



**STATE OF CALIFORNIA - GOVERNOR EDMOND G. BROWN JR.**  
**LABOR AND WORKFORCE DEVELOPMENT AGENCY**  
**CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD**  
**EXECUTIVE DIRECTOR/CHIEF ADMINISTRATIVE LAW JUDGE**  
2400 Venture Oaks Way, Suite 300  
Sacramento, CA 95833  
Phone: (916) 263-6722  
Fax: (916) 263-6764

March 11, 2013

To: Board Members

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

**Snapshot of Field Operations performance through February 2012**

**February 2012 Workload and Performance:** Verifications [32,990] were down approximately 2,200 from January and 4% below the fiscal year average. Dispositions [34,753], on the other hand, were down by only 24 total cases from the month before and only slightly below average levels. As a result, the open inventory [38,419] fell for the fourth time in five months. The caseload is now 14% smaller than the average for the fiscal year and is at its lowest level since May 2007. Given that the en route unverified cases are currently below 5,500 cases, this reflects a true reduction of outstanding open cases.

The average intake so far this fiscal year is 45% greater than was true in 2007. Because of the staffing buildup to deal with the recession, the number and status of available judges (factoring in average utilization of retired annuitants) gives us a 55% greater capacity than six years ago. We have reduced the workload in our major programs sufficiently to require increased scrutiny of staffing levels, especially with the possibility of the extension program being ended early because of Sequestration at the federal level.

**Case Aging and Time Lapse:** Average case age at the end of February was 20 days, a new all-time performance. Perhaps even more significant was that 30-day time lapse jumped 16 percentage points to hit 70% last month, and 45-day time lapse rose three percentage points to reach 89%. This was the first time since May 2001 and only the third time since January 2000 in which both Federal time lapse standards were met in California. While the time frames for the non-time lapse UI cases continue to lag in comparison, there was tangible improvement last month. The number of non-time lapse UI cases resolved within 30 days of appeals rose from 8% to 14%; for 45 days, the

increase was from 24% to 36%; and for 90 days, the increase was from 84% to 91%. The average case age of the non-time lapse cases improved to 30 days.

**Cycle Time:** The UI cycle time in February was 40 days from date of appeal to issuance of the decision. This was a reduction of five days [12.5%] from January. The biggest reduction was in the time to schedule cases for hearing, which obviously was the direct result of having fewer cases to hear. However, the average time to verify an appeal and to issue a decision after the hearing also each improved by one day last month. Another positive is that the comparative times continued to flatten with all offices within four percentage points of the average. Finally, there was progress in DI where the cycle time fell from 76 days in January to 68 days in February.

**Unemployment Insurance (UI) for February:** In February, new UI cases [31,654 cases; 18,074 appellants] were 4% below the average for the fiscal year. The number of closed cases [33,375 cases; 19,057 appellants] was right at the average and exceeded verifications by over 1700 cases. The open inventory [29,396 cases; 16,785 appellants] is now 16% smaller than the fiscal year average, and the smallest it has been since April 2007. Because of the push to achieve time lapse compliance [see below], the resolution of extension cases suffered. While those cases represented 32% of the intake, they comprised only 28% of the decisions. As a result, the percentage of non time-lapse UI cases jumped to 44% of the total UI workload.

**Disability Insurance (DI) for February:** In disability, the number of new cases [811] was below 1000 for the 4<sup>th</sup> straight month after never dipping below that figure previously. There were more DI decisions [906] than verifications for the fifth straight month. The open balance [1,182] hit an all-time low for the third consecutive month.

**Tax and Rulings for February:** The number of new ruling cases [258] was down slightly from January, and the number of dispositions [229] was up by a smidgeon. As a result, the open inventory [4,176] hit a four month high, but remains below its average size for the fiscal year.

In Tax, new petitions [245] were 7% higher than average and the most since September. Meanwhile, closed cases [222] were 16% below the average and trailed intake for only the second time in seven months. The open balance of tax cases [3,629] is 3% below the average level this fiscal year.

**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
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>		
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	<b>35,740</b>	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	<b>33,137</b>	93%	-2,602
2013	33,691	31,654											65,345	<b>32,673</b>	99%	-465
Multi: 7																
													2012	99%	103%	
													2011	91%	89%	
													2010	89%	91%	
														chg to '13 avg	chg to '13 YTD	

UI registrations Feb to date are up 3% from 2012, down 11% from 2011, and down 9% from 2010  
 UI registration monthly average is down 1% from 2012, down 9% from 2011, and down 11% from 2010

**CLOSED CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
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>		
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	<b>36,754</b>	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	<b>34,240</b>	93%	-2,514
2013	33,153	33,375											66,528	<b>33,264</b>	97%	-976
Multi:																
													2012	97%	94%	
													2011	91%	92%	
													2010	89%	94%	
														chg to '13 avg	chg to '13 YTD	

UI dispositions Feb to date are down 6% from 2012, down 8% from 2011, and down 6% from 2010  
 UI disposition monthly average is down 3% from 2012, down 9% from 2011, and down 11% from 2010

**BALANCE OPEN CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
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>		
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		<b>51,751</b>	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		<b>36,393</b>	70%	-15,358
2013	31,303	29,396												<b>30,350</b>	83%	-6,043
Multi: 9																
														2012	83%	73%
														2011	59%	49%
														2010	44%	41%
															chg to '13 avg	chg to '13 YTD

UI balance of open cases Feb to date is down 27% from 2012, down 51% from 2011, and down 59% from 2010  
 UI balance monthly average down 17% from 2012, down 41% from 2011, and down 56% from 2010

**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
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>		
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	<b>1,442</b>	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	<b>1,227</b>	85%	-215
2013	982	811											1,793	<b>897</b>	73%	-331
DI registrations Feb to date are down 38% from 2012, down 44% from 2011, and down 38% from 2010 DI registration monthly average is down 27% from 2012, down 38% from 2011, and down 40% from 2010													2012	73%	62%	
													2011	62%	56%	
													2010	60%	62%	
													chg to '13 avg		chg to '13 YTD	

