UI balance of open cases Oct to date is down 30% from 2011, down 47% from 2010, and down 53% from 2009												2010	54%	53%	
	UI balance monthly average down 29% from 2011, down 46% from 2010, and down 52% from 2009												2009	48%	47%	
														chg to '12 avg	chg to '12 YTD	

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

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
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	1,233	1,069			13,126	1,313	91%	-129
DI registrations Oct to date are down 12% from 2011, down 14% from 2010, and down 14% from 2009													2011	91%	88%	
DI registration monthly average is down 9% from 2011, down 12% from 2010, and down 12% from 2009													2010	88%	86%	
													2009	88%	86%	
													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	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	999	1,452			13,111	1,311	89%	-163
DI dispositions Oct to date are down 13% from 2011, down 16% from 2010, and down 12% from 2009													2011	89%	87%	
DI disposition monthly average is down 11% from 2011, down 15% from 2010, and down 13% from 2009													2010	85%	84%	
													2009	87%	88%	
													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	3,426	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			2,037	76%	-642
2012	1,815	1,757	1,905	1,734	1,636	1,877	2,005	1,906	2,139	1,755				1,853	91%	-184
DI open balance Oct to date is down 11% from 2011, down 33% from 2010, and down 51% from 2009													2011	91%	89%	
DI open balance monthly average down 9% from 2011, down 31% from 2010, and down 50% from 2009													2010	69%	67%	
													2009	50%	49%	
													chg to '12 avg		chg to '12 YTD	

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

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
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	254	200			2,149	215	100%	1
													2011	100%	112%	
													2010	132%	140%	
													2009	103%	105%	
														chg to '12 avg	chg to '12 YTD	

Tax registrations Oct to date are up 12% from 2011, up 40% from 2010, and up 5% from 2009
 Tax registration monthly average is even with 2011, up 32% from 2010, and up 3% 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	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	284	357			3,044	304	128%	67
													2011	128%	134%	
													2010	248%	268%	
													2009	230%	265%	
														chg to '12 avg	chg to '12 YTD	

Tax dispositions Oct to date are up 34% from 2011, up 168% from 2010, and up 165% from 2009
 Tax disposition monthly average is up 28% from 2011, up 148% from 2010, and up 130% 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	3,585	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	3,841	3,683				4,062	86%	-638
														2011	86%	86%
														2010	86%	86%
														2009	102%	104%
															chg to '12 avg	chg to '12 YTD

Tax balance of open cases Oct to date is down 14% from 2011, down 14% from 2010, and up 4% from 2009
 Tax balance monthly average is down 14% from 2011, down 14% from 2010, and up 2% from 2009

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	209	315			3,949	395	103%	12
													2011	103%	96%	
													2010	79%	71%	
													2009	107%	123%	
														chg to '12 avg	chg to '12 YTD	

Ruling/Other registrations Oct to date are down 4% from 2011, down 29% from 2010, and up 23% from 2009
 Ruling/Other registration monthly average is up 3% from 2011, down 21% from 2010, and up 7% 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	170	334			2,954	295	63%	-176
													2011	63%	60%	
													2010	58%	54%	
													2009	116%	121%	
														chg to '12 avg	chg to '12 YTD	

Ruling/Other dispositions Oct to date are down 40% from 2011, down 46% from 2010, and up 21% from 2009
 Ruling/Other disposition monthly average is down 37% from 2011, down 42% from 2010, and up 16% from 2009

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	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	4,602	4,582			4,057	109%	322	
													2011	109%	108%	
													2010	79%	77%	
													2009	105%	111%	
														chg to '12 avg	chg to '12 YTD	

Ruling/Other balance of open cases Oct to date is up 8% from 2011, down 23% from 2010, and up 11% from 2009
 Ruling/Other balance monthly average is up 9% from 2011, down 21% from 2010, and up 5% from 2009

AO REPORT TO BOARD -- MONTH OF OCTOBER 2012

	# Cases	# Appellants	Calendar Yr Avg
REGISTRATIONS	2728	1563	2614
DISPOSITIONS	2341	1217	2709
OPEN BALANCE	2863	1635	2971
PENDING REG.			
APPEAL RATE			8.60%

CASE AGING 45 Days

TIME LAPSE

45 Days (50%)	25.49%
75 Days (80%)	75.43%
150 Days (95%)	99.02%

ADDITIONAL INFORMATION

FO to AO Monthly Report 2.78 Days Statewide Avg.

