



**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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May 20, 2013

To: Board Members

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

**Snapshot of Field Operations performance through May 2013**

**April 2013 Workload and Performance:** March saw CUIAB regress to the mean after the larger than average production during the month of March. While the number of verifications [34,280] was only 1% below the average for the fiscal year, closed cases [30,992] were down by more than 8,000 cases from March and 12% below the norm. This represented the fewest decisions in any month since the previous April. This was the only the second time in the seven months in which the inventory [37,401] increased in size. Nevertheless, the open caseload remains 13% smaller than its average size for the fiscal year.

**Case Aging and Time Lapse:** Despite the increased inventory of UI cases, the timeliness measures in April remained terrific. Average case age rose to 20 days, which is ten days better than the federal standard. 30-day and 45-day time lapse actually improved to 80% and 97%, respectively. Both of these were record highs for CUIAB. The time frames for the non-time lapse UI cases [extensions] fell back from the March highs with 17% of the decisions issued within 30 days and 52% within 45 days. However, the field made progress in not allowing those cases to get too old as the average case age fell to 31 days and 98% of the extension case decisions were issued with 90 days of appeal.

**Cycle Time:** The UI cycle time in April held steady at 35 days from date of appeal to issuance of the decision. This solidified the tremendous gains made in February and March. The comparative times continued to be flat with all offices, but one, within four percentage points of the average. In DI the cycle time rose slightly to 62 days, although this is 14 days shorter than was true in January 2013.

**Unemployment Insurance (UI) for April:** In April, new UI cases [32,876 cases; 18,772 appellants] were right at the average for the fiscal year. The number of closed cases [29,390 cases; 16,782 appellants] was 12% smaller than average and below 30,000 for the first time in one year. This was only the second time in seven months in which input exceeded output. The pain was spread evenly as all offices had fewer decisions than verifications. The open inventory [29,169 cases; 16,655 appellants] rose by more than 3,300 cases, but is still 13% below the fiscal year average. Moreover, the open balance is smaller than the average number of monthly dispositions for the fifth straight month. The percentage of extension cases rose slightly to 44% of the total UI workload.

**Disability Insurance (DI) for April:** In disability, the number of new cases [971] was 3% below the fiscal year average and represented fewer than 1,000 new appeals for the sixth straight month. The number of decisions [734] plummeted. This represented the lowest output in history with 31% fewer decisions than the average for the fiscal year. The open inventory [1,227] rose for the first time in seven months and hit a three month high.

**Tax and Rulings for April:** The number of new ruling cases [215] was right on average while dispositions [270] were slightly above the norm. As a result, the open inventory [3,914] is at a one year low. In tax, new petitions [199] were 15% fewer than the fiscal year average and below 200 for the first time since last May. Meanwhile, closed cases [590] were 85% above the average due to a big push in SPG cases. In the past two months, approximately 71% of the total tax production has been in the SPG inventory, which has fallen by 40% during those two months. The open balance of tax cases [3,062] is 16% below the average level this fiscal year and represents the fewest open cases since August 2008.

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

**NEW OPENED CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	486	609	709	598	441	424	468	1,359	201	239	229	214	5,977	<b>498</b>		
2011	64	97	92	739	526	510	426	454	207	982	247	251	4,595	<b>383</b>	77%	-115
2012	182	245	746	576	605	424	229	418	209	315	51	108	4,108	<b>342</b>	89%	-41
2013	292	280	201	234									1,007	<b>252</b>	74%	-91
													2012	<b>74%</b>	58%	
													2011	<b>66%</b>	102%	
													2010	<b>51%</b>	42%	
														chg to '13 avg	chg to '13 YTD	

Ruling/Other registrations Apr to date are down 42% from 2012, up 2% from 2011, and down 58% from 2010

Ruling/Other registration monthly average is down 26% from 2012, down 34% from 2011, and down 49% from 2010

**CLOSED CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	335	392	500	682	465	716	421	631	484	804	303	415	6,148	<b>512</b>		
2011	442	399	728	390	424	631	384	397	530	593	389	351	5,658	<b>472</b>	92%	-41
2012	500	455	299	255	214	165	239	323	170	334	434	171	3,559	<b>297</b>	63%	-175
2013	242	250	424	278									1,194	<b>299</b>	101%	2
													2012	<b>101%</b>	79%	
													2011	<b>63%</b>	61%	
													2010	<b>58%</b>	63%	
														chg to '13 avg	chg to '13 YTD	

Ruling/Other dispositions Apr to date are down 21% from 2012, down 39% from 2011, and down 37% from 2010

Ruling/Other disposition monthly average is up 1% from 2012, down 37% from 2011, and down 42% from 2010

**BALANCE OPEN CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	4,965	5,182	5,394	5,312	5,287	4,996	5,048	5,781	5,494	4,931	4,857	4,658			
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			
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			
2013	4,182	4,212	3,988	3,943											
													2012	<b>100%</b>	119%
													2011	<b>109%</b>	107%
													2010	<b>79%</b>	78%
														chg to '13 avg	chg to '13 YTD

Ruling/Other balance of open cases Apr to date is up 19% from 2012, up 7% from 2011, and down 22% from 2010

Ruling/Other balance monthly average is even with 2012, up 9% from 2011, and down 21% from 2010

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

**NEW OPENED CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	142	139	164	233	140	163	94	137	146	181	188	232	1,959	<b>163</b>		
2011	134	168	144	261	140	180	112	266	364	147	248	402	2,566	<b>214</b>	131%	51
2012	346	141	196	117	78	335	253	229	254	200	215	214	2,578	<b>215</b>	100%	1
2013	223	245	299	199									966	<b>242</b>	112%	27
Tax registrations Apr to date are up 21% from 2012, up 37% from 2011, and up 42% from 2010													2012	112%	121%	
Tax registration monthly average is up 12% from 2012, up 13% from 2011, and up 48% from 2010													2011	113%	137%	
													2010	148%	142%	
														chg to '13 avg	chg to '13 YTD	

**CLOSED CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	48	109	107	91	117	124	135	101	174	130	99	235	1,470	<b>123</b>		
2011	139	173	193	252	176	277	168	278	325	293	323	247	2,844	<b>237</b>	193%	115
2012	227	352	322	492	267	217	236	290	284	357	234	195	3,473	<b>289</b>	122%	52
2013	299	222	475	590									1,586	<b>397</b>	137%	107
Tax dispositions Apr to date are up 14% from 2012, up 110% from 2011, and up 347% from 2010													2012	137%	114%	
Tax disposition monthly average is up 37% from 2012, up 67% from 2011, and up 224% from 2010													2011	167%	210%	
													2010	324%	447%	
														chg to '13 avg	chg to '13 YTD	

**BALANCE OPEN CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr AvgChg	
2010	4,509	4,539	4,596	4,738	4,759	4,796	4,754	4,790	4,758	4,801	4,890	4,885		<b>4,735</b>		
2011	4,880	4,874	4,824	4,833	4,797	4,700	4,643	4,630	4,666	4,520	4,445	4,593		<b>4,700</b>	99%	
2012	4,711	4,498	4,371	3,995	3,803	3,918	3,931	3,871	3,841	3,683	3,664	3,683		<b>3,997</b>	85%	
2013	3,606	3,629	3,453	3,062										<b>3,438</b>	86%	
Tax balance of open cases Apr to date is down 22% from 2012, down 29% from 2011, and down 25% from 2010													2012	86%	78%	
Tax balance monthly average is down 14% from 2012, down 27% from 2011, and down 27% from 2010													2011	73%	71%	
													2010	73%	75%	
														chg to '13 avg	chg to '13 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
2010	1,446	1,437	1,775	1,957	1,371	1,232	1,763	1,609	1,366	1,372	1,159	1,414	17,901	<b>1,492</b>		
2011	1,537	1,651	1,411	1,691	1,360	1,428	1,405	1,575	1,489	1,392	1,094	1,268	17,301	<b>1,442</b>	97%	-50
2012	1,395	1,490	1,611	1,256	1,362	1,382	1,206	1,122	1,233	1,069	845	754	14,725	<b>1,227</b>	85%	-215
2013	982	811	995	971									3,759	<b>940</b>	77%	-287
DI registrations Apr to date are down 35% from 2012, down 40% from 2011, and down 43% from 2010													2012	77%	65%	
DI registration monthly average is down 23% from 2012, down 35% from 2011, and down 37% from 2010													2011	65%	60%	
													2010	63%	57%	
													chg to '13 avg		chg to '13 YTD	

**CLOSED CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	1,283	1,557	1,967	1,852	1,276	1,581	1,494	1,511	1,581	1,552	1,372	1,565	18,591	<b>1,549</b>		
2011	1,295	1,576	1,925	1,512	1,441	1,567	1,365	1,462	1,426	1,579	1,266	1,270	17,684	<b>1,474</b>	95%	-76
2012	1,334	1,547	1,456	1,424	1,460	1,140	1,079	1,220	999	1,452	938	1,039	15,088	<b>1,257</b>	85%	-216
2013	1,083	906	1,186	734									3,909	<b>977</b>	78%	-280
DI dispositions Apr to date are down 32% from 2012, down 38% from 2011, and down 41% from 2010													2012	78%	68%	
DI disposition monthly average is down 22% from 2012, down 34% from 2011, and down 37% from 2010													2011	66%	62%	
													2010	63%	59%	
													chg to '13 avg		chg to '13 YTD	

**BALANCE OPEN CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	2,997	2,876	2,682	2,789	2,891	2,541	2,808	2,908	2,691	2,513	2,299	2,148		<b>2,679</b>		
2011	2,390	2,465	1,951	2,126	2,046	1,905	1,943	2,054	2,117	1,930	1,757	1,755		<b>2,037</b>	76%	-642
2012	1,815	1,757	1,905	1,734	1,636	1,877	2,005	1,906	2,139	1,755	1,663	1,379		<b>1,798</b>	88%	-239
2013	1,277	1,182	991	1,227										<b>1,169</b>	65%	-628
DI open balance Apr to date is down 35% from 2012, down 48% from 2011, and down 59% from 2010													2012	65%	65%	
DI open balance monthly average down 35% from 2012, down 43% from 2011, and down 56% from 2010													2011	57%	52%	
													2010	44%	41%	
													chg to '13 avg		chg to '13 YTD	

UI 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
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	36,513		
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	98%	-773
2012	33,339	30,233	36,391	33,590	34,531	31,871	32,132	37,791	33,363	36,746	31,266	26,393	397,646	33,137	93%	-2,602
2013	33,691	31,654	33,967	32,876									132,188	33,047	100%	-90

Multi 7 53 5 26  
 UI registrations Apr to date are down 1% from 2012, down 11% from 2011, and down 13% from 2010  
 UI registration monthly average is even with 2012, down 8% from 2011, and down 9% from 2010

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	32,738	37,951	44,067	39,481	35,731	36,680	35,798	39,000	38,748	37,386	34,848	36,237	448,665	37,389		
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	98%	-635
2012	33,604	37,167	44,615	28,383	34,802	31,915	30,672	35,346	30,299	38,963	32,844	32,269	410,879	34,240	93%	-2,514
2013	33,153	33,375	37,439	29,390									133,357	33,339	97%	-901

Multi 11/48  
 UI dispositions Apr to date are down 7% from 2012, down 15% from 2011, and down 14% from 2010  
 UI disposition monthly average is down 3% from 2012, down 9% from 2011, and down 11% from 2010

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	76,301	72,323	66,136	68,715	70,234	69,664	72,557	73,410	66,243	64,624	59,811	59,075		68,258		
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	76%	-16,507
2012	45,315	38,225	29,603	34,674	34,327	34,188	35,578	37,843	40,820	38,495	36,792	30,853		36,393	70%	-15,358
2013	31,303	29,396	25,859	29,169										28,932	79%	-7,461

Multi 9 67 4 27  
 UI balance of open cases Apr to date is down 22% from 2012, down 48% from 2011, and down 59% from 2010  
 UI balance monthly average down 21% from 2012, down 44% from 2011, and down 58% from 2010

