



**STATE OF CALIFORNIA - GOVERNOR ARNOLD SCHWARZENEGGER
LABOR AND WORKFORCE DEVELOPMENT AGENCY**

**CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD
OFFICE OF THE CHIEF ADMINISTRATIVE LAW JUDGE/EXECUTIVE DIRECTOR
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August 15, 2011

To: Board Members

**August 2011 Summary Report of Executive Director and
Chief Administrative Law Judge Alberto Roldan**

1. Office of the Chief

- The third week of the ALJ Academy resumes on August 22, 2011. Our 6 new ALJs have been hearing cases in their respective offices. They will be receiving a greater emphasis on tax work than in the past.
- The new Legal Support Supervisor II for the Inland Office of Appeals is Patty Rico. She has already begun work in the office.
- Administrative Law Judge Marvin Hassan of the Orange County Office of Appeals has been selected to be the Presiding Administrative Law Judge Position in the Oakland Office of Appeals beginning in September 2011.
- The Office of Tax Petitions has selected ALJ I Iman Shad of the San Jose Office of Appeals to transition to tax work.
- The 2nd quarter 2011 Quality Review has been completed. CUIAB has met the United States Department of Labor standards for the 23rd straight quarter. The average score was a 95% out of a hundred and only two of the 25 randomly sampled cases scored less than 85%. 6 of the cases scored 100%.

2. Snapshot of Field Operations through July 2011

Overall July 2011 Workload and Performance: The fiscal year had a slow start in terms of registrations and closed cases. The number of new cases [34,470] was 10% lower than the average for 2011 and the lowest since November 2010. Closed cases [35,714] were also 10% below the monthly average. The good news is that the open balance [60,107] fell by about 1,100 cases and is the smallest it has been since the end of April 2011. More importantly, except for May, which had the judicial conference, the number of uncalendared cases, including the unverified appeals, has fallen every month since last November.

Case Aging and Time Lapse: Average case age rose to 36 days which is below the average for 2011, but higher than three of the previous four months. While this result is a little disappointing, the exciting news is

that the 90-day time lapse [95%] was met for an entire month for the first time in three years. The 45-day and 30-day numbers have remained relatively consistent for several months.

Unemployment Insurance (UI) for July: New UI cases [32,527 cases; 18,573 appellants] were 10% fewer than the fiscal year average, and down more than 3,200 cases from June. Closed cases [33,797 cases; 19,298 appellants] were down more than 4,300 cases from June, and except for May, represented the fewest decisions since January 2010. Nevertheless, the open inventory [49,805 cases; 28,439 appellants] fell back below 50,000 for the first time since the judicial conference.

DI. Disability Insurance (DI) for July: In DI, new cases [1,405] were 6% below the monthly average. This was the third straight month of lower than average intake. Closed cases [1,365] were the fewest since January. The open inventory [1,943 cases] rose slightly but remains 8% below the average for 2011.

Tax, Rulings, Other for June: The number of new ruling cases [411] exceeded closed cases [367] for the third time in four months. Despite this trend, which occurs every late spring and summer, the open inventory [3,686] is still slightly smaller than the average for this year and substantially smaller than last year. Work slowed down in Tax in July with new petitions [112] 31% below the monthly average and the fewest in a year. **Closed cases [168] were 15% below the norm but exceeded new petitions for the seventh time in the last eight months.** During those eight months, the inventory [4,643] has fallen by 5% to hit its lowest level since March 2010.

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
2008	25,938	23,093	27,702	31,537	27,015	26,199	27,234	27,027	32,412	33,831	30,926	31,245	344,159	28,680		
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	120%	5,815
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						266,635	38,091	99%	-575
													2010	99%	95%	
													2009	110%	112%	
													2008	133%	141%	
														chg to '11 avg	chg to '11 YTD	

Registrations July to date are down 5% from 2010, up 12% from 2009, and up 41% from 2008
 Registration monthly average is down 1% from 2010, up 10% from 2009, and up 33% from 2008

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Change	Yr-Yr AvgChg
2008	22,962	24,939	31,377	27,534	29,082	26,725	26,640	21,783	26,305	29,943	23,055	27,989	318,334	26,528		
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	127%	7,066
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						276,679	39,526	100%	47
													2010	100%	100%	
													2009	118%	126%	
													2008	149%	146%	
														chg to '11 avg	chg to '11 YTD	

Dispositions July to date are even with 2010, up 26% from 2009, and up 46% from 2008
 Disposition monthly average is even with 2010, up 18% from 2009, and up 49% from 2008

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Avg.	% Change	Yr-Yr AvgChg	
2008	50,735	48,851	45,085	48,985	46,870	46,297	46,811	51,973	58,005	61,773	69,574	72,712	53,973			
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	164%	34,515	
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%	-7,656	
2011	75,199	71,225	59,203	60,086	64,024	61,203	60,107						64,435	80%	-16,396	
													2010	80%	77%	
													2009	73%	73%	
													2008	119%	135%	
														chg to '11 avg	chg to '11 YTD	

Open Balance July to date is down 23% from 2010, down 27% from 2009, and up 35% from 2008
 Open Balance monthly average is down 20% from 2010, down 27% from 2009, and up 19% from 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
2008	24,049	20,982	25,443	28,984	24,768	24,092	24,904	24,902	29,898	31,704	29,345	29,331	318,402	26,534		
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	122%	5,899
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						252,559	36,080	99%	-433
UI registrations July to date are down 5% from 2010, up 13% from 2009, and up 46% from 2008 UI registration monthly average is down 1% from 2010, up 11% from 2009, and up 36% from 2008																

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2008	21,005	22,903	29,555	25,899	26,437	24,463	24,439	19,930	24,266	27,396	21,606	26,483	294,382	24,532		
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	129%	7,167
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						261,222	37,317	100%	-71
UI dispositions July to date are even with 2010, up 26% from 2009, and up 50% from 2008 UI disposition monthly average is even with 2010, up 18% from 2009, and up 52% from 2008																

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2008	42,602	40,635	36,437	39,418	37,700	37,280	37,664	42,554	48,111	52,305	59,975	62,706		44,782		
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	172%	32,197
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	89%	-8,721
2011	63,632	59,909	49,088	49,435	53,389	50,926	49,805							53,741	79%	-14,517

UI balance of open cases July to date is down 24% from 2010, down 30% from 2009, and up 38% from 2008
 UI balance monthly average down 21% from 2010, down 30% from 2009, and up 20% from 2008

2010	79%	76%
2009	70%	70%
2008	120%	138%
	chg to '11 avg	chg to '11 YTD

TAX TRENDS - FO
Program Codes 15, 17, 18, 32

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2008	187	277	202	191	183	281	199	171	201	303	170	254	2,619	218		
2009	166	93	219	174	258	164	252	256	169	292	224	229	2,496	208	95%	-10
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						1,139	163	100%	-1
													2010	100%	106%	
													2009	78%	86%	
													2008	75%	75%	
														chg to '11 avg	chg to '11 YTD	

Tax registrations July to date are up 6% from 2010, down 14% from 2009, and down 25% from 2008
Tax registration monthly average is even with 2010, down 22% from 2009, and down 25% from 2008

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2008	82	147	117	78	414	145	174	139	118	167	68	87	1,736	145		
2009	92	97	172	149	72	97	126	111	162	70	149	288	1,585	132	91%	-13
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						1,378	197	161%	74
													2010	161%	189%	
													2009	149%	171%	
													2008	136%	119%	
														chg to '11 avg	chg to '11 YTD	

Tax dispositions July to date are up 89% from 2010, up 71% from 2009, and up 19% from 2008
Tax disposition monthly average is up 61% from 2010, up 49% from 2009, and up 36% from 2008

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg	
2008	2,739	2,869	2,953	3,066	2,833	2,969	2,994	3,026	3,109	3,243	3,344	3,511		3,055			
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	131%	934	
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							4,793	101%	58	
														2010	101%	103%	
														2009	120%	128%	
														2008	157%	164%	
															chg to '11 avg	chg to '11 YTD	

Tax balance of open cases July to date is up 3% from 2010, up 28% from 2009, and up 64% from 2008
Tax balance monthly average up 1% from 2010, up 20% from 2009, and up 57% from 2008

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
2008	1,481	1,470	1,661	1,887	1,534	1,540	1,615	1,333	1,697	1,640	1,317	1,522	18,697	1,558		
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	95%	-73
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						10,483	1,498	100%	6
2010	DI registrations July to date are down 5% from 2010, down 4% from 2009, and down 6% from 2008															
2009	DI registration monthly average is even with 2010, up 1% from 2009, and down 4% from 2008															
2008	DI registration monthly average is even with 2010, up 1% from 2009, and down 4% from 2008															

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2008	1,579	1,477	1,506	1,368	1,884	1,720	1,601	1,385	1,579	1,920	1,049	1,277	18,345	1,529		
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	99%	-21
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						10,681	1,526	98%	-23
2010	DI dispositions July to date are down 3% from 2010, up 9% from 2009, and down 4% from 2008															
2009	DI disposition monthly average is down 2% from 2010, up 1% from 2009, and even with 2008															
2008	DI disposition monthly average is down 2% from 2010, up 1% from 2009, and even with 2008															

