



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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August 13, 2012

To: Board Members

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

1. Office of the Chief

- Office by office ALJ training has begun. The training topics include, benefit audits, credibility determinations, decision writing and de-escalating difficult participants. Assistant Chief Bullard and the training team have completed the Fresno, Inglewood, Inland and Los Angeles offices. The feedback has been very positive.
- The training blocks will conclude on October 10, 2012 at which time the support staff training team will go office to office with a support staff training module developed in part on the Best Practices study completed by the Regional Managers.

2. Snapshot of Field Operations performance through July 2012

Overall July 2012 Workload and Performance: After two months of equilibrium, July saw the caseload increase approximately 1500 cases to an inventory of 45,980 pending matters. This is still approximately 10,000 cases below the inventory that existed at the start of the calendar year so overall, we are making progress on eliminating the small backload that remains. The uptick happened because new cases received in July [33,820] were only 4% below the average for 2012, but cases closed in July [32,226] were 11% below average for the year. This was only the second time this year in which the inventory grew.

Case Aging and Time Lapse: Average case age increased slightly to 26 days but remains well within the 30 day United States Department of Labor (DOL) standard. Likewise, the 45-day time lapse [83%] continues to meet DOL standards. The 30-day time lapse [42%] improved this month but remains the only mandated DOL standard CUIAB is not currently meeting. Considering the rising caseload, these numbers are encouraging.

Cycle Time: The UI cycle time in July increased slightly to 43 days from date of appeal to issuance of the decision. All but two of the offices have their cycle time between 38 and 45 days.

Unemployment Insurance (UI) for July: New UI cases [32,132 cases; 18,347 appellants] were slightly more numerous than in June, but still 3% below the average for the year. The number of closed cases [30,672 cases; 17,514 appellants] was 11% below the norm. This was only the second time in three years in which there were fewer than 31,000 UI dispositions in a month, and both of these months have occurred this year. The open inventory [35,578 cases; 20,315 appellants] is slightly below the average for the year.

Disability Insurance (DI) for July: In disability, the number of new cases [1,206] was 13% below the average for the year, and the fewest since November. Closed cases [1,079] were 20% below the average and the fewest since November 2008. The open inventory [2,005] exceeded 2,000 for the first time since September 2011.

Tax and Rulings for July: In rulings, closed cases (215) exceeded new cases (207) for the first time in five months. Prior to last month, the concentration on time lapse caused the ruling inventory to grow from just over 3000 in February to 4,431 in June. As of July, it had been reduced slightly to 4,424.

In tax, July was the second consecutive month in which the open inventory went up [3,931]. However, the increase was not substantial, and the caseload remains smaller than average for the year.

ALL PROGRAM TRENDS - FO

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Change	Yr-Yr AvgChg	
2009	34,115	30,306	33,645	34,018	34,720	36,687	34,412	33,610	35,623	38,035	29,542	39,222	413,935	34,495			
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	112%	4,171	
2011	40,411	36,315	41,141	38,210	38,185	37,903	34,470	40,374	41,888	38,682	32,388	33,369	453,336	37,778	98%	-888	
2012	35,262	32,109	38,944	35,539	36,576	34,012	33,820						246,262	35,180	93%	-2,598	
	13 180 30 9 13 15													2011	93%	92%	
	All program registrations July to date are down 8% from 2011, down 12% from 2010, and up 4% from 2009													2010	91%	88%	
	All program registration monthly average is down 7% from 2011, down 9% from 2010, and up 2% from 2009													2009	102%	104%	
														chg to '12 avg	chg to '12 YTD		

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Change	Yr-Yr AvgChg	
2009	27,273	26,451	30,253	32,388	31,481	34,471	36,722	32,474	34,290	41,893	36,461	38,969	403,126	33,594			
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	118%	5,979	
2011	35,905	40,146	52,970	37,208	34,144	40,592	35,714	39,116	44,083	36,128	35,054	36,169	467,229	38,936	98%	-637	
2012	35,665	39,521	46,692	30,554	36,743	33,437	32,226						254,838	36,405	94%	-2,530	
	1/3 4/9 2/4 43/236 2/8 1/4													2011	94%	92%	
	All program dispositions July to date are down 8% from 2011, down 8% from 2010, and up 16% from 2009													2010	92%	92%	
	All program disposition monthly average is down 6% from 2011, down 8% from 2010, and up 8% from 2009													2009	108%	116%	
														chg to '12 avg	chg to '12 YTD		

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Avg.	% Change	Yr-Yr AvgChg		
2009	79,459	83,239	86,674	88,675	91,984	94,025	91,932	93,231	94,499	90,583	83,671	83,874		88,487			
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	91%		
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%		
2012	55,113	47,540	39,388	44,228	43,982	44,458	45,980							45,813	74%		
	13 256 275 9 10 17													2011	74%	71%	
	All program open balance July to date is down 29% from 2011, down 45% from 2010, and down 48% from 2009													2010	57%	55%	
	All program open balance monthly average is down 26% from 2011, down 43% from 2010, and down 48% from 2009													2009	52%	52%	
														chg to '12 avg	chg to '12 YTD		

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

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg	
2009	32,164	29,014	31,429	31,869	32,267	34,435	32,319	31,827	33,713	35,619	27,150	37,388	389,194	32,433			
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	113%	4,080	
2011	38,676	34,399	39,494	35,519	36,159	35,785	32,527	38,079	39,828	36,161	30,799	31,448	428,874	35,740	98%	-773	
2012	33,339	30,233	36,391	33,590	34,531	31,871	32,132						232,087	33,155	93%	-2,584	
	13 180 30 9 13 15													2011	93%	92%	
	UI registrations July to date are down 8% from 2011, down 12% from 2010, and up 4% from 2009													2010	91%	88%	
	UI registration monthly average is down 7% from 2011, down 9% from 2010, and up 2% from 2009													2009	102%	104%	
	chg to '12 avg															chg to '12 YTD	

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg	
2009	25,728	24,752	28,392	30,565	30,101	32,703	34,500	30,455	32,165	39,878	34,525	36,623	380,387	31,699			
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	118%	5,690	
2011	34,029	37,998	50,124	35,054	32,103	38,117	33,797	36,979	41,802	33,663	33,076	34,301	441,043	36,754	98%	-635	
2012	33,604	37,167	44,615	28,383	34,802	31,915	30,672						241,158	34,451	94%	-2,302	
	1/3 4/9 2/4 43/236 2/8 1/4													2011	94%	92%	
	UI dispositions July to date are down 8% from 2011, down 8% from 2010, and up 17% from 2009													2010	92%	92%	
	UI disposition monthly average is down 6% from 2011, down 8% from 2010, and up 9% from 2009													2009	109%	117%	
	chg to '12 avg															chg to '12 YTD	

