



**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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To: Board Members

**December 2011 Summary Report of Executive Director and  
Chief Administrative Law Judge Alberto Roldan**

**1. Office of the Chief**

- Insight is now up and fully operational. It is already being utilized as an ALJ resource. PALJ Bullard has published a number of bulletins and multiple topic strings are being supported.
- The Training Unit is now trying to develop a plan for disseminating the training blocks that were in the process of being developed for the support staff and September 2012 training conferences that have been cancelled.
- 2 new ALJs are currently going through the Academy. One is a new ALJ for the Orange County Office of Appeals and the other has been hired into the Sacramento Office of Appeals.
- PALJ Hazel Cash of the Orange County Office of Appeals has started the process to retire effective March 2012. She will be difficult to replace but the effort to try will begin in February so that we can have a seamless transition.

**2. Snapshot of Field Operations performance through November 2011**

**Overall November 2011 Workload and Performance:** The three days of scheduled holidays and the use of leave during the Thanksgiving week generally lead to reduced productivity during November. This proved true in 2011 which had the fewest new cases [32,388] since the previous November. This came to 15% fewer cases than average for 2011. The number of closed cases [35,024] was also the smallest for twelve months and 11% fewer than the 2011 average. Nevertheless, the open inventory was reduced by almost 2,800 cases and is now the smallest it has been for more than three years.

**Case Aging and Time Lapse:** Though the average case age [35 days] rose slightly for the second straight month it is still 12 days better than it was in January 2011. 90-day time lapse [96%] went

down slightly but November was the 5<sup>th</sup> consecutive month in which that Federal guideline was met. 30-day and 45-day time lapse slipped slightly.

**Unemployment Insurance (UI) for November:** New UI cases [30,799 cases; 17,586 appellants] were down more than 5,000 from October and the fewest in a year. Closed cases [33,076 cases; 18,886 appellants], however, were almost identical to October and reduced the open inventory [48,653 cases; 27,781 appellants] by more than 2,000 cases.

**Disability Insurance (DI) for November:** In DI, new cases [1,094] were 25% below the monthly average and the fewest in memory. Closed cases [1,266] were 15% below average and the fewest since May 2009. After two months of falling caseloads, the open inventory [1,757 cases] is the smallest in at least a decade.

**Tax, Rulings, Other for November:** In October, SCRSU caught up with the verification of ruling cases. Because of that and the usual winter doldrums, the number of new ruling cases was 41% smaller than the monthly average for 2011. With a substantially higher number of decisions, the open inventory is back below average. For the 9<sup>th</sup> time this year, there were more tax decisions [323] than new petitions [248]. The open inventory [4,445] is now at its lowest level since December 2009.

**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 |       |
|------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|---------------|--------------|-------|
| 2008 | 24,049 | 20,982 | 25,443 | 28,984 | 24,768 | 24,092 | 24,904 | 24,902 | 29,898 | 31,704 | 29,345 | 29,331 | 318,402 | <b>26,534</b> |              |       |
| 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 | <b>32,433</b> | 122%         | 5,899 |
| 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 | <b>36,513</b> | 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 |        | 397,426 | <b>36,130</b> | 99%          | -383  |

UI registrations Nov to date are down 1% from 2010, up 13% from 2009, and up 37% from 2008  
 UI registration monthly average is down 1% from 2010, up 11% from 2009, and up 36% from 2008

**CLOSED CASES**

| Jan  | Feb    | Mar    | April  | May    | June   | July   | Aug    | Sept   | Oct    | Nov    | Dec    | Total  | Avg.    | % Chg of Avg  | Yr-Yr AvgChg |       |
|------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|---------------|--------------|-------|
| 2008 | 21,005 | 22,903 | 29,555 | 25,899 | 26,437 | 24,463 | 24,439 | 19,930 | 24,266 | 27,396 | 21,606 | 26,483 | 294,382 | <b>24,532</b> |              |       |
| 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 | <b>31,699</b> | 129%         | 7,167 |
| 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 | <b>37,389</b> | 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 |        | 406,742 | <b>36,977</b> | 99%          | -412  |

UI dispositions Nov to date are down 1% from 2010, up 18% from 2009, and up 52% from 2008  
 UI disposition monthly average is down 1% from 2010, up 17% from 2009, and up 51% from 2008

**BALANCE OPEN CASES**

| Jan  | Feb    | Mar    | April  | May    | June   | July   | Aug    | Sept   | Oct    | Nov    | Dec    | Total  | Avg. | % Chg of Avg  | Yr-Yr AvgChg |         |
|------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------|---------------|--------------|---------|
| 2008 | 42,602 | 40,635 | 36,437 | 39,418 | 37,700 | 37,280 | 37,664 | 42,554 | 48,111 | 52,305 | 59,975 | 62,706 |      | <b>44,782</b> |              |         |
| 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 |      | <b>76,979</b> | 172%         | 32,197  |
| 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 |      | <b>68,258</b> | 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 |        |      | <b>52,300</b> | 77%          | -15,958 |

