

WORKLOAD NARRATIVE

FIELD OPERATIONS

December 2014

Workload: In December, intake for all cases [21,439] rose from the depths of November, but still represented 16% fewer cases than an average month in 2014. Dispositions [20,377] followed the same trend and were 20% below the monthly average this year. Because of extremely low output during the last two weeks of the month, this was only the second time in eight months in which the number of verifications exceeded the number of dispositions. The open balance [31,633] is slightly smaller than it was at the end of October, but 7% below the average for the year.

For the entire year of 2014, the field verified 306,143 cases in all programs. This was a reduction of 18% from 2013. Dispositions equaled 304,848, or 20% fewer decisions than the previous year. Although there were more verifications than dispositions, some cases were verified in error and not counted among the dispositions. When all of the work was considered, the open inventory actually fell by a total of 71 cases for the entire year. As described below, however, the subject area distribution was not uniform.

UI. In December, the number of new UI cases [19,991 cases; 12,115 appellants] was up from November but still 16% below the average for 2014. Likewise, the number of closed cases [18,900 cases; 11,453 appellants] was greater than November, but 21% below the norm for the year. The open balance [21,447 cases; 12,997 appellants] grew by just over 1,000 cases during the month, but is still 12% below the average for 2014. Interestingly, the entire shortfall in dispositions last month was for regular UI as the inventory of extension cases actually fell. The intake of extension cases represented only 7% UI verifications, but 9% of the dispositions. Extensions currently constitute 11% of the total open balance of UI cases.

For the entire year of 2014, the field verified 287,096 UI and extension cases [173,980 appellants]. This was a decrease of 19% from 2013. This was the fourth consecutive year of falling UI intake, with verifications for 2014, 34% below the number in 2010. Dispositions for the year equaled 287,733, or 21% fewer decisions than the previous year. This was also the fourth consecutive month of falling production for UI cases. In 2014, the field issued 36% fewer decisions than in 2010. Although there were

more verifications than dispositions, some cases were verified in error and not counted among the dispositions. When all of the work was considered, the open inventory actually fell by 8% for the entire year. This was the fifth consecutive year the open inventory was reduced. During those five years, the open caseload has fallen by 70%.

DI. In December, intake [1,062] was right at the average for the year. Dispositions [1,073] were 5% greater than the average and outnumbered new cases for the fifth straight month. As a result, the open inventory [1,823] is at an eight month low, but as the caseload was substantially smaller at the beginning of the year, only marginally smaller than the average for 2014.

For the entire year of 2014, the field verified 12,789 DI cases. This was an increase of 10% from 2013. Dispositions equaled 12,265 cases, or 4% more decisions than the previous year. This was the first time in six years that either intake or output had not fallen from the previous year. Although there were more disability cases in 2014 than 2013, the workload is still less than half the size it was in 2009. Although the trends of the past five months have been positive, for all of 2014 the DI inventory grew by 40% from its total as of December 31, 2013.

Tax, Rulings, Other. December was the sixth straight month in which the number of new tax cases [253] exceeded the number of dispositions [120]. The open inventory [3,766] rose to a 27 month high. The ruling inventory [4,529] fell for the fourth consecutive month and is now just above the average for the year.

For the entire year of 2014, ruling verifications [3,138] were down 6% from 2013, while dispositions [2,304] were down 38% from the year before. The open inventory for ruling cases grew by 21% during 2014. The annual number of tax petitions [2,896] fell by 10% from the 2013 total, which was of some solace as the number of dispositions [2,374] fell by 35% during those twelve months. As a result, the open inventory grew by 16% during 2014.

Case Aging and Time Lapse. For December, time lapse flipped from November with 30-day time lapse [57.0%] below DOL mandates, while 45-day time lapse [80.1%] was over the required threshold. Average case age [31.2 days] improved slightly, but exceeded the cut-off for the second straight month. The timelines of the extension cases suffered in December with 11.3% of the cases being resolved in 30 days and 30.7% within 45

days. The average case age for extension cases was 45 days by the end of the month.

For the entire year, we missed each of the 30-day and 45-day time lapse standards once. During 2014, we only rose above the average case age standard twice.

Cycle Time. The UI time lapse cycle time in December [41 days] was exactly the same as for September and November and one day longer than October. The time to process extension appeals [66 days] jumped after three straight months of improvement. Meanwhile, the average time to process disability cases [74 days] fell by two days from the November figure.

