



With the continuing absence of our trainer, PALJ Lillian Waters, reported at the last Board meeting, we have postponed the Regional Training from February to May, 2011.

The open caseload as of October 8, 2010 stands at 78,119 cases. However, unverified appeals are at 15,108 cases, much higher than normal due to the lack of support staff to process those appeals. ALJ productivity is very good, over 10,000/week. The typing hub numbers have risen significantly, to 3,088 jobs, due to the restriction on overtime.

Average case age in September was 44 days, a jump from the prior month and the longest since November 2008. We are currently closing 73% of our cases within 90 days, and 15% of our cases within 45 days.

Vice Chair Plescia voiced his concern on the overtime issue and its impact on processing the cases for our judges. Chair Garcia added that the decision is within the prerogative of the Administration, but we will continue to try and convince them that it is in the best interest of the State of allow CUIAB to utilize overtime, especially since EDD is being allowed to use overtime.

Chief ALJ/Acting Executive Director Roldan added that one very concrete casualty of the loss of overtime was our need to pull the plug on the co-location project. That was the project that we were co-locating CUIAB employees at the EDD LA PAC to scan in files and send them to our office to try and speed the appeal process.

**7. Special Assistant to the Board, Lori Kurosaka Report:**

Special Assistant to the Board Lori Kurosaka reported on four projects. The electronic transmittal process for both field and appellate decisions has been fully implemented as of October 7, 2010. This is totally transparent to the CUIAB staff, and EDD is very happy also, as it delivers decisions directly to their PC's for implementation first thing in the morning. We have been transmitting about 2,100 decisions a night, equivalent to about 20 reams of paper a day. CUIAB no longer has to sort, fold and mail those decisions to EDD.

The field co-location pilot was launched on September 27 and saw positive results in the first week. The process really accelerated the registration and verification of cases. As reported by Chief ALJ/Acting Executive Director Roldan, we had to terminate this pilot due to the overtime restrictions.

We are reviewing the final report from the North Highlands group on the Business Process Reengineering project and hope to have a presentation on the recommendations very shortly. We will be using their deliverables in the next phase of writing the business case and procurement strategy for the imaging project.

We are launching an in-house electronic tool to help calendar hearings for the staff. IT staff will work with the program staff to fill all the business requirements for that solution.

DOL approved our DOL technology grant in the amount of \$337,000 for the business process reengineering project, so that project is fully funded.

**8. Chief ALJ, Appellate Operations Branch, Jorge Carrillo Report:**

Chief ALJ/AO Jorge Carrillo reported that in September we registered 3,089 board appeals, issued 2,647 decisions and ended with an open balance of 3,591 cases. The normal appeal rate is around 6% but in the last two months it has been at 7.8% and 7.5%, respectively. AO met all three of the DOL time lapse standards, closing 87% of our cases within 45 days; 97% within 75 days and 100% within 150 days.

**9. Chief Information Officer, Rafael Placencia Report:**

IT Manager Faye Saunders reported on behalf of CIO Placencia who was out on jury duty.

Accelerated Decision Notification to EDD – The decisions are being transferred to EDD at night, and in well less than an hour, as compared to 2-5 days before.

ALJ Mobility Pilot, distribution of laptops to ALJ's – The offices that are completed are: San Francisco, Oakland, Fresno, and Oxnard. Sacramento and San Jose are next, then they will move on to the Southern California offices.

Expanded Auto Dialer Hearing Reminder – Fully implemented in September, using email to send hearing notification to claimants.

Vice Chair Placencia asked if we can get a read-receipt. IT Manager Saunders responded that if we allowed return e-mails, it would overwhelm our system and frustrate parties who would seek additional information by e-mail.

Automated Hearing Scheduling System – Phase I will cover the scheduling system for AO calendaring and Phase II will move to FO. The charter has already been signed; sponsors and team have been identified.

VOIP Telephony – Delayed due to hardware purchase and travel issues, but Oxnard will be the first site. We also have developed a new web-based tracking system for the Chief Counsel's office.

Executive Order S/03-10, which became law via AB 2048, requires statewide consolidation of such services as: email, IT facilities, servers, storage and backup, network security, green IT monitor energy use, and disk standardization. All agencies must begin migrating their existing network services by July 2011. IT is

on top of this and getting direction from the control agencies.

In response to inquiry by Chair Garcia about the effectiveness of the Auto Dialer system, Chief ALJ/Acting Executive Roldan responded that the no show rate used to be around 30%, but now it has dropped into the low 20s, thus very effective. The system cost was a mere \$16,000.

**10. Deputy Director, Administrative Services Branch, Pam Boston Report:**

Deputy Director Pam Boston reported the passing of Cathy Thornton, with Administration Branch since January 2002, and the retirement of Susan Williams, one of their most knowledgeable employees.

Regarding facilities, Chula Vista moved October 8, and both Murrieta and Southern RSU moved on September 17.

Administration Branch is working with EDD to borrow some of their non-UI staff to assist in our field offices.

**11. Chief Counsel's Report:**

Chief Counsel Ralph Hilton reported that we are carrying 274 cases, with 8 new cases last month and 11 cases closed. The Board Members' workload jumped significantly last month, to over 40 cases a day per member.

We are currently looking at our regulations which deal with applications to vacate decisions at the field level, to streamline that process along the same lines as the recent regulation changes at the appellate level. This would help expedite the appeals process, again toward maximizing resources and meeting time lapse.

**12. Unfinished & New Business**

Status of Decision Review Pursuant to CUIIC 406(b)

Chief ALJ/Acting Executive Roldan stated that there is nothing to report under 406(b). The Presiding Judge that was selected to head the 406(b) mission is still assigned in Oakland because we were not able to fill the Oakland PJ position due to the hiring freeze.

Regional Support Unit Restructure

Chief ALJ/Acting Executive Roldan commented now that RSU has moved into its new location, this is the appropriate time to sit down and discuss with the LSSII and Presiding Judge over that unit what sort of workflow restructure will best work for them.

2010/11 Budget

Ms. Renee Erwin and Mr. Rob Silva made a PowerPoint presentation on the 2010/2011 budget (See Attachment).

Chair Garcia stated that the only modification that she would make to the proposed budget is she would not give up the overtime, there are realized savings of a half million dollars that we want to put into reserves so it is available if needed. If we have any adjustments or modifications as a result of the on-going labor negotiations, we can amend the budget later. With those changes we have a motion to adopt the budget with the amendment to take back the half million.

The budget was unanimously approved by all Board Members.

**13. Public Comment:**

None

**14. Closed Session:**

The Board went into closed session. No votes were reported.

**Adjournment**