UI balance of open cases Nov to date is down 24% from 2010, down 32% from 2009, and up 21% from 2008  
 UI balance monthly average down 23% from 2010, down 32% from 2009, and up 17% from 2008

|      |                |                |
|------|----------------|----------------|
| 2010 | 77%            | 76%            |
| 2009 | 68%            | 68%            |
| 2008 | 117%           | 121%           |
|      | chg to '11 avg | chg to '11 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 |
|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|----------------|----------------|--------------|
| 2008 | 1,481 | 1,470 | 1,661 | 1,887 | 1,534 | 1,540 | 1,615 | 1,333 | 1,697 | 1,640 | 1,317 | 1,522 | 18,697 | <b>1,558</b>   |                |              |
| 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 | <b>1,485</b>   | 95%            | -73          |
| 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 | <b>1,492</b>   | 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 |       | 16,033 | <b>1,458</b>   | 98%            | -34          |
|      |       |       |       |       |       |       |       |       |       |       |       |       | 2010   | 98%            | 97%            |              |
|      |       |       |       |       |       |       |       |       |       |       |       |       | 2009   | 98%            | 97%            |              |
|      |       |       |       |       |       |       |       |       |       |       |       |       | 2008   | 94%            | 93%            |              |
|      |       |       |       |       |       |       |       |       |       |       |       |       |        | chg to '11 avg | chg to '11 YTD |              |

DI registrations Nov to date are down 3% from 2010, down 3% from 2009, and down 7% from 2008  
DI disposition monthly average is down 2% from 2010, down 2% from 2009, and down 6% from 2008

**CLOSED CASES**

|      | Jan   | Feb   | Mar   | April | May   | June  | July  | Aug   | Sept  | Oct   | Nov   | Dec   | Total  | Avg.           | % Chg of Avg   | Yr-Yr AvgChg |
|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|----------------|----------------|--------------|
| 2008 | 1,579 | 1,477 | 1,506 | 1,368 | 1,884 | 1,720 | 1,601 | 1,385 | 1,579 | 1,920 | 1,049 | 1,277 | 18,345 | <b>1,529</b>   |                |              |
| 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 | <b>1,508</b>   | 99%            | -21          |
| 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 | <b>1,549</b>   | 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 |       | 16,414 | <b>1,492</b>   | 96%            | -57          |
|      |       |       |       |       |       |       |       |       |       |       |       |       | 2010   | 96%            | 96%            |              |
|      |       |       |       |       |       |       |       |       |       |       |       |       | 2009   | 99%            | 100%           |              |
|      |       |       |       |       |       |       |       |       |       |       |       |       | 2008   | 98%            | 96%            |              |
|      |       |       |       |       |       |       |       |       |       |       |       |       |        | chg to '11 avg | chg to '11 YTD |              |

DI dispositions Nov to date are down 4% from 2010, even with 2009, and down 4% from 2008  
DI disposition monthly average is down 4% from 2010, down 1% from 2009, and down 2% from 2008

**BALANCE OPEN CASES**

|      | Jan   | Feb   | Mar   | April | May   | June  | July  | Aug   | Sept  | Oct   | Nov   | Dec   | Total | Avg.         | % Chg of Avg   | Yr-Yr AvgChg   |  |
|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------------|----------------|----------------|--|
| 2008 | 2,590 | 2,586 | 2,738 | 3,257 | 2,907 | 2,728 | 2,742 | 2,692 | 2,810 | 2,525 | 2,790 | 3,034 |       | <b>2,783</b> |                |                |  |
| 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 |       | <b>3,675</b> | 132%           | 891            |  |
| 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 |       | <b>2,679</b> | 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 |       |       | <b>2,062</b> | 77%            | -616           |  |
|      |       |       |       |       |       |       |       |       |       |       |       |       |       | 2010         | 77%            | 76%            |  |
|      |       |       |       |       |       |       |       |       |       |       |       |       |       | 2009         | 56%            | 55%            |  |
|      |       |       |       |       |       |       |       |       |       |       |       |       |       | 2008         | 74%            | 75%            |  |
|      |       |       |       |       |       |       |       |       |       |       |       |       |       |              | chg to '11 avg | chg to '11 YTD |  |

Open Balance DI Nov to date is down 24% from 2010, down 45% from 2009, and down 25% from 2008  
Open Balance monthly average down 23% from 2010, down 44% from 2009, and down 26% from 2008

**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 |
|------|-----|-----|-----|-------|-----|------|------|-------|------|-----|-----|-----|-------|----------------|----------------|--------------|
| 2008 | 221 | 364 | 396 | 475   | 530 | 286  | 516  | 621   | 616  | 184 | 94  | 138 | 4,441 | <b>370</b>     |                |              |
| 2009 | 175 | 92  | 203 | 456   | 567 | 340  | 304  | 206   | 170  | 710 | 923 | 275 | 4,421 | <b>368</b>     | 100%           | -2           |
| 2010 | 486 | 609 | 709 | 598   | 441 | 424  | 468  | 1,359 | 201  | 239 | 229 | 214 | 5,977 | <b>498</b>     | 135%           | 130          |
| 2011 | 64  | 97  | 92  | 739   | 526 | 510  | 426  | 454   | 207  | 982 | 247 |     | 4,344 | <b>395</b>     | 79%            | -103         |
|      |     |     |     |       |     |      |      |       |      |     |     |     | 2010  | 79%            | 75%            |              |
|      |     |     |     |       |     |      |      |       |      |     |     |     | 2009  | 107%           | 105%           |              |
|      |     |     |     |       |     |      |      |       |      |     |     |     | 2008  | 107%           | 101%           |              |
|      |     |     |     |       |     |      |      |       |      |     |     |     |       | chg to '11 avg | chg to '11 YTD |              |

Other registrations Nov to date are down 25% from 2010, up 5% from 2009, and up 1% from 2008

Other registrations monthly average is down 21% from 2010, up 7% from 2009, and up 7% from 2008