ALL PROGRAM TRENDS - FO

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Chg of Avg	Yr-Yr AvgChg	
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			
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	
2013	35,188	32,990	35,462	34,280	35,060	30,208	31,649	31,789	26,509	29,993	24,703	26,488	374,319	31,193	89%	-3,728	
2014	30,651	25,592	27,945	32,463	28,565	26,278	26,130	23,655	23,363	22,861	17,201	21,439	306,143	25,512	82%	-5,681	
Multi: 391	4												11	2013	82%	82%	
	4												2012	73%	73%		
	4												2011	68%	68%		
All Programs registrations Dec to date are down 18% from 2013, down 27% from 2012, and down 32% from 2011													chg to '14 avg		chg to '14 YTD		
All Programs registrations monthly average is down 18% from 2013, down 27% from 2012, and down 32% from 2011													chg to '14 avg		chg to '14 YTD		

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Chg of Avg	Yr-Yr AvgChg	
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			
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	
2013	34,777	34,753	39,525	30,992	31,139	27,467	37,227	35,005	31,214	29,718	25,437	24,098	381,352	31,779	88%	-4,304	
2014	27,304	26,789	28,051	28,143	28,600	26,672	27,086	25,897	22,225	25,206	18,498	20,377	304,848	25,404	80%	-6,375	
Multi: 112	5/498												2/4	2013	80%	80%	
	5/498												2/4	2012	70%	70%	
	5/498												2/4	2011	65%	65%	
All Programs dispositions Dec to date are down 20% from 2013, down 30% from 2012, and down 35% from 2011													chg to '14 avg		chg to '14 YTD		
All Programs dispositions average is down 20% from 2013, down 30% from 2012, and down 35% from 2011													chg to '14 avg		chg to '14 YTD		

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr AvgChg		
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				
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		
2013	40,368	38,419	34,291	37,401	41,214	43,875	38,202	34,844	30,062	30,217	29,380	31,701	35,831	77%	-10,432		
2014	34,463	33,209	33,026	37,269	37,183	36,725	35,656	33,331	34,401	31,980	30,632	31,633	34,126	95%	-1,706		
Multi: 502	498												502	2013	95%	95%	
	498												502	2012	74%	74%	
	498												502	2011	55%	55%	
All Programs balance Dec to date is down 5% from 2013, down 26% from 2012, and down 45% from 2011													chg to '14 avg		chg to '14 YTD		
All Programs balance monthly average is down 5% from 2013, down 26% from 2012, and down 45% from 2011													chg to '14 avg		chg to '14 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
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		
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
2013	33,691	31,654	33,967	32,876	33,258	28,418	29,941	30,154	24,997	28,576	23,320	25,020	355,872	29,656	89%	-3,481
2014	29,259	24,091	26,279	30,284	26,654	24,702	24,330	22,177	21,805	21,462	16,062	19,991	287,096	23,925	81%	-5,731
Multi	391	4	4	4	4	4	4	4	4	4	4	11				
UI registrations Dec to date are down 19% from 2013, down 28% from 2012, and down 33% from 2011																
UI registrations monthly average is down 19% from 2013, down 28% from 2012, and down 33% from 2011																
														2013	81%	81%
														2012	72%	72%
														2011	67%	67%
														chg to '14 avg	chg to '14 YTD	

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
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		
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
2013	33,153	33,375	37,440	29,390	29,752	26,058	35,658	33,322	29,065	27,591	24,375	22,868	362,047	30,171	88%	-4,069
2014	26,057	25,250	26,573	26,957	27,140	25,221	25,688	24,541	20,520	23,658	17,228	18,900	287,733	23,978	79%	-6,193
Multi	1/2	5/498	2/4	2/1	2/4	2/1	2/1	2/1	2/4	2/1	2/1	2/1				
UI dispositions Dec to date are down 21% from 2013, down 30% from 2012, and down 35% from 2011																
UI dispositions monthly average is down 21% from 2013, down 30% from 2012, and down 35% from 2011																
														2013	79%	79%
														2012	70%	70%
														2011	65%	65%
														chg to '14 avg	chg to '14 YTD	