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2008	2,590	2,586	2,738	3,257	2,907	2,728	2,742	2,692	2,810	2,525	2,790	3,034		2,783		
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	132%	891
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							2,118	79%	-561
2010	Open Balance DI July to date is down 24% from 2010, down 45% from 2009, and down 24% from 2008															
2009	Open Balance monthly average down 21% from 2010, down 42% from 2009, and down 24% from 2008															
2008	Open Balance monthly average down 21% from 2010, down 42% from 2009, and down 24% from 2008															

2010	79%	76%
2009	58%	55%
2008	76%	76%
	chg to '11 avg	chg to '11 YTD

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
2008	221	364	396	475	530	286	516	621	616	184	94	138	4,441	370		
2009	175	92	203	456	567	340	304	206	170	710	923	275	4,421	368	100%	-2
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						2,454	351	70%	-148
													2010	70%	66%	
													2009	95%	115%	
													2008	95%	88%	
														chg to '11 avg	chg to '11 YTD	

Other registrations July to date are down 34% from 2010, up 15% from 2009, and down 12% from 2008
 Other registration monthly average is down 30% from 2010, down 5% from 2009, and down 5% from 2008

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2008	296	412	199	189	347	397	426	329	342	460	332	142	3,871	323		
2009	236	333	238	209	179	208	273	264	315	192	260	357	3,064	255	79%	-67
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						3,398	485	95%	-27
													2010	95%	97%	
													2009	190%	203%	
													2008	150%	150%	
														chg to '11 avg	chg to '11 YTD	

Other dispositions July to date are down 3% from 2010, up 103% from 2009, and up 50% from 2008
 Other disposition monthly average is down 5% from 2010, up 90% from 2009, and up 50% from 2008

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg	
2008	2,804	2,761	2,957	3,244	3,430	3,320	3,411	3,701	3,975	3,700	3,465	3,461		3,352			
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	115%	493	
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							3,781	73%	-1,377	
														2010	73%	73%	
														2009	98%	107%	
														2008	113%	121%	
															chg to '11 avg	chg to '11 YTD	

Other balance of open cases July to date is down 27% from 2010, up 7% from 2009, and up 21% from 2008
 Other balance monthly average is down 27% from 2010, down 2% from 2009, and up 13% from 2008

AO REPORT TO BOARD—MONTH OF JULY 2011

	# Cases	# Appellants	Calendar Yr Ave
REGISTRATIONS	3,021	1,796	1% below
DISPOSITIONS	2,361	1,485	14% below
OPEN BALANCE	6,020	4,013 (est.)	19% above
PENDING REG(8/1/11)	1511		
CASE AGING	47 Days	DID NOT MET DOL STANDARD (40 days or less)	

TIME LAPSE

DOL Standard	Actual % for July 2011	Expected
45 Days	10%	50%
75 Days	44%	80%
150 Days	97%	95%

APPEAL RATE: 7.4%

ADDITIONAL INFORMATION

FO TO AO Monthly Report-4.25 days Statewide Average

New Hires, Retirement, Retired Annuitants-new ALJs and FO ALJs still training and under mentor/review

AO Annual Telecommuting Report-will be reported in Board's September meeting

JULY REPORT OF CHIEF ALJ OF APPELLATE OPERATIONS, JORGE CARRILLO

Board Members,

I apologize I am unavailable for the Board meeting on August 16. I planned a vacation sometime ago when I thought the Board meeting was scheduled for August 9.

For the month of July 2011, Appellate Operations (AO) registered 3,021 new board appeals which is about average for the calendar year. Our dispositions, however, were 2,361 cases, about 14% below average. This added 660 cases to our backlog which now stands at 6,020 cases, 19% above average. With 1500 cases waiting to be registered, our true backlog is over 7,500 cases.

The increase in inventory has affected our timeliness standards. Our case aging rose from 42 days last month to 47 days for July. We met the 150-day time lapse standard by closing 97% of our dispositions within 150 days of the board appeal date. However, we only closed 10% of our dispositions within 45-days and 44% within 75-days.

Our shortfall in production for July 2011 was expected as our veteran ALJs have been training and reviewing the work of 7 ALJs new to AO this past month. In addition, we had 2 ALJs who missed the entire month due to health issues affecting themselves or their families and several others who took some time off for the same reasons. Also, the months of July and August are when ALJs and Support Staff use their large number of available furlough, PLP, vacation and other hours they have accumulated during the year. Finally, we have 5 potential precedent decisions that different ALJs are preparing. All these factors have affected our ability to work at maximum capacity.

I expect that the month of August will show the same result as in July as we continue to train the new ALJs, staff continues to use leave and we work towards completing the precedent decisions. However, I expect AO's production to increase significantly starting in September and continuing through November once we complete the training and precedent decisions and the summer is over. Additionally, ALJ Kevin Toole is returning to work for AO later this month as a retired annuitant. It is my hope we will see a sizeable reduction in the backlog and inventory and an improvement in our timeliness standard.

This month, the Oxnard and San Jose Offices of Appeals are scanning board appeals and sending them electronically to AO. This will allow us to move forward with live testing of our paperless project starting next month. We hope to start actual production of cases being processed electronically (without the physical folder) in November/December and gradually phase in scanning from the other field offices.

Because I am not able to attend the August Board meeting, I asked that the annual report of the Telecommute program be postponed until the September board meeting. I have some recommendations for changes to propose for the policy and I would like to be present for that discussion. PALJ Joel Contreras is filling in for me during the week of August 15th and he will be present at the board meeting to answer any questions. Thank you! Jorge

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
2008	1,345	1,008	1,524	1,485	1,514	1,413	1,500	1,173	1,305	1,773	1,286	1,595	16,921	1,410		
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	132%	449
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						20,269	2,896	113%	329

UI registrations Jan to date are up 18% from 2010, up 66% from 2009, and up 107% from 2008

UI registration monthly average up 13% from 2010, up 56% from 2009, and up 105% from 2008

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Number Change
2008	1,046	1,098	1,427	1,502	1,269	1,475	1,465	1,130	1,404	1,402	1,286	1,624	16,128	1,344		
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	135%	466
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						18,217	2,602	105%	117

UI dispositions Jan to date are up 5% from 2010, up 64% from 2009, and up 96% from 2008

UI disposition monthly average up 5% from 2010, up 44% from 2009, and up 94% from 2008

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Number Change
2008	1710	1613	1710	1693	1939	1878	1914	1954	1855	2223	2222	2195	22,906	1,909		
2009	2218	1967	2158	2436	2584	2755	3253	3371	3547	3372	3463	2720	33,844	2,820	148%	912
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						33,541	4,792	161%	1,824

UI balance of open cases Jan to date is up 77% from 2010, up 93% from 2009, and up 169% from 2008

UI balance monthly average up 61% from 2010, up 70% from 2009, and up 151% from 2008

2010	161%	177%	
2009	170%	193%	
2008	251%	269%	

UI TRENDS-AO

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

UI REGISTRATION TRENDS



UI DISPOSITIONS TRENDS



UI BALANCE OF OPEN CASES TRENDS



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

REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Number Change
2008	64	58	73	66	66	84	93	78	71	79	101	68	901	75		
2009	70	51	64	64	62	83	86	95	133	92	68	90	958	80	106%	5
2010	88	67	98	108	87	90	90	85	112	93	106	101	1,125	94	117%	14
2011	91	94	135	114	105	112	131						782	112	119%	18
													2010	119%	126%	
													2009	140%	163%	
													2008	149%	155%	

DI registrations Jan to date up 25% from 2010, up 63% from 2009, up 55% from 2008.
DI registration monthly average up 19% from 2010, up 40% from 2009, and up 49% from 2008.

chg to 11 avg	chg to 11 YTD
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DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Number Change
2008	73	61	71	73	54	82	77	66	85	85	58	69	854	71		
2009	94	74	65	78	38	75	59	57	64	131	100	127	962	80	113%	9
2010	92	108	94	78	83	132	67	106	81	87	99	68	1,095	91	114%	11
2011	100	128	93	91	95	132	86						725	104	114%	12
													2010	114%	111%	
													2009	129%	150%	
													2008	146%	148%	

DI dispositions Jan to date up 11% from 2010, up 50% from 2009, up 48% from 2008.
DI disposition monthly average up 14% from 2010, up 29% from 2009, and up 46% from 2008.

chg to 11 avg	chg to 11 YTD
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BALANCE OPEN CASES

