



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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January 11, 2013

To: Board Members

January 2013 Summary Report of Executive Director and
Chief Administrative Law Judge Alberto Roldan

1. Office of the Chief

- Assistant Chief and Presiding Administrative Law Judge Meetings will occur from January 22-24.
- The PALJ positions in the Orange County, Oakland and San Jose Offices have been filled.

2. Snapshot of Field Operations performance through December 2012

December 2012 Workload and Performance: Intake was very low in December. The number of new cases [27,469] was below 30,000 for the first time in more than three years, and represented the fewest monthly appeals since August 2008. The number of closed cases [33,674] was 7% below the average for 2012 but exceeded the intake significantly. As a result, the open inventory [40,048] fell by more than 6,000 cases last month and has been reduced by more than 11,000 cases during the past three months. The number of open cases is the lowest it has been since March 2012.

For 2012, the field verified 419,057 new cases in all programs. This represented a reduction in intake of 8% from 2011 and 10% from 2010. This still was more cases than were verified in any year before 2010. During this year, the field issued 432,999 decisions. This was down 7% from 2011 and 9% from 2010, but was 7% more than 2009 when we verified 413,935 new cases. The open inventory fell by 16,000 cases in 2012. This was the 3rd year in a row in which the open inventory has been successfully reduced. During those three years, the caseload has been cut by more than one-half.

Case Aging and Time Lapse: Average case age at the end of December was 27 days, the same as November. 30-day time lapse declined slightly to 48%. This is the first time it has been less than

50% since July. 45-day [83%] and 90-day time lapse [97%] both exceeded DOL requirements. Time frames for the non-time lapse UI cases continue to be substantially longer. 8% of the non-time lapse UI decisions were issued within 30 days, 26% went out within 45 days and only 88% within 90 days.

For the year, there was substantial progress in the timeliness measures. At the end of 2011 the average case age was 36 days and in 2012 it improved to 27 days. During the same period, 30-day time lapse went from 4% to 48%. 45-day time lapse went from 21% to 83%. 90-day time lapse did not have far to go but still improved from 96% to 97%.

Cycle Time: The UI cycle time in December was 45 days from date of appeal to issuance of the decision. This was up three days from the performance in November. Delays occurred in every cycle period except the time for EDD to process the appeal and the time from hearing to decision. Inland and Pasadena are at or above 50 days, although the latter office has been consistently reducing the cycle time for the past two months. The cycle time for DI appeals was reduced from 77 to 75 days last month. Over the past year, the UI cycle time has been reduced from 58 to 45 days. There has been improvement at each step of the way, except for processing by EDD, which has consistently been 5 days.

Unemployment Insurance (UI) for October: In December, new UI cases [26,393 cases; 15,070 appellants] were down 20% from the average for 2012, and represented the fewest new cases since August 2008. The number of closed cases [32,269 cases; 18,426 appellants] was 6% below average but still outnumbered new cases by almost 5,900. This was the third consecutive month in which the open inventory [30,853 cases; 17,617 appellants] was reduced. Except for the incongruous figures from March 2012, this is the smallest the caseload has been since May 2007.

For all of 2012, the field verified 397,646 new UI cases [227,056 appellants]. This was a reduction in intake of 7% from 2011 and 9% from 2010. The new cases received represented more appeals than any year other years besides 2010-11. In 2012, the field issued 410,879 UI decisions [234,612 appellants]. This was down 7% from 2011 and 8% from 2010. As a result, the open inventory has fallen by one-third during the past twelve months, by 57% during the past three years, and by 63% from the high-water mark in September 2009.

Disability Insurance (DI) for October: In disability, the number of new cases [754] was 39% below the norm for 2012. DI intake has been steadily falling and this was the second straight month where we processed fewer than 1,000 new cases. Although the field issued 17% fewer DI decisions [1,039] than the average for 2012, the open balance [1,379] was reduced for the third consecutive month. The number of open disability cases has never been smaller.

For all of 2012, the field verified 14,725 new DI cases. This represents 15% fewer appeals than in 2011 and was the lowest intake in history. In fact, the number of DI cases has fallen in eight of the past ten years. We now received just slightly more than half of the number of disability cases we received ten years ago. In 2012, 15,088 DI decisions were issued. This is down 15% from the previous year, but still exceeded intake. This was the fourth consecutive year in which the inventory has been reduced. It is only 45% as large as it was four years ago.