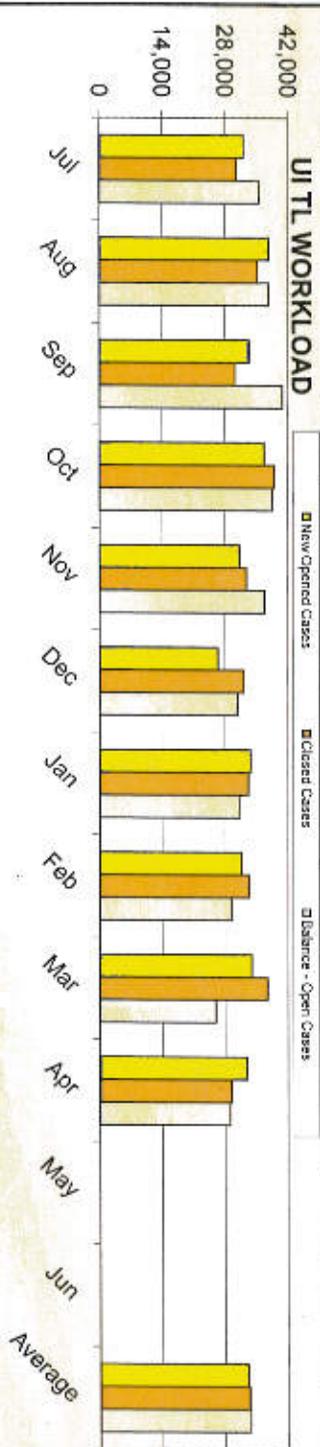
2012	79%	78%
2011	56%	52%
2010	42%	41%
	chg to '13 avg	chg to '13 YTD



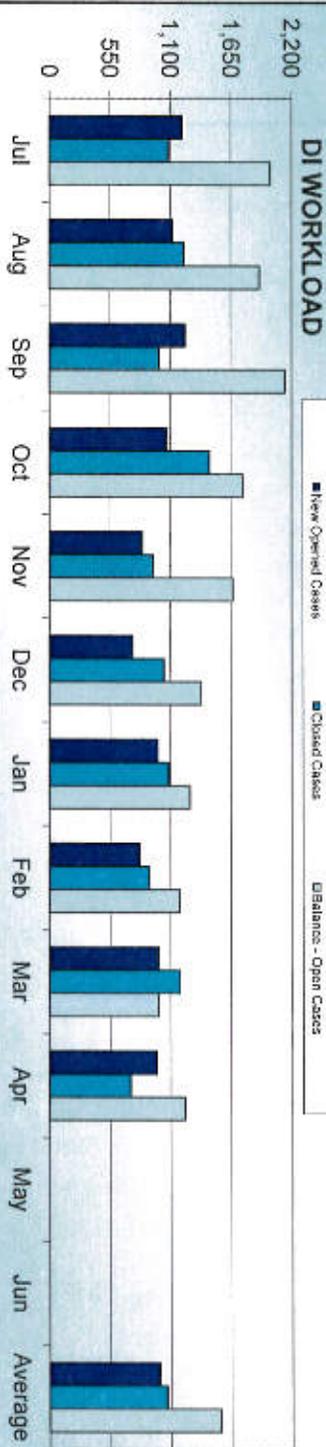
STATEWIDE

2012-2013

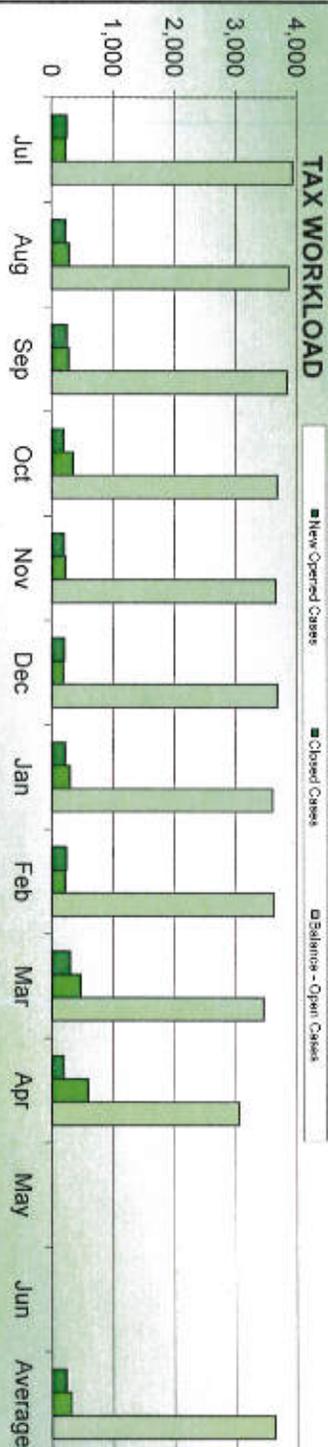
UI TL WORKLOAD



DI WORKLOAD



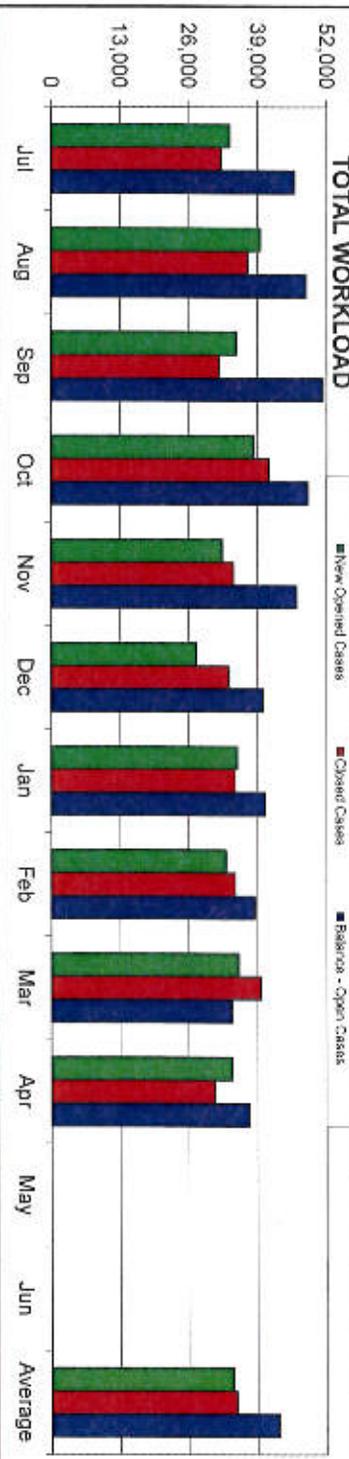
TAX WORKLOAD



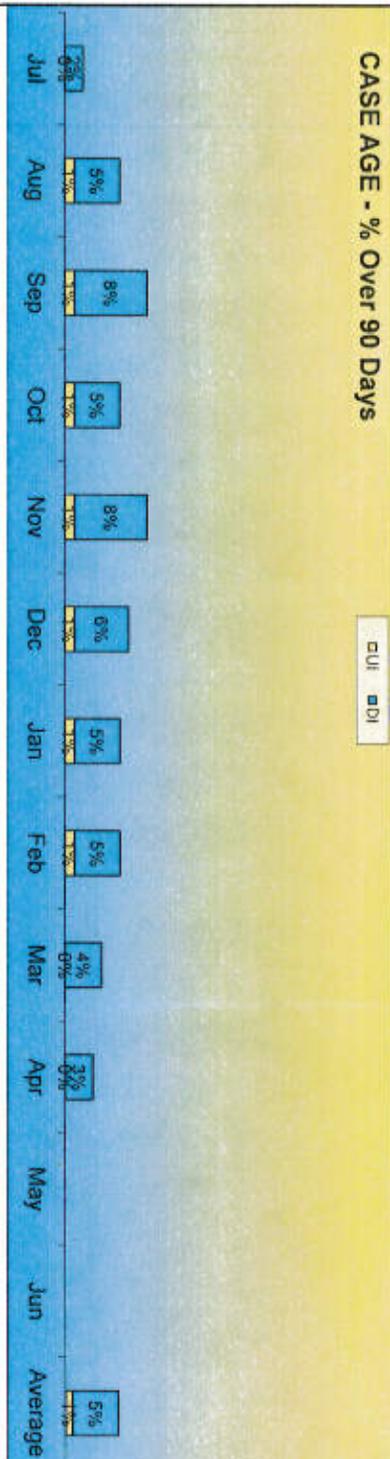
STATEWIDE

2012-2013

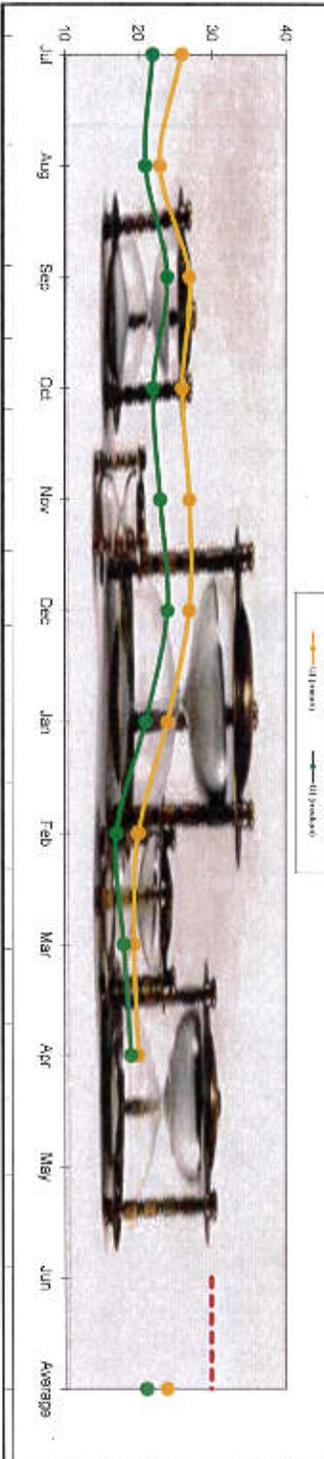
TOTAL WORKLOAD



CASE AGE - % Over 90 Days

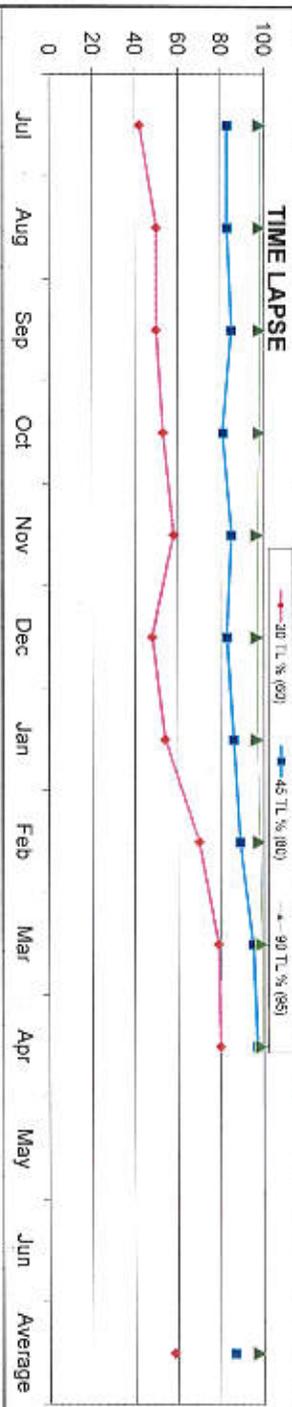


Average Days of UI Case Age



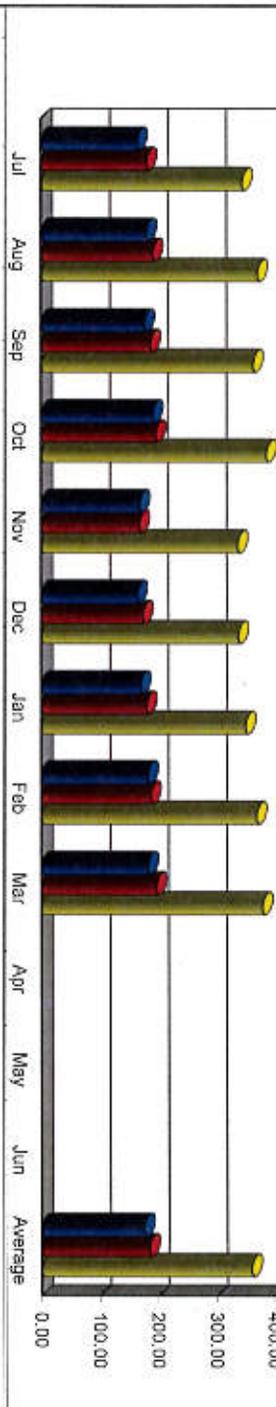
STATEWIDE

2012-2013

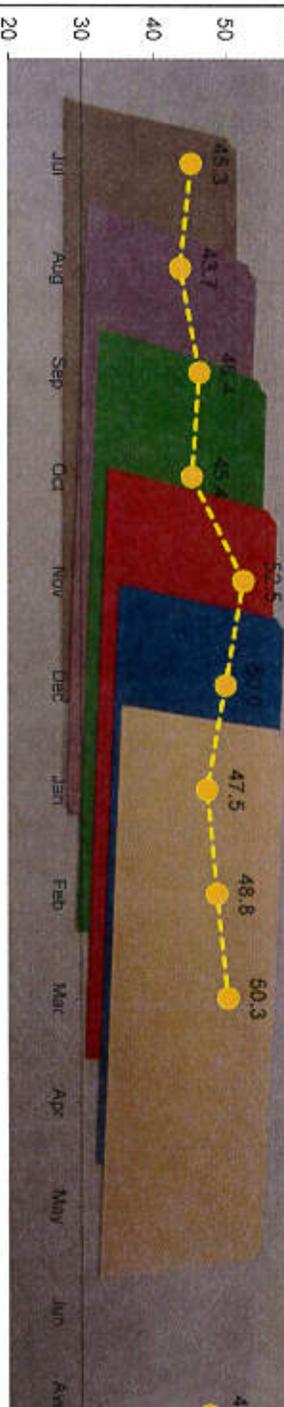


TL  
95%  
80%  
60%

STAFFING-Field Offices



PRODUCTIVITY



PRODUCTIVITY



**ALL PROGRAM TRENDS - FO**

**NEW OPENED CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Change	Yr-Yr AvgChg
2010	39,381	36,310	40,820	45,037	39,399	38,140	41,563	43,324	33,493	37,396	31,757	37,369	463,989	<b>38,666</b>		
2011	40,411	36,315	41,141	38,210	38,185	37,903	34,470	40,374	41,888	38,682	32,388	33,369	453,336	<b>37,778</b>	98%	-888
2012	35,262	32,109	38,944	35,539	36,576	34,012	33,820	39,560	35,059	38,330	32,377	27,469	419,057	<b>34,921</b>	92%	-2,857
2013	35,188	32,990	35,462	34,280									137,920	<b>34,480</b>	99%	-441
Multi	7	53	5	26										2012	99%	97%
														2011	91%	88%
														2010	89%	85%
															chg to '13 avg	chg to '13 YTD