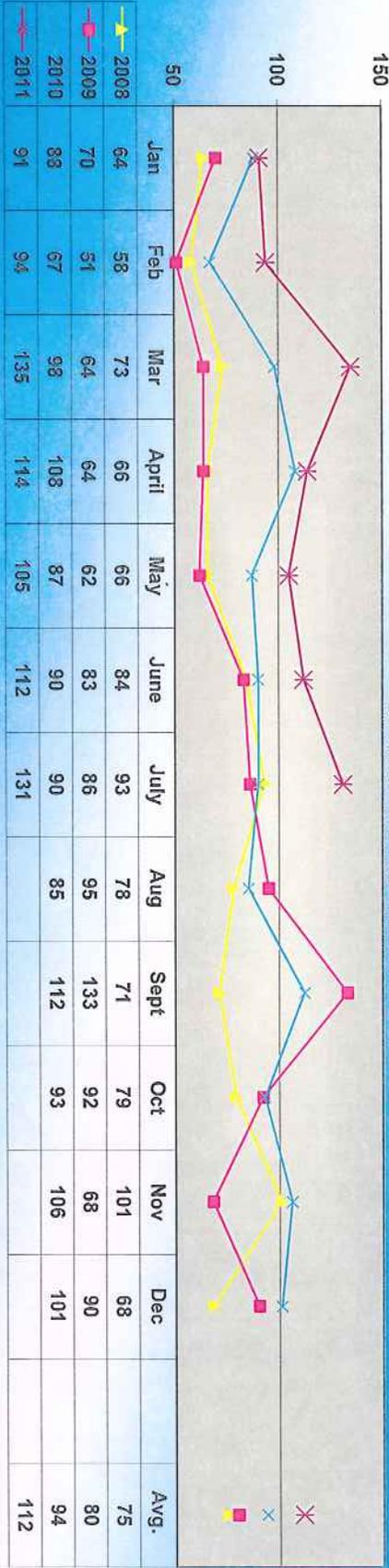
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Number Change
2008	90	87	90	84	95	98	114	126	112	106	149	149	1,300	108		
2009	124	101	100	86	110	118	145	183	253	213	181	143	1,757	146	135%	38
2010	139	98	103	132	136	94	120	99	130	137	144	176	1,508	126	86%	-21
2011	167	133	175	198	208	188	234						1,303	186	148%	60
													2010	148%	159%	
													2009	127%	166%	
													2008	172%	198%	

Open Balance of DI Jan to date up 52% from 2010, up 67% from 2009, and up 97% from 2008.
Open Balance monthly average up 42% from 2010, up 22% from 2009, and up 64% from 2008.

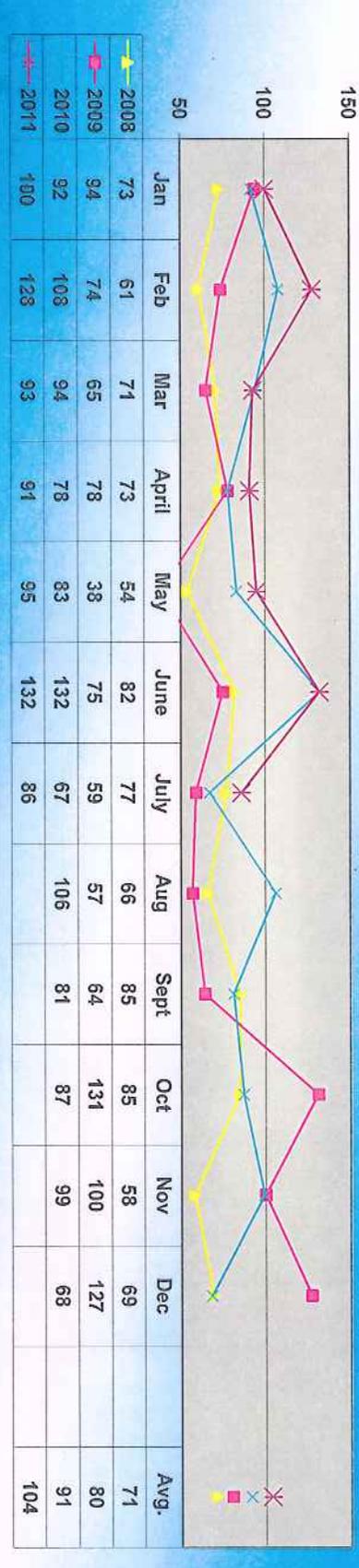
chg to 11 avg	chg to 11 YTD
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DI TRENDS-AO
Program Codes 7, 10, 11, 12, 16 & 20

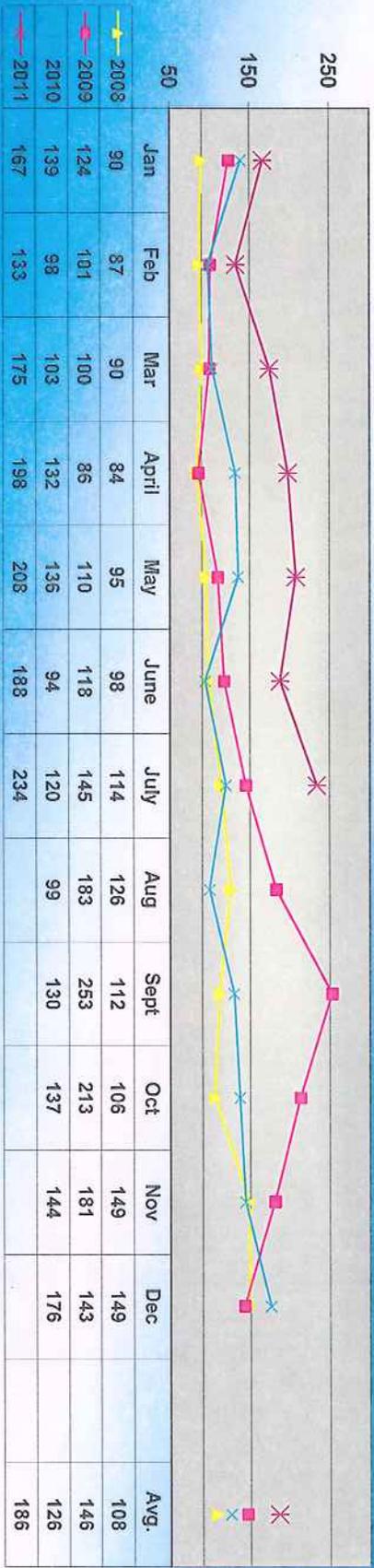
DI REGISTRATION TRENDS



DI DISPOSITIONS TRENDS



DI BALANCE OF OPEN CASES TRENDS



TAX TRENDS-AO
Program Codes 15, 17, 18, 32

REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Number Change
2008	24	10	15	19	16	15	41	8	5	19	6	17	195	16		
2009	11	2	10	10	3	3	3	0	5	15	4	14	80	7	41%	-10
2010	5	15	15	4	6	12	16	7	16	9	25	15	145	12	181%	5
2011	25	18	21	33	32	2	23						154	22	182%	10
													2010	182%	211%	
													2009	330%	367%	
													2008	135%	110%	

Tax registrations Jan to date are up 111% from 2010, up 267% from 2009, and up 10% from 2008
Tax registration monthly average up 82% from 2010, up 230% from 2009, and up 35% from 2008

2010	182%	211%
2009	330%	367%
2008	135%	110%

chg to 11 avg

chg to 11 YTD

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Number Change
2008	26	27	38	17	25	15	14	16	12	15	37	7	249	21		
2009	23	12	3	8	1	7	4	5	1	4	10	8	86	7	35%	-14
2010	1	14	20	14	9	19	9	3	11	8	14	5	127	11	148%	3
2011	15	34	21	12	34	30	16						162	23	219%	13

Tax dispositions Jan to date are up 88% from 2010, up 179% from 2009 and even with 2008

Tax disposition monthly average up 119% from 2010, up 223% from 2009, and up 12% from 2008

2010	219%	188%
2009	323%	279%
2008	112%	100%

chg to 11 avg

chg to 11 YTD

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Number Change
2008	94	77	54	56	47	47	74	66	59	63	32	42	711	59		
2009	30	20	27	29	31	27	44	39	43	54	48	54	446	37	63%	-22
2010	57	58	53	44	41	34	41	45	50	51	62	72	608	51	136%	14
2011	82	66	66	87	86	59	66						512	73	144%	22

Tax balance of open cases Jan to date is up 56% from 2010, up 146% from 2009, and up 14% from 2008
Tax balance monthly average up 44% from 2010, up 97% from 2009, and up 23% from 2008

