



**STATE OF CALIFORNIA - GOVERNOR EDMOND G. BROWN JR.  
LABOR AND WORKFORCE DEVELOPMENT AGENCY**  
**CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD  
EXECUTIVE DIRECTOR/CHIEF ADMINISTRATIVE LAW JUDGE**

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April 6, 2012

To: Board Members

**April 2012 Summary Report of Executive Director and  
Chief Administrative Law Judge Alberto Roldan**

1. **Office of the Chief**
  - a. PALJ Hazel Cash officially retired on March 31, 2012.
  - b. ALJ II Terry Savage of the Tax Unit officially retired on March 31, 2012.
2. **Snapshot of Field Operations performance through March 2012**

**Overall March 2012 Workload and Performance:** March was an extraordinarily successful month in Field Operations. All of the Field Offices stepped up to improve timeliness and issue as many decisions as possible. 46,692 decisions were issued in cases for the month of March. This represented 21% more dispositions than on average this fiscal year, and the greatest output since March 2011. This also resulted in a major improvement in average case age performance for the second month in a row, CUIAB has met or exceeded the federal average case age requirement and it is anticipated that we will be able to maintain compliance with this standard going forward.

Despite the emphasis on dispositions last month, intake also jumped by more than 6,800 over February to hit 38,944 new cases. Intake was 7% greater than the fiscal year average and the most since September 2011. Despite the influx of a larger than expected number of new cases, the open inventory [39,388] was still reduced by almost 8000. Field Operations has successfully reduced inventory for five straight months. As a result, the number of open cases is at the lowest month-end total since May 2007, and is basically one-half the volume of our workload at the end of March 2010.

**Case Aging and Time Lapse:** We have met or exceeded our goal of meeting the DOL case aging standard of 30 days for two months. By focusing on addressing our older pending cases, as of the end of March our open cases averaged a mere 23 days. That represents a reduction of 12 days in two months and means we are in compliance as it relates to this standard for this year. The time lapse

numbers were also improved substantially. 30 day time lapse compliance more than doubled from the February 2012 figures. With 16% of cases being closed in 30 days we achieved the highest month end result since December 2003. 45-day time lapse compliance almost doubled from February. At 61% of cases closed in 45 days, this is the best result since April 2003. At 98% closed, 90-day time lapse met or exceeded the Federal guideline of 95% of cases closed in 90 days for the 8<sup>th</sup> time this fiscal year.

**Cycle Time.** The UI cycle time in March was 45 days from date of appeal to issuance of the decision. This was an improvement of nine days from February and 15 days from January. For the second straight month, the largest single category for improvement was between the date of verification to the date of scheduling the hearing, which was reduced by 6 days during the past month. This no doubt is the direct result of the reduced inventory of cases to set for hearing. The big push in March also helped reduce the average time from hearing to decision mailing from seven to four days. Time was also shaved off in the verification process, and the time between setting a calendar and actually conducting the hearing.

**Unemployment Insurance (UI) for March:** New UI cases [36,391 cases; 20,779 appellants] were 6% above the average this fiscal year. It should be noted, however, that the previous four months all had intake well below the average levels, which means there was a substantial increase in March, which historically has always been a productive time period. The number of closed cases [44,615 cases; 25,475 appellants] rose by more than 7,000 decisions over February to reach its highest level since September. As a result, the month-end open inventory [29,603 cases; 16,903 appellants] fell by more than 8,000 cases. In fact, in the past two months, the open inventory has been reduced by more than 15,000 cases and is below 30,000 for the first time since April 2007.

**Disability Insurance (DI) for March:** We remained active in the disability arena despite the focus on UI. The number of new cases [1,611] was 14% higher than average and the most since last April. Closed cases [1,456] were 3% higher than the norm, though fewer than in February. The resulting increased inventory [1,905] is only slightly above the fiscal year average.

**Tax, Rulings, Other for March:** After deferring registration of ruling cases to concentrate on UI for some weeks, SCRSU made a big push in March and verified 714 new cases, which is 82% more than the average. At the same time, the concentration on UI caused the number of closed cases to fall to their lowest level in 2½ years. Although this caused the open inventory [3,477] to jump significantly, it actually remains slightly below the fiscal year average. In tax, intake [196 new petitions] was 21% below average, whereas output [322 decisions] was 14% greater than normal. As a result, the open inventory [4,371] has been reduced to its lowest level since September 2009.

**California Unemployment Insurance Appeals Board**  
**FO Cycle Time Summary Report**  
**For Cases Closed in March 2012**

<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	44	7	15	16	2
Inglewood	47	11	10	14	5
Inland	43	7	8	19	3
Los Angeles	43	6	13	13	4
Oakland	44	8	12	16	3
Orange County	40	6	9	16	4
Oxnard	41	8	13	13	1
Pasadena	45	7	9	14	9
Sacramento	41	6	8	15	6
San Diego	55	12	14	19	5
San Francisco	46	6	18	15	3
San Jose	48	7	17	15	3
<b>Statewide</b>	<b>45</b>	<b>8</b>	<b>11</b>	<b>16</b>	<b>4</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	44	7	14	16	2
Inglewood	52	12	14	15	5
Inland	44	8	8	19	4
Los Angeles	44	6	13	13	4
Oakland	44	8	12	16	3
Orange County	47	7	15	16	4
Oxnard	41	8	13	13	1
Pasadena	46	7	9	14	9
Sacramento	41	6	8	15	6
San Diego	56	12	14	19	5
San Francisco	46	6	18	15	3
San Jose	49	7	17	15	3
<b>Statewide</b>	<b>46</b>	<b>8</b>	<b>12</b>	<b>16</b>	<b>4</b>