All program registrations Apr to date are down 3% from 2012, down 12% from 2011, and down 15% from 2010  
 All program registration monthly average is down 1% from 2012, down 9% from 2011, and down 11% from 2010

**CLOSED CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Change	Yr-Yr AvgChg
2010	34,404	40,009	46,641	42,106	37,589	39,101	37,848	41,243	40,987	39,872	36,622	38,452	474,874	<b>39,573</b>		
2011	35,905	40,146	52,970	37,208	34,144	40,592	35,714	39,116	44,083	36,128	35,054	36,169	467,229	<b>38,936</b>	98%	-637
2012	35,665	39,521	46,692	30,554	36,743	33,437	32,226	37,179	31,752	41,106	34,450	33,674	432,999	<b>36,083</b>	93%	-2,853
2013	34,777	34,753	39,524	30,992									140,046	<b>35,012</b>	97%	-1,072
Multi			11/45											2012	97%	92%
														2011	90%	84%
														2010	88%	86%
															chg to '13 avg	chg to '13 YTD

All program dispositions Apr to date are down 8% from 2012, down 16% from 2011, and down 14% from 2010  
 All program disposition monthly average is down 3% from 2012, down 10% from 2011, and down 12% from 2010

**BALANCE OPEN CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Avg.	% Change	Yr-Yr AvgChg	
2010	88,772	84,920	78,808	81,554	83,171	81,997	85,167	86,889	79,186	76,869	71,857	70,783		<b>80,831</b>		
2011	75,183	71,225	59,203	60,086	64,024	61,203	60,107	61,211	58,886	61,349	58,553	55,653		<b>62,224</b>	77%	-18,608
2012	55,113	47,540	39,388	44,228	43,982	44,458	45,980	48,183	51,402	48,515	46,318	40,048		<b>46,263</b>	74%	-15,961
2013	40,368	38,419	34,291	37,401										<b>37,620</b>	81%	-8,643
Multi	9	67	4	27										2012	81%	81%
														2011	60%	57%
														2010	47%	45%
															chg to '13 avg	chg to '13 YTD

All program open balance Apr to date is down 19% from 2012, down 43% from 2011, and down 55% from 2010  
 All program open balance monthly average is down 19% from 2012, down 40% from 2011, and down 53% from 2010

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

**REGISTRATIONS**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	2,374	2,049	2,870	2,656	2,262	2,575	2,404	2,862	2,945	2,547	2,654	2,600	30,798	2,567		
2011	2,389	2,509	3,616	2,882	3,165	2,850	2,858	3,104	3,115	3,121	2,223	2,405	34,237	2,853	111%	287
2012	2,661	2,205	3,383	2,517	2,307	1,875	2,319	2,824	2,338	2,632	2,260	2,091	29,412	2,451	86%	-402
2013	2,708	2,596	2,942	3,223									11,469	2,867	117%	416
UI registrations Jan to date are up 7% from 2012, up from 1% from 2011, and up 15% from 2010 UI registration monthly average is up 17% from 2012, same from 2011, and up 12% from 2010													2012	117%	107%	
													2011	100%	101%	
													2010	112%	115%	
													chg to '13 avg		chg to '13 YTD	

**DISPOSITIONS**

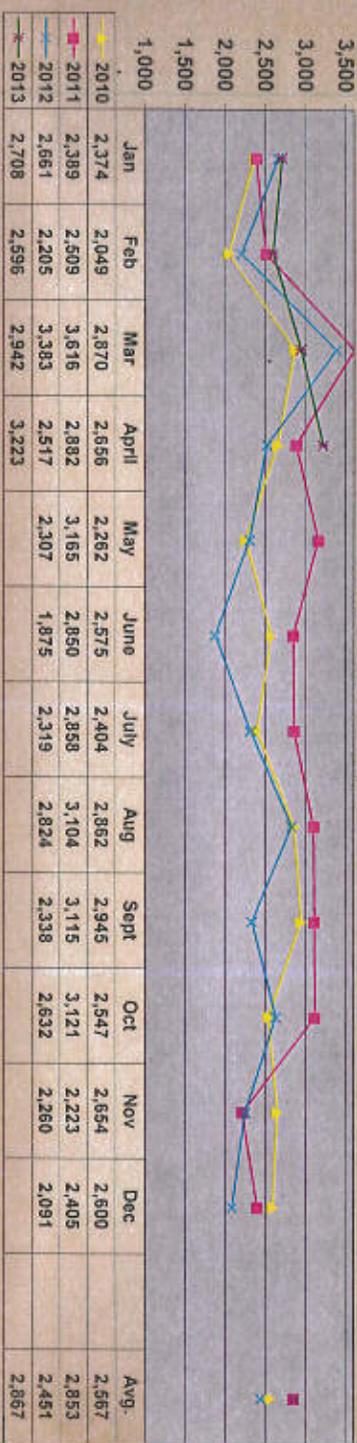
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	2,115	2,508	2,646	2,519	2,435	2,785	2,267	2,539	2,550	2,748	2,442	2,276	29,830	2,486		
2011	2,476	2,459	2,464	2,442	2,859	3,265	2,252	2,722	3,951	3,595	2,976	2,884	34,345	2,862	115%	376
2012	2,780	2,960	3,237	2,626	2,211	1,747	2,538	2,958	2,582	2,235	2,247	2,512	30,633	2,553	89%	-309
2013	2,823	2,240	3,363	2,704									11,130	2,783	109%	230
UI dispositions Jan to date are down 4% from 2012, up 13% from 2011, and up 14% from 2010 UI disposition monthly average is up 9% from 2012, down 3% from 2011, and up 12% from 2010													2012	109%	96%	
													2011	97%	113%	
													2010	112%	114%	
													chg to '13 avg		chg to '13 YTD	

**BALANCE OPEN CASES**

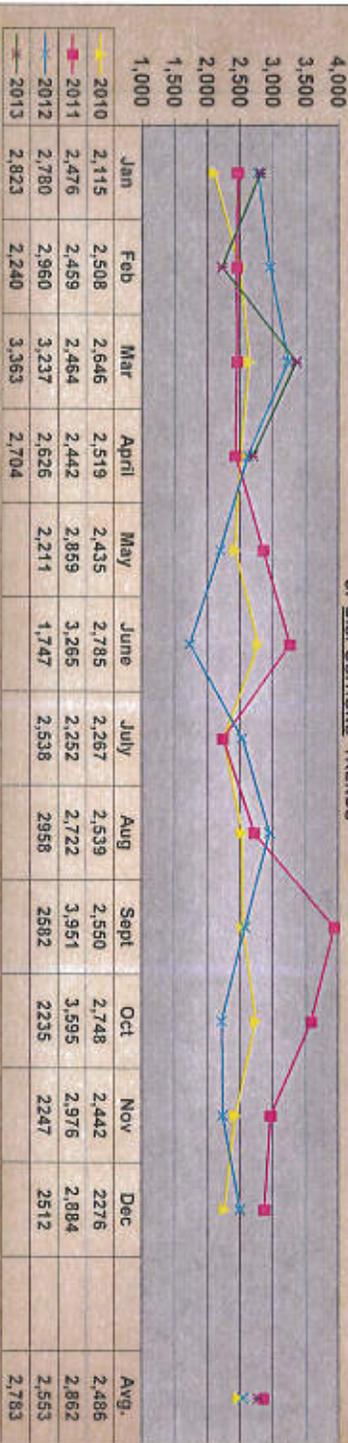
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	2,977	2,507	2,742	2,868	2,695	2,492	2,662	2,983	3,392	3,181	3,401	3,712	3,712	2,968		
2011	3,619	3,668	4,738	5,237	5,489	5,090	5,700	6,077	5,243	4,766	4,009	3,518	3,518	4,763	160%	1,795
2012	3,398	2,671	2,785	2,703	2,784	2,910	2,744	2,578	2,363	2,727	2,722	2,199	2,199	2,715	57%	-2,048
2013	1,933	2,279	1,809	2,336										2,089	77%	-626
UI balance of open cases Jan to date is down 28% from 2012, down 52% from 2011, and down 25% from 2010 UI balance monthly average is down 23% from 2012, down 46% from 2011, and down 30% from 2010													2012	77%	72%	
													2011	44%	48%	
													2010	70%	75%	
													chg to '13 avg		chg to '13 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

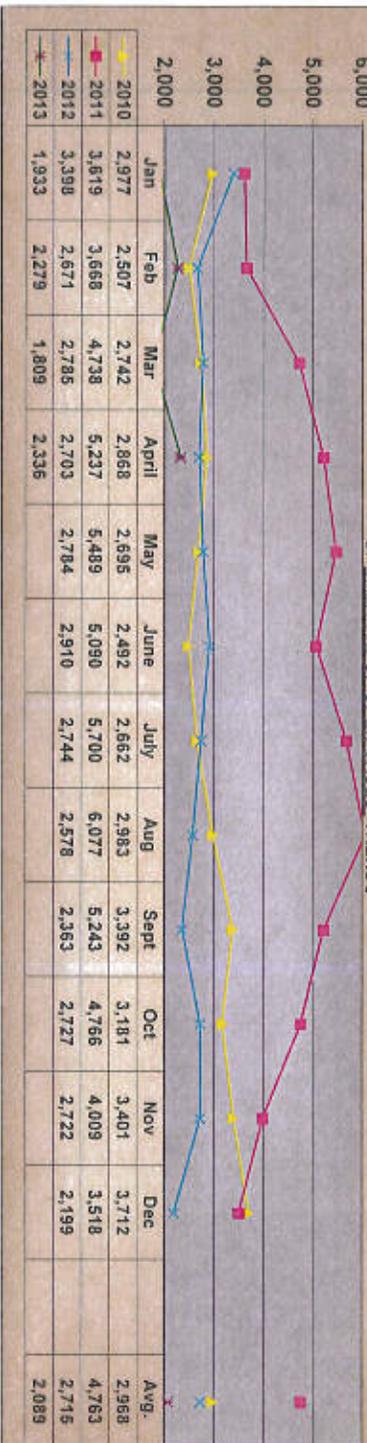
UI REGISTRATION TRENDS



UI DISPOSITIONS TRENDS



UI BALANCE OF OPEN CASES TRENDS



**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
2010	88	67	98	108	87	90	90	85	112	93	106	101	1,125	94		
2011	91	94	135	114	105	112	131	130	124	118	87	108	1,349	112	120%	19
2012	99	82	120	66	74	62	85	92	78	85	65	57	965	80	72%	-32
2013	52	121	55	118									346	87	108%	6
													2012	108%	94%	
													2011	77%	80%	
													2010	92%	96%	

DI registrations Jan to date down 6% from 2012, down 20% from 2011, down 4% from 2010.  
DI registration monthly average up 8% from 2012, down 23% from 2011, and down 8% from 2010.

chg to '13 avg	chg to '13 YTD
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**DISPOSITIONS**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	92	108	94	78	83	132	67	106	81	87	99	68	1,065	91		
2011	100	128	93	91	95	132	86	100	133	162	118	111	1,349	112	123%	21
2012	113	116	140	88	73	55	79	95	79	87	77	71	1,073	89	80%	-23
2013	69	60	117	88									334	84	93%	-6
													2012	93%	73%	
													2011	74%	81%	
													2010	92%	90%	

