



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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June 14, 2013

To: Board Members

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

Snapshot of Field Operations performance through May 2013

May 2013 Workload and Performance: May was, essentially, a repeat of April. The number of verifications in all programs [35,060] rose by fewer than 800 cases and was 2% above the average for the fiscal year. Closed cases [31,139] rose by less than 150 cases and were 10% below the norm. This was the second consecutive month in which the inventory [41,214] grew larger. While the increase was smaller than in April, there were, at the end of May, 3,816 more cases to be resolved now than one month ago, and almost 7,000 more than at the end of March. While these increases pushed in the open inventory to its highest month-end total since November, the caseload remains 4% smaller than its average size for the fiscal year.

Case Aging and Time Lapse: With the increased inventory of UI cases, the timeliness measures declined slightly in May but remain terrific. Average case age rose to 21 days, which is the highest it has been in four months but still nine days below the federal standard. 30-day time lapse was at 72%, which was down from April's all-time high of 80% but still twelve percentage points higher than required. 45-day time lapse was at 96%, which continues to exceed the 90-day standard. The time frames for the non-time lapse UI cases [extensions] were mixed as the 30-day percentage [18%] was up while the 45-day numbers [47%] were down from April. The extension cases did age somewhat with the average age rising from 31 to 35 days.

Cycle Time: The UI cycle time in May rose one day to 36 days from date of appeal to issuance of the decision. The increase was strictly in the time to schedule a case, which is consistent with a rising inventory. Backlogs in verifications or preparing and mailing decisions were not a factor. The comparative times continued to be flat with all offices within four percentage points of the average. Finally, in DI the cycle time held steady at 62 days.

Unemployment Insurance (UI) for May: In May, the number of new UI cases [33,258 cases; 18,990 appellants] were fewer than 400 higher than April and slightly greater than the average for the fiscal year. The number of closed cases [29,752 cases; 16,988 appellants] was 10% smaller than average and below 30,000 for the second consecutive month after a solid year above that figure. The open inventory [32,572 cases; 18,599 appellants] rose by more than 3,300 cases for the second consecutive month. Notwithstanding this substantial increase, the inventory is still 3% below the fiscal year average and smaller than the average number of monthly dispositions. The percentage of extension cases rose slightly to 46% of the total UI workload.

Disability Insurance (DI) for May: In disability, the number of new cases [970] was one fewer than in April and 3% below the fiscal year average. This was the 7th consecutive month with fewer than 1,000 new appeals. The number of decisions [758] rose only slightly from April's all-time low and represented 27% fewer dispositions than the average for the fiscal year. While the open inventory [1,437] remains smaller than the fiscal year average, it did hit a six month high. In response, PALJs were given the green light to schedule mass calendars, where needed, to bring the workload into a better balance.

Tax and Rulings for May: The number of new ruling cases [576] was more than twice the average, which actually is typical for May as the department tries to complete the rulings before the fiscal year ends. Dispositions [239] were 9% below the norm. The open inventory [4,248] is right at the fiscal year average. In tax, new petitions [243] were 4% higher than the fiscal year average. Closed cases [375] were the fewest in three months and yet 16% above than the norm. The open balance of tax cases [2,930] is 18% below the average level this fiscal year and represents the fewest open cases since May 2008.

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

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	37,307	34,125	38,172	42,249	37,447	36,321	39,238	40,219	31,780	35,604	30,181	35,509	438,152	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	33,258								165,446	33,089	100%	-48

Multi 7 53 5 26 2
 UI registrations May to date are down 2% from 2012, down 10% from 2011, and down 13% from 2010
 UI registration monthly average is even with 2012, down 7% 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	29,752								163,109	32,622	95%	-1,618

Multi 11/46 5/25
 UI dispositions May to date are down 9% from 2012, down 14% from 2011, and down 14% from 2010
 UI disposition monthly average is down 5% from 2012, down 11% from 2011, and down 13% 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	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	32,572								29,660	81%	-6,733

Multi 9 67 4 27 2
 UI balance of open cases May to date is down 19% from 2012, down 46% from 2011, and down 58% from 2010
 UI balance monthly average down 19% from 2012, down 43% from 2011, and down 57% from 2010

2012	81%	81%
2011	57%	54%
2010	43%	42%
	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	1,492		
2011	1,537	1,651	1,411	1,691	1,360	1,428	1,405	1,575	1,489	1,392	1,094	1,268	17,301	1,442	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	1,227	85%	-215
2013	982	811	995	971	970								4,729	946	77%	-281
DI registrations May to date are down 34% from 2012, down 38% from 2011, and down 41% from 2010 DI registration monthly average is down 23% from 2012, down 34% from 2011, and down 37% from 2010													2012	77%	66%	
													2011	66%	62%	
													2010	63%	59%	
													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	1,549		
2011	1,295	1,576	1,925	1,512	1,441	1,567	1,365	1,462	1,426	1,579	1,266	1,270	17,684	1,474	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	1,257	85%	-216
2013	1,083	906	1,186	734	758								4,667	933	74%	-324
DI dispositions May to date are down 35% from 2012, down 40% from 2011, and down 41% from 2010 DI disposition monthly average is down 26% from 2012, down 37% from 2011, and down 40% from 2010													2012	74%	65%	
													2011	63%	60%	
													2010	60%	59%	
													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	2,997	2,876	2,682	2,789	2,891	2,541	2,808	2,908	2,691	2,513	2,299	2,148		2,679		
2011	2,390	2,465	1,951	2,126	2,046	1,905	1,943	2,054	2,117	1,930	1,757	1,755		2,037	76%	
2012	1,815	1,757	1,905	1,734	1,636	1,877	2,005	1,906	2,139	1,755	1,663	1,379		1,798	88%	
2013	1,277	1,182	991	1,227	1,437									1,223	68%	
DI open balance May to date is down 31% from 2012, down 44% from 2011, and down 57% from 2010 DI open balance monthly average down 32% from 2012, down 40% from 2011, and down 54% from 2010													2012	68%	69%	
													2011	60%	56%	
													2010	46%	43%	
													chg to '13 avg		chg to '13 YTD	

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

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	142	139	164	233	140	163	94	137	146	181	188	232	1,959	163		
2011	134	168	144	261	140	180	112	266	364	147	248	402	2,566	214	131%	51
2012	346	141	196	117	78	335	253	229	254	200	215	214	2,578	215	100%	1
2013	223	245	299	199	243								1,209	242	113%	27
													2012	113%	138%	
													2011	113%	143%	
													2010	148%	148%	
														chg to '13 avg	chg to '13 YTD	

