

WORKLOAD NARRATIVE

FIELD OPERATIONS

March 2014

Workload: As is typically the case, both input and output in March were up from February. However, the bump was smaller than in previous years. Verifications for all cases in March [27,945] was 1% below the average for the fiscal year and represented the second highest number of new cases in five months. The number of closed cases [28,051] was 5% smaller than the fiscal year average, but still was the largest output since October. The open balance [33,026] fell by less than 200 cases and is just slightly larger than the average for the fiscal year.

UI. In March, the number of new UI cases [26,279 cases; 15,005 appellants] was 2% below the average for the fiscal year. Closed cases [26,573 cases; 15,173 appellants] were 5% below average level but exceeded intake for the second consecutive month. The open inventory [24,421 cases; 13,944 appellants] is at its lowest month-end level in 2014, but remains 1% above fiscal year average.

DI. Although the number of dispositions in disability cases [958] was the highest it has been since October, the number of new DI cases [979] was higher than closed cases for the fifth straight month. So far in 2014, the intake for DI is averaging 8 cases per month more than for the same period last year, while dispositions are down by 84 cases per month. As a result, the open DI inventory [1,557] is now the largest it has been since November 2012.

Tax, Rulings, Other. The “regular” and “tax” rulings went in opposite directions in March. Regular rulings had almost twice as many dispositions than verifications. Tax rulings, on the other hand, had more than 10 times more new than closed cases. When combined, intake for all rulings was 70% above average levels for the fiscal year, while output was 17% below the norm. This was the first time in seven months in which the open inventory [3,639] went up. It remains 10% smaller than the average for this fiscal year. In tax, while both intake [285 petitions] and production [232 dispositions] were both just slightly off their averages for this fiscal year, this meant the open inventory [3,381] rose for the sixth consecutive month, and the ninth time in the last ten months. It is now at its highest level since last March.

Case Aging and Time Lapse. 30-day time lapse [79.5%] was the best result since November. This was the 14th consecutive month in which CUIAB has met this DOL standard. 45-day time lapse [92.0%] hit a three month high. We have now met this standard every month for two years. Average case age [22.9 days] ticked up very slightly but was below the 30 day threshold for the 26th consecutive time. The percentage of extension cases resolved in 30 days [27.3%] and 45 days [46.1%] rose for the second straight month. Ironically, the average case age of extensions rose for the second straight month to 41 days. Some of this latter increase was probably due to some offices concentrating on time lapse in March.

Cycle Time. The UI time lapse cycle time in March [32 days] fell by one day from the February results, and three days from January. The decreases were in the time to verify the appeal and to schedule the hearing. Almost all of the offices were close to this result, except San Jose, which developed a backlog which is being dealt with. The time to process an extension appeal [56 days] was the same as in January. Unlike time lapse cases, however, the variances among the offices here are substantial with a range of 35 to 82 days. Cycle time for disability cases fell to 67 days despite the rising inventory.

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										79,629	26,543	90%	-3,113	
Multi:	391													2013	90%	80%	
	4													2012	80%	80%	
														2011	74%	71%	
															chg to '14 avg	chg to '14 YTD	

UI registrations Mar to date are down 20% from 2013, down 20% from 2012, and down 29% from 2011
 UI registration monthly average is down 10% from 2013, down 20% 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	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										77,880	25,960	86%	-4,211	
Multi:	1/2													2013	86%	75%	
														2012	76%	67%	
														2011	71%	64%	
															chg to '14 avg	chg to '14 YTD	

UI registrations Mar to date are down 25% from 2013, down 33% from 2012, and down 36% from 2011
 UI registration monthly average is down 14% from 2013, down 24% from 2012, and down 29% 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	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											25,065	92%	-2,152	
Multi:	502													2013	92%	87%	
	502													2012	69%	66%	
	498													2011	48%	44%	
															chg to '14 avg	chg to '14 YTD	

UI registrations Mar to date are down 13% from 2013, down 34% from 2012, and down 56% from 2011
 UI registration monthly average is down 8% from 2013, down 31% from 2012, and down 52% from 2011

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										2,941	980	101%	8
DI registrations Mar to date are up 5% from 2013, down 35% from 2012, and down 36% from 2011 DI registration monthly average is up 1% from 2013, down 20% from 2012, and down 32% from 2011													2013	101%	105%	
													2012	80%	65%	
													2011	68%	64%	
													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	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										2,684	895	91%	-84
DI registrations Mar to date are down 15% from 2013, down 38% from 2012, and down 44% from 2011 DI registration monthly average is down 9% from 2013, down 29% from 2012, and down 39% from 2011													2013	91%	85%	
													2012	71%	62%	
													2011	61%	56%	
													chg to '14 avg chg to '14 YTD			

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											1,521	121%	263
DI registrations Mar to date are up 32% from 2013, down 17% from 2012, and down 33% from 2011 DI registration monthly average is up 21% from 2013, down 15% from 2012, and down 25% from 2011													2013	121%	132%	
													2012	85%	83%	
													2011	75%	67%	
													chg to '14 avg chg to '14 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
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										837	279	104%	10
													2013	104%	109%	
													2012	130%	123%	
													2011	130%	188%	
														chg to '14 avg	chg to '14 YTD	

Tax registrations Mar to date are up 9% from 2013, up 23% from 2012, and up 88% from 2011
 Tax registration monthly average is up 4% from 2013, up 30% from 2012, and up 30% 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										705	235	77%	-70
													2013	77%	71%	
													2012	81%	78%	
													2011	99%	140%	
														chg to '14 avg	chg to '14 YTD	