**CLOSED CASES**

|      | Jan | Feb | Mar | April | May | June | July | Aug | Sept | Oct | Nov | Dec | Total | Avg.           | % Chg of Avg   | Yr-Yr AvgChg |
|------|-----|-----|-----|-------|-----|------|------|-----|------|-----|-----|-----|-------|----------------|----------------|--------------|
| 2008 | 296 | 412 | 199 | 189   | 347 | 397  | 426  | 329 | 342  | 460 | 332 | 142 | 3,871 | <b>323</b>     |                |              |
| 2009 | 236 | 333 | 238 | 209   | 179 | 208  | 273  | 264 | 315  | 192 | 260 | 357 | 3,064 | <b>255</b>     | 79%            | -67          |
| 2010 | 335 | 392 | 500 | 682   | 465 | 716  | 421  | 631 | 484  | 804 | 303 | 415 | 6,148 | <b>512</b>     | 201%           | 257          |
| 2011 | 442 | 399 | 728 | 390   | 424 | 631  | 384  | 397 | 530  | 593 | 389 |     | 5,307 | <b>482</b>     | 94%            | -30          |
|      |     |     |     |       |     |      |      |     |      |     |     |     | 2010  | 94%            | 93%            |              |
|      |     |     |     |       |     |      |      |     |      |     |     |     | 2009  | 189%           | 196%           |              |
|      |     |     |     |       |     |      |      |     |      |     |     |     | 2008  | 150%           | 142%           |              |
|      |     |     |     |       |     |      |      |     |      |     |     |     |       | chg to '11 avg | chg to '11 YTD |              |

Other dispositions Nov to date are down 7% from 2010, up 96% from 2009, and up 42% from 2008

Other disposition monthly average is down 6% from 2010, up 89% from 2009, and up 50% from 2008

**BALANCE OPEN CASES**

|      | Jan   | Feb   | Mar   | April | May   | June  | July  | Aug   | Sept  | Oct   | Nov   | Dec   | Total | Avg.         | % Chg of Avg   | Yr-Yr AvgChg   |  |
|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------------|----------------|----------------|--|
| 2008 | 2,804 | 2,761 | 2,957 | 3,244 | 3,430 | 3,320 | 3,411 | 3,701 | 3,975 | 3,700 | 3,465 | 3,461 |       | <b>3,352</b> |                |                |  |
| 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 |       | <b>3,846</b> | 115%           | 493            |  |
| 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 |       | <b>5,159</b> | 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 |       |       | <b>3,749</b> | 73%            | -1,410         |  |
|      |       |       |       |       |       |       |       |       |       |       |       |       |       | 2010         | 73%            | 72%            |  |
|      |       |       |       |       |       |       |       |       |       |       |       |       |       | 2009         | 97%            | 100%           |  |
|      |       |       |       |       |       |       |       |       |       |       |       |       |       | 2008         | 112%           | 112%           |  |
|      |       |       |       |       |       |       |       |       |       |       |       |       |       |              | chg to '11 avg | chg to '11 YTD |  |

Other balance of open cases Nov to date is down 28% from 2010, even with 2009, and up 12% from 2008

Other balance monthly average is down 27% from 2010, down 3% from 2009, and up 12% from 2008

**TAX TRENDS - FO**  
Program Codes 15, 17, 18, 32

**NEW OPENED CASES**

|      | Jan | Feb | Mar | April | May | June | July | Aug | Sept | Oct | Nov | Dec | Total | Avg.           | % Chg of Avg   | Yr-Yr AvgChg |
|------|-----|-----|-----|-------|-----|------|------|-----|------|-----|-----|-----|-------|----------------|----------------|--------------|
| 2008 | 187 | 277 | 202 | 191   | 183 | 281  | 199  | 171 | 201  | 303 | 170 | 254 | 2,619 | <b>218</b>     |                |              |
| 2009 | 166 | 93  | 219 | 174   | 258 | 164  | 252  | 256 | 169  | 292 | 224 | 229 | 2,496 | <b>208</b>     | 95%            | -10          |
| 2010 | 142 | 139 | 164 | 233   | 140 | 163  | 94   | 137 | 146  | 181 | 188 | 232 | 1,959 | <b>163</b>     | 78%            | -45          |
| 2011 | 134 | 168 | 144 | 261   | 140 | 180  | 112  | 266 | 364  | 147 | 248 |     | 2,164 | <b>197</b>     | 121%           | 33           |
|      |     |     |     |       |     |      |      |     |      |     |     |     | 2010  | 121%           | 125%           |              |
|      |     |     |     |       |     |      |      |     |      |     |     |     | 2009  | 95%            | 95%            |              |
|      |     |     |     |       |     |      |      |     |      |     |     |     | 2008  | 90%            | 92%            |              |
|      |     |     |     |       |     |      |      |     |      |     |     |     |       | chg to '11 avg | chg to '11 YTD |              |

Tax registrations Nov to date are up 25% from 2010, down 5% from 2009, and down 8% from 2008  
Tax registration monthly average is up 21% from 2010, down 5% from 2009, and down 10% from 2008

**CLOSED CASES**

|      | Jan | Feb | Mar | April | May | June | July | Aug | Sept | Oct | Nov | Dec | Total | Avg.           | % Chg of Avg   | Yr-Yr AvgChg |
|------|-----|-----|-----|-------|-----|------|------|-----|------|-----|-----|-----|-------|----------------|----------------|--------------|
| 2008 | 82  | 147 | 117 | 78    | 414 | 145  | 174  | 139 | 118  | 167 | 68  | 87  | 1,736 | <b>145</b>     |                |              |
| 2009 | 92  | 97  | 172 | 149   | 72  | 97   | 126  | 111 | 162  | 70  | 149 | 288 | 1,585 | <b>132</b>     | 91%            | -13          |
| 2010 | 48  | 109 | 107 | 91    | 117 | 124  | 135  | 101 | 174  | 130 | 99  | 235 | 1,470 | <b>123</b>     | 93%            | -10          |
| 2011 | 139 | 173 | 193 | 252   | 176 | 277  | 168  | 278 | 325  | 293 | 323 |     | 2,597 | <b>236</b>     | 193%           | 114          |
|      |     |     |     |       |     |      |      |     |      |     |     |     | 2010  | 193%           | 210%           |              |
|      |     |     |     |       |     |      |      |     |      |     |     |     | 2009  | 179%           | 200%           |              |
|      |     |     |     |       |     |      |      |     |      |     |     |     | 2008  | 163%           | 157%           |              |
|      |     |     |     |       |     |      |      |     |      |     |     |     |       | chg to '11 avg | chg to '11 YTD |              |