**CLOSED CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
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>		
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	<b>1,474</b>	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	<b>1,257</b>	85%	-216
2013	1,083	906											1,989	<b>995</b>	79%	-263
DI dispositions Feb to date are down 31% from 2012, down 31% from 2011, and down 30% from 2010 DI disposition monthly average is down 21% from 2012, down 33% from 2011, and down 36% from 2010													2012	79%	69%	
													2011	67%	69%	
													2010	64%	70%	
													chg to '13 avg		chg to '13 YTD	

**BALANCE OPEN CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
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>		
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		<b>2,037</b>	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		<b>1,798</b>	88%	-239
2013	1,277	1,182												<b>1,230</b>	68%	-668
DI open balance Feb to date is down 31% from 2012, down 49% from 2011, and down 58% from 2010 DI open balance monthly average down 32% from 2012, down 40% from 2011, and down 54% from 2010													2012	68%	69%	
													2011	60%	51%	
													2010	46%	42%	
													chg to '13 avg		chg to '13 YTD	

**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
2010	142	139	164	233	140	163	94	137	146	181	188	232	1,959	<b>163</b>		
2011	134	168	144	261	140	180	112	266	364	147	248	402	2,566	<b>214</b>	131%	51
2012	346	141	196	117	78	335	253	229	254	200	215	214	2,578	<b>215</b>	100%	1
2013	223	245											468	<b>234</b>	109%	19
													2012	109%	96%	
													2011	109%	155%	
													2010	143%	167%	
														chg to '13 avg	chg to '13 YTD	

Tax registrations Feb to date are down 4% from 2012, up 55% from 2011, and up 67% from 2010  
 Tax registration monthly average is up 9% from 2012, up 9% from 2011, and up 43% from 2010

**CLOSED CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	48	109	107	91	117	124	135	101	174	130	99	235	1,470	<b>123</b>		
2011	139	173	193	252	176	277	168	278	325	293	323	247	2,844	<b>237</b>	193%	115
2012	227	352	322	492	267	217	236	290	284	357	234	195	3,473	<b>289</b>	122%	52
2013	299	222											521	<b>261</b>	90%	-29
													2012	90%	90%	
													2011	110%	167%	
													2010	213%	332%	
														chg to '13 avg	chg to '13 YTD	

Tax dispositions Feb to date are down 10% from 2012, up 67% from 2011, and up 232% from 2010  
 Tax disposition monthly average is down 10% from 2012, up 10% from 2011, and up 113% from 2010

**BALANCE OPEN CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr AvgChg
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>		
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	<b>4,700</b>	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	<b>3,997</b>	85%	-703
2013	3,606	3,629											<b>3,618</b>	90%	-380
													2012	90%	79%
													2011	77%	74%
													2010	76%	80%
														chg to '13 avg	chg to '13 YTD

Tax balance of open cases Feb to date is down 21% from 2012, down 26% from 2011, and down 20% from 2010  
 Tax balance monthly average is down 10% from 2012, down 23% from 2011, and down 24% from 2010

**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
2010	486	609	709	598	441	424	468	1,359	201	239	229	214	5,977	<b>498</b>		
2011	64	97	92	739	526	510	426	454	207	982	247	251	4,595	<b>383</b>	77%	-115
2012	182	245	746	576	605	424	229	418	209	315	51	108	4,108	<b>342</b>	89%	-41
2013	292	280											572	<b>286</b>	84%	-56
													2012	84%	134%	
													2011	75%	355%	
													2010	57%	52%	
														chg to '13 avg	chg to '13 YTD	

Ruling/Other registrations Feb to date are up 34% from 2012, up 255% from 2011, and down 48% from 2010

Ruling/Other registration monthly average is down 16% from 2012, down 25% from 2011, and down 43% from 2010

**CLOSED CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	335	392	500	682	465	716	421	631	484	804	303	415	6,148	<b>512</b>		
2011	442	399	728	390	424	631	384	397	530	593	389	351	5,658	<b>472</b>	92%	-41
2012	500	455	299	255	214	165	239	323	170	334	434	171	3,559	<b>297</b>	63%	-175
2013	242	250											492	<b>246</b>	83%	-51
													2012	83%	52%	
													2011	52%	59%	
													2010	48%	68%	
														chg to '13 avg	chg to '13 YTD	

Ruling/Other dispositions Feb to date are down 48% from 2012, down 41% from 2011, and down 32% from 2010

Ruling/Other disposition monthly average is down 17% from 2012, down 48% from 2011, and down 52% from 2010

**BALANCE OPEN CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr AvgChg	
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>			
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	<b>3,735</b>	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	<b>4,075</b>	109%	340	
2013	4,182	4,212											<b>4,197</b>	103%	122	
													2012	103%	133%	
													2011	112%	102%	
													2010	81%	83%	
														chg to '13 avg	chg to '13 YTD	

Ruling/Other balance of open cases Feb to date is up 33% from 2012, up 2% from 2011, and down 17% from 2010

Ruling/Other balance monthly average is up 3% from 2012, up 12% from 2011, and down 19% from 2010

**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
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>		
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	<b>37,778</b>	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	<b>34,921</b>	92%	-2,857
2013	35,188	32,990											68,178	<b>34,089</b>	98%	-832
Multi:	7	53											2012	98%	101%	
													2011	90%	89%	
													2010	88%	90%	
														chg to '13 avg	chg to '13 YTD	

All program registrations Feb to date are up 1% from 2012, down 11% from 2011, and down 10% from 2010  
 All program registration monthly average is down 2% from 2012, down 10% from 2011, and down 12% from 2010

**CLOSED CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Change	Yr-Yr AvgChg
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>		
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	<b>38,936</b>	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	<b>36,083</b>	93%	-2,853
2013	34,777	34,753											69,530	<b>34,765</b>	96%	-1,318
Multi:													2012	96%	92%	
													2011	89%	91%	
													2010	88%	93%	
														chg to '13 avg	chg to '13 YTD	