Tax registrations May to date are up 38% from 2012, up 43% from 2011, and up 48% from 2010
Tax registration monthly average is up 13% from 2012, up 13% from 2011, and up 48% from 2010

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	48	109	107	91	117	124	135	101	174	130	99	235	1,470	123		
2011	139	173	193	252	176	277	168	278	325	293	323	247	2,844	237	193%	115
2012	227	352	322	492	267	217	236	290	284	357	234	195	3,473	289	122%	52
2013	299	222	475	590	375								1,961	392	136%	103
													2012	136%	118%	
													2011	165%	210%	
													2010	320%	415%	
														chg to '13 avg	chg to '13 YTD	

Tax dispositions May to date are up 18% from 2012, up 110% from 2011, and up 315% from 2010
Tax disposition monthly average is up 36% from 2012, up 65% from 2011, and up 220% 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	4,509	4,539	4,596	4,738	4,759	4,796	4,754	4,790	4,758	4,801	4,890	4,885		4,735		
2011	4,880	4,874	4,824	4,833	4,797	4,700	4,643	4,630	4,666	4,520	4,445	4,593		4,700	99%	-34
2012	4,711	4,498	4,371	3,995	3,803	3,918	3,931	3,871	3,841	3,683	3,664	3,683		3,997	85%	-703
2013	3,606	3,629	3,453	3,062	2,930									3,336	83%	-661
													2012	83%	78%	
													2011	71%	69%	
													2010	70%	72%	
														chg to '13 avg	chg to '13 YTD	

Tax balance of open cases May to date is down 22% from 2012, down 31% from 2011, and down 28% from 2010
Tax balance monthly average is down 17% from 2012, down 29% from 2011, and down 30% from 2010

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

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	486	609	709	598	441	424	468	1,359	201	239	229	214	5,977	498		
2011	64	97	92	739	526	510	426	454	207	982	247	251	4,595	383	77%	-115
2012	182	245	746	576	605	424	229	418	209	315	51	108	4,108	342	89%	-41
2013	292	280	201	234	589								1,596	319	93%	-23

Ruling/Other registrations May to date are down 32% from 2012, up 5% from 2011, and down 44% from 2010
Ruling/Other registration monthly average is down 7% from 2012, down 17% from 2011, and down 36% 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	512		
2011	442	399	728	390	424	631	384	397	530	593	389	351	5,658	472	92%	-41
2012	500	455	299	255	214	165	239	323	170	334	434	171	3,559	297	63%	-175
2013	242	250	424	278	254								1,448	290	98%	-7

Ruling/Other dispositions May to date are down 16% from 2012, down 39% from 2011, and down 39% from 2010
Ruling/Other disposition monthly average is down 2% from 2012, down 39% from 2011, and down 43% 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	4,965	5,182	5,394	5,312	5,287	4,996	5,048	5,781	5,494	4,931	4,857	4,658		5,159		
2011	4,281	3,977	3,340	3,692	3,792	3,672	3,716	3,772	3,453	3,842	3,698	3,590		3,735	72%	-1,423
2012	3,272	3,060	3,509	3,825	4,216	4,475	4,466	4,563	4,602	4,582	4,199	4,133		4,075	109%	340
2013	4,182	4,212	3,988	3,943	4,275									4,120	101%	45

Ruling/Other balance of open cases May to date is up 15% from 2012, up 8% from 2011, and down 21% from 2010
Ruling/Other balance monthly average is up 1% from 2012, up 10% from 2011, and down 20% from 2010

2012	101%	115%
2011	110%	108%
2010	80%	79%
	chg to '13 avg	chg to '13 YTD

ALL PROGRAM TRENDS - FO

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Change	Yr-Yr AvgChg
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	38,666		
2011	40,411	36,315	41,141	38,210	38,185	37,903	34,470	40,374	41,888	38,682	32,388	33,369	453,336	37,778	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	34,921	92%	-2,857
2013	35,188	32,990	35,462	34,280	35,060								172,980	34,596	99%	-325
Multi	7	53	5	26	2											
													2012	99%	97%	
													2011	92%	89%	
													2010	89%	86%	
														chg to '13 avg	chg to '13 YTD	

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	39,573		
2011	35,905	40,146	52,970	37,208	34,144	40,592	35,714	39,116	44,083	36,128	35,054	36,169	467,229	38,936	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	36,083	93%	-2,853
2013	34,777	34,753	39,524	30,992	31,139								171,185	34,237	95%	-1,846
Multi			11/46			5/25										
													2012	95%	90%	
													2011	88%	85%	
													2010	87%	85%	
														chg to '13 avg	chg to '13 YTD	

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	80,831		
2011	75,183	71,225	59,203	60,086	64,024	61,203	60,107	61,211	58,886	61,349	58,553	55,653	62,224	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	46,263	74%	-15,961
2013	40,368	38,419	34,291	37,401	41,214								38,339	83%	-7,924
Multi	9	67	4	27	2										
													2012	83%	83%
													2011	62%	58%
													2010	47%	46%
														chg to '13 avg	chg to '13 YTD

All program registrations May to date are down 3% from 2012, down 11% from 2011, and down 14% from 2010
 All program registrations monthly average is down 1% from 2012, down 8% from 2011, and down 11% from 2010

All program dispositions May to date are down 10% from 2012, down 15% from 2011, and down 15% from 2010
 All program disposition monthly average is down 5% from 2012, down 12% from 2011, and down 13% from 2010

All program open balance May to date is down 17% from 2012, down 42% from 2011, and down 54% from 2010
 All program open balance monthly average is down 17% from 2012, down 38% from 2011, and down 53% from 2010