Tax and Rulings for October: Intake was very slow in rulings for the second straight month with new cases [93] less than a third of their normal number. Closed cases [146] were also significantly below normal, but exceeded intake for the third straight month. The open inventory [4,104] is at an

eight month low. For the year, there were 3,844 new ruling cases, which is down 10% from 2011 and 32% from 2010. In 2012, we issued 3,278 decisions, which is down 39% from 2011 and 43% from 2010. This was the first time since 2009 in which the open inventory of ruling cases went up.

In December, intake for tax [214 cases] was almost identical to November. However, the number of decisions [195 cases] fell to their lowest level since July 2011. This was the first month since July 2012 in which the inventory grew. It is now at exactly the same number it was at the end of October. For all of 2012, there were 2,578 new tax petitions. This was almost identical to the number in 2011. During the year, we issued 3,473 decisions. This was an increase of 22% from 2011 and 136% from 2010, and represents a new annual record. The open balance of tax cases has fallen by 20% over the past year and 25% over the past two years.

FIELD OPERATIONS - REPORT SUMMARY

STATEWIDE		2012												Average	STATEWIDE	Total				
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Current Mo.		Appellants	Current Mo.	Average	Total
WORKLOAD																% of Avg.		Current Mo.	Average	Total
	New Opened Cases																			
	UI TL	33,339	30,233	36,391	33,590	34,531	31,871	32,132	37,791	33,363	36,746	31,266	26,393	33,137	80%	397,646	15,070	18,921	227,056	
	DI	1,395	1,490	1,611	1,256	1,362	1,382	1,206	1,122	1,233	1,069	845	754	1,227	61%	14,725				
	Ruling & T-R	168	213	714	555	571	407	207	399	185	295	37	93	320	29%	3,844				
	Tax	346	141	196	117	78	335	253	229	254	200	215	214	215	100%	2,578				
	Other	14	32	32	21	34	17	22	19	24	20	14	15	22	68%	264				
	Total	35,262	32,109	38,944	35,539	36,576	34,012	33,820	39,560	35,059	38,330	32,377	27,469	34,921	79%	419,057				
	Multi Cases		13	180	30	9	13	15	54	5	5	2								
	Closed Cases																			
	UI TL	33,604	37,167	44,615	28,383	34,802	31,915	30,672	35,346	30,299	38,963	32,844	32,269	34,240	94%	410,879	18,426	19,551	234,612	
	DI	1,334	1,547	1,456	1,424	1,460	1,140	1,079	1,220	999	1,452	938	1,039	1,257	83%	15,088				
	Ruling & T-R	468	436	258	238	192	144	215	294	157	305	425	146	273	53%	3,278				
	Tax	227	352	322	492	267	217	236	290	284	357	234	195	289	67%	3,473				
	Other	32	19	41	17	22	21	24	29	13	29	9	25	23	107%	281				
	Total	35,665	39,521	46,692	30,554	36,743	33,437	32,226	37,179	31,752	41,106	34,450	33,674	36,083	93%	432,999				
	Multi Case/Cmnt	1/3		4/9	2/4	43/236	2/8	1/4	3/8	2/5	7/52		2/6							
	Balance - Open Cases																			
	UI TL	45,315	38,225	29,603	34,674	34,327	34,188	35,578	37,843	40,820	38,495	36,792	30,853	36,393	85%		17,617	20,780		
	DI	1,815	1,757	1,905	1,734	1,636	1,877	2,005	1,906	2,139	1,755	1,663	1,379	1,798	77%					
	Ruling & T-R	3,247	3,021	3,477	3,788	4,168	4,431	4,424	4,530	4,558	4,547	4,159	4,104	4,038	102%					
	Tax	4,711	4,498	4,371	3,995	3,803	3,918	3,931	3,871	3,841	3,683	3,664	3,683	3,997	92%					
	Other	25	39	32	37	48	44	42	33	44	35	40	29	37	78%					
	Total	55,113	47,540	39,388	44,228	43,982	44,458	45,980	48,183	51,402	48,515	46,318	40,048	46,263	87%					
	Multi Cases		13	256	275	9	10	17	56	51	6	8								
	Time Lapse																			
	30 TL % (60)	5	7	16	35	45	41	42	50	50	53	58	48	38	128%					
	45 TL % (80)	17	33	61	80	83	85	83	83	85	81	85	83	72	116%					
	90 TL % (95)	94	95	98	99	99	98	98	98	98	98	97	97	97	100%					
	CASE AGE																			
	Average Days UI (mean)	35	29	23	26	24	25	26	23	27	26	27	27	27	102%					
	Average Days UI (median)	33	27	22	23	22	23	22	21	24	22	23	24	24	101%					
	>90 Days Old UI	2%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	100%					
	>90 Days Old w/out Multis	2%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	100%					
	>90 Days Old DI	4%	4%	2%	2%	1%	1%	2%	5%	8%	5%	8%	6%	4%	150%					
	NET PYs USED	186.93	194.66	211.05	185.55	187.07	178.78	164.22	180.02	176.37	190.53	168.33		184.0	92%					
	Field Offices Non ALJ	190.50	193.92	209.56	195.57	189.35	195.39	180.08	190.86	186.68	195.64	167.80		190.5	88%					
	Net PYs	377.43	388.58	420.61	381.12	376.42	374.17	344.30	370.88	363.05	386.17	336.13		374.4	90%					
	Ratio 1 /	1.02	1.00	0.99	1.05	1.01	1.09	1.10	1.06	1.06	1.03	1.00		1.04	96%					
	w/FOHQ&RSU ALJ	192.96	201.56	216.68	191.55	191.78	184.19	169.52	184.78	180.11	196.95	172.77		189.4	91%					
	SS w/EDD Non ALJ	226.09	231.26	249.01	236.84	230.78	236.89	218.65	234.75	228.30	236.61	202.94		230.2	88%					
	EDD 0 Net PYs	419.05	432.82	465.69	428.39	422.56	421.08	388.17	419.53	408.41	433.56	375.71		419.5	90%					
	Ratio 1 /	1.17	1.15	1.15	1.24	1.20	1.29	1.29	1.27	1.27	1.20	1.17		1.22	97%					
	PRODUCTIVITY																			
	Weekly Dispos per ALJ (UI&DI)	45.3	48.0	48.3	37.0	43.0	42.7	44.6	43.0	45.7	44.6	51.5		44.9	115%					
	Weekly Dispos per ALJ	46.2	49.0	49.0	38.0	43.5	43.2	45.3	43.7	46.4	45.4	52.5		45.7	115%					
	Weekly Dispos (Non-ALJ)	39.4	42.7	42.6	30.7	36.2	33.6	35.1	34.4	36.6	37.8	44.7		37.6	119%					