FO ALJs working in AO 0

WEEKLY AO WORKLOAD REPORT

October 2012

Week	Unreg total	Appeals Rec'd	Registrations	Dispositions	Open Balance	Change
Ending						
10/5/2012	2511	637	528	381	2639	130
10/12/2012	2491	457	503	457	2674	35
10/19/2012	2770	743	553	356	2950	276
10/26/2012	2783	720	661	674	2900	50
10/29-10/31/12	2585	413	483	473	2863	37
10-1 thru 10-31-12						
Running Total		2970	2728	2341		

Week	Average	45-Day (50%)	75-Day (80%)	150-Day (95%)
Ending	Case age	Time Lapse	Time Lapse	Time Lapse
10/5/2012	49	28.29%	72.51%	98.80%
10/12/2012	49	30.19%	86.16%	99.06%
10/19/2012	49	27.82%	80.45%	99.62%
10/26/2012	47	23.91%	70.22%	100.00%
10/29-10/31/12	45	19.28%	70.78%	97.29%
10-1 thru 10-31-12	45	25.49%	75.43%	99.02%

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

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

	October, 2012	September, 2012	August, 2012	July, 2012
	Average Days in Transfer			
	Case Count	Case Count	Case Count	Case Count
Fr	2.62	1.28	3.34	2.31
Ing	1.86	6.93	3.56	3.32
Inl	2.71	3.19	4.64	3.35
LA	1.65	3.10	1.51	4.24
Oak	5.25	7.73	7.46	5.55
OC	1.74	1.12	2.24	1.14
Ox	1.42	1.98	1.34	1.40
Pas	8.97	8.27	6.27	8.31
Sac	3.80	3.62	4.00	5.00
SD	3.37	3.52	4.95	2.94
SF	1.98	2.12	2.48	3.48
SJ	1.25	1.96	2.37	3.77
Tax	2.00	1.35	2.27	6.64
Total	2.78	3.81	3.70	3.70

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	2,338	2,632			25,061	2,506	88%	-347

UI registrations Jan to date are down 15% from 2011, down 2% from 2010, and up 38% 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	2582	2235			25,874	2,587	90%	-275

UI dispositions Jan to date are down 9% from 2011, up 3% from 2010, and up 52% from 2009

UI disposition monthly average down 10% from 2011, up 4% from 2010, and up 43% 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	2363	2727			27,663	2,766	58%	-1,997

UI balance of open cases Jan to date is down 44% from 2011, down 3% from 2010, and same from 2009

UI balance monthly average down 42% from 2011, down 7% from 2010, and down 2% from 2009

2011	58%	56%
2010	93%	97%
2009	98%	100%
chg to 12 avg		chg to 12 YTD

Board Member	1st	2nd	3rd	UI	DI	Ruling	Tax	1 Party	2 Party	Total
Alberto Torrico										
Sum	490	384	19	832	57	1	3	351	542	893
Percent	39%	31%	29%	35%	30%	17%	21%	33%	36%	
Kathleen Howard										
Sum	359	458	17	773	55	1	5	351	483	834
Percent	29%	37%	26%	33%	29%	17%	36%	33%	32%	
Robert Dresser										
Sum	134	183	29	312	32	1	1	131	215	346
Percent	11%	15%	44%	13%	17%	17%	7%	13%	14%	
Roy Ashburn										
Sum	268	226	1	442	45	3	5	215	280	495
Percent	21%	18%	2%	19%	24%	50%	36%	21%	18%	
Total Cases Reviewed:	1251	1251	66	2359	189	6	14	1048	1520	