**UI TRENDS - FO**

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

**NEW OPENED CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2009	32,164	29,014	31,429	31,869	32,267	34,435	32,319	31,827	33,713	35,619	27,150	37,388	389,194	<b>32,433</b>		
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>	113%	4,080
2011	38,676	34,399	39,494	35,519	36,159	35,785	32,527	38,079	39,828	36,161	30,799	31,448	428,874	<b>35,740</b>	98%	-773
2012	33,339	30,233	36,391										99,963	<b>33,321</b>	93%	-2,419
13													2011	93%	89%	
180													2010	91%	91%	
UI registrations Mar to date are down 11% from 2011, down 9% from 2010, and up 8% from 2009													2009	103%	108%	
UI registration monthly average is down 7% from 2011, down 9% from 2010, and up 3% from 2009													chg to '12 avg   chg to '12 YTD			

**CLOSED CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2009	25,728	24,752	28,392	30,565	30,101	32,703	34,500	30,455	32,165	39,878	34,525	36,623	380,387	<b>31,699</b>		
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>	118%	5,690
2011	34,029	37,998	50,124	35,054	32,103	38,117	33,797	36,979	41,802	33,663	33,076	34,301	441,043	<b>36,754</b>	98%	-635
2012	33,604	37,167	44,615										115,386	<b>38,462</b>	105%	1,708
1/3													2011	105%	94%	
4/9													2010	103%	101%	
UI dispositions Mar to date are down 6% from 2011, up 1% from 2010, and up 46% from 2009													2009	121%	146%	
UI disposition monthly average is up 5% from 2011, up 3% from 2010, and up 21% from 2009													chg to '12 avg   chg to '12 YTD			

**BALANCE OPEN CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr AvgChg	
2009	69,049	73,237	76,311	77,968	80,188	81,750	79,774	81,302	82,785	78,473	71,095	71,813	<b>76,979</b>			
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>	89%	-8,721	
2011	63,632	59,909	49,088	49,435	53,389	50,926	49,805	50,755	48,650	51,057	48,653	45,715	<b>51,751</b>	76%	-16,507	
2012	45,315	38,225	29,603										<b>37,714</b>	73%	-14,037	
13													2011	73%	66%	
256													2010	55%	53%	
UI balance of open cases Mar to date is down 34% from 2011, down 47% from 2010, and down 48% from 2009													2009	49%	52%	
UI balance monthly average down 27% from 2011, down 45% from 2010, and down 51% from 2009													chg to '12 avg   chg to '12 YTD			

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

**NEW OPENED CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2009	1,610	1,107	1,794	1,519	1,628	1,748	1,537	1,321	1,571	1,414	1,245	1,330	17,824	<b>1,485</b>		
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>	100%	6
2011	1,537	1,651	1,411	1,691	1,360	1,428	1,405	1,575	1,489	1,392	1,094	1,268	17,301	<b>1,442</b>	97%	-50
2012	1,395	1,490	1,611										4,496	<b>1,499</b>	104%	57
DI registrations Mar to date are down 2% from 2011, down 3% from 2010, and even with 2009													2011	104%	98%	
DI registration monthly average is up 4% from 2011, even with 2010, and up 1% from 2009													2010	100%	97%	
													2009	101%	100%	
													chg to '12 avg		chg to '12 YTD	

**CLOSED CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2009	1,217	1,269	1,451	1,465	1,129	1,463	1,823	1,644	1,648	1,753	1,527	1,701	18,090	<b>1,508</b>		
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>	103%	42
2011	1,295	1,576	1,925	1,512	1,441	1,567	1,365	1,462	1,426	1,579	1,266	1,270	17,684	<b>1,474</b>	95%	-76
2012	1,334	1,547	1,456										4,337	<b>1,446</b>	98%	-28
DI dispositions Mar to date are down 10% from 2011, down 10% from 2010, and up 10% from 2009													2011	98%	90%	
DI disposition monthly average is down 2% from 2011, down 7% from 2010, and down 4% from 2009													2010	93%	90%	
													2009	96%	110%	
													chg to '12 avg		chg to '12 YTD	

**BALANCE OPEN CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr AvgChg	
2009	3,426	3,264	3,613	3,684	4,197	4,478	4,204	3,895	3,819	3,476	3,203	2,836		<b>3,675</b>		
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>	73%	
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%	
2012	1,815	1,757	1,905											<b>1,826</b>	90%	
DI open balance Mar to date is down 20% from 2011, down 36% from 2010, and down 47% from 2009													2011	90%	80%	
DI open balance monthly average down 10% from 2011, down 32% from 2010, and down 50% from 2009													2010	68%	64%	
													2009	50%	53%	
													chg to '12 avg		chg to '12 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
2009	166	93	219	174	258	164	252	256	169	292	224	229	2,496	<b>208</b>		
2010	142	139	164	233	140	163	94	137	146	181	188	232	1,959	<b>163</b>	78%	-45
2011	134	168	144	261	140	180	112	266	364	147	248	402	2,566	<b>214</b>	131%	51
2012	346	141	196										683	<b>228</b>	106%	14
													2011	106%	153%	
													2010	139%	153%	
													2009	109%	143%	
														chg to '12 avg	chg to '12 YTD	

Tax registrations Mar to date are up 53% from 2011, up 53% from 2010, and up 43% from 2009  
 Tax registration monthly average is up 6% from 2011, up 39% from 2010, and up 9% from 2009

**CLOSED CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2009	92	97	172	149	72	97	126	111	162	70	149	288	1,585	<b>132</b>		
2010	48	109	107	91	117	124	135	101	174	130	99	235	1,470	<b>123</b>	93%	-10
2011	139	173	193	252	176	277	168	278	325	293	323	247	2,844	<b>237</b>	193%	115
2012	227	352	322										901	<b>300</b>	127%	63
													2011	127%	178%	
													2010	245%	341%	
													2009	227%	250%	
														chg to '12 avg	chg to '12 YTD	