DI dispositions Jan to date down 27% from 2012, down 19% from 2011, down 10% from 2010.  
DI disposition monthly average down 7% from 2012, down 26% from 2011, and down 8% from 2010.

chg to '13 avg	chg to '13 YTD
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**BALANCE OPEN CASES**

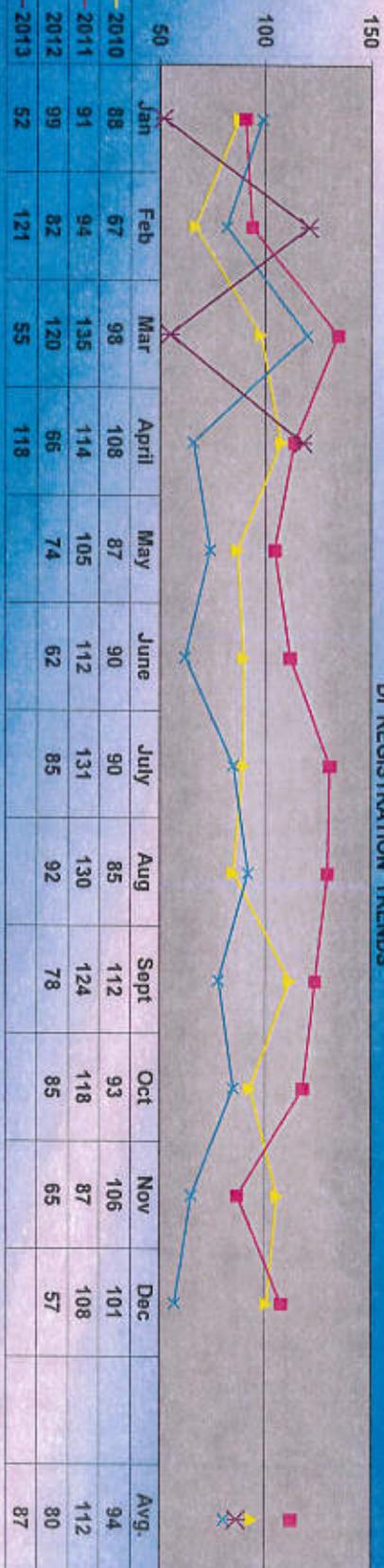
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	139	98	103	132	136	94	120	99	130	137	144	176	178	126		
2011	167	133	175	198	208	188	234	265	254	210	180	177	177	199	158%	73
2012	163	130	109	87	89	97	102	97	97	95	82	68	68	101	51%	-98
2013	51	110	50	78										72	71%	-29
													2012	71%	59%	
													2011	36%	43%	
													2010	57%	61%	

Open Balance of DI Jan to date down 41% from 2012, down 57% from 2011, and down 39% from 2010.  
Open Balance monthly average down 29% from 2012, down 64% from 2011, and down 43% from 2010.

chg to '13 avg	chg to '13 YTD
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**DI TRENDS-AO**  
Program Codes 7, 10, 11, 12, 16 & 20

**DI REGISTRATION TRENDS**



**DI DISPOSITIONS TRENDS**



**DI BALANCE OF OPEN CASES TRENDS**



**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
2010	5	15	15	4	6	12	16	7	16	9	25	15	145	12		
2011	25	18	21	33	32	2	23	23	6	43	25	41	292	24	201%	12
2012	22	20	39	23	34	21	2	13	11	9	44	6	244	20	84%	-4
2013	27	0	0	53									80	20	98%	0
													2012	98%	77%	
													2011	82%	82%	
													2010	166%	205%	

Tax registrations Jan to date are down 23% from 2012, down 18% from 2011, and up 105% from 2010  
 Tax registration monthly average down 2% from 2012, down 18% from 2011, and up 66% from 2010

2012	98%	77%
2011	82%	82%
2010	166%	205%

**DISPOSITIONS**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	1	14	20	14	9	19	9	3	11	8	14	5	127	11		
2011	15	34	21	12	34	30	16	31	19	33	19	17	281	23	221%	13
2012	15	23	21	24	17	13	35	34	43	16	2	18	261	22	93%	-2
2013	25	11	15	16									67	17	77%	-5
													2012	77%	81%	
													2011	72%	82%	
													2010	158%	137%	

Tax dispositions Jan to date are down 19% from 2012, down 18% from 2011 and up 37% from 2010  
 Tax disposition monthly average down 23% from 2012, down 28% from 2011, and up 58% from 2010

2012	77%	81%
2011	72%	82%
2010	158%	137%

**BALANCE OPEN CASES**

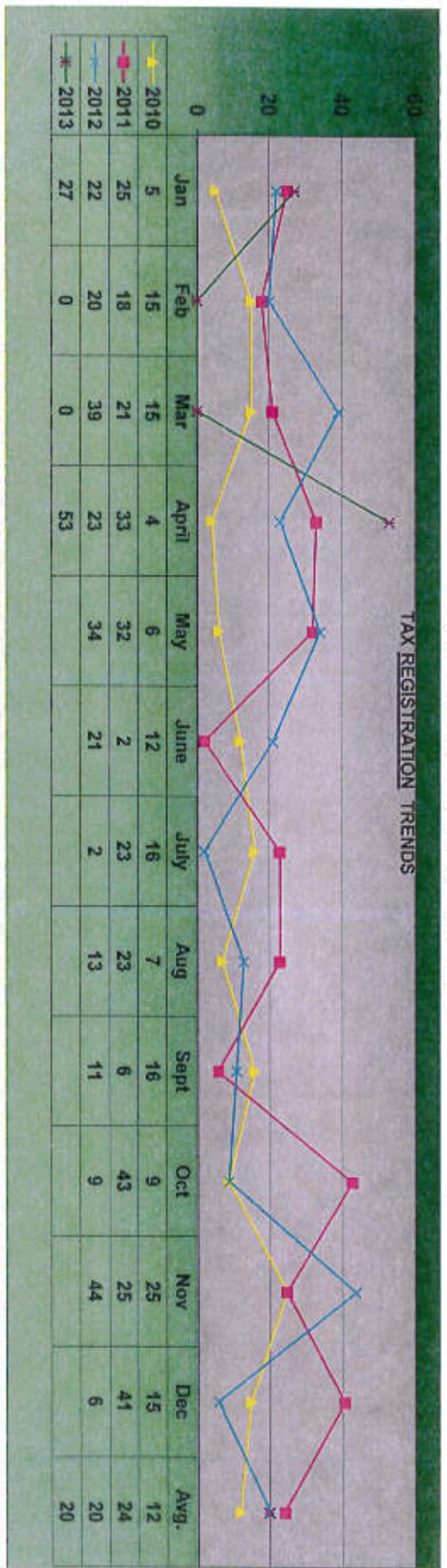
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	57	58	53	44	41	34	41	45	50	51	62	72	72	51		
2011	82	66	66	87	86	59	66	58	45	55	61	85	85	68	134%	17
2012	92	89	108	107	124	132	100	78	46	39	82	70	70	89	131%	21
2013	72	61	46	83										66	74%	-23
														2012	74%	66%
														2011	96%	87%
														2010	129%	124%

Tax balance of open cases Jan to date is down 34% from 2012, down 13% from 2011, and up 24% from 2010  
 Tax balance monthly average down 26% from 2012, down 4% from 2011, and up 29% from 2010

2012	74%	66%
2011	96%	87%
2010	129%	124%

# TAX TRENDS-AO

Program Codes 15, 17, 18, 32, 45, 46, 47, 48



**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
2010	3	5	98	11	7	14	8	3	16	9	11	5	190	16		
2011	1	4	7	17	16	7	9	10	14	16	6	7	114	10	60%	-6
2012	7	9	13	2	3	0	1	3	3	2	7	2	52	4	46%	-5
2013	2	4	6	9									21	5	121%	1
Other registrations Jan to date down 32% from 2012, down 28% from 2011, and down 82% from 2010 Other registration monthly average up 21% from 2012, down 45% from 2011, and down 67% from 2010													2011	121%	68%	
													2010	55%	72%	
													2009	33%	18%	

chg to '13 avg	chg to '13 YTD
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**DISPOSITIONS**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	2	4	4	96	7	13	9	9	5	10	10	11	180	15		
2011	10	5	5	1	6	20	7	7	13	14	17	10	115	10	64%	-5
2012	9	7	9	9	9	1	1	0	5	3	1	7	61	5	53%	-5
2013	4	3	3	2									12	3	59%	-2
Other dispositions Jan to date are down 65% from 2012, down 43% from 2011, and down 89% from 2010 Other disposition monthly average down 41% from 2012, down 69% from 2011, and down 80% from 2010													2011	59%	35%	
													2010	31%	57%	
													2009	20%	11%	

chg to '13 avg	chg to '13 YTD
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**BALANCE OPEN CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	4	5	99	14	14	15	14	8	19	18	19	13	13	20		
2011	4	3	5	21	31	19	20	23	24	26	15	12	12	17	84%	-3
2012	10	12	16	9	3	2	2	5	3	2	8	1	1	6	36%	-11
2013	0	2	2	5										2	37%	-4
Other balance of open cases Jan to date down 81% from 2012, down 73% from 2011, and down 93% from 2010 Other balance monthly average down 63% from 2012, down 87% from 2011, and down 89% from 2010													2011	37%	19%	
													2010	13%	27%	
													2009	11%	7%	

chg to '13 avg	chg to '13 YTD
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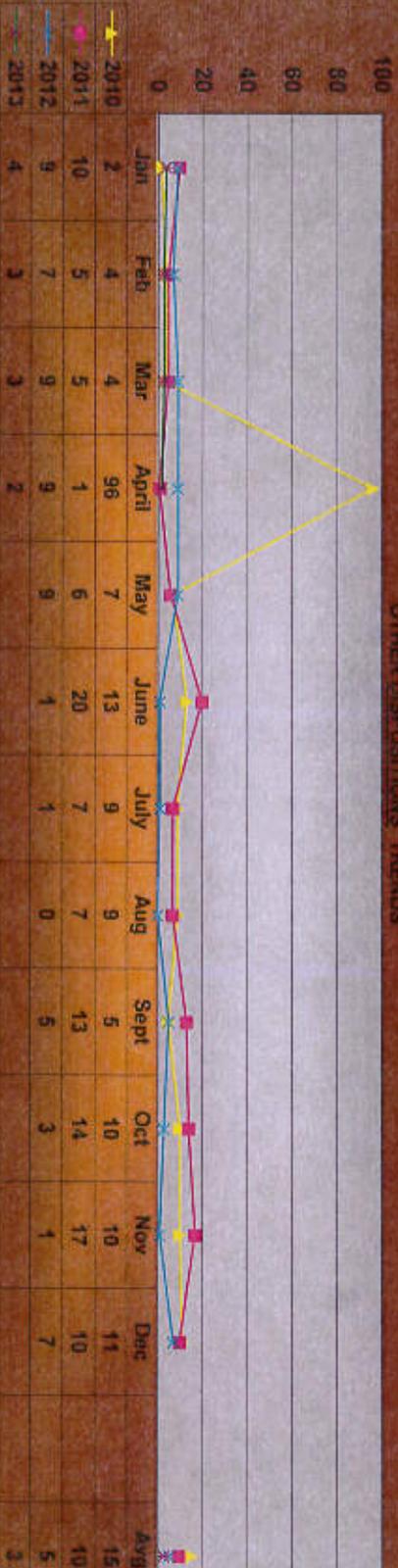
# OTHER TRENDS-AO