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr AvgChg	
2009	69,049	73,237	76,311	77,968	80,188	81,750	79,774	81,302	82,785	78,473	71,095	71,813	76,979			
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	68,268	89%	-8,721	
2011	63,632	59,909	49,088	49,435	53,389	50,926	49,805	50,755	48,650	51,057	48,653	45,715	51,751	76%	-16,507	
2012	45,315	38,225	29,603	34,674	34,327	34,188	35,578						35,987	70%	-15,764	
	13 256 275 9 10 17												2011	70%	67%	
	UI balance of open cases July to date is down 33% from 2011, down 49% from 2010, and down 53% from 2009												2010	53%	51%	
	UI balance monthly average down 30% from 2011, down 47% from 2010, and down 53% from 2009												2009	47%	47%	
	chg to '12 avg														chg to '12 YTD	

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

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg	
2009	1,610	1,107	1,794	1,519	1,628	1,748	1,537	1,321	1,571	1,414	1,245	1,330	17,824	1,485			
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	100%	6	
2011	1,537	1,651	1,411	1,691	1,360	1,428	1,405	1,575	1,489	1,392	1,094	1,268	17,301	1,442	97%	-50	
2012	1,395	1,490	1,611	1,256	1,362	1,382	1,206						9,702	1,386	96%	-56	
													2011	96%	93%		
													2010	93%	88%		
													2009	93%	89%		
																chg to '12 avg	
																	chg to '12 YTD

DI registrations July to date are down 7% from 2011, down 12% from 2010, and down 11% from 2009
DI registration monthly average is down 4% from 2011, down 7% from 2010, and down 7% from 2009

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg	
2009	1,217	1,269	1,451	1,465	1,129	1,463	1,823	1,644	1,648	1,753	1,527	1,701	18,090	1,508			
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	103%	42	
2011	1,295	1,576	1,925	1,512	1,441	1,567	1,365	1,462	1,426	1,579	1,266	1,270	17,684	1,474	95%	-76	
2012	1,334	1,547	1,456	1,424	1,460	1,140	1,079						9,440	1,349	92%	-125	
													2011	92%	88%		
													2010	87%	86%		
													2009	89%	96%		
																chg to '12 avg	
																	chg to '12 YTD

DI dispositions July to date are down 12% from 2011, down 14% from 2010, and down 4% from 2009
DI disposition monthly average is down 8% from 2011, down 13% from 2010, and down 11% from 2009

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg		
2009	3,426	3,264	3,613	3,684	4,197	4,478	4,204	3,895	3,819	3,476	3,203	2,836		3,675				
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	73%	-996		
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%	-642		
2012	1,815	1,757	1,905	1,734	1,636	1,877	2,005							1,818	89%	-218		
														2011	89%	86%		
														2010	68%	65%		
														2009	49%	47%		
																	chg to '12 avg	
																		chg to '12 YTD

DI open balance July to date is down 14% from 2011, down 35% from 2010, and down 53% from 2009
DI open balance monthly average down 11% from 2011, down 32% from 2010, and down 51% from 2009

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

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2009	166	93	219	174	258	164	252	256	169	292	224	229	2,496	208		
2010	142	139	164	233	140	163	94	137	146	181	188	232	1,959	163	78%	-45
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						1,466	209	98%	-4
													2011	98%	129%	
													2010	128%	136%	
													2009	101%	111%	
														chg to '12 avg	chg to '12 YTD	

Tax registrations July to date are up 29% from 2011, up 36% from 2010, and up 11% from 2009
Tax registration monthly average is down 2% from 2011, up 28% from 2010, and up 1% from 2009

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2009	92	97	172	149	72	97	126	111	162	70	149	288	1,585	132		
2010	48	109	107	91	117	124	135	101	174	130	99	235	1,470	123	93%	-10
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						2,113	302	127%	65
													2011	127%	153%	
													2010	246%	289%	
													2009	229%	262%	
														chg to '12 avg	chg to '12 YTD	

Tax dispositions July to date are up 53% from 2011, up 189% from 2010, and up 162% from 2009
Tax disposition monthly average is up 27% from 2011, up 146% from 2010, and up 129% from 2009

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg	
2009	3,585	3,580	3,627	3,649	3,836	3,903	4,029	4,174	4,180	4,402	4,477	4,416		3,988			
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	119%	746	
2011	4,880	4,874	4,824	4,833	4,797	4,700	4,643	4,630	4,666	4,520	4,445	4,593		4,700	99%	-34	
2012	4,711	4,498	4,371	3,995	3,803	3,918	3,931							4,175	89%	-525	
														2011	89%	87%	
														2010	88%	89%	
														2009	105%	112%	
															chg to '12 avg	chg to '12 YTD	

Tax balance of open cases July to date is down 13% from 2011, down 11% from 2010, and up 12% from 2009
Tax balance monthly average is down 11% from 2011, down 12% from 2010, and up 5% from 2009

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

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2009	175	92	203	456	567	340	304	206	170	710	923	275	4,421	368		
2010	486	609	709	598	441	424	468	1,359	201	239	229	214	5,977	498	135%	130
2011	64	97	92	739	526	510	426	454	207	982	247	251	4,595	383	77%	-115
2012	182	245	746	576	605	424	229						3,007	430	112%	47
													2011	112%	123%	
													2010	86%	81%	
													2009	117%	141%	
														chg to '12 avg	chg to '12 YTD	

Ruling/Other registrations July to date are up 23% from 2011, down 19% from 2010, and up 41% from 2009
Ruling/Other registration monthly average is up 12% from 2011, down 14% from 2010, and up 17% from 2009

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2009	236	333	238	209	179	208	273	264	315	192	260	357	3,064	255		
2010	335	392	500	682	465	716	421	631	484	804	303	415	6,148	512	201%	257
2011	442	399	728	390	424	631	384	397	530	593	389	351	5,658	472	92%	-41
2012	500	455	299	255	214	165	239						2,127	304	64%	-168
													2011	64%	63%	
													2010	59%	61%	
													2009	119%	127%	
														chg to '12 avg	chg to '12 YTD	

Ruling/Other dispositions July to date are down 37% from 2011, down 39% from 2010, and up 27% from 2009
Ruling/Other disposition monthly average is down 36% from 2011, down 41% from 2010, and up 19% from 2009

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg	
2009	3,399	3,158	3,123	3,374	3,763	3,894	3,925	3,860	3,715	4,232	4,896	4,809		3,846			
2010	4,965	5,182	5,394	5,312	5,287	4,996	5,048	5,781	5,494	4,931	4,857	4,658		5,159	134%	1,313	
2011	4,281	3,977	3,340	3,692	3,792	3,672	3,716	3,772	3,453	3,842	3,698	3,590		3,735	72%	-1,423	
2012	3,272	3,060	3,509	3,825	4,216	4,475	4,466							3,832	103%	96	
														2011	103%	101%	
														2010	74%	74%	
														2009	100%	109%	
															chg to '12 avg	chg to '12 YTD	