Tax dispositions Mar to date are up 78% from 2011, up 241% from 2010, and up 150% from 2009  
 Tax disposition monthly average is up 27% from 2011, up 145% from 2010, and up 127% from 2009

**BALANCE OPEN CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr AvgChg
2009	3,585	3,580	3,627	3,649	3,836	3,903	4,029	4,174	4,180	4,402	4,477	4,416	<b>3,988</b>		
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>	119%	746
2011	4,880	4,874	4,824	4,833	4,797	4,700	4,643	4,630	4,666	4,520	4,445	4,593	<b>4,700</b>	99%	-34
2012	4,711	4,498	4,371										<b>4,527</b>	96%	-174
													2011	96%	93%
													2010	96%	100%
													2009	114%	126%
														chg to '12 avg	chg to '12 YTD

Tax balance of open cases Mar to date is down 7% from 2011, even with 2010, and up 26% from 2009  
 Tax balance monthly average is down 4% from 2011, down 4% from 2010, and up 14% from 2009

**RULING - OTHER TRENDS - FO**  
 Program Codes 9, 13, 14, 19, 21, 22, 40, 44

**NEW OPENED CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2009	175	92	203	456	567	340	304	206	170	710	923	275	4,421	368		
2010	486	609	709	598	441	424	468	1,359	201	239	229	214	5,977	498	135%	130
2011	64	97	92	739	526	510	426	454	207	982	247	251	4,595	383	77%	-115
2012	182	245	746										1,173	391	102%	8
													2011	102%	464%	
													2010	79%	65%	
													2009	106%	250%	

Ruling/Other registrations Mar to date are up 364% from 2011, down 35% from 2010, and up 150% from 2009  
 Ruling/Other registration monthly average is up 2% from 2011, down 21% from 2010, and up 6% from 2009

**CLOSED CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2009	236	333	238	209	179	208	273	264	315	192	260	357	3,064	255		
2010	335	392	500	682	465	716	421	631	484	804	303	415	6,148	512	201%	257
2011	442	399	728	390	424	631	384	397	530	593	389	351	5,658	472	92%	-41
2012	500	455	299										1,254	418	89%	-54

Ruling/Other dispositions Mar to date are down 20% from 2011, up 2% from 2010, and up 55% from 2009  
 Ruling/Other disposition monthly average is down 11% from 2011, down 18% from 2010, and up 64% from 2009

**BALANCE OPEN CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2009	3,399	3,158	3,123	3,374	3,763	3,894	3,925	3,860	3,715	4,232	4,896	4,809	3,846			
2010	4,965	5,182	5,394	5,312	5,287	4,996	5,048	5,781	5,494	4,931	4,857	4,658	5,159		134%	1,313
2011	4,281	3,977	3,340	3,692	3,792	3,672	3,716	3,772	3,453	3,842	3,698	3,590	3,735		72%	-1,423
2012	3,272	3,060	3,509										3,280		88%	-455

Ruling/Other balance of open cases Mar to date is down 15% from 2011, down 37% from 2010, and up 2% from 2009  
 Ruling/Other balance monthly average is down 12% from 2011, down 36% from 2010, and down 15% from 2009

2011	88%	85%
2010	64%	63%
2009	85%	102%
	chg to '12 avg	chg to '12 YTD

**ALL PROGRAM TRENDS - FO**

**NEW OPENED CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Change	Yr-Yr AvgChg
2009	34,115	30,306	33,645	34,018	34,720	36,687	34,412	33,610	35,623	38,035	29,542	39,222	413,935	<b>34,495</b>		
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>	112%	4,171
2011	40,411	36,315	41,141	38,210	38,185	37,903	34,470	40,374	41,888	38,682	32,388	33,369	453,336	<b>37,778</b>	98%	-888
2012	35,262	32,109	38,944										106,315	<b>35,438</b>	94%	-2,340
13													2011	94%	90%	
180													2010	92%	91%	
All program registrations Mar to date are down 10% from 2011, down 9% from 2010, and up 8% from 2009													2009	103%	108%	
All program registration monthly average is down 6% from 2011, down 8% from 2010, and up 3% from 2009													chg to '12 avg chg to '12 YTD			

**CLOSED CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Change	Yr-Yr AvgChg
2009	27,273	26,451	30,253	32,388	31,481	34,471	36,722	32,474	34,290	41,893	36,461	38,969	403,126	<b>33,594</b>		
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>	118%	5,979
2011	35,905	40,146	52,970	37,208	34,144	40,592	35,714	39,116	44,083	36,128	35,054	36,169	467,229	<b>38,936</b>	98%	-637
2012	35,665	39,521	46,692										121,878	<b>40,626</b>	104%	1,690
1/3													2011	104%	94%	
4/9													2010	103%	101%	
All program dispositions Mar to date are down 6% from 2011, up 1% from 2010, and up 45% from 2009													2009	121%	145%	
All program disposition monthly average is up 4% from 2011, up 3% from 2010, and up 21% from 2009													chg to '12 avg chg to '12 YTD			

**BALANCE OPEN CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Avg.	% Change	Yr-Yr AvgChg	
2009	79,459	83,239	86,674	88,675	91,984	94,025	91,932	93,231	94,499	90,583	83,671	83,874	<b>88,487</b>			
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>	91%	-7,656	
2011	75,183	71,225	59,203	60,086	64,024	61,203	60,107	61,211	58,886	61,349	58,553	55,653	<b>62,224</b>	77%	-18,608	
2012	55,113	47,540	39,388										<b>47,347</b>	76%	-14,877	
13													2011	76%	69%	
256													2010	59%	56%	
All program open balance Mar to date is down 31% from 2011, down 44% from 2010, and down 43% from 2009													2009	54%	57%	
All program open balance monthly average is down 24% from 2011, down 41% from 2010, and down 46% from 2009													chg to '12 avg chg to '12 YTD			