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	32,377	27,469	419,057	34,921	92%	-2,857
Multi	13	180	30	9	13	15	54	5	5	2			2011	92%	92%	
All program registrations Dec to date are down 8% from 2011, down 10% from 2010, and up 1% from 2009													2010	90%	90%	
All program registration monthly average is down 8% from 2011, down 10% from 2010, and up 1% from 2009													2009	101%	101%	
														chg to '12 avg	chg to '12 YTD	

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	34,450	33,674	432,999	36,083	93%	-2,853
Multi	1/3	4/9	2/4	43/236	2/8	1/4	3/8	2/5	7/52	2/6			2011	93%	93%	
All program dispositions Dec to date are down 7% from 2011, down 9% from 2010, and up 7% from 2009													2010	91%	91%	
All program disposition monthly average is down 7% from 2011, down 9% from 2010, and up 7% from 2009													2009	107%	107%	
														chg to '12 avg	chg to '12 YTD	

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec		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	46,318	40,048		46,263	74%	-15,961
Multi	13	256	275	9	10	17	56	51	6	8			2011	74%	74%	
All program open balance Dec to date is down 26% from 2011, down 43% from 2010, and down 48% from 2009													2010	57%	57%	
All program open balance monthly average is down 26% from 2011, down 43% from 2010, and down 48% from 2009													2009	52%	52%	
														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	845	754	14,725	1,227	85%	-215

DI registrations Dec to date are down 15% from 2011, down 18% from 2010, and down 17% from 2009 DI registration monthly average is down 15% from 2011, down 18% from 2010, and down 17% from 2009	2011	85%	85%	
	2010	82%	82%	
	2009	83%	83%	
		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	938	1,039	15,088	1,257	85%	-216