2010	144%	156%
2009	197%	246%
2008	123%	114%

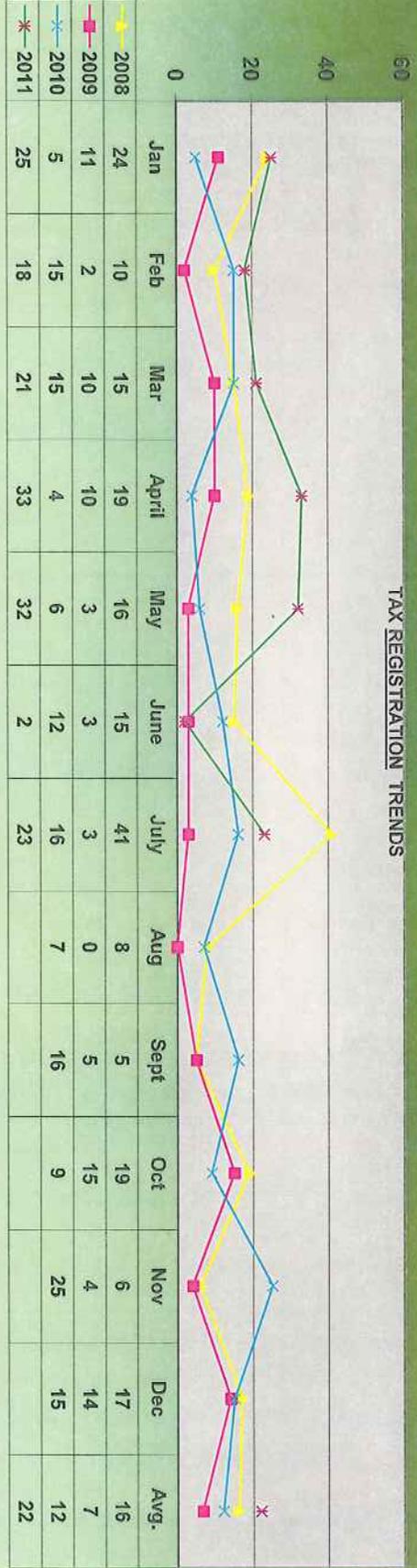
chg to 11 avg

chg to 11 YTD

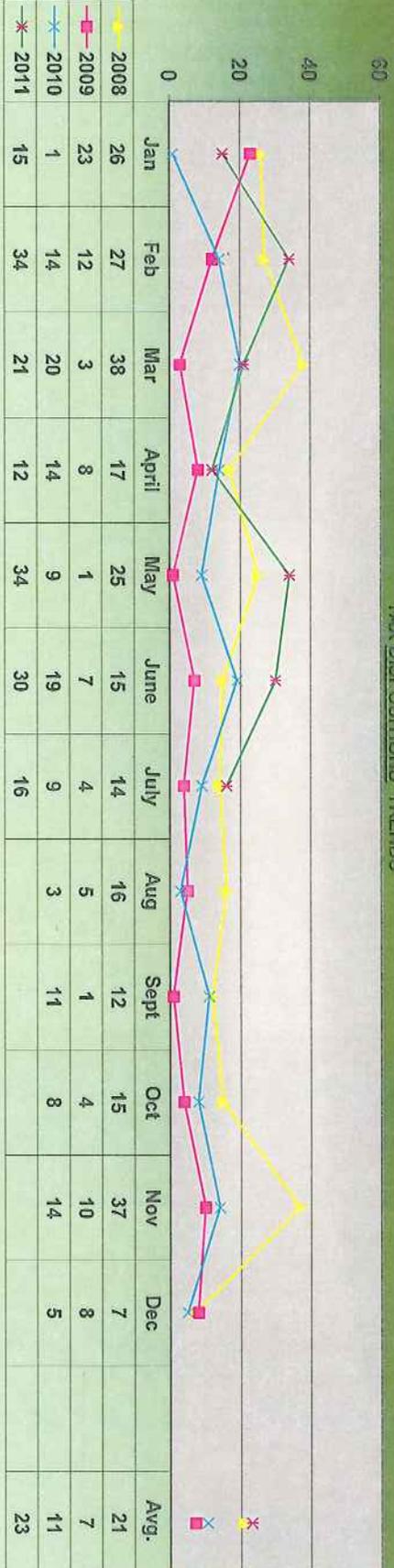
TAX TRENDS-AO

Program Codes 15, 17, 18, 32

TAX REGISTRATION TRENDS



TAX DISPOSITIONS TRENDS



TAX BALANCE OF OPEN CASES TRENDS



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

REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Number Change
2008	4	4	8	3	2	4	5	7	4	8	9	9	67	6		
2009	5	1	1	3	6	2	3	3	2	7	1	3	37	3	55%	-3
2010	3	5	98	11	7	14	8	3	16	9	11	5	180	16	514%	13
2011	1	4	7	17	16	7	9						61	9	55%	-7
													2010	55%	42%	
													2009	283%	290%	
													2008	156%	203%	

Other registrations Jan to date are down 58% from 2010, up 190% from 2009, and up 103% from 2008
Other registration monthly average down 45% from 2010, up 183% from 2009, and up 56% from 2008

2010	55%	42%
2009	283%	290%
2008	156%	203%

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Number Change
2008	2	4	6	6	5	1	2	5	4	8	5	5	53	4		
2009	16	3	4	1	1	7	5	1	2	3	1	11	55	5	104%	0
2010	2	4	4	96	7	13	9	9	5	10	10	11	180	15	327%	10
2011	10	5	5	1	6	20	7						54	8	51%	-7
													2010	51%	40%	
													2009	168%	146%	
													2008	175%	208%	

Other dispositions Jan to date are down 60% from 2010, up 46% 2009, and up 108% from 2008
Other disposition monthly average down 49% from 2010, up 68% from 2009, and up 75% from 2008

2010	51%	40%
2009	168%	146%
2008	175%	208%

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Number Change
2008	6	6	4	5	2	8	8	10	9	10	9	18	95	8		
2009	7	5	2	4	9	6	4	6	6	10	4	3	66	6	69%	-2
2010	4	5	99	14	14	15	14	8	19	18	19	13	242	20	367%	15
2011	4	3	5	21	31	19	20						103	15	73%	-5
													2010	73%	62%	
													2009	268%	278%	
													2008	186%	264%	

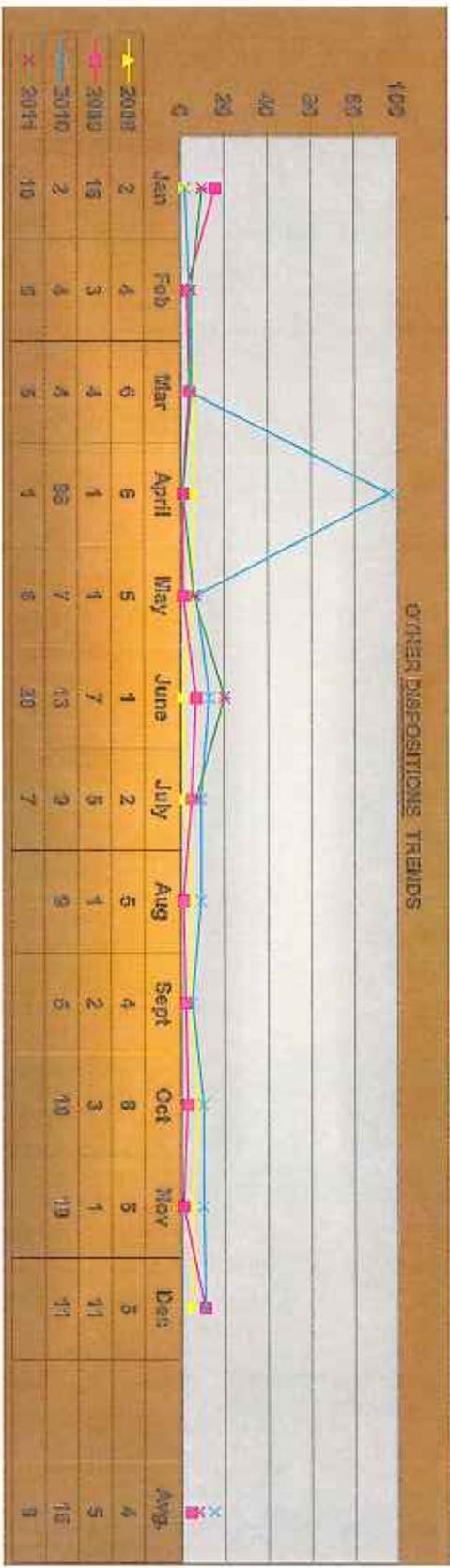
Other balance of open cases Jan to date down 38% from 2010, up 178% from 2009, and up 164% from 2008
Other balance monthly average down 27% from 2010, up 168% from 2009, and up 86% from 2008

