

WORKLOAD NARRATIVE

FIELD OPERATIONS

March 2016

Workload: In March, intake for all cases [19,674] was 3% above the average for this fiscal year and represented the greatest number of new cases in five months. Dispositions [20,754] were the most numerous since July and 10% above the average for the fiscal year. The open balance [26,376] fell by more than 1000 cases for the second consecutive month and is now 2% below the fiscal year average. As illustrated below, these percentages don't track UI as closely as usual due to the increase in other cases.

UI. In March, the number of new UI cases [18,071 cases; 10,951 appellants] was 2% above the average for the fiscal year and represented the highest intake since October. The number of closed cases [19,541 cases; 11,842 appellants] was 10% above the norm for the fiscal year and the greatest output since July. The open balance [14,610 cases; 8,854 appellants] fell to its lowest level in a year. There was a big jump in extension cases which represented 7.1% of the month's UI intake, but only 5.5% of the dispositions. As this was the second straight month of more EUC cases coming in than going out, 7.6% of the open balance of UI cases are now extension cases. It should be noted that almost all of the extension cases are benefit audit type cases, and that the increase is most likely due to the 2016 capture of federal tax refunds. Furthermore, of the uncalendared EUC cases, there are actually only 79 appellants with 563 cases, i.e. many, many large splits. The split rate for these cases is 7.13 cases per appellant, which compares to 1.65 cases per appellant for all UI cases.

DI. In March, intake [1,140] was over 1000 for the first time in six months and represented the largest intake in seven months. Meanwhile, dispositions [852] were 12% below the fiscal year average hitting a four month low. As a result, the open inventory [1,924] is now 14% above the fiscal year average and represents the largest inventory since October 2014.

Tax, Rulings, Other. March was the tenth straight month in which the number of new tax cases [253] exceeded the number of dispositions [141]. It should be noted, however, that the number of dispositions was at its highest level since July. The open inventory [4,853] is at its highest level

since February 2011. March was the first time this year in which the ruling inventory [4,961] has fallen, which was due to both lower than average intake and higher than average output. This caseload remains 8% greater than the average for the fiscal year.

Case Aging and Time Lapse. All of the timeliness measures were met for the first time since November. 30-day time lapse [61.2%] held steady while average case age [23.0 days] and the 45-day time lapse [81.1%] percentage both improved significantly. March was the last month for the DOL reporting year, and we were in compliance with all Federal standards for the year.

The time lapse figures for extension cases fell slightly last month, probably due to the large number of larger splits. 49.0% of those cases were resolved within 30 days and 76.0% resolved within 45 days. However, the average case age for extension cases dropped sharply and at 30 days is in line with DOL expectations.

UI FY 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

FY	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
12/13	32,132	37,791	33,363	36,746	31,266	26,393	33,691	31,654	33,967	32,876	33,258	28,418	391,555	32,630		
13/14	29,941	30,154	24,997	28,576	23,320	25,020	29,259	24,091	26,279	30,284	26,654	24,702	323,277	26,940	83%	-5,690
14/15	24,330	22,177	21,805	21,462	16,062	19,991	17,415	16,163	19,647	21,674	18,055	19,418	238,199	19,850	74%	-7,090
15/16	20,036	18,448	17,611	19,209	16,111	17,146	16,472	15,966	18,071				159,070	17,674	89%	-2,175
Multi	47	6							5							
UI registrations to date are down 11% from 14/15, down 34% from 13/14, and down 46% from 12/13																
UI registrations monthly average is down 11% from 14/15, down 34% from 13/14, and down 46% from 12/13																
CLOSED CASES																
FY	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
12/13	30,672	35,346	30,299	38,963	32,844	32,269	33,153	33,375	37,440	29,390	29,752	26,058	389,561	32,463		
13/14	35,658	33,322	29,065	27,591	24,375	22,868	26,057	25,250	26,573	26,957	27,140	25,221	330,077	27,506	85%	-4,957
14/15	25,688	24,541	20,520	23,658	17,228	18,900	19,584	20,754	20,060	19,749	18,729	19,303	248,714	20,726	75%	-6,780
15/16	19,666	17,767	17,577	18,931	15,488	17,087	15,904	17,321	19,541				159,282	17,698	85%	-3,028
Multi			7/20		6/38				1/10							
UI dispositions to date are down 17% from 14/15, down 36% from 13/14, and down 48% from 12/13																
UI dispositions monthly average is down 15% from 14/15, down 36% from 13/14, and down 45% from 12/13																

BALANCE OPEN CASES

FY	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
12/13	35,578	37,843	40,820	38,495	36,792	30,853	31,303	29,396	25,859	29,169	32,572	34,851		33,628		
13/14	29,038	25,729	21,580	22,445	21,288	23,364	25,994	24,779	24,421	27,670	27,131	26,548		24,999	74%	-8,629
14/15	25,113	22,670	23,888	21,619	20,404	21,447	19,211	14,570	14,111	15,981	15,268	15,304		19,132	77%	-5,867
15/16	15,571	16,198	16,183	16,430	17,047	17,067	17,568	16,169	14,610					16,316	85%	-2,816
Multi	69	64	43	43	1		9	9	12							
UI balance to date is down 20% from 14/15, down 33% from 13/14, and down 52% from 12/13																
UI balance monthly average is down 15% from 14/15, down 35% from 13/14, and down 51% from 12/13																
													14/15	85%	80%	
													13/14	65%	67%	
													12/13	49%	48%	
														chg 15-16 avg	chg 15-16 YTD	