FIELD OPERATIONS - REPORT SUMMARY

STATEWIDE	2011-2012												STATEWIDE					
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Current Mo. % of Avg.	Total	Appellants Current Mo. Average	Total	
<b>WORKLOAD</b>																		
<b>New Opened Cases</b>																		
UI TL	32,527	38,079	39,828	36,161	30,799	31,448	33,339	30,233	36,391	34,312	34,312	34,312	1,413	106%	308,805	20,779	176,328	
Ruling & T-R	1,405	1,575	1,489	1,392	1,094	1,268	1,395	1,490	1,611	1,413	1,413	1,413	391	114%	12,719			
Tax	411	431	190	967	217	221	168	213	714	391	391	391	247	182%	3,522			
Other	112	266	364	147	248	402	346	141	196	247	247	247	24	79%	2,222			
Total	15	23	17	25	30	30	30	32	32	24	24	24	24	132%	218			
Total	34,470	40,374	41,888	38,682	32,388	33,369	35,262	32,109	38,944	36,387	36,387	36,387	36,387	107%	327,486			
Multi Cases	6	6	2	5	5	13	180	180										
<b>Closed Cases</b>																		
UI TL	33,797	36,979	41,802	33,663	33,076	34,301	33,604	37,167	44,615	36,566	36,566	36,566	1,412	122%	329,004	25,475	187,861	
Ruling & T-R	1,365	1,462	1,426	1,579	1,266	1,270	1,334	1,547	1,456	1,412	1,412	1,412	409	103%	12,705			
Tax	367	381	506	576	369	319	468	436	258	409	409	409	282	63%	3,680			
Other	168	278	325	293	323	247	227	352	322	282	282	282	24	114%	2,535			
Total	17	16	24	17	20	32	32	19	41	24	24	24	24	169%	218			
Total	35,714	39,116	44,083	36,128	35,054	36,169	35,665	39,521	46,692	38,682	38,682	38,682	38,682	121%	348,142			
Multi Case/Client	1/2	1/8	2/4	1/2	1/3	4/9												
<b>Balance - Open Cases</b>																		
UI TL	49,805	50,755	48,650	51,057	48,653	45,715	45,315	38,225	29,603	45,309	45,309	45,309	1,893	65%	16,903	25,871		
Ruling & T-R	1,943	2,054	2,117	1,930	1,757	1,755	1,815	1,757	1,905	1,893	1,893	1,893	3,511	101%				
Tax	3,686	3,736	3,425	3,806	3,652	3,546	3,247	3,021	3,477	3,511	3,511	3,511	4,564	99%				
Other	4,643	4,630	4,666	4,520	4,445	4,593	4,771	4,498	4,371	4,564	4,564	4,564	35	96%				
Total	30	36	28	36	46	44	25	39	32	35	35	35	35	91%				
Total	60,107	61,211	58,866	61,349	58,553	55,653	55,113	47,540	39,388	55,311	55,311	55,311	55,311	71%				
Multi Cases	2	8	3	8	3	13	258											
<b>Time Lapse</b>																		
30 TL %	3	4	3	5	4	4	5	7	16	6	6	6	6	282%				
45 TL %	26	27	25	23	22	21	17	33	61	28	28	28	28	215%				
90 TL %	95	95	95	97	96	96	94	95	98	96	96	96	96	102%				
<b>CASE AGE</b>																		
Average Days	36	33	31	34	35	36	35	29	23	32	32	32	32	71%				
Average Days UI (median)	33	30	30	32	34	33	33	27	22	30	30	30	30	72%				
>90 Days Old	2%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	75%				
>90 Days Old without Multi	2%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	75%				
>90 Days Old	4%	4%	4%	3%	4%	4%	4%	4%	2%	4%	4%	4%	4%	55%				
<b>PY USAGE</b>																		
ALJ	185,800	195,400	196,650	199,610	174,620	173,770	186,930	194,660	188,400	188,400	188,400	188,400	197,200	103%				
Non ALJ	192,150	204,700	207,590	214,990	182,050	161,930	190,500	193,920	197,200	197,200	197,200	197,200	385,700	98%				
Field Offices	377,950	400,100	404,240	414,600	356,670	366,700	377,430	388,580	385,700	385,700	385,700	385,700	1,050	101%				
Ratio 1/1	1.03	1.05	1.06	1.08	1.04	1.10	1.02	1.00	1.05	1.05	1.05	1.05	1.05	95%				
<b>w/FOHQRSRU</b>																		
ALJ	191,730	201,030	203,260	207,400	179,480	178,380	192,980	201,560	194,500	194,500	194,500	194,500	232,000	104%				
Non ALJ	223,490	238,990	244,790	254,120	212,990	224,110	226,090	231,260	231,260	231,260	231,260	231,260	426,500	100%				
SS w/EDD	415,220	440,020	448,050	461,520	392,470	402,490	419,050	432,820	426,500	426,500	426,500	426,500	1,119	101%				
EDD 0	1.17	1.19	1.20	1.23	1.19	1.26	1.17	1.15	1.19	1.19	1.19	1.19	1.19	96%				
<b>PRODUCTIVITY</b>																		
Weekly Dispos per ALJ (UI&CD)	45.8	41.6	50.6	40.5	50.4	47.5	45.3	48.0	46.2	46.2	46.2	46.2	46.2	104%				
Weekly Dispos per ALJ	46.6	42.3	51.6	41.5	51.4	48.3	46.2	49.0	47.1	47.1	47.1	47.1	47.1	104%				
Weekly Dispos (Non-ALJ)	40.0	35.6	42.9	33.8	43.3	38.4	39.4	42.7	39.5	39.5	39.5	39.5	39.5	108%				