Tax registrations Mar to date are down 29% from 2013, down 22% from 2012, and up 40% from 2011
 Tax registration monthly average is down 23% from 2013, down 19% from 2012, and down 1% 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										3,328	106%	197
													2013	106%	93%
													2012	83%	74%
													2011	71%	68%
														chg to '14 avg	chg to '14 YTD

Tax registrations Mar to date are down 7% from 2013, down 26% from 2012, and down 32% from 2011
 Tax registration monthly average is up 6% from 2013, down 17% from 2012, and down 29% 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										781	260	88%	-35

Ruling/Other registrations Mar to date are up 1% from 2013, down 33% from 2012, and up 209% from 2011

Ruling/Other registration monthly average is down 12% from 2013, down 24% from 2012, and down 32% 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										875	292	90%	-34

Ruling/Other registrations Mar to date are down 4% from 2013, down 30% from 2012, and down 44% from 2011

Ruling/Other registration monthly average is down 10% from 2013, down 2% from 2012, and down 38% 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	4,281	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										3,652	86%	-573

Ruling/Other registrations Mar to date are down 12% from 2013, up 11% from 2012, and down 6% from 2011

Ruling/Other registration monthly average is down 14% from 2013, down 10% from 2012, and down 2% from 2011

2013	86%	88%
2012	90%	111%
2011	98%	94%
	chg to '14 avg	chg to '14 YTD

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										84,188	28,063	90%	-3,131
Multi	391												2013	90%	81%	
	4												2012	80%	79%	
													2011	74%	71%	
														chg to '14 avg	chg to '14 YTD	

All Programs registrations Mar to date are down 19% from 2013, down 21% from 2012, and down 29% from 2011
 All Programs registration monthly average is down 10% from 2013, down 20% 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	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										82,144	27,381	86%	-4,398
Multi	112												2013	86%	75%	
													2012	76%	67%	
													2011	70%	64%	
														chg to '14 avg	chg to '14 YTD	

All Programs registrations Mar to date are down 25% from 2013, down 33% from 2012, and down 36% from 2011
 All Programs registration monthly average is down 14% from 2013, down 24% from 2012, and down 30% 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	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										33,566	94%	-2,265	
Multi	502												2013	94%	89%	
	502												2012	73%	71%	
	498												2011	54%	49%	
														chg to '14 avg	chg to '14 YTD	

All Programs registrations Mar to date are down 11% from 2013, down 29% from 2012, and down 51% from 2011
 All Programs registration monthly average is down 6% from 2013, down 27% from 2012, and down 46% from 2011

WEEKLY AO WORKLOAD REPORT
March 2014

<u>Week Ending</u>	<u>Unreg total</u>	<u>Appeals Rec'd</u>	<u>Registrations</u>	<u>Dispositions</u>	<u>Open Balance</u>	<u>Change</u>
3/7/2014	302	512	330	412	2155	74
3/14/2014	211	417	473	367	2256	101
3/21/2014	260	422	359	492	2124	-132
3/28/2014	156	400	458	471	2074	-50
3/31/2014	156	0	0	0	2074	0
3/1-3/31-2014 Running Total		1751	1620	1742		

<u>Week Ending</u>	<u>Average Case age</u>	<u>45-Day (50%) Time Lapse</u>	<u>75-Day (80%) Time Lapse</u>	<u>150-Day (95%) Time Lapse</u>
3/7/2014	27.6	59.74%	95.71%	100.00%
3/14/2014	27.1	75.95%	96.56%	100.00%
3/21/2014	27.1	85.64%	97.07%	100.00%
3/28/2014	26.3	83.55%	95.82%	99.74%
3/31/2014	29.3	N/A	N/A	N/A
3/1-3/31-2014	29.3	77.10%	96.31%	99.93%

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
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		
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	2,942	3,223	2,614	2,014	1,997	1,978	2,276	2,233	1,541	1,591	27,713	2,309	94%	-142
2014	1,620	1,608	1,558										4,786	1,595	69%	-714
													2013	69%	58%	
													2012	65%	58%	
													2011	56%	56%	

UI registrations Jan to date are down 42% from 2013, down 42% from 2012, and down 44% from 2011
 UI registration monthly average is down 31% from 2013, down 35% 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	2,476	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		
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	3,363	2,704	2,504	1,920	2,173	2,602	2,040	1,787	1,582	2,083	27,821	2,318	91%	-234
2014	1,443	1,490	1,689										4,622	1,541	66%	-778
													2013	66%	55%	
													2012	60%	51%	
													2011	54%	62%	

UI dispositions Jan to date are down 45% from 2013, down 49% from 2012, and down 38% from 2011
 UI disposition monthly average is down 34% from 2013, down 40% from 2012, and down 46% from 2011

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
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		
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	1,809	2,336	2,432	2,491	2,329	1,684	1,923	2,373	2,360	1,827	1,827	2,148	79%	-567
2014	1,994	2,106	1,936											2,012	94%	-136
													2013	94%	100%	
													2012	74%	68%	
													2011	42%	50%	

UI balance of open cases Jan to date is the same as 2013, down 32% from 2012, and down 50% from 2011
 UI balance monthly average is down 6% from 2013, down 26% from 2012, and down 58% from 2011