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

NEW OPENED CASES

FY	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
12/13	1,206	1,122	1,233	1,069	845	754	982	811	995	971	970	884	11,842	987		
13/14	982	811	995	971	970	884	1,043	991	1,046	1,086	941	945	11,665	972	99%	-15
14/15	1,352	1,027	1,113	1,102	815	1,062	1,104	990	1,035	1,085	1,019	1,141	12,845	1,070	110%	98
15/16	1,205	1,158	1,004	992	871	921	861	995	1,140				9,147	1,016	95%	-54
													14/15	95%	95%	
													13/14	105%	105%	
													12/13	103%	101%	
														chg 15-16 avg	chg 15-16 YTD	

DI registrations to date are down 5% from 14/15, up 5% from 13/14, and up 1% from 12/13
DI registrations monthly average is down 5% from 14/15, up 5% from 13/14, and up 3% from 12/13

CLOSED CASES

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
12/13	1,079	1,220	999	1,452	938	1,039	1,083	906	1,186	734	758	860	12,254	1,021		
13/14	1,026	1,098	1,223	1,298	749	822	835	891	958	927	1,047	1,038	11,912	993	97%	-29
14/15	1,024	1,101	1,241	1,165	965	1,073	1,144	1,230	1,376	1,045	939	978	13,281	1,107	111%	114
15/16	1,149	1,052	906	1,034	850	964	927	964	852				8,698	966	87%	-140
													14/15	87%	84%	
													13/14	97%	98%	
													12/13	95%	88%	
														chg 15-16 avg	chg 15-16 YTD	

DI dispositions to date are down 16% from 14/15, down 2% from 13/14, and down 12% from 12/13
DI dispositions monthly average is down 13% from 14/15, down 3% from 13/14, and down 5% from 12/13

BALANCE OPEN CASES

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg.	% Chg of Avg	Yr-Yr AvgChg
12/13	2,005	1,906	2,139	1,755	1,663	1,379	1,277	1,182	991	1,227	1,437	1,462			
13/14	1,481	1,374	1,198	986	1,177	1,300	1,469	1,536	1,557	1,788	1,830	1,922			
14/15	2,250	2,176	2,048	1,984	1,834	1,823	1,782	1,542	1,198	1,237	1,318	1,480			
15/16	1,534	1,639	1,737	1,694	1,715	1,672	1,605	1,636	1,924						
													14/15	98%	91%
													13/14	115%	125%
													12/13	110%	106%
														chg 15-16 avg	chg 15-16 YTD

DI balance to date is down 9% from 14/15, up 25% from 13/14, and up 6% from 12/13
DI balance monthly average is down 2% from 14/15, up 15% from 13/14, and up 10% from 12/13

TAX FY TRENDS - FO
 Program Codes 15, 17, 18, 32, 45, 46, 47, 48, 49

NEW OPENED CASES

FY	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
12/13	253	229	254	200	215	214	223	245	299	199	243	321	2,895	241		
13/14	233	264	247	242	307	411	232	320	285	230	222	217	3,210	268	111%	26
14/15	217	234	255	178	253	253	124	197	271	194	189	300	2,665	222	83%	-45
15/16	247	235	177	136	268	270	127	244	253				1,957	217	98%	-5
													14/15	98%	99%	
													13/14	81%	77%	
													12/13	90%	92%	
														chg 15-16 avg	chg 15-16 YTD	

Tax registrations to date are down 1% from 14/15, down 23% from 13/14, and down 8% from 12/13
 Tax registrations monthly average is down 2% from 14/15, down 19% from 13/14, and down 10% from 12/13

CLOSED CASES

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
12/13	236	290	284	357	234	195	299	222	475	590	375	301	3,858	322		
13/14	214	263	352	231	151	185	208	265	232	129	257	300	2,787	232	72%	-89
14/15	200	149	195	174	145	120	81	150	143	212	252	272	2,093	174	75%	-58
15/16	196	93	64	76	81	139	121	73	141				984	109	63%	-65
													14/15	63%	73%	
													13/14	47%	47%	
													12/13	34%	38%	
														chg 15-16 avg	chg 15-16 YTD	

Tax dispositions to date are down 27% from 14/15, down 53% from 13/14, and down 62% from 12/13
 Tax dispositions monthly average is down 37% from 14/15, down 53% from 13/14, and down 66% from 12/13

BALANCE OPEN CASES

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg.	% Chg of Avg	Yr-Yr AvgChg	
12/13	3,931	3,871	3,841	3,683	3,664	3,683	3,606	3,629	3,453	3,062	2,930	2,949	3,525			
13/14	2,967	2,965	2,861	2,872	3,028	3,253	3,276	3,328	3,381	3,482	3,447	3,363	3,185	90%	-340	
14/15	3,379	3,463	3,523	3,526	3,633	3,766	3,808	3,854	3,979	3,961	3,897	3,923	3,726	117%	541	
15/16	3,969	4,112	4,223	4,283	4,470	4,574	4,580	4,742	4,853				4,423	119%	697	
													14/15	119%	121%	
													13/14	139%	143%	
													12/13	125%	119%	
														chg 15-16 avg	chg 15-16 YTD	

Tax balance to date is up 21% from 14/15, up 43% from 13/14, and up 19% from 12/13
 Tax balance monthly average is up 19% from 14/15, up 39% from 13/14, and up 25% from 12/13

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

NEW OPENED CASES

FY	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
12/13	229	418	209	315	51	108	292	280	201	234	589	585	3,511	293		
13/14	432	380	219	89	135	112	156	223	402	791	601	228	3,768	314	107%	21
14/15	231	217	190	119	71	133	97	152	329	464	396	294	2,693	224	71%	-90
15/16	247	254	123	144	228	380	316	249	210				2,151	239	106%	15
													14/15	106%	140%	
													13/14	76%	100%	
													12/13	82%	102%	
													chg 15-16 avg		chg 15-16 YTD	