2010	73%	62%
2009	268%	278%
2008	186%	264%

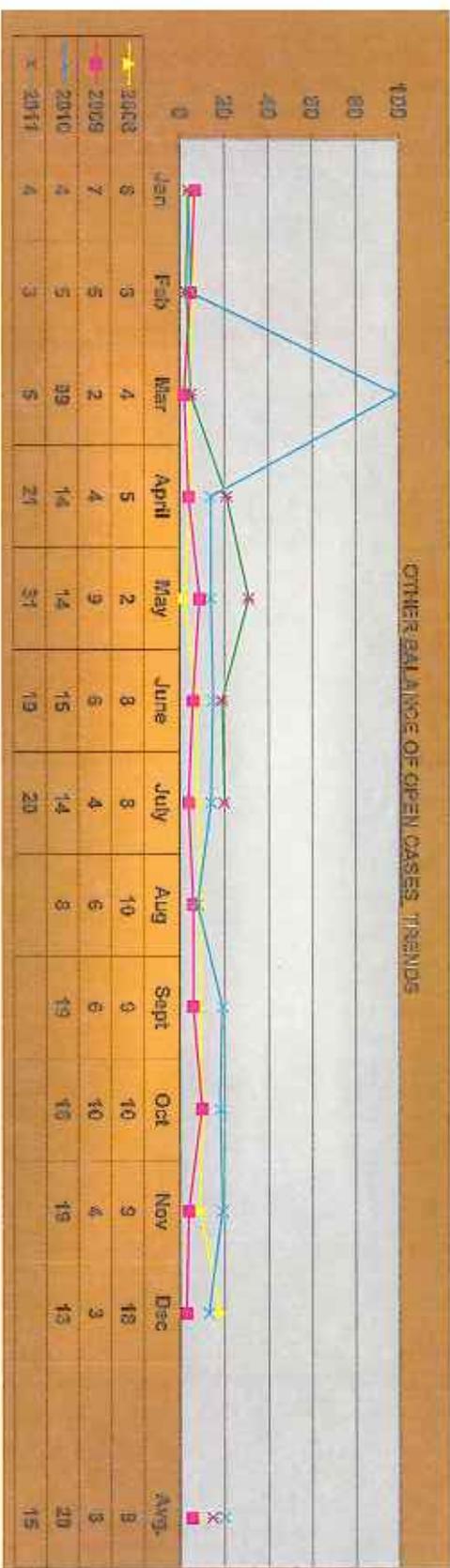
OTHER TRENDS-AO

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

OTHER RESTRICTIONS TRENDS



OTHER BALANCE OF OPEN CASES TRENDS



ALL PROGRAM TRENDS-AO

REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Number Change
2008	1,437	1,080	1,620	1,573	1,598	1,516	1,639	1,266	1,385	1,879	1,402	1,689	18,084	1,507	129%	444
2009	1,588	1,328	1,964	1,835	1,717	1,956	2,368	2,026	2,187	2,158	2,058	2,225	23,406	1,951	129%	444
2010	2,470	2,136	3,081	2,779	2,362	2,691	2,518	2,957	3,089	2,658	2,796	2,721	32,258	2,688	138%	738
2011	2,506	2,625	3,779	3,046	3,318	2,971	3,021						21,286	3,038	113%	350
													2010	113%	118%	
													2009	156%	167%	
													2008	202%	203%	

Registrations Jan to date up 18% from 2010, up 67% from 2009, and up 103% from 2008.
 Registration monthly average up 13% from 2010, up 56% from 2009, and up 102% from 2008.

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Number Change
2008	1,147	1,190	1,542	1,598	1,363	1,573	1,558	1,217	1,505	1,510	1,386	1,705	17,284	1,440		
2009	1,809	1,599	1,780	1,556	1,533	1,780	1,827	1,867	1,919	2,354	2,005	2,991	22,820	1,902	132%	461
2010	2,210	2,634	2,764	2,707	2,534	2,949	2,352	2,657	2,647	2,853	2,565	2,380	31,232	2,603	137%	701
2011	2,601	2,626	2,583	2,546	2,994	3,447	2,361						19,168	2,737	105%	134
													2010	105%	106%	
													2009	144%	164%	
													2008	190%	192%	

Dispositions Jan to date up 6% from 2010, up 64% from 2009, and up 192% from 2008.
 Disposition monthly average up 5% from 2010, up 44% from 2009, and up 90% from 2008.

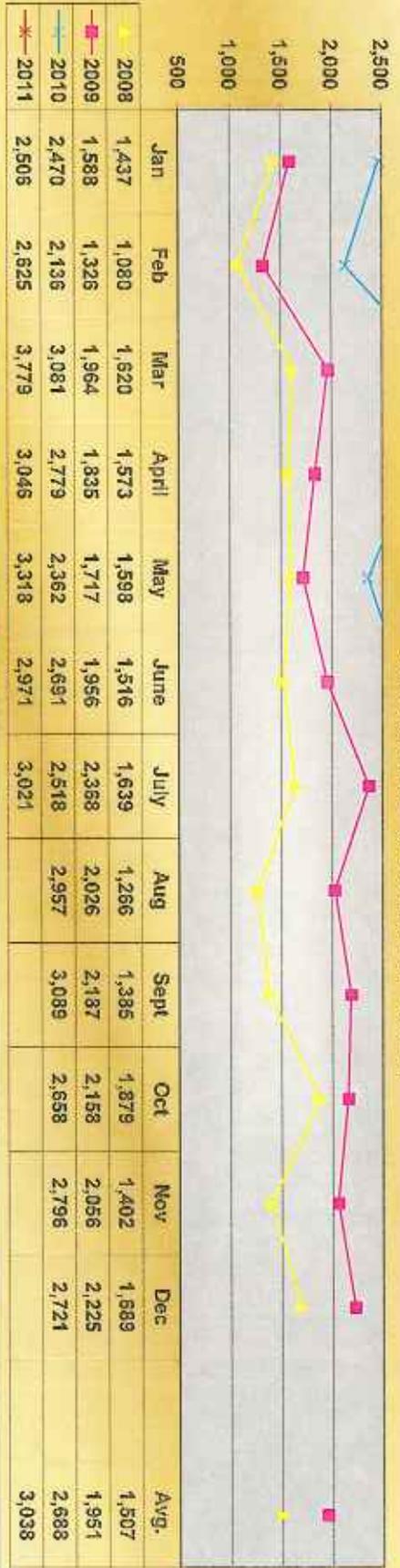
BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Number Change
2008	1,900	1,783	1,862	1,838	2,083	2,028	2,110	2,156	2,036	2,402	2,417	2,404	25,019	2,085		
2009	2,379	2,093	2,270	2,555	2,734	2,906	3,446	3,599	3,849	3,649	3,703	2,918	36,101	3,008	144%	924
2010	3,177	2,668	3,000	3,058	2,886	2,635	2,837	3,135	3,591	3,387	3,626	3,973	37,873	3,164	105%	156
2011	3,872	3,870	4,984	5,643	5,814	5,356	6,020						36,459	5,066	160%	1,901
													2010	160%	175%	
													2009	168%	193%	
													2008	243%	261%	

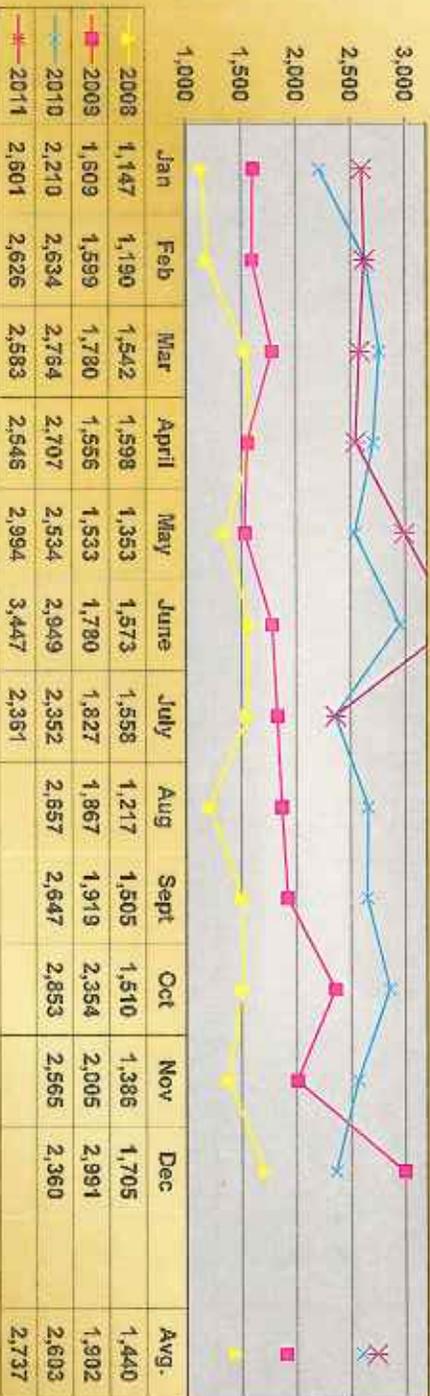
Open Balance Jan to date up 75% from 2010, up 93% from 2009, and up 161% from 2008.
 Open Balance monthly average up 60% from 2010, up 68% from 2009, and up 143% from 2008.