STATEWIDE	2012-2013												STATEWIDE		Appellants				
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Current Mo. % of Avg.	Total	Current Mo.	Average	Total	
WORKLOAD																			
New Opened Cases																			
UI TL	32,132	37,791	33,363	36,746	31,266	26,393	33,691	31,654	33,967	32,876	33,258		33,012	101%	363,137		18,990	18,850	207,351
DI	1,206	1,122	1,233	1,069	845	754	982	811	995	971	970		996	97%	10,958				
Ruling & T-R	207	399	185	295	37	93	270	258	185	215	576		247	233%	2,720				
Tax	253	229	254	200	215	214	223	245	299	199	243		234	104%	2,574				
Other	22	19	24	20	14	15	22	22	16	19	13		19	69%	206				
Total	33,820	39,560	35,059	38,330	32,377	27,469	35,188	32,990	35,462	34,280	35,060		34,509	102%	379,595				
Multi Cases	15	54	5	5	2		7	59	4	26	2								
Closed Cases																			
UI TL	30,672	35,346	30,299	38,963	32,844	32,269	33,153	33,375	37,440	29,390	29,752		33,046	90%	363,503		16,988	18,869	207,560
DI	1,079	1,220	999	1,452	938	1,039	1,083	906	1,186	734	758		1,036	73%	11,394				
Ruling & T-R	215	294	157	305	425	146	226	229	392	270	239		263	91%	2,898				
Tax	236	290	284	357	234	195	299	222	475	590	375		323	116%	3,557				
Other	24	29	13	29	9	25	16	21	32	8	15		20	75%	221				
Total	32,226	37,179	31,752	41,106	34,450	33,674	34,777	34,753	39,525	30,992	31,139		34,688	90%	381,573				
Multi Cases/Int	14	3/8	2/5	7/52		2/6		11/46		5/25									
Balance - Open Cases																			
UI TL	35,578	37,843	40,820	38,495	36,792	30,853	31,303	29,396	25,859	29,169	32,572		33,516	97%			18,599	19,138	
DI	2,005	1,906	2,139	1,755	1,663	1,379	1,277	1,182	991	1,227	1,437		1,542	93%					
Ruling & T-R	4,424	4,530	4,558	4,547	4,159	4,104	4,147	4,176	3,970	3,914	4,248		4,252	100%					
Tax	3,931	3,871	3,841	3,683	3,664	3,683	3,606	3,629	3,453	3,062	2,930		3,578	82%					
Other	42	33	44	35	40	29	35	36	18	29	27		33	81%					
Total	45,980	48,183	51,402	48,515	46,318	40,048	40,368	38,419	34,291	37,401	41,214		42,922	96%					
Multi Cases	17	56	51	6	8		9	67	3	27	2								
Time Lapse																			
30 TL % (60)	42	50	50	53	58	48	54	70	79	80	72		60	121%					
45 TL % (80)	83	83	85	81	85	83	86	89	95	97	96		88	110%					
90 TL % (95)	98	98	98	98	97	97	97	98	99	99	100		98	102%					
CASE AGE																			
Average Days	UI (mean)	26	23	27	26	27	27	20	19	20	21		24	89%					
>90 Days Old	UI (median)	22	21	24	22	23	24	17	18	19	18		21	86%					
>90 Days Old	UI without Multi	0%	1%	1%	1%	1%	1%	1%	0%	0%	0%		1%	0%					
>90 Days Old	DI	0%	1%	1%	1%	1%	1%	1%	0%	0%	0%		1%	0%					
>90 Days Old	DI	2%	5%	8%	5%	8%	6%	5%	4%	3%	2%		5%	42%					
NET PYS USED	ALJ	164.22	180.02	176.37	190.53	168.33	163.71	181.93	182.08	161.33			173.8	93%					
Non ALJ	180.08	190.86	186.68	195.64	167.80	173.65	179.83	186.84	196.44	179.33			183.7	98%					
Net Pys	344.30	370.88	363.05	386.17	336.13	337.36	349.54	368.77	378.52	340.66			357.5	95%					
Ratio 1 /	1.10	1.06	1.06	1.03	1.00	1.06	1.06	1.03	1.08	1.11			1.06	105%					
w/FOIA&RSU	ALJ	169.52	184.78	180.11	196.95	172.77	168.36	174.49	187.42	186.93	167.33		178.9	94%					
SS w/EDD	Non ALJ	218.65	234.75	228.30	236.61	202.94	209.82	219.61	226.65	235.44	216.13		222.9	97%					
Net Pys	388.17	419.53	408.41	433.56	375.71	378.18	394.10	414.07	422.37	383.46			401.8	95%					
Ratio 1 /	1.29	1.27	1.27	1.20	1.17	1.25	1.26	1.21	1.26	1.29			1.25	104%					
PRODUCTIVITY																			
Weekly Dispos per ALJ (UI&DI)	44.6	43.0	45.7	44.6	51.5	49.5	46.7	48.1	49.2	42.9			46.6	92%					
Weekly Dispos per ALJ	45.3	43.7	46.4	45.4	52.5	50.0	47.5	48.8	50.3	44.1			47.4	93%					
Weekly Dispos (Non-ALJ)	35.1	34.4	36.6	37.8	44.7	40.1	37.7	40.4	40.0	34.1			38.1	90%					

AO REPORT TO BOARD -- MONTH OF MAY 2013

	# Cases	Calendar Yr Avg
REGISTRATIONS	2735	2698
DISPOSITIONS	2605	2716
OPEN BALANCE	2625	2533
PENDING REG.		

CASE AGING (40 days) 31

TIME LAPSE

45 Days (50%)	76.00%
75 Days (80%)	94.00%
150 Days (95%)	100.00%

ADDITIONAL INFORMATION

FO to AO Avg. Transfer Time	Days Statewide Avg.	1.67 days
FO ALJs working in AO	3	
Appeal rate FO to AO	8.80%	

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

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

	May, 2013	April, 2013	March, 2013	February, 2013
	Average Days in Transfer			
	Case Count	Case Count	Case Count	Case Count
Fr	1.15	2.66	1.54	1.86
Ing	0.96	1.82	1.23	2.17
Inl	1.40	2.15	1.87	3.23
LA	0.90	0.84	0.91	1.32
Oak	1.29	1.02	1.39	2.87
OC	0.50	0.77	0.68	0.97
Ox	0.21	0.23	1.14	9.17
Pas	6.01	3.70	4.62	5.21
Sac	2.52	2.11	2.68	2.98
SD	1.87	3.96	4.18	7.71
SF	1.64	0.99	1.75	4.17
SJ	1.45	1.10	1.06	2.08
Tax	1.00	1.32	2.00	1.16
Total	1.67	1.94	1.91	3.64