Ruling/Other registrations to date are up 40% from 14/15, even with 13/14, and up 2% from 12/13
Ruling/Other registrations monthly average is up 6% from 14/15, down 24% from 13/14, and down 18% from 12/13

CLOSED CASES

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
12/13	239	323	170	334	434	171	242	250	424	278	254	248	3,367	281		
13/14	329	322	574	598	162	223	204	383	288	130	156	113	3,482	290	103%	10
14/15	174	106	269	209	160	284	116	139	915	243	286	206	3,107	259	89%	-31
15/16	271	176	196	193	186	95	120	118	220				1,575	175	68%	-84
													14/15	68%	66%	
													13/14	60%	51%	
													12/13	62%	61%	
													chg 15-16 avg		chg 15-16 YTD	

Ruling/Other dispositions to date are down 34% from 14/15, down 49% from 13/14, and down 39% from 12/13
Ruling/Other dispositions monthly average is down 32% from 14/15, down 40% from 13/14, and down 38% from 12/13

BALANCE OPEN CASES

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
12/13	4,466	4,563	4,602	4,582	4,199	4,133	4,182	4,212	3,988	3,943	4,275	4,613		4,313		
13/14	4,716	4,776	4,423	3,914	3,887	3,776	3,724	3,566	3,667	4,329	4,775	4,892		4,204	97%	-109
14/15	4,914	5,022	4,942	4,851	4,761	4,597	4,580	4,591	4,002	4,221	4,332	4,420		4,603	109%	399
15/16	4,396	4,473	4,398	4,349	4,387	4,673	4,869	5,000	4,989					4,615	100%	12
														14/15	100%	98%
														13/14	110%	114%
														12/13	107%	107%
														chg 15-16 avg		chg 15-16 YTD

Ruling/Other balance to date is down 2% from 14/15, up 14% from 13/14, and up 7% from 12/13
Ruling/Other balance monthly average is even with 14/15, up 10% from 13/14, and up 7% from 12/13

ALL PROGRAM FY TRENDS - FO

NEW OPENED CASES

FY	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL	Avg.	% Chg of Avg	Yr-Yr AvgChg
12/13	33,820	39,560	35,059	38,330	32,377	27,469	35,188	32,990	35,462	34,280	35,060	30,208	409,803	34,150		
13/14	31,649	31,789	26,509	29,993	24,703	26,488	30,651	25,592	27,945	32,463	28,565	26,278	342,625	28,552	84%	-5,598
14/15	26,130	23,655	23,363	22,861	17,201	21,439	18,740	17,502	21,282	23,417	19,659	21,153	256,402	21,367	75%	-7,185
15/16	21,735	20,095	18,915	20,481	17,478	18,717	17,776	17,454	19,674				172,325	19,147	90%	-2,220
Multi	47	6					5									
All Programs registrations to date are down 10% from 14/15, down 33% from 13/14, and down 44% from 12/13																
All Programs registrations monthly average is down 10% from 14/15, down 33% from 13/14, and down 44% from 12/13																
														chg 15-16 avg	chg 15-16 YTD	

CLOSED CASES

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL	Avg.	% Chg of Avg	Yr-Yr AvgChg
12/13	32,226	37,179	31,752	41,106	34,450	33,674	34,777	34,753	39,525	30,992	31,139	27,467	409,040	34,087		
13/14	37,227	35,005	31,214	29,718	25,437	24,098	27,304	26,789	28,051	28,143	28,600	26,672	348,258	29,022	85%	-5,065
14/15	27,086	25,897	22,225	25,206	18,498	20,377	20,925	22,273	22,494	21,249	20,206	20,759	267,195	22,266	77%	-6,755
15/16	21,282	19,088	18,743	20,234	16,605	18,285	17,072	18,476	20,754				170,539	18,949	85%	-3,317
Multi			7/20		6/38				1/10							
All Programs dispositions to date are down 17% from 14/15, down 36% from 13/14, and down 47% from 12/13																
All Programs dispositions average is down 15% from 14/15, down 35% from 13/14, and down 44% from 12/13																
														chg 15-16 avg	chg 15-16 YTD	

BALANCE OPEN CASES

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL	Avg.	% Chg of Avg	Yr-Yr AvgChg
12/13	45,980	48,183	51,402	48,515	46,318	40,048	40,368	38,419	34,291	37,401	41,214	43,875		43,001		
13/14	38,202	34,844	30,062	30,217	29,380	31,701	34,463	33,209	33,026	37,269	37,183	36,725		33,857	79%	-9,144
14/15	35,656	33,331	34,401	31,980	30,632	31,633	29,381	24,557	23,290	25,400	24,815	25,127		29,184	86%	-4,673
15/16	25,470	26,422	26,541	26,756	27,619	27,986	28,622	27,547	26,376					27,038	93%	-2,146
Multi	69	64	43	43	1		9	9	12							
All Programs balance to date is down 11% from 14/15, down 18% from 13/14, and down 38% from 12/13																
All Programs balance monthly average is down 7% from 14/15, down 20% from 13/14, and down 37% from 12/13																
														chg 15-16 avg	chg 15-16 YTD	

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
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		
2014	1,620	1,608	1,558	1,883	1,572	1,743	1,790	1,676	1,563	1,795	1,234	1,332	19,374	1,615	70%	-695
2015	1,027	1,225	1,534	1,518	1,394	1,056	1,583	1,480	999	1,070	1,114	1,142	15,142	1,262	78%	-353
2016	937	967	1,345										3,249	1,083	86%	-179
													2015	86%	86%	
													2014	67%	68%	
													2013	47%	39%	

UI registrations Jan to date are down 14% from 2015, down 32% from 2014, and down 61% from 2013
 UI registration monthly average is down 14% from 2015, down 33% from 2014, and down 53% from 2013