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr AvgChg	
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			
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	
2013	31,303	29,396	25,859	29,169	32,572	34,851	29,038	25,729	21,580	22,445	21,288	23,364	27,216	75%	-9,177	
2014	25,994	24,779	24,421	27,670	27,131	26,548	25,113	22,670	23,888	21,619	20,404	21,447	24,307	89%	-2,909	
Multi	502	502	498	502	4	4	4	4	4	4	4	4				
UI balance Dec to date is down 11% from 2013, down 33% from 2012, and down 53% from 2011																
UI balance monthly average is down 11% from 2013, down 33% from 2012, and down 53% from 2011																
														2013	89%	89%
														2012	67%	67%
														2011	47%	47%
														chg to '14 avg	chg to '14 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
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		
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
2013	982	811	995	971	970	884	1,043	991	1,046	1,086	941	945	11,665	972	79%	-255
2014	1,004	958	979	1,158	1,088	1,131	1,352	1,027	1,113	1,102	815	1,062	12,789	1,066	110%	94
DI registrations Dec to date are up 10% from 2013, down 13% from 2012, and down 26% from 2011																
DI registrations monthly average is up 10% from 2013, down 13% from 2012, and down 26% from 2011																
CLOSED CASES																
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
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		
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
2013	1,083	906	1,186	734	758	860	1,026	1,098	1,223	1,298	749	822	11,743	979	78%	-279
2014	835	891	958	927	1,047	1,038	1,024	1,101	1,241	1,165	965	1,073	12,265	1,022	104%	44
DI dispositions Dec to date are up 4% from 2013, down 19% from 2012, and down 31% from 2011																
DI dispositions monthly average is up 4% from 2013, down 19% from 2012, and down 31% from 2011																

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
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		
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
2013	1,277	1,182	991	1,227	1,437	1,462	1,481	1,374	1,198	986	1,177	1,300		1,258	70%	-540
2014	1,469	1,536	1,557	1,788	1,830	1,922	2,250	2,176	2,048	1,984	1,834	1,823		1,851	147%	594
DI balance Dec to date is up 47% from 2013, up 3% from 2012, and down 9% from 2011																
DI balance monthly average is up 47% from 2013, up 3% from 2012, and down 9% from 2011																

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

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	134	168	144	261	140	180	112	266	364	147	248	402	2,566	214		
2012	346	141	196	117	78	335	253	229	254	200	215	214	2,578	215	100%	1
2013	223	245	299	199	243	321	233	264	247	242	307	411	3,234	270	125%	55
2014	232	320	285	230	222	217	217	234	255	178	253	253	2,896	241	90%	-28
													2013	90%	90%	
													2012	112%	112%	
													2011	113%	113%	
														chg to '14 avg	chg to '14 YTD	

Tax registrations Dec to date are down 10% from 2013, up 12% from 2012, and up 13% from 2011
Tax registrations monthly average is down 10% from 2013, up 12% from 2012, and up 13% from 2011

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	139	173	193	252	176	277	168	278	325	293	323	247	2,844	237		
2012	227	352	322	492	267	217	236	290	284	357	234	195	3,473	289	122%	52
2013	299	222	475	590	375	301	214	263	352	231	151	185	3,658	305	105%	15
2014	208	265	232	129	257	300	200	149	195	174	145	120	2,374	198	65%	-107
													2013	65%	65%	
													2012	68%	68%	
													2011	83%	83%	
														chg to '14 avg	chg to '14 YTD	

Tax dispositions Dec to date are down 35% from 2013, down 32% from 2012, and down 17% from 2011
Tax dispositions monthly average is down 35% from 2013, down 32% from 2012, and down 17% from 2011

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr AvgChg
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		
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
2013	3,606	3,629	3,453	3,062	2,930	2,949	2,967	2,965	2,861	2,872	3,028	3,253	3,131	78%	-866
2014	3,276	3,328	3,381	3,482	3,447	3,363	3,379	3,463	3,523	3,526	3,633	3,766	3,464	111%	333
													2013	111%	111%
													2012	87%	87%
													2011	74%	74%
														chg to '14 avg	chg to '14 YTD

Tax balance Dec to date is up 11% from 2013, down 13% from 2012, and down 26% from 2011
Tax balance monthly average is up 11% from 2013, down 13% from 2012, and down 26% from 2011

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
2011	64	97	92	739	526	510	426	454	207	982	247	251	4,595	383		
2012	182	245	746	576	605	424	229	418	209	315	51	108	4,108	342	89%	-41
2013	292	280	201	234	589	585	432	380	219	89	135	112	3,548	296	86%	-47
2014	156	223	402	791	601	228	231	217	190	119	71	133	3,362	280	95%	-16
													2013	95%	95%	
													2012	82%	82%	
													2011	73%	73%	
														chg to '14 avg	chg to '14 YTD	