All program dispositions Feb to date are down 8% from 2012, down 9% from 2011, and down 7% from 2010  
 All program disposition monthly average is down 4% from 2012, down 11% from 2011, and down 12% from 2010

**BALANCE OPEN CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Avg.	% Change	Yr-Yr AvgChg
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>		
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	<b>62,224</b>	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	<b>46,263</b>	74%	-15,961
2013	40,368	38,419											<b>39,394</b>	85%	-6,869
Multi:	9	67											2012	85%	77%
													2011	63%	54%
													2010	49%	45%
														chg to '13 avg	chg to '13 YTD

All program open balance Feb to date is down 23% from 2012, down 46% from 2011, and down 55% from 2010  
 All program open balance monthly average is down 15% from 2012, down 37% from 2011, and down 51% from 2010



**California Unemployment Insurance Appeals Board**  
**Board Appeal Summary Report**  
**Average Days in Transfer from FO Received Date to Date Received at AO**

	February, 2013	January, 2013	December, 2012	November, 2012
Fr	1.37	2.83	2.30	2.99
Ing	1.51	3.69	7.02	4.25
Inl	1.90	5.10	8.00	4.10
LA	1.63	2.48	3.44	4.83
Oak	1.82	6.81	4.52	5.50
OC	0.46	0.97	2.40	1.71
Ox	0.50	3.22	1.38	1.08
Pas	4.12	13.65	19.15	20.08
Sac	2.13	6.01	3.73	3.19
SD	4.67	6.81	11.99	4.05
SF	1.53	4.87	4.16	5.04
SJ	1.72	2.85	1.74	2.89
Tax		1.75	3.06	12.86
<b>Total</b>	1.86	5.05	5.80	4.85

**California Unemployment Insurance Appeals Board**  
**FO Cycle Time Summary Report**  
**For Cases Closed in February 2013**

<b>UI CASES</b>	<b>Average Days to Process an Appeal</b>	<b>Case Creation Date to Verified Date</b>	<b>Verified Date to Scheduled Date</b>	<b>Scheduled Date to Hearing Date</b>	<b>Hearing Date to Decision Mailed Date</b>
<b>Jurisdiction</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>
Fresno	39	5	13	13	2
Inglewood	37	5*	7*	15	3
Inland	40	6*	10*	14	4
Los Angeles	38	5*	10*	14	3
Oakland	38	5*	11*	12	3
Orange County	41	5*	12*	13	5
Oxnard	40	5*	14*	14	1
Pasadena	44	5*	12*	14	5
Sacramento	41	5	12	13	4
San Diego	39	5	7	17	4
San Francisco	41	5	15	13	2
San Jose	41	5	16	12	2
<b>Statewide</b>	<b>40</b>	<b>5</b>	<b>11</b>	<b>14</b>	<b>3</b>

<b>ALL CASES</b>	<b>Average Days to Process an Appeal</b>	<b>Case Creation Date to Verified Date</b>	<b>Verified Date to Scheduled Date</b>	<b>Scheduled Date to Hearing Date</b>	<b>Hearing Date to Decision Mailed Date</b>
<b>Jurisdiction</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>
Fresno	41	6	14	13	2
Inglewood	40	5	9	14	3
Inland	42	6	10	14	5
Los Angeles	47	5	18	14	3
Oakland	39	6	11	12	3
Orange County	43	6	12	13	5
Oxnard	41	6	14	14	1
Pasadena	46	5	12	14	5
Sacramento	42	6	14	13	4
San Diego	40	5	7	17	5
San Francisco	42	6	15	13	2
San Jose	44	5	17	12	2
<b>Statewide</b>	<b>42</b>	<b>5</b>	<b>13</b>	<b>14</b>	<b>4</b>

**California Unemployment Insurance Appeals Board  
FO Cycle Time Summary Report  
For Cases Closed in February 2013**

<b>PFL CASES</b>	<b>Average Days to Process an Appeal</b>	<b>Case Creation Date to Verified Date</b>	<b>Verified Date to Scheduled Date</b>	<b>Scheduled Date to Hearing Date</b>	<b>Hearing Date to Decision Mailed Date</b>
	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>
Fresno	81	26	31	13	5
Inglewood	65	22	15	11	9
Inland	73	24	20	14	6
Los Angeles	63	22	25	14	2
Oakland	47	26	7	12	2
Orange County	56	30	5	14	8
Oxnard	63	30	15	14	0
Pasadena	61	25	15	15	8
Sacramento	57	27	14	13	2
San Diego	54	24	10	21	6
San Francisco	45	23	5	7	2
San Jose	89	22	41	15	3
<b>Statewide</b>	<b>63</b>	<b>25</b>	<b>18</b>	<b>13</b>	<b>4</b>

<b>DI CASES</b>	<b>Average Days to Process an Appeal</b>	<b>Case Creation Date to Verified Date</b>	<b>Verified Date to Scheduled Date</b>	<b>Scheduled Date to Hearing Date</b>	<b>Hearing Date to Decision Mailed Date</b>
	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>
Fresno	65	9	29	13	3
Inglewood	61	11	15	15	8
Inland	86	14	26	14	15
Los Angeles	75	10	29	14	8
Oakland	57	12	15	13	7
Orange County	69	15	17	13	9
Oxnard	76	12	30	14	2
Pasadena	71	10	19	15	12
Sacramento	63	14	22	14	7
San Diego	63	13	7	17	11
San Francisco	55	12	12	13	7
San Jose	74	12	36	12	5
<b>Statewide</b>	<b>69</b>	<b>12</b>	<b>22</b>	<b>14</b>	<b>8</b>