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
2013	2,823	2,240	3,363	2,704	2,504	1,920	2,173	2602	2040	1787	1582	2083	27,821	2,318		
2014	1,443	1,490	1,689	1,817	1,599	1,548	1,518	1,752	1,871	1,503	1,381	1,571	19,182	1,599	69%	-720
2015	1,348	1,285	1,212	1,271	1,231	1,733	1,782	1,527	1,318	1,139	907	1,345	16,098	1,342	84%	-257
2016	1,168	799	1,359										3,326	1,109	83%	-233
													2015	83%	87%	
													2014	69%	72%	
													2013	48%	39%	

UI dispositions Jan to date are down 13% from 2015, down 28% from 2014, and down 61% from 2013
 UI disposition monthly average is down 17% from 2015, down 31% from 2014, and down 52% from 2013

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
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		
2014	1,994	2,106	1,936	1,986	1,979	2,166	2,432	2,349	2,047	2,340	2,181	1,937	1,937	2,121	99%	-27
2015	1,613	1,549	1,873	2,120	2,277	1,599	1,394	1,342	1,021	949	1,161	1,161	1,161	1,505	71%	-616
2016	713	878	902										2,493	831	55%	-674
													2015	55%	50%	
													2014	39%	41%	
													2013	39%	41%	

UI balance of open cases Jan to date are down 50% from 2015, down 59% from 2014, and down 59% from 2013
 UI balance monthly average is down 45% from 2015, down 61% from 2014, and down 61% from 2013

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
2013	52	121	55	118	84	46	37	61	74	88	55	43	834	70		
2014	35	45	36	60	48	57	55	39	59	69	52	71	626	52	75%	-17
2015	59	54	57	72	56	51	52	91	72	37	38	54	693	58	111%	6
2016	41	33	60										134	45	77%	-13
													2015	77%	79%	
													2014	86%	116%	
													2013	64%	59%	

DI registrations Jan to date down 21% from 2015, up 16% from 2014, down 41% from 2013.
DI registration monthly average down 23% from 2015, down 14% from 2014, and down 36% from 2013.

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	69	60	117	88	71	65	53	69	52	44	56	78	822	69		
2014	59	37	38	50	45	46	45	50	50	55	45	56	576	48	70%	-21
2015	59	74	53	59	74	52	80	56	101	87	34	55	784	65	136%	17
2016	39	31	61										131	44	67%	-22
													2015	67%	70%	
													2014	91%	98%	
													2013	64%	53%	

DI dispositions Jan to date down 30% from 2015, down 2% from 2014, down 47% from 2013.
DI disposition monthly average down 33% from 2015, down 9% from 2014, and down 36% from 2013.

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
2013	51	110	50	78	91	72	55	49	71	116	115	79	79	78		
2014	52	61	60	68	71	82	92	81	91	106	112	127	127	84	107%	6
2015	127	107	111	125	109	106	77	112	82	32	37	34	34	88	106%	5
2016	36	38	38											37	42%	-51
													2015	42%	32%	
													2014	45%	65%	
													2013	48%	53%	

Open Balance of DI Jan to date down 68% from 2015, down 35% from 2014, and down 47% from 2013.
Open Balance monthly average down 58% from 2015, down 55% from 2014, and down 52% from 2013.

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
2013	27	0	0	53	24	17	12	12	5	42	9	27	228	19		
2014	24	11	18	9	1	8	0	5	10	5	11	9	111	9	49%	-10
2015	3	8	9	5	6	1	6	5	10	5	2	4	64	5	58%	-4
2016	9	1	6										16	5	100%	0
													2015	100%	80%	
													2014	58%	30%	
													2013	28%	59%	
														chg to '14 avg	chg to '14 YTD	

Tax registrations Jan to date are down 20% from 2015, down 70% from 2014, and down 41% from 2013
 Tax registration monthly average equal to 2015, down 42% from 2014, and down 72% from 2013

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	25	11	15	16	15	10	28	38	18	20	13	39	248	21		
2014	8	16	12	7	13	32	6	10	0	5	7	5	121	10	49%	-11
2015	5	13	0	12	10	3	7	9	4	11	4	4	82	7	68%	-3
2016	8	11	6										25	8	122%	2
													2015	122%	139%	
													2014	83%	69%	
													2013	40%	49%	
														chg to '14 avg	chg to '14 YTD	

Tax dispositions Jan to date are up 39% from 2015, down 31% from 2014 and down 51% from 2013
 Tax disposition monthly average up 22% from 2015, down 17% from 2014, and down 60% from 2013

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	72	61	46	83	92	97	82	58	48	67	68	51	51	69		
2014	74	63	69	71	59	35	22	18	28	27	31	35	35	44	64%	-24
2015	33	28	37	30	26	25	24	20	26	20	19	19	19	26	58%	-19
2016	19	9	9											12	48%	-13
													2015	48%	38%	
													2014	28%	18%	
													2013	18%	21%	
														chg to '14 avg	chg to '14 YTD	

Tax balance of open cases Jan to date is down 62% from 2015, down 82% from 2014, and down 79% from 2013
 Tax balance monthly average is down 52% from 2015, down 62% from 2014, and down 82% from 2013

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
2013	2	4	6	9	13	5	11	4	4	14	7	4	83	7		
2014	2	2	8	7	2	4	2	9	4	4	1	5	50	4	60%	-3
2015	6	1	5	13	14	8	1	10	7	2	2	6	75	6	150%	2
2016	2	2	1										5	2	27%	-5

Other registrations Jan to date are down 58% from 2015 and down 58% from 2014, and down 58% from 2013
Other registration monthly average down 73% from 2015, down 60% from 2014, and down 76% from 2013

