

**MINUTES  
FOR THE REGULAR MEETING  
CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD  
Docket No. 5531**

**1. Opening of Meeting:**

The Appeals Board convened at 9:00 a.m., November 1, 2010, in Sacramento, with Chairwoman Bonnie Garcia presiding.

**2. Roll Call: Members**

**Present**

**Absent**

Bonnie Garcia, Chair

x

George Plescia, Vice Chair

x

Liz Figueroa

x

Cindy Montañez

x

Sharon Runner

x

**3. Chair's Report:**

Chair Garcia reported that they have not been able to attack the workload as aggressively as she would like due to the hiring and overtime restrictions, but staff is still working as hard as they can, for which she thanked them.

**4. Board Member Reports:**

Vice Chair Plescia attended the AO/ALJ luncheon meeting and had a friendly and informative exchange with the ALJs. He thanked them all for their hard work.

**5. Unfinished & New Business**

2010/11 Budget – sidelined

**Informational Reports by Senior Staff:**

Chief ALJ/Acting Executive Director Alberto Roldan reported that the Tax Unit has instituted a new process, setting hearing readiness conferences on all tax cases. They expect many cases will be screened out at that stage, and for those that go to hearing, the issues will be better defined and streamlined to make the hearing more efficient.

Now that travel has been reinstated they are planning for travelling masses to deal with the workload in areas with significant inventory. Overall, workload is sitting at 77,159 cases as of October 22, 2010 in all categories. The backlog of unemployment insurance cases is below 65,000 for the first time since 2008 so we are making some progress, as the Chair noted, although the progress would be

much better if we could utilize overtime and out-of-class assignments. However, we now have a backlog of over 14,000 cases in the hub, which has hurt our ability to put together mass calendars and the floating calendars. As a consequence Chief ALJ/Acting Executive Director Roldan told the Presiding Administrative Law Judges to cease the floating calendars also to make adjustments to the mass calendars based on the inventory that we have available.

Chief ALJ/AO Jorge Carrillo reported that for the month of October we registered 2,658 cases and had 2,858 dispositions. The open balance of cases is at 3396. The case aging number was 28, 12<sup>th</sup> in the nation. We received an email from DOL complimenting our performance during the last year. We also met all time lapse standards, closing 86% of our cases within 45 days of the appeal date, 98% within 75 days, and 100% within 150 days. AO mass calendars are being suspended for two months to give staff time to work on the paperless project.

Deputy Director Pam Boston reported that CUIAB has been able to borrow some staff from EDD to help with the workload in the absence of overtime authority: three staff in Oakland, two in Inglewood, one in San Diego and one in Sacramento. Several promotional examinations are currently in progress: Legal Supervisor I and II, Executive Secretary II, and Staff Services Analyst. In addition, examinations will be conducted before the end of the year for: Associate Business Management Analyst, Business Services Officer II, and Administrative Law Judge II.

Research Coordinator Janet Maglinte is standing in for Special Assistant Lori Kurosaka. She introduced Ron Dickson of North Highlands to give an update on the Enterprise Appeals project.

Project Manager Ron Dickson of North Highlands reported that all BPR project deliverables have been completed. A briefing session with CUIAB and EDD executives was conducted on the October 20. The team has not transitioned into feasibility study report development; they have focused on imaging and workbook and planning for organizational change management.

Project Manager Dickson reported on the solution that the team came up, as outlined in the diagram and consisting of four dimensions: technology, process, information sharing and organizational change. From the technology perspective they believe that the Board improves the performance through the use of imaging workflow and also the case management in creating a web presence that allows interaction external for that technology to achieve its greatest benefits; however, we do not want to automate existing processes. Current processes will need to be modified to receive the biggest benefit from those technologies. As we modify processes then we need to deal with organizational changes. The other thing they identified early on is that there is not complete information sharing between EDD and the Board. That lack of information sharing hinders the performance of both organizations, which is addressed in the Stage 4 recommendations.

Research Coordinator Maglinte reported they are developing a forms improvement workgroup so that the new forms can be read digitally as we implement the imaging and workflow plan. In addition, we are implementing the performance measurement plan. In the packet you will find a one-page summary of the key performance indicators that North Highlands has recommended. Those performance measures do not replace existing reports and data. As part of this effort, they are currently surveying support staff on the time taken for each step of the appeals process.

Research Coordinator Maglinte advised that there has been a two-month delay on the feasibility study report for an appeals form revision due to contract clearance pending with the OCIO. Chair Garcia stated that this type of delay is unacceptable, and asked that Ms. Maglinte make another call to that office and involve her if necessary.

The Single Client Database training has been piloted, and we will eventually have three staff in each field office and appellate who can access EDD's Single Client Database.

Chief Information Officer Rafael Placencia reported on the following IT projects:

1. CUIAB Network Upgrade – this project will improve performance for remote access users who are working offsite.
2. Field Office Hearing Room Technology Pilot – moving towards a paperless environment, using Sacramento as a test site. The goal is for a hearing process that is completely paperless, using electronic case files in the hearing.
3. Information Technology Branch Upgrades – upgrading the technology at our worksites.
4. Performance Measurement Capacity Building – to support the analytical group that was developed in house.
5. Personal Productivity Tools for Support Staff – this project will bring in another monitor for the support staff so that they can work with electronic files.

Chair Garcia asked about using larger monitors with a split screen rather than two separate monitors. CIO Placencia replied that right now we have 15 inch and 17 inch monitor for most support staff and we don't have the bigger screens for them. CIO Placencia replied that this is an alternative that could be considered.

6. Personal Productivity & Mobility Pilot for Board Members, Appellate & Senior Staff-the paper that is in front of you now would be replaced with a tablet type device.
7. Printer Standardization –standardization would result in better efficiencies.
8. Transforming CUIAB Consultant – The idea here is to bring in a change management consultant to improve CUIAB's management structure.
9. WAN Circuit Conversion for Out-Station Facilities – update the remaining 14 sites to a higher speed network and so everybody on the same circuit type.

10. Workstation Refresh Plan – remove ALJs’ office computers and just use those computers that are removed for field operations. The change in the plan of just leaving those PCs within the ALJ offices has forced us to seek funding for replacement.

CIO Placencia reported that the last item is earmarking \$8 million for Enterprise Appeals Imaging and Workflow. The idea is to allocate the funding as we move forward with the efforts that have going with the Paperless Project.

Chair Garcia asked where we would get the \$8 million. Deputy Director Pam Boston responded that we have identified savings in the 2010/11 budget. We are saving about \$670,000 a month in overtime and our vacant positions due to the freeze. In addition, in the 2009/10 budget we have a surplus of about \$20 million which DOL indicated we could carry into future years as long as it was used on IT projects. With the \$20 million from last year and the \$670,000 per month savings for this period of time we have enough money to fund the IT projects.

Chair Garcia commented that we are at this point earmarking it without specifics on it so that we will come back with a budget that is specifically planned.

Chair Garcia asked for a Motion for the budget change request. Motion was unanimously approved by all members present.

Chief Counsel Ralph Hilton reported on litigation front that we were able to close out 31 cases last month for lack of prosecution. We received seven new cases last month. We are working on streamlining the process and getting these cases in and out as fast as possible in order to keep workload down.

**6. Public Comment:**

None

**7. Closed Session:**

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

**Adjournment**