

## CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD MEETING

Board Room  
2400 Venture Oaks Way, Room 400  
Sacramento, California

### AGENDA

1. The California Unemployment Insurance Appeals Board convenes at 10:30 a.m., Tuesday, October 8, 2013, in Sacramento, California.
2. Roll Call: Robert Dresser, Chair  
Roy Ashburn  
Michael Allen
3. Approval of Minutes of September 10, 2013, meeting.
4. Chair's Report
5. Board Members' Reports
6. Public Comment
7. Report by Elena Gonzales, Chief ALJ/ Executive Director
8. Report by Lori Kurosaka, Special Assistant to the Board
9. Report by Elise Rose, Chief ALJ, Appellate Operations Branch
10. Report by Rafael Placencia, Chief Information Officer
11. Report by Robert Silva, Chief Administrative Services
12. Chief Counsel's Report, Kim Steinhardt
13. Unfinished & New Business
14. Closed Session:
  - Pending Litigation; Government Code Section 11126(e)(1)
  - Personnel Matters; Government Code Section 11126 (a)
  - Labor Negotiations; Government Code Section 11126 (c) (17)

For Further Information, Contact: Kim Steinhardt, Chief Counsel  
2400 Venture Oaks Way, Suite 300, Sacramento, California 95833 (916) 263-6806

Individuals requiring special accommodation (American Sign Language interpreter, accessible seating, documentation in accessible formats, etc.) are requested to contact the Chief Counsel's office at (916) 263-6806 at least 7 days prior to the hearing/meeting date.

[www.cuiab.ca.gov](http://www.cuiab.ca.gov)

## WORKLOAD NARRATIVE

### FIELD OPERATIONS

September 2013

**Workload:** With the improving economy, the ending of the EUZ extension and most importantly, the implosion at EDD due to the roll out of CUBS, intake crashed last month, mostly in the UI arena. The number of verifications in all programs [26,509] was 19% below the average for this year and represented the fewest new appeals since June 2008, which was the last month before Federal extensions kicked in. While the number of closed cases [31,214] was 7% smaller than average for this year, the open inventory [30,062] fell by almost 4,800 cases, to reach its lowest level since June 2006. In fact, the inventory has fallen by more than 13,000 cases, or by almost one-third, in just the last three months.

**UI.** The computer conversion at EDD primarily affected the UI workload. On the last five work days of the month, which was the period most impacted by the computer issues at EDD, the daily number of appeals transmitted fell from an average of 1535 cases [816 appellants] per day to 438 cases [233 appellants], or a reduction of three-quarters. As a result, the number of new UI cases [24,997 cases; 14,273 appellants] was 19% smaller than the average for this year and below 25,000 for the first time in more than five years. Production [29,065 closed cases; 16,596 appellants] fell for the second straight month and yet exceeded intake by more than 4,000 cases. The open inventory [21,580 cases; 12,322 appellants] is now only three-quarters average size for the year and has fallen by 38% in three months. There are fewer open UI cases than any time since June 2006.

**DI.** EDD's disability branch was not involved with CUBS and in that program, intake actually rose. The number of new cases [1,046] was 8% greater than the monthly average this year and represented the highest number of new appeals since October 2012. Meanwhile, the dearth of UI cases caused offices to schedule any available DI case, which caused the number of closed cases [1,223] to hit a one year high. This was the second straight month in which the open DI inventory [1,198] went down. It is now the smallest it has been in six months.

**Tax, Rulings, Other.** As usual, the seasonal rush of ruling appeals has subsided. In September, the number of new cases [207] was 39% smaller

than average for 2013. As with DI, the lack of UI work forced offices to concentrate on their ruling backlogs. As a result, dispositions [557] were 82% above the norm and represented the greatest number of decisions in two years. The open balance fell for the first time in five months, but remains 2% higher than average for 2013. In tax, new petitions [247] were 2% below the 2013 average, and relatively consistent with the past two months. Closed cases [352] hit a four month high. The inventory [2,861] is now the smallest it has been since May 2008.