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	4	3	3	2	15	4	4	7	10	2	9	8	71	6		
2014	7	2	4	3	4	8	6	1	4	5	5	5	54	5	76%	-1
2015	3	5	4	4	5	10	19	5	9	5	2	9	80	7	148%	2
2016	1	1	3										5	2	25%	-5

Other dispositions Jan to date are down 58% from 2015, down 62% from 2014, and down 50% from 2013
Other disposition monthly average down 75% from 2015, down 63% from 2014, and down 72% from 2013

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	0	2	2	5	2	11	18	13	7	19	19	13	13	9		
2014	1	1	9	13	11	7	3	11	11	10	6	7	7	8	81%	-2
2015	10	6	7	15	24	22	4	9	8	5	5	2	2	10	130%	2
2016	3	4	2											3	31%	-7

Other balance of open cases is down 61% from 2015, down 18% from 2014, and up 125% from 2013
Other balance monthly average down 69% from 2015, down 60% from 2014, and up 68% from 2013

	End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2015	13	9	39%	
2014	7	8	82%	
2013	2	10	225%	
		chg to '14 avg	chg to '14 YTD	

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
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		
2014	1,681	1,666	1,620	1,959	1,623	1,812	1,847	1,729	1,636	1,873	1,298	1,417	20,161	1,680	70%	-725
2015	1,095	1,288	1,605	1,608	1,470	1,116	1,642	1,586	1,088	1,114	1,156	1,206	15,974	1,331	79%	-349
2016	989	1,003	1,345										3,337	1,112	84%	-219
														2015	84%	84%
														2014	66%	67%
														2013	46%	39%

Registrations Jan to date down 16% from 2015, down 33% from 2014, and down 61% from 2013
 Registration monthly average down 16% from 2015, down 34% from 2014, and down 54% from 2013

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
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		
2014	1,517	1,549	1,743	1,877	1,661	1,634	1,583	1,813	1,925	1,568	1,438	1,637	19,945	1,662	69%	-751
2015	1,415	1,377	1,269	1,346	1,320	1,798	1,888	1,597	1,432	1,242	947	1,413	17,044	1,420	85%	-242
2016	1,217	842	1,359										3,418	1,139	80%	-281
														2015	80%	39%
														2014	69%	68%
														2013	47%	39%

Dispositions Jan to date are down 61% from 2015, down 32% from 2014, and down 61% from 2013
 Disposition monthly average down 20% from 2015, down 31% from 2014, and down 53% from 2013

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
2013	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		
2014	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
2015	1,783	1,690	2,028	2,290	2,436	1,752	1,499	1,483	1,137	1,006	1,222	998	998	1,610	70%	-695
2016	771	929	902											867	54%	-743
														2015	54%	47%
														2014	38%	41%
														2013	30%	27%

Open Balance Jan to date is down 53% from 2015, down 59% from 2014, and down 73% from 2013
 Open Balance monthly average down 46% from 2015, down 62% from 2014, and down 70% from 2013

chg to '14 avg chg to '14 YTD

WEEKLY AO WORKLOAD REPORT
March 2016

<u>Week</u>	<u>Unreg total</u>	<u>Appeals Rec'd</u>	<u>Registrations</u>	<u>Dispositions</u>	<u>Open Balance</u>	<u>Change</u>
<u>3/4/2016</u>	298	260	318	187	1060	131
<u>3/11/2016</u>	240	305	321	188	1193	133
<u>3/18/2016</u>	185	343	294	318	1199	6
<u>3/25/2016</u>	367	345	260	359	1115	-84
<u>3/31/2016</u>						

3/1-3/31/2016
 Running Total

1253

1193

1052

<u>Week</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>
<u>3/4/2016</u>	25.8	66.47%	95.21%	100.00%
<u>3/11/2016</u>	26.5	73.65%	97.01%	100.00%
<u>3/18/2016</u>	29.3	79.57%	97.13%	99.64%
<u>3/25/2016</u>	28.5	91.84%	97.28%	100.00%
<u>3/31/2016</u>				

3/1-3/31/2016

APPELLATE OPERATIONS TL & Case Aging TRENDS

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Avg.
Standard 45-Day	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
Standard 75-Day	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
Standard 150-Day	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Case Age	40	40	40	40	40	40	40	40	40	40	40	40	40
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
14/15 45-Day	77.9%	79.7%	69.8%	42.1%	48.6%	56.9%	38.5%	39.7%	42.4%	45.1%	20.5%	57.5%	51.6%
14/15 75-Day	96.9%	96.4%	95.7%	96.1%	90.6%	93.4%	91.3%	88.8%	82.1%	67.8%	77.4%	93.6%	89.2%
14/15 150-Day	99.2%	99.8%	99.8%	99.8%	99.7%	99.8%	99.5%	99.5%	99.0%	99.9%	99.8%	99.8%	99.6%
Case Aging	28.3	30.3	32.3	35.1	35.9	37.6	36.0	41.1	38.8	41.5	33.4	33.9	35.4
15/16 45-Day	43.2%	21.1%	35.0%	40.2%	69.0%	68.4%	82.5%	81.0%	73.4%	72.8%	77.7%	79.8%	62.0%
15/16 75-Day	92.4%	94.6%	88.0%	89.1%	95.3%	94.6%	96.4%	97.3%	97.6%	96.6%	93.4%	94.6%	94.1%
15/16 150-Day	99.6%	99.8%	100.0%	99.4%	99.8%	98.9%	99.4%	99.5%	99.8%	99.7%	99.2%	99.8%	99.6%
Case Aging	37.3	40.9	42.2	33.1	32.9	29.8	29.6	31.5	30.8	31.2	29.2	25.0	32.8
16/17 45-Day													
16/17 75-Day													
16/17 150-Day													
Case Aging													