Tax dispositions Nov to date are up 110% from 2010, up 100% from 2009, and up 57% from 2008  
Tax disposition monthly average is up 93% from 2010, up 79% from 2009, and up 63% from 2008

**BALANCE OPEN CASES**

|      | Jan   | Feb   | Mar   | April | May   | June  | July  | Aug   | Sept  | Oct   | Nov   | Dec   | Total | Avg.         | % Chg of Avg   | Yr-Yr AvgChg   |  |
|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------------|----------------|----------------|--|
| 2008 | 2,739 | 2,869 | 2,953 | 3,066 | 2,833 | 2,969 | 2,994 | 3,026 | 3,109 | 3,243 | 3,344 | 3,511 |       | <b>3,055</b> |                |                |  |
| 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 |       | <b>3,988</b> | 131%           | 934            |  |
| 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 |       | <b>4,735</b> | 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 |       |       | <b>4,710</b> | 99%            | -24            |  |
|      |       |       |       |       |       |       |       |       |       |       |       |       |       | 2010         | 99%            | 100%           |  |
|      |       |       |       |       |       |       |       |       |       |       |       |       |       | 2009         | 118%           | 119%           |  |
|      |       |       |       |       |       |       |       |       |       |       |       |       |       | 2008         | 154%           | 156%           |  |
|      |       |       |       |       |       |       |       |       |       |       |       |       |       |              | chg to '11 avg | chg to '11 YTD |  |

Tax balance of open cases Nov to date is even with 2010, up 19% from 2009, and up 56% from 2008  
Tax balance monthly average is down 1% from 2010, up 18% from 2009, and up 54% from 2008

**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 |       |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------------|----------------|--------------|-------|
| 2008   | 25,938 | 23,093 | 27,702 | 31,537 | 27,015 | 26,199 | 27,234 | 27,027 | 32,412 | 33,831 | 30,926 | 31,245 | 344,159        | <b>28,680</b>  |              |       |
| 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        | <b>34,495</b>  | 120%         | 5,815 |
| 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        | <b>38,666</b>  | 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 |        | 419,967        | <b>38,179</b>  | 99%          | -487  |
| Registrations Nov to date are down 2% from 2010, up 12% from 2009, and up 34% from 2008<br>Registration monthly average is down 1% from 2010, up 11% from 2009, and up 33% from 2008 |        |        |        |        |        |        |        |        |        |        |        |        | 2010           | 99%            | 98%          |       |
|  |        |        |        |        |        |        |        |        |        |        |        |        | 2009           | 111%           | 112%         |       |
|  |        |        |        |        |        |        |        |        |        |        |        |        | 2008           | 133%           | 134%         |       |
|  |        |        |        |        |        |        |        |        |        |        |        |        | chg to '11 avg | chg to '11 YTD |              |       |

**CLOSED CASES**

| Jan  | Feb    | Mar    | April  | May    | June   | July   | Aug    | Sept   | Oct    | Nov    | Dec    | TOTAL  | Avg.           | % Change       | Yr-Yr AvgChg |       |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------------|----------------|--------------|-------|
| 2008   | 22,962 | 24,939 | 31,377 | 27,534 | 29,082 | 26,725 | 26,640 | 21,783 | 26,305 | 29,943 | 23,055 | 27,989 | 318,334        | <b>26,528</b>  |              |       |
| 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        | <b>33,594</b>  | 127%         | 7,066 |
| 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        | <b>39,573</b>  | 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 |        | 431,060        | <b>39,187</b>  | 99%          | -386  |
| Dispositions Nov to date are down 1% from 2010, up 18% from 2009, and up 48% from 2008<br>Disposition monthly average is down 1% from 2010, up 17% from 2009, and up 48% from 2008 |        |        |        |        |        |        |        |        |        |        |        |        | 2010           | 99%            | 99%          |       |
|  |        |        |        |        |        |        |        |        |        |        |        |        | 2009           | 117%           | 118%         |       |
|  |        |        |        |        |        |        |        |        |        |        |        |        | 2008           | 148%           | 148%         |       |
|  |        |        |        |        |        |        |        |        |        |        |        |        | chg to '11 avg | chg to '11 YTD |              |       |