Program Codes 9, 13, 14, 19, 21, 22, 40, 44

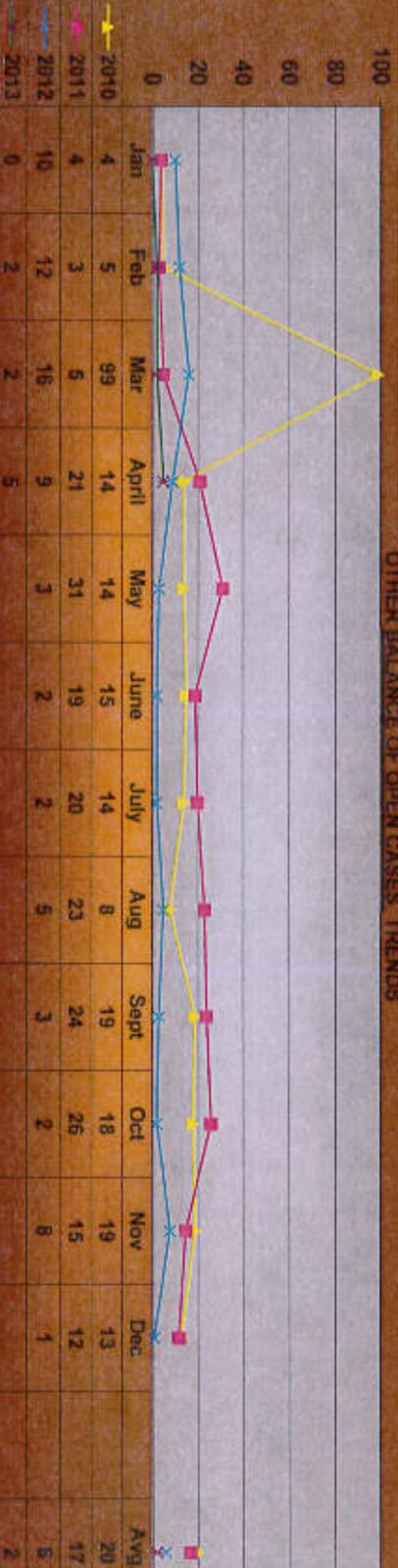
OTHER REGISTRATION TRENDS



OTHER DISPOSITIONS TRENDS



OTHER BALANCE OF OPEN CASES TRENDS



**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		
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	<b>2,688</b>				
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	<b>2,999</b>	112%	311		
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	<b>2,556</b>	85%	-443		
2013	2,789	2,721	3,003	3,403									11,916	<b>2,979</b>	117%	423		
Registrations Jan to date up 6% from 2012, same from 2011, and up 14% from 2010.													2012	117%	106%			
Registration monthly average up 17% from 2012, down 1% from 2011, and up 11% from 2010.													2011	99%	100%			
													2010	111%	114%			
													Chg to '13 avg			Chg to '13 YTD		

**DISPOSITIONS**

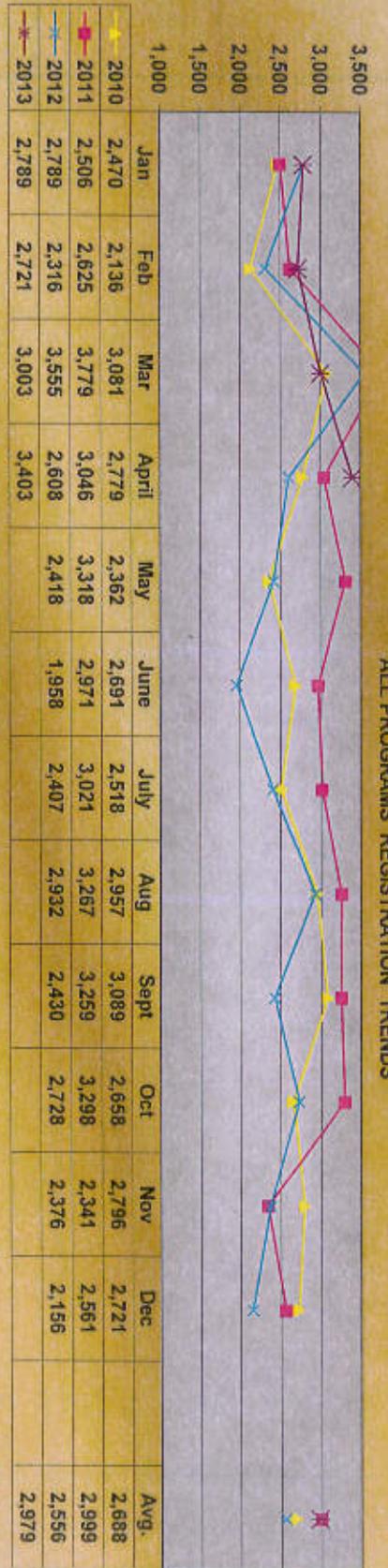
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg		
2010	2,210	2,634	2,764	2,707	2,534	2,949	2,352	2,657	2,647	2,853	2,565	2,360	31,232	<b>2,603</b>				
2011	2,601	2,626	2,583	2,546	2,994	3,447	2,361	2,860	4,116	3,804	3,130	3,022	36,090	<b>3,008</b>	116%	405		
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	<b>2,669</b>	89%	-339		
2013	2,921	2,314	3,498	2,810									11,543	<b>2,886</b>	108%	217		
Dispositions Jan to date down 5% from 2012, up 11% from 2011, and up 12% from 2010.													2012	108%	95%			
Disposition monthly average up 8% from 2012, down 4% from 2011, and up 11% from 2010.													2011	96%	111%			
													2010	111%	112%			
													Chg to '13 avg			Chg to '13 YTD		

**BALANCE OPEN CASES**

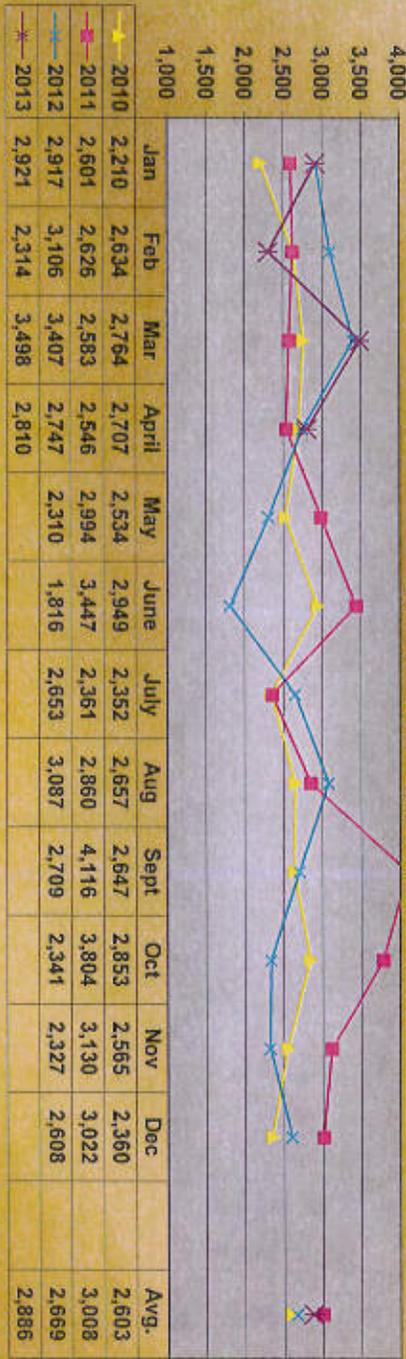
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg		
2010	3,177	2,668	3,000	3,058	2,886	2,635	2,837	3,135	3,591	3,387	3,626	3,973	3,973	<b>3,164</b>				
2011	3,872	3,870	4,984	5,543	5,814	5,356	6,020	6,423	5,566	5,057	4,265	3,792	3,792	<b>5,047</b>	159%	1,882		
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	<b>2,913</b>	58%	-2,134		
2013	2,057	2,452	1,910	2,509										<b>2,232</b>	77%	-681		
Open Balance Jan to date down 29% from 2012, down 51% from 2011, and down 25% from 2010.													2012	77%	71%			
Open Balance monthly average down 23% from 2012, down 56% from 2011, and down 29% from 2010.													2011	44%	49%			
													2010	71%	75%			
													Chg to '13 avg			Chg to '13 YTD		