**AO REPORT TO BOARD -- MONTH OF MARCH 2012**

	# Cases	# Appellants	Calendar Yr Ave
REGISTRATIONS	3555	2031	2934
DISPOSITIONS	3407	1957	3191
OPEN BALANCE	<b>3018</b>	1723(estim.)	4523
PENDING REG. (2/1/12)			
APPEAL RATE	9.00%		

**CASE AGING**                      30 Days                      **MET DOL STANDARD (40 DAYS OR LESS)**

<b>TIME LAPSE</b>	<b>DOL STANDARD</b>	<b>EXCEEDED DOL STANDARDS IN ALL CATAGC</b>
45 Days (50%)	70	
75 Days (80%)	91	
150 Days (95%)	99	

**ADDITIONAL INFORMATION**

FO to AO Monthly Report	3.3
FO ALJs working in AO	3

WEEKLY AO WORKLOAD REPORT  
March 2012

Week Ending	Unreg total	Appeals Rec'd	Registrations	Dispositions	Open Balance	Change
3/2/2012	1303	442	313	278	2928	26
3/9/2012	1422	855	726	681	2984	56
3/16/2012	1161	862	953	621	3288	304
3/23/2012	1240	910	643	1013	2922	-366
3/30/2012	996	855	920	814	3018	96
<b>Running Total</b>		<b>3924</b>	<b>3555</b>	<b>3407</b>		

Week Ending	Average Case age	45-Day (50%) Time Lapse	75-Day (80%) Time Lapse	150-Day (95%) Time Lapse
3/2/2012	32	65.00%	94.50%	99.50%
3/9/2012	31	61.13%	90.55%	98.95%
3/16/2012	31	72.76%	89.07%	99.40%
3/23/2012	29	69.80%	90.53%	98.94%
3-1 thru 3-30-12	30	70.02%	90.80%	99.13%

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

	March, 2012	February, 2012	January, 2012	December, 2011
	Average Days in Transfer			
	Case Count	Case Count	Case Count	Case Count
Fresno	2.92 102	3.92 191	3.56 101	3.38 192
Inglewood	3.01 295	6.21 299	5.74 218	8.58 270
Inland	3.15 333	4.80 373	5.36 371	4.42 335
Los Angeles	4.09 220	4.89 246	4.60 149	4.59 183
Oakland	3.02 133	4.39 202	6.99 161	5.17 159
Orange County	2.50 244	2.96 278	2.99 210	3.53 206
Oxnard	2.52 119	4.36 176	3.77 152	3.83 173
Pasadena	7.90 88	10.58 196	12.22 165	11.67 140
Sacramento	2.91 307	5.07 327	4.70 381	5.11 318
San Diego	3.65 202	4.73 321	5.70 195	5.07 250
San Francisco	3.47 115	3.91 167	3.37 131	3.49 224
San Jose	2.93 59	5.25 102	7.88 131	4.61 94
Tax Office	2.13 31	3.30 20	43.05 20	3.93 14
<b>Total</b>	<b>3.30 2248</b>	<b>5.03 2898</b>	<b>5.81 2385</b>	<b>5.20 2558</b>

**ALL PROGRAM TRENDS-AO**

**REGISTRATIONS**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Number Change
2009	1,588	1,326	1,964	1,835	1,717	1,956	2,368	2,026	2,187	2,158	2,056	2,225	23,406	1,951		
2010	2,470	2,136	3,081	2,779	2,362	2,691	2,518	2,957	3,089	2,658	2,796	2,721	32,258	2,688	138%	738
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	112%	311
2012	2,789	2,316	3,555										8,660	2,887	96%	-113
													2011	96%	97%	
													2010	107%	113%	
													2009	148%	178%	
														chg to 12 avg	chg to 12 YTD	

Registrations Jan to date down 3% from 2011, up 13% from 2010, and up 78% from 2009.

Registration monthly average down 4% from 2011, up 7% from 2010, and up 48% from 2009.

**DISPOSITIONS**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Number Change
2009	1,609	1,599	1,780	1,556	1,533	1,780	1,827	1,867	1,919	2,354	2,005	2,991	22,820	1,902		
2010	2,210	2,634	2,764	2,707	2,534	2,949	2,352	2,657	2,647	2,853	2,565	2,360	31,232	2,603	137%	701
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	116%	405
2012	2,917	3,106	3,407										9,430	3,143	105%	136
													2011	105%	121%	
													2010	121%	124%	
													2009	165%	189%	
														chg to 12 avg	chg to 12 YTD	

Dispositions Jan to date up 21% from 2011, up 24% from 2010, and up 89% from 2009.

Disposition monthly average up 5% from 2011, up 21% from 2010, and up 65% from 2009.

**BALANCE OPEN CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Number Change
2009	2,379	2,093	2,270	2,555	2,734	2,906	3,446	3,599	3,849	3,649	3,703	2,918	36,101	3,008		
2010	3,177	2,668	3,000	3,058	2,886	2,635	2,837	3,135	3,591	3,387	3,626	3,973	37,973	3,164	105%	156
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	60,562	5,047	159%	1,882
2012	3,663	2,902	3,018										9,583	3,194	63%	-1,853
													2011	63%	75%	
													2010	101%	108%	
													2009	106%	142%	
														chg to 12 avg	chg to 12 YTD	

Open Balance Jan to date down 25% from 2011, up 8% from 2010, and up 42% from 2009.

Open Balance monthly average down 37% from 2011, up 1% from 2010, and up 6% from 2009.