**BALANCE OPEN CASES**

| Jan  | Feb    | Mar    | April  | May    | June   | July   | Aug    | Sept   | Oct    | Nov    | Dec    | Avg.   | % Change       | Yr-Yr AvgChg   |         |  |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------------|----------------|---------|--|
| 2008   | 50,735 | 48,851 | 45,085 | 48,985 | 46,870 | 46,297 | 46,811 | 51,973 | 58,005 | 61,773 | 69,574 | 72,712 | <b>53,973</b>  |                |         |  |
| 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 | <b>88,487</b>  | 164%           | 34,515  |  |
| 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 | <b>80,831</b>  | 91%            | -7,656  |  |
| 2011   | 75,199 | 71,225 | 59,203 | 60,086 | 64,024 | 61,203 | 60,107 | 61,211 | 58,886 | 61,349 | 58,553 |        | <b>62,822</b>  | 78%            | -18,009 |  |
| Open Balance Nov to date is down 23% from 2010, down 29% from 2009, and up 20% from 2008<br>Open Balance monthly average is down 22% from 2010, down 29% from 2009, and up 16% from 2008 |        |        |        |        |        |        |        |        |        |        |        |        | 2010           | 78%            | 77%     |  |
|  |        |        |        |        |        |        |        |        |        |        |        |        | 2009           | 71%            | 71%     |  |
|  |        |        |        |        |        |        |        |        |        |        |        |        | 2008           | 116%           | 120%    |  |
|  |        |        |        |        |        |        |        |        |        |        |        |        | chg to '11 avg | chg to '11 YTD |         |  |



| Board Member                 | 1st  | 2nd  | 3rd | UI   | DI  | Ruling | Tax | 1 Party | 2 Party | Total |
|------------------------------|------|------|-----|------|-----|--------|-----|---------|---------|-------|
| <b>Alberto Torrico</b>       |      |      |     |      |     |        |     |         |         |       |
| Sum                          | 510  | 519  | 11  | 956  | 70  | 7      | 7   | 408     | 632     | 1040  |
| Percent                      | 25%  | 26%  | 13% | 25%  | 28% | 32%    | 17% | 26%     | 24%     |       |
| <b>Bonnie Garcia</b>         |      |      |     |      |     |        |     |         |         |       |
| Sum                          | 451  | 464  | 13  | 859  | 51  | 8      | 11  | 333     | 596     | 929   |
| Percent                      | 22%  | 23%  | 15% | 23%  | 21% | 36%    | 27% | 22%     | 23%     |       |
| <b>Dennis Hollingsworth</b>  |      |      |     |      |     |        |     |         |         |       |
| Sum                          | 445  | 477  | 9   | 859  | 55  | 5      | 13  | 347     | 585     | 932   |
| Percent                      | 22%  | 24%  | 11% | 23%  | 22% | 23%    | 32% | 23%     | 23%     |       |
| <b>Robert Dresser</b>        |      |      |     |      |     |        |     |         |         |       |
| Sum                          | 130  | 2    | 40  | 159  | 12  | 0      | 1   | 59      | 113     | 172   |
| Percent                      | 6%   | 0%   | 48% | 4%   | 5%  | 0%     | 2%  | 4%      | 4%      |       |
| <b>Roy Ashburn</b>           |      |      |     |      |     |        |     |         |         |       |
| Sum                          | 510  | 528  | 11  | 979  | 59  | 2      | 9   | 393     | 656     | 1049  |
| Percent                      | 25%  | 27%  | 13% | 26%  | 24% | 9%     | 22% | 26%     | 25%     |       |
| <b>Total Cases Reviewed:</b> | 2046 | 1990 | 84  | 3812 | 247 | 22     | 41  | 1540    | 2582    |       |

\*Off Calendar

## Monthly Board Meeting Litigation Report - November 2011

AGENDA ITEM 9

| <u>LITIGATION CASES PENDING</u>                | <b>TOTAL = 288</b> |
|--|--------------------|
| <b>SUPERIOR COURT:</b> Claimant Petitions..... | 239                |
| Employer Petitions.....                        | 21                 |
| EDD Petitions.....                             | 3                  |
| Non-benefit Court Cases .....                  | 7                  |
| <b>APPELLATE COURT:</b> Claimant Appeals.....  | 12                 |
| Employer Appeals.....                          | 4                  |
| EDD Appeals.....                               | 0                  |
| Non-benefit Court Cases .....                  | 1                  |
| <b>ISSUES:</b> UI.....                         | 249                |
| DI.....  | 16                 |
| Tax.....                                       | 14                 |
| Non-benefit Court Cases .....                  | 9                  |

### 2011 CALENDAR YEAR ACTIVITY - Benefit & Tax Cases

| <u>LITIGATION CASES FILED</u>                  | <u>YTD</u>     | <u>November</u>     |
|--|----------------|---------------------|
| <b>SUPERIOR COURT:</b> Claimant Petitions..... | 113            | 6                   |
| Employer Petitions.....                        | 6              | 0                   |
| EDD Petitions.....                             | 0              | 0                   |
| <b>APPELLATE COURT:</b> Claimant Appeals.....  | 9              | 0                   |
| Employer Appeals.....                          | 0              | 0                   |
| EDD Appeals.....                               | 0              | 0                   |
| <br><u>LITIGATION CASES CLOSED</u>             | <br><u>YTD</u> | <br><u>November</u> |
| <b>SUPERIOR COURT:</b> Claimant Petitions..... | 70             | 10                  |
| Employer Petitions.....                        | 14             | 1                   |
| EDD Petitions.....                             | 1              | 0                   |
| <b>APPELLATE COURT:</b> Claimant Appeals.....  | 4              | 1                   |
| Employer Appeals.....                          | 0              | 0                   |
| EDD Appeals.....                               | 0              | 0                   |

### 2011 Decision Summary

| <u>Claimant Appeals</u> |          | <u>Employer Appeals</u> |          | <u>CUIAB Decisions</u> |              |             |
|-------------------------|----------|-------------------------|----------|------------------------|--------------|-------------|
| Win: 21                 | Loss: 52 | Win: 3                  | Loss: 10 | Affirmed: 62           | Reversed: 21 | Remanded: 4 |