Ruling/Other balance of open cases July to date is up 1% from 2011, down 26% from 2010, and up 9% from 2009
Ruling/Other balance monthly average is up 3% from 2011, down 26% from 2010, and even with 2009

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

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	47	5	18	16	2
Inglewood	44	10	9	15	4
Inland	43	4	14	17	2
Los Angeles	42	5	12	16	3
Oakland	45	5	18	13	3
Orange County	40	4	10	15	4
Oxnard	38	6	12	14	1
Pasadena	38	5	6	15	5
Sacramento	40	6	10	15	2
San Diego	59	7	23	18	6
San Francisco	39	4	14	14	2
San Jose	40	4	14	15	2
Statewide	43	6	13	15	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	47	5	18	16	2
Inglewood	55	12	16	18	4
Inland	45	4	15	17	3
Los Angeles	43	5	12	16	4
Oakland	47	5	19	13	3
Orange County	41	5	11	15	4
Oxnard	39	6	12	14	1
Pasadena	39	5	6	15	6
Sacramento	42	7	11	15	3
San Diego	59	7	23	17	6
San Francisco	40	4	14	14	2
San Jose	41	4	14	15	2
Statewide	45	6	15	16	3

JULY 2012 PERFORMANCE INDICATORS

FIELD OPERATIONS

MEETING DOL STANDARDS	UI	DOL
	Timelapse	Standard
For Closed Cases (DOL Std)		
% Closed in <= 30 Days (60%)	42.4%	60%
% Closed in <= 45 Days (80%)	83.3%	80%
For Pending Cases		
Case Aging (30 Days)	26	30
WORKLOAD		
	UI	ALL
Opened	32,132	33,820
Closed	30,672	32,226
Balance of Open Cases	35,595	45,997

CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

UI Appeals	43 days
DI Appeals	64 days
All Programs	45 days

FO OVERTURNED EDD

% Overturned EDD UI TL* Benefit Decisions	48%
% in Favor of Claimants (for Claimant UI appeals)	50%
% in Favor of Employers (for Employer UI appeals)	32%

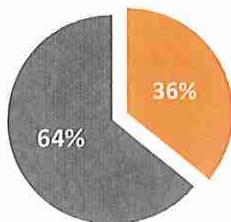
Source: Official Monthly Workload Report

* 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	73%
UI Extensions as % of All UI	27%

UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 36% of UI Open Balance, and Regular UI cases made up 64%.

FED-ED UI Extensions made up 2.3% of the FO open balance; down from 3%. These are the extensions that ended in late May 2012.

APPELLATE OPERATIONS

MEETING DOL STANDARDS	UI	DOL
	Timelapse	Standard
For Closed Cases (DOL Std)		
% Closed in <= 45 Days	12.8%	50%
% Closed in <= 75 Days	80.9%	80%
For Pending Cases		
Case Aging (40 Days)	48	40
WORKLOAD		
	UI	ALL
Opened	2,319	2,407
Closed	2,538	2,653
Balance of Open Cases	2,744	2,948

CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

UI Appeals	68 days
DI Appeals	71 days
All Programs	69 days

Source: Results were derived from CATS AO data sets.

AO OVERTURNED FO

% Overturned FO UI TL* Benefit Decisions	10%
% in Favor of Claimants (for Claimant UI appeals)	10%
% in Favor of Employers (for Employer UI appeals)	10%

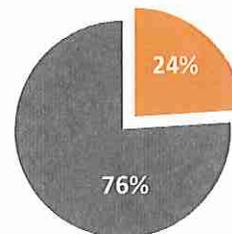
Source: Official Monthly Workload Report

* UI TL stands for UI Timelapse

UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	78%
UI Extensions as % of All UI	22%

UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 24% of UI Open Balance, and Regular UI cases made up 76%.

FED-ED UI Extensions made up just 1.2% of the AO open balance.

AO REPORT TO BOARD -- MONTH OF JULY 2012

	# Cases	# Appellants	Calendar Yr Avg
REGISTRATIONS	2407	1474 est.	2579
DISPOSITIONS	2653	1547 est.	2708
OPEN BALANCE	2890	1651 ets.	3074
PENDING REG. 7-31-12	2677		
APPEAL RATE	7.20%		7.00%

CASE AGING 48 days DID NOT MEET DOL STANDARD OF 40 DAYS OR LESS

TIME LAPSE	DOL STANDARD	MET 2 OF 3 DOL TIMELAPSE STANDARDS
45 Days (50%)	12.81%	No
75 Days (80%)	80.89%	Yes
150 Days (95%)	99.74%	Yes

ADDITIONAL INFORMATION

FO to AO Monthly Report 3.06 days

FO ALJs working in AO 0

WEEKLY AO WORKLOAD REPORT
July 2012

<u>Week Ending</u>	<u>Unreg total</u>	<u>Appeals Rec'd</u>	<u>Registrations</u>	<u>Dispositions</u>	<u>Open Balance</u>	<u>Change</u>
7/6/2012	2509	504	279	454	2997	-144
7/13/2012	2891	693	534	532	3000	3
7/20/2012	2501	730	595	640	3098	98
7/27/2012	2769	817	713	763	2896	-202
7/31/2012	2638	155	286	264	2890	-6
7-1 thru 7-31-12					2890	
Running Total		2899	2407	2653		

<u>Week Ending</u>	<u>Average Case age</u>	<u>45-Day (50%) Time Lapse</u>	<u>75-Day (80%) Time Lapse</u>	<u>150-Day (95%) Time Lapse</u>
7/6/2012	43	12.72%	76.04%	100.00%
7/13/2012	45	9.95%	79.85%	100.00%
7/20/2012	46	9.25%	76.76%	99.75%
7/27/2012	48	17.49%	87.63%	99.65%
7/31/2012	48	21.71%	86.86%	100.00%
7-1 thru 7-31-12	48	12.81%	80.89%	99.74%