2013	94%	100%
2012	74%	68%
2011	42%	50%
	chg to '14 avg	chg to '14 YTD

DI TRENDS-AO
Program Codes 7,10, 11, 12, 16 & 20

REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	91	94	135	114	105	112	131	130	124	118	87	108	1,349	112		
2012	99	82	120	66	74	62	85	92	78	85	65	57	965	80	72%	-32
2013	52	121	55	118	84	46	37	61	74	88	55	43	834	70	86%	-11
2014	35	45	36										116	39	56%	-31
DI registrations Jan to date down 49% from 2013, down 61% from 2012, down 64% from 2011. DI registration monthly average down 44% from 2013, down 52% from 2012, and down 66% from 2011.													2013	56%	51%	
													2012	48%	39%	
													2011	34%	36%	
													chg to '14 avg		chg to '14 YTD	

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	100	128	93	91	95	132	86	100	133	162	118	111	1,349	112		
2012	113	116	140	88	73	55	79	95	79	87	77	71	1,073	89	80%	-23
2013	69	60	117	88	71	65	53	69	52	44	56	78	822	69	77%	-21
2014	59	37	38										134	45	65%	-24
DI dispositions Jan to date down 46% from 2013, down 64% from 2012, down 58% from 2011. DI disposition monthly average down 35% from 2013, down 50% from 2012, and down 60% from 2011.													2013	65%	54%	
													2012	50%	36%	
													2011	40%	42%	
													chg to '14 avg		chg to '14 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
2011	167	133	175	198	208	188	234	265	254	210	180	177	177	199		
2012	163	130	109	87	89	97	102	97	97	95	82	68	68	101	51%	-98
2013	51	110	50	78	91	72	55	49	71	116	115	79	79	78	77%	-23
2014	52	61	60											58	74%	-20
Open Balance of DI Jan to date down 18% from 2013, down 57% from 2012, and down 64% from 2011. Open Balance monthly average down 26% from 2013, down 43% from 2012, and down 71% from 2011.													2013	74%	82%	
													2012	57%	43%	
													2011	29%	36%	
													chg to '14 avg		chg to '14 YTD	

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

REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	25	18	21	33	32	2	23	23	6	43	25	41	292	24		
2012	22	20	39	23	34	21	2	13	11	9	44	6	244	20	84%	-4
2013	27	0	0	53	24	17	12	12	5	42	9	27	228	19	93%	-1
2014	24	11	18										53	18	93%	-1
													2013	93%	196%	
													2012	87%	65%	
													2011	73%	83%	

Tax registrations Jan to date are up 96% from 2013, down 35% from 2012, and down 17% from 2011
 Tax registration monthly average down 7% from 2013, down 13% from 2012, and down 27% from 2011

chg to '14 avg chg to '14 YTD

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	15	34	21	12	34	30	16	31	19	33	19	17	281	23		
2012	15	23	21	24	17	13	35	34	43	16	2	18	261	22	93%	-2
2013	25	11	15	16	15	10	28	38	18	20	13	39	248	21	95%	-1
2014	8	16	12										36	12	58%	-9
													2013	58%	71%	
													2012	55%	61%	
													2011	51%	51%	

Tax dispositions Jan to date are down 29% from 2013, down 39% from 2012 and down 49% from 2011
 Tax disposition monthly average down 42% from 2013, down 45% from 2012, and down 49% 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	End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	82	66	66	87	86	59	66	58	45	55	61	85	85	68		
2012	92	89	108	107	124	132	100	78	46	39	82	70	70	89	131%	21
2013	72	61	46	83	92	97	82	58	48	67	68	51	51	69	77%	-20
2014	74	63	69											69	100%	0
													2013	100%	115%	
													2012	77%	71%	
													2011	101%	96%	

Tax balance of open cases Jan to date is up 15% from 2013, down 29% from 2012, and down 4% from 2011
 Tax balance monthly average is the same as 2013, down 23% from 2012, and up 1% from 2011

chg to '14 avg chg to '14 YTD

OTHER TRENDS-AO
 Program Codes 9,13, 14, 19, 21,22, 40, 44

REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	1	4	7	17	16	7	9	10	14	16	6	7	114	10		
2012	7	9	13	2	3	0	1	3	3	2	7	2	52	4	46%	-5
2013	2	4	6	9	13	5	11	4	4	14	7	4	83	7	160%	3
2014	2	2	0										4	1	19%	-6
													2013	19%	33%	
													2012	31%	14%	
													2011	14%	33%	
														chg to '14 avg	chg to '14 YTD	

Other registrations Jan to date are down 67% from 2013, down 86% from 2012, and down 67% from 2011
 Other registration monthly average down 81% from 2013, down 69% from 2012, and down 86% from 2011

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2011	10	5	5	1	6	20	7	7	13	14	17	10	115	10		
2012	9	7	9	9	9	1	1	0	5	3	1	7	61	5	53%	-5
2013	4	3	3	2	15	4	4	7	10	2	9	8	71	6	116%	1
2014	7	2	0										9	3	51%	-3
													2013	51%	90%	
													2012	59%	36%	
													2011	31%	45%	
														chg to '14 avg	chg to '14 YTD	