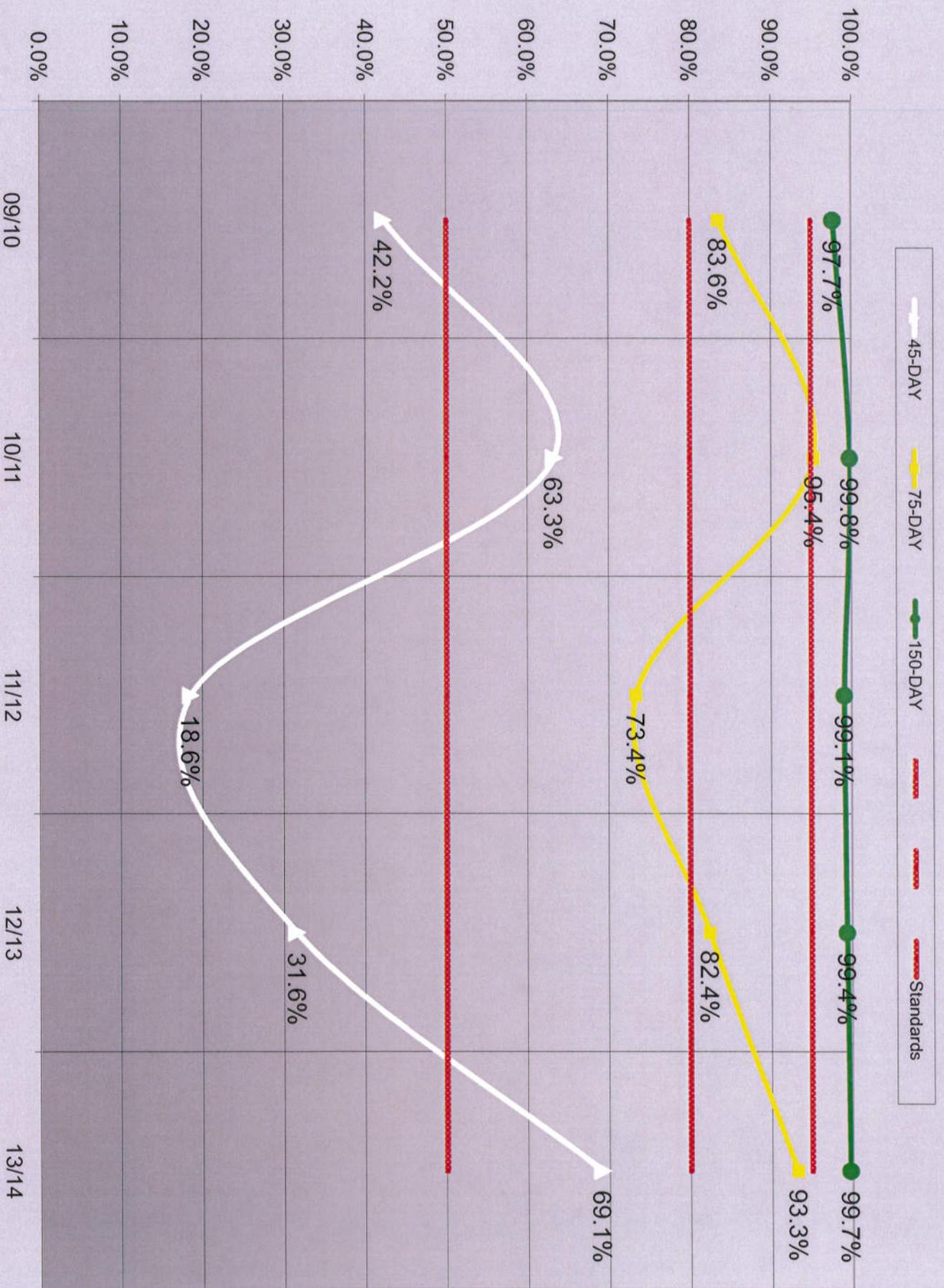
**California Unemployment Insurance Appeals Board
Board Appeal Summary Report**

Average Days in Transfer from Date Received at AO to Board Appeal Event Date

	May, 2013	April, 2013	March, 2013	February, 2013
	Average Days in Transfer			
Fr	4.40	4.85	7.72	7.98
Ing	3.44	7.85	4.96	9.86
Inl	3.17	6.11	4.88	10.76
LA	3.77	5.40	4.46	7.39
Oak	2.95	3.98	7.58	12.40
OC	3.88	5.02	4.55	6.62
Ox	3.29	4.50	5.58	9.87
Pas	2.36	4.20	6.17	9.55
Sac	3.46	4.82	4.82	8.49
SD	4.10	4.64	6.45	11.26
SF	3.23	4.64	5.18	14.35
SJ	3.45	4.86	3.96	7.14
Tax	3.75	10.58	21.75	22.89
Total	3.46	5.24	5.56	9.71

AO TIME LAPSE RESULTS

09/10- 13/14



APPELLATE OPERATIONS - REPORT SUMMARY

2013

APPELLATE	Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Average	AO Current Mo. % of Avg
TIME LAPSE														
45 Day-50 %	13	24	53	62	76								46	166%
75 Day- 80 %	83	77	91	92	94								87	108%
150 Day- 95 %	100	100	100	100	100								100	100%
CASE AGE														
Avg Days-UI (mean)	41	35	29.1	30.1	31.0								33.2	93%
Avg Days-UI (median)	40	31	25.0	26.0	24.0								29.2	82%
Over 120 days old														
UI Cases	20	7	1	7	10								9	111%
UI %	1%	0%	0%	0%	0%								0%	144%
UI % w/out Multis	1%	0%	0%	0%	0%								0%	164%
NET PYS USED														
ALJ	21.21	22.75	22.86	21.70									22.1	98%
AO Non ALJ	39.92	40.71	40.38	37.88									39.7	95%
CTU Non ALJ	3.29	3.34	3.92	4.20									3.7	114%
Net Pys	64.42	66.80	67.16	63.78									65.5	97%
RATIOS														
AO w/o transcribers	1.88	1.79	1.77	1.75									1.79	97%
AO with transcribers	2.04	1.94	1.94	1.94									1.96	99%
TRANSCRIPTS														
PAGES	97	50	42	111	134								87	154%
AVG PGS Per T/S	7.602	3.940	4.633	6.770	7.759								6,141	126%
	78	79	110	61	58								77	75%
PRODUCTIVITY														
ALJ Displ/wk	32.8	25.4	36.4	30.8									31.4	98%
Trans Pgs/day	110.03	58.98	56.28	76.76									75.5	102%