APPELLATE OPERATIONS ~ REPORT SUMMARY

APPELLATE		2012												Average	AO	Current Mo.	% of Avg.	
		Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec					
TIME LAPSE																		
	45 Day-50 %	17	48	70	66	57	20	13									42	31%
	75 Day- 80 %	85	91	91	94	92	82	81									88	92%
	150 Day- 95 %	99	99	99	99	99	99	100									99	100%
CASE AGE																		
	Avg Days-UI (mean)	37	32	30	31	38	44	48									37	129%
	Avg Days-UI (median)	34	27	25	26	35	40	43									33	131%
Over 120 days old																		
	UI Cases	29	22	13	18	18	34	50									26	190%
	UI %	1%	1%	1%	1%	1%	1%	2%									1%	190%
	UI % w/out Nulls	1%	1%	1%	1%	1%	1%	1%									1%	0%
NET PYS USED																		
	ALJ	25.40	24.67	27.41	20.28	16.81	17.61										22.0	80%
	AO Non ALJ	33.15	34.75	38.65	38.58	34.44	36.43										36.0	101%
	CTU Non ALJ	4.93	4.59	3.88	4.52	4.73	3.10										4.3	72%
	Net Pys	63.48	64.01	69.94	63.38	55.98	57.14										62.3	92%
RATIOS																		
	AO w/o transcribers	1.31	1.41	1.41	1.90	2.05	2.07										1.63	127%
	AO with transcribers	1.50	1.59	1.55	2.13	2.33	2.24										1.83	123%
TRANSCRIPTS																		
	PAGES	115	132	130	123	161	76	90									118	76%
	AVG PGS Per T/S	8.801	11.236	9.726	8.409	13.155	6.296	6.209									9.119	68%
		77	85	75	68	82	83										78	0%
PRODUCTIVITY																		
	ALJ Disp/wk	28.7	31.5	28.2	32.3	31.2	24.6										29.4	83%
	Trans Pgs/day	89.26	122.40	113.94	88.59	126.42	96.71										106.2	91%

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	Number Change
2009	1,502	1,272	1,889	1,758	1,646	1,868	2,259	1,928	2,047	2,044	1,982	2,118	22,313	1,859		
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	138%	707
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						17,267	2,467	86%	-386

UI registrations Jan to date are down 15% from 2011, the same from 2010, and up 42% from 2009
 UI registration monthly average down 14% from 2011, down 4% from 2010, and up 33% from 2009

2011	86%	85%
2010	96%	100%
2009	133%	142%

chg to 12 avg chg to 12 YTD

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Number Change
2009	1,476	1,510	1,708	1,469	1,493	1,693	1,760	1,804	1,852	2,216	1,894	2,845	21,720	1,810		
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	137%	676
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						18,099	2,586	90%	-277

UI dispositions Jan to date are down 1% from 2011, up 5% from 2010, and up 63% from 2009
 UI disposition monthly average down 10% from 2011, up 4% from 2010, and up 43% from 2009

2011	90%	99%
2010	104%	105%
2009	143%	163%

chg to 12 avg chg to 12 YTD

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Number Change
2009	2218	1967	2158	2436	2584	2755	3253	3371	3547	3372	3463	2720	33,844	2,820		
2010	2977	2507	2742	2868	2695	2492	2662	2983	3392	3181	3401	3712	35,612	2,968	105%	147
2011	3619	3668	4738	5237	5489	5090	5700	6077	5243	4766	4009	3518	57,154	4,763	160%	1,795
2012	3398	2671	2785	2703	2784	2910	2690						19,941	2,849	60%	-1,914

UI balance of open cases Jan to date is down 41% from 2011, up 5% from 2010, and up 15% from 2009
 UI balance monthly average down 40% from 2011, down 4% from 2010, and up 15% from 2009

2011	60%	59%
2010	96%	105%
2009	101%	115%

chg to 12 avg chg to 12 YTD

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

	July, 2012	June, 2012	May, 2012	April, 2012
	Average Days in Transfer			
	Case Count	Case Count	Case Count	Case Count
Fresno	2.27	2.76	5.61	2.53
Inglewood	3.31	3.23	5.39	4.53
Inland	3.14	3.61	4.38	3.75
Los Angeles	2.87	4.37	5.56	4.53
Oakland	3.29	4.41	6.43	2.15
Orange County	1.42	2.90	3.07	2.82
Oxnard	2.07	3.02	3.92	3.73
Pasadena	5.44	11.57	10.08	12.02
Sacramento	3.15	4.94	6.55	3.93
San Diego	3.34	4.05	5.65	5.07
San Francisco	4.06	3.57	3.55	2.65
San Jose	3.65	4.47	3.90	4.85
Tax Office	4.33	6.72	3.64	3.53
Total	3.06	4.52	5.44	4.45

Board Member	1st	2nd	3rd	UI	DI	Ruling	Tax	1 Party	2 Party	Total
Alberto Torrico										
Sum	466	437	18	858	56	0	7	358	563	921
Percent	35%	33%	21%	33%	36%	0%	32%	35%	32%	
Kathleen Howard										
Sum	411	483	19	854	51	0	8	352	561	913
Percent	30%	36%	23%	33%	32%	0%	36%	34%	32%	
Robert Dresser										
Sum	128	73	44	233	9	0	3	71	174	245
Percent	9%	5%	52%	9%	6%	0%	14%	7%	10%	
Roy Ashburn										
Sum	344	351	3	653	41	0	4	254	444	698
Percent	26%	26%	4%	25%	26%	0%	18%	25%	25%	
Total Cases Reviewed:	1349	1344	84	2598	157	0	22	1035	1742	

*Off Calendar

Case Assignment to the Board for the month of: June 2012

Agenda Item 9

Board Member	1st	2nd	3rd	UI	DI	Ruling	Tax	1 Party	2 Party	Total
Alberto Torrico										
Sum	423	292	9	677	39	1	7	280	444	724
Percent	36%	25%	20%	31%	31%	25%	35%	31%	30%	
Bonnie Garcia										
Sum	133	126	0	244	14	1	0	92	167	259
Percent	11%	11%	0%	11%	11%	25%	0%	10%	11%	
Kathleen Howard										
Sum	273	405	11	649	33	2	5	260	429	689
Percent	24%	35%	24%	29%	26%	50%	25%	29%	29%	
Robert Dresser										
Sum	59	32	26	112	3	0	2	30	87	117
Percent	5%	3%	57%	5%	2%	0%	10%	3%	6%	
Roy Ashburn										
Sum	273	306	0	537	36	0	6	227	352	579
Percent	24%	26%	0%	24%	29%	0%	30%	26%	24%	
Total Cases Reviewed:	1161	1161	46	2219	125	4	20	889	1479	

*Off Calendar

Monthly Board Meeting Litigation Report - July 2012

AGENDA ITEM 9

<u>LITIGATION CASES PENDING</u>	TOTAL = 343
SUPERIOR COURT: Claimant Petitions.....	279
Employer Petitions.....	34
EDD Petitions.....	3
Non-benefit Court Cases	7
APPELLATE COURT: Claimant Appeals.....	13
Employer Appeals.....	4
EDD Appeals.....	0
Non-benefit Court Cases	1
ISSUES: UI.....	298
DI.....	20
Tax.....	15
Non-benefit Court Cases	10