# ALL PROGRAMS - TRENDS-AO

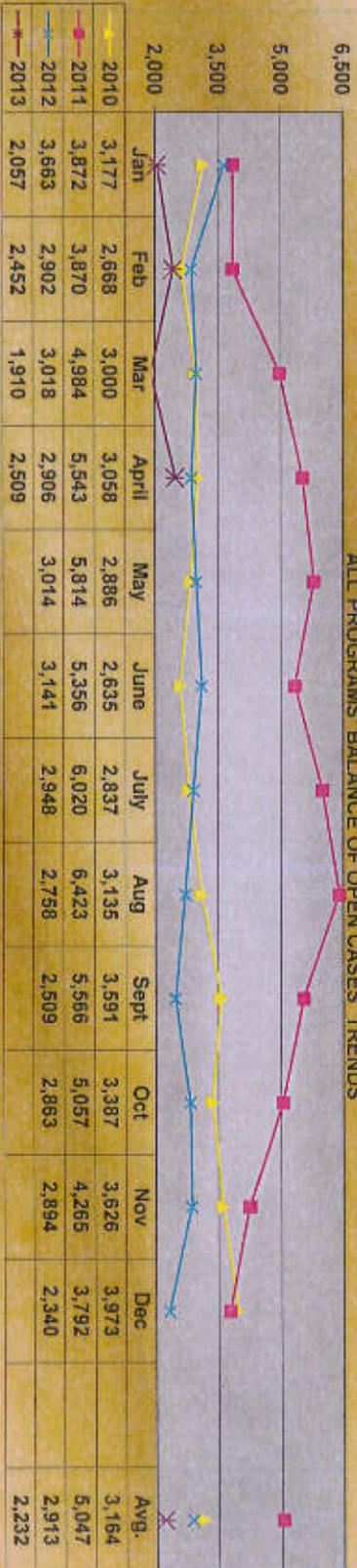
ALL PROGRAMS REGISTRATION TRENDS



ALL PROGRAMS DISPOSITIONS TRENDS



ALL PROGRAMS BALANCE OF OPEN CASES TRENDS



**APPELLATE OPERATIONS TL & Case Aging TRENDS**

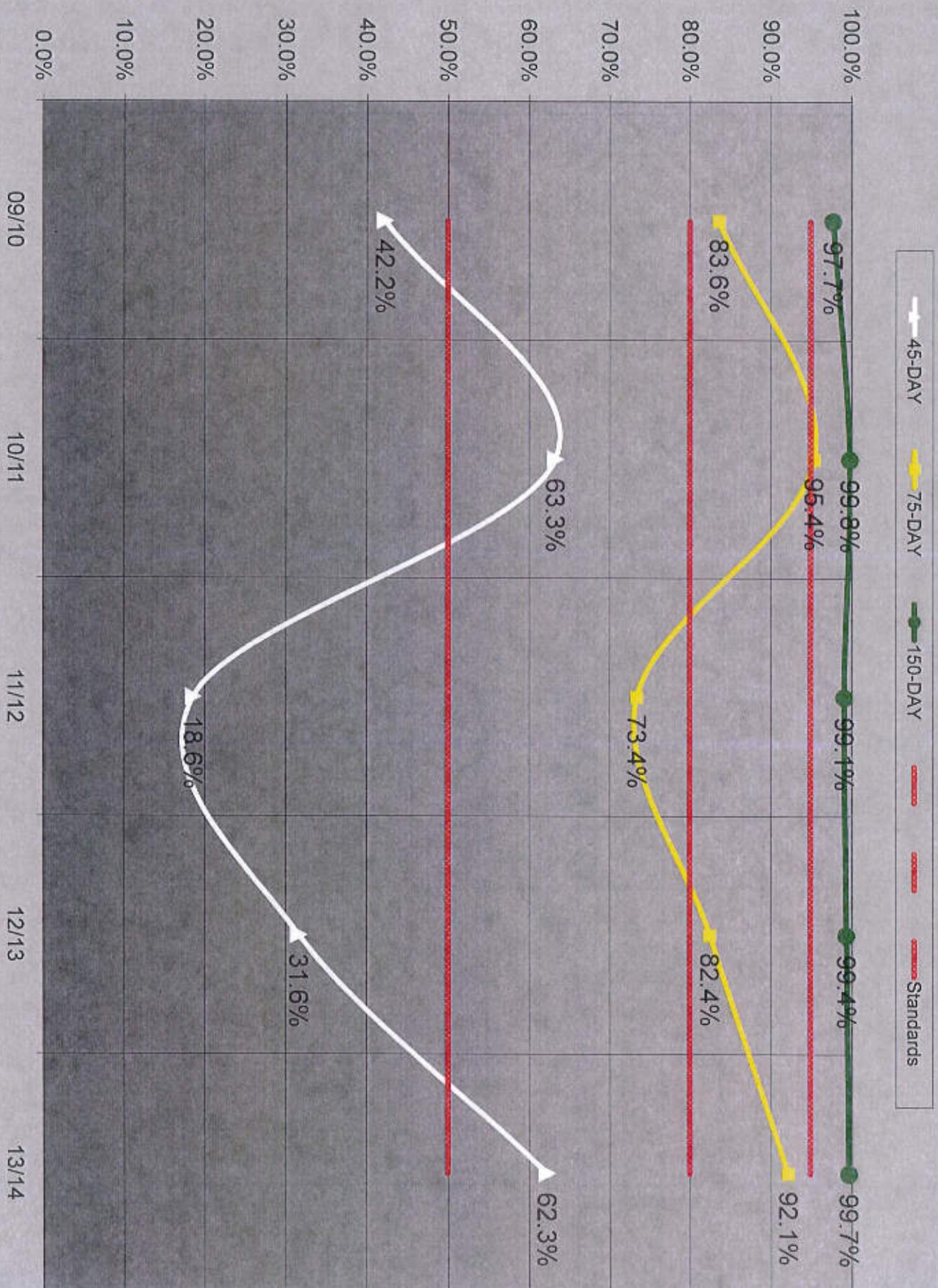
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Avg.
Stand and	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
Stand and	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
Stand and	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
<b>03/04 45-Day</b>	57.4%	58.8%	54.0%	52.0%	51.9%	50.3%	52.0%	54.0%	50.3%	9.9%	0.8%	5.1%	41.4%
<b>03/04 75-Day</b>	84.8%	85.7%	82.3%	77.7%	82.2%	84.7%	87.3%	87.3%	87.1%	38.1%	54.0%	75.2%	77.2%
<b>03/04 150-Day</b>	99.2%	97.2%	97.5%	98.1%	98.0%	96.9%	98.2%	97.9%	97.8%	95.9%	97.9%	98.8%	97.8%
<b>Case Aging</b>										50	46	46	47
<b>04/05 45-Day</b>	8.2%	10.2%	5.2%	6.3%	5.1%	6.4%	7.7%	10.4%	4.5%	4.5%	9.7%	10.8%	7.4%
<b>04/05 75-Day</b>	69.7%	74.6%	70.1%	70.9%	62.9%	75.2%	76.3%	71.5%	60.1%	65.3%	65.4%	64.5%	68.9%
<b>04/05 150-Day</b>	99.1%	99.4%	99.8%	99.4%	97.8%	98.9%	96.9%	87.5%	88.2%	92.3%	95.7%	89.3%	95.4%
<b>Case Aging</b>	44	49	49	55	50	53	60	61	55	62	60	48	54
<b>05/06 45-Day</b>	3.6%	5.8%	6.0%	4.5%	5.6%	13.5%	7.2%	10.5%	6.7%	7.9%	8.6%	8.3%	7.3%
<b>05/06 75-Day</b>	71.7%	73.0%	63.7%	74.1%	75.8%	76.9%	69.0%	66.3%	49.6%	52.0%	59.6%	67.2%	65.7%
<b>05/06 150-Day</b>	96.2%	98.8%	98.1%	99.1%	99.3%	99.2%	97.8%	97.7%	97.7%	96.8%	99.2%	99.0%	98.4%
<b>Case Aging</b>	46	47	42	40	38	44	46	52	45	46	45	38	44
<b>06/07 45-Day</b>	17.9%	17.1%	10.9%	10.7%	11.0%	10.8%	9.2%	18.3%	37.2%	21.0%	22.2%	25.9%	17.7%
<b>06/07 75-Day</b>	80.0%	67.6%	73.2%	86.8%	91.0%	86.5%	80.5%	85.8%	90.2%	89.4%	86.0%	89.6%	83.9%
<b>06/07 150-Day</b>	98.8%	98.4%	98.7%	98.7%	99.6%	99.1%	99.4%	97.2%	99.1%	99.8%	99.6%	99.2%	99.0%
<b>Case Aging</b>	41	42	36	34	38	40	39	35	33	36	32	35	37
<b>07/08 45-Day</b>	15.2%	13.7%	3.4%	5.6%	8.9%	5%	9%	14%	12%	7%	22%	22%	11.4%
<b>07/08 75-Day</b>	87.8%	88.2%	83.8%	80.5%	80.5%	77%	81%	87%	86%	86%	80%	80%	83.1%
<b>07/08 150-Day</b>	98.8%	99.8%	99.6%	99.6%	99.7%	99%	99%	99%	99%	99%	98%	98%	99.2%
<b>Case Aging</b>	33	36	41	39	40	43	37	38	40	43	45	34	39
<b>08/09 45-Day</b>	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%
<b>08/09 75-Day</b>	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%
<b>08/09 150-Day</b>	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%
<b>Case Aging</b>	30	34	34	32	38	37	33	39	39	37	44	59	38
<b>09/10 45-Day</b>	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%
<b>09/10 75-Day</b>	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%
<b>09/10 150-Day</b>	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%
<b>Case Aging</b>	42	45	41	39	39	39	37	38	34	35	29	26	37
<b>10/11 45-Day</b>	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%
<b>10/11 75-Day</b>	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%
<b>10/11 150-Day</b>	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%
<b>Case Aging</b>	26	28	27	27	25	28	28	33	38	38	36	34	37
<b>11/12 45-Day</b>	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%
<b>11/12 75-Day</b>	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%
<b>11/12 150-Day</b>	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%
<b>Case Aging</b>	39	45	43	47	48	44	39	38	39	37	32	30	40
<b>12/13 45-Day</b>	66.4%	57.4%	20.5%	12.8%	26.7%	40.7%	25.5%	22.1%	14.3%	13.1%	24.0%	53.3%	31.6%
<b>12/13 75-Day</b>	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%
<b>12/13 150-Day</b>	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%
<b>Case Aging</b>	31	38	44	48	44	49	45	45	41	41	35	29	47

13/14 45-Day	62.3%
13/14 75-Day	92.1%
13/14 150-Day	99.7%
<b>Case Aclng</b>	<b>30.1</b>

62.3%
92.1%
99.7%
30.1

# AO TIME LAPSE RESULTS

## 09/10-13/14



APPELLATE OPERATIONS ~ REPORT SUMMARY

APPELLATE	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	AO Current Mo. % of Avg.	TOTAL	Appellants Current Mo.
<b>WORKLOAD</b>																
<b>Registrations</b>																
UI TL	2,319	2,824	2,338	2,632	2,260	2,091	2,708	2,596	2,942	3,223			2,593	124%	25,933	
DI	85	92	78	85	65	57	52	121	55	118			81	146%	808	
Ruling & T-R	1	1	3	1	5	1	2	1	3	5			2	217%	23	
Tax	2	13	11	9	44	6	27	0	0	53			17	321%	165	
Other	0	2	0	1	2	1	0	3	3	4			2	250%	16	
Total	2,407	2,932	2,430	2,728	2,376	2,156	2,789	2,721	3,003	3,403			2,695	129%	26,945	1,724
Multi Cases			283	9		6	4			26						
<b>Dispositions</b>																
UI TL	2,538	2,958	2,582	2,235	2,247	2,512	2,823	2,240	3,363	2,704			2,620	103%	26,202	
DI	79	95	79	87	77	71	69	60	117	88			82	107%	822	
Ruling & T-R	1	0	3	3	0	5	3	2	0	1			2	56%	18	
Tax	35	34	43	16	2	18	25	11	15	16			22	74%	215	
Other	0	0	2	0	1	2	1	1	3	1			1	91%	11	
Total	2,653	3,087	2,709	2,341	2,327	2,608	2,921	2,314	3,498	2,810			2,727	103%	27,268	1,499
Multi Cases				15		4237		407								
<b>Balance - Open Cases</b>																
UI TL	2,744	2,578	2,383	2,727	2,722	2,199	1,933	2,279	1,809	2,336			2,369	99%		
DI	102	97	97	95	82	68	51	110	50	78			83	94%		
Ruling & T-R	2	3	3	1	6	2	1	0	3	7			3	250%		
Tax	100	78	46	39	82	70	72	61	46	83			68	123%		
Other	0	2	0	1	2	1	0	2	2	5			2	333%		
Total	2,948	2,758	2,509	2,863	2,894	2,340	2,057	2,452	1,910	2,509			2,524	99%		1,433
Multi Cases	0		293	287	207	57	61	4	3	28						Estimate
<b>FO to AO Appeal Rate</b>																
UI TL	7.3%	9.2%	6.6%	8.7%	5.8%	6.4%	8.4%	7.8%	8.8%	8.6%			7.8%	111.0%		
DI	7.5%	8.5%	6.4%	8.5%	4.5%	6.1%	5.0%	11.2%	6.1%	9.9%			7.4%	135.1%		
Ruling & T-R	0.7%	0.5%	1.0%	0.6%	1.6%	0.2%	1.4%	0.4%	1.3%	1.3%			0.9%	140.3%		
Tax	0.9%	5.5%	3.8%	3.2%	12.3%	2.6%	13.8%	0.0%	0.0%	11.2%			5.3%	209.4%		
Other	0.0%	8.3%	0.0%	7.7%	6.9%	11.1%	0.0%	18.8%	14.3%	12.5%			8.0%	157.1%		
Overall Rate	7.2%	9.1%	6.5%	8.6%	5.8%	6.3%	8.3%	7.8%	8.6%	8.6%			7.7%	112.1%		



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.
<b>WORKLOAD</b>																
<b>Registrations</b>																
UI TL	2,708	2,596	2,942	3,223									2,867	112%	11,469	
DI	52	121	55	118									87	136%	346	
Ruling & T-R	2	1	3	5									3	182%	11	
Tax	27	0	0	53									20	265%	80	
Other	0	3	3	4									3	160%	10	
Total	2,789	2,721	3,003	3,403									2,979	114%	11,916	1,724
Multi Cases	4			28												
<b>Dispositions</b>																
UI TL	2,823	2,240	3,363	2,704									2,783	97%	11,130	
DI	69	60	117	88									84	105%	334	
Ruling & T-R	3	2	0	1									2	67%	6	
Tax	25	11	15	16									17	96%	67	
Other	1	1	3	1									2	67%	6	
Total	2,921	2,314	3,498	2,810									2,886	97%	11,543	1,499
Multi Casact		467														
<b>Balance - Open Cases</b>																
UI TL	1,933	2,279	1,809	2,336									2,089	112%		
DI	51	110	50	73									72	108%		
Ruling & T-R	1	0	3	7									3	255%		
Tax	72	61	46	83									66	127%		
Other	0	2	2	5									2	222%		
Total	2,057	2,452	1,910	2,509									2,232	112%		1,433
Multi Cases	67	4	3	28												Estimate
<b>FO to AO Appeal Rate</b>																
UI TL	8.4%	7.8%	8.8%	8.6%									8.4%	102.3%		
DI	5.0%	11.2%	6.1%	9.9%									8.0%	123.6%		
Ruling & T-R	1.4%	0.4%	1.3%	1.3%									1.1%	116.0%		
Tax	13.8%	0.0%	0.0%	11.2%									6.3%	178.5%		
Other	0.0%	18.8%	14.3%	12.5%									11.4%	108.8%		
Overall Rate	8.3%	7.8%	8.6%	8.6%									8.3%	103.2%		

APPELLATE OPERATIONS - REPORT SUMMARY

APPELLATE		Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Average	AO Current Mo. % of Avg.
<b>TIME LAPSE</b>	45 Day- 90 %	13	24	53	62									38	163%
	75 Day- 80 %	83	77	91	92									85	108%
	150 Day- 95 %	100	100	100	100									100	100%
<b>CASE AGE</b>															
Avg Days-UI (mean)		41	35	29.1	30.1									33.8	89%
Avg Days-UI (median)		40	31	25.0	26.0									30.5	85%
<b>Over 120 days old</b>															
UI Cases		20	7	1	7									9	80%
UI %		1%	0%	0%	0%									0%	0%
UI % w/out Multis		1%	0%	0%	0%									0%	0%
<b>NET PYs USED</b>															
ALL		21.21	22.75	22.86										22.3	103%
AO Non ALL		39.92	40.71	40.38										40.3	100%
CTU Non ALL		3.29	3.34	3.92										3.5	111%
Net PYs		64.42	66.80	67.16										66.1	102%
<b>RATIOS</b>															
AO w/o transcribers		1.88	1.79	1.77										1.81	98%
AO with transcribers		2.04	1.94	1.94										1.97	98%
<b>TRANSCRIPTS</b>															
PAGES		97	50	42	111									75	148%
AVG PGS Per T/S		7.602	3.940	4.633	6.770									5.736	118%
		78	79	110	61									82	74%
<b>PRODUCTIVITY</b>															
ALL Suptk		32.8	25.4	36.4										31.6	115%
Trans Pgs/day		110.03	58.98	56.28										76.1	75%

## Monthly Board Meeting Litigation Report - April 2013

AGENDA ITEM 9

<u>LITIGATION CASES PENDING</u>	TOTAL = 325
<b>SUPERIOR COURT:</b> Claimant Petitions.....	264
Employer Petitions.....	37
EDD Petitions.....	3
Non-benefit Court Cases .....	6
<b>APPELLATE COURT:</b> Claimant Appeals.....	9
Employer Appeals.....	3
EDD Appeals.....	0
Non-benefit Court Cases .....	1
<b>ISSUES:</b> UI.....	280
DI.....	21
Tax.....	15
Non-benefit Court Cases .....	9