DI dispositions Dec to date are down 15% from 2011, down 19% from 2010, and down 17% from 2009 DI disposition monthly average is down 15% from 2011, down 19% from 2010, and down 17% from 2009	2011	85%	85%	
	2010	81%	81%	
	2009	83%	83%	
		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	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	1,755		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	1,663	1,379		1,798	88%	-239

DI open balance Dec to date is down 12% from 2011, down 33% from 2010, and down 51% from 2009 DI open balance monthly average down 12% from 2011, down 33% from 2010, and down 51% from 2009	2011	88%	88%	
	2010	67%	67%	
	2009	49%	49%	
		chg to '12 avg	chg to '12 YTD	

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	51	108	4,108	342	89%	-41

Ruling/Other registrations Dec to date are down 11% from 2011, down 31% from 2010, and down 7% from 2009 Ruling/Other registration monthly average is down 11% from 2011, down 31% from 2010, and down 7% from 2009													2011	89%	89%	
													2010	69%	69%	
													2009	93%	93%	
														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	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	434	171	3,559	297	63%	-175

Ruling/Other dispositions Dec to date are down 37% from 2011, down 42% from 2010, and up 16% from 2009 Ruling/Other disposition monthly average is down 37% from 2011, down 42% from 2010, and up 16% from 2009													2011	63%	63%	
													2010	58%	58%	
													2009	116%	116%	
														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	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	4,199	4,133		4,075	109%	340

Ruling/Other balance of open cases Dec to date is up 9% from 2011, down 21% from 2010, and up 6% from 2009 Ruling/Other balance monthly average is up 9% from 2011, down 21% from 2010, and up 6% from 2009													2011	109%	109%	
													2010	79%	79%	
													2009	106%	106%	
														chg to '12 avg	chg to '12 YTD	

UI TRENDS - FO

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

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
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	31,266	26,393	397,646	33,137	93%	-2,602
Multi	13	180	30	9	13	15	54	5	5	2			2011	93%	93%	
UI registrations Dec to date are down 7% from 2011, down 9% from 2010, and up 2% from 2009													2010	91%	91%	
UI registration monthly average is down 7% from 2011, down 9% from 2010, and up 2% from 2009													2009	102%	102%	
														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	32,844	32,269	410,879	34,240	93%	-2,514
Multi	1/3	4/9	2/4	43/236	2/8	1/4	3/8	2/5	7/52	2/6			2011	93%	93%	
UI dispositions Dec to date are down 7% from 2011, down 8% from 2010, and up 8% from 2009													2010	92%	92%	
UI disposition monthly average is down 7% from 2011, down 8% from 2010, and up 8% from 2009													2009	108%	108%	
														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	36,792	30,853		36,393	70%	-15,358
Multi	13	256	275	9	10	17	56	51	6	8			2011	70%	70%	
UI balance of open cases Dec to date is down 30% from 2011, down 47% from 2010, and down 53% from 2009													2010	53%	53%	
UI balance monthly average down 30% from 2011, down 47% from 2010, and down 53% from 2009													2009	47%	47%	
														chg to '12 avg	chg to '12 YTD	

TAX TRENDS - FO

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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	215	214	2,578	215	100%	1

Tax registrations Dec to date are even with 2011, up 32% from 2010, and up 3% from 2009	2011	100%	100%	
Tax registration monthly average is even with 2011, up 32% from 2010, and up 3% from 2009	2010	132%	132%	
	2009	103%	103%	
		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	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	234	195	3,473	289	122%	52

Tax dispositions Dec to date are up 22% from 2011, up 136% from 2010, and up 119% from 2009	2011	122%	122%	
Tax disposition monthly average is up 22% from 2011, up 136% from 2010, and up 119% from 2009	2010	236%	236%	
	2009	219%	219%	
		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	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	3,664	3,683		3,997	85%	-703

Tax balance of open cases Dec to date is down 15% from 2011, down 16% from 2010, and even with 2009	2011	85%	85%	
Tax balance monthly average is down 15% from 2011, down 16% from 2010, and even with 2009	2010	84%	84%	
	2009	100%	100%	
		chg to '12 avg	chg to '12 YTD	