2012 CALENDAR YEAR ACTIVITY - Benefit & Tax Cases

<u>LITIGATION CASES FILED</u>	<u>YTD</u>	<u>July</u>
SUPERIOR COURT: Claimant Petitions.....	78	9
Employer Petitions.....	18	3
EDD Petitions.....	0	0
APPELLATE COURT: Claimant Appeals.....	4	2
Employer Appeals.....	0	0
EDD Appeals.....	0	0
<u>LITIGATION CASES CLOSED</u>	<u>YTD</u>	<u>July</u>
SUPERIOR COURT: Claimant Petitions.....	38	9
Employer Petitions.....	6	1
EDD Petitions.....	0	0
APPELLATE COURT: Claimant Appeals.....	5	1
Employer Appeals.....	0	0
EDD Appeals.....	0	0

2012 Decision Summary

<u>Claimant Appeals</u>	<u>Employer Appeals</u>	<u>CUIAB Decisions</u>
Win: 11 Loss: 32	Win: 0 Loss: 6	Affirmed: 38 Reversed: 10 Remanded: 1

Monthly Board Meeting Litigation Report - June 2012

AGENDA ITEM 9

<u>LITIGATION CASES PENDING</u>	TOTAL = 344
SUPERIOR COURT: Claimant Petitions.....	281
Employer Petitions.....	32
EDD Petitions.....	3
Non-benefit Court Cases	8
APPELLATE COURT: Claimant Appeals.....	12
Employer Appeals.....	4
EDD Appeals.....	0
Non-benefit Court Cases	1
ISSUES: UI.....	298
DI.....	19
Tax.....	15
Non-benefit Court Cases	12

2012 CALENDAR YEAR ACTIVITY - Benefit & Tax Cases

<u>LITIGATION CASES FILED</u>	<u>YTD</u>	<u>June</u>
SUPERIOR COURT: Claimant Petitions.....	69	7
Employer Petitions.....	15	3
EDD Petitions.....	0	0
APPELLATE COURT: Claimant Appeals.....	2	2
Employer Appeals.....	0	0
EDD Appeals.....	0	0
 <u>LITIGATION CASES CLOSED</u>	 <u>YTD</u>	 <u>June</u>
SUPERIOR COURT: Claimant Petitions.....	29	1
Employer Petitions.....	5	0
EDD Petitions.....	0	0
APPELLATE COURT: Claimant Appeals.....	4	0
Employer Appeals.....	0	0
EDD Appeals.....	0	0

2012 Decision Summary

<u>Claimant Appeals</u>		<u>Employer Appeals</u>		<u>CUIAB Decisions</u>		
Win: 10	Loss: 23	Win: 0	Loss: 5	Affirmed: 28	Reversed: 9	Remanded: 1

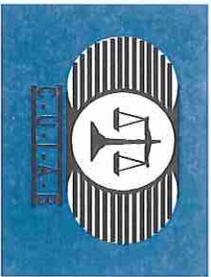
CUIAB 11/12 Fiscal Year Overtime/Lump Sum Payout - SCO Report
July 2011 through June 2012 - Final

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	918.60	\$24,047.76	2,213.50	\$65,006.33	1,557.05	\$42,564.66	3,186.45	\$80,579.12
Admin	48.75	\$1,974.50	0.00	\$0.00	0.00	\$0.00	1,035.50	\$41,476.46
IT	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	1,951.00	\$83,483.26
Exec	20.00	\$872.82	0.00	\$0.00	251.50	\$11,228.29	292.75	\$9,065.88
Project	0.00	\$0.00	0.00	\$0.00	46.50	\$2,105.30	22.00	\$863.74
Field	538.25	\$16,327.99	0.00	\$0.00	6,831.20	\$201,244.51	9,749.00	\$289,495.13
Total	1,525.60	\$43,223.07	2,213.50	\$65,006.33	8,686.25	\$257,142.76	16,236.70	\$504,963.59

Branch	11/12 Fiscal Year-to-Date Total Overtime Expenditures				FY 11/12 FY Projections	
	11/12 FY Allocation	Year-to-Date Hours	Year-to-Date Position Equivalent	Year-to-Date Pay	Allocation Balance	Estimated Expenditures Over-/Under
Appellate	\$52,599.00	7,875.60	3.79	\$212,197.87	-\$159,598.87	
Admin	\$90,306.00	1,084.25	0.52	\$43,450.96	\$46,855.04	
IT	\$123,050.00	1,951.00	0.94	\$83,483.26	\$39,566.74	
Exec	\$21,977.00	564.25	0.27	\$21,166.99	\$810.01	
Project	\$0.00	68.50	0.03	\$2,969.04	-\$2,969.04	
Field Operations	\$864,113.00	17,118.45	8.23	\$507,067.63	\$357,045.37	
Total	1,152,045.00	28,662.05	13.78	\$870,335.75	\$281,709.25	

Actual Monthly Average Personnel Year 13.78

11/12 Fiscal Year-to-Date Lump Sum Payout				
July 2011 through June 2012 - Final				
Branch	Year-to-Date Hours	Year-to-Date Position Equivalent	Year-to-Date Pay	
Appellate	522.70	0.25	\$13,844.55	
Admin	2,068.00	0.99	\$82,942.25	
IT	231.00	0.11	\$7,739.82	
Exec	1,002.00	0.48	\$62,015.25	
Project	0.00	0.00	\$0.00	
Field Operations	12,306.24	5.92	\$482,269.86	
Total	16,129.94	7.76	\$648,811.73	



CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD
SPECIAL PROJECTS MATRIX
August 2012

California's economy is globally ranked with approximately 1.0 million business owners and 18.2 million workers. Currently, California, along with the nation, is experiencing an immense economic downturn with 2.0 million California workers out of work. These are unprecedented numbers for California and the nation. Given this current economic situation, we strive to better serve California's workers and business owners during a time when more than ever, they are in need of our services. Since January 2009, the Board has been focused on the appeal backlog and identifying work solutions that will help address the workload.

WORK PROCESS IMPROVEMENTS

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>EDD/CUIAB Appeal Co-Location Pilot 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"> - Reduce claimants' & employers' wait time for hearing decisions. - Resolve appeal registration issues in a timely manner. 	On 07/09/12, one Pasadena staff member will be added and San Diego FO appeals will be added. Inglewood staff assignment is pending.
<p>US Department of Labor Taskforce For nine years, CUIAB has failed to meet US DOL timeliness standards for UI appeals. California is ranked 51st 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.</p>		High	Appeal program review 07/27-31/2009 DOL report 02/05/2010 LWDA response 03/10/2010 Two yr At Risk CAP 07/15/2010 Site visit 04/18/2012	<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. June 2012 Performance – first level Rank 46th 30-day – 41% (60%) 45 day – 85% (80%) Avg Age – 25 days (30 days) Second level Avg age – 44 days (40 days)