**FO Cycle Time Summary Report  
For Cases Closed in February 2013**

<b>RULING CASES</b>	<b>Average Days to Process an Appeal</b>	<b>Case Creation Date to Verified Date</b>	<b>Verified Date to Scheduled Date</b>	<b>Scheduled Date to Hearing Date</b>	<b>Hearing Date to Decision Mailed Date</b>
	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>
<b>Jurisdiction</b>					
Fresno	129	4	77	15	2
Inglewood	328	3	323	11	9
Inland	29	7			
Los Angeles	324	4	274	13	4
Oakland	176	5	56	13	1
Orange County	408	5	245	14	0
Oxnard					
Pasadena	115	3	24	14	9
Sacramento	288	5	246	13	9
San Diego					
San Francisco	102	4	15	13	8
San Jose	156	4	90	13	2
<b>Statewide</b>	<b>251</b>	<b>4</b>	<b>191</b>	<b>13</b>	<b>7</b>

## AO REPORT TO BOARD -- MONTH OF FEBRUARY 2013

	# Cases	Calendar Yr Avg
REGISTRATIONS	2721	2755
DISPOSITIONS	2314	2618
OPEN BALANCE	2452	2255
PENDING REG.		
APPEAL RATE		

CASE AGING (40days) 35 Days

### TIME LAPSE

45 Days (50%)	23.95%
75 Days (80%)	76.55%
150 Days (95%)	99.77%

### ADDITIONAL INFORMATION

FO to AO Monthly Report Days Statewide Avg.	1.86 days
FO ALJs working in AO	5.5
Appeal rate FO to AO	7.80%

**WEEKLY AO WORKLOAD REPORT**  
**February 2013**

<b>Week Ending</b>	<b>Unreg total</b>	<b>Appeals Rec'd</b>	<b>Registrations</b>	<b>Dispositions</b>	<b>Open Balance</b>	<b>Change</b>
2/1/2013	1987	188	82	159	2427	312
2/8/2013	2537	653	572	629	1877	-550
2/15/2013	2444	702	459	463	1890	13
2/22/2013	2573	750	824	537	2143	253
2/28/2013	2073	642	784	526	2452	309
<b>2/1- 2/28/2013</b>						
<b>Running Total</b>		<b>2935</b>	<b>2721</b>	<b>2314</b>		

<b>Week Ending</b>	<b>Average Case age</b>	<b>45-Day (50%) Time Lapse</b>	<b>75-Day (80%) Time Lapse</b>	<b>150-Day (95%) Time Lapse</b>
2/1/2013	40	43.17%	84.89%	98.56%
2/8/2013	40	23.00%	84.00%	100.00%
2/15/2013	39	27.09%	81.01%	100.00%
2/22/2013	40	26.67%	74.76%	99.52%
2/28/2013	35	11.36%	60.51%	100.00%
<b>2/1- 2/28/2013</b>	<b>35</b>	<b>23.95%</b>	<b>76.55%</b>	<b>99.77%</b>

APPELLATE OPERATIONS - REPORT SUMMARY

APPELLATE		July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	AO Current Mo. % of Avg.	TOTAL	Appellants Current Mo.	
<b>WORKLOAD</b>																		
<b>Registrations</b>																		
UI TL	2,319	2,824	2,338	2,632	2,260	2,091	2,708	2,596	2,471	105%	19,768			2,471				
DI	85	92	78	85	65	57	52	121	79	152%	635			79				
Ruling & T-R	1	1	3	1	5	1	2	1	2	53%	15			2				
Tax	2	13	11	9	44	6	27	0	14	0%	112			14				
Other	0	2	0	1	2	1	0	3	1	267%	9			1				
Total	2,407	2,932	2,430	2,728	2,376	2,156	2,789	2,721	2,567	106%	20,539			2,567			1,617	
Multi Cases			283	9		6	4											
<b>Dispositions</b>																		
UI TL	2,538	2,958	2,582	2,235	2,247	2,512	2,823	2,240	2,517	89%	20,135			2,517				
DI	79	95	79	87	77	71	69	60	77	78%	617			77				
Ruling & T-R	1	0	3	3	0	5	3	2	2	94%	17			2				
Tax	35	34	43	16	2	18	25	11	23	48%	184			23				
Other	0	0	2	0	1	2	1	1	1	114%	7			1				
Total	2,653	3,087	2,709	2,341	2,327	2,608	2,921	2,314	2,620	88%	20,960			2,620			1,387	
Multi Cases/Ch				1/5		4/237	4/57											
<b>Balance - Open Cases</b>																		
UI TL	2,744	2,578	2,363	2,727	2,722	2,199	1,933	2,279	2,443	93%				2,443				
DI	102	97	97	95	82	68	51	110	88	125%				88				
Ruling & T-R	2	3	3	1	6	2	1	0	2	0%				2				
Tax	100	78	46	39	82	70	72	61	69	89%				69				
Other	0	2	0	1	2	1	0	2	1	200%				1				
Total	2,948	2,758	2,509	2,863	2,894	2,340	2,057	2,452	2,603	94%				2,603			1,400	
Multi Cases	0		283	287	287	57	61	4									Estimate	
<b>FO to AO Appeal Rate</b>																		
UI TL	7.3%	9.2%	6.6%	8.7%	5.8%	6.4%	8.4%	7.8%	7.5%	104.1%				7.5%				
DI	7.5%	8.5%	6.4%	8.5%	4.5%	6.1%	5.0%	11.2%	7.2%	155.1%				7.2%				
Ruling & T-R	0.7%	0.5%	1.0%	0.6%	1.6%	0.2%	1.4%	0.4%	0.8%	54.4%				0.8%				
Tax	0.9%	5.5%	3.8%	3.2%	12.3%	2.6%	13.8%	0.0%	5.3%	0.0%				5.3%				
Other	0.0%	8.3%	0.0%	7.7%	6.9%	11.1%	0.0%	18.8%	6.6%	284.2%				6.6%				
Overall Rate	7.2%	9.1%	6.5%	8.6%	5.8%	6.3%	8.3%	7.8%	7.4%	105.1%				7.4%				