*Off Calendar

Monthly Board Meeting Litigation Report - October 2012

AGENDA ITEM 9

<u>LITIGATION CASES PENDING</u>	TOTAL = 324
SUPERIOR COURT: Claimant Petitions.....	267
Employer Petitions.....	32
EDD Petitions.....	3
Non-benefit Court Cases	6
APPELLATE COURT: Claimant Appeals.....	11
Employer Appeals.....	2
EDD Appeals.....	0
Non-benefit Court Cases	1
ISSUES: UI.....	284
DI.....	19
Tax.....	12
Non-benefit Court Cases	9

2012 CALENDAR YEAR ACTIVITY - Benefit & Tax Cases

<u>LITIGATION CASES FILED</u>	<u>YTD</u>	<u>October</u>
SUPERIOR COURT: Claimant Petitions.....	103	6
Employer Petitions.....	19	0
EDD Petitions.....	0	0
APPELLATE COURT: Claimant Appeals.....	6	2
Employer Appeals.....	0	0
EDD Appeals.....	0	0
 <u>LITIGATION CASES CLOSED</u>	 <u>YTD</u>	 <u>October</u>
SUPERIOR COURT: Claimant Petitions.....	76	4
Employer Petitions.....	9	0
EDD Petitions.....	0	0
APPELLATE COURT: Claimant Appeals.....	9	4
Employer Appeals.....	2	2
EDD Appeals.....	0	0

2012 Decision Summary

<u>Claimant Appeals</u>		<u>Employer Appeals</u>		<u>CUIAB Decisions</u>		
Win: 14	Loss: 71	Win: 0	Loss: 11	Affirmed: 82	Reversed: 12	Remanded: 2

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

October 2012

STATEWIDE

UI Timelapse Performance	Oct'12	2012 Corrective Action Plan Goals*			Target
		3/31	6/30	9/30	Oct'12
Closed within 30 Days	52.6%	20%	35%	50%	60%
Closed within 45 Days	81.5%	55%	70%	75%	80%
UI Case Aging Performance					
Avg. Age of Pending Cases	26	32	31	31	30

* The 2012 Corrective Action Plan covers the federal fiscal year, from October 2011 through September 2012.

BY FIELD OFFICE

UI Timelapse Performance	Fresno	Inglewood	Inland	Los Angeles	Oakland	Orange County
30 Days	70.5%	47.1%	77.0%	66.4%	64.9%	59.0%
45 Days	91.8%	79.7%	92.0%	84.2%	87.8%	73.0%
UI Case Aging						
(Avg. Days Pending)	24	26	25	23	21	32
UI Timelapse Performance	Oxnard	Pasadena	Sacramento	San Diego	San Francisco	San Jose
30 Days	76.3%	8.5%	38.0%	21.7%	48.0%	54.0%
45 Days	89.8%	54.5%	75.8%	74.6%	91.0%	92.5%
UI Case Aging						
(Avg. Days Pending)	20	32	27	25	28	24

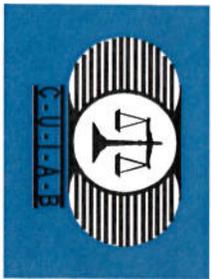
CUIAB 12/13 Fiscal Year Overtime/Lump Sum Payout - SCO Report
July 2012 through September 2012

12/13 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		Estimated Expenditures Over-/Under
	Hours	Pay	Hours	Pay	Hours	Pay	Hours	Pay	
Appellate	254.30	\$7,268.81	531.25	\$15,999.31	658.00	\$18,226.67	1,139.75	\$31,409.32	
Admin	12.00	\$461.46	0.00	\$0.00	42.00	\$802.76	23.00	\$866.91	
IT	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	548.75	\$22,197.95	
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	64.50	\$2,622.03	
Field	523.00	\$15,198.34	58.75	\$1,860.68	754.20	\$21,764.15	2,230.80	\$65,631.10	
Total	799.30	\$23,391.31	590.00	\$17,859.99	1,464.20	\$41,256.28	4,006.80	\$122,727.31	