TECHNOLOGY

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>Collate Decision Print Jobs Reduce a manually collated appeal decision print jobs to one print job to save staff time.</p> <p>Court Case Database Conversion Update the writ of mandate database with web-based software for easier reporting and software and database upgrade deployment.</p>	<p>Hugh Harrison Julie Krebs Lori Kurosaka Faye Saunders</p> <p>Faye Saunders</p>	<p>High</p> <p>Medium</p>		<ul style="list-style-type: none"> - Reduce claimants' & employers' wait times for benefits and adjustments. - Reduce cycle time for appeals process. 	<p>Programming completed and testing is in progress. Solution will be implemented with new E-CATS release in November 2012.</p> <p>Database conversion completed. Working on a few enhancements for Legal Office.</p>
<p>CUIAB Network Upgrade This upgrade will double the bandwidth for faster processing of appeal data and information for ALJs and staff.</p> <p>Dictaphone Integration Consolidating data & audio files on CATS for appeal cases for improved access.</p>	<p>Rafael Placencia</p> <p>Faye Saunders</p>	<p>High</p> <p>High</p>		<ul style="list-style-type: none"> - Reduce cycle time for appeals data flow and document saving. 	<p>Meeting with EDD IT to explore options & alignment with Agency network consolidation efforts. Design plans are completed.</p> <p>Will be released with E-CATS.</p>
<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>	<p>Lori Kurosaka</p>	<p>High</p>	<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. 	<p>Draft FSR submitted to Agency on 07/31/2012. Agency will assist on funding strategies.</p>
<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> <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>	<p>Faye Saunders</p> <p>Lori Kurosaka Janet Maglente</p>	<p>High</p> <p>On Hold</p>	<p>LWDA, EDD & CUIAB approved FSR & project strategy in 10/2010. Kick off 05/2011.</p>	<ul style="list-style-type: none"> - Receive appeals case documents electronically from EDD. - Eliminate internal mailing of case documents 	<p>Users will see enhancements such as new and improved screen search, efficiency in decision printing, and IT ability to roll-out updates via the Internet. Testing is in progress through August. Implementation scheduled for November 2012.</p> <p>Project Team is revisiting the FSR to update and complete by next year.</p>

TECHNOLOGY cont.

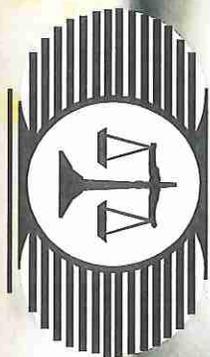
Project & Description	Lead	Priority	Milestones	Goals	Status
E-Decision Review for ALJs In-house development for electronic appeal decision review process.	Faye Saunders	High		-	Performing business analysis for requirements gathering.
EDD CCR Interface As a part of EDD's UI Modernization Project, CUJAB is building an interface with the Continued Claims Redesign Project under development. Primary data exchange will include address change updates.	Faye Saunders	High		- Eliminate paper exchange process with EDD. - Increase worker information security.	EDD's CCR implementation is scheduled for winter 2013. CUJAB will pursue project funding from EDD.
Expand Auto Dialer Hearing Reminder Adding email and cell phone text features for supplemental hearing notifications.	Rafael Placencia	On Hold	Updated software. Final testing 08/2010. Implemented 09/2010. Implemented email reminders 04/2011. Revised 10/2011.	- Increase hearing attendance rate & productivity.	
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.	Hugh Harrison Lori Kurosaka Faye Saunders	High		-	Held planning meeting with EDD on 04/12/2012 for requirements gathering and costing. Identifying existing model costs and estimating project cost estimates. Held requirements gathering session with FO & AO on 05/02/2012. Design session on hold due to other IT priorities.
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.	Rafael Placencia	Medium	Complete procurement	- Improve readability of documents on screen.	Hardware deployment
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.	Rafael Placencia	Medium	Develop standard automated phone tree to be used for all FO's Pilot new phone tree in the Inland FO	- Reduce claimants & employers time on phones. - Standardize hearing information provided by phone.	Standard phone tree design completed. Pilot began in the Inland FO.
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.	Lori Kurosaka Faye Saunders	High	Charter & scope completed. Kick off 10/14/2010. Requirements 2/2011 Testing began 01/2012 AO Implementation 04/26/2012	- Reduce claimants & employers wait time for hearing decisions. - Provide easier electronic process for staff to calendar hearings or schedule cases.	IT team visited 11 FOs in June & July to gather business requirements. Last two FOs will be visited in August 2012. Design document will be vetted with FO Steering Council in September 2012.

TECHNOLOGY cont.

Project & Description	Lead	Priority	Milestones	Goals	Status
<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>	Rafael Placencia	Medium	LWDA Workgroup develops migration plan. Consensus on migration plan. Implementation	<ul style="list-style-type: none"> - Improve IT efficiency & effectiveness. - Improve security. - Reduce IT costs by using shared service models. - Reduce greenhouse gas emissions. 	The migration plan is completed and a cost model has been developed.
<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>	Rafael Placencia	On Hold due to air card limitations	OCIO approval for procurement. Testing equipment with Board.	<ul style="list-style-type: none"> - Reduce the use of paper for board appeal processing and board meetings. 	Scoped down due to GO directive on cell phone (air card) reductions.
<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>	Rafael Placencia	Medium		<ul style="list-style-type: none"> - Reduce maintenance & support costs. - Reduce toner costs. 	Researching feasible equipment. Standards are in place for light, heavy, color, and multi-function printers.
<p>Refresh Bench & Conversion CUJAB's intranet site is under refresh and conversion to SharePoint 2010 software. This software will provide easier updates and content.</p>	Faye Saunders	Medium		<ul style="list-style-type: none"> - Improve internal communication tool for CUJAB employees. 	Secured consultant to build a new SharePoint server in early September 2012. Current page content migration will start on August 15.
<p>VOIP Telephony CUJAB is exploring use of Voice Over Internet technology to provide lower cost telecommunications.</p>	Rafael Placencia Janet Maglirte	On Hold	09/17/2011 Completed 23out station hearing facilities.	<ul style="list-style-type: none"> - Elimination of long distance toll calls - Consolidation of telecommunications support areas. 	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>Archive File Document Conversion Each FO is retaining three years of completed paper appeal case files that are sitting in considerable real estate space. The file room space may be easily converted to ALJ offices or hearing rooms.</p>	Lori Kurosaka Pat Houston	High	MSA vendor contract executed 01/2010. OC, Inland, LA, Oxnard, San Jose, San Diego, LA, Sacto, SF, Appellate complete Vendor quality checks 04/05, 05/06, 08/19. Vendor quality check 05/09	<ul style="list-style-type: none"> - Recapture real estate space for ALJ offices and hearing rooms. - Priority conversion for OC, Inland, LA, San Jose & Oxnard. 	Extended vendor contract to 12/31/2012. CUIAB IT working on solution to scan files in FO.
<p>Judicial Advisory Council Established an advisory council of two Presiding Judges & three ALJs to seek input on major technology development.</p>	Lori Kurosaka Janet Maglinte	High	07/2011-Completed business requirements for case management system.	<ul style="list-style-type: none"> - 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. Scheduling mini-design sessions from September - December 2012 to begin workflow design.
<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>	Janet Maglinte	High	Business case metrics for imaging Business case metrics for case management Tested report template designs with IT.	<ul style="list-style-type: none"> - Design comprehensive technology systems with input from staff users. 	Design & test Appellate Operations cycle time and case aging reports. Field Operations performance indicator reports are complete.
<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>	Lori Kurosaka Janet Maglinte	High		<ul style="list-style-type: none"> - Design comprehensive technology systems with input from staff users. 	First assignment is to redesign appeal forms as smart forms. Scheduling mini-design sessions from September - December 2012.
<p>Transforming CUIAB Engage a consultant to help plan and guide the leadership team through organizational change management. A consultant will assist with defining organizational structure, proactive communications with stakeholders, identify staff skill sets needed for new technology, etc. to maximize user acceptance of new technology.</p>	Rafael Placencia Pam Boston Lori Kurosaka	High	Release RFO 03/18/2011 Rerelease RFO 05/12/2011 Bids due 05/31/2011. Intent to award 06/10/2011. Deliverable1 completed 10/2011. Deliverable 2 completed. Deliverable 3 completed 07/31/2012.	<ul style="list-style-type: none"> - Plan, design and implement organizational design for the large scale technology projects. - Plan and coordinate communications with all stakeholder groups. 	Vendor delivered as-is & to-be job duty functions for pre and post technology. This product will be used to determine what job duty statements will look like and what classifications are necessary after implementation. The next deliverable is under review with the Steering Council.