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.
2015-2016																
WORKLOAD																
Registrations																
UI TL	1,583	1,480	999	1,070	1,114	1,142	937	967	1,345				1,182	114%	10,637	
DI	52	91	72	37	38	54	41	33	60				53	113%	478	
Ruling & T-R	0	9	7	2	2	5	2	2	0				3	0%	29	
Tax	6	5	10	5	2	4	9	1	6				5	113%	48	
Other	1	1	0	0	0	1	0	0	1				0	225%	4	
Total	1,642	1,586	1,088	1,114	1,156	1,206	989	1,003	1,412				1,244	114%	11,196	807
Multi Cases																
Dispositions																
UI TL	1,782	1,527	1,318	1,139	907	1,345	1,168	799	1,359				1,260	108%	11,344	
DI	80	56	101	87	34	55	39	31	61				60	101%	544	
Ruling & T-R	18	4	6	5	2	8	1	1	3				5	56%	48	
Tax	7	9	4	11	4	4	9	11	6				7	83%	65	
Other	1	1	3	0	0	1	0	0	0				1	0%	6	
Total	1,888	1,597	1,432	1,242	947	1,413	1,217	842	1,429				1,334	107%	12,007	810
Multi Case/CI																
Balance - Open Cases																
UI TL	1,394	1,342	1,021	949	1,161	943	713	878	902				1,034	87%		
DI	77	112	82	32	37	34	36	38	38				54	70%		
Ruling & T-R	2	7	8	5	5	2	3	4	1				4	24%		
Tax	24	20	26	20	19	19	19	9	9				18	49%		
Other	2	2	0	0	0	0	0	0	1				1	180%		
Total	1,499	1,483	1,137	1,006	1,222	998	771	929	951				1,111	86%		543
Multi Cases																Estimate
FO to AO Appeal Rate																
UI TL	8.2%	7.5%	5.6%	6.1%	5.9%	7.4%	5.5%	6.1%	7.8%				6.7%	116%		
DI	5.3%	7.9%	6.8%	4.1%	3.7%	6.4%	4.3%	3.6%	6.2%				5.4%	116%		
Ruling & T-R	0.0%	3.5%	4.2%	1.1%	1.1%	2.9%	2.8%	2.2%	0.0%				2.0%	0%		
Tax	2.2%	2.6%	10.8%	7.8%	2.6%	4.9%	6.5%	0.8%	8.2%				5.2%	159%		
Other	6.3%	6.3%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	5.9%				2.7%	215%		
Overall Rate	7.9%	7.5%	5.7%	5.9%	5.7%	7.3%	5.4%	5.9%	7.6%				6.5%	117%		

APPELLATE OPERATIONS ~ REPORT SUMMARY

APPELLATE		2015-2016												Average	AO	Current Mo. % of Avg.			
		July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun						
TIME LAPSE																			
	45 Day-50 %	40	69	68	82	81	73	73	78	80				72			111%		
	75 Day- 80 %	89	95	95	96	97	98	97	93	95				95			100%		
	150 Day- 95 %	99	100	99	99	100	100	100	99	100				99			100%		
CASE AGE																			
	Avg Days-UI (mean)	33.1	32.9	29.8	29.6	31.5	30.8	31.2	29.2	25.0				30.3			82%		
	Avg Days-UI (median)	31.0	28.0	26.0	29.0	29.0	28.0	27.0	26.0	22.0				27.3			80%		
Over 120 days old																			
	UI Cases	9	3	16	7	2	6	3	0	1				5			19%		
	UI %	1%	0%	2%	1%	0%	0%	0%	0%	0%				0%					
	UI % w/out blanks	1%	0%	2%	1%	0%	0%	0%	0%	0%				0%					
NET PY'S USED																			
	ALJ	11.97	10.46	10.72	9.90	8.70	8.40	9.74	7.94					9.7			82%		
	AO Non ALJ	20.06	20.42	19.90	20.50	17.59	18.79	17.33	19.30					19.2			100%		
	CTU Non ALJ	3.68	3.16	3.67	2.93	3.58	2.22	3.33	2.52					3.1			80%		
	Net PY's	35.71	34.04	34.29	33.33	29.87	29.41	30.40	29.76	0.00				32.1			93%		
RATIOS																			
	AO w/o transcribers	1.68	1.95	1.86	2.07	2.02	2.24	1.78	2.43					1.98			123%		
	AO with transcribers	1.98	2.25	2.20	2.37	2.43	2.50	2.12	2.75					2.30			120%		
TRANSCRIPTS																			
	PAGES	52	39	40	39	33	33	37	49	38				40			95%		360
	AVG PGS Per T/S	68	94	96	88	78	58	79	79	2,749				3,037			91%		27,331
	80																0%		
PRODUCTIVITY																			
	ALL Disp/clk	35.8	34.7	35.2	27.3	30.2	40.1	29.7	27.9					32.6			86%		
	Trans Pgs/day	43.71	52.88	55.14	51.12	39.98	40.78	41.71	56.04					47.7			118%		

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	937	967	1,345										1,083	124%	3,249	
DI	41	33	60										45	134%	134	
Ruling & T-R	2	2	0										1	0%	4	
Tax	9	1	6										5	113%	16	
Other	0	0	1										0	300%	1	
Total	989	1,003	1,412	0	0	0	0	0	0	0	0	0	1,135	124%	3,404	807
Multi Cases																
Dispositions																
UI TL	1,168	799	1,359										1,109	123%	3,326	
DI	39	31	61										44	140%	131	
Ruling & T-R	1	1	3										2	180%	5	
Tax	9	11	6										9	69%	26	
Other	0	0	0										0	#DIV/0!	0	
Total	1,217	842	1,429	0	0	0	0	0	0	0	0	0	1,163	123%	3,488	810
Multi Case/Ch																
Balance - Open Cases																
UI TL	713	878	902										831	109%		
DI	36	38	38										37	102%		
Ruling & T-R	3	4	1										3	38%		
Tax	19	9	9										12	73%		
Other	0	0	1										0	300%		
Total	771	929	951	0	0	0	0	0	0	0	0	0	884	108%		543
Multi Cases																Estimate
FO to AO Appeal Rate																
UI TL	5.5%	6.1%	7.8%										6.4%	121%		
DI	4.3%	3.6%	6.2%										4.7%	133%		
Ruling & T-R	2.8%	2.2%	0.0%										1.7%	0%		
Tax	6.5%	0.8%	8.2%										5.2%	159%		
Other	0.0%	0.0%	5.9%										2.0%	300%		
Overall Rate	5.4%	5.9%	7.6%										6.3%	121%		