APPELLATE OPERATIONS ~ REPORT SUMMARY

APPELLATE		2011-2012												Average	AO	
TIME LAPSE		July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun		Current Mo. % of Avg.	
	45 Day-50 %	10	11	10	12	12	17	17	48	70					23	306%
	75 Day- 80 %	44	40	43	73	86	89	85	91	91					71	127%
	150 Day- 95 %	97	99	99	99	99	99	99	99	99					99	100%
<b>CASE AGE</b>																
	Avg Days-UI (mean)	47	48	44	39	38	39	37	32	30					39	76%
	Avg Days-UI (median)	45	44	42	35	36	38	34	27	25					36	69%
<b>Over 120 days old</b>																
	UI Cases	31	39	67	42	31	23	29	22	13					33	39%
	UI %	1%	1%	2%	1%	1%	1%	1%	1%	1%					1%	52%
	UI % w/out Multis	1%	1%	2%	1%	1%	1%	1%	1%	1%					1%	52%
<b>NET PYS USED</b>																
	ALJ	21.15	24.29	26.77	26.77	25.10	22.14	25.40	24.67						24.5	101%
	AO Non ALJ	33.72	38.48	36.80	39.48	32.35	32.78	33.15	34.75						35.2	99%
	CTU Non ALJ	4.84	4.86	5.17	5.44	3.40	3.87	4.93	4.59						4.6	99%
	Net Pys	59.71	67.63	68.74	71.69	60.85	58.79	63.48	64.01	0.00					64.4	99%
<b>RATIOS</b>																
	AO w/o transcribers	1.59	1.58	1.37	1.47	1.29	1.48	1.31	1.41						1.43	98%
	AO with transcribers	1.82	1.78	1.57	1.68	1.42	1.66	1.50	1.59						1.62	98%
<b>TRANSCRIPTS</b>																
	PAGES	124	106	163	127	84	144	115	132	130					125	104%
	AVG PGS Per T/S	9,492	7,593	11,689	9,142	7,070	10,289	8,801	11,236	9,726					9,449	103%
		77	72	72	72	84	71	77	85	75					76	98%
<b>PRODUCTIVITY</b>																
	ALJ Dispmk	26.6	26.8	36.6	33.8	32.8	32.5	28.7	31.5						31.2	101%
	Trans Pgs/day	93.39	71.02	107.66	80.02	109.44	126.60	89.26	122.40						100.0	122%

Board Member	1st	2nd	3rd	UI	DI	Ruling	Tax	1 Party	2 Party	Total
<b>Alberto Torrico</b>										
Sum	540	494	11	969	62	4	10	397	648	1045
Percent	26%	24%	13%	25%	23%	50%	29%	25%	24%	
<b>Bonnie Garcia</b>										
Sum	473	431	7	838	64	1	8	344	567	911
Percent	23%	21%	8%	21%	23%	13%	23%	22%	21%	
<b>Kathleen Howard</b>										
Sum	451	555	2	940	63	1	5	356	653	1009
Percent	22%	27%	2%	24%	23%	13%	14%	23%	24%	
<b>Robert Dresser</b>										
Sum	131	69	62	245	13	0	4	84	178	262
Percent	6%	3%	75%	6%	5%	0%	11%	5%	7%	
<b>Roy Ashburn</b>										
Sum	489	537	1	947	71	2	8	387	641	1028
Percent	23%	26%	1%	24%	26%	25%	23%	25%	24%	
<b>Total Cases Reviewed:</b>	2084	2086	83	3939	273	8	35	1568	2687	

\*Off Calendar

# Monthly Board Meeting Litigation Report - March 2012

AGENDA ITEM 9

<u>LITIGATION CASES PENDING</u>	<b>TOTAL = 314</b>
<b>SUPERIOR COURT:</b> Claimant Petitions.....	261
Employer Petitions.....	27
EDD Petitions.....	3
Non-benefit Court Cases .....	7
<b>APPELLATE COURT:</b> Claimant Appeals.....	10
Employer Appeals.....	4
EDD Appeals.....	0
Non-benefit Court Cases .....	1
<b>ISSUES:</b> UI.....	273
DI.....	18
Tax.....	14
Non-benefit Court Cases .....	9

## 2012 CALENDAR YEAR ACTIVITY - Benefit & Tax Cases

<u>LITIGATION CASES FILED</u>	<u>YTD</u>	<u>March</u>
<b>SUPERIOR COURT:</b> Claimant Petitions.....	33	11
Employer Petitions.....	9	0
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>March</u>
<b>SUPERIOR COURT:</b> Claimant Petitions.....	15	1
Employer Petitions.....	4	0
EDD Petitions.....	0	0
<b>APPELLATE COURT:</b> Claimant Appeals.....	2	0
Employer Appeals.....	0	0
EDD Appeals.....	0	0

## 2012 Decision Summary

<u>Claimant Appeals</u>		<u>Employer Appeals</u>		<u>CUIAB Decisions</u>		
Win: 4	Loss: 13	Win: 0	Loss: 4	Affirmed: 17	Reversed: 4	Remanded: 0

# MARCH 2012 PERFORMANCE INDICATORS

## FIELD OPERATIONS

	UI Timelapse	March CAP Goal
<b>MEETING DOL STANDARDS</b>		
<b>For Closed Cases (DOL Std)</b>		
% Closed in <= 30 Days (60%)	15.8%	20%
% Closed in <= 45 Days (80%)	61.3%	55%
<b>For Pending Cases</b>		
Case Aging (30 Days)	23	32
<b>WORKLOAD</b>		
	UI	ALL
Opened	36,391	38,944
Closed	44,615	46,692
Balance of Open Cases	29,859	39,644

### CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

UI Appeals	45 days
DI Appeals	59 days
All Programs	46 days

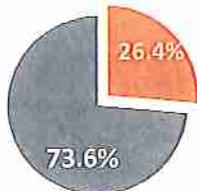
### FO OVERTURNED EDD

% Overturned EDD UI TL* Benefit Decisions	49.9%
% in Favor of Claimants (for Claimant UI appeals)	51.9%
% in Favor of Employers (for Employer UI appeals)	33.6%

Source: Official Monthly Workload Report

\* UI TL stands for UI Timelapse

### UI WORKLOAD COMPOSITION



UI Extensions make up 26.4% of UI Open Balance  
Regular UI cases make up 73.6% of UI Open

## APPELLATE OPERATIONS

	UI Timelapse	DOL Standard
<b>MEETING DOL STANDARDS</b>		
<b>For Closed Cases (DOL Std)</b>		
% Closed in <= 45 Days	70.0%	50%
% Closed in <= 75 Days	90.8%	80%
<b>For Pending Cases</b>		
Case Aging (40 Days)	30	40
<b>WORKLOAD</b>		
	UI	ALL
Opened	3,383	3,555
Closed	3,237	3,407
Balance of Open Cases	2,785	3,018

### CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

A monthly report does not yet exist for AO cycle times. Results below were derived from data sets.