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

**REGISTRATIONS**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	2,374	2,049	2,870	2,656	2,262	2,575	2,404	2,862	2,945	2,547	2,654	2,600	30,798	2,567		
2011	2,389	2,509	3,616	2,882	3,165	2,850	2,858	3,104	3,115	3,121	2,223	2,405	34,237	2,853	111%	287
2012	2,661	2,205	3,383	2,517	2,307	1,875	2,319	2,824	2,338	2,632	2,260	2,091	29,412	2,451	86%	-402
2013	2,708	2,596											5,304	2,652	108%	201
UI registrations Jan to date are up 9% from 2012, up from 8% from 2011, and up 20% from 2010 UI registration monthly average is up 8% from 2012, down 7% from 2011, and up 3% from 2010													2012	108%	109%	
													2011	93%	108%	
													2010	103%	120%	
													chg to 13 avg			chg to 13 YTD

**DISPOSITIONS**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	2,115	2,508	2,646	2,519	2,435	2,785	2,267	2,539	2,550	2,748	2,442	2,276	29,830	2,486		
2011	2,476	2,459	2,464	2,442	2,859	3,265	2,252	2,722	3,951	3,595	2,976	2,884	34,345	2,862	115%	376
2012	2,780	2,960	3,237	2,626	2,211	1,747	2,538	2,958	2,582	2,235	2,247	2,512	30,633	2,553	89%	-309
2013	2,823	2,240											5,063	2,532	99%	-21
UI dispositions Jan to date are down 12% from 2012, up 3% from 2011, and up 10% from 2010 UI disposition monthly average is down 1% from 2012, down 12% from 2011, and up 2% from 2010													2012	99%	88%	
													2011	88%	103%	
													2010	102%	110%	
													chg to 13 avg			chg to 13 YTD

**BALANCE OPEN CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	2,977	2,507	2,742	2,868	2,695	2,492	2,662	2,983	3,392	3,181	3,401	3,712	3,712	2,968		
2011	3,619	3,668	4,738	5,237	5,489	5,090	5,700	6,077	5,243	4,766	4,009	3,518	3,518	4,763	160%	1,795
2012	3,398	2,671	2,785	2,703	2,784	2,910	2,744	2,578	2,363	2,727	2,722	2,199	2,199	2,715	57%	-2,048
2013	1,933	2,279												2,106	78%	-609
UI balance of open cases Jan to date is down 31% from 2012, down 42% from 2011, and down 23% from 2010 UI balance monthly average is down 22% from 2012, down 56% from 2011, and down 29% from 2010													2012	78%	69%	
													2011	44%	58%	
													2010	71%	77%	
													chg to 13 avg			chg to 13 YTD

Case Assignment to the Board for the month of: February 2013

Agenda Item 9

Board Member	1st	2nd	3rd	UI	DI	Ruling	Tax	1 Party	2 Party	Total
<b>Kathleen Howard</b>										
Sum	396	399	14	765	35	1	8	300	509	809
Percent	25%	26%	15%	25%	25%	50%	25%	26%	25%	
<b>Michael Allen</b>										
Sum	586	496	2	1026	45	1	12	391	693	1084
Percent	38%	32%	2%	34%	32%	50%	38%	34%	34%	
<b>Robert Dresser</b>										
Sum	116	114	76	290	15	0	1	104	202	306
Percent	7%	7%	82%	10%	11%	0%	3%	9%	10%	
<b>Roy Ashburn</b>										
Sum	464	553	1	962	45	0	11	368	650	1018
Percent	30%	35%	1%	32%	32%	0%	34%	32%	32%	
<b>Total Cases Reviewed:</b>	1562	1562	93	3043	140	2	32	1163	2054	

\*Off Calendar

# Monthly Board Meeting Litigation Report - February 2013

AGENDA ITEM 9

<u>LITIGATION CASES PENDING</u>	TOTAL = 324
<b>SUPERIOR COURT:</b> Claimant Petitions.....	265
Employer Petitions.....	35
EDD Petitions.....	3
Non-benefit Court Cases .....	6
<b>APPELLATE COURT:</b> Claimant Appeals.....	10
Employer Appeals.....	2
EDD Appeals.....	0
Non-benefit Court Cases .....	1
<b>ISSUES:</b> UI.....	281
DI.....	20
Tax.....	14
Non-benefit Court Cases .....	9

## 2013 CALENDAR YEAR ACTIVITY - Benefit & Tax Cases

<u>LITIGATION CASES FILED</u>	<u>YTD</u>	<u>February</u>
<b>SUPERIOR COURT:</b> Claimant Petitions.....	9	3
Employer Petitions.....	5	2
EDD Petitions.....	0	0
<b>APPELLATE COURT:</b> Claimant Appeals.....	0	0
Employer Appeals.....	0	0
EDD Appeals.....	0	0
 <u>LITIGATION CASES CLOSED</u>	 <u>YTD</u>	 <u>February</u>
<b>SUPERIOR COURT:</b> Claimant Petitions.....	12	7
Employer Petitions.....	2	2
EDD Petitions.....	0	0
<b>APPELLATE COURT:</b> Claimant Appeals.....	0	0
Employer Appeals.....	0	0
EDD Appeals.....	0	0

## 2013 Decision Summary

<u>Claimant Appeals</u>		<u>Employer Appeals</u>		<u>CUIAB Decisions</u>		
Win: 3	Loss: 9	Win: 0	Loss: 2	Affirmed: 11	Reversed: 2	Remanded: 1

# MARCH 2013 PERFORMANCE INDICATORS

## FIELD OPERATIONS

### MEETING DOL STANDARDS UI TIMELAPSE CASES

	<u>Closed</u>	<u>DOL Standard</u>
<b>Closed Cases</b>		
% Closed in <= 30 Days	79.2%	60%
% Closed in <= 45 Days	95.2%	80%

	<u>Avg. Days</u>	<u>DOL Standard</u>
<b>Pending Cases</b>		
Case Aging	19.4	30

	<u>UI</u>	<u>ALL</u>
<b>WORKLOAD</b>		
Opened	33,967	35,462
Closed	37,439	39,524
Balance of Open Cases	25,859	34,291

### CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

UI Appeals	35 days
DI Appeals	61 days
All Programs	38 days

### FO OVERTURNED OR MODIFIED<sup>1</sup> EDD DETERMINATION

% Overturned/Modified EDD UI TL* Benefit Decisions	52%
% in Favor of Claimants (for Claimant UI appeals)	54%
% in Favor of Employers (for Employer UI appeals)	33%

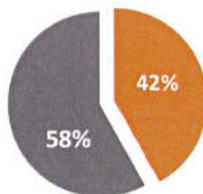
Source: Official Monthly Workload Report

\* UI TL stands for UI Timelapse (i.e. regular UI non-extension).

### UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	70%
UI Extensions as % of All UI	30%

### UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 42% of UI Open Balance, and Regular UI cases made up 58%.

FED-ED UI Extensions made up 0.6% of the FO open balance. These are the extensions that ended in late May 2012. In 2011, they were 3% of the workload.

## APPELLATE OPERATIONS

### MEETING DOL GUIDELINES & STANDARDS UI TIMELAPSE CASES

	<u>Closed</u>	<u>DOL Guideline</u>
<b>Closed Cases</b>		
% Closed in <= 45 Days	53.3%	50%
% Closed in <= 75 Days	90.6%	80%

	<u>Avg. Days</u>	<u>DOL Standard</u>
<b>Pending Cases</b>		
Case Aging	29.0	40

	<u>UI</u>	<u>ALL</u>
<b>WORKLOAD</b>		
Opened	2,946	3,003
Closed	3,363	3,498
Balance of Open Cases	1,809	1,910

### CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

UI Appeals	TBD
DI Appeals	TBD
All Programs	TBD

Report under development

### AO OVERTURNED OR MODIFIED<sup>1</sup> FO DECISION

% Overturned/Modified FO UI TL* Benefit Decisions	16%
% in Favor of Claimants (for Claimant UI appeals)	18%
% in Favor of Employers (for Employer UI appeals)	9%

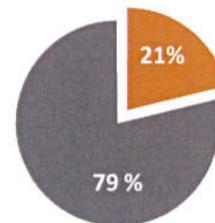
Source: Official Monthly Workload Report

\* UI TL stands for UI Timelapse

### UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	75%
UI Extensions as % of All UI	25%

### UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 21% of UI Open Balance, and Regular UI cases made up 79%.

FED-ED UI Extensions made up 0.5% of the AO open balance.

<sup>1</sup> "Overturned or Modified" is the number/percentage of cases where marked "favorable" to appellant. A case is marked "favorable" if the judge's decision modifies or reverses the EDD determination. The CUIAB's current case tracking system cannot separate out or quantify the modifications from the reversals.

CUIAB 12/13 Fiscal Year Overtime/Lump Sum Payout - SCO Report  
July 2012 through January 2013

12/13 Fiscal Year-to-Date Overtime Expenditure									
Branch	FY Y-T-D Decision Typing		FY Y-T-D CTU Typing		FY Y-T-D Registration		FY Y-T-D Other		Estimated Expenditures Over-/Under
	Hours	Pay	Hours	Pay	Hours	Pay	Hours	Pay	
Appellate	421.30	\$11,298.82	1,333.75	\$38,294.89	1,343.60	\$36,263.60	2,705.15	\$72,328.08	
Admin	54.50	\$1,982.64	0.00	\$0.00	46.00	\$926.16	145.75	\$4,575.08	
IT	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	1,350.75	\$53,243.31	
Exec	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	
Project	18.00	\$832.86	0.00	\$0.00	10.00	\$462.70	183.50	\$6,670.92	
Field	1,676.21	\$47,547.07	267.50	\$7,184.60	1,609.75	\$47,167.62	5,164.09	\$146,869.84	
Total	2,170.01	\$61,661.39	1,601.25	\$45,479.49	3,009.35	\$84,820.08	9,549.24	\$283,687.23	

12/13 Fiscal Year-to-Date Total Overtime Expenditures											
Branch	12/13 FY Allocation		Year-to-Date Hours		Year-to-Date Position Equivalent		Year-to-Date Pay		Year-to-Date Allocation Balance		FY 12/13 FY Projections
	Hours	Pay	Hours	Pay	Hours	Pay	Hours	Pay	Hours	Pay	
Appellate	5,803.80	\$71,338.00	1,333.75	\$38,294.89	1,343.60	\$36,263.60	2,705.15	\$72,328.08			
Admin	246.25	\$3,818.00	0.00	\$0.00	46.00	\$926.16	145.75	\$4,575.08			
IT	1,350.75	\$35,711.00	0.00	\$0.00	0.00	\$0.00	1,350.75	\$53,243.31			
Exec	0.00	\$2,266.00	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00			
Project	211.50	\$10,165.00	0.00	\$0.00	10.00	\$462.70	183.50	\$6,670.92			
Field Operations	8,717.55	\$233,873.00	267.50	\$7,184.60	1,609.75	\$47,167.62	5,164.09	\$146,869.84			
Total	16,329.85	\$357,171.00	1,601.25	\$45,479.49	3,009.35	\$84,820.08	9,549.24	\$283,687.23			
Actual Monthly Average Personnel Year										13.46	

12/13 Fiscal Year-to-Date Lump Sum Payout				
July 2012 through January 2013				
Branch	Year-to-Date Hours	Year-to-Date Position Equivalent	Year-to-Date Pay	Year-to-Date Allocation Balance
Appellate	1,802.50	0.87	\$91,237.61	
Admin	202.50	0.10	\$3,537.34	
IT	0.00	0.00	\$0.00	
Exec	873.00	0.42	\$53,439.41	
Project	0.00	0.00	\$0.00	
Field Operations	5,834.50	2.81	\$180,847.68	
Total	8,712.50	4.19	\$329,062.04	



**CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD**  
**SPECIAL PROJECTS MATRIX**  
**March 2013**

California's economy is globally ranked with approximately 1.0 million business owners and 18.3 million workers. Currently, California, along with the nation, is experiencing an immense economic downturn with 1.8 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
<p><b>EDD/CUIAB Appeal Co-Location Pilot</b>            Exploring the co-location of four CUIAB staff at EDD's LA PAC to streamline appeals registration processing.</p>		High	Developed scope with EDD 07/2010 Connectivity established 08/2010 Train staff 09/20/2010 Launch Pilot 09/27/2010 Suspended due to freeze 10/04/2010 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>	On 07/09/12, one Pasadena staff member was added and Inglewood FO appeals was added on 9/10/12. New staff started 03/01/13. Co-Location is registering for Inglewood, Los Angeles, Pasadena, Sacramento, and San Diego.
<p><b>US Department of Labor Taskforce</b>            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 &amp; CUIAB representatives.</p>		High	Appeal program review 07/27-31/2009 DOL report 02/05/2010 LWDA response 03/10/2010 Two yr At Risk CAP 07/15/2010 Last site visit 12/12/2012	<ul style="list-style-type: none"> <li>- Meet DOL time lapse measures.</li> <li>- Meet DOL case age measures.</li> </ul>	CA removed from corrective action on average case age for first level appeals. For December 2012, CA ranked 33 in the nation compared to rank 51 in December 2008. February 2013 Performance – First Level 30-day – 70% (60%) 45 day – 89% (80%) Avg Age – 20 days (30 days) Second level Avg age – 35 days (40 days)

## TECHNOLOGY

Project & Description	Lead	Priority	Milestones	Goals	Status
<p><b>Collate Decision Print Jobs</b> Reduce a manually collated appeal decision print jobs to one print job to save staff time.</p> <p><b>CUIAB Network Upgrade</b> This upgrade will double the bandwidth for faster processing of appeal data and information for ALJs and staff.</p>	Hugh Harrison Julie Krebs Lori Kurosaka Faye Saunders	High		<ul style="list-style-type: none"> <li>Reduce claimants' &amp; employers' wait times for benefits and adjustments.</li> <li>Reduce cycle time for appeals process.</li> <li>Reduce cycle time for appeals data flow and document saving.</li> </ul>	Programming completed and testing is in progress. Solution will be implemented with new E-CATS release (Spring 2013).
<p><b>Dictaphone Integration</b> Consolidating data &amp; audio files on CATS for appeal cases for improved access.</p>	Faye Saunders	High			Meeting with EDD IT to explore options & alignment with Agency network consolidation efforts. Design plans are completed.
<p><b>Digital Imaging</b> 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	Kick off 11/2010 FSR completion 02/2011 Potential BCP 02/2011 Procurement 04/2011 FSR in review 03/14/2011 FSR in review 11/30/2011	<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>	Agency, EDD, CUIAB meeting on 01/16/2013. Moving UI appeal scope back to UI Forms Project. CUIAB & EDD will explore scope that can be completed before UI Forms Project is relaunched. Decisions will be made at a follow up meeting.
<p><b>E-CATS</b> Enhanced CA Appeal Tracking System is the modernization of CUIAB's legacy appeals tracking system. In-house IT staff are developing the system on a Microsoft web application framework</p>	Faye Saunders	High			Users will see new and improved screen search, efficiency in decision printing, and IT ability to roll-out updates via the internet. Testing is in progress. Stress-test simulation conducted on 02/13/2013. Implementation scheduled for Spring 2013. Microsoft is no longer supporting Silverlight resulting in deployment delays.
<p><b>Electronic Case Management</b> 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 Janet Maglante	<b>On Hold</b>	LWDA, EDD & CUIAB approved FSR & project strategy in 10/2010. Kick off 05/2011.	<ul style="list-style-type: none"> <li>Receive appeals case documents electronically from EDD.</li> <li>Eliminate internal mailing of case documents</li> </ul>	Project Team is revisiting the FSR to update and complete by end of fiscal year. Will begin product research and demos.
<p><b>E-Decision Review for ALJs</b> In-house development for electronic appeal decision review process.</p>	Faye Saunders	High			Performing business analysis for requirements gathering.

**TECHNOLOGY cont.**

<b>Project &amp; Description</b>	<b>Lead</b>	<b>Priority</b>	<b>Milestones</b>	<b>Goals</b>	<b>Status</b>
<p><b>EDD CCR Interface</b> As a part of EDD's UI Modernization Project, CUIAB is building an interface with the Continued Claims Redesign Project under development. Primary data exchange will include address change updates.</p>	Faye Saunders	High		<ul style="list-style-type: none"> <li>Eliminate paper exchange process with EDD.</li> <li>Increase worker information security.</li> </ul>	Completed testing solution with EDD. EDD's CCR implementation is delayed to July 2013.
<p><b>Expand Auto Dialer Hearing Reminder</b> Adding email and cell phone text features for supplemental hearing notifications.</p>	Rafael Placencia	<b>On Hold</b>	<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>Explore Feasibility to Use EDD Mail Center</b> Within three months, Field Operations wants to explore feasibility of mailing decisions and notices via the EDD Mail Center to take advantage of bulk postal discounts and save staff resources.</p>	Hugh Harrison Lori Kurosaka Faye Saunders	<b>On Hold</b>		-	Held planning meeting with EDD on 04/12/2012 for requirements gathering & costing. Held requirements gathering session with FO & AO on 05/02/2012. Procuring software to expedite coding for this process. Held CUIAB requirements session. CUIAB IT is unable to dedicate resources due to other priorities.  Hardware deployment
<p><b>Field Office Technology Enhancements</b> Investing and testing use of larger sized monitors for hearing rooms. Provide second monitors for support staff to toggle into SCDB without interrupting their CATS.</p>	Rafael Placencia	Medium	Complete procurement	<ul style="list-style-type: none"> <li>Improve readability of documents on screen.</li> </ul>	
<p><b>Field Office Telephone Tree</b> 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.</p>	Rafael Placencia	Medium	Develop standard automated phone tree to be used for all FO's 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.
<p><b>EDD Flat File Expansion</b> The nightly data file of UI, DI, and PFL appeal transmittals will be expanded to include data for the entire UI macro print jobs. This expanded data will allow CUIAB to calendar hearings before paper transmittal arrives.</p>	Lori Kurosaka Faye Saunders	High		<ul style="list-style-type: none"> <li>Reduce claimants' &amp; employers' wait times for benefits and adjustments.</li> <li>Reduce cycle time for appeals process.</li> <li>Reduce hard copy SCDB screen prints mailing from EDD.</li> </ul>	Gathered business requirements with Judicial Advisory Council 10/16/2012. Trying to schedule project launch meeting with EDD. EDD IT Branch has lead. UI Branch is now on "lock-down" due to CCR Project testing.