CUIAB 11/12 Fiscal Year Overtime - SCO Report  
July 2011 through October 2011

| Branch       | FY Y-T-D Decision Typing |                    | FY Y-T-D CTU Typing |                    | FY Y-T-D Registration |                     | FY Y-T-D Other  |                     |
|--------------|--------------------------|--------------------|---------------------|--------------------|-----------------------|---------------------|-----------------|---------------------|
|              | Hours                    | Pay                | Hours               | Pay                | Hours                 | Pay                 | Hours           | Pay                 |
| Appellate    | 364.30                   | \$9,323.00         | 918.50              | \$27,960.24        | 715.80                | \$19,668.41         | 783.90          | \$19,540.56         |
| Admin        | 40.75                    | \$1,604.34         | 0.00                | \$0.00             | 0.00                  | \$0.00              | 571.00          | \$25,314.27         |
| IT           | 0.00                     | \$0.00             | 0.00                | \$0.00             | 0.00                  | \$0.00              | 911.25          | \$37,310.25         |
| Exec         | 20.00                    | \$872.82           | 0.00                | \$0.00             | 238.00                | \$10,603.64         | 79.50           | \$2,461.48          |
| Field        | 353.00                   | \$10,829.40        | 0.00                | \$0.00             | 3,769.25              | \$111,751.18        | 3,917.25        | \$118,020.22        |
| <b>Total</b> | <b>778.05</b>            | <b>\$22,629.56</b> | <b>918.50</b>       | <b>\$27,960.24</b> | <b>4,723.05</b>       | <b>\$142,023.23</b> | <b>6,262.90</b> | <b>\$202,646.78</b> |

| 11/12 Fiscal Year-to-Date Total Overtime Expenditures |                     |                    |                                  |                     |                     | FY 11/12 FY Projections            |  |
|---|---------------------|--------------------|----------------------------------|---------------------|---------------------|------------------------------------|--|
| Branch  | 11/12 FY Allocation | Year-to-Date Hours | Year-to-Date Position Equivalent | Year-to-Date Pay    | Allocation Balance  | Estimated Expenditures Over-/Under |  |
| Appellate   | \$52,599.00         | 2,782.50           | 1.34                             | \$76,492.21         | <b>-\$23,893.21</b> | <b>-\$176,877.63</b>               |  |
| Admin   | \$90,306.00         | 611.75             | 0.29                             | \$26,918.61         | \$63,387.39         | \$9,550.17                         |  |
| IT  | \$123,050.00        | 911.25             | 0.44                             | \$37,310.25         | \$85,739.75         | \$11,119.25                        |  |
| Exec  | \$21,977.00         | 337.50             | 0.16                             | \$13,937.94         | \$8,039.06          | <b>-\$19,836.82</b>                |  |
| Field Operations                                      | \$864,113.00        | 8,039.50           | 3.87                             | \$240,600.80        | \$623,512.20        | \$142,310.60                       |  |
| <b>Total</b>  | <b>1,152,045.00</b> | <b>12,682.50</b>   | <b>6.10</b>                      | <b>\$395,259.81</b> | <b>\$756,785.19</b> | <b>-\$33,734.43</b>                |  |
| Actual Monthly Average Personnel Year                 |                     |                    |                                  |                     |                     | 18.30                              |  |

| 11/12 Fiscal Year-to-Date Lump Sum Payout<br>July 2011 through October 2011 |                    |                                  |                     |  |
|---|--------------------|----------------------------------|---------------------|--|
| Branch  | Year-to-Date Hours | Year-to-Date Position Equivalent | Year-to-Date Pay    |  |
| Appellate   | 477.70             | 0.23                             | \$12,940.82         |  |
| Admin   | 774.80             | 0.37                             | \$21,777.87         |  |
| IT  | 0.00               | 0.00                             | \$0.00              |  |
| Exec  | 783.00             | 0.38                             | \$48,283.51         |  |
| Field Operations  | 2,226.20           | 1.07                             | \$98,864.34         |  |
| <b>Total</b>  | <b>4,261.70</b>    | <b>2.05</b>                      | <b>\$181,866.54</b> |  |



**CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD**  
**SPECIAL PROJECTS MATRIX**  
 December 2011

California's economy is globally ranked with approximately 1.0 million business owners and 15.9 million workers. Currently, California, along with the nation, is experiencing an immense economic downturn with 2.1 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  |
|---|------------------|----------|---|---|---|
| <b>EDD/CUIAB Appeal Co-Location Pilot</b><br>Exploring the co-location of four CUIAB staff at EDD's LA PAC to streamline appeals registration processing.   |                  | High     | Developed scope with EDD 07/2010<br>Connectivity established 08/2010<br>Equip installed 08/2010<br>Train staff 09/20/2010<br>Launch Pilot 09/27/2010<br>Suspended due to freeze 10/04/2010<br>Relaunch 06/13/2011 | <ul style="list-style-type: none"> <li>- Reduce claimants' &amp; employers' wait time for hearing decisions.</li> <li>- Resolve appeal registration issues in a timely manner.</li> </ul> | Scanning for 2 FOs - Pasadena & LA. IT provided cost estimate to potentially expand sites. Recommend staffing up LA Pilot for statewide evaluation. Expansion pending hiring freeze exemptions. |
| <b>US Department of Labor Taskforce</b><br>For nine years, CUIAB has failed to meet US DOL timeliness standards for UI appeals. California is ranked 51 <sup>st</sup> among 53 states and US territories on time lapse and case aging standards. In late 2008, US DOL placed CUIAB under a corrective action plan with oversight by a taskforce of US DOL, EDD & CUIAB representatives. |                  | High     | Appeal program review 07/27-31/2009<br>DOL report 02/05/2010<br>LWDA response 03/10/2010<br>Two yr At Risk CAP 07/15/2010<br>Site visit 07/27/2011  | <ul style="list-style-type: none"> <li>- Meet DOL time lapse measures.</li> <li>- Meet DOL case age measures.</li> </ul>  |   |
| <b>CUIAB Network Upgrade</b><br>This upgrade will double the bandwidth for faster processing of appeal data and information for ALJs and staff.   | Rafael Placencia | High     |   | <ul style="list-style-type: none"> <li>- Reduce processing time for appeals data flow and document saving.</li> </ul>   | Meeting with EDD IT to explore options & alignment with Agency network consolidation efforts. Design plans are completed.   |