CY 2011 - All Programs	71 days
Jan-Feb 2012 - All Programs	60 days

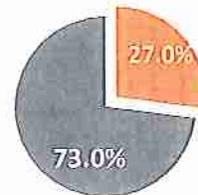
### AO OVERTURNED FO

% Overturned EDD UI TL* Benefit Decisions	13.5%
% in Favor of Claimants (for Claimant UI appeals)	12.5%
% in Favor of Employers (for Employer UI appeals)	16.5%

Source: Official Monthly Workload Report

\* UI TL stands for UI Timelapse

### UI WORKLOAD COMPOSITION



UI Extensions make up 27.0% of UI Open Balance  
Regular UI cases make up 73.0% of UI Open Balance

CUIAB 11/12 Fiscal Year Overtime/Lump Sum Payout - SCO Report  
July 2011 through February 2012

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
Appellate	730.80	\$19,141.24	1,484.00	\$44,079.61	1,015.80	\$27,478.05	1,767.65	\$42,856.78
Admin	40.75	\$1,604.34	0.00	\$0.00	0.00	\$0.00	990.50	\$40,035.65
IT	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	1,499.00	\$62,177.41
Exec	20.00	\$872.82	0.00	\$0.00	251.50	\$11,228.29	99.00	\$3,082.80
Project	0.00	\$0.00	0.00	\$0.00	46.50	\$2,105.30	0.00	\$0.00
Field	353.00	\$10,829.40	0.00	\$0.00	6,113.70	\$181,356.57	7,157.75	\$208,123.57
<b>Total</b>	<b>1,144.55</b>	<b>\$32,447.80</b>	<b>1,484.00</b>	<b>\$44,079.61</b>	<b>7,427.50</b>	<b>\$222,168.21</b>	<b>11,513.90</b>	<b>\$356,276.21</b>

Branch	11/12 Fiscal Year-to-Date Total Overtime Expenditures				FY 11/12 FY Projections	
	11/12 FY Allocation	Year-to-Date Hours	Year-to-Date Position Equivalent	Year-to-Date Pay	Allocation Balance	Estimated Expenditures Over-/Under
Appellate	\$52,599.00	4,998.25	2.40	\$133,555.68	-\$80,956.68	-\$147,734.52
Admin	\$90,306.00	1,031.25	0.50	\$41,639.99	\$48,666.01	\$27,846.02
IT	\$123,050.00	1,499.00	0.72	\$62,177.41	\$60,872.59	\$29,783.89
Exec	\$21,977.00	370.50	0.18	\$15,183.91	\$6,793.09	-\$798.86
Project	\$0.00	46.50	0.02	\$2,105.30	-\$2,105.30	-\$4,912.37
Field Operations	\$864,113.00	13,624.45	6.55	\$400,309.54	\$463,803.46	\$263,648.69
<b>Total</b>	<b>1,152,045.00</b>	<b>21,569.95</b>	<b>10.37</b>	<b>\$654,971.83</b>	<b>\$497,073.17</b>	<b>\$167,832.84</b>

Actual Monthly Average Personnel Year

11/12 Fiscal Year-to-Date Lump Sum Payout July 2011 through February 2012				
Branch	Year-to-Date Hours	Year-to-Date Position Equivalent	Year-to-Date Pay	
Appellate	522.70	0.25	\$13,844.55	
Admin	861.00	0.41	\$23,462.47	
IT	0.00	0.00	\$0.00	
Exec	1,002.00	0.48	\$62,015.25	
Project	0.00	0.00	\$0.00	
Field Operations	6,049.64	2.91	\$223,842.06	
<b>Total</b>	<b>8,435.34</b>	<b>4.06</b>	<b>\$323,164.33</b>	



**CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD**  
**SPECIAL PROJECTS MATRIX**  
**April 2012**

California's economy is globally ranked with approximately 1.0 million business owners and 18.2 million workers. Currently, California, along with the nation, is experiencing an immense economic downturn with 2.0 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 07/20/10 Connectivity established 08/20/10 Equip installed 08/20/10 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>	Scanning for 2 FOs - Pasadena & LA. LA FO is hiring 3 staff to fully implement pilot. Hires are pending in LA.
<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 Site visit 07/27/2011	<ul style="list-style-type: none"> <li>- Meet DOL time lapse measures.</li> <li>- Meet DOL case age measures.</li> </ul>	
<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>	Rafael Placencia	High		<ul style="list-style-type: none"> <li>- Reduce cycle time for appeals data flow and document saving.</li> </ul>	Meeting with EDD IT to explore options & alignment with Agency network consolidation efforts. Design plans are completed.