**TECHNOLOGY cont.**

Project & Description	Lead	Priority	Milestones	Goals	Status
<p><b>Hearing Scheduling System</b> Currently, FO &amp; AO support staff schedule or assign appeal hearings or cases using a hybrid manual process. Appellate, Field &amp; IT staff observed an EDD demon on their UI Scheduling System.</p>	<p>Lori Kurosaka Faye Saunders</p>	<p>Medium</p>	<p>Charter &amp; scope completed. Kick off 10/14/2010. Requirements 2/2011 Testing began 01/2012 AO Implementation 04/26/2012</p>	<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>	<p>IT team completed visits to 12 FOs to observe calendaring processes. Business requirements &amp; design document were vetted with FO Steering Council in September 2012. Application coding is 35% completed.</p>
<p><b>LWDA Network Consolidation</b> To comply with OCIO Policy Letter 10-14, the LWDA Departments &amp; Boards are developing a network consolidation plan that must be completed by June 2013.</p>	<p>Rafael Placencia</p>	<p>Medium</p>	<p>LWDA Workgroup develops migration plan. Consensus on migration plan. Implementation</p>	<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>	<p>The migration plan is completed and a cost model has been developed.</p>
<p><b>Personal Productivity &amp; Mobility Pilot for Board Members, Appellate &amp; Senior Staff</b> Testing use of new mobile, paperless technology with Board Members, six Appellate ALJs, and Senior Staff.</p>	<p>Rafael Placencia</p>	<p><b>On Hold</b> due to air card limitations</p>	<p>OCIO approval for procurement. Testing equipment with Board.</p>	<ul style="list-style-type: none"> <li>- Reduce the use of paper for board appeal processing and board meetings.</li> </ul>	<p>Scoped down due to GO directive on cell phone (air card) reductions.</p>
<p><b>Printer Standardization</b> Standardizes the use of printers throughout the organization as they are replaced. This will reduce maintenance and toner costs through the printers lives.</p>	<p>Rafael Placencia</p>	<p>Medium</p>		<ul style="list-style-type: none"> <li>- Reduce maintenance &amp; support costs.</li> <li>- Reduce toner costs.</li> </ul>	<p>Researching feasible equipment. Standards are in place for light, heavy, color, and multi-function printers.</p>
<p><b>Refresh Bench &amp; Conversion</b> CUIAB's intranet site is under refresh and conversion to SharePoint 2010 software. This software will provide easier updates and content.</p>	<p>Faye Saunders</p>	<p>Medium</p>	<p>Secured consultant to build SharePoint server 09/2012. Migration of current content completed 08/2012.</p>	<ul style="list-style-type: none"> <li>- Improve internal communication tool for CUIAB employees.</li> </ul>	<p>IT is working with different programs to update the content of their pages. Forms &amp; documents are migrated to new site. Page design &amp; links are postponed due to IT resource shortage.</p>
<p><b>VOIP Telephony</b> CUIAB is exploring use of Voice Over Internet technology to provide lower cost telecommunications.</p>	<p>Rafael Placencia Janet Maglente</p>	<p><b>On Hold</b></p>	<p>09/17/2011 Completed 23out station hearing facilities.</p>	<ul style="list-style-type: none"> <li>- Elimination of long distance toll calls</li> <li>- Consolidation of telecommunications support areas.</li> </ul>	<p>On hold 07/2011. IT staff are preparing business analysis for feasibility of further implementation.</p>

**STAFFING, FACILITIES, EQUIPMENT & OTHER**

Project & Description	Lead	Priority	Milestones	Goals	Status
<p><b>Judicial Advisory Council</b> Established an advisory council of two Presiding Judges &amp; three ALJs to seek input on major technology development.</p>	<p>Lori Kurosaka Janet Maglinte</p>	<p>On-Going</p>	<p>07/2011-Completed business requirements for case management system.</p>	<p>- Design comprehensive technology systems with input from judicial users.</p>	<p>Updating business requirements for imaging &amp; workflow system. Testing ergonomic furniture to help judges to adopt new technology.</p>
<p><b>Performance Management Tools for Board &amp; Leadership</b> 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 Maglinte</p>	<p>High</p>	<p>Business case metrics for imaging Business case metrics for case management Tested report template designs with IT.</p>		<p>Field Operations performance indicator reports are complete. Testing on Appellate Operations cycle time and case aging reports.</p>
<p><b>Staff Advisory Council</b> Established an advisory council of six Field Operations staff and two Appellate staff to seek input on major technology development.</p>	<p>Lori Kurosaka Janet Maglinte</p>	<p>On-Going</p>		<p>- Design comprehensive technology systems with input from staff users.</p>	<p>First assignment is to redesign appeal forms as smart forms. Scheduling mini-design sessions from September – December 2012.</p>
<p><b>Transforming CUIAB</b> Completed engagement with vendor. Establish new change management program at CUIAB to train staff for skills needed for new technology implementations and communicate on tech project initiatives.</p>	<p>Pam Boston</p>	<p>High</p>	<p>Vetted with Presiding Judges 02/2013</p>	<p>- Develop and implement training plan for judges &amp; staff. - Develop and implement a communications plan targeting all CUIAB stakeholder groups on new technology status.</p>	<p>Draft communications and training plans are approved by Steering Council. Staff are developing PC skills assessment tools. Draft communication tools are in review with Steering Council.</p>