Other dispositions Jan to date are down 10% from 2013, down 64% from 2012, and down 55% from 2011
 Other disposition monthly average down 49% from 2013, down 41% from 2012, and down 69% 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	3	5	21	31	19	20	23	24	26	15	12	12	17		
2012	10	12	16	9	3	2	2	5	3	2	8	1	1	6	36%	-11
2013	0	2	2	5	2	11	18	13	7	19	19	13	13	9	152%	3
2014	1	1	1											1	11%	-8
													2013	11%	75%	
													2012	16%	8%	
													2011	6%	25%	
														chg to '14 avg	chg to '14 YTD	

Other balance of open cases Jan to date down 25% from 2013, down 92% from 2012, and down 75% from 2011
 Other balance monthly average down 89% from 2013, down 84% from 2012, and down 94% from 2011

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										4,967	1,656	69%	-749
													2013	69%	58%	
													2012	65%	57%	
													2011	55%	56%	

Registrations Jan to date down 42% from 2013, down 43% from 2012, and down 44% from 2011.
 Registration monthly average down 31% from 2013, down 35% from 2012, and down 45% 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										4,809	1,603	66%	-811
													2013	66%	55%	
													2012	60%	51%	
													2011	53%	62%	

Dispositions Jan to date down 45% from 2013, down 49% from 2012, and down 38% from 2011.
 Disposition monthly average down 34% from 2013, down 40% from 2012, and down 47% from 2011.

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
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											2,144	93%	-162
													2013	93%	100%	
													2012	74%	67%	
													2011	42%	51%	

Open Balance Jan to date same as 2013, down 33% from 2012, and down 49% from 2011.
 Open Balance monthly average down 7% from 2013, down 26% from 2012, and down 58% from 2011.

APPELLATE OPERATIONS TL & Case Aging TRENDS

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Avg.
Stand ard	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
Stand ard	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
Stand ard	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
08/09 45-Day	52.2%	37.8%	38.4%	33.2%	16.1%	4.7%	13.8%	20.6%	38.7%	30.8%	43.2%	60.0%	32.4%
08/09 75-Day	93.2%	94.9%	92.3%	90.4%	91.2%	87.3%	88.2%	90.6%	93.9%	75.3%	86.7%	92.7%	89.7%
08/09 150-Day	99.6%	99.7%	98.9%	99.0%	99.1%	99.6%	99.1%	99.8%	100.0%	99.4%	99.8%	97.6%	99.3%
Case Aging	30	34	34	32	38	37	33	39	39	37	44	59	38
09/10 45-Day	42.4%	41.8%	39.5%	28.6%	35.6%	28.8%	29.2%	37.3%	40.6%	43.3%	59.4%	80.5%	42.2%
09/10 75-Day	76.2%	85.2%	69.7%	75.9%	78.5%	74.2%	83.2%	88.0%	92.9%	93.3%	91.3%	94.7%	83.6%
09/10 150-Day	82.6%	98.8%	96.7%	99.1%	99.3%	99.3%	99.0%	99.5%	99.6%	99.7%	99.8%	99.4%	97.7%
Case Aging	42	45	41	39	39	39	37	38	34	35	29	26	37
10/11 45-Day	83.1%	80.3%	80.9%	81.5%	83.4%	86.7%	85.9%	77.0%	48.1%	28.8%	11.4%	12.9%	63.3%
10/11 75-Day	97.5%	98.2%	97.5%	98.0%	96.9%	97.2%	98.4%	97.7%	95.6%	89.3%	88.1%	90.1%	95.4%
10/11 150-Day	99.8%	99.9%	99.9%	100.0%	99.4%	99.9%	99.7%	99.8%	99.7%	99.9%	99.6%	99.8%	99.8%
Case Aging	26	28	27	27	25	28	28	33	38	38	36	34	31
11/12 45-Day	5.2%	6.9%	4.6%	10.1%	10.6%	10.5%	11.6%	11.7%	17.2%	16.6%	47.9%	70.0%	18.6%
11/12 75-Day	89.2%	87.9%	60.8%	43.9%	40.0%	43.1%	72.7%	86.4%	89.5%	85.5%	91.0%	90.8%	73.4%
11/12 150-Day	99.7%	99.4%	99.4%	97.3%	98.9%	99.0%	98.9%	99.2%	99.5%	99.3%	99.3%	99.1%	99.1%
Case Aging	39	45	43	47	48	44	39	38	39	37	32	30	40
12/13 45-Day	66.4%	57.4%	20.5%	12.8%	28.7%	40.7%	25.5%	22.1%	14.3%	13.1%	24.0%	53.3%	31.6%
12/13 75-Day	94.0%	91.8%	81.7%	80.9%	80.6%	76.4%	75.4%	83.2%	75.3%	82.7%	76.6%	90.6%	82.4%
12/13 150-Day	99.3%	99.5%	99.4%	99.7%	99.2%	99.0%	99.0%	99.6%	98.3%	99.7%	99.8%	99.7%	99.4%
Case Aging	31	38	44	48	44	49	45	45	41	41	35	29.1	41
13/14 45-Day	62.3%	76.0%	72.4%	56.6%	77.4%	80.5%	74.5%	52.4%	52.5%	51.0%	59.1%	77.1%	66.0%
13/14 75-Day	92.1%	94.4%	90.7%	90.3%	94.8%	96.3%	97.3%	93.1%	92.3%	91.6%	93.3%	96.3%	93.5%
13/14 150-Day	99.7%	99.7%	99.8%	99.8%	99.6%	99.9%	99.9%	99.5%	99.6%	99.4%	99.6%	99.9%	99.7%
Case Aging	30.1	31.0	32.2	30.1	28.4	24.0	31.1	35.0	33.8	31.8	27.8	29.3	30.4