2012-2013

BUDGET PROPOSAL

California Unemployment Insurance Appeals Board
August 14, 2012 Board Meeting



BASE BUDGET ADJUSTMENTS

Personnel and

Operating Expenses and Equipment

BUDGET AUTHORITY ADJUSTMENTS POSITIONS DOLLARS

CUIAB's BASE BUDGET ESTIMATE 1202.0 \$ 106,979,703

Admin. Consolidation -37.3 \$ (4,047,000)

Board Restructure -2.0 \$ (638,643)

PLP 2012 Program (4.62% Salary Reduction) \$ (3,139,159)

Paid Family Leave Program \$ (1,799,211)

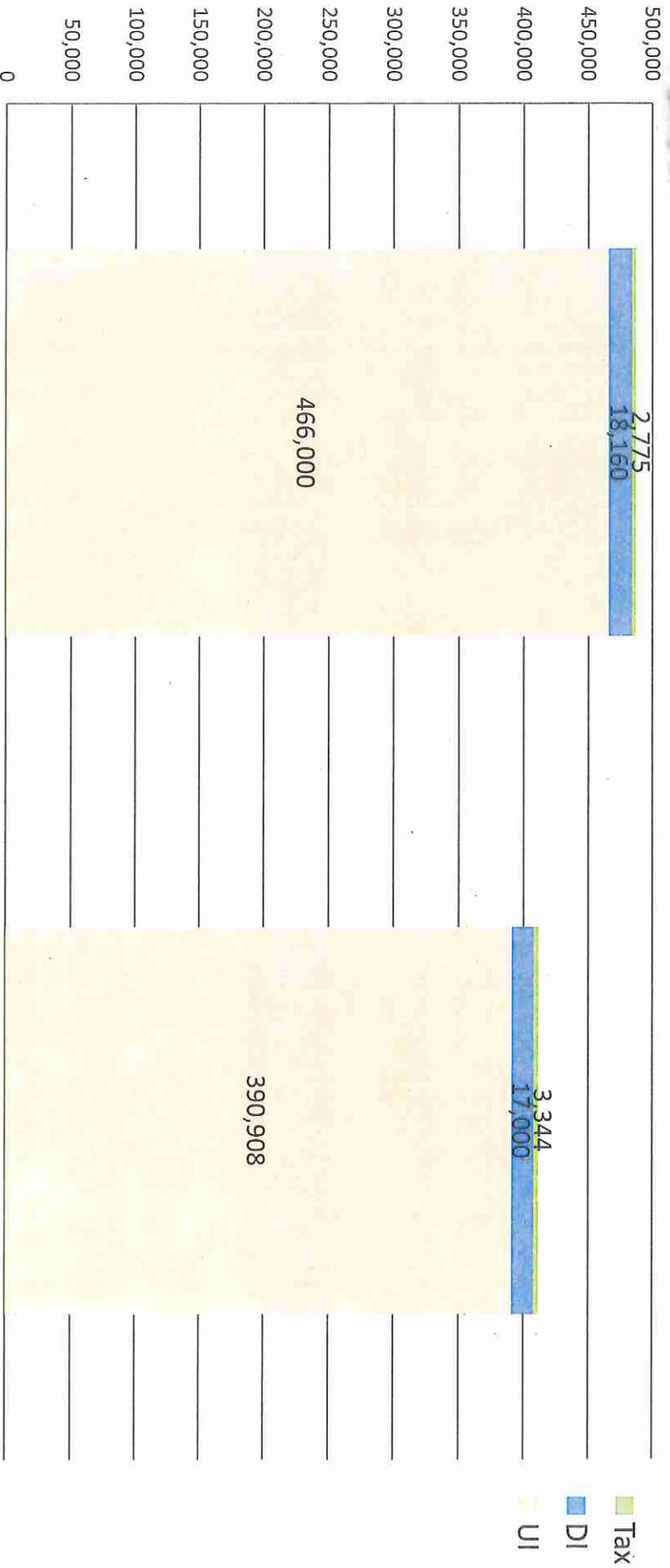
Budget Letter 12-03 -73.0

CUIAB 2012 Forecast -49.1* \$ (5,489,142)

TOTAL (Estimates) 1040.6 \$ 91,866,548

BUDGET ESTIMATES

Workload and Earnings Forecasts



BUDGET FUNDING SOURCES



Dollars Percent

Federal Funds Unemployment Administration

\$ 87,337,528 95.07%

Fund - to administer UI Benefit & Tax appeal hearings.

State Special Funds State Disability

\$ 4,088,061 4.45%

Insurance Fund - to administer DI Benefit & Tax appeal hearings.