ALL PROGRAMS - TRENDS-AO

ALL PROGRAMS REGISTRATION TRENDS



ALL PROGRAMS DISPOSITIONS TRENDS



ALL PROGRAMS BALANCE OF OPEN CASES TRENDS

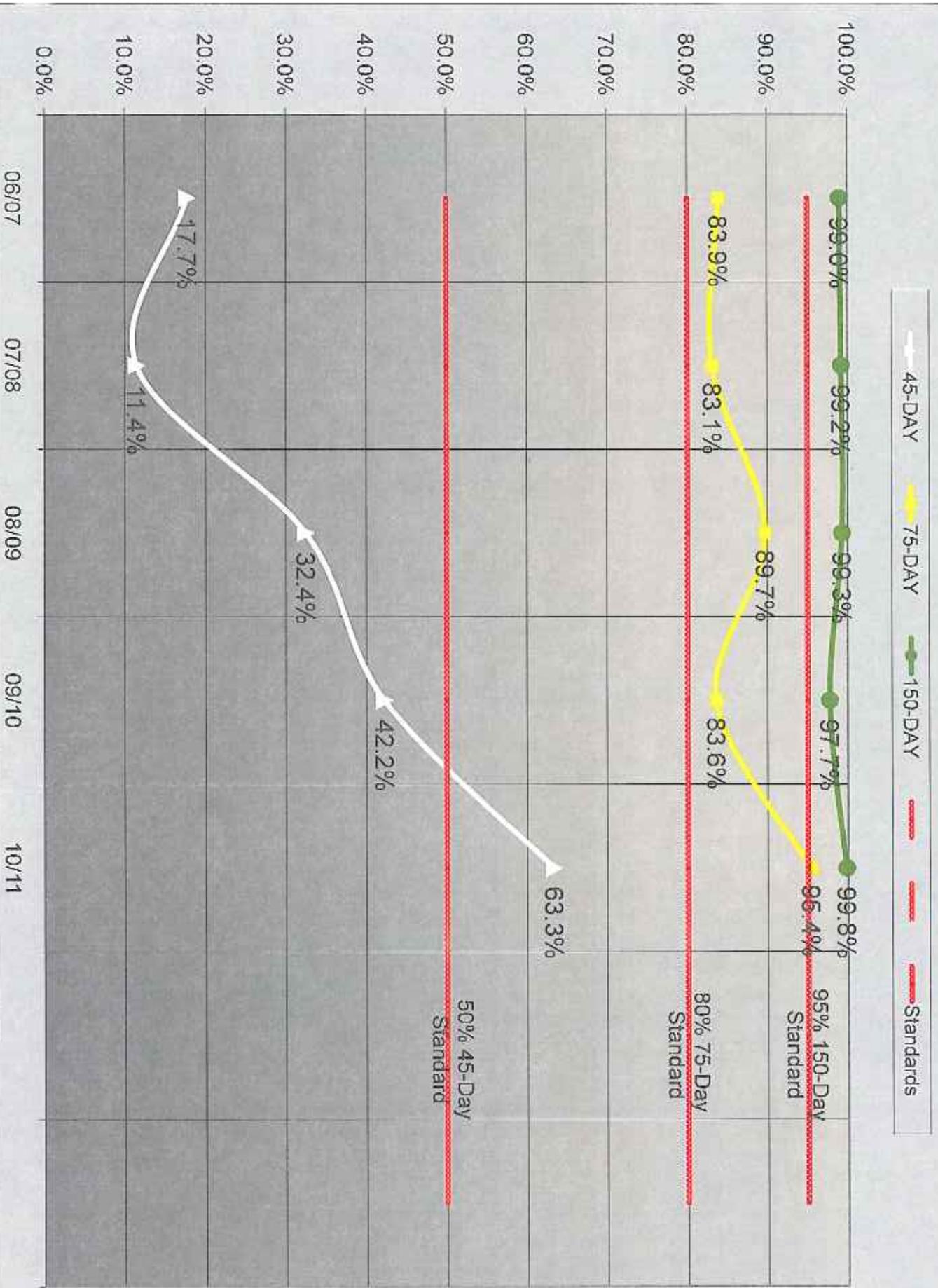


APPELLATE OPERATIONS TL & Case Aging TRENDS

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Avg.
Stand ard	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
Stand ard	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
Stand ard	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
03/04 45-Day	57.4%	58.8%	54.0%	52.0%	51.9%	50.3%	52.0%	54.0%	50.3%	9.9%	0.8%	5.1%	41.4%
03/04 75-Day	84.8%	85.7%	82.3%	77.7%	82.2%	84.7%	87.3%	87.3%	87.1%	38.1%	54.0%	75.2%	77.2%
03/04 150-Day	99.2%	97.2%	97.5%	98.1%	98.0%	96.9%	98.2%	97.9%	97.8%	95.9%	97.9%	98.8%	97.8%
Case Aging										50	46	46	47
04/05 45-Day	8.2%	10.2%	5.2%	6.3%	5.1%	8.4%	7.7%	10.4%	4.5%	4.5%	9.7%	10.8%	7.4%
04/05 75-Day	69.7%	74.6%	70.1%	70.9%	62.9%	75.2%	76.3%	71.5%	60.1%	65.3%	65.4%	64.5%	68.9%
04/05 150-Day	99.1%	99.4%	99.8%	99.4%	97.8%	98.9%	96.9%	87.5%	88.2%	92.3%	95.7%	89.3%	95.4%
Case Aging	44	49	49	55	50	53	60	61	55	62	60	48	54
05/06 45-Day	3.6%	5.8%	6.0%	4.5%	5.6%	13.5%	7.2%	10.5%	6.7%	7.9%	8.6%	8.3%	7.3%
05/06 75-Day	71.7%	73.0%	63.7%	74.1%	75.8%	76.9%	69.0%	66.3%	49.6%	52.0%	59.6%	57.2%	65.7%
05/06 150-Day	96.2%	98.8%	98.1%	99.1%	99.3%	99.2%	97.8%	97.7%	97.7%	98.8%	99.2%	99.0%	98.4%
Case Aging	46	47	42	40	38	44	46	52	45	46	45	38	44
06/07 45-Day	17.9%	17.1%	10.9%	10.7%	11.0%	10.8%	9.2%	18.3%	37.2%	21.0%	22.2%	25.9%	17.7%
06/07 75-Day	80.0%	67.6%	73.2%	86.8%	91.0%	86.5%	80.5%	85.8%	90.2%	89.4%	86.0%	89.6%	83.9%
06/07 150-Day	98.8%	98.4%	98.7%	98.7%	99.6%	99.1%	99.4%	97.2%	99.1%	99.8%	99.6%	99.2%	99.0%
Case Aging	41	42	36	34	38	40	39	35	33	36	32	35	37
07/08 45-Day	15.2%	13.7%	3.4%	5.6%	8.9%	5%	9%	14%	12%	7%	22%	22%	11.4%
07/08 75-Day	87.8%	88.2%	83.8%	80.5%	80.5%	77%	81%	87%	86%	86%	80%	80%	83.1%
07/08 150-Day	98.8%	99.8%	99.6%	99.8%	99.7%	99%	99%	99%	99%	99%	98%	98%	99.2%
Case Aging	33	36	41	39	40	43	37	38	40	43	45	34	39
08/09 45-Day	52.2%	37.8%	38.4%	33.2%	16.1%	4.7%	13.8%	20.6%	38.7%	30.8%	43.2%	60.0%	32.4%
08/09 75-Day	93.2%	94.9%	92.3%	90.4%	91.2%	87.3%	88.2%	90.8%	93.9%	75.3%	86.7%	92.7%	89.7%
08/09 150-Day	99.6%	99.7%	98.9%	99.0%	99.1%	99.6%	99.1%	99.8%	100.0%	99.4%	99.8%	97.6%	99.3%
Case Aging	30	34	34	32	38	37	33	39	39	37	44	59	38
09/10 45-Day	42.4%	41.8%	39.5%	28.6%	35.6%	28.8%	29.2%	37.3%	40.6%	43.3%	59.4%	80.5%	42.2%
09/10 75-Day	76.2%	85.2%	69.7%	75.9%	78.5%	74.2%	83.2%	88.0%	92.9%	93.3%	91.3%	94.7%	83.6%
09/10 150-Day	82.6%	98.8%	96.7%	99.1%	99.3%	99.3%	99.0%	99.5%	99.6%	99.7%	99.8%	99.4%	97.7%
Case Aging	42	45	41	39	39	39	37	38	34	35	29	26	37
10/11 45-Day	83%	80%	81%	81%	83%	87%	86%	77%	48%	29%	11%	13%	63.3%
10/11 75-Day	97%	98%	97%	98%	97%	97%	98%	98%	96%	89%	88%	90%	95.4%
10/11 150-Day	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	99.8%
Case Aging	26	28	27	27	25	28	28	33	38	38	36	34	31