12/13 Fiscal Year-to-Date Total Overtime Expenditures									
Branch	12/13 FY Allocation		Year-to-Date Hours		Year-to-Date Position Equivalent		Year-to-Date Pay		Estimated Expenditures Over-/Under
	Hours	Pay	Hours	Pay	Hours	Pay	Hours	Pay	
Appellate	254.30	\$7,268.81	531.25	\$15,999.31	1.24	\$72,904.11	-	-\$1,566.11	
Admin	12.00	\$461.46	0.00	\$0.00	0.04	\$2,131.13	-	-\$4,706.52	
IT	0.00	\$0.00	0.00	\$0.00	0.26	\$22,197.95	-	-\$53,080.80	
Exec	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	-	\$2,266.00	
Project	10.00	\$462.70	0.00	\$0.00	0.04	\$3,547.43	-	-\$4,024.72	
Field Operations	523.00	\$15,198.34	58.75	\$1,860.68	1.72	\$104,454.27	-	-\$183,944.08	
Total	799.30	\$23,391.31	590.00	\$17,859.99	3.30	\$205,234.89	-	-\$463,768.56	
Actual Monthly Average Personnel Year 13.20									

12/13 Fiscal Year-to-Date Lump Sum Payout				
July 2012 through September 2012				
Branch	Year-to-Date Hours	Year-to-Date Position Equivalent	Year-to-Date Pay	Estimated Expenditures Over-/Under
Appellate	0.00	0.00	\$0.00	
Admin	141.50	0.07	\$2,854.14	
IT	0.00	0.00	\$0.00	
Exec	873.00	0.42	\$53,439.41	
Project	0.00	0.00	\$0.00	
Field Operations	1,412.00	0.68	\$47,064.05	
Total	2,426.50	1.17	\$103,357.60	

11-5-12 v8



CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD
SPECIAL PROJECTS MATRIX
November 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
<p>EDD/CUIAB Appeal Co-Location Pilot Exploring the co-location of four CUIAB staff at EDD's LA PAC to streamline appeals registration processing.</p>		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. Co-Location is registering for Inglewood, Los Angeles, Pasadena, Sacramento, and San Diego.
<p>US Department of Labor Taskforce For nine years, CUIAB has failed to meet US DOL timeliness standards for UI appeals. California is ranked 51st among 53 states and US territories on time lapse and case aging standards. In late 2008, US DOL placed CUIAB under a corrective action plan with oversight by a taskforce of US DOL, EDD & CUIAB representatives.</p>		High	Appeal program review 07/27-31/2009 DOL report 02/05/2010 LWDA response 03/10/2010 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 appeals. October 2012 Performance – First Level 30-day – 53% (60%) 45 day – 81% (80%) Avg Age – 26 days (30 days) Second level Avg age – 45 days (40 days)

