

WORKLOAD NARRATIVE

FIELD OPERATIONS

August 2013

Workload: Although intake was up from the numbers in June and July, the number of verifications in all programs [31,789] was still 5% below the average for this year. Meanwhile production remained robust with field operations closing 35,005 cases, which was 3% more than the monthly average for 2013. This was the second consecutive month in which the inventory [34,844] grew smaller. Moreover, the reduction in two months almost equals the growth of the previous four months, and the number of open cases is just slightly larger than was true at the end of March. The number of open cases is now 10% below the average for this year.

UI. Although the number of new UI cases [30,154 cases; 17,218 appellants] exceeded 30,000 for the first time in three months, and despite a drop off in production from July [33,322 closed cases; 19,027 appellants], the open inventory [25,729 cases; 14,691 appellants] still fell by more than 3,200 cases. The open caseload is now the smallest it has been since March 2007. Of interest is that in the four years from 2006 to 2009, the inventory almost tripled going from 27,132 to 71,813. In less than four years since the end of 2009, the balance has been cut by more than two thirds, and is now approximately 1,400 smaller than was true at the end of 2005.

DI. In disability, the number of new cases [991] was 4% higher than the monthly average this year. However, the number of decisions [1,098] was 10% above average and the most since March. This was the first time in five months in which the open DI inventory [1,374] went down. It remains 5% greater than the average for 2013.

Tax, Rulings, Other. The number of new ruling cases [366] was the smallest in four months and yet was 3% greater than average for 2013. Dispositions [300] were 9% above the norm, but did not keep up with new appeals for the 4th straight month. The open inventory [4,751] is at its highest level since November 2010. In tax, new petitions [264] were 4% above the 2013 average, while closed cases [263] were 23% below the norm. Nevertheless, the two figures were virtually identical. The open inventory [2965] is 7% smaller than average this year. The inventory has

fallen every year since 2010 and has been cut by one-third over that time frame.

Case Aging and Time Lapse. August was the 7th consecutive month in which the 30-day time lapse percentage [76.6%] exceeded DOL requirements. 45-day time lapse was at 88.7%, which was the 17th straight month of meeting that goal. Average case age [19.5 days] fell below 20 for the first time in five months. That standard has been met for 19 consecutive months. Timeliness improved for extension cases, but continues to lag time lapse cases at 16.26% for 30-days; 32.32% for 45 days; and an average case age of 36.

Cycle Time. The UI cycle time in August [39 days] fell for the first time in four months. The improvement was primarily in the time it took to schedule a hearing. In DI, the cycle time fell to 69 days, but remains higher than was true in May and June.

BASIN	2013												BASIN						
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average	Current Mo. % of Avg.	Total	Appellants Current Mo. Average	Total		
WORKLOAD	New Opened Cases																		
	UI TL	8,903	9,040	8,804	9,320	9,020	7,503	8,463	8,454					8,688	97%	69,507	4,827	4,961	39,688
	DI	296	255	333	299	282	280	321	288					294	98%	2,354			
	Ruling & T-R	142	148	88	61	206	238	110	102					137	75%	1,095			
	Tax	0	0	0	2	0	2	0	1					1	160%	5			
	Other	2	10	4	7	2	11	4	4					6	73%	44			
	Total	9,343	9,453	9,229	9,689	9,510	8,034	8,898	8,849	0	0	0	0	9,126	97%	73,005			
		6	53	4	25	2													
	Closed Cases																		
	UI TL	9,124	8,601	10,532	8,217	7,672	7,188	9,072	9,137					8,693	105%	69,543	5,217	4,964	39,709
DI	387	264	370	206	205	241	317	355					293	121%	2,345				
Ruling & T-R	81	79	167	108	92	92	171	138					116	119%	928				
Tax	1	2	0	13	9	5	2	4					5	89%	36				
Other	7	3	9	3	4	4	9	9					6	150%	48				
Total	9,600	8,949	11,078	8,547	7,982	7,530	9,571	9,643	0	0	0	0	9,113	106%	72,900				
			1146		525														
Balance - Open Cases																			
UI TL	7,922	8,229	6,480	7,516	8,803	9,101	8,489	7,751					8,036	96%		4,426	4,589		
DI	386	377	339	432	508	547	552	485					453	107%					
Ruling & T-R	1,391	1,459	1,379	1,332	1,446	1,593	1,533	1,497					1,454	103%					
Tax	46	44	50	42	37	41	52	59					46	127%					
Other	3	11	4	8	6	14	9	5					8	67%					
Total	9,748	10,120	8,252	9,330	10,800	11,296	10,635	9,797	0	0	0	0	9,997	98%					
	8	67	3	26	2														
Time Lapse																			
<30 Day TL 60%	60.1	72.1	77.9	81.0	73.7	60.9	63.9	73.7					70.4	105%					
<45 Day TL 80%	87.8	91.7	94.6	97.1	96.8	94.0	88.4	88.7					92.4	96%					
<90 Day TL 95%	97.3	98.6	99.3	99.5	99.6	98.8	99.1	98.0					98.8	99%					
CASE AGE																			
Average Days UI (mean)	22.3	20.3	18.7	20.3	21.9	25.8	24.7	21.3					22	97%					
Average Days UI (median)	19.0	18.3	17.0	19.0	19.7	21.7	19.7	17.7					19	93%					
>90 Days Old % UI	0.75%	0.36%	0.44%	0.25%	0.30%	0.31%	0.80%	1.06%					0.53%	198%					
>80 Days Old % DI	14	7	8	4	6	6	17	19					10	192%					
# of Cases	4,30%	3,41%	2,09%	3,84%	3,85%	2,50%	5,71%	5,12%					3,85%	133%					
# of Cases	7	6	4	7	10	6	13	11					8	136%					
NET PYS USED																			
ALJ	47,42	49,99	51,07	46,65	35,16	42,17	45,72						45,45	101%					
w/RSU adj Non ALJ	47,85	48,38	50,94	47,47	45,70	46,95	45,71						47,57	96%					
Net Pys	95,27	98,37	102,01	94,12	80,86	89,12	91,43						93,03	98%					
Ratio 1/	1,01	0,97	1,00	1,02	1,30	1,11	1,00						1,05	96%					
PRODUCTIVITY																			
Weekly Dispos per ALJ	47,8	46,7	50,8	43,0	50,9	44,0	46,7						47,1	99%					
Weekly Dispos (non-ALJ)	48,2	47,1	51,6	43,6	51,6	44,6	47,6						47,8	100%					
	47,8	48,7	51,8	42,9	39,7	40,1	47,6						45,5	105%					