APPELLATE OPERATIONS ~ REPORT SUMMARY

APPELLATE	Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Average	AO Current Mo. % of Avg.
TIME LAPSE														
45 Day-50 %	73	78	80										77	104%
75 Day-80 %	97	93	95										95	100%
150 Day-95 %	100	99	100										100	100%
CASE AGE														
Avg Days-UI (mean)	31.2	29.2	25.0										28.5	88%
Avg Days-UI (median)	27.0	26.0	22.0										25.0	88%
Over 120 days old														
UI Cases	3	0	1										1	75%
UI %	0%	0%	0%										0%	
UI % w/out Multis	0%	0%	0%										0%	
NET PYS USED														
ALJ	9.74	7.94											8.8	90%
AO Non ALJ	17.33	19.30											18.3	105%
CTU Non ALJ	3.33	2.52											2.9	86%
Net Pys	30.40	29.76	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.9	101%
RATIOS														
AO w/o transcribers	1.78	2.43											2.07	117%
AO with transcribers	2.12	2.75											2.40	114%
TRANSCRIPTS														
	37	49	38										41	92%
PAGES														
	2,917	2,683	2,749										2,783	99%
AVG PGS Per T/S	79	55	72										79	92%
PRODUCTIVITY														
ALJ Disp/wk	32.9	26.5											32.9	81%
Trans Pgs/day	46.10	53.23											46.1	1,1546531

AO REPORT TO BOARD -- MONTH OF MARCH 2016

	# Cases	Last Month	Cal Yr 2016 Avg	2015Avg	2011 Avg
REGISTRATIONS	1412	1003	1135	1331	3318
DISPOSITIONS	1429	842	1163	1420	2994
OPEN BALANCE	951	929	884	1610	5814

CASE AGING (40days) 25

TIME LAPSE

45 Days (50%) 80.00%
 75 Days (80%) 95.00%
 150 Days (95%) 100.00%

OTHER INFORMATION

FO to AO Transfer Rate 1.56
 FO ALLs working in AO 0
 Appeal Rate FO to AO 7.60%

Monthly Board Meeting Litigation Report - March 2016

AGENDA ITEM 9

<u>LITIGATION CASES PENDING</u>	TOTAL = 136
SUPERIOR COURT: Claimant Petitions.....	99
Employer Petitions.....	14
EDD Petitions.....	0
Non-benefit Court Cases	4
APPELLATE COURT: Claimant Appeals.....	14
Employer Appeals.....	2
EDD Appeals.....	0
Non-benefit Court Cases	0
ISSUES: UI.....	112
DI.....	13
Tax.....	4
Non-benefit Court Cases	7

2016 CALENDAR YEAR ACTIVITY - Benefit & Tax Cases

<u>LITIGATION CASES FILED</u>	<u>YTD</u>	<u>March</u>
SUPERIOR COURT: Claimant Petitions.....	8	2
Employer Petitions.....	1	0
EDD Petitions.....	0	0
APPELLATE COURT: Claimant Appeals.....	2	1
Employer Appeals.....	1	0
EDD Appeals.....	0	0
 <u>LITIGATION CASES CLOSED</u>	 <u>YTD</u>	 <u>March</u>
SUPERIOR COURT: Claimant Petitions.....	16	10
Employer Petitions.....	3	1
EDD Petitions.....	0	0
APPELLATE COURT: Claimant Appeals.....	0	0
Employer Appeals.....	0	0
EDD Appeals.....	0	0

2016 Decision Summary

<u>Claimant Appeals</u>		<u>Employer Appeals</u>		<u>CUIAB Decisions</u>		
Win: 0	Loss: 14	Win: 0	Loss: 2	Affirmed: 16	Reversed: 0	Remanded: 0

CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD

MARCH 2016 PERFORMANCE INDICATORS

FIELD OPERATIONS

MEETING DOL STANDARDS

UI TIMELAPSE CASES

	<u>Closed</u>	<u>DOL Standard</u>
Closed Cases		
% Closed in <= 30 Days	61.2%	≥60%
% Closed in <= 45 Days	81.1%	≥80%

	<u>Avg. Days</u>	<u>DOL Standard</u>
Pending Cases		
Case Aging	23.1	≤30

WORKLOAD

	<u>UI</u>	<u>ALL</u>
Opened	18,071	19,674
Closed	19,541	20,754
Balance of Open Cases	14,610	26,376

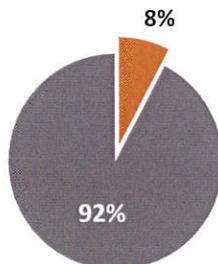
CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

	<u>Days</u>
UI Timelapse Appeals	38
DI Appeals (including PFL)	69
All Programs	49

UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

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

UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



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

APPELLATE OPERATIONS

MEETING DOL GUIDELINES & STANDARDS

UI TIMELAPSE CASES

	<u>Closed</u>	<u>DOL Guideline</u>
Closed Cases		
% Closed in <= 45 Days	79.8%	≥50%
% Closed in <= 75 Days	94.6%	≥80%

	<u>Avg. Days</u>	<u>DOL Standard</u>
Pending Cases		
Case Aging	25.0	≤40

WORKLOAD

	<u>UI</u>	<u>ALL</u>
Opened	1,345	1,412
Closed	1,359	1,429
Balance of Open Cases	896	945

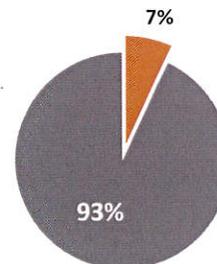
CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

	<u>Days</u>
UI Timelapse Appeals	44
DI Appeals (including PFL)	45
All Programs	43

UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	91%
UI Extensions as % of All UI	9%

UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 7% of UI Open Balance, and Regular UI cases made up 93%.