APPELLATE OPERATIONS ~ REPORT SUMMARY

APPELLATE	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	AO Current Mo. % of Avg.	TOTAL	Appellants Current Mo.
WORKLOAD																
Registrations																
UI TL	2,319	2,824	2,338	2,632	2,260	2,091	2,708	2,596	2,942	3,223	2,614		2,595	101%	28,547	
DI	85	92	78	85	65	57	52	121	55	118	84		81	104%	892	
Ruling & T-R	1	1	3	1	5	1	2	1	3	5	12		3	377%	35	
Tax	2	13	11	9	44	6	27	0	0	53	24		17	140%	189	
Other	0	2	0	1	2	1	0	3	3	4	1		2	65%	17	
Total	2,407	2,932	2,430	2,728	2,376	2,156	2,789	2,721	3,003	3,403	2,735		2,698	101%	29,680	1,563
Multi Cases			283	9		6	4			26						
Dispositions																
UI TL	2,538	2,958	2,582	2,235	2,247	2,512	2,823	2,240	3,363	2,704	2,504		2,610	96%	28,706	
DI	79	95	79	87	77	71	69	60	117	88	71		81	87%	893	
Ruling & T-R	1	0	3	3	0	5	3	2	0	1	11		3	417%	29	
Tax	35	34	43	16	2	18	25	11	15	16	15		21	72%	230	
Other	0	0	2	0	1	2	1	1	3	1	4		1	293%	15	
Total	2,653	3,087	2,709	2,341	2,327	2,608	2,921	2,314	3,498	2,810	2,605		2,716	96%	29,873	1,427
Multi Case/Ct				1/5		4/237		4/57								
Balance - Open Cases																
UI TL	2,744	2,578	2,363	2,727	2,722	2,199	1,933	2,279	1,809	2,336	2,432		2,375	102%		
DI	102	97	97	95	82	68	51	110	50	78	91		84	109%		
Ruling & T-R	2	3	3	1	6	2	1	0	3	7	8		3	244%		
Tax	100	78	46	39	82	70	72	61	46	83	92		70	132%		
Other	0	2	0	1	2	1	0	2	2	5	2		2	129%		
Total	2,948	2,758	2,509	2,863	2,894	2,340	2,057	2,452	1,910	2,509	2,625		2,533	104%		1,499
Multi Cases	0		283	287	287	57	61	4	3	28	28					Estimate
FO to AO Appeal Rate																
UI TL	7.3%	9.2%	6.6%	8.7%	5.8%	6.4%	8.4%	7.8%	8.8%	8.6%	8.9%		7.9%	113.1%		
DI	7.5%	8.5%	6.4%	8.5%	4.5%	6.1%	5.0%	11.2%	6.1%	9.9%	11.4%		7.7%	148.0%		
Ruling & T-R	0.7%	0.5%	1.0%	0.6%	1.6%	0.2%	1.4%	0.4%	1.3%	1.3%	4.4%		1.2%	361.2%		
Tax	0.9%	5.5%	3.8%	3.2%	12.3%	2.6%	13.8%	0.0%	0.0%	11.2%	4.1%		5.2%	78.0%		
Other	0.0%	8.3%	0.0%	7.7%	6.9%	11.1%	0.0%	18.8%	14.3%	12.5%	12.5%		8.4%	149.3%		
Overall Rate	7.2%	9.1%	6.5%	8.6%	5.8%	6.3%	8.3%	7.8%	8.6%	8.6%	8.8%		7.8%	113.3%		

APPELLATE OPERATIONS - REPORT SUMMARY

APPELLATE		2012-2013												AO	
		July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Current Mo. % of Avg.
TIME LAPSE	45 Day-50 %	13	29	41	25	22	14	13	24	53	62	76		34	224%
	75 Day- 80 %	81	81	76	75	83	75	83	77	91	92	94		83	114%
	150 Day- 95 %	100	99	99	99	100	98	100	100	100	100	100		99	100%
CASE AGE															
Avg Days-UI (mean)		48	44	49	45	45	41	41	35	29.1	30.1	31.0		39.8	78%
Avg Days-UI (median)		43	38	41	42	42	41	40	31	25.0	26.0	24.0		35.7	67%
Over 120 days old															
UI Cases		49	36	36	9	24	17	20	7	1	7	10		20	51%
UI %		2%	1%	2%	0%	1%	1%	1%	0%	0%	0%	0%		1%	69%
UI % w/out Multis		2%	1%	2%	0%	1%	1%	1%	0%	0%	0%	0%		1%	71%
NET PYS USED															
ALJ		17.38	19.99	17.62	17.40	18.79	17.31	21.21	22.75	22.86	21.70			19.7	110%
AO Non ALJ		37.21	41.93	39.47	41.41	38.34	39.87	39.92	40.71	40.38	37.88			39.7	95%
CTU Non ALJ		2.94	3.78	3.50	3.50	3.50	3.25	3.29	3.34	3.92	4.20			3.5	119%
Net PYS		57.53	65.70	60.59	62.31	60.63	60.43	64.42	66.80	67.16	63.78			62.9	101%
RATIOS															
AO w/o transcribers		2.14	2.10	2.24	2.38	2.04	2.30	1.88	1.79	1.77	1.75			2.02	87%
AO with transcribers		2.31	2.29	2.44	2.58	2.23	2.49	2.04	1.94	1.94	1.94			2.19	88%
TRANSCRIPTS		90	114	94	73	126	99	97	50	42	111	134		94	143%
PAGES		6,209	7,640	6,943	7,403	8,955	6,856	7,602	3,940	4,633	6,770	7,759		6,792	114%
AVG PGS Per T/S		69	67	74	101	71	69	78	79	110	61	58		76	76%
PRODUCTIVITY															
ALJ Displ/wk		36.3	33.6	40.5	29.2	32.6	37.7	32.8	25.4	36.4	30.8			33.5	92%
Trans Pgs/day		100.57	87.88	104.41	91.96	134.66	105.48	110.03	58.98	56.28	76.76			92.7	83%

Monthly Board Meeting Litigation Report - May 2013

AGENDA ITEM 9

<u>LITIGATION CASES PENDING</u>	TOTAL = 333
SUPERIOR COURT: Claimant Petitions.....	272
Employer Petitions.....	36
EDD Petitions.....	3
Non-benefit Court Cases	6
APPELLATE COURT: Claimant Appeals.....	9
Employer Appeals.....	4
EDD Appeals.....	0
Non-benefit Court Cases	1
ISSUES: UI.....	287
DI.....	22
Tax.....	15
Non-benefit Court Cases	9