CENTRAL	2013												CENTRAL	Total	Appellants								
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			Average	Current Mo. % of Avg.	Current Mo.	Average	Total				
WORKLOAD																							
New Opened Cases																							
UI TL	6,678	6,115	6,795	6,454	6,858	5,337	5,755	5,864										6,232	94%	49,856	3,348	3,558	28,468
DI	188	142	188	209	186	153	178	191										179	106%	1,435			
Ruling & T-R	40	25	21	21	68	50	26	16										33	48%	267			
Tax	0	0	0	4	0	0	0	0										1	0%	4			
Other	7	4	1	2	1	2	2	1										3	40%	20			
Total	6,913	6,286	7,009	6,686	7,113	5,542	5,961	6,072	0	0	0	0					6,448	94%	51,582				
Closed Cases																							
UI TL	6,442	6,869	7,615	5,917	5,805	5,333	7,880	6,437										6,537	98%	52,298	3,676	3,733	29,862
DI	210	190	230	136	147	116	248	202										185	109%	1,479			
Ruling & T-R	15	35	67	40	25	22	56	23										35	65%	283			
Tax	1	1	1	2	5	9	0	1										3	40%	20			
Other	3	5	10	0	1	1	3	0										3	0%	23			
Total	6,671	7,100	7,923	6,095	5,983	5,481	8,187	6,663	0	0	0	0					6,763	99%	54,103				
Balance - Open Cases																							
UI TL	6,300	5,866	5,256	5,976	7,146	7,178	5,195	4,605										5,940	78%		2,629	3,392	
DI	238	190	149	222	261	297	228	217										225	96%				
Ruling & T-R	96	86	185	165	207	235	205	198										172	115%				
Tax	73	72	74	92	95	92	82	86										83	103%				
Other	10	9	0	2	2	3	2	3										4	77%				
Total	6,717	6,223	5,664	6,457	7,711	7,805	5,712	5,109	0	0	0	0					6,425	80%					
Time Lapse																							
<30 Day TL 60%	46.6	69.1	82.4	82.0	74.0	59.0	60.5	80.7										69.3	117%				
<45 Day TL 80%	85.5	87.2	95.2	96.1	96.3	94.1	91.0	92.4										92.2	100%				
<90 Day TL 95%	97.1	97.0	98.8	98.4	99.5	99.5	98.9	98.3										98.4	100%				
CASE AGE																							
Average Days UI (mean)	24.7	20.7	19.7	20.3	21.2	23.8	21.8	19.1										21	89%				
Average Days UI (median)	19.3	17.7	17.7	18.0	19.0	21.3	17.3	16.3										18	89%				
>90 Days Old %	1.74%	0.89%	0.28%	0.57%	0.21%	0.19%	0.70%	0.54%										0.64%	84%				
# of Cases	30	13	3	8	3	3	9	6										9	68%				
>90 Days Old %	2.44%	2.65%	2.29%	2.64%	2.85%	5.04%	3.05%	0.71%										2.71%	26%				
# of Cases	3	3	2	3	3	6	3	1										3	22%				
NET PYS USED																							
ALJ	33.49	37.51	36.58	31.21	28.00	34.31	34.61											33.67	103%				
w/RSU adj	37.59	40.26	42.62	38.31	40.66	37.77	36.61											39.12	94%				
Net Pys	71.08	77.77	79.20	69.52	68.66	72.08	71.22											72.79	98%				
Ratio 1 /	1.12	1.07	1.17	1.23	1.45	1.10	1.06											1.16	91%				
PRODUCTIVITY																							
Weekly Dispos per ALJ (UI&DI)	47.3	40.9	56.4	42.2	55.9	39.7	55.9											48.3	116%				
Weekly Dispos per ALJ	47.4	41.1	57.0	42.5	56.2	39.9	56.3											48.6	116%				
Weekly Dispos (non-ALJ)	42.3	38.3	48.9	34.6	38.7	36.3	53.2											41.8	127%				

BAY AREA	2013												BAY			Appellants		
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average	Current Mo. % of Avg.	Total	Current Mo. Average	Total	
WORKLOAD																		
New Opened Cases																		
UITL	6,513	6,656	7,284	6,971	6,688	5,758	5,904	6,190					6,496	95%	51,964	3,534	3,709	29,671
DI	174	163	204	180	206	198	240	261					203	128%	1,626			
Ruling & T-R	22	25	25	11	45	35	15	9					23	39%	187			
Tax	0	0	1	1	2	1	1	3					1	267%	9			
Other	6	5	6	5	3	6	4	5					5	100%	40			
Total	6,715	6,849	7,520	7,168	6,944	5,998	6,164	6,468	0	0	0	0	6,728	96%	53,826			
				1														
Closed Cases																		
UITL	6,959	7,022	7,393	5,911	6,227	5,385	7,944	6,995					6,730	104%	53,836	3,994	3,843	30,740
DI	189	225	206	154	168	171	207	264					198	133%	1,584			
Ruling & T-R	7	22	28	9	6	9	11	40					17	242%	132			
Tax	9	0	9	11	21	12	18	14					12	119%	94			
Other	2	7	9	4	5	1	3	8					5	164%	39			
Total	7,166	7,276	7,645	6,089	6,427	5,578	8,183	7,321	0	0	0	0	6,961	105%	55,685			
Balance - Open Cases																		
UITL	6,004	5,620	5,505	6,585	7,019	7,564	5,693	5,037					6,128	82%		2,876	3,499	
DI	247	185	183	208	245	272	305	302					243	124%				
Ruling & T-R	55	59	56	58	97	123	126	96					84	115%				
Tax	114	114	107	130	114	107	106	111					113	98%				
Other	10	7	4	5	3	8	9	8					7	119%				
Total	6,430	5,985	5,855	6,986	7,478	8,074	6,239	5,564	0	0	0	0	6,575	84%				
				1														
Time Lapse																		
<30 Day TL 60%	58.9	75.8	84.1	82.6	74.6	62.2	66.6	76.8					72.7	106%				
<45 Day TL 80%	87.6	89.4	96.9	97.5	96.0	91.1	89.8	85.4					91.7	93%				
<90 Day TL 95%	97.6	98.5	99.5	99.7	99.9	98.9	99.4	97.7					98.9	99%				
CASE AGE																		
Average Days UI (mean)	23.0	17.7	18.3	20.2	22.1	26.0	26.4	17.2					21	80%				
Average Days UI (median)	19.0	16.0	17.7	19.0	19.3	23.3	18.7	15.7					19	84%				
>90 Days Old % UI	0.60%	0.35%	0.19%	0.00%	0.22%	0.18%	0.42%	0.55%					0.32%	174%				
>90 Days Old % DI	9	4	3	0	3	3	5	6					4	142%				
>90 Days Old % Total	2.76%	2.72%	0.43%	0.91%	0.22%	0.42%	1.12%	0.71%					1.16%	61%				
NET PYS USED																		
# of Cases	4	3	0	1	0	0	2	1					1	91%				
ALJ	35.12	37.08	37.98	32.98	31.81	33.24	35.17						34.77	101%				
w/RSU adj	44.55	45.16	46.14	42.07	40.13	44.02	41.85						43.42	96%				
Net Pys	79.67	82.24	84.12	75.05	71.94	77.26	77.02						78.19	99%				
Ratio 1 /	1.27	1.22	1.21	1.28	1.26	1.32	1.19						1.25	95%				
PRODUCTIVITY																		
Weekly Dispos per ALJ (UISD)	48.5	51.4	47.6	43.8	45.7	41.8	52.7						47.4	111%				
Weekly Dispos per ALJ	48.6	51.6	47.9	44.0	45.9	42.0	52.9						47.6	111%				
Weekly Dispos (non-ALJ)	38.3	42.4	39.5	34.5	36.4	31.7	44.4						38.2	116%				