**Case Aging and Time Lapse.** August was the 8<sup>th</sup> consecutive month in which the 30-day time lapse percentage [87.1%] exceeded DOL requirements and actually exceeded the requirements for 45 days. 45-day time lapse was at 94.8%, which was the 18<sup>th</sup> straight month of meeting that goal and just a hair below the standard for 90 days. Average case age [22.7 days] rose, but this is probably due to delays in the transmission of appeals given all the other trends. Nevertheless, this is far below the 30 day cap and represented the 20<sup>th</sup> consecutive month of compliance. Timeliness improved for extension cases, but continues to lag time lapse cases at 21.37% for 30-days and 45.01% for 45 days. The average age of the extension cases remained at 36 days.

**Cycle Time.** The UI cycle time in September [37 days] fell for second straight month. The improvement was all in the time it took to schedule a hearing. In DI, the cycle time fell to 62 days, which is the smallest since May.

**ALL PROGRAM TRENDS - FO**

**NEW OPENED CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Change	Yr-Yr AvgChg
2010	39,381	36,310	40,820	45,037	39,399	38,140	41,563	43,324	33,493	37,396	31,757	37,369	463,989	<b>38,666</b>		
2011	40,411	36,315	41,141	38,210	38,185	37,903	34,470	40,374	41,888	38,682	32,388	33,369	453,336	<b>37,778</b>	98%	-888
2012	35,262	32,109	38,944	35,539	36,576	34,012	33,820	39,560	35,059	38,330	32,377	27,469	419,057	<b>34,921</b>	92%	-2,857
2013	35,188	32,990	35,462	34,280	35,060	30,208	31,649	31,789	26,509				293,135	<b>32,571</b>	93%	-2,351
Multi	7	53	5	26	2											
All program registrations Sep to date are down 9% from 2012, down 16% from 2011, and down 18% from 2010																
All program registrations monthly average is down 7% from 2012, down 14% from 2011, and down 16% from 2010																
<b>CLOSED CASES</b>																
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Change	Yr-Yr AvgChg
2010	34,404	40,009	46,641	42,106	37,589	39,101	37,848	41,243	40,987	39,872	36,622	38,452	474,874	<b>39,573</b>		
2011	35,905	40,146	52,970	37,208	34,144	40,592	35,714	39,116	44,083	36,128	35,054	36,169	467,229	<b>38,936</b>	98%	-637
2012	35,665	39,521	46,692	30,554	36,743	33,437	32,226	37,179	31,752	41,106	34,450	33,674	432,999	<b>36,083</b>	93%	-2,853
2013	34,777	34,753	39,524	30,992	31,139	27,467	37,227	35,005	31,214				302,098	<b>33,566</b>	93%	-2,517
Multi			11/46		5/25											
All program dispositions Sep to date are down 7% from 2012, down 16% from 2011, and down 16% from 2010																
All program disposition monthly average is down 7% from 2012, down 14% from 2011, and down 15% from 2010																

**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		<b>80,831</b>		
2011	75,183	71,225	59,203	60,086	64,024	61,203	60,107	61,211	58,886	61,349	58,553	55,653		<b>62,224</b>	77%	-18,608
2012	55,113	47,540	39,388	44,228	43,982	44,458	45,980	48,183	51,402	48,515	46,318	40,048		<b>46,263</b>	74%	-15,961
2013	40,368	38,419	34,291	37,401	41,214	43,875	38,202	34,844	30,062					<b>37,631</b>	81%	-8,632
Multi	9	67	4	27	2											
All program open balance Sep to date is down 19% from 2012, down 41% from 2011, and down 55% from 2010																
All program open balance monthly average is down 19% from 2012, down 40% from 2011, and down 53% from 2010																