TECHNOLOGY

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>Collate Decision Print Jobs Reduce a manually collated appeal decision print jobs to one print job to save staff time.</p>	<p>Hugh Harrison Julie Krebs Lori Kurosaka Faye Saunders</p>	<p>On Hold</p>		<ul style="list-style-type: none"> - Reduce claimants' & employers' wait times for benefits and adjustments. - Reduce cycle time for appeals process. 	<p>Programming completed and testing is in progress. Solution will be implemented with new E-CATS release date pending.</p>
<p>CUIAB Network Upgrade This upgrade with double the bandwidth for faster processing of appeal data and information for ALJs and staff.</p>	<p>Rafael Placencia</p>	<p>High</p>		<ul style="list-style-type: none"> - Reduce cycle time for appeals data flow and document saving. 	<p>Meeting with EDD IT to explore options & alignment with Agency network consolidation efforts. Design plans are completed.</p>
<p>Dictaphone Integration Consolidating data & audio files on CATS for appeal cases for improved access.</p>	<p>Faye Saunders</p>	<p>High</p>			<p>Will be released with E-CATS.</p>
<p>Digital Imaging EDD mails hard copy documents to CUIAB when an appeal is filed. CUIAB will collaborate with EDD to image documents and records relating to all appeals and design an electronic exchange.</p>	<p>Lori Kurosaka</p>	<p>High</p>	<p>Kick off 11/2/2010 FSR completion 02/2/2011 Potential BCP 02/2/2011 Procurement 04/2/2011 FSR in review 03/14/2011 FSR in review 11/30/2011</p>	<ul style="list-style-type: none"> - Reduce paper files prepared & sent by EDD. - Increase information security. - Reduce paper file storage space needs & costs at CUIAB. - Reduce postage costs. - Increase federal performance. 	<p>Agency edits to FSR submitted for review on 10/29/2012. Completed scope reduction. Agency will assist on funding strategies.</p>
<p>E-CATS Enhanced CA Appeal Tracking System is the modernization of CUIAB's legacy appeals tracking system. In-house IT staff are developing the system on a Microsoft web application framework</p>	<p>Faye Saunders</p>	<p>High</p>			<p>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.</p>
<p>Electronic Case Management CUIAB's case tracking database is 10 years old and cumbersome to manage the current workload volume. CUIAB is collaborating with LWDA & EDD to develop an integrated case management system.</p>	<p>Lori Kurosaka Janet Maglinte</p>	<p>On Hold</p>	<p>LWDA, EDD & CUIAB approved FSR & project strategy in 10/2/2010. Kick off 05/2011.</p>	<ul style="list-style-type: none"> - Receive appeals case documents electronically from EDD. - Eliminate internal mailing of case documents 	<p>Project Team is revisiting the FSR to update and complete by end of fiscal year. Will begin product research and demos.</p>
<p>E-Decision Review for ALJs In-house development for electronic appeal decision review process.</p>	<p>Faye Saunders</p>	<p>High</p>			<p>Performing business analysis for requirements gathering.</p>

TECHNOLOGY cont.

Project & Description	Lead	Priority	Milestones	Goals	Status
<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. 	Completed testing solution with EDD. 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		-	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 procuring 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.
<p>EDD Flat File Expansion The nightly data file of UI, DI, and PFL appeal transmittals will be expanded to include data for the entire UI macro print jobs. This expanded data will allow CUIAB to calendar hearings before paper transmittal arrives.</p>	Lori Kurosaka Faye Saunders	High		-	Gathered business requirements with Judicial Advisory Council 10/16/2012.

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	On Hold	<p>Charter & scope completed. Kick off 10/14/2010. Requirements 2/2011 Testing began 01/2012 AO Implementation 04/26/2012</p>	<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 12 FOs to observe calendaring processes. Business requirements & design document were 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 Magliante	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>MSA vendor contract executed 01/20/10. OC, Inland, LA, Oxnard, San Jose, San Diego, LA, Sacto, SF. Appellate complete Vendor quality checks 04/05, 05/06, 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. CUIAB 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 Maglante</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. Field Operations performance indicator reports are complete. In design & test for Appellate Operations cycle time and case aging reports.</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 Maglante</p>	<p>High</p>	<p>Business case metrics for Imaging Business case metrics for case management Tested report template designs with IT.</p>		<p>First assignment is to redesign appeal forms as smart forms. Scheduling mini-design sessions from September – December 2012.</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 Maglante</p>	<p>High</p>		<ul style="list-style-type: none"> - Design comprehensive technology systems with input from staff users. 	
<p>Transforming CUIAB Completed engagement with vendor. Establish new change management program at CUIAB to train staff for skills needed for new technology implementations and communicate on tech project initiatives.</p>	<p>Pam Boston</p>	<p>High</p>		<ul style="list-style-type: none"> - Develop and implement training plan for judges & staff. - Develop and implement a communications plan targeting all CUIAB stakeholder groups on new technology status. 	<p>Draft communications and training plans are completed and will be vetted with the CUIAB OCM steering council.</p>