**TECHNOLOGY**

Project & Description	Lead	Priority	Milestones	Goals	Status
<p><b>Collate Decision Print Jobs</b> Appeal decisions are manually collated from a printed word document and printed decision cover page from CATS. To save staff resources, one print job will be collated.</p>	<p>Hugh Harrison Julie Krebs Lori Kurosaka Faye Saunders</p>	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> </ul>	<p>IT presented high level requirement for FO decisions on 03/13/2012 for user review. Solution will be implemented with new E-CATS release in Summer 2012.</p>
<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	<p>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</p>	<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>	<p>DOL approved funding at \$354,000 for planning phase only. Project and procurement strategy approved by LWDA &amp; EDD. Six week start delay due to OCIO approval. Request to EDD programs for estimated project costs in 01/2011. Narrative revisions completed per Agency comments in May 2011. EDD cost estimates received 09/09/2011. Project team met with EDD 10/24 to review and clarify assumptions for their costs. Finalizing narrative with EDD programs.</p>
<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>	<p>Lori Kurosaka Janet Maglente</p>	<b>On Hold</b>	<p>LWDA, EDD &amp; CUIAB approved FSR &amp; project strategy in 10/2010. Kick off 05/2011.</p>	<ul style="list-style-type: none"> <li>- Receive appeals case documents electronically from EDD.</li> <li>- Eliminate internal mailing of case documents</li> </ul>	<p>DOL approved funding at \$404,000 for the planning phase only. EDD is too busy to participate in FSR development. FSR is complete and on-hold to complete Imaging project first as of 09/2011.</p>
<p><b>Expand Auto Dialer Hearing Reminder</b> Adding email and cell phone text features for supplemental hearing notifications.</p>	Rafael Placencia	High	<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>	<p>Hugh Harrison Lori Kurosaka Faye Saunders</p>	High		-	<p>Delaying requirements gathering for post-March. Holding planning meeting with EDD on 04/12/2012 for requirements gathering and costing. Identifying existing model costs and estimating project cost estimates.</p>
<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>	Hardware deployment

**TECHNOLOGY cont.**

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<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. IT & Admin are developing evaluation tool to measure pilot effectiveness.
<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>	Lori Kurosaka Faye Saunders	High	Charter & scope completed. Kick off 10/14/2010. Requirements 2/2011 Testing began 01/2012 Implementation 04/18/2012	<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>	AO requested a few more changes to interphase with their paperless pilot which results in implementation pushed to 04/2012.
<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>	Rafael Placencia	Medium	LWDA Workgroup develops migration plan. Consensus on migration plan. Implementation	<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>	The migration plan is completed and a cost model has been developed.
<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>	Rafael Placencia	<b>On Hold</b>	OCIO approval for procurement. Testing equipment with Board.	<ul style="list-style-type: none"> <li>- Reduce the use of paper for board appeal processing and board meetings.</li> </ul>	Scoped down due to GO directive on cell phone (air card) reductions.
<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>	Rafael Placencia	Medium		<ul style="list-style-type: none"> <li>- Reduce maintenance &amp; support costs.</li> <li>- Reduce toner costs.</li> </ul>	Researching feasible equipment. Standards are in place for light, heavy, color, and multi-function printers.
<p><b>VOIP Telephony</b> CUJAB is exploring use of Voice Over Internet technology to provide lower cost telecommunications.</p>	Rafael Placencia Janet Maglente	<b>On Hold</b>	09/17/2011 Completed 23out station hearing facilities.	<ul style="list-style-type: none"> <li>- Elimination of long distance toll calls</li> <li>- Consolidation of telecommunications support areas.</li> </ul>	On hold 07/2011. IT staff are preparing business analysis for feasibility of further implementation.

**STAFFING, FACILITIES, EQUIPMENT & OTHER**

Project & Description	Lead	Priority	Milestones	Goals	Status
<p><b>Archive File Document Conversion</b> Each FO is retaining three years of completed paper appeal case files that are sitting in considerable real estate space. The file room space may be easily converted to ALJ offices or hearing rooms.</p>	Lori Kurosaka Pat Houston	High	MSA vendor contract executed 01/2010. OC, Inland, LA, Oxnard, San Jose, San Diego, LA, Sacto, SF, Appellate complete Vendor quality checks 04/05, 05/06, 08/19. Vendor quality check 05/09	<ul style="list-style-type: none"> <li>- Recapture real estate space for ALJ offices and hearing rooms.</li> <li>- Priority conversion for OC, Inland, LA, San Jose &amp; Oxnard.</li> </ul>	Extended vendor contract to 12/31/2012. CUIAB IT working on solution to scan files in FO.
<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>	Lori Kurosaka Janet Maglante	High	07/2011-Completed business requirements for case management system.	<ul style="list-style-type: none"> <li>- Design comprehensive technology systems with input from judicial users.</li> </ul>	Updating business requirements for imaging & workflow system. Testing ergonomic furniture to help judges to adopt new technology.
<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>	Janet Maglante	High	Business case metrics for imaging Business case metrics for case management Tested report template designs with IT.	<ul style="list-style-type: none"> <li>- Design comprehensive technology systems with input from staff users.</li> </ul>	Design & test Appellate Operations cycle time and case aging reports. Field Operations performance indicator reports are complete.
<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>	Lori Kurosaka Janet Maglante	High		<ul style="list-style-type: none"> <li>- Design comprehensive technology systems with input from staff users.</li> </ul>	First assignment is to redesign appeal forms as smart forms.
<p><b>Transforming CUIAB</b> Engage a consultant to help plan and guide the leadership team through organizational change management. A consultant will assist with defining organizational structure, proactive communications with stakeholders, identify staff skill sets needed for new technology, etc. to maximize user acceptance of new technology.</p>	Rafael Placencia Pam Boston Lori Kurosaka	High	Release RFO 03/18/2011 Rerelease RFO 05/12/2011 Bids due 05/31/2011. Intent to award 06/10/2011. Deliverable1 completed 10/2011.	<ul style="list-style-type: none"> <li>- Plan, design and implement organizational design for the large scale technology projects.</li> <li>- Plan and coordinate communications with all stakeholder groups.</li> </ul>	Vendor staff preparing analysis on as-is duty statements. Conducting interviews to validate duties/functions and help identify new staff roles with technology implementation.