Ruling/Other registrations Dec to date are down 5% from 2013, down 18% from 2012, and down 27% from 2011
 Ruling/Other registrations monthly average is down 5% from 2013, down 18% from 2012, and down 27% from 2011

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	442	399	728	390	424	631	384	397	530	593	389	351	5,658	472		
2012	500	455	299	255	214	165	239	323	170	334	434	171	3,559	297	63%	-175
2013	242	250	424	278	254	248	329	322	574	598	162	223	3,904	325	110%	29
2014	204	383	288	130	156	113	174	106	269	209	160	284	2,476	206	63%	-119
													2013	63%	63%	
													2012	70%	70%	
													2011	44%	44%	
														chg to '14 avg	chg to '14 YTD	

Ruling/Other dispositions Dec to date are down 37% from 2013, down 30% from 2012, and down 56% from 2011
 Ruling/Other dispositions monthly average is down 37% from 2013, down 30% from 2012, and down 56% from 2011

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
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		
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
2013	4,182	4,212	3,988	3,943	4,275	4,613	4,716	4,776	4,423	3,914	3,887	3,776		4,225	104%	150
2014	3,724	3,566	3,667	4,329	4,775	4,892	4,914	5,022	4,942	4,851	4,761	4,597		4,503	107%	278
													2013	107%	107%	
													2012	111%	111%	
													2011	121%	121%	
														chg to '14 avg	chg to '14 YTD	

Ruling/Other balance Dec to date is up 7% from 2013, up 11% from 2012, and up 21% from 2011
 Ruling/Other balance monthly average is up 7% from 2013, up 11% from 2012, and up 21% from 2011

AO REPORT TO BOARD -- MONTH OF DECEMBER 2014

	# Cases	Last Mo.	Calendar Yr Avg	Last Yr Avg	2011
REGISTRATIONS	1417	1298	1680	2405	3021
DISPOSITIONS	1637	1438	1662	2414	2361
OPEN BALANCE	2106	2330	<u>2257</u>	2306	6020

CASE AGING (40days)

38.8 Days

41.1 Days

TIME LAPSE

45 Days (50%)	42.00%	40%
75 Days (80%)	82.00%	89.00%
150 Days (95%)	99.00%	100.00%

OTHER INFORMATION

FO to AO Transfer Rate	1.39 days
FO ALLs working in AO	1
Appeal Rate FO to AO	7.70%

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

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

	December, 2014	November, 2014	October, 2014	September, 2014
	Average Days in Transfer			
	Case Count	Case Count	Case Count	Case Count
Fr	1.15	1.34	1.30	0.46
Ing	1.07	2.16	2.47	1.39
Inl	0.84	1.66	0.51	1.36
LA	1.09	0.80	1.03	1.44
Oak	2.37	1.29	2.68	1.31
OC	0.37	0.55	0.60	0.62
Ox	0.13	0.49	0.40	0.34
Pas	6.50	4.43	5.07	5.29
Sac	1.92	0.86	1.91	2.45
SD	3.10	5.78	4.89	5.86
SF	1.13	1.49	1.34	1.40
SJ	1.09	0.72	2.55	0.69
Tax	3.40	1.00	0.33	
Total	1.39	1.77	1.92	2.13
	1001	1303	1549	1755

California Unemployment Insurance Appeals Board
Board Appeal Summary Report

Average Days in Transfer from Date Received at AO to Board Appeal Event Date

	December, 2014	November, 2014	October, 2014	September, 2014
	Average Days in Transfer			
	Case Count	Case Count	Case Count	Case Count
Fr	2.44	4.04	3.41	6.98
Ing	2.54	3.75	3.08	8.33
Inl	2.33	2.92	3.21	7.68
LA	3.30	3.01	3.47	7.53
Oak	2.60	2.72	5.81	9.09
OC	2.38	3.03	3.30	8.11
Ox	3.04	3.18	3.92	6.78
Pas	2.20	4.21	2.99	9.78
Sac	3.86	3.77	5.26	11.52
SD	2.94	1.97	3.69	8.72
SF	2.82	3.69	4.85	9.22
SJ	2.84	2.27	3.68	8.69
Tax	10.40	6.44	10.00	
Total	2.79	3.25	3.78	8.69