2013 CALENDAR YEAR ACTIVITY - Benefit & Tax Cases

<u>LITIGATION CASES FILED</u>	<u>YTD</u>	<u>May</u>
SUPERIOR COURT: Claimant Petitions.....	37	9
Employer Petitions.....	7	0
EDD Petitions.....	0	0
APPELLATE COURT: Claimant Appeals.....	2	0
Employer Appeals.....	1	1
EDD Appeals.....	0	0
 <u>LITIGATION CASES CLOSED</u>	 <u>YTD</u>	 <u>May</u>
SUPERIOR COURT: Claimant Petitions.....	31	1
Employer Petitions.....	2	0
EDD Petitions.....	0	0
APPELLATE COURT: 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: 27	Win: 0	Loss: 2	Affirmed: 29	Reversed: 1	Remanded: 5

Board Member	1st	2nd	3rd	UI	DI	Ruling	Tax	1 Party	2 Party	Total
Kathleen Howard										
Sum	434	461	18	850	54	3	6	372	541	913
Percent	29%	31%	23%	29%	33%	19%	25%	30%	29%	
Michael Allen										
Sum	493	503	13	949	46	6	8	421	588	1009
Percent	33%	33%	16%	33%	28%	38%	33%	34%	32%	
Robert Dresser										
Sum	67	37	48	141	11	0	0	46	106	152
Percent	4%	2%	61%	5%	7%	0%	0%	4%	6%	
Roy Ashburn										
Sum	513	506	0	950	52	7	10	413	606	1019
Percent	34%	34%	0%	33%	32%	44%	42%	33%	33%	
Total Cases Reviewed:	1507	1507	79	2890	163	16	24	1252	1841	

*Off Calendar

MAY 2013 PERFORMANCE INDICATORS

FIELD OPERATIONS

MEETING DOL STANDARDS UI TIMELAPSE CASES

	<u>Closed</u>	<u>DOL Standard</u>
Closed Cases		
% Closed in <= 30 Days	71.8%	60%
% Closed in <= 45 Days	95.7%	80%

	<u>Avg. Days</u>	<u>DOL Standard</u>
Pending Cases		
Case Aging	21.7	30

	<u>UI</u>	<u>ALL</u>
WORKLOAD		
Opened	33,258	35,060
Closed	29,752	31,139
Balance of Open Cases	32,572	41,214

CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

UI Appeals	36 days
DI Appeals	65 days
All Programs	39 days

FO OVERTURNED OR MODIFIED¹ EDD DETERMINATION

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

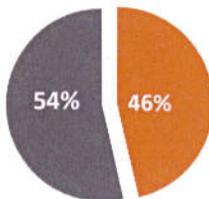
Source: Official Monthly Workload Report

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

UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	69%
UI Extensions as % of All UI	31%

UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 46% of UI Open Balance, and Regular UI cases made up 54%.

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>
Closed Cases		
% Closed in <= 45 Days	76.0%	50%
% Closed in <= 75 Days	84.0%	80%

	<u>Avg. Days</u>	<u>DOL Standard</u>
Pending Cases		
Case Aging	31.0	40

	<u>UI</u>	<u>ALL</u>
WORKLOAD		
Opened	2,614	2,735
Closed	2,504	2,605
Balance of Open Cases	2,432	2,625

CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

UI Appeals	TBD
DI Appeals	TBD
All Programs	TBD

Report under development

AO OVERTURNED OR MODIFIED¹ FO DECISION

% Overturned/Modified FO UI TL* Benefit Decisions	15%
% in Favor of Claimants (for Claimant UI appeals)	17%
% in Favor of Employers (for Employer UI appeals)	9%

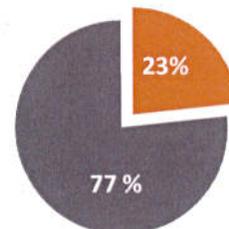
Source: Official Monthly Workload Report

* UI TL stands for UI Timelapse

UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	77%
UI Extensions as % of All UI	23%

UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 23% of UI Open Balance, and Regular UI cases made up 77%.

FED-ED UI Extensions made up 0.1% of the AO open balance.

¹ "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 May 2013

UI 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	39	5	13	13	1
Inglewood	35	5	9	12	3
Inland	40	5	11	15	3
Los Angeles	33	5	8	13	3
Oakland	36	5	12	12	2
Orange County	35	5	7	13	3
Oxnard	33	5	10	12	0
Pasadena	39	5	9	16	4
Sacramento	37	5	11	13	3
San Diego	35	5	5	16	3
San Francisco	38	5	14	14	1
San Jose	36	5	11	12	2
Statewide	36	5	10	14	3

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	39	5	13	13	1
Inglewood	51	5	21	13	3
Inland	41	5	11	15	4
Los Angeles	34	5	9	13	3
Oakland	37	5	12	12	2
Orange County	36	5	8	13	4
Oxnard	36	5	13	12	0
Pasadena	40	5	9	16	5
Sacramento	40	5	13	13	3
San Diego	35	5	5	16	3
San Francisco	39	5	14	14	1
San Jose	37	5	11	12	2
Statewide	39	5	11	14	3

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

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	51	14	17	16	4
Inglewood	44	14	37	13	3
Inland	62	18	32	15	1
Los Angeles	60	15	54	13	4
Oakland	40	15	10	12	5
Orange County	50	14	18	14	1
Oxnard	33	14	16	12	1
Pasadena	49	16	5	16	8
Sacramento	48	16	12	13	8
San Diego	48	17	11	17	2
San Francisco	56	15	28	15	2
San Jose	46	13	13	12	3
Statewide	48	15	18	14	4

DI CASES	Average Days to Process an Appeal	Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	62	12	18	13	3
Inglewood	75	14	29	14	6
Inland	80	14	31	16	15
Los Angeles	75	14	38	13	6
Oakland	53	12	12	12	7
Orange County	64	18	9	13	8
Oxnard	60	14	13	12	2
Pasadena	78	17	17	16	11
Sacramento	51	10	12	14	7
San Diego	55	12	12	17	6
San Francisco	60	12	29	14	3
San Jose	60	15	20	12	2
Statewide	65	14	20	14	7

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

RULING 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	87	5	58	14	2
Inglewood	403	4	291	39	4
Inland					
Los Angeles					
Oakland	30	7			
Orange County					
Oxnard	397	2	356	11	0
Pasadena					
Sacramento	266	5	154	16	4
San Diego	380	2	309	18	6
San Francisco	59	5	39	14	1
San Jose	93	4	64	13	1
Statewide	355	4	257	30	4