CORNERS	2013												CORNERS			Appellants		
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average	Current Mo. % of Avg.	Total	Current Mo. Average	Total	
WORKLOAD																		
New Opened Cases																		
UI TL	11,589	9,843	11,082	10,129	10,692	9,820	9,817	9,646					10,327	93%	82,618	5,508	5,897	47,175
DI	324	251	270	283	296	253	304	251					279	90%	2,232			
Ruling & T-R	55	47	21	19	81	57	33	14					41	34%	327			
Tax	0	0	0	0	0	2	4	1					1	240%	10			
Other	7	3	5	5	7	7	2	4					5	80%	40			
Total	11,975	10,144	11,378	10,436	11,078	10,141	10,157	9,918	0	0	0		10,653	93%	85,227			
Closed Cases																		
UI TL	10,628	10,883	11,899	9,345	10,048	8,152	10,762	10,753					10,309	104%	82,470	6,140	5,886	47,090
DI	297	227	380	238	238	332	254	277					280	99%	2,243			
Ruling & T-R	12	16	49	15	34	35	12	23					25	94%	196			
Tax	0	0	5	5	33	22	0	7					9	78%	72			
Other	4	6	4	1	5	6	8	5					5	103%	39			
Total	10,941	11,132	12,337	9,604	10,358	8,547	11,036	11,065	0	0	0		10,628	104%	85,020			
Balance - Open Cases																		
UI TL	11,069	9,680	8,616	9,090	9,604	11,008	9,659	8,336					9,633	87%		4,760	5,500	
DI	406	430	320	365	423	346	396	370					382	97%				
Ruling & T-R	545	576	404	408	454	476	497	487					481	101%				
Tax	383	383	377	389	376	357	370	371					376	99%				
Other	8	5	6	10	12	13	7	5					8	61%				
Total	12,411	11,074	9,723	10,262	10,869	12,200	10,929	9,569	0	0	0		10,880	88%				
Time Lapse																		
<30 Day TL 60%	52.5	66.9	76.4	76.6	68.0	59.4	64.3	78.5					67.8	116%				
<45 Day TL 80%	84.2	88.8	94.8	97.0	94.7	92.9	85.9	89.9					91.0	99%				
<90 Day TL 95%	97.6	98.2	99.1	99.3	99.5	99.8	99.5	99.4					99.1	100%				
CASE AGE																		
Average Days	25.0	21.7	20.2	21.0	21.1	25.5	23.8	19.0					22	86%				
Average Days	21.7	18.7	18.0	19.0	19.3	23.0	19.0	16.7					19	86%				
>90 Days Old %	1.10%	1.34%	0.79%	0.45%	0.06%	0.27%	0.61%	1.43%					0.76%	189%				
>90 Days Old %	30	29	16	10	2	7	16	27					17	157%				
>90 Days Old %	5.13%	6.91%	6.51%	3.36%	1.37%	2.81%	1.77%	1.64%					3.69%	44%				
# of Cases	11	14	10	5	2	4	3	3					6	41%				
NET PYS USED																		
ALJ	53.67	57.35	56.48	50.50	48.24	50.86	52.34						52.78	99%				
w/RSU adj	53.76	57.58	60.49	54.87	56.04	59.44	55.53						56.82	98%				
Net Pys	107.43	114.93	116.97	105.37	104.28	110.30	107.87						109.59	98%				
Ratio 1 /	1.00	1.00	1.07	1.09	1.16	1.17	1.06						1.08	99%				
PRODUCTIVITY																		
Weekly Dispos per ALJ (w&d)	48.5	42.1	57.2	41.3	56.1	41.7	50.1						48.1	104%				
Weekly Dispos per ALJ	48.5	42.2	57.5	41.3	56.5	42.0	50.2						48.3	104%				
Weekly Dispos (non-ALJ)	48.5	42.0	53.7	38.1	48.6	35.9	47.3						44.9	105%				

ALL PROGRAM TRENDS - FO

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Change	Yr-Yr AvgChg
2010	39,381	36,310	40,820	45,037	39,399	38,140	41,563	43,324	33,493	37,396	31,757	37,369	463,989	38,666		
2011	40,411	36,315	41,141	38,210	38,185	37,903	34,470	40,374	41,888	38,682	32,388	33,369	453,336	37,778	98%	-888
2012	35,262	32,109	38,944	35,539	36,576	34,012	33,820	39,560	35,059	38,330	32,377	27,469	419,057	34,921	92%	-2,857
2013	35,188	32,990	35,462	34,280	35,060	30,208	31,649	31,789					266,626	33,328	95%	-1,593
Multi	7	53	5	26	2											
All program registrations Aug to date are down 7% from 2012, down 13% from 2011, and down 18% from 2010																
All program registration monthly average is down 5% from 2012, down 12% from 2011, and down 14% from 2010																
														2012	95%	93%
														2011	88%	87%
														2010	86%	82%
															chg to '13 avg	chg to '13 YTD

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Change	Yr-Yr AvgChg
2010	34,404	40,009	46,641	42,106	37,589	39,101	37,848	41,243	40,987	39,872	36,622	38,452	474,874	39,573		
2011	35,905	40,146	52,970	37,208	34,144	40,592	35,714	39,116	44,083	36,128	35,054	36,169	467,229	38,936	98%	-637
2012	35,665	39,521	46,692	30,554	36,743	33,437	32,226	37,179	31,752	41,106	34,450	33,674	432,999	36,083	93%	-2,853
2013	34,777	34,753	39,524	30,992	31,139	27,467	37,227	35,005					270,884	33,861	94%	-2,223
Multi			11/46		5/25											
All program dispositions Aug to date are down 7% from 2012, down 14% from 2011, and down 15% from 2010																
All program disposition monthly average is down 6% from 2012, down 13% from 2011, and down 14% from 2010																
														2012	94%	93%
														2011	87%	86%
														2010	86%	85%
															chg to '13 avg	chg to '13 YTD

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Change	Yr-Yr AvgChg
2010	88,772	84,920	78,808	81,554	83,171	81,997	85,167	86,889	79,186	76,869	71,857	70,783		80,831		
2011	75,183	71,225	59,203	60,086	64,024	61,203	60,107	61,211	58,886	61,349	58,553	55,653		62,224	77%	-18,608
2012	55,113	47,540	39,388	44,228	43,982	44,458	45,980	48,183	51,402	48,515	46,318	40,048		46,263	74%	-15,961
2013	40,368	38,419	34,291	37,401	41,214	43,875	38,202	34,844						38,577	83%	-7,686
Multi	9	67	4	27	2											
All program open balance Aug to date is down 14% from 2012, down 40% from 2011, and down 54% from 2010																
All program open balance monthly average is down 17% from 2012, down 38% from 2011, and down 52% from 2010																
														2012	83%	84%
														2011	62%	60%
														2010	48%	46%
															chg to '13 avg	chg to '13 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
2010	37,307	34,125	38,172	42,249	37,447	36,321	39,238	40,219	31,780	35,604	30,181	35,509	438,152	36,513		
2011	38,676	34,399	39,494	35,519	36,159	35,785	32,527	38,079	39,828	36,161	30,799	31,448	428,874	35,740	98%	-773
2012	33,339	30,233	36,391	33,590	34,531	31,871	32,132	37,791	33,363	36,746	31,266	26,393	397,646	33,137	93%	-2,602
2013	33,691	31,654	33,967	32,876	33,258	28,418	29,941	30,154					253,959	31,745	96%	-1,392

Multi 7 53 5 26 2
 UI registrations Aug to date are down 6% from 2012, down 13% from 2011, and down 17% from 2010
 UI registration monthly average is down 4% from 2012, down 11% from 2011, and down 13% from 2010

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	32,738	37,951	44,067	39,481	35,731	36,680	35,798	39,000	38,748	37,386	34,848	36,237	448,665	37,389		
2011	34,029	37,998	50,124	35,054	32,103	38,117	33,797	36,979	41,802	33,663	33,076	34,301	441,043	36,754	98%	-635
2012	33,604	37,167	44,615	28,383	34,802	31,915	30,672	35,346	30,299	38,963	32,844	32,269	410,879	34,240	93%	-2,514
2013	33,153	33,375	37,439	29,390	29,752	26,058	35,658	33,322					258,147	32,268	94%	-1,972