### 2013 CALENDAR YEAR ACTIVITY - Benefit & Tax Cases

<u>LITIGATION CASES FILED</u>	<u>YTD</u>	<u>April</u>
<b>SUPERIOR COURT:</b> Claimant Petitions.....	28	9
Employer Petitions.....	7	1
EDD Petitions.....	0	0
<b>APPELLATE COURT:</b> Claimant Appeals.....	2	1
Employer Appeals.....	0	0
EDD Appeals.....	0	0
 <u>LITIGATION CASES CLOSED</u>	 <u>YTD</u>	 <u>April</u>
<b>SUPERIOR COURT:</b> Claimant Petitions.....	30	11
Employer Petitions.....	2	0
EDD Petitions.....	0	0
<b>APPELLATE COURT:</b> Claimant Appeals.....	2	0
Employer Appeals.....	0	0
EDD Appeals.....	0	0

### 2013 Decision Summary

<u>Claimant Appeals</u>		<u>Employer Appeals</u>		<u>CUIAB Decisions</u>		
Win: 6	Loss: 26	Win: 0	Loss: 2	Affirmed: 28	Reversed: 1	Remanded: 5

AO REPORT TO BOARD -- MONTH OF April 2013

	# Cases	# Appellants	Calendar Yr Avg
REGISTRATIONS	3403	1724	2979
DISPOSITIONS	2810	1499	2886
OPEN BALANCE	2509	1433	2232
APPEAL RATE	8.60%		8.30%

CASE AGING (40 days) 30.0 days

TIME LAPSE

45 Days (50%)	62.00%
75 Days (80%)	92.01%
150 Days (95%)	100.00%

ADDITIONAL INFORMATION

FO to AO Monthly Report	4.76
FO ALJs working in AO	5.5

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

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

	April, 2013	March, 2013	February, 2013	January, 2013
	Average Days in Transfer			
	Case Count	Case Count	Case Count	Case Count
Fr	2.45	1.54	1.86	3.41
	83	157	108	146
Ing	1.42	1.22	2.17	3.68
	151	222	300	231
Iml	2.24	2.34	3.27	6.59
	186	340	253	279
LA	0.48	1.01	1.32	2.50
	154	269	191	180
Oak	0.77	1.39	2.84	14.36
	90	231	171	180
OC	0.43	0.67	0.97	0.98
	164	307	177	203
Ox	0.26	1.15	9.17	4.10
	118	143	175	129
Pas	3.09	4.35	5.21	14.01
	143	130	184	175
Sac	1.93	2.25	2.70	6.09
	253	342	303	279
SD	3.16	4.19	7.74	7.34
	201	263	225	216
SF	0.87	1.56	4.17	3.00
	87	126	111	95
SJ	1.01	0.62	2.10	2.64
	81	107	134	107
Tax	0.00	2.00	1.16	3.00
	7	20	19	13
<b>Total</b>	<b>1.63</b>	<b>1.88</b>	<b>3.61</b>	<b>5.95</b>
	<b>1718</b>	<b>2657</b>	<b>2351</b>	<b>2233</b>

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

	April, 2013	March, 2013	February, 2013	January, 2013
	Average Days in Transfer			
	Case Count	Case Count	Case Count	Case Count
Fr	4.80	7.72	7.98	6.34
	83	157	108	146
Ing	5.13	5.02	9.86	7.76
	151	222	300	231
Inl	4.59	4.66	9.54	7.32
	186	340	253	279
LA	4.66	4.47	7.40	7.94
	154	269	191	180
Oak	4.60	7.58	12.05	7.87
	90	231	171	180
OC	4.80	4.73	6.32	9.84
	164	307	177	203
Ox	4.11	5.33	9.87	9.19
	118	143	175	129
Pas	4.65	4.65	9.55	6.59
	143	130	184	175
Sac	4.94	4.80	8.52	7.79
	253	342	303	279
SD	5.12	6.51	11.23	6.61
	201	263	225	216
SF	4.57	4.92	14.35	7.75
	87	126	111	95
SJ	4.38	4.03	7.14	8.95
	81	107	134	107
Tax	6.29	21.75	22.89	54.23
	7	20	19	13
<b>Total</b>	<b>4.76</b>	<b>5.47</b>	<b>9.53</b>	<b>8.04</b>
	<b>1718</b>	<b>2657</b>	<b>2351</b>	<b>2233</b>

Board Member	1st	2nd	3rd	UI	DI	Ruling	Tax	1 Party	2 Party	Total
<b>Kathleen Howard</b>										
Sum	376	386	34	743	47	0	6	382	414	796
Percent	24%	24%	43%	24%	26%	0%	27%	25%	24%	
<b>Michael Allen</b>										
Sum	575	520	22	1042	66	0	9	519	598	1117
Percent	36%	33%	28%	34%	37%	0%	41%	34%	35%	
<b>Robert Dresser</b>										
Sum	99	86	21	196	8	1	1	95	111	206
Percent	6%	5%	27%	6%	4%	50%	5%	6%	6%	
<b>Roy Ashburn</b>										
Sum	533	591	2	1060	59	1	6	518	608	1126
Percent	34%	37%	3%	35%	33%	50%	27%	34%	35%	
<b>Total Cases Reviewed:</b>	1583	1583	79	3041	180	2	22	1514	1731	

\*Off Calendar

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

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	539.55	\$14,604.15	1,351.75	\$38,819.91	1,467.60	\$39,742.87	3,273.40	\$89,611.61
Admin	54.50	\$1,982.64	0.00	\$0.00	46.00	\$926.16	201.35	\$6,392.18
IT	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	1,954.80	\$78,126.97
Exec	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00
Project	28.00	\$1,141.36	0.00	\$0.00	10.00	\$462.70	191.50	\$6,994.82
Field	2,010.46	\$57,965.65	267.50	\$7,184.60	1,835.50	\$54,936.16	6,533.59	\$184,359.05
<b>Total</b>	<b>2,632.51</b>	<b>\$75,693.80</b>	<b>1,619.25</b>	<b>\$46,004.51</b>	<b>3,359.10</b>	<b>\$96,067.89</b>	<b>12,154.64</b>	<b>\$365,484.63</b>

Branch	12/13 Fiscal Year-to-Date Total Overtime Expenditures				FY 12/13 FY Projections	
	12/13 FY Allocation	Year-to-Date Hours	Year-to-Date Position Equivalent	Year-to-Date Pay	Allocation Balance	Estimated Expenditures Over-/Under
Appellate	\$71,338.00	6,632.30	3.19	\$182,778.54	-\$111,440.54	-\$172,366.72
Admin	\$3,818.00	301.85	0.15	\$9,300.98	-\$5,482.98	-\$8,583.31
IT	\$35,711.00	1,954.80	0.94	\$78,126.97	-\$42,415.97	-\$68,458.29
Exec	\$2,266.00	0.00	0.00	\$0.00	\$2,266.00	\$2,266.00
Project	\$10,165.00	229.50	0.11	\$8,598.88	\$1,566.12	-\$1,300.17
Field Operations	\$233,873.00	10,647.05	5.12	\$304,445.46	-\$70,572.46	-\$172,054.28
<b>Total</b>	<b>357,171.00</b>	<b>19,765.50</b>	<b>9.50</b>	<b>\$583,250.83</b>	<b>-\$226,079.83</b>	<b>-\$420,496.77</b>
Actual Monthly Average Personnel Year 12.67						

12/13 Fiscal Year-to-Date Lump Sum Payout				
July 2012 through March 2013				
Branch	Year-to-Date Hours	Year-to-Date Position Equivalent	Year-to-Date Pay	
Appellate	3,231.80	1.55	\$120,155.67	
Admin	202.50	0.10	\$3,537.34	
IT	0.00	0.00	\$0.00	
Exec	1,271.00	0.61	\$78,222.40	
Project	0.00	0.00	\$0.00	
Field Operations	9,989.50	4.80	\$370,004.78	
<b>Total</b>	<b>14,694.80</b>	<b>7.07</b>	<b>\$571,920.19</b>	

## APRIL 2013 PERFORMANCE INDICATORS

### FIELD OPERATIONS

#### MEETING DOL STANDARDS UI TIMELAPSE CASES

	<u>Closed</u>	<u>DOL Standard</u>
<b>Closed Cases</b>		
% Closed in <= 30 Days	80.0%	60%
% Closed in <= 45 Days	96.9%	80%

	<u>Avg. Days</u>	<u>DOL Standard</u>
<b>Pending Cases</b>		
Case Aging	20.6	30

	<u>UI</u>	<u>ALL</u>
<b>WORKLOAD</b>		
Opened	32,876	34,280
Closed	29,390	30,992
Balance of Open Cases	29,169	37,401

#### CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

UI Appeals	35 days
DI Appeals	64 days
All Programs	37 days

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

% Overturned/Modified EDD UI TL* Benefit Decisions	52%
% in Favor of Claimants (for Claimant UI appeals)	54%
% in Favor of Employers (for Employer UI appeals)	42%

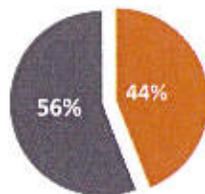
Source: Official Monthly Workload Report

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

#### UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

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

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



UI Extensions made up 44% of UI Open Balance, and Regular UI cases made up 56%.

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

### APPELLATE OPERATIONS

#### MEETING DOL GUIDELINES & STANDARDS UI TIMELAPSE CASES

	<u>Closed</u>	<u>DOL Guideline</u>
<b>Closed Cases</b>		
% Closed in <= 45 Days	62.3%	50%
% Closed in <= 75 Days	92.1%	80%

	<u>Avg. Days</u>	<u>DOL Standard</u>
<b>Pending Cases</b>		
Case Aging	30.1	40

	<u>UI</u>	<u>ALL</u>
<b>WORKLOAD</b>		
Opened	3,223	3,403
Closed	2,704	2,810
Balance of Open Cases	2,336	2,509

#### CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

UI Appeals	TBD
DI Appeals	TBD
All Programs	TBD

Report under development

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

% Overturned/Modified FO UI TL* Benefit Decisions	16%
% in Favor of Claimants (for Claimant UI appeals)	16%
% in Favor of Employers (for Employer UI appeals)	13%

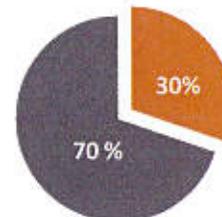
Source: Official Monthly Workload Report

\* UI TL stands for UI Timelapse

#### UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

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

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



UI Extensions made up 30% of UI Open Balance, and Regular UI cases made up 70%.

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

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

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

<b>UI CASES</b>	<b>Average Days to Process an Appeal</b>	<b>Case Creation Date to Verified Date</b>	<b>Verified Date to Scheduled Date</b>	<b>Scheduled Date to Hearing Date</b>	<b>Hearing Date to Decision Mailed Date</b>
<b>Jurisdiction</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>
Fresno	42	5	16	13	2
Inglewood	35	5	8	13	3
Inland	37	5	8	15	3
Los Angeles	32	5	6	13	3
Oakland	34	5	8	12	3
Orange County	31	5	2	12	4
Oxnard	34	5	9	12	2
Pasadena	34	5	6	14	4
Sacramento	35	5	9	13	3
San Diego	35	5	6	15	4
San Francisco	34	5	10	13	2
San Jose	33	5	8	11	2
<b>Statewide</b>	<b>35</b>	<b>5</b>	<b>8</b>	<b>13</b>	<b>3</b>

<b>ALL CASES</b>	<b>Average Days to Process an Appeal</b>	<b>Case Creation Date to Verified Date</b>	<b>Verified Date to Scheduled Date</b>	<b>Scheduled Date to Hearing Date</b>	<b>Hearing Date to Decision Mailed Date</b>
<b>Jurisdiction</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>
Fresno	43	5	16	13	2
Inglewood	45	5	15	14	3
Inland	38	5	8	15	4
Los Angeles	36	5	9	13	3
Oakland	35	5	8	12	3
Orange County	32	5	5	12	4
Oxnard	39	5	13	12	2
Pasadena	36	5	6	14	4
Sacramento	37	5	10	13	3
San Diego	36	5	6	15	4
San Francisco	35	5	10	13	2
San Jose	33	5	8	12	2
<b>Statewide</b>	<b>37</b>	<b>5</b>	<b>10</b>	<b>13</b>	<b>3</b>

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

<b>PFL CASES</b>	<b>Average Days to Process an Appeal</b>	<b>Case Creation Date to Verified Date</b>	<b>Verified Date to Scheduled Date</b>	<b>Scheduled Date to Hearing Date</b>	<b>Hearing Date to Decision Mailed Date</b>
	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>
Fresno	57	21	12	13	9
Inglewood	75	17	21	26	15
Inland	57	13	22	14	12
Los Angeles	43	16	18	13	6
Oakland	44	18	17	12	4
Orange County	31	19	3	13	1
Oxnard	41	18	21	13	1
Pasadena	58	29	8	14	9
Sacramento	46	18	8	15	11
San Diego	56	25	10	18	10
San Francisco	39	14	13	14	5
San Jose	48	14	16	12	1
<b>Statewide</b>	<b>50</b>	<b>20</b>	<b>13</b>	<b>15</b>	<b>8</b>