CUIAB 12/13 Fiscal Year Overtime/Lump Sum Payout - SCO Report
July 2012 through April 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	1,487.75	\$42,173.23	1,467.60	\$39,742.87	3,357.90	\$91,697.37
Admin	54.50	\$1,982.64	0.00	\$0.00	46.00	\$926.16	202.85	\$6,438.46
IT	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	2,140.80	\$85,873.66
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	2,059.46	\$59,089.71	267.50	\$7,184.60	1,843.50	\$55,184.16	7,048.59	\$199,296.23
Total	2,681.51	\$76,817.86	1,755.25	\$49,357.83	3,367.10	\$96,315.89	12,941.64	\$390,300.54

12/13 Fiscal Year-to-Date Total Overtime Expenditures						FY 12/13 FY Projections		
Branch	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	6,852.80	3.30	\$188,217.62	-\$116,879.62	-\$154,523.14		
Admin	\$3,818.00	303.35	0.15	\$9,347.26	-\$5,529.26	-\$7,398.71		
IT	\$35,711.00	2,140.80	1.03	\$85,873.66	-\$50,162.66	-\$67,337.39		
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	-\$153.66		
Field Operations	\$233,873.00	11,219.05	5.39	\$320,754.70	-\$86,881.70	-\$151,032.64		
Total	357,171.00	20,745.50	9.98	\$612,792.12	-\$255,621.12	-\$378,179.54		
Actual Monthly Average Personnel Year						11.97		

12/13 Fiscal Year-to-Date Lump Sum Payout				
July 2012 through April 2013				
Branch	Year-to-Date Hours	Year-to-Date Position Equivalent	Year-to-Date Pay	
Appellate	3,274.80	1.57	\$120,822.17	
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	10,405.80	5.00	\$377,931.94	
Total	15,154.10	7.29	\$580,513.85	



CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD
SPECIAL PROJECTS MATRIX
 June 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
US Department of Labor Taskforce For nine years, CUIAB has failed to meet US DOL timeliness standards for UI appeals. California is ranked 51 st 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 & CUIAB representatives.		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"> - Meet DOL time lapse measures. - Meet DOL case age measures. 	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. May 2013 Performance – First Level 30-day – 71.8% (60%) 45 day – 95.7% (80%) Avg Age – 21.7 days (30 days) Second level Avg age – 30.8 days (40 days)

TECHNOLOGY

Project & Description	Lead	Priority	Milestones	Goals	Status
Collate Decision Print Jobs Reduce a manually collated appeal decision print jobs to one print job to save staff time.	Hugh Harrison Julie Krebs Lori Kurosaka Faye Saunders	High		<ul style="list-style-type: none"> - Reduce claimants' & employers' wait times for benefits and adjustments. - Reduce cycle time for appeals process. 	Programming completed and testing is in progress. Solution will be implemented with new E-CATS release (Spring 2013).
CUIAB Network Upgrade This upgrade will double the bandwidth for faster processing of appeal data and information for ALJs and staff.	Rafael Placencia	High		<ul style="list-style-type: none"> - Reduce cycle time for appeals data flow and document saving. 	Meeting with EDD IT to explore options & alignment with Agency network consolidation efforts. Design plans are completed.

TECHNOLOGY Cont.

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>Dictaphone Integration Consolidating data & audio files on CATS for appeal cases for improved access.</p>	Faye Saunders	High			Will be released with E-CATS. Issues identified with Dictaphone 8 & Windows 7. Server Group is analyzing solutions & testing.
<p>Digital Imaging EDD mails hard copy documents to CUIAB when an appeal is filed. CUIAB will collaborate with EDD to image documents and records relating to all appeals and design an electronic exchange.</p>	Lori Kurosaka	High	<p>Kick off 11/2010 FSR completion 02/2011 Potential BCP 02/2011 Procurement 04/2011 FSR in review 03/14/2011 FSR in review 11/30/2011</p>	<ul style="list-style-type: none"> - Reduce paper files prepared & sent by EDD. - Increase information security. - Reduce paper file storage space needs & costs at CUIAB. - Reduce postage costs. - Increase federal performance. 	Agency, EDD, CUIAB meeting on 01/16/2013. Moving UI appeal scope back to UI Forms Project. CUIAB & EDD are meeting to explore scope that can be completed before UI Forms Project is relaunched. Decisions will be made at a follow up meeting.
<p>E-CATS 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		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. Completed stress test with 100 users on 06/12.
<p>Electronic Case Management CUIAB's case tracking database is 10 years old and cumbersome to manage the current workload volume. CUIAB is collaborating with LWDA & EDD to develop an integrated case management system.</p>	Lori Kurosaka Janet Maglinte	On Hold	LWDA, EDD & CUIAB approved FSR & project strategy in 10/2010. Kick off 05/2011.	<ul style="list-style-type: none"> - Receive appeals case documents electronically from EDD. - Eliminate internal mailing of case documents 	Project Team is revisiting the FSR to update and complete by end of 2013. Will begin product research and demos with LWDA. LWDA is searching for enterprise case management tool.
<p>E-Decision Review for ALJs In-house development for electronic appeal decision review process.</p>	Faye Saunders	High			Performing business analysis for requirements gathering.
<p>EDD CCR Interface 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"> - Eliminate paper exchange process with EDD. - Increase worker information security. 	Completed testing with EDD. EDD's CCR implementation is delayed to July 2013. UI Branch provided an overview to CUIAB on 05/09/2013. CCR goes live 07/15/2013.
<p>Expand Auto Dialer Hearing Reminder Adding email and cell phone text features for supplemental hearing notifications.</p>	Rafael Placencia	On Hold	Updated software. Final testing 08/2010. Implemented 09/2010. Implemented email reminders 04/2011. Revised 10/2011.	<ul style="list-style-type: none"> - Increase hearing attendance rate & productivity. 	

TECHNOLOGY cont.