ALL PROGRAM TRENDS-AO

REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg	
2011	2,506	2,625	3,779	3,046	3,318	2,971	3,021	3,267	3,259	3,298	2,341	2,561	35,992	2,999			
2012	2,789	2,316	3,555	2,608	2,418	1,958	2,407	2,932	2,430	2,728	2,376	2,156	30,673	2,556	85%	-443	
2013	2,789	2,721	3,003	3,403	2,735	2,082	2,057	2,055	2,359	2,377	1,612	1,665	28,858	2,405	94%	-151	
2014	1,681	1,666	1,620	1,959	1,623	1,812	1,847	1,729	1,636	1,873	1,298	1,417	20,161	1,680	70%	-725	
													2013	70%	70%		
													2012	66%	66%		
													2011	56%	56%		
																chg to '14 avg	
																	chg to '14 YTD

Registrations Jan to date down 30% from 2013 , down 34% from 2012, and down 44% from 2011.

Registration monthly average down 30% from 2013, down 34% from 2012, and down 44% from 2011.

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg	
2011	2,601	2,626	2,583	2,546	2,994	3,447	2,361	2,860	4,116	3,804	3,130	3,022	36,090	3,008			
2012	2,917	3,106	3,407	2,747	2,310	1,816	2,653	3,087	2,709	2,341	2,327	2,608	32,028	2,669	89%	-339	
2013	2,921	2,314	3,498	2,810	2,605	1,999	2,258	2,716	2,120	1,853	1,660	2,208	28,962	2,414	90%	-256	
2014	1,517	1,549	1,743	1,877	1,661	1,634	1,583	1,813	1,925	1,568	1,438	1,637	19,945	1,662	69%	-751	
													2013	69%	69%		
													2012	62%	62%		
													2011	55%	55%		
																chg to '14 avg	
																	chg to '14 YTD

Dispositions Jan to date down 31% from 2013, down 38% from 2012, and down 45% from 2011.

Disposition monthly average down 31% from 2013, down 38% from 2012, and down 45% from 2011.

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg	
2011	3,872	3,870	4,984	5,543	5,814	5,356	6,020	6,423	5,566	5,057	4,265	3,792	3,792	5,047			
2012	3,663	2,902	3,018	2,906	3,014	3,141	2,948	2,758	2,509	2,863	2,894	2,340	2,340	2,913	58%	-2,134	
2013	2,057	2,452	1,910	2,509	2,625	2,671	2,484	1,804	2,049	2,575	2,562	1,970	1,970	2,306	79%	-607	
2014	2,123	2,235	2,074	2,138	2,120	2,290	2,549	2,459	2,177	2,483	2,330	2,106		2,257	98%	-49	
													2013	98%	98%		
													2012	77%	77%		
													2011	45%	45%		
																chg to '14 avg	
																	chg to '14 YTD

Open Balance Jan to date is down 2% from 2013, down 23% from 2012, and down 55% from 2011.

Open Balance monthly average down 2% from 2013, down 23% from 2012, and down 55% from 2011.