Multi 11/46 5/25
 UI dispositions Aug to date are down 7% from 2012, down 13% from 2011, and down 14% from 2010
 UI disposition monthly average is down 6% from 2012, down 12% from 2011, and down 14% from 2010

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	76,301	72,323	66,136	68,715	70,234	69,664	72,557	73,410	66,243	64,624	59,811	59,075		68,258		
2011	63,632	59,909	49,088	49,435	53,389	50,926	49,805	50,755	48,650	51,057	48,653	45,715		51,751	76%	-16,507
2012	45,315	38,225	29,603	34,674	34,327	34,188	35,578	37,843	40,820	38,495	36,792	30,853		36,393	70%	-15,358
2013	31,303	29,396	25,859	29,169	32,572	34,851	29,038	25,729						29,740	82%	-6,653

Multi 9 67 4 27 2
 UI balance of open cases Aug to date is down 18% from 2012, down 44% from 2011, and down 58% from 2010
 UI balance monthly average down 18% from 2012, down 43% from 2011, and down 56% from 2010

2012	82%	82%
2011	57%	56%
2010	44%	42%
	chg to '13 avg	chg to '13 YTD

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

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	1,446	1,437	1,775	1,957	1,371	1,232	1,763	1,609	1,366	1,372	1,159	1,414	17,901	1,492		
2011	1,537	1,651	1,411	1,691	1,360	1,428	1,405	1,575	1,489	1,392	1,094	1,268	17,301	1,442	97%	-50
2012	1,395	1,490	1,611	1,256	1,362	1,382	1,206	1,122	1,233	1,069	845	754	14,725	1,227	85%	-215
2013	982	811	995	971	970	884	1,043	991					7,647	956	78%	-271
DI registrations Aug to date are down 29% from 2012, down 37% from 2011, and down 39% from 2010													2012	78%	71%	
DI registration monthly average is down 22% from 2012, down 34% from 2011, and down 36% from 2010													2011	66%	63%	
													2010	64%	61%	
													chg to '13 avg		chg to '13 YTD	

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	1,283	1,557	1,967	1,852	1,276	1,581	1,494	1,511	1,581	1,552	1,372	1,565	18,591	1,549		
2011	1,295	1,576	1,925	1,512	1,441	1,567	1,365	1,462	1,426	1,579	1,266	1,270	17,684	1,474	95%	-76
2012	1,334	1,547	1,456	1,424	1,460	1,140	1,079	1,220	999	1,452	938	1,039	15,088	1,257	85%	-216
2013	1,083	906	1,186	734	758	860	1,026	1,098					7,651	956	76%	-301
DI dispositions Aug to date are down 28% from 2012, down 37% from 2011, and down 39% from 2010													2012	76%	72%	
DI disposition monthly average is down 24% from 2012, down 35% from 2011, and down 38% from 2010													2011	65%	63%	
													2010	62%	61%	
													chg to '13 avg		chg to '13 YTD	

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	2,997	2,876	2,682	2,789	2,891	2,541	2,808	2,908	2,691	2,513	2,299	2,148		2,679		
2011	2,390	2,465	1,951	2,126	2,046	1,905	1,943	2,054	2,117	1,930	1,757	1,755		2,037	76%	-642
2012	1,815	1,757	1,905	1,734	1,636	1,877	2,005	1,906	2,139	1,755	1,663	1,379		1,798	88%	-239
2013	1,277	1,182	991	1,227	1,437	1,462	1,481	1,374						1,304	73%	-494
DI open balance Aug to date is down 29% from 2012, down 38% from 2011, and down 54% from 2010													2012	73%	71%	
DI open balance monthly average down 27% from 2012, down 36% from 2011, and down 51% from 2010													2011	64%	62%	
													2010	49%	46%	
													chg to '13 avg		chg to '13 YTD	

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

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	142	139	164	233	140	163	94	137	146	181	188	232	1,959	163		
2011	134	168	144	261	140	180	112	266	364	147	248	402	2,566	214	131%	51
2012	346	141	196	117	78	335	253	229	254	200	215	214	2,578	215	100%	1
2013	223	245	299	199	243	321	233	264					2,027	253	118%	39
Tax registrations Aug to date are up 20% from 2012, up 44% from 2011, and up 67% from 2010													2012	118%	120%	
Tax registration monthly average is up 18% from 2012, up 18% from 2011, and up 55% from 2010													2011	118%	144%	
													2010	155%	167%	
													chg to '13 avg		chg to '13 YTD	

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	48	109	107	91	117	124	135	101	174	130	99	235	1,470	123		
2011	139	173	193	252	176	277	168	278	325	293	323	247	2,844	237	193%	115
2012	227	352	322	492	267	217	236	290	284	357	234	195	3,473	289	122%	52
2013	299	222	475	590	375	301	214	263					2,739	342	118%	53
Tax dispositions Aug to date are up 14% from 2012, up 65% from 2011, and up 229% from 2010													2012	118%	114%	
Tax disposition monthly average is up 18% from 2012, up 44% from 2011, and up 179% from 2010													2011	144%	165%	
													2010	279%	329%	
													chg to '13 avg		chg to '13 YTD	

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr AvgChg	
2010	4,509	4,539	4,596	4,738	4,759	4,796	4,754	4,790	4,758	4,801	4,890	4,885	4,735			
2011	4,880	4,874	4,824	4,833	4,797	4,700	4,643	4,630	4,666	4,520	4,445	4,593	4,700	99%	-34	
2012	4,711	4,498	4,371	3,995	3,803	3,918	3,931	3,871	3,841	3,683	3,664	3,683	3,997	85%	-703	
2013	3,606	3,629	3,453	3,062	2,930	2,949	2,967	2,965					3,195	80%	-802	
Tax balance of open cases Aug to date is down 23% from 2012, down 33% from 2011, and down 32% from 2010													2012	80%	77%	
Tax balance monthly average is down 20% from 2012, down 32% from 2011, and down 33% from 2010													2011	68%	67%	
													2010	67%	68%	
													chg to '13 avg		chg to '13 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
2010	486	609	709	598	441	424	468	1,359	201	239	229	214	5,977	498		
2011	64	97	92	739	526	510	426	454	207	982	247	251	4,595	383	77%	-115
2012	182	245	746	576	605	424	229	418	209	315	51	108	4,108	342	89%	-41
2013	292	280	201	234	589	585	432	380					2,993	374	109%	32

Ruling/Other registrations Aug to date are down 13% from 2012, up 3% from 2011, and down 41% from 2010
Ruling/Other registration monthly average is up 9% from 2012, down 2% from 2011, and down 25% from 2010

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	335	392	500	682	465	716	421	631	484	804	303	415	6,148	512		
2011	442	399	728	390	424	631	384	397	530	593	389	351	5,658	472	92%	-41
2012	500	455	299	255	214	165	239	323	170	334	434	171	3,559	297	63%	-175
2013	242	250	424	278	254	248	329	322					2,347	293	99%	-3

Ruling/Other dispositions Aug to date are down 4% from 2012, down 38% from 2011, and down 43% from 2010
Ruling/Other disposition monthly average is down 1% from 2012, down 38% from 2011, and down 43% from 2010

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	4,965	5,182	5,394	5,312	5,287	4,996	5,048	5,781	5,494	4,931	4,857	4,658		5,159		
2011	4,281	3,977	3,340	3,692	3,792	3,672	3,716	3,772	3,453	3,842	3,698	3,590		3,735	72%	-1,423
2012	3,272	3,060	3,509	3,825	4,216	4,475	4,466	4,563	4,602	4,582	4,199	4,133		4,075	109%	340
2013	4,182	4,212	3,988	3,943	4,275	4,613	4,716	4,776						4,338	106%	263