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.
WORKLOAD																	
Registrations																	
UI TL		1,997	1,978	2,276	2,233	1,541	1,591	1,620	1,608	1,558				1,822	88%	16,402	
DI		37	61	74	88	55	43	35	45	36				53	85%	474	
Ruling & T-R		6	3	2	13	6	3	2	0	8				5	0%	43	
Tax		12	12	5	42	9	27	24	11	18				18	62%	160	
Other		5	1	2	1	1	1	0	2	0				1	138%	13	
Total		2,057	2,055	2,359	2,377	1,612	1,665	1,681	1,666	1,620				1,899	88%	17,092	942
Multi Cases							1										
Dispositions																	
UI TL		2,173	2,602	2,040	1,787	1,582	2,083	1,443	1,490	1,689				1,877	79%	16,889	
DI		53	69	52	44	56	78	59	37	38				54	69%	486	
Ruling & T-R		3	4	9	1	8	7	5	4	4				5	80%	45	
Tax		28	38	18	20	13	39	8	16	12				21	75%	192	
Other		1	3	1	1	1	1	2	2	0				1	150%	12	
Total		2,258	2,716	2,120	1,853	1,660	2,208	1,517	1,549	1,743				1,958	79%	17,624	1,037
Multi Case/Ch			1/13														
Balance - Open Cases																	
UI TL		2,329	1,684	1,923	2,373	2,360	1,827	1,994	2,106	1,936				2,059	102%		
DI		55	49	71	116	115	79	52	61	60				73	83%		
Ruling & T-R		13	12	5	17	17	11	2	4	8				10	40%		
Tax		82	58	48	67	68	51	74	63	69				64	98%		
Other		5	1	2	2	2	2	1	1	1				2	53%		
Total		2,464	1,804	2,049	2,575	2,562	1,970	2,123	2,235	2,074				2,208	101%		1,184
Multi Cases							47	47									Estimate
FO to AO Appeal Rate																	
UI TL		7.7%	5.5%	6.8%	7.7%	5.6%	6.5%	6.6%	6.2%					6.6%	94%		
DI		4.3%	5.9%	6.7%	7.2%	4.2%	5.7%	4.7%	5.4%					5.5%	97%		
Ruling & T-R		2.5%	1.0%	0.7%	2.3%	1.0%	2.0%	1.3%	0.0%					1.4%	0%		
Tax		4.0%	5.6%	1.9%	11.9%	3.9%	17.9%	15.9%	5.3%					8.3%	64%		
Other		41.7%	4.3%	9.1%	5.9%	8.3%	10.0%	0.0%	1.0%					10.0%	10%		
Overall Rate		7.5%	5.5%	6.7%	7.6%	5.4%	6.5%	6.6%	6.1%					6.5%	94%		

APPELLATE OPERATIONS ~ REPORT SUMMARY

APPELLATE		2013-2014												Average	AO Current Mo. % of Avg.
		July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun		
TIME LAPSE	45 Day-50 %	57	77	81	74	52	52	51	59	77				65	91%
	75 Day- 80 %	90	95	96	97	93	92	92	93	96				94	99%
	150 Day- 95 %	100	100	100	100	99	100	99	100	100				100	100%
CASE AGE															
Avg Days-UI (mean)		30.1	28.4	28.0	31.1	35.0	33.8	31.8	27.8	29.3				30.6	91%
Avg Days-UI (median)		26.0	24.0	24.0	27.0	31.0	28.0	28.0	23.0	26.0				26.3	87%
Over 120 days old															
UI Cases		11	12	14	13	10	10	14	10	25				13	76%
UI %		1%	1%	1%	1%	1%	1%	1%	1%	2%				1%	105%
UI % w/out Multis		1%	1%	1%	1%	1%	1%	1%	1%	2%				1%	105%
NET PYS USED															
ALJ		17.31	19.28	18.15	16.64	13.92	16.26	13.43	13.30					16.0	84%
AO Non ALJ		34.25	33.03	28.85	31.94	24.49	27.53	25.56	27.46					29.1	88%
CTU Non ALJ		3.35	4.20	3.77	4.16	4.00	3.54	4.10	3.08					3.8	109%
Net Pys		54.91	56.51	50.77	52.74	42.41	47.33	43.09	43.84					49.0	88%
RATIOS															
AO w/o transcribers		1.98	1.71	1.59	1.92	1.76	1.69	1.90	2.06					1.82	105%
AO with transcribers		2.17	1.93	1.80	2.17	2.05	1.91	2.21	2.30					2.05	108%
TRANSCRIPTS															
PAGES		72	77	48	59	40	53	64	43	41				55	78%
AVG PGS Per T/S		4.417	5.278	3.644	4.125	3.042	4.250	4.194	2.870	2.981				3,867	74%
		61	69	76	70	76	80	66	67	73				71	94%
PRODUCTIVITY															
ALJ Displmk		29.6	32.0	30.7	24.2	33.1	32.3	26.9	30.6					30.0	90%
Trans Pgs/day		59.93	57.12	50.87	43.11	42.25	57.17	48.71	49.04					51.0	95%