APPELLATE OPERATIONS ~ REPORT SUMMARY

APPELLATE	2014												Average	AO		Appellants Current Mo.			
	Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec		% of Avg.	TOTAL				
WORKLOAD																			
Registrations																			
UI TL	1,620	1,608	1,558	1,883	1,572	1,743	1,790	1,676	1,563	1,795	1,234	1,332	1,615	83%	19,374				
DI	35	45	36	60	48	57	55	39	59	69	52	71	52	136%	626				
Ruling & T-R	2	2	8	7	2	4	1	7	4	2	0	4	3	117%	41				
Tax	24	11	18	9	1	8	0	5	10	5	11	9	9	97%	111				
Other	0	2	0	0	0	0	1	2	0	2	1	1	1	133%	9			900	
Total	1,681	1,666	1,620	1,959	1,623	1,812	1,847	1,729	1,636	1,873	1,298	1,417	1,680	84%	20,161				
Multi Cases																			
Dispositions																			
UI TL	1,443	1,490	1,689	1,817	1,599	1,548	1,518	1,752	1,871	1,503	1,381	1,571	1,599	98%	19,182				
DI	59	37	38	50	45	46	45	50	50	55	45	56	48	117%	576				
Ruling & T-R	5	4	4	2	4	8	6	1	2	4	5	4	4	98%	49				
Tax	8	16	12	7	13	32	14	10	0	5	7	5	11	47%	129				
Other	2	2	0	1	0	0	0	0	2	1	0	1	1	133%	9				
Total	1,517	1,549	1,743	1,877	1,661	1,634	1,583	1,813	1,925	1,568	1,438	1,637	1,662	98%	19,945			952	
Multi Cases																			
Balance - Open Cases																			
UI TL	1,994	2,106	1,936	1,986	1,979	2,166	2,432	2,349	2,047	2,340	2,181	1,937	2,121	91%					
DI	52	61	60	68	71	82	92	81	91	106	112	127	84	152%					
Ruling & T-R	2	2	8	13	11	7	2	8	10	8	3	4	7	60%					
Tax	74	63	69	71	59	35	22	18	28	27	31	35	44	79%					
Other	1	1	1	0	0	0	1	3	1	2	3	3	1	225%					
Total	2,123	2,235	2,074	2,138	2,120	2,290	2,549	2,459	2,177	2,483	2,330	2,106	2,257	93%				1,203	
Multi Cases																		Estimate	
FO to AO Appeal Rate																			
UI TL	7.1%	6.2%	6.2%	7.0%	5.8%	6.4%	7.1%	6.5%	6.4%	8.7%	5.2%	7.7%	6.7%	115%					
DI	4.3%	5.4%	4.0%	6.3%	5.2%	5.4%	5.3%	3.8%	5.4%	5.6%	4.5%	7.4%	5.2%	141%					
Ruling & T-R	0.9%	0.0%	2.2%	2.6%	1.6%	3.0%	1.0%	4.4%	4.0%	0.8%	0.0%	2.9%	1.9%	149%					
Tax	13.0%	5.3%	6.8%	3.9%	0.8%	3.1%	0.0%	2.5%	6.7%	2.6%	6.3%	6.2%	4.8%	130%					
Other	0.0%	15.4%	0.0%	0.0%	0.0%	0.0%	8.3%	13.3%	0.0%	8.3%	7.1%	4.5%	4.8%	96%					
Overall Rate	7.0%	6.1%	6.0%	7.0%	5.8%	6.3%	6.8%	6.4%	6.3%	8.4%	5.1%	7.7%	6.6%	116%					

APPELLATE OPERATIONS - REPORT SUMMARY

APPELLATE	2014-2015												AO		Appellants			
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Current Mo. % of Avg.		TOTAL	Current Mo.	
WORKLOAD																		
Registrations																		
UI TL	1,790	1,676	1,563	1,795	1,234	1,332									1,565	85%	9,390	
DI	55	39	59	69	52	71									58	123%	345	
Ruling & T-R	1	7	4	2	0	4									3	133%	18	
Tax	0	5	10	5	11	9									7	135%	40	
Other	1	2	0	2	1	1									1	86%	7	
Total	1,847	1,729	1,636	1,873	1,298	1,417	0	0	0	0	0	0	0	1,633	87%	9,800	900	
Multi Cases																		
Dispositions																		
UI TL	1,518	1,752	1,871	1,503	1,381	1,571									1,599	98%	9,596	
DI	45	50	50	55	45	56									50	112%	301	
Ruling & T-R	6	1	2	4	5	4									4	109%	22	
Tax	14	10	0	5	7	5									7	73%	41	
Other	0	0	2	1	0	1									1	150%	4	
Total	1,583	1,813	1,925	1,568	1,438	1,637	0	0	0	0	0	0	0	1,661	99%	9,964	952	
Multi Case/Ch																		
Balance - Open Cases																		
UI TL	2,432	2,349	2,047	2,340	2,181	1,937									2,214	87%		
DI	92	81	91	106	112	127									102	125%		
Ruling & T-R	2	8	10	8	3	4									6	69%		
Tax	22	18	28	27	31	35									27	130%		
Other	1	3	1	2	3	3									2	138%		
Total	2,549	2,459	2,177	2,483	2,330	2,106	0	0	0	0	0	0	0	2,351	90%		1,203	
Multi Cases																		Estimate
FO to AO Appeal Rate																		
UI TL	7.1%	6.5%	6.4%	8.7%	5.2%	7.7%									6.9%	111%		
DI	5.3%	3.8%	5.4%	5.6%	4.5%	7.4%									5.3%	139%		
Ruling & T-R	1.0%	4.4%	4.0%	0.8%	0.0%	2.9%									2.2%	132%		
Tax	0.0%	2.5%	6.7%	2.6%	6.3%	6.2%									4.1%	153%		
Other	8.3%	13.3%	0.0%	8.3%	7.1%	4.5%									6.9%	65%		
Overall Rate	6.8%	6.4%	6.3%	8.4%	5.1%	7.7%									6.8%	113%		