<b>DI CASES</b>	<b>Average Days to Process an Appeal</b>	<b>Case Creation Date to Verified Date</b>	<b>Verified Date to Scheduled Date</b>	<b>Scheduled Date to Hearing Date</b>	<b>Hearing Date to Decision Mailed Date</b>
	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>
Fresno	62	12	21	15	2
Inglewood	67	12	24	13	7
Inland	85	13	17	14	28
Los Angeles	66	10	23	14	6
Oakland	58	14	15	13	6
Orange County	53	13	6	11	9
Oxnard	54	17	7	12	3
Pasadena	74	13	15	16	10
Sacramento	58	15	11	14	11
San Diego	58	10	15	16	8
San Francisco	63	20	14	15	4
San Jose	50	11	10	12	6
<b>Statewide</b>	<b>64</b>	<b>13</b>	<b>16</b>	<b>14</b>	<b>10</b>

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

<b>RULING CASES</b>	<b>Average Days to Process an Appeal</b>	<b>Case Creation Date to Verified Date</b>	<b>Verified Date to Scheduled Date</b>	<b>Scheduled Date to Hearing Date</b>	<b>Hearing Date to Decision Mailed Date</b>
	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>
<b>Jurisdiction</b>					
Fresno	61	4	31	11	9
Inglewood	332	6	252	40	1
Inland					
Los Angeles	256	4	211	8	5
Oakland					
Orange County	363	4	286		3
Oxnard	341	7	274	13	13
Pasadena	65	3	22	13	18
Sacramento	301	4	232	14	4
San Diego					
San Francisco	60	4	26	13	
San Jose	109	3	44	13	0
<b>Statewide</b>	<b>289</b>	<b>5</b>	<b>222</b>	<b>25</b>	<b>4</b>



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

California's economy is globally ranked with approximately 1.0 million business owners and 18.3 million workers. Currently, California, along with the nation, is experiencing an immense economic downturn with 1.0 million California workers out of work. During the Great Recession, CUIAB received unprecedented numbers of appeals for California. We continue to strive to better serve California's workers and business owners during a time when more than ever, they are in need of our services. Since January 2009, the Board has been focused on the appeal backlog and identifying work solutions that will help address the workload.

**WORK PROCESS IMPROVEMENTS**

Project & Description	Lead	Priority	Milestones	Goals	Status
<p><b>EDD/CUIAB Appeal Co-Location Pilot</b>            Exploring the co-location of four CUIAB staff at EDD's LA PAC to streamline appeals registration processing.</p>		High	Developed scope with EDD 07/2010 Connectivity established 08/2010 Train staff 09/20/2010 Launch Pilot 09/27/2010 Suspended due to freeze 10/04/2010 Relaunch 06/13/2011	<ul style="list-style-type: none"> <li>- Reduce claimants' &amp; employers' wait time for hearing decisions.</li> <li>- Resolve appeal registration issues in a timely manner.</li> </ul>	
<p><b>US Department of Labor Taskforce</b>            For nine years, CUIAB has failed to meet US DOL timeliness standards for UI appeals. California is ranked 51<sup>st</sup> among 53 states and US territories on time lapse and case aging standards. In late 2008, US DOL placed CUIAB under a corrective action plan with oversight by a taskforce of US DOL, EDD &amp; CUIAB representatives.</p>		High	Appeal program review 07/27-31/2009 DOL report 02/05/2010 LWDA response 03/10/2010 Two yr At Risk CAP 07/15/2010 Last site visit 04/10/2013	<ul style="list-style-type: none"> <li>- Meet DOL time lapse measures.</li> <li>- Meet DOL case age measures.</li> </ul>	CA removed from corrective action on average case age for first level appeals. For March 2013, CA ranked 30 in the nation compared to rank 51 in December 2008. April 2013 Performance – First Level 30-day – 80.0% (60%) 45 day – 96.9% (90%) Avg Age – 20.6 days (30 days)  Second level Avg age – 30 days (40 days)

## TECHNOLOGY

Project & Description	Lead	Priority	Milestones	Goals	Status
<p><b>Collate Decision Print Jobs</b> Reduce a manually collated appeal decision print jobs to one print job to save staff time.</p> <p><b>CUIAB Network Upgrade</b> This upgrade will double the bandwidth for faster processing of appeal data and information for ALJs and staff.</p>	Hugh Harrison Julie Krebs Lori Kurosaka Faye Saunders	High		<ul style="list-style-type: none"> <li>- Reduce claimants' &amp; employers' wait times for benefits and adjustments.</li> <li>- Reduce cycle time for appeals process.</li> <li>- Reduce cycle time for appeals data flow and document saving.</li> </ul>	Programming completed and testing is in progress. Solution will be implemented with new E-CATS release (Spring 2013).
<p><b>Dictaphone Integration</b> Consolidating data &amp; audio files on CATS for appeal cases for improved access.</p>	Faye Saunders	High		<ul style="list-style-type: none"> <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>	Will be released with E-CATS. Issues identified with Dictaphone 8 & Windows 7. Server Group is analyzing solutions & testing.
<p><b>Digital Imaging</b> EDD mails hard copy documents to CUIAB when an appeal is filed. CUIAB will collaborate with EDD to image documents and records relating to all appeals and design an electronic exchange.</p>	Lori Kurosaka	High	Kick off 11/2010 FSR completion 02/2011 Potential BCP 02/2011 Procurement 04/2011 FSR in review 03/14/2011 FSR in review 11/30/2011	<ul style="list-style-type: none"> <li>- Reduce paper files prepared &amp; sent by EDD.</li> <li>- Increase information security.</li> <li>- Reduce paper file storage space needs &amp; costs at CUIAB.</li> <li>- Reduce postage costs.</li> <li>- Increase federal performance.</li> </ul>	Agency, EDD, CUIAB meeting on 01/16/2013. Moving UI appeal scope back to UI Forms Project. CUIAB & EDD will explore scope that can be completed before UI Forms Project is relaunched. Decisions will be made at a follow up meeting.
<p><b>E-CATS</b> Enhanced CA Appeal Tracking System is the modernization of CUIAB's legacy appeals tracking system. In-house IT staff are developing the system on a Microsoft web application framework</p>	Faye Saunders	High	Stress test 02/13/2013	<ul style="list-style-type: none"> <li>- Receive appeals case documents electronically from EDD.</li> <li>- Eliminate internal mailing of case documents</li> </ul>	Users will see new and improved screen search, efficiency in decision printing, and IT ability to roll-out updates via the internet. Conversion from Silverlight to WFP is complete. IT is debugging & retesting. Several virtual & live stress tests are scheduled for the next 30 days.
<p><b>Electronic Case Management</b> CUIAB's case tracking database is 10 years old and cumbersome to manage the current workload volume. CUIAB is collaborating with LWDA &amp; EDD to develop an integrated case management system.</p>	Lori Kurosaka Janet Maglente	<b>On Hold</b>	LWDA, EDD & CUIAB approved FSR & project strategy in 10/2010. Kick off 05/2011.	<ul style="list-style-type: none"> <li>- Receive appeals case documents electronically from EDD.</li> <li>- Eliminate internal mailing of case documents</li> </ul>	Project Team is revisiting the FSR to update and complete by end of fiscal year. Will begin product research and demos.
<p><b>E-Decision Review for ALJs</b> In-house development for electronic appeal decision review process.</p>	Faye Saunders	High			Performing business analysis for requirements gathering.

**TECHNOLOGY cont.**

<b>Project &amp; Description</b>	<b>Lead</b>	<b>Priority</b>	<b>Milestones</b>	<b>Goals</b>	<b>Status</b>
<p><b>EDD CCR Interface</b> As part of EDD's UI Modernization Project, CUIAB is building an interface with the Continued Claims Redesign Project under development. Primary data exchange will include address change updates.</p>	Faye Saunders	High		<ul style="list-style-type: none"> <li>Eliminate paper exchange process with EDD.</li> <li>Increase worker information security.</li> </ul>	Completed testing with EDD. EDD's CCR implementation is delayed to July 2013. UI Branch provided an overview to CUIAB on 05/09/2013.
<p><b>Expand Auto Dialer Hearing Reminder</b> Adding email and cell phone text features for supplemental hearing notifications.</p>	Rafael Placencia	<b>On Hold</b>	<p>Updated software. Final testing 08/2010. Implemented 09/2010. Implemented email reminders 04/2011. Revised 10/2011.</p>	<ul style="list-style-type: none"> <li>Increase hearing attendance rate &amp; productivity.</li> </ul>	
<p><b>Explore Feasibility to Use EDD Mail Center</b> Within three months, Field Operations wants to explore feasibility of mailing decisions and notices via the EDD Mail Center to take advantage of bulk postal discounts and save staff resources.</p>	Hugh Harrison Lori Kurosaka Faye Saunders	<b>On Hold</b>			<p>Held planning meeting with EDD on 04/12/2012 for requirements gathering &amp; costing. Held requirements gathering session with FO &amp; AO on 05/02/2012. Procuring software to expedite coding for this process. Held CUIAB requirements session. CUIAB IT is unable to dedicate resources due to other priorities.</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
<p><b>Field Office Telephone Tree</b> Field Operations will test the use of phone menu options to answer routine consistent calls. This will allow support staff to spend more time on the non-routine calls.</p>	Rafael Placencia	Medium	Develop standard automated phone tree to be used for all FO's Pilot new phone tree in the Inland FO	<ul style="list-style-type: none"> <li>Reduce claimants' &amp; employers' time on phones.</li> <li>Standardize hearing information provided by phone.</li> </ul>	Standard phone tree design completed. Pilot began in the Inland FO.
<p><b>EDD Flat File Expansion</b> The nightly data file of UI, DI, and PFL appeal transmittals will be expanded to include data for the entire UI macro print jobs. This expanded data will allow CUIAB to calendar hearings before paper transmittal arrives.</p>	Lori Kurosaka Faye Saunders	High		<ul style="list-style-type: none"> <li>Reduce claimants' &amp; employers' wait times for benefits and adjustments.</li> <li>Reduce cycle time for appeals process.</li> <li>Reduce hard copy SCDB screen prints mailing from EDD.</li> </ul>	Gathered business requirements with Judicial Advisory Council 10/16/2012. Trying to schedule project launch meeting with EDD. EDD IT Branch has lead. UI Branch is now on "lock-down" due to CCR Project testing.

**TECHNOLOGY cont.**

Project & Description	Lead	Priority	Milestones	Goals	Status
<p><b>Hearing Scheduling System</b> Currently, FO &amp; AO support staff schedule or assign appeal hearings or cases using a hybrid manual process. Appellate, Field &amp; IT staff observed an EDD demon on their UI Scheduling System.</p>	Lori Kurosaka Faye Saunders	<b>On Hold</b>	Charter & scope completed. Kick off 10/14/2010. Requirements 2/2011 Testing began 01/2012 AO Implementation 04/26/2012	<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>	IT team completed visits to 12 FOs to observe calendaring processes. Business requirements & design document were vetted with FO Steering Council in September 2012. Application coding is 35% completed. On hold due to redirection of IT resources.
<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>Refresh Bench &amp; Conversion</b> CUAIB's intranet site is under refresh and conversion to SharePoint 2010 software. This software will provide easier updates and content.</p>	Faye Saunders	Medium	Secured consultant to build SharePoint server 09/2012. Migration of current content completed 08/2012.	<ul style="list-style-type: none"> <li>- Improve internal communication tool for CUAIB employees.</li> </ul>	IT is working with different programs to update the content of their pages. Forms & documents are migrated to new site. Project reassigned to new IT staff this month to complete page design & links.
<p><b>VOIP Telephony</b> CUAIB is exploring use of Voice Over Internet technology to provide lower cost telecommunications.</p>	Rafael Placencia Janet Maglante	<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>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	On-Going	07/2011-Completed business requirements for case management system.	- Design comprehensive technology systems with input from judicial users.	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.		Field Operations performance indicator reports are complete. Testing on Appellate Operations cycle time and case aging reports.
<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	On-Going		- Design comprehensive technology systems with input from staff users.	Updating business requirements for imaging & workflow system.
<p><b>Transforming CUIAB</b> Completed engagement with vendor. Establish new change management program at CUIAB to train staff for skills needed for new technology implementations and communicate on tech project initiatives.</p>	Pam Boston	High	Vetted with Presiding Judges 02/2013	- Develop and implement training plan for judges & staff. Develop and implement a communications plan targeting all CUIAB stakeholder groups on new technology status.	Draft communications and training plans are approved by Steering Council. Staff are developing PC skills assessment tools. Draft communication tools are in review with Steering Council.