APPELLATE OPERATIONS - REPORT SUMMARY

APPELLATE	Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Average	AO Current Mo. % of Avg.	TOTAL	Appellants Current Mo.
WORKLOAD																
Registrations																
UI TL	1,620	1,608	1,558												4,786	
DI	35	45	36												116	
Ruling & T-R	2	0	8												10	
Tax	24	11	18												53	
Other	0	2	0												2	
Total	1,681	1,666	1,620	0	0	0	0	0	0	0	0	0	1,656	101%	4,967	942
Multi Cases																
Dispositions																
UI TL	1,443	1,490	1,689												4,622	
DI	59	37	38												134	
Ruling & T-R	5	4	4												13	
Tax	8	16	12												36	
Other	2	2	0												4	
Total	1,517	1,549	1,743	0	0	0	0	0	0	0	0	0	1,603	97%	4,809	1,037
Multi Case/Ch																
Balance - Open Cases																
UI TL	1,994	2,106	1,936												2,012	
DI	52	61	60												58	
Ruling & T-R	2	4	8												5	
Tax	74	63	69												69	
Other	1	1	1												1	
Total	2,123	2,235	2,074	0	0	0	0	0	0	0	0	0	2,144	104%	2,144	1,184
Multi Cases																Estimate
FO to AO Appeal Rate																
UI TL	5.0%	6.2%													5.6%	110.3%
DI	3.4%	5.4%													4.4%	123.1%
Ruling & T-R	1.4%	0.0%													0.7%	0.0%
Tax	12.3%	5.3%													8.8%	60.1%
Other	0.0%	1.0%													0.5%	200.0%
Overall Rate	5.0%	6.1%													5.5%	110.0%

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

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

	March, 2014	February, 2014	January, 2014	December, 2013
	Average Days in Transfer			
	Case Count	Case Count	Case Count	Case Count
Fr	0.55 98	0.40 80	0.24 66	0.90 105
Ing	1.83 130	3.33 158	1.38 130	3.64 156
Inl	1.81 161	2.03 158	1.50 219	1.90 207
LA	1.10 123	1.06 177	0.79 107	1.56 152
Oak	1.72 87	1.09 94	1.69 146	1.99 83
OC	0.18 100	0.24 154	0.44 100	0.33 126
Ox	0.38 81	0.13 105	1.91 79	0.54 111
Pas	4.01 83	3.05 138	5.44 146	4.74 138
Sac	1.93 136	2.32 254	2.00 213	2.02 233
SD	2.51 131	2.40 143	6.64 151	5.49 148
SF	1.07 54	1.50 125	0.76 88	1.97 66
SJ	0.98 101	1.57 67	2.28 61	1.18 62
Tax	0.80 10	1.50 6	0.67 12	5.27 11
Total	1.55 1295	1.73 1659	2.30 1518	2.35 1598

AO REPORT TO BOARD -- MONTH OF MARCH 2014

	# Cases	Calendar Yr Avg	Last Yr Avg
REGISTRATIONS	1620	1656	2405
DISPOSITIONS	1743	1603	2414
OPEN BALANCE	2074	2144	2306

CASE AGING (40days) 29.3 Days

TIME LAPSE	
45 Days (50%)	77.00%
75 Days (80%)	96.00%
150 Days (95%)	100.00%

OTHER INFORMATION

FO to AO Transfer Rate	1.55 days
FO ALLs working in AO	1
Appeal Rate FO to AO	6.10%

Monthly Board Meeting Litigation Report - March 2014

AGENDA ITEM 9

<u>LITIGATION CASES PENDING</u>	TOTAL = 337
SUPERIOR COURT: Claimant Petitions.....	278
Employer Petitions.....	40
EDD Petitions.....	2
Non-benefit Court Cases	3
APPELLATE COURT: Claimant Appeals.....	8
Employer Appeals.....	4
EDD Appeals.....	0
Non-benefit Court Cases	1
ISSUES: UI.....	295
DI.....	25
Tax.....	12
Non-benefit Court Cases	5

2014 CALENDAR YEAR ACTIVITY - Benefit & Tax Cases

<u>LITIGATION CASES FILED</u>	<u>YTD</u>	<u>March</u>
SUPERIOR COURT: Claimant Petitions.....	14	3
Employer Petitions.....	3	0
EDD Petitions.....	0	0
APPELLATE COURT: Claimant Appeals.....	1	0
Employer Appeals.....	0	0
EDD Appeals.....	0	0
 <u>LITIGATION CASES CLOSED</u>	 <u>YTD</u>	 <u>March</u>
SUPERIOR COURT: Claimant Petitions.....	23	16
Employer Petitions.....	2	1
EDD Petitions.....	1	1
APPELLATE COURT: Claimant Appeals.....	6	4
Employer Appeals.....	3	3
EDD Appeals.....	0	0

2014 Decision Summary

<u>Claimant Appeals</u>		<u>Employer Appeals</u>		<u>CUIAB Decisions</u>		
Win: 2	Loss: 26	Win: 1	Loss: 2	Affirmed: 28	Reversed: 2	Remanded: 1

MARCH 2014 PERFORMANCE INDICATORS

FIELD OPERATIONS

MEETING DOL STANDARDS UI TIMELAPSE CASES

	<u>Closed</u>	<u>DOL Standard</u>
Closed Cases		
% Closed in <= 30 Days	79.5%	≥60%
% Closed in <= 45 Days	92.0%	≥80%

	<u>Avg. Days</u>	<u>DOL Standard</u>
Pending Cases		
Case Aging	22.9	≤30

WORKLOAD	<u>UI</u>	<u>ALL</u>
Opened	26,279	27,945
Closed	26,573	28,051
Balance of Open Cases	24,421	33,026

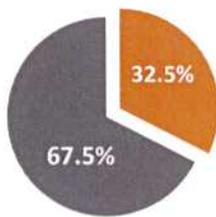
CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

UI Timelapse Appeals	32 days
DI Appeals (including PFL)	67 days
All Programs	44 days

UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	81%
UI Extensions as % of All UI	19%

UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 32.5% of UI Open Balance, and Regular UI cases made up 67.5%.