APPELLATE OPERATIONS - REPORT SUMMARY

APPELLATE		July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	AO Current Mo. % of Avg.
TIME LAPSE															
	45 Day-50 %	42	49	57	39	40	42							45	95%
	75 Day- 80 %	96	91	93	91	89	82							90	91%
	150 Day- 95 %	100	100	100	99	100	99							100	99%
CASE AGE															
	Avg Days-UI (mean)	35.2	35.9	37.6	36.0	41.1	38.8							37.4	104%
	Avg Days-UI (median)	31.0	31.0	34.0	32.0	34.0	37.0							33.2	112%
Over 120 days old															
	UI Cases	21	19	15	13	16	5							15	34%
	UI %	1%	1%	1%	1%	1%	0%							1%	29%
	UI % without Nulls	1%	1%	1%	1%	1%	0%							1%	29%
NET PYS USED															
	ALJ	12.58	13.82	11.70	11.72	9.54								11.9	80%
	AO Non ALJ	24.25	25.42	23.76	25.50	20.81								23.9	87%
	CTU Non ALJ	3.46	3.97	4.15	4.20	2.44								3.6	67%
	Net Pys	40.29	43.21	39.61	41.42	32.79	0.00	0.00	0.00	0.00	0.00	0.00		39.5	83%
RATIOS															
	AO w/o transcribers	1.93	1.84	2.03	2.18	2.18	#DIV/0!							2.02	108%
	AO with transcribers	2.20	2.13	2.39	2.53	2.44	#DIV/0!							2.32	105%
TRANSCRIPTS															
	PAGES	55	58	49	42	28	34							44	77%
	AVG PGS Per T/S	3,148	3,824	2,909	3,092	1,882	2,462							2,886	85%
	AVG PGS Per T/S	57	66	59	74	67	72							66	110%
PRODUCTIVITY															
	ALJ Displmk	28.6	29.8	43.3	29.1	41.9								34.5	121%
	Trans Pgs/day	41.36	43.78	36.89	32.01	42.85								39.4	109%

Monthly Board Meeting Litigation Report - December 2014

AGENDA ITEM 9

<u>LITIGATION CASES PENDING</u>	TOTAL = 289
SUPERIOR COURT: Claimant Petitions.....	235
Employer Petitions.....	36
EDD Petitions.....	2
Non-benefit Court Cases	4
APPELLATE COURT: Claimant Appeals.....	6
Employer Appeals.....	3
EDD Appeals.....	0
Non-benefit Court Cases	1
ISSUES: UI.....	253
DI.....	16
Tax.....	13
Non-benefit Court Cases	7

2014 CALENDAR YEAR ACTIVITY - Benefit & Tax Cases

<u>LITIGATION CASES FILED</u>	<u>YTD</u>	<u>December</u>
SUPERIOR COURT: Claimant Petitions.....	42	7
Employer Petitions.....	9	2
EDD Petitions.....	0	0
APPELLATE COURT: Claimant Appeals.....	5	1
Employer Appeals.....	0	0
EDD Appeals.....	0	0
 <u>LITIGATION CASES CLOSED</u>	 <u>YTD</u>	 <u>December</u>
SUPERIOR COURT: Claimant Petitions.....	90	17
Employer Petitions.....	12	4
EDD Petitions.....	1	0
APPELLATE COURT: Claimant Appeals.....	12	1
Employer Appeals.....	4	0
EDD Appeals.....	0	0

2014 Decision Summary

<u>Claimant Appeals</u>		<u>Employer Appeals</u>		<u>CUIAB Decisions</u>		
Win: 10	Loss: 89	Win: 3	Loss: 11	Affirmed: 100	Reversed: 10	Remanded: 3

CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD

DECEMBER 2014 PERFORMANCE INDICATORS

FIELD OPERATIONS

MEETING DOL STANDARDS UI TIMELAPSE CASES

	<u>Closed</u>	<u>DOL Standard</u>
Closed Cases		
% Closed in <= 30 Days	57.0%	≥60%
% Closed in <= 45 Days	80.0%	≥80%