AO TIME LAPSE RESULTS

06/07 - 10/11



APPELLATE OPERATIONS - REPORT SUMMARY

APPELLATE	Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Average	AO Current Mo. % of Avg.	TOTAL	Appellants Current Mo.
WORKLOAD																
Registrations																
UI TL	2,389	2,509	3,616	2,882	3,165	2,850	2,858						2,896	99%	20,269	
DI	91	94	135	114	105	112	131						112	117%	782	
Ruling & T-R	0	2	5	13	12	6	8						7	122%	46	
Tax	25	18	21	33	32	2	23						22	105%	154	
Other	1	2	2	4	4	1	1						2	47%	15	
Total	2,506	2,625	3,779	3,046	3,318	2,971	3,021	0	0	0	0	0	3,038	99%	21,266	1,796
Null Cases		11	59													
Dispositions																
UI TL	2,476	2,459	2,464	2,442	2,859	3,265	2,252						2,602	87%	18,217	
DI	100	128	93	91	95	132	86						104	83%	725	
Ruling & T-R	8	2	2	0	6	16	6						6	105%	40	
Tax	15	34	21	12	34	30	18						23	69%	162	
Other	2	3	3	1	0	4	1						2	50%	14	
Total	2,601	2,626	2,583	2,546	2,994	3,447	2,361	0	0	0	0	0	2,737	86%	19,158	1,485
Null Cases			111		106											
Balance - Open Cases																
UI TL	3,619	3,668	4,738	5,237	5,489	5,090	5,700						4,792	119%		
DI	167	133	175	198	208	188	234						186	126%		
Ruling & T-R	2	2	5	18	24	15	16						12	137%		
Tax	82	66	66	87	86	59	66						73	90%		
Other	2	1	0	3	7	4	4						3	133%		
Total	3,872	3,870	4,984	5,543	5,814	5,356	6,020	0	0	0	0	0	5,066	119%		3,883
Plus Null Cases			59													Estimate
FO to AO Appeal Rate																
UI TL	6.6%	7.4%	9.5%	5.7%	9.0%	8.9%	7.5%						7.8%	88%		
DI	5.8%	7.3%	8.6%	5.9%	6.9%	7.8%	8.4%						7.2%	115%		
Ruling & T-R	0.0%	0.5%	1.3%	1.9%	3.3%	1.6%	1.3%						1.4%	85%		
Tax	10.6%	12.9%	12.1%	17.1%	12.7%	1.1%	8.3%						10.7%	78%		
Other	3.9%	6.9%	10.5%	11.4%	13.8%	2.6%	2.9%						7.4%	39%		
Overall Rate	6.5%	7.3%	9.4%	5.8%	8.9%	8.7%	7.4%						7.7%	86%		

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

	July, 2011	June, 2011	May, 2011	April, 2011
	Average Days In Transfer	Average Days In Transfer	Average Days In Transfer	Average Days In Transfer
	Case Count	Case Count	Case Count	Case Count
Fresno	3.82	4.07	3.48	3.53
Inglewood	4.75	4.23	5.21	4.32
Inland	4.83	8.10	5.78	7.69
Los Angeles	3.10	3.58	3.36	5.22
Oakland	4.59	7.89	6.06	13.11
Orange County	3.10	3.29	4.45	2.75
Oxnard	4.07	4.32	4.20	3.67
Pasadena	4.63	7.19	6.95	6.96
Sacramento	4.03	5.59	4.63	5.07
San Diego	7.81	9.37	7.89	8.83
San Francisco	2.69	3.84	4.02	4.32
San Jose	4.52	5.26	5.49	5.76
Tax Office	5.07	3.50	4.17	5.05
Total	4.25	5.55	5.09	5.96

Board Member	1st	2nd	3rd	UI	DI	Ruling	Tax	1 Party	2 Party	Total
Alberto Torrico										
Sum	233	248	10	454	32	1	4	193	298	491
Percent	15%	16%	17%	16%	17%	17%	15%	17%	15%	
Bonnie Garcia										
Sum	227	243	5	435	34	2	4	198	277	475
Percent	15%	16%	8%	15%	18%	33%	15%	17%	14%	
Denise Ducheny										
Sum	217	260	5	450	26	0	6	177	305	482
Percent	14%	17%	8%	16%	14%	0%	23%	16%	16%	
Dennis Hollingsworth										
Sum	223	262	7	458	30	1	3	189	303	492
Percent	15%	17%	12%	16%	16%	17%	12%	17%	16%	
George Plescia										
Sum	210	160	6	350	24	0	2	120	256	376*
Percent	14%	11%	10%	12%	13%	0%	8%	11%	13%	
Robert Dresser										
Sum	171	75	22	249	16	2	1	81	187	268*
Percent	11%	5%	37%	9%	9%	33%	4%	7%	10%	
Roy Ashburn										
Sum	223	256	5	456	22	0	6	179	305	484
Percent	15%	17%	8%	16%	12%	0%	23%	16%	16%	
Total Cases Reviewed:	1504	1504	60	2852	184	6	26	1137	1931	

*Off Calendar

Monthly Board Meeting Litigation Report - July 2011

AGENDA ITEM 9

<u>LITIGATION CASES PENDING</u>	TOTAL = 284
SUPERIOR COURT: Claimant Petitions.....	236
Employer Petitions.....	24
EDD Petitions.....	3
Non-benefit Court Cases	7
APPELLATE COURT: Claimant Appeals.....	9
Employer Appeals.....	3
EDD Appeals.....	0
Non-benefit Court Cases	1
ISSUES: UI.....	245
DI.....	16
Tax.....	14
Non-benefit Court Cases	9

2011 CALENDAR YEAR ACTIVITY - Benefit & Tax Cases

<u>LITIGATION CASES FILED</u>	<u>YTD</u>	<u>July</u>
SUPERIOR COURT: Claimant Petitions.....	85	7
Employer Petitions.....	5	0
EDD Petitions.....	0	0
APPELLATE COURT: Claimant Appeals.....	4	0
Employer Appeals.....	0	0
EDD Appeals.....	0	0
 <u>LITIGATION CASES CLOSED</u>	 <u>YTD</u>	 <u>July</u>
SUPERIOR COURT: Claimant Petitions.....	47	5
Employer Petitions.....	11	0
EDD Petitions.....	1	0
APPELLATE COURT: Claimant Appeals.....	2	1
Employer Appeals.....	0	0
EDD Appeals.....	0	0

2011 Decision Summary

<u>Claimant Appeals</u>		<u>Employer Appeals</u>		<u>CUiAB Decisions</u>		
Win: 9	Loss: 39	Win: 1	Loss: 9	Affirmed: 48	Reversed: 10	Remanded: 1



CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD
SPECIAL PROJECTS MATRIX
 August 2011

California's economy is globally ranked with approximately 1.0 million business owners and 15.9 million workers. Currently, California, along with the nation, is experiencing an immense economic downturn with 2.3 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
EDD/CUIAB Appeal Co-Location Pilot Exploring the co-location of four CUIAB staff at EDD's LA PAC to streamline appeals registration processing.		High	Developed scope with EDD 07/2010 Connectivity established 08/2010 Equip installed 08/2010 Train staff 09/20/2010 Launch Pilot 09/27/2010 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. 	Project launch on 09/27/2010. EDD & CUIAB staff will evaluate the initial project data after the first 30 days and follow with evaluations at 60 and 90 days. Suspended on 10/04/2010 to address CUIAB registration backlog due to hiring freeze. With hiring exemptions of 04/20/2011, relaunched on 06/13/2011. Scanning for 2 FOs - Pasadena & LA.
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 Site visit 07/27/2011	<ul style="list-style-type: none"> - Meet DOL time lapse measures. - Meet DOL case age measures. 	DOL site visit for third quarter status on 07/27/2011

TECHNOLOGY

Project & Description	Lead	Priority	Milestones	Goals	Status
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 processing 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.
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.	Lori Kurosaka	High	Kick off 11/2010 FSR completion 02/2011 Potential BCP 02/2011 Procurement 04/2011 FSR in review 03/14/2011	<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. 	DOL approved funding at \$354,000 for planning phase only. Project and procurement strategy approved by LWDA & EDD. Six week start delay due to OCIO approval. Request to EDD for estimated project costs sent in January 2011. Narrative revisions completed per Agency comments in May 2011.
Digital Personnel System This project creates a paperless process for recruitment and hiring process between HR and hiring managers (Phase I). Phase II will use CUIAB's external web site to accept electronic application filing for CUIAB job vacancies.	Rafael Placencia	Medium On Hold	Phase I design 05/2009 Phase I implementation 06/2009 Phase II design 08/2009 Phase II implementation 09/2009	<ul style="list-style-type: none"> - Replace existing manual process to full paperless process - Eliminate the mailing of applicant documentation - Reduce staff time hire transactions 	Phase I is in use. Phase II is in development.
Electronic Appeal Decisions CUIAB Field staff manually sort and prepare appeal decisions for mailing to the appellants and EDD. CUIAB and EDD are jointly developing electronic solutions for the transfer of appeal decisions to all EDD programs.	Lori Kurosaka	High	EDD/CUIAB workgroup launched 08/18/2009 Unisys contract award 01/2010 Phase I implementation 04/14/2010 (second level) Phase II design 05/03/2010 (first level) Phase II implementation 09-10/2010	<ul style="list-style-type: none"> - Reduce claimants' & employers' wait times for benefits and adjustments. - Reduce postage and paper costs. - Increase information security for claimants & employers. 	Phase III project development for Tax & DI decisions on hold through 05/2011 due to EDD's ACES implementation and DI staffing constraints. (Originally delayed from 1/1/2010, 01/2011, 03/2011, 04/2011 & 05/2011). Participated in three design sessions 07/08/2011 with EDD Tax, DI & IT. A few more sessions will take place prior to coding in September. Tax implementation is scheduled for mid-09/2011. DI for 11/2011.
Electronic Case Management CUIAB's case tracking database is 8 years old and becoming cumbersome to manage the current workload volume. CUIAB is collaborating with LWDA & EDD to develop an integrated case management system.	Lori Kurosaka	High	LWDA, EDD & CUIAB approved FSR & project strategy in 10/2010. Kok off 05/2011.	<ul style="list-style-type: none"> - Receive appeals case documents electronically from EDD. - Eliminate internal mailing of case documents 	DOL approved funding at \$404,000 for the planning phase only. Scheduling product research demos for August & September 2011.
Expand Auto Dialer Hearing Reminder Adding email and cell phone text features for supplemental hearing notifications.	Rafael Placencia	High	Updated software. Final testing 08/2010. Implemented 09/2010. Implemented email reminders 04/2011.	<ul style="list-style-type: none"> - Increase hearing attendance rate & productivity. 	Fourth request for DE 1000 update to UI Branch for cell phone text messaging made on 10/06/2010. Email reminders rescheduled for delivery 7 days prior to hearing date. Revising email language for clarity 07/2011.