Ruling/Other balance of open cases Aug to date is up 11% from 2012, up 15% from 2011, and down 17% from 2010
Ruling/Other balance monthly average is up 6% from 2012, up 16% from 2011, and down 16% from 2010

2012	106%	111%
2011	116%	115%
2010	84%	83%
	chg to '13 avg	chg to '13 YTD

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

REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	2,374	2,049	2,870	2,656	2,262	2,575	2,404	2,862	2,945	2,547	2,654	2,600	30,798	2,567		
2011	2,389	2,509	3,616	2,882	3,165	2,850	2,858	3,104	3,115	3,121	2,223	2,405	34,237	2,853	111%	287
2012	2,661	2,205	3,383	2,517	2,307	1,875	2,319	2,824	2,338	2,632	2,260	2,091	29,412	2,451	86%	-402
2013	2,708	2,596	2,942	3,223	2,614	2,014	1,997	1,978					20,072	2,509	102%	58

UI registrations Jan to date are same from 2012, down from 14% from 2011, and same from 2010
 UI registration monthly average is up 2% from 2012, down 12% from 2011, and down 2% from 2010

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	2,115	2,508	2,646	2,519	2,435	2,785	2,267	2,539	2,550	2,748	2,442	2,276	29,830	2,486		
2011	2,476	2,459	2,464	2,442	2,859	3,265	2,252	2,722	3,951	3,595	2,976	2,884	34,345	2,862	115%	376
2012	2,780	2,960	3,237	2,626	2,211	1,747	2,538	2,958	2,582	2,235	2,247	2,512	30,633	2,553	89%	-309
2013	2,823	2,240	3,363	2,704	2,504	1,920	2,173	2,602					20,329	2,541	100%	-12

UI dispositions Jan to date are down 3% from 2012, down 3% from 2011, and up 3% from 2010
 UI disposition monthly average is same from 2012, down 11% from 2011, and up 2% from 2010

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	2,977	2,507	2,742	2,868	2,695	2,492	2,662	2,983	3,392	3,181	3,401	3,712	3,712	2,968		
2011	3,619	3,668	4,738	5,237	5,489	5,090	5,700	6,077	5,243	4,766	4,009	3,518	3,518	4,763	160%	1,795
2012	3,398	2,671	2,785	2,703	2,784	2,910	2,744	2,578	2,363	2,727	2,722	2,199	2,199	2,715	57%	-2,048
2013	1,933	2,279	1,809	2,336	2,432	2,491	2,329	1,684						2,162	80%	-554

UI balance of open cases Jan to date is down 23% from 2012, down 56% from 2011, and down 21% from 2010
 UI balance monthly average is down 20% from 2012, down 55% from 2011, and down 27% from 2010

	2012	2011	2010
End of yr Total	3,712	3,518	2,199
Avg.	2,968	4,763	2,715
% Chg of Avg	80%	45%	73%
Yr-Yr AvgChg	77%	44%	79%

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

REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	88	67	98	108	87	90	90	85	112	93	106	101	1,125	94		
2011	91	94	135	114	105	112	131	130	124	118	87	108	1,349	112	120%	19
2012	99	82	120	66	74	62	85	92	78	85	65	57	965	80	72%	-32
2013	52	121	55	118	84	46	37	61					574	72	89%	-9
													2012	89%	84%	
													2011	64%	63%	
													2010	77%	81%	

DI registrations Jan to date down 16% from 2012, down 37% from 2011, down 19% from 2010.
DI registration monthly average down 11% from 2012, down 36% from 2011, and down 23% from 2010.

chg to '13 avg chg to '13 YTD

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	92	108	94	78	83	132	67	106	81	87	99	68	1,095	91		
2011	100	128	93	91	95	132	86	100	133	162	118	111	1,349	112	123%	21
2012	113	116	140	88	73	55	79	95	79	87	77	71	1,073	89	80%	-23
2013	69	60	117	88	71	65	53	69					592	74	83%	-15
													2012	83%	78%	
													2011	66%	72%	
													2010	81%	78%	

DI dispositions Jan to date down 22% from 2012, down 28% from 2011, down 22% from 2010.
DI disposition monthly average down 17% from 2012, down 34% from 2011, and down 19% from 2010.

chg to '13 avg chg to '13 YTD

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of Yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	139	98	103	132	136	94	120	99	130	137	144	176	176	126		
2011	167	133	175	198	208	188	234	265	254	210	180	177	177	199	158%	73
2012	163	130	109	87	89	97	102	97	97	95	82	68	68	101	51%	-98
2013	51	110	50	78	91	72	55	49						70	69%	-32
													2012	69%	64%	
													2011	35%	35%	
													2010	55%	60%	

Open Balance of DI Jan to date down 36% from 2012, down 65% from 2011, and down 40% from 2010.
Open Balance monthly average down 31% from 2012, down 65% from 2011, and down 45% from 2010.

chg to '13 avg chg to '13 YTD

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

REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	5	15	15	4	6	12	16	7	16	9	25	15	145	12		
2011	25	18	21	33	32	2	23	23	6	43	25	41	292	24	201%	12
2012	22	20	39	23	34	21	2	13	11	9	44	6	244	20	84%	-4
2013	27	0	0	53	24	17	12	12					145	18	89%	-2
													2012	89%	83%	
													2011	74%	82%	
													2010	150%	181%	

Tax registrations Jan to date are down 17% from 2012, down 18% from 2011, and up 81% from 2010
 Tax registration monthly average down 11% from 2012, down 26% from 2011, and up 50% from 2010

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	1	14	20	14	9	19	9	3	11	8	14	5	127	11		
2011	15	34	21	12	34	30	16	31	19	33	19	17	281	23	221%	13
2012	15	23	21	24	17	13	35	34	43	16	2	18	261	22	93%	-2
2013	25	11	15	16	15	10	28	38					158	20	91%	-2
													2012	91%	87%	
													2011	84%	82%	
													2010	187%	178%	

Tax dispositions Jan to date are down 13% from 2012, down 18% from 2011 and up 78% from 2010
 Tax disposition monthly average down 9% from 2012, down 16% from 2011, and up 87% from 2010

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	57	58	53	44	41	34	41	45	50	51	62	72	72	51		
2011	82	66	66	87	86	59	66	58	45	55	61	85	85	68	134%	17
2012	92	89	108	107	124	132	100	78	46	39	82	70	70	89	131%	21
2013	72	61	46	83	92	97	82	58						74	83%	-15
													2012	83%	71%	
													2011	109%	104%	
													2010	146%	158%	

Tax balance of open cases Jan to date is down 29% from 2012, up 4% from 2011, and up 58% from 2010
 Tax balance monthly average down 17% from 2012, up 9% from 2011, and up 46% from 2010

2012	83%	71%
2011	109%	104%
2010	146%	158%

chg to '13 avg

chg to '13 YTD

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

REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	3	5	98	11	7	14	8	3	16	9	11	5	190	16		
2011	1	4	7	17	16	7	9	10	14	16	6	7	114	10	60%	-6
2012	7	9	13	2	3	0	1	3	3	2	7	2	52	4	46%	-5
2013	2	4	6	9	13	5	11	4					54	7	156%	2
Other registrations Jan to date up 42% from 2012, down 24% from 2011, and down 64% from 2010													2011	156%	142%	
Other registration monthly average up 56% from 2012, down 29% from 2011, and down 57% from 2010													2010	71%	76%	
													2009	43%	36%	
													chg to '13 avg			