	<u>Avg. Days</u>	<u>DOL Standard</u>
Pending Cases		
Case Aging	31.2	≤30

	<u>UI</u>	<u>ALL</u>
WORKLOAD		
Opened	19,991	21,439
Closed	18,900	20,377
Balance of Open Cases	21,447	31,633

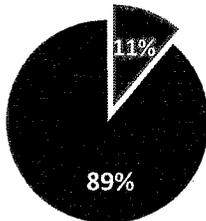
CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

UI Timelapse Appeals	41 days
DI Appeals (including PFL)	75 days
All Programs	51 days

UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	93%
UI Extensions as % of All UI	7%

UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 13% of UI Open Balance, and Regular UI cases made up 87%.

APPELLATE OPERATIONS

MEETING DOL GUIDELINES & STANDARDS UI TIMELAPSE CASES

	<u>Closed</u>	<u>DOL Guideline</u>
Closed Cases		
% Closed in <= 45 Days	42.4%	≥50%
% Closed in <= 75 Days	82.1%	≥80%

	<u>Avg. Days</u>	<u>DOL Standard</u>
Pending Cases		
Case Aging	38.8	≤40

	<u>UI</u>	<u>ALL</u>
WORKLOAD		
Opened	1,332	1,417
Closed	1,571	1,637
Balance of Open Cases	1,937	2,106

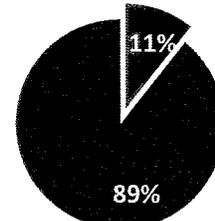
CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

UI Timelapse Appeals	60 days
DI Appeals (including PFL)	41 days
All Programs	59 days

UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	87%
UI Extensions as % of All UI	13%

UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 8% of UI Open Balance, and Regular UI cases made up 92%.

California Unemployment Insurance Appeals Board
FO Cycle Time Summary Report
For Cases Closed in December 2014

PFL CASES	Average Days to Process an Appeal	Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	60	7	26	16	3
Inglewood	52	8	14	13	8
Inland	72	5	33	15	8
Los Angeles	85	6	46	16	9
Oakland	85	8	46	12	9
Orange County	83	9	40	16	9
Oxnard	86	10	54	13	0
Pasadena	82	7	46	14	4
Sacramento	75	4	30	16	6
San Diego	82	8	42	15	8
San Francisco	65	6	33	14	6
San Jose	60	7	26	15	4
Statewide	74	7	37	15	6

DI CASES (No PFL)	Average Days to Process an Appeal	Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	61	7	26	16	3
Inglewood	52	8	15	13	8
Inland	72	5	33	15	8
Los Angeles	87	6	47	16	10
Oakland	86	8	45	12	10
Orange County	85	10	39	16	9
Oxnard	86	10	54	13	0
Pasadena	84	7	46	14	4
Sacramento	79	4	30	16	6
San Diego	84	8	42	15	8
San Francisco	66	7	32	15	6
San Jose	61	7	25	15	4
Statewide	75	7	37	15	7

California Unemployment Insurance Appeals Board
FO Cycle Time Summary Report
For Cases Closed in December 2014

UI Timelapse CASES	Average Days to Process an Appeal	Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	39	5	15	14	1
Inglewood	37	7	9	12	3
Inland	33	4	8	15	1
Los Angeles	41	3	13	14	4
Oakland	45	5	19	13	3
Orange County	37	4	8	16	2
Oxnard	42	4	18	14	1
Pasadena	47	3	20	15	3
Sacramento	51	4	22	16	3
San Diego	49	6	20	16	2
San Francisco	39	4	15	13	1
San Jose	37	3	14	14	1
Tax Office	N/A	N/A	N/A	N/A	N/A
Statewide	41	4	15	14	2

ALL CASES	Average Days to Process an Appeal	Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	51	5	27	14	1
Inglewood	55	8	22	16	4
Inland	40	4	11	15	2
Los Angeles	47	3	15	14	5
Oakland	51	5	22	13	4
Orange County	43	5	13	16	3
Oxnard	48	5	22	14	1
Pasadena	54	3	24	15	4
Sacramento	53	4	22	16	3
San Diego	56	6	22	16	3
San Francisco	44	4	18	14	2
San Jose	45	4	16	15	1
Tax Office	471	N/A	N/A	98	170
Statewide	51	5	19	15	3