FED-ED UI Extensions made up 0.3% 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>
Closed Cases		
% Closed in <= 45 Days	77.1%	≥50%
% Closed in <= 75 Days	96.3%	≥80%

	<u>Avg. Days</u>	<u>DOL Standard</u>
Pending Cases		
Case Aging	29.3	≤40

WORKLOAD	<u>UI</u>	<u>ALL</u>
Opened	1,558	1,620
Closed	1,689	1,743
Balance of Open Cases	1,936	2,074

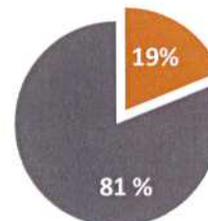
CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

UI Timelapse Appeals	47 days
DI Appeals (including PFL)	47 days
All Programs	47 days

UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	81%
UI Extensions as % of All UI	19%

UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 19% of UI Open Balance, and Regular UI cases made up 81%.

FED-ED UI Extensions made up 0.3% of the AO open balance.

California Unemployment Insurance Appeals Board
FO Cycle Time Summary Report
For Cases Closed in March 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	30	3	8	13	1
Inglewood	31	5	6	12	2
Inland	31	3	5	15	1
Los Angeles	32	3	6	12	3
Oakland	30	5	6	12	1
Orange County	29	3	4	14	2
Oxnard	31	4	8	14	0
Pasadena	28	3	4	12	3
Sacramento	37	6	8	14	3
San Diego	33	4	8	13	2
San Francisco	32	4	8	13	1
San Jose	43	4	20	13	1
Statewide	32	4	7	13	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	46	4	23	13	1
Inglewood	49	6	21	14	2
Inland	42	3	11	15	2
Los Angeles	37	3	10	12	3
Oakland	39	5	10	13	2
Orange County	40	4	13	14	3
Oxnard	42	4	17	14	0
Pasadena	32	3	6	12	3
Sacramento	40	6	9	14	3
San Diego	41	4	16	13	2
San Francisco	52	4	28	13	2
San Jose	55	4	28	13	1
Tax Office	310	N/A	N/A	96	78
Statewide	44	4	15	14	3

California Unemployment Insurance Appeals Board
FO Cycle Time Summary Report
For Cases Closed in March 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	61	8	37	14	2
Inglewood	37	6	6	10	3
Inland	57	6	27	15	3
Los Angeles	50	5	41	13	1
Oakland	39	6	21	13	2
Orange County	44	7	8	14	7
Oxnard	71	9	47	13	1
Pasadena	41	5	14	12	2
Sacramento	40	8	9	14	2
San Diego	56	5	36	12	2
San Francisco	45	4	28	13	13
San Jose	61	5	42	12	1
Statewide	51	6	26	13	2

DI 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	73	10	42	13	2
Inglewood	54	10	12	14	7
Inland	69	6	37	15	6
Los Angeles	69	7	40	13	5
Oakland	77	9	39	13	8
Orange County	63	8	8	14	7
Oxnard	80	12	45	14	0
Pasadena	49	7	16	12	3
Sacramento	55	11	8	14	7
San Diego	70	7	41	13	3
San Francisco	69	7	26	15	4
San Jose	75	6	44	12	2
Statewide	67	8	30	14	5