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	2	4	4	96	7	13	9	9	5	10	10	11	180	15		
2011	10	5	5	1	6	20	7	7	13	14	17	10	115	10	64%	-5
2012	9	7	9	9	9	1	1	0	5	3	1	7	61	5	53%	-5
2013	4	3	3	2	15	4	4	7					42	5	103%	0
Other dispositions Jan to date are down 7% from 2012, down 31% from 2011, and down 71% from 2010													2011	103%	93%	
Other disposition monthly average up 3% from 2012, down 45% from 2011, and down 65% from 2010													2010	55%	69%	
													2009	35%	29%	
													chg to '13 avg			

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	4	5	99	14	14	15	14	8	19	18	19	13	13	20		
2011	4	3	5	21	31	19	20	23	24	26	15	12	12	17	84%	-3
2012	10	12	16	9	3	2	2	5	3	2	8	1	1	6	36%	-11
2013	0	2	2	5	2	11	18	13						7	109%	1
Other balance of open cases Jan to date down 10% from 2012, down 58% from 2011, and down 69% from 2010													2011	109%	90%	
Other balance monthly average up 9% from 2012, down 61% from 2011, and down 67% from 2010													2010	39%	42%	
													2009	33%	31%	
													chg to '13 avg			

ALL PROGRAM TRENDS-AO

REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	2,470	2,136	3,081	2,779	2,362	2,691	2,518	2,957	3,089	2,658	2,796	2,721	32,258	2,688		
2011	2,506	2,625	3,779	3,046	3,318	2,971	3,021	3,267	3,259	3,298	2,341	2,561	35,992	2,999	112%	311
2012	2,789	2,316	3,555	2,608	2,418	1,958	2,407	2,932	2,430	2,728	2,376	2,156	30,673	2,556	85%	-443
2013	2,789	2,721	3,003	3,403	2,735	2,082	2,057	2,055					20,845	2,606	102%	50
Registrations Jan to date down 1% from 2012 , down 15% from 2011, and down 1% from 2010.																
Registration monthly average up 2% from 2012, down 13% from 2011, and down 3% from 2010.																

chg to '13 avg chg to '13 YTD

2012	102%	99%
2011	87%	85%
2010	97%	99%

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	2,210	2,634	2,764	2,707	2,534	2,949	2,352	2,657	2,647	2,853	2,565	2,360	31,232	2,603		
2011	2,601	2,626	2,583	2,546	2,994	3,447	2,361	2,860	4,116	3,804	3,130	3,022	36,090	3,008	116%	405
2012	2,917	3,106	3,407	2,747	2,310	1,816	2,653	3,087	2,709	2,341	2,327	2,608	32,028	2,669	89%	-339
2013	2,921	2,314	3,498	2,810	2,605	1,999	2,258	2,716					21,121	2,640	99%	-29

chg to '13 avg chg to '13 YTD

2012	99%	96%
2011	88%	96%
2010	101%	102%

Dispositions Jan to date down 4% from 2012, down 4% from 2011, and up 2% from 2010.
Disposition monthly average down 1% from 2012, down 12% from 2011, and up 1% from 2010.

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	3,177	2,668	3,000	3,058	2,886	2,635	2,837	3,135	3,591	3,387	3,626	3,973	3,973	3,164		
2011	3,872	3,870	4,984	5,543	5,814	5,356	6,020	6,423	5,566	5,057	4,265	3,792	3,792	5,047	159%	1,882
2012	3,663	2,902	3,018	2,906	3,014	3,141	2,948	2,758	2,509	2,863	2,894	2,340	2,340	2,913	58%	-2,134
2013	2,057	2,452	1,910	2,509	2,625	2,671	2,484	1,804						2,314	79%	-599

chg to '13 avg chg to '13 YTD

2012	79%	76%
2011	46%	44%
2010	73%	79%

Open Balance Jan to date down 14% from 2012, down 56% from 2011, and down 21% from 2010.
Open Balance monthly average down 21% from 2012, down 54% from 2011, and down 27% from 2010.

Board Member	1st	2nd	3rd	UI	DI	Ruling	Tax	1 Party	2 Party	Total
Kathleen Howard										
Sum	339	343	26	665	32	0	11	259	449	708
Percent	24%	24%	49%	24%	24%	0%	22%	23%	25%	
Michael Allen										
Sum	473	572	14	991	53	0	15	396	663	1059
Percent	33%	39%	26%	36%	39%	0%	30%	36%	36%	
Robert Dresser										
Sum	77	31	13	104	9	0	8	45	76	121
Percent	5%	2%	25%	4%	7%	0%	16%	4%	4%	
Roy Ashburn										
Sum	544	508	0	994	42	0	16	414	638	1052
Percent	38%	35%	0%	36%	31%	0%	32%	37%	35%	
Total Cases Reviewed:	1433	1454	53	2754	136	0	50	1114	1826	

***Off Calendar**

Monthly Board Meeting Litigation Report - August 2013

AGENDA ITEM 9

<u>LITIGATION CASES PENDING</u>	TOTAL = 348
SUPERIOR COURT: Claimant Petitions.....	282
Employer Petitions.....	38
EDD Petitions.....	3
Non-benefit Court Cases	6
APPELLATE COURT: Claimant Appeals.....	11
Employer Appeals.....	5
EDD Appeals.....	0
Non-benefit Court Cases	1
ISSUES: UI.....	299
DI.....	26
Tax.....	14
Non-benefit Court Cases	9

2013 CALENDAR YEAR ACTIVITY - Benefit & Tax Cases

<u>LITIGATION CASES FILED</u>	<u>YTD</u>	<u>August</u>
SUPERIOR COURT: Claimant Petitions.....	59	8
Employer Petitions.....	12	1
EDD Petitions.....	0	0
APPELLATE COURT: Claimant Appeals.....	4	0
Employer Appeals.....	1	0
EDD Appeals.....	0	0
<u>LITIGATION CASES CLOSED</u>	<u>YTD</u>	<u>August</u>
SUPERIOR COURT: Claimant Petitions.....	40	3
Employer Petitions.....	4	2
EDD Petitions.....	0	0
APPELLATE COURT: Claimant Appeals.....	3	1
Employer Appeals.....	0	0
EDD Appeals.....	0	0

2013 Decision Summary

<u>Claimant Appeals</u>		<u>Employer Appeals</u>		<u>CUIAB Decisions</u>		
Win: 10	Loss: 33	Win: 1	Loss: 3	Affirmed: 36	Reversed: 5	Remanded: 6

AUGUST 2013 PERFORMANCE INDICATORS

FIELD OPERATIONS

MEETING DOL STANDARDS UI TIMELAPSE CASES

	<u>Closed</u>	<u>DOL Standard</u>
Closed Cases		
% Closed in <= 30 Days	76.4%	≥60%
% Closed in <= 45 Days	88.7%	≥80%

	<u>Avg. Days</u>	<u>DOL Standard</u>
Pending Cases		
Case Aging	19.5	≤30

	<u>UI</u>	<u>ALL</u>
WORKLOAD		
Opened	30,154	31,789
Closed	33,322	35,005
Balance of Open Cases	25,729	34,844

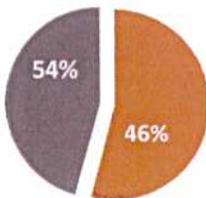
CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

UI Timelapse Appeals	39 days
DI Appeals	70 days
All Programs	42 days

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

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

APPELLATE OPERATIONS

MEETING DOL GUIDELINES & STANDARDS UI TIMELAPSE CASES

	<u>Closed</u>	<u>DOL Guideline</u>
Closed Cases		
% Closed in <= 45 Days	77.4%	≥50%
% Closed in <= 75 Days	94.8%	≥80%

	<u>Avg. Days</u>	<u>DOL Standard</u>
Pending Cases		
Case Aging	28.4	≤40

	<u>UI</u>	<u>ALL</u>
WORKLOAD		
Opened	1,978	2,055
Closed	2,602	2,716
Balance of Open Cases	1,684	1,804

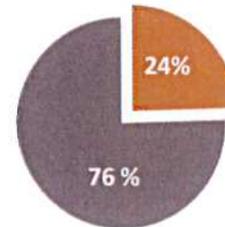
CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

UI Timelapse Appeals	42 days
DI Appeals	45 days
All Programs	43 days

UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	72%
UI Extensions as % of All UI	28%

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 0.2% of the AO open balance.