**TECHNOLOGY**

| Project & Description   | Lead             | Priority | Milestones   | Goals   | Status   |
|---|------------------|----------|--|---|--|
| <p><b>Digital Imaging</b><br/>EDD mails hard copy documents to CUIAB when an appeal is filed. CUIAB will collaborate with EDD to image documents and records relating to all appeals and design an electronic exchange.</p>   | Lori Kurosaka    | High     | <p>Kick off 11/2010<br/>FSR completion 02/2011<br/>Potential BCP 02/2011<br/>Procurement 04/2011<br/>FSR in review 03/14/2011<br/>FSR in review 11/30/2011</p>   | <ul style="list-style-type: none"> <li>- Reduce paper files prepared &amp; sent by EDD.</li> <li>- Increase information security.</li> <li>- Reduce paper file storage space needs &amp; costs at CUIAB.</li> <li>- Reduce postage costs.</li> <li>- Increase federal performance.</li> </ul> | <p>DOL approved funding at \$354,000 for planning phase only. Project and procurement strategy approved by LWDA &amp; EDD. Six week start delay due to OCIO approval. Request to EDD programs for estimated project costs in 01/2011. Narrative revisions completed per Agency comments in May 2011. EDD cost estimates received 09/09/2011. Project team met with EDD 10/24 to review and clarify assumptions for their costs. Validated EDD overestimated on their costs. Working with EDD to refine the cost estimates.</p> |
| <p><b>Electronic Appeal Decisions</b><br/>CUIAB Field staff manually sort and prepare appeal decisions for mailing to the appellants and EDD. CUIAB and EDD are jointly developing electronic solutions for the transfer of appeal decisions to all EDD programs.</p> | Lori Kurosaka    | High     | <p>EDD/CUIAB workgroup launched 08/18/2009<br/>Unsys contract award 01/2010<br/>Phase I implementation 04/14/2010 (second level)<br/>Phase II design 05/03/2010 (first level)<br/>Phase II implementation 09-10/2010<br/>Phase III tax implementation 10/21/2011</p> | <ul style="list-style-type: none"> <li>- Reduce claimants' &amp; employers' wait times for benefits and adjustments.</li> <li>- Reduce postage and paper costs.</li> <li>- Increase information security for claimants &amp; employers.</li> </ul>  | <p>Phase III delayed due to EDD's ACES implementation and DI staffing constraints on 11/2010, 01/2011, 03/2011, 04/2011 &amp; 05/2011. Participated in three design sessions 07/08/2011 with EDD Tax, DI &amp; IT. DI/PFL testing began 11/28/2011 with implementation anticipated early 01/2012.</p>  |
| <p><b>Electronic Case Management</b><br/>CUIAB's case tracking database is 10 years old and cumbersome to manage the current workload volume. CUIAB is collaborating with LWDA &amp; EDD to develop an integrated case management system.</p>                         | Lori Kurosaka    | On Hold  | <p>LWDA, EDD &amp; CUIAB approved FSR &amp; project strategy in 10/2010. Kick off 05/2011.</p>   | <ul style="list-style-type: none"> <li>- Receive appeals case documents electronically from EDD.</li> <li>- Eliminate internal mailing of case documents</li> </ul>   | <p>DOL approved funding at \$404,000 for the planning phase only. EDD is too busy to participate in FSR development. FSR is complete and on-hold to complete imaging project first as of 09/2011.</p>  |
| <p><b>Expand Auto Dialer Hearing Reminder</b><br/>Adding email and cell phone text features for supplemental hearing notifications.</p>   | Rafael Placencia | High     | <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"> <li>- Increase hearing attendance rate &amp; productivity.</li> </ul>  |  |
| <p><b>Field Office Technology Enhancements</b><br/>CUIAB is investing and testing use of larger sized monitors for hearing rooms and provide second monitors for support staff to toggle into SCDB without interrupting their CATS displays.</p>                      | Rafael Placencia | Medium   | <p>Complete procurement 02/2011.</p>   | <ul style="list-style-type: none"> <li>- Improve readability of documents on screen.</li> </ul>   | <p>Hardware deployment continues.</p>  |