General Fund General Fund – (To administer

\$ 440,959 0.48%

Tax Appeal hearings for the State Personal Income Tax program)

Total

\$ 91,866,548 100.0%



BRANCH REQUESTS

Personnel and

Operating Expenses and Equipment

CUIAB BRANCH REQUESTS	POSITIONS	DOLLARS
Appellate Operations	78.8	\$ 6,598,308
Administrative Services	11.1	\$ 4,801,261
Information Technology	42.8	\$ 5,937,914
Executive Office	13.6	\$ 2,680,717
Project Team	6.2	\$ 782,509
Field Operations	555.8	\$ 67,549,104
TOTAL	708.2	\$ 88,349,813



BUDGET PROPOSAL SUMMARY

	<u>POSITIONS</u>			<u>DOLLARS</u>
	Perm	Temp	Total	
BASE BUDGET	624.5	416.1	1040.6	\$ 91,866,548
BRANCH REQUESTS	624.0	84.2	708.2	\$ 88,349,813
BALANCE	.5	331.9	332.4	\$ 3,516,735
LESS UNSPENT BENEFITS				\$ (3,406,077)
RESERVE				\$ 110,658



Personnel & OE&E Strategy Reductions

REDUCTIONS

DOLLARS

Defer Backfilling Attritions for 3 Months

(To be analyzed/augmented monthly and quarterly)

\$ (896,519)

55% Retired Annuitant Usage Reduction

(To be analyzed/augmented monthly and quarterly)

\$ (2,161,538)

65% Overtime Reduction

(To be analyzed/augmented monthly and quarterly)

\$ (663,318)

12.5% Permanent Intermittent Usage Reduction

(To be analyzed/augmented monthly and quarterly)

\$ (314,687)

OE&E Reductions

\$ (2,028,540)

TOTAL

\$ 6,064,602



OPERATING EXPENSES & EQUIPMENT (OE&E) BUDGET HIGHLIGHTS

CALL LETTER REQUESTS	12/13 Requests	11/12 Allocations	11/12-12/13 Change	% Change
Equipment/Furniture Purchase	\$ 24,200	3,462	20,738	599%
Telephone Equipment Purchase	\$ 2,200	469,150	(466,950)	-99%
Security Services	\$ 27,699	27,943	(244)	-1%
Software Purchase	\$ 3,000	25,450	(22,450)	-88%
Premises Planned/Unplanned Repairs	\$ 50,000	34,000	16,000	47%
Other Postage	\$ 216,579	200,558	16,021	8%
DP Equipment Purchase	\$ 1,200	20,758	(19,558)	-94%
Training	\$ 164,025	315,410	(151,385)	-48%
Miscellaneous Expenses	\$ 8,000	216,400	(208,400)	-96%
Professional Service Contracts	\$ 844,726	497,075	347,651	70%
DP/Non Equip Maintenance / Repair	\$ 1,113,986	1,098,445	15,541	1%
TOTALS	\$ 2,455,615	2,908,651	(453,036)	-16%

OE&E BUDGET HIGHLIGHTS



ON-GOING COSTS	12/13 Requests	11/12 Allocations	11/12-12/13 Change	% Change
Printing and Binding	\$ 0	0	0	0%
Advertising	\$ 0	0	0	0%
Transportation/Freight	\$ 1,000	63,500	(62,500)	-98%
Memberships	\$ 48,850	112,050	(63,200)	-56%
Other Services	\$ 115,700	96,350	19,350	20%
Subscriptions	\$ 86,900	245,700	(158,800)	-65%
Supplies	\$ 310,925	323,175	(12,250)	-4%
Pro Rata & SWCAP	\$ 681,830	619,492	62,338	10%
Phone Services & Repair	\$ 525,900	505,000	20,900	4%
Travel / Auto Expense	\$ 1,109,900	919,450	190,450	21%
Postage	\$ 627,000	680,000	(53,000)	-8%
Computer Output Microfilm	\$ 0	570,000	(570,000)	-100%
AG Services/Court Costs	\$ 750,750	1,253,000	(502,250)	-40%
Interpreter Services	\$ 1,571,700	1,906,000	(334,300)	-18%
Premises Rent, DGS Plans, TIs, Utilities, Janitorial, Maintenance	\$ 10,139,956	10,252,198	(112,242)	-1%
TOTAL	\$ 15,970,411	17,545,915	(1,575,504)	-9%



OE&E BUDGET SUMMARY

OE&E - FISCAL YEAR CHANGE DOLLARS

2011-12 ALLOCATION \$ 20,454,566

2012-13 ALLOCATION \$ 18,426,026

TOTAL DECREASE - \$ 2,028,540



PERSONNEL BUDGET HIGHLIGHTS

PERSONNEL REDUCTION

POSITIONS

SALARY/WAGE

Perm Temp Total

2011-12 ALLOCATION **715.1** **147.5** **862.6** **\$ 59,233,249**

2012-13 REQUESTS **624.0** **84.2** **708.2** **\$ 49,833,443**

TOTAL DECREASE **-91.1** **-63.3** **-154.4** **\$ -9,399,806**

OVERTIME ALLOCATION **\$360,000 (65% reduction)**

POTENTIAL BUDGETARY

RISKS



1. The October 2012 and May 2013 Revises (reduced workload, positions, and dollars) \$?
2. Executive Order Budget Reductions \$?
3. Higher Litigation Costs \$?



POTENTIAL BUDGETARY

RESERVES

1. 2012-13 Reserve	\$ 110,658
2. Litigation	\$ 100,000
3. Facility Repairs	\$ 50,000
Total	\$ 260,658



BUDGET SUMMARY PROPOSAL

	<u>POSITIONS</u>		<u>DOLLARS</u>
	Perm	Temp	Total
BASE BUDGET	624.5	416.1	1040.6
			\$ 91,866,548
BRANCH REQUESTS	624.0	84.2	708.2
			\$ 88,349,813
BALANCE	.5	331.9	332.4
			\$ 3,516,735
LESS UNSPENT BENEFITS			\$ (3,406,077)
RESERVE			\$ 110,658

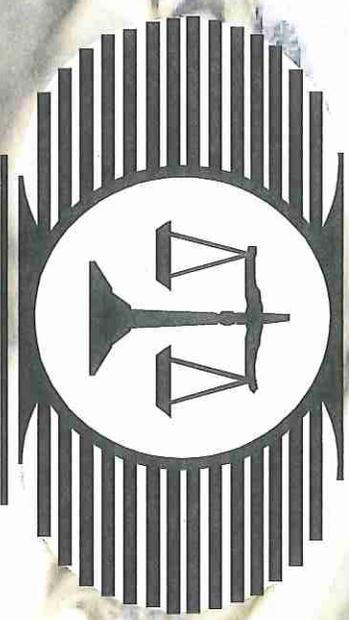
BUDGET PERCENTAGES

<u>POSITIONS</u>		<u>DOLLARS</u>
Permanent	87.7%	Salaries/Wages 56.4%
Temporary Help	11.9%	Benefits 22.6%
Overtime	.4%	OE&E 20.9%
		Reserve .1%
Total	100%	Total 100%

California Unemployment Insurance



Appeals Board



Budget Advisory Committee (BAC)

Branch Representatives:

Executive/Field	Admin. Services	Info Technology	Project Team	Appellate
Alberto Roldan	Robert Silva	Rafael Placencia	Lori Kurosaka	Elise Rose
Ralph Hilton	Valerie Graziano		Pam Boston	Joel Contreras
Hugh Harrison				Jorge Carrillo
Renee Erwin				Luis Rodriguez