BAY AREA	2013												Average	BAY		Appellants		
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Current Mo. % of Avg.	Total	Current Mo.	Average	Total
<b>WORKLOAD</b>																		
<b>New Opened Cases</b>																		
UI TL	6,513	6,656	7,284	6,971	6,688	5,758	5,904	6,190	5,086									
DI	174	163	204	180	206	198	240	261	240									
Ruling & T-R	22	25	25	11	45	35	15	9	9									
Tax	0	0	1	1	2	1	1	3	2									
Other	6	5	6	5	3	6	4	5	2									
Total	6,715	6,849	7,520	7,168	6,944	5,998	6,164	6,468	5,339	0	0	0	6,574	59,165	81%			
				1														
<b>Closed Cases</b>																		
UI TL	6,959	7,022	7,393	5,911	6,227	5,385	7,944	6,995	5,946									
DI	189	225	206	154	168	171	207	264	327									
Ruling & T-R	7	22	28	9	6	9	11	40	54									
Tax	9	0	9	11	21	12	18	14	16									
Other	2	7	9	4	5	1	3	8	7									
Total	7,166	7,276	7,645	6,089	6,427	5,578	8,183	7,321	6,350	0	0	0	6,893	62,035	92%			
<b>Balance - Open Cases</b>																		
UI TL	6,004	5,620	5,505	6,585	7,019	7,564	5,693	5,037	4,530									
DI	247	185	183	208	245	272	305	302	215									
Ruling & T-R	55	59	56	58	97	123	126	96	279									
Tax	114	114	107	130	114	107	106	111	100									
Other	10	7	4	5	3	8	9	8	3									
Total	6,430	5,985	5,855	6,986	7,478	8,074	6,239	5,554	5,127	0	0	0	6,414	62,035	80%			
				1														
<b>Time Lapse</b>																		
<30 Day TL 60%	58.9	75.8	84.1	82.6	74.6	62.2	66.6	76.8	93.6									
<45 Day TL 80%	87.6	89.4	96.9	97.5	96.0	91.1	89.8	85.4	97.3									
<90 Day TL 95%	97.6	98.5	99.5	99.7	99.9	98.9	99.4	97.7	99.2									
<b>CASE AGE</b>																		
Average Days UI (mean)	23.0	17.7	18.3	20.2	22.1	26.0	26.4	17.2	20.6									
Average Days UI (median)	19.0	16.0	17.7	19.0	19.3	23.3	18.7	15.7	20.0									
>90 Days Old %	0.60%	0.35%	0.19%	0.00%	0.22%	0.18%	0.42%	0.55%	0.04%									
# of Cases	9	4	3	0	3	3	5	6	0									
>90 Days Old %	2.76%	2.72%	0.43%	0.91%	0.22%	0.42%	1.12%	0.71%	0.74%									
# of Cases	4	3	0	1	0	0	2	1	1									
<b>NET PYS USED</b>																		
ALJ	35.12	37.08	37.98	32.98	31.81	33.24	35.17	37.11										
w/RSU adj	44.55	45.16	46.14	42.07	40.13	44.02	41.85	43.81										
Net Pys	79.67	82.24	84.12	75.05	71.94	77.26	77.02	80.92										
Ratio 1 /	1.27	1.22	1.21	1.28	1.26	1.32	1.19	1.18										
<b>PRODUCTIVITY</b>																		
Weekly Dispos per ALJ (u&d)	48.5	51.4	47.6	43.8	45.7	41.8	52.7	44.5										
Weekly Dispos per ALJ	48.6	51.6	47.9	44.0	45.9	42.0	52.9	44.8										
Weekly Dispos (non-ALJ)	38.3	42.4	39.5	34.5	36.4	31.7	44.4	38.0										