California Unemployment Insurance Appeals Board
FO Cycle Time Summary Report
For Cases Closed in March 2016

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	41	3	18	13	1
Inglewood	36	5	10	11	3
Inland	33	3	8	15	1
Los Angeles	41	3	14	14	2
Oakland	37	6	12	12	1
Orange County	39	4	14	14	2
Oxnard	32	3	10	13	0
Pasadena	37	6	8	14	3
Sacramento	48	3	20	15	2
San Diego	39	5	13	14	1
San Francisco	38	4	15	13	1
San Jose	43	3	21	13	1
Statewide	38	4	13	14	1

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	42	3	19	13	1
Inglewood	70	6	16	13	3
Inland	36	3	10	15	1
Los Angeles	44	3	15	15	2
Oakland	39	6	12	12	1
Orange County	61	4	15	15	2
Oxnard	37	3	13	13	0
Pasadena	45	6	8	14	3
Sacramento	50	3	21	15	2
San Diego	42	5	14	14	2
San Francisco	42	4	15	13	2
San Jose	45	3	21	13	1
Tax Office	553	N/A	N/A	91	429
Statewide	49	4	15	14	2

**California Unemployment Insurance Appeals Board
FO Cycle Time Summary Report
For Cases Closed in March 2016**

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	83	7	43	14	2
Inglewood	76	9	39	12	0
Inland	48	4	39	40	5
Los Angeles	68	6	48	15	
Oakland	36	8			
Orange County	79	5	49	15	4
Oxnard	79	6	40	13	0
Pasadena	60	5	13	14	14
Sacramento	36	4	8	15	2
San Diego	50	5	21	13	4
San Francisco	63	6	37	14	1
San Jose	53	5	28	14	7
Statewide	63	6	37	14	2

DI CASES (No PFL)	Average Days to Process an Appeal	Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	65	7	30	15	3
Inglewood	47	10	8	12	5
Inland	72	5	38	14	6
Los Angeles	70	8	40	15	11
Oakland	70	9	36	15	3
Orange County	79	9	31	14	6
Oxnard	86	9	44	12	0
Pasadena	52	8	8	13	3
Sacramento	90	4	28	15	3
San Diego	65	8	22	14	7
San Francisco	66	9	27	14	5
San Jose	71	7	32	14	3
Statewide	69	8	29	14	4

CUIAB 15/16 Fiscal Year Paid Overtime/Lump Sum Payout - SCO Report
July 2015 through February 2016

Branch	15/16 Fiscal Year-to-Date Overtime Expenditure				FY Y-T-D Other	
	FY Y-T-D Decision Typing Hours	Pay	FY Y-T-D CTU Typing Hours	Pay	Hours	Pay
Appellate	0.00	\$0.00	0.00	\$0.00	6.40	\$129.80
Admin	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00
IT	0.00	\$0.00	0.00	\$0.00	189.50	\$9,487.04
Exec	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00
Field	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00
Total	0.00	\$0.00	0.00	\$0.00	195.90	\$9,616.84

Branch	15/16 Fiscal Year-to-Date Total Overtime Expenditures						CTO Expenditures		FY 15/16 FY Projections Estimated Expenditures Over-/Under	
	FY Y-T-D Decision Typing Hours	Pay	FY Y-T-D CTU Typing Hours	Pay	FY Y-T-D Registration Hours	Pay	Hours	Estimated Pay		
Appellate	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	-\$70.70	
Admin	0.00	\$0.00	0.00	\$0.00	0.00	\$1,269.00	12.00	\$593.63	\$378.56	
IT	0.00	\$0.00	0.00	\$0.00	0.00	\$23,569.96	234.00	\$12,946.86	-\$593.85	
Exec	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	\$0.00	
Field Operations	0.00	\$1,044.00	5.60	\$119.22	5.60	\$924.78	0.00	\$0.00	\$865.17	
Total	0.00	\$1,044.00	5.60	\$119.22	5.60	\$25,757.94	246.00	\$13,540.49	\$579.18	
Actual Monthly Average Personnel Year										
										0.10

Branch	15/16 Fiscal Year-to-Date Lump Sum Payout July 2015 through February 2016						15/16		Estimated Over-/Under
	Year-to-Date Hours	Position Equivalent	Year-to-Date Pay	Year-to-Date Allocation	Year-to-Date Pay	Year-to-Date Allocation	Allocation Balance		
Appellate	358.10	0.17	\$15,098	\$164,018	\$148,921	\$141,371.77	\$3,458.57		
Admin	0.00	0.00	\$0	\$3,459	\$76,467	\$75,278			
IT	-1,383.00	-0.67	-\$68,923	\$7,544	\$36,271	\$25,165.86			
Exec	986.00	0.47	\$22,211	\$58,482	\$138,945	-\$179,197.12			
Field Operations	11,891.30	5.72	\$636,283	\$775,228	\$404,061	\$66,077			
Total	11,852.40	5.70	\$604,669	\$1,008,730	\$404,061	\$66,077			