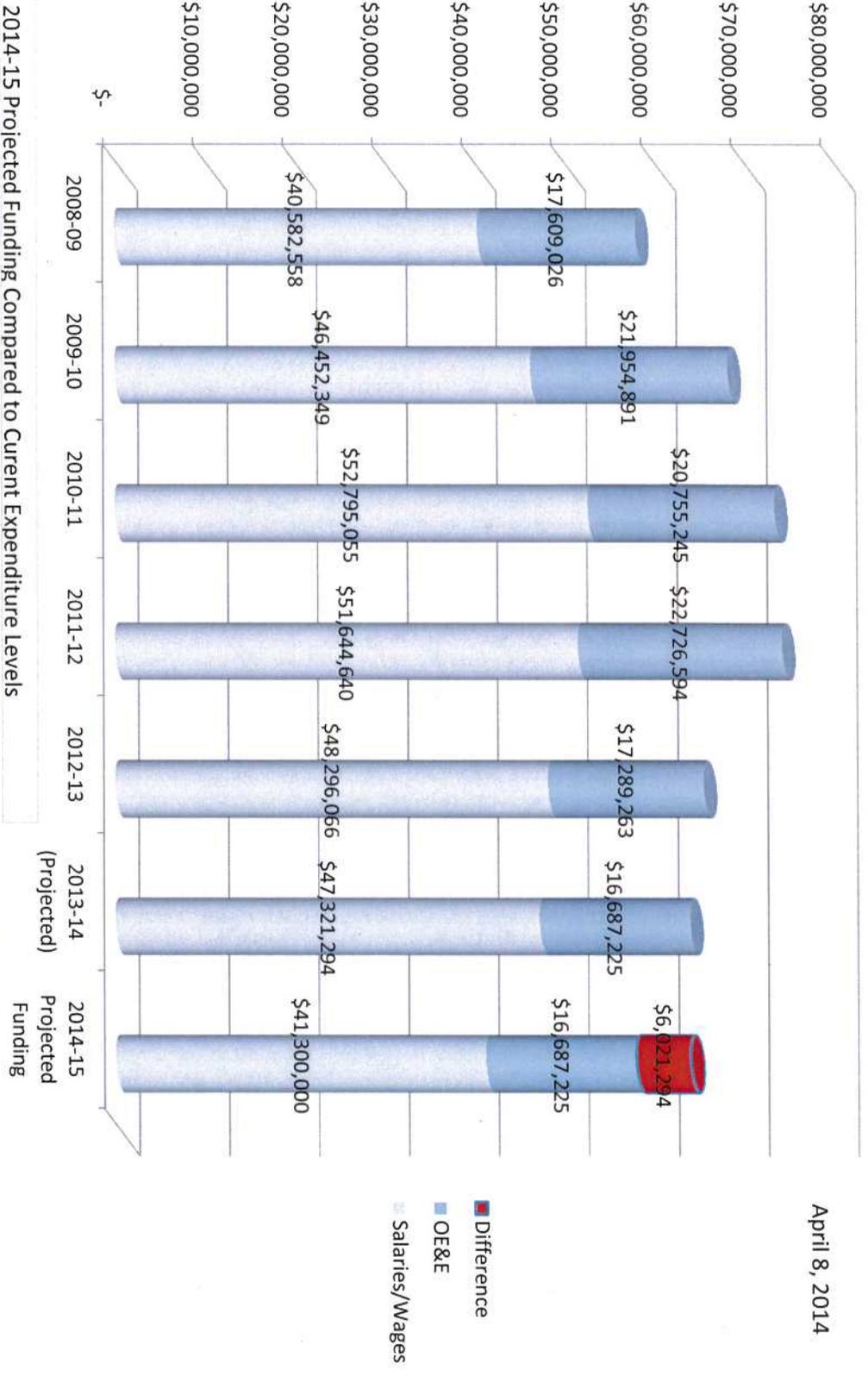
CUIAB 13/14 Fiscal Year Overtime/Lump Sum Payout - SCO Report
July 2013 through February 2014

13/14 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		
	Hours	Pay	Hours	Pay	Hours	Pay	Hours	Pay	Pay
Appellate	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	108.25	\$3,424.55	
Admin	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	\$0.00
IT	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	1,318.00	\$58,761.84	\$58,761.84
Exec	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	\$0.00
Project	0.00	\$0.00	0.00	\$0.00	4.50	\$214.52	6.00	\$190.68	
Field	0.00	\$0.00	0.00	\$0.00	337.25	\$5,171.23	1,073.75	\$32,775.62	
Total	0.00	\$0.00	0.00	\$0.00	341.75	\$5,385.75	2,506.00	\$95,152.69	

13/14 Fiscal Year-to-Date Total Overtime Expenditures										
Branch	13/14 FY Allocation		Year-to-Date Hours		Year-to-Date Position Equivalent		Year-to-Date Pay		FY 13/14 FY Projections	
	Hours	Pay	Hours	Pay	Hours	Pay	Hours	Pay	Estimated Expenditures Over-/Under	
Appellate	108.25	\$90,097.00	108.25	\$3,424.55	0.05	\$86,672.45	108.25	\$84,960.18		
Admin	0.00	\$5,590.00	0.00	\$0.00	0.00	\$5,590.00	0.00	\$5,590.00		
IT	1,318.00	\$97,891.00	1,318.00	\$58,761.84	0.63	\$39,129.16	1,318.00	\$9,748.24		
Exec	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00		
Project	10.50	\$1,897.00	10.50	\$405.20	0.01	\$1,491.80	10.50	\$1,289.20		
Field Operations	1,411.00	\$213,698.00	1,411.00	\$37,946.85	0.68	\$175,751.15	1,411.00	\$156,777.73		
Total	2,847.75	\$409,173.00	2,847.75	\$100,538.44	2.05	\$308,634.56	2,847.75	\$258,365.34		
Actual Monthly Average Personnel Year 1.37										

13/14 Fiscal Year-to-Date Lump Sum Payout July 2013 through February 2014							
Branch	Year-to-Date Hours		Year-to-Date Position Equivalent		Year-to-Date Pay		Estimated Over-/Under
	Hours	Pay	Hours	Pay	Hours	Pay	
Appellate	1,313.50	\$37,569.61	0.63	\$144,987.00	1,313.50	\$88,632.59	
Admin	658.00	\$20,592.40	0.32	\$5,000.00	658.00	-\$15,592.40	
IT	258.00	\$10,625.28	0.12	\$5,000.00	258.00	-\$10,937.92	
Exec	48.50	\$926.46	0.02	\$93,867.00	48.50	\$92,477.31	
Project	0.00	\$0.00	0.00	\$5,000.00	0.00	\$5,000.00	
Field Operations	2,464.50	\$69,786.21	1.19	\$465,441.00	2,464.50	\$360,761.69	
Total	4,742.50	\$139,499.96	2.28	\$719,295.00	4,742.50	\$520,341.26	

April 8, 2014



2014-15 Projected Funding Compared to Current Expenditure Levels