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

UI CASES	Average Days to Process an Appeal	Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	38	5	15	12	1
Inglewood	41	7	14	12	3
Inland	35	3	9	14	1
Los Angeles	37	3	12	13	3
Oakland	39	5	15	11	3
Orange County	36	4	10	14	2
Oxnard	41	3	20	12	0
Pasadena	36	4	8	14	4
Sacramento	42	5	14	14	4
San Diego	35	4	10	12	3
San Francisco	44	3	22	12	2
San Jose	46	4	20	14	2
Statewide	39	4	14	13	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	38	5	15	12	1
Inglewood	45	8	17	12	3
Inland	36	4	10	14	2
Los Angeles	46	4	19	14	4
Oakland	41	5	17	11	3
Orange County	40	5	13	14	2
Oxnard	42	4	21	12	0
Pasadena	38	5	9	14	4
Sacramento	44	5	14	14	4
San Diego	36	4	11	12	3
San Francisco	45	4	22	12	2
San Jose	47	5	21	14	2
Statewide	42	5	15	13	3

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

PFL CASES	Average Days to Process an Appeal	Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	49	9	19	13	5
Inglewood	81	12	36	13	4
Inland	54	4	33	18	4
Los Angeles	83	4	34	17	8
Oakland	44	6	11	10	3
Orange County	58	7	21	14	6
Oxnard	60	5	36	11	1
Pasadena	60	4	14	14	10
Sacramento	63	6	18	14	8
San Diego	74	6	35	12	4
San Francisco	63	7	25	12	2
San Jose	64	5	27	18	1
Statewide	62	6	25	13	5

DI CASES	Average Days to Process an Appeal	Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	49	7	12	13	2
Inglewood	80	10	39	14	4
Inland	69	12	21	15	2
Los Angeles	84	10	40	15	9
Oakland	53	9	12	11	5
Orange County	67	14	16	14	6
Oxnard	72	11	33	11	1
Pasadena	72	11	20	14	12
Sacramento	66	8	22	14	8
San Diego	67	10	32	13	4
San Francisco	64	8	27	12	3
San Jose	69	10	28	14	2
Statewide	70	10	28	14	5

CUIAB 13/14 Fiscal Year Overtime/Lump Sum Payout - SCO Report
July 2013 through July 2013

Branch	12/13 Fiscal Year-to-Date Overtime Expenditure		FY 13/14 FY Projections	
	FY Y-T-D Decision Typing Hours	Pay	FY Y-T-D CTU Typing Hours	Pay
Appellate	0.00	\$0.00	0.00	\$0.00
Admin	0.00	\$0.00	0.00	\$0.00
IT	0.00	\$0.00	0.00	\$0.00
Exec	0.00	\$0.00	0.00	\$0.00
Project	0.00	\$0.00	0.00	\$0.00
Field	0.00	\$0.00	0.00	\$0.00
Total	0.00	\$0.00	0.00	\$0.00

Branch	13/14 Fiscal Year-to-Date Total Overtime Expenditures		FY 13/14 FY Projections	
	13/14 FY Allocation	Year-to-Date Hours	Year-to-Date Pay	Estimated Expenditures Over-/Under
Appellate	\$90,097.00	49.75	\$1,625.23	\$70,594.24
Admin	\$5,590.00	0.00	\$0.00	\$5,590.00
IT	\$97,891.00	135.50	\$6,256.16	\$22,817.08
Exec	\$0.00	0.00	\$0.00	\$0.00
Project	\$1,897.00	4.50	\$214.52	-\$677.24
Field Operations	\$213,698.00	442.00	\$11,515.21	\$75,515.48
Total	409,173.00	631.75	\$19,611.12	\$173,839.56

Branch	13/14 Fiscal Year-to-Date Lump Sum Payout		Estimated Expenditures Over-/Under	
	Year-to-Date Hours	Year-to-Date Pay	13/14 Allocation	Estimated Expenditures Over-/Under
Appellate	0.00	\$0.00	\$144,987.00	\$144,987.00
Admin	658.00	\$20,592.40	\$5,000.00	-\$15,952.00
IT	0.00	\$0.00	\$5,000.00	\$5,000.00
Exec	0.00	\$0.00	\$93,867.00	\$93,867.00
Project	0.00	\$0.00	\$5,000.00	\$5,000.00
Field Operations	7.00	\$291.13	\$465,441.00	\$461,947.44
Total	665.00	\$20,883.53	\$719,295.00	\$694,849.44



CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD
SPECIAL PROJECTS MATRIX
September 2013

California's economy is globally ranked with approximately 1.3 million business owners and 18.6 million workers. Currently, California, along with the nation, is experiencing an immense economic downturn with 1.6 million California workers out of work. During the Great Recession, CUIAB received unprecedented numbers of appeals for California. We continue to strive to better serve California's workers and business owners during a time when more than ever, they are in need of our services. Since January 2009, the Board has been focused on the appeal backlog and identifying work solutions that will help address the workload.

WORK PROCESS IMPROVEMENTS

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>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 Multi-year At Risk CAP 07/30/2013 Last site visit 07/25/2013	<ul style="list-style-type: none"> - Meet DOL time lapse measures. - Meet DOL case age measures. 	CA removed from corrective action on average case age for first level appeals. For May 2013, CA ranked 28 in the nation compared to rank 51 in December 2008. August 2013 Performance – First Level 30-day – 76.4% (60%) 45 day – 88.7% (80%) Avg Age – 19.5 days (30 days) Second level Avg age – 28.4 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>	Hugh Harrison Julie Krebs Lori Kurosaka Faye Saunders	High		<ul style="list-style-type: none"> - Reduce claimants' & employers' wait times for benefits and adjustments. - Reduce cycle time for appeals process. 	Programming completed and testing is in progress. Solution will be implemented with new E-CATS release (October 2013).
<p>CUIAB Network Upgrade This upgrade will double the bandwidth for faster processing of appeal data and information for ALJs and staff.</p>	Rafael Placencia	High		<ul style="list-style-type: none"> - Reduce cycle time for appeals data flow and document saving. 	Meeting with EDD IT to explore options & alignment with Agency network consolidation efforts. Design plans are completed.

TECHNOLOGY Cont.