**TECHNOLOGY cont.**

| Project & Description  | Lead                               | Priority                                      | Milestones   | Goals  | Status  |
|--|------------------------------------|---|--|--|---|
| <b>Field Office Telephone Tree</b><br>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.                   | Rafael Placencia                   | Medium  | Develop standard automated phone tree to be used for all FO's<br>Pilot new phone tree in the Inland FO | <ul style="list-style-type: none"> <li>- Reduce claimants &amp; employers time on phones.</li> <li>- Standardize hearing information provided by phone.</li> </ul>   | Standard phone tree design completed. Pilot began in the Inland FO. IT & Admin are developing evaluation tool to measure pilot effectiveness. |
| <b>Hearing Scheduling System</b><br>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. | Lori Kurosaka<br>Faye Saunders     | High  | Charter & scope completed.<br>Kick off 10/14/2010.<br>Requirements 2/2011.                             | <ul style="list-style-type: none"> <li>- Reduce claimants &amp; employers wait time for hearing decisions.</li> <li>- Provide easier electronic process for staff to calendar hearings or schedule cases.</li> </ul>               | AO is in testing. Implementation anticipated in 12/2011. Started business requirements gathering in Field Operations.                         |
| <b>LWDA Network Consolidation</b><br>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.                                     | Rafael Placencia                   | Medium  | LWDA Workgroup develops migration plan.<br>Consensus on migration plan.<br>Implementation              | <ul style="list-style-type: none"> <li>- Improve IT efficiency &amp; effectiveness.</li> <li>- Improve security.</li> <li>- Reduce IT costs by using shared service models.</li> <li>- Reduce greenhouse gas emissions.</li> </ul> | The migration plan is completed and a cost model has been developed.  |
| <b>Personal Productivity &amp; Mobility Pilot for Board Members, Appellate &amp; Senior Staff</b><br>Testing use of new mobile, paperless technology with Board Members, six Appellate ALJs, and Senior Staff.                   | Rafael Placencia                   | <b>On Hold</b><br>due to air card limitations | OCIO approval for procurement.<br>Testing equipment with Board.  | <ul style="list-style-type: none"> <li>- Reduce the use of paper for board appeal processing and board meetings.</li> </ul>  | Scoped down due to GO directive on cell phone (air card) reductions.  |
| <b>Printer Standardization</b><br>Standardizes the use of printers throughout the organization as they are replaced. This will reduce maintenance and toner costs through the printers lives.                                    | Rafael Placencia                   | Medium  |  | <ul style="list-style-type: none"> <li>- Reduce maintenance &amp; support costs.</li> <li>- Reduce toner costs.</li> </ul>   | Researching feasible equipment. Standards are in place for light, heavy, color, and multi-function printers.                                  |
| <b>VOIP Telephony</b><br>CUIAB is exploring use of Voice Over Internet technology to provide lower cost telecommunications.  | Rafael Placencia<br>Janet Maghrite | <b>On Hold</b>                                | 09/17/2011 Completed 23out station hearing facilities.   | <ul style="list-style-type: none"> <li>- Elimination of long distance toll calls</li> <li>- Consolidation of telecommunications support areas.</li> </ul>  | 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><b>Archive File Document Conversion</b><br/>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<br/>Pat Houston</p>                     | <p>High</p> | <p>MSA vendor contract executed 01/2010.<br/>OC, Inland, LA, Oxnard, San Jose, San Diego, LA, Sacto, SF, Appellate complete<br/>Vendor quality checks 04/05, 05/06, 08/19.<br/>Vendor quality check 05/09</p> | <ul style="list-style-type: none"> <li>- Recapture real estate space for ALJ offices and hearing rooms.</li> <li>- Priority conversion for OC, Inland, LA, San Jose &amp; Oxnard.</li> </ul>                             | <p>FO staff are prepping final conversion of files through 2011. Extended vendor contract to 12/31/2012.</p>   |
| <p><b>Judicial Advisory Council</b><br/>Established an advisory council of two Presiding Judges &amp; three ALJs to seek input on major technology development.</p>   | <p>Lori Kurosaka<br/>Janet Maglente</p>                  | <p>High</p> | <p>07/2011-Completed business requirements for case management system.</p>  | <ul style="list-style-type: none"> <li>- Design comprehensive technology systems with input from judicial users.</li> </ul>  | <p>Conducting market research with software system demos. Identifying successful county court systems to tour and observe. Will revisit imaging requirements. Updated business requirements with judges input.</p> |
| <p><b>Performance Management Tools for Board &amp; Leadership</b><br/>Develop additional reporting tools that the Board &amp; 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 Maglente</p>                                    | <p>High</p> | <p>Business case metrics for imaging<br/>Business case metrics for case management<br/>Tested report template designs with IT.</p>  | <ul style="list-style-type: none"> <li>- Design comprehensive technology systems with input from staff users.</li> </ul>   | <p>Designing &amp; testing Appellate Operations cycle time and case aging reports. Field Operations performance indicator reports are complete.</p>  |
| <p><b>Staff Advisory Council</b><br/>Established an advisory council of six Field Operations staff and two Appellate staff to seek input on major technology development.</p>   | <p>Lori Kurosaka<br/>Janet Maglente</p>                  | <p>High</p> |   | <ul style="list-style-type: none"> <li>- Design comprehensive technology systems with input from staff users.</li> </ul>   | <p>First meeting delayed due to additional state travel restrictions. First assignment is to redesign appeal forms as smart forms.</p>   |
| <p><b>Transforming GUIAB</b><br/>Engage a consultant to help plan and guide the leadership team through organizational change management. A consultant will assist with defining organizational structure, proactive communications with stakeholders, identify staff skill sets needed for new technology, etc. to maximize user acceptance of new technology.</p> | <p>Rafael Placencia<br/>Pam Boston<br/>Lori Kurosaka</p> | <p>High</p> | <p>Release RFO 03/18/2011<br/>Rerelease RFO 05/12/2011<br/>Bids due 05/31/2011.<br/>Intent to award 06/10/2011.<br/>Deliverable 1 completed 10/2011.</p>  | <ul style="list-style-type: none"> <li>- Plan, design and implement organizational design for the large scale technology projects.</li> <li>- Plan and coordinate communications with all stakeholder groups.</li> </ul> | <p>First deliverable project plan in review with steering committee. Will hold training leaders summit 12/20/2011. Visiting with CALPERS on 12/20/2011 to see how they are implementing change mgmt.</p>           |