TECHNOLOGY cont

Project & Description	Lead	Priority	Milestones	Goals	Status
Field Office Technology Enhancements CUJAB is investing and testing the use of larger sized monitors for hearing rooms. Also, CUJAB will provide second monitors for support staff to toggle into SCDB without interrupting their CATS displays.	Rafael Piacencia	On Hold Medium	Complete procurement 02/2011.	- Improve readability of documents on screen.	Hardware deployment continues.
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 Piacencia	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. IT & Admin are developing evaluation tool to measure pilot effectiveness.
Hearing Scheduling System Currently, FO & AO support staff schedule or assign appeal hearings or cases using a hybrid manual process.	Lori Kurosaka Faye Saunders	High	Charter & scope completed. Kick off 10/14/2010. Requirements 2/2011.	- Reduce claimants & employers wait time for hearing decisions. - Provide easier electronic process for staff to calendar hearings or schedule cases.	AO, FO & IT observed an EDD demo on their UI Scheduling System. AO submitted 21 system modifications to IT. IT will complete these by 08/31/2011. Implementation anticipated in 10/2011.
Insight – Professional Development Develop an intranet-based judicial training site to serve as a clearinghouse for all judicial training materials, sample decisions, other ALJ tools, and colleague insights on laws and appeals.	Alberto Roldan Angela Bullard	High		-	Migrating current resources to new SharePoint site. Design & pictures completed. IT is working on text to links for resources.
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.	Rafael Piacencia	Medium	LWDA Workgroup develops migration plan. Consensus on migration plan. Implementation	- 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.
Personal Productivity & Mobility Pilot for Board Members, Appellate & Senior Staff CUJAB will test the use of new mobile, paperless technology with Board Members, six Appellate ALJs, and Senior Staff.	Rafael Piacencia	Medium		- Reduce the use of paper for board appeal processing and board meetings.	Received OCIO approval for procurement. Procurement completed. IT piloting with board members & AO judges.
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.	Rafael Piacencia	On Hold Medium		- Reduce maintenance & support costs. - Reduce toner costs.	Researching feasible equipment. Standards are in place for light, heavy, color, and multi-function printers.

TECHNOLOGY cont.

Project & Description	Lead	Priority	Milestones	Goals	Status
VOIP Telephony CUIAB is exploring use of Voice Over Internet technology to provide lower cost telecommunications.	Rafael Placencia Janet Maglirte	High	Completed -21 out station hearing facilities.	- Elimination of long distance toll calls - Consolidation of telecommunications support areas.	OTECH delegation submitted 04/06/10
Workstation Refresh Replace the 150 remaining PCs that have expired warranties throughout the state.	Rafael Placencia	High	Completed deploy to Admin staff.		Preparing procurement documents.

STAFFING, FACILITIES, EQUIPMENT & OTHER

Project & Description	Lead	Priority	Milestones	Goals	Status
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.	Lori Kurosaka Pat Houston	High	MSA vendor contract executed 01/20/10. OC, Inland, LA, Oxnard, San Jose, San Diego, LA, Sacto, SF. Appellate complete Vendor quality checks 04/05, 05/05, 08/19. Vendor quality check 05/09	- Recapture real estate space for ALJ offices and hearing rooms. - Priority conversion for OC, Inland, LA, San Jose & Oxnard.	FO staff are inventorying, prepping and boxing 2008 & 2009 archive appeal files in Fresno, Pasadena and Tax. FOs with adequate staffing are beginning to send 2010 files to vendor.
Judicial Advisory Council Established an advisory council of two Presiding Judges & three ALJs to seek input on major technology development.	Lori Kurosaka Janet Maglirte	High		- Design comprehensive technology systems with input from judicial users.	Held weekly business requirements sessions for a case management system.
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.	Janet Maglirte	High	Business case metrics for imaging Business case metrics for case management		Completed report templates with IT and tested with live data. Developing performance metric tool for Board & leadership to summarize data and analysis of the metrics.
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.	Rafael Placencia Pam Boston Lori Kurosaka	High	Release RFO 03/18/2011 Re-release RFO 05/12/2011 Bids due 05/31/2011. Intent to award 06/10/2011.	- Plan, design and implement organizational design for the large scale technology projects. - Plan and coordinate communications with all stakeholder groups.	Contract approved by LWDA. Gov's Office rescinded emergency UI proclamation so the contract must be approved by DGS. Approved @ DGS.

CUIAB 10/11 Fiscal Year Overtime - SCO Report
July 2010 through June 2011

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	108.00	\$2,704.84	870.00	\$26,474.10	685.15	\$19,376.16	1,050.85	\$28,273.94
Admin	99.50	\$3,545.10	0.00	\$0.00	274.50	\$9,735.82	952.25	\$39,188.40
IT	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	1,830.50	\$77,138.92
Exec	8.00	\$358.08	0.00	\$0.00	79.50	\$3,709.81	340.00	\$10,421.02
Field	3,803.75	\$130,930.58	0.00	\$0.00	5,164.25	\$152,469.51	7,640.25	\$218,852.52
Total	4,019.25	\$137,538.60	870.00	\$26,474.10	6,203.40	\$185,291.30	11,813.85	\$373,874.80

10/11 Fiscal Year-to-Date Total Overtime Expenditures						FY 10/11 FY Projections	
Branch	10/11 FY Allocation	Year-to-Date Hours	Year-to-Date Position Equivalent	Year-to-Date Pay	Allocation Balance	Estimated Expenditures Over-/Under	
Appellate	\$158,242.99	2,714.00	1.31	\$76,829.04	\$81,413.95		
Admin	\$121,418.90	1,326.25	0.64	\$52,469.32	\$68,949.58		
IT	\$113,289.60	1,830.50	0.88	\$77,138.92	\$36,150.68		
Exec	\$17,565.82	427.50	0.21	\$14,488.91	\$3,076.91		
Field Operations	\$1,221,881.22	16,608.25	7.99	\$502,252.61	\$719,628.61		
Total	1,632,398.53	22,906.50	11.01	\$723,178.80	\$909,219.73		
Actual Monthly Average Personnel Year (July/Aug/Sept-Jun)							18.88

10/11 Fiscal Year-to-Date Lump Sum Payout				
July 2010 through June 2011				
Branch	Year-to-Date Hours	Year-to-Date Position Equivalent	Year-to-Date Pay	
Appellate	2,727.00	1.31	\$147,072.53	
Admin	739.30	0.36	\$18,390.83	
IT	441.00	0.21	\$12,322.32	
Exec	4,136.00	1.99	\$209,856.00	
Field Operations	10,403.60	5.00	\$423,682.90	
Total	18,446.90	8.87	\$811,324.58	

August 16, 2011

Lori Kurosaka
Special Assistant to the Board
California Unemployment Insurance Appeals Board (CUIAB)
2400 Venture Oaks Way, Suite 300
Sacramento, CA 95833

Dear Lori:

We are pleased to report the Enterprise Appeals Project continues to progress. The following represents the Team's accomplishments since the Board Meeting on July 19, 2011.

- Finalized the case management functional requirements deliverable for core team approval.
- Finalized draft of Section 3 of the FSR for initial core team review.
- Finalized Section 4 of the FSR.
- Finalized draft of Section 5 of the FSR for initial core team review.
- Began integration of completed sections of the FSR for final core team review.

The Case Management FSR continues to progress. The overall project status for this portion is green. The project team continues to work toward an August completion date.

If you have any questions regarding this update, please do not hesitate to contact me at karl.rummel@northhighland.com or 916-329-7300.

Sincerely,



Karl Rummel
Vice President