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>Dictaphone Integration Consolidating data & audio files on CATS for appeal cases for improved access.</p>	Faye Saunders	High			<p>Will be released with E-CATS. Issues identified with Dictaphone 8 & Windows 7. Server Group is testing solutions in September 2013.</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>	Lori Kurosaka	High	<p>Kick off 11/2010 FSR completion 02/2011 Potential BCP 02/2011 Procurement 04/2011 FSR in review 03/14/2011 FSR in review 11/30/2011</p>	<ul style="list-style-type: none"> - Reduce paper files prepared & sent by EDD. - Increase information security. - Reduce paper file storage space needs & costs at CUIAB. - Reduce postage costs. - Increase federal performance. 	<p>Agency, EDD, CUIAB meeting on 01/16/2013. Moving UI appeal scope back to UI Forms Project. CUIAB & EDD are meeting to explore scope that can be completed before UI Forms Project is relaunched. Decisions will be made at a follow up meeting.</p>
<p>E-CATS Enhanced CA Appeal Tracking System is the modernization of CUIAB's legacy appeals tracking system. In-house IT staff are developing the system on a Microsoft web application framework</p>	Faye Saunders	High	<p>Stress test 02/13/2013 Stress test 06/12/2013 Stress test 08/2013</p>	<ul style="list-style-type: none"> - 	<p>Users will see new and improved screen search, efficiency in decision printing, and IT ability to roll-out updates via the internet. Conversion from Silverlight to WFP is complete. IT is debugging & retesting. Completed stress test with 100 users on 08/2013. Plan to stress test with 300 users in September 2013. eCATS test copy will be installed on all PCs on 9/07. Stress test with a large number of users is scheduled for 9/11.</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>	Lori Kurosaka Janet Maglente	On Hold	<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>Project Team is revisiting the FSR to update and complete by end of 2013. Will begin product research and demos with LWDA. LWDA is searching for enterprise case management tool.</p>
<p>E-Decision Review for ALJs In-house development for electronic appeal decision review process.</p>	Faye Saunders	High		<ul style="list-style-type: none"> - 	<p>Performing business analysis for requirements gathering.</p>
<p>EDD CCR Interface As part of EDD's UI Modernization Project, CUIAB is building an interface with the Continued Claims Redesign Project under development. Primary data exchange will include address change updates.</p>	Faye Saunders	High		<ul style="list-style-type: none"> - Eliminate paper exchange process with EDD. - Increase worker information security. 	<p>Completed testing with EDD. EDD's CCR implementation is delayed to July 2013. UI Branch provided an overview to CUIAB on 05/09/2013. CCR go live 09/03/2013. New procedures under development. CCR went live on 9/03 as planned but CUIAB did not receive the file. Problem is being investigated by EDD.</p>

TECHNOLOGY cont.

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>Expand Auto Dialer Hearing Reminder Adding email and cell phone text features for supplemental hearing notifications.</p>	<p>Rafael Placencia</p>	<p>On Hold</p>	<p>Updated software. Final testing 08/2010. Implemented 09/2010. Implemented email reminders 04/2011. Revised 10/2011.</p>	<ul style="list-style-type: none"> - Increase hearing attendance rate & productivity. 	<p>Field Operations considering termination of auto dialer in Fall 2013. With backlog down, FOs are scheduling sooner, so may not need these reminders.</p>
<p>Explore Feasibility to Use EDD Mail Center Within three months, Field Operations wants to explore feasibility of mailing decisions and notices via the EDD Mail Center to take advantage of bulk postal discounts and save staff resources.</p>	<p>Hugh Harrison Lori Kurosaka Faye Saunders</p>	<p>On Hold</p>		<ul style="list-style-type: none"> - 	<p>Held planning meeting with EDD on 04/12/2012 for requirements gathering & costing. Held requirements gathering session with FO & AO on 05/02/2012. Procuring software to expedite coding for this process. Held CUJAB requirements session. CUJAB IT meeting with Mail Center IT to cost out solution on 08/06.</p>
<p>Field Office Technology Enhancements Investing and testing use of larger sized monitors for hearing rooms. Provide second monitors for support staff to toggle into SCDB without interrupting their CATS.</p>	<p>Rafael Placencia</p>	<p>On Hold</p>	<p>Complete procurement</p>	<ul style="list-style-type: none"> - Improve readability of documents on screen. 	<p>Hardware deployment</p>
<p>Field Office Telephone Tree Field Operations will test the use of phone menu options to answer routine constituent calls. This will allow support staff to spend more time on the non-routine calls.</p>	<p>Rafael Placencia</p>	<p>High</p>	<p>Develop standard automated phone tree to be used for all FO's Pilot new phone tree in the Inland FO</p>	<ul style="list-style-type: none"> - Reduce claimants & employers time on phones. - Standardize hearing information provided by phone. 	<p>Standard phone tree design completed. Pilot began in the Inland FO.</p>
<p>EDD Flat File Expansion The nightly data file of UI, DI, and PFL appeal transmittals will be expanded to include data for the entire UI macro print jobs. This expanded data will allow CUJAB to calendar hearings before paper transmittal arrives.</p>	<p>Lori Kurosaka Faye Saunders</p>	<p>High</p>		<ul style="list-style-type: none"> - Reduce claimants' & employers' wait times for benefits and adjustments. - Reduce cycle time for appeals process. - Reduce hard copy SCDB screen prints mailing from EDD. 	<p>Gathered business requirements with Judicial Advisory Council 10/16/2012. Received UI macro programming to complete analysis of what detail UI Branch will need to reprogram. PY estimate hours were submitted to obtain grant.</p>
<p>Hearing Scheduling System Currently, FO & AO support staff schedule or assign appeal hearings or cases using a hybrid manual process. Appellate, Field & IT staff observed an EDD demon on their UI Scheduling System.</p>	<p>Lori Kurosaka Faye Saunders</p>	<p>On Hold</p>	<p>Charter & scope completed. Kick off 10/14/2010. Requirements 2/2011 Testing began 01/2012 AO Implementation 04/26/2012</p>	<ul style="list-style-type: none"> - Reduce claimants & employers wait time for hearing decisions. - Provide easier electronic process for staff to calendar hearings or schedule cases. 	<p>IT team completed visits to 12 FOs to observe calendaring processes. Business requirements & design document were vetted with FO Steering Council in September 2012. Application coding is 95% completed. Preparing for test of manual portion of process.</p>

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	On Hold		<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. No new procurement will be completed.
<p>Refresh Bench & Conversion CUAB's Intranet site is under refresh and conversion to SharePoint 2010 software. This software will provide easier updates and content.</p>	Faye Saunders	Medium	Secured consultant to build SharePoint server 09/2012. Migration of current content completed 08/2012.	<ul style="list-style-type: none"> - Improve internal communication tool for CUAB employees. 	IT anticipates to go live at end of 09/2013. Waiting for FO approval of their pages.

STAFFING, FACILITIES, EQUIPMENT & OTHER

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

 BASE BUDGET ADJUSTMENTS Personnel and Operating Expenses and Equipment		
BUDGET AUTHORITY ADJUSTMENTS	POSITIONS	DOLLARS
CUIAB's BASE BUDGET ESTIMATE	1430.1	\$ 102,084,219
May 2013 Revise	-91.2	\$ (4,074,596)
Credit 4 PYs	4.0	\$ 412,213
Sequestration	-34.0	\$ (6,682,293)
Restore PLP 2012		\$ 2,991,781
Unearned DI & PFL		\$ (3,366,824)
Additional Earnings (ALJ Loan)		\$ 1,100,000
TOTAL (Estimates)	1308.9	\$ 92,464,500

 BASE BUDGET ADJUSTMENTS Personnel and Operating Expenses and Equipment		
BUDGET AUTHORITY ADJUSTMENTS	POSITIONS	DOLLARS
CUIAB's BASE BUDGET ESTIMATE	1243.2	\$ 102,084,219
May 2013 Revise	-91.2	\$ (4,074,596)
Credit 4 PYs	4.0	\$ 412,213
Sequestration	-34.0	\$ (6,682,293)
Restore PLP 2012		\$ 2,991,781
Unearned DI & PFL		\$ (3,366,824)
Additional Earnings (ALJ Loan)		\$ 1,100,000
TOTAL (Estimates)	1122.0	\$ 92,464,500