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>Explore Feasibility to Use EDD Mail Center Within three months, Field Operations wants to explore feasibility of mailing decisions and notices via the EDD Mail Center to take advantage of bulk postal discounts and save staff resources.</p>	<p>Hugh Harrison Lori Kurosaka Faye Saunders</p>	<p>On Hold</p>		<ul style="list-style-type: none"> - Improve readability of documents on screen. 	<p>Held planning meeting with EDD on 04/12/2012 for requirements gathering & costing. Held requirements gathering session with FO & AO on 05/02/2012. Procuring software to expedite coding for this process. Held CUIAB requirements session. CUIAB IT is unable to dedicate resources due to other priorities.</p>
<p>Field Office Technology Enhancements 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>	<p>Rafael Placencia</p>	<p>Medium</p>	<p>Complete procurement</p>	<ul style="list-style-type: none"> - Reduce claimants & employers time on phones. - Standardize hearing information provided by phone. 	<p>Standard phone tree design completed. Pilot began in the Inland FO.</p>
<p>Field Office Telephone Tree Field Operations will test the use of phone menu options to answer routine constituent calls. This will allow support staff to spend more time on the non-routine calls.</p>	<p>Rafael Placencia</p>	<p>Medium</p>	<p>Develop standard automated phone tree to be used for all FO's Pilot new phone tree in the Inland FO</p>	<ul style="list-style-type: none"> - Reduce claimants' & employers' wait times for benefits and adjustments. - Reduce cycle time for appeals process. - Reduce hard copy SCDB screen prints mailing from EDD. 	<p>Gathered business requirements with Judicial Advisory Council 10/16/2012. Received UI macro programming to complete analysis of what detail UI Branch will need to reprogram.</p>
<p>EDD Flat File Expansion 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>	<p>Lori Kurosaka Faye Saunders</p>	<p>High</p>		<ul style="list-style-type: none"> - Reduce claimants & employers wait time for hearing decisions. - Provide easier electronic process for staff to calendar hearings or schedule cases. 	<p>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>
<p>Hearing Scheduling System Currently, FO & AO support staff schedule or assign appeal hearings or cases using a hybrid manual process. Appellate, Field & IT staff observed an EDD demon on their UI Scheduling System.</p>	<p>Lori Kurosaka Faye Saunders</p>	<p>On Hold</p>	<p>Charter & scope completed. Kick off 10/14/2010. Requirements 2/2011 Testing began 01/2012 AO Implementation 04/26/2012</p>	<ul style="list-style-type: none"> - Improve IT efficiency & effectiveness. - Improve security. - Reduce IT costs by using shared service models. - Reduce greenhouse gas emissions. 	<p>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>
<p>LWDA Network Consolidation To comply with OCIO Policy Letter 10-14, the LWDA Departments & Boards are developing a network consolidation plan that must be completed by June 2013.</p>	<p>Rafael Placencia</p>	<p>Medium</p>	<p>LWDA Workgroup develops migration plan. Consensus on migration plan. Implementation</p>	<ul style="list-style-type: none"> - Improve IT efficiency & effectiveness. - Improve security. - Reduce IT costs by using shared service models. - Reduce greenhouse gas emissions. 	<p>The migration plan is completed and a cost model has been developed.</p>

TECHNOLOGY cont.

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>Personal Productivity & Mobility Pilot for Board Members, Appellate & Senior Staff Testing use of new mobile, paperless technology with Board Members, six Appellate ALJs, and Senior Staff.</p>	<p>Rafael Placencia</p>	<p>On Hold due to air card limitations</p>	<p>OCIO approval for procurement. Testing equipment with Board.</p>	<ul style="list-style-type: none"> - Reduce the use of paper for board appeal processing and board meetings. 	<p>Scoped down due to GO directive on cell phone (air card) reductions.</p>
<p>Printer Standardization Standardizes the use of printers throughout the organization as they are replaced. This will reduce maintenance and toner costs through the printers lives.</p>	<p>Rafael Placencia</p>	<p>Medium</p>		<ul style="list-style-type: none"> - Reduce maintenance & support costs. - Reduce toner costs. 	<p>Researching feasible equipment. Standards are in place for light, heavy, color, and multi-function printers.</p>
<p>Refresh Bench & Conversion CUIAB's intranet site is under refresh and conversion to SharePoint 2010 software. This software will provide easier updates and content.</p>	<p>Faye Saunders</p>	<p>Medium</p>	<p>Secured consultant to build SharePoint server 09/2012. Migration of current content completed 08/2012.</p>	<ul style="list-style-type: none"> - Improve internal communication tool for CUIAB employees. 	<p>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>
<p>VOIP Telephony CUIAB is exploring use of Voice Over Internet technology to provide lower cost telecommunications.</p>	<p>Rafael Placencia Janet Maglente</p>	<p>On Hold</p>	<p>09/17/2011 Completed 23out station hearing facilities.</p>	<ul style="list-style-type: none"> - Elimination of long distance toll calls - Consolidation of telecommunications support areas. 	<p>On hold 07/2011. IT staff are preparing business analysis for feasibility of further implementation.</p>

STAFFING, FACILITIES, EQUIPMENT & OTHER

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>Judicial Advisory Council Established an advisory council of two Presiding Judges & three ALJs to seek input on major technology development.</p>	<p>Lori Kurosaka Janet Maglinte</p>	<p>On-Going</p>	<p>07/2011-Completed business requirements for case management system.</p>	<p>- Design comprehensive technology systems with input from judicial users.</p>	<p>Updating business requirements for imaging & workflow system. Testing ergonomic furniture to help judges to adopt new technology. Field Operations performance indicator reports are complete. Testing on Appellate Operations cycle time and case aging reports.</p>
<p>Performance Management Tools for Board & Leadership Develop additional reporting tools that the Board & Leadership will use to monitor overall appellate performance and appeal process cycle times. These tools will also help to measure success with the large scale technology projects.</p>	<p>Janet Maglinte</p>	<p>High</p>	<p>Business case metrics for imaging Business case metrics for case management Tested report template designs with IT.</p>		
<p>Staff Advisory Council Established an advisory council of six Field Operations staff and two Appellate staff to seek input on major technology development.</p>	<p>Lori Kurosaka Janet Maglinte</p>	<p>On-Going</p>		<p>- Design comprehensive technology systems with input from staff users.</p>	<p>Updating business requirements for imaging & workflow system.</p>
<p>Transforming CUIAB Completed engagement with vendor. Establish new change management program at CUIAB to train staff for skills needed for new technology implementations and communicate on tech project initiatives.</p>	<p>Pam Boston</p>	<p>High</p>	<p>Vetted with Presiding Judges 02/2013</p>	<p>- Develop and implement training plan for judges & staff. - Develop and implement a communications plan targeting all CUIAB stakeholder groups on new technology status.</p>	<p>Draft communications and training plans are approved by Steering Council. Staff are developing PC skills assessment tools. Draft communication tools are in review with Steering Council.</p>