2013												OAK		Appellants				
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average	Current Mo. % of Avg.	Total	Current Mo. Average	Total	
<b>OAKLAND</b>																		
<b>WORKLOAD</b>																		
<b>New Opened Cases</b>																		
UI TL	2,446	2,397	2,732	2,428	2,441	1,909	2,213	2,167	1,940				2,297	84%	20,673	1,108	1,312	11,804
DI	54	56	57	62	56	62	66	83	73				63	115%	569			
Ruling & T-R	10	11	10	5	14	9	5	2	5				8	63%	71			
Tax	0	0	0	0	2	2	0	1	2				1	150%	6			
Other	2	2	0	1	0	2	1	1	0				1	0%	9			
Total	2,512	2,466	2,799	2,496	2,513	1,982	2,286	2,255	2,019	0	0	0	2,370	85%	21,328			
<b>Closed Cases</b>																		
UI TL	2,444	2,537	2,572	2,124	2,073	2,043	2,811	2,518	2,078				2,356	88%	21,200	1,187	1,345	12,105
DI	54	61	54	59	65	47	73	68	86				63	137%	567			
Ruling & T-R	0	5	9	9	1	0	0	13	31				7	473%	59			
Tax	9	0	5	10	14	12	13	12	11				10	115%	86			
Other	0	2	2	0	1	0	0	2	3				1	270%	10			
Total	2,507	2,605	2,642	2,193	2,154	2,102	2,897	2,613	2,209	0	0	0	2,436	91%	21,922			
<b>Balance - Open Cases</b>																		
UI TL	2,065	1,921	2,073	2,365	2,720	2,572	1,954	1,778	1,772				2,136	83%		1,012	1,219	
DI	59	54	57	59	50	65	58	73	60				59	101%				
Ruling & T-R	27	33	34	39	52	61	65	54	28				44	64%				
Tax	105	105	100	94	88	77	75	72	63				87	73%				
Other	3	2	0	1	0	2	3	4	1				2	56%				
Total	2,259	2,115	2,264	2,558	2,910	2,777	2,155	1,981	1,924	0	0	0	2,327	83%				
<b>Time Lapse</b>																		
<30 Day TL 60%	63.8	81.1	89.0	82.8	85.8	67.1	75.1	91.7	95.1				81.3	117%				
<45 Day TL 80%	92.0	92.4	98.3	98.8	98.0	95.7	94.8	96.5	97.4				96.0	101%				
<90 Day TL 95%	98.7	99.6	99.5	99.9	99.7	99.2	98.9	99.7	98.6				99.3	99%				
<b>CASE AGE</b>																		
Average Days UI (mean)	21.0	17.0	18.1	18.9	21.9	24.5	18.9	16.6	20.3				20	103%				
Average Days UI (median)	17.0	15.0	18.0	18.0	20.0	22.0	16.0	15.0	20.0				18	112%				
>90 Days Old % UI	0.40%	0.66%	0.07%	0.00%	0.20%	0.30%	0.00%	0.18%	0.00%				0.20%	0%				
# of Cases	6	8	1	0	3	4	0	2	0				3	0%				
>90 Days Old % DI	0.00%	0.00%	0.00%	2.74%	0.00%	1.27%	0.00%	0.00%	0.00%				0.46%	0%				
# of Cases	0	0	0	2	0	1	0	0	0				0	0%				
<b>NET PYS USED</b>																		
ALJ	14.02	14.26	14.54	12.25	11.71	12.66	13.62	13.68					13.34	103%				
w/RSU adj	16.27	15.78	16.87	15.07	14.15	15.48	14.23	15.15					15.38	99%				
Net Pys	30.29	30.04	31.41	27.32	25.86	28.14	27.85	28.83					28.72	100%				
Ratio 1 /	1.16	1.11	1.16	1.23	1.21	1.22	1.04	1.11					1.15	96%				
<b>PRODUCTIVITY</b>																		
Weekly Dispos per ALJ (U&D)	42.4	47.9	43.0	42.4	41.5	41.3	48.1	43.0					43.7	98%				
Weekly Dispos per ALJ	42.6	48.1	43.3	42.6	41.8	41.5	48.3	43.4					44.0	99%				
Weekly Dispos (non-ALJ)	36.7	43.4	37.3	34.6	34.6	33.9	46.3	39.2					38.3	102%				

SAN FRANCISCO		2013												SF		Appellants			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average	Current Mo. % of Avg.	Total	Current Mo.	Average	Total
<b>WORKLOAD</b>																			
<b>New Opened Cases</b>																			
UI TTL		1,915	2,026	2,131	2,060	2,165	1,822	1,772	1,848	1,450				1,910	76%	17,189	828	1,091	9,815
DI		54	54	77	48	60	49	66	71	59				60	99%	538			
Ruling & T-R		5	7	7	7	16	13	5	1	2				6	32%	57			
Tax		0	0	1	1	0	0	0	0	1				0	300%	3			
Other		2	1	0	2	2	1	0	2	0				1	0%	10			
Total		1,976	2,088	2,216	2,112	2,243	1,885	1,843	1,922	1,512	0	0	0	1,977	76%	17,797			
<b>Closed Cases</b>																			
UI TTL		2,253	2,042	2,141	1,778	1,847	1,717	2,303	2,130	1,734				1,994	87%	17,945	990	1,139	10,247
DI		54	61	51	53	44	52	64	79	72				59	122%	530			
Ruling & T-R		3	5	7	7	3	7	10	9	8				7	122%	59			
Tax		0	0	4	1	0	0	5	2	5				2	265%	17			
Other		0	2	2	0	1	1	3	0	2				1	164%	11			
Total		2,310	2,110	2,205	1,839	1,895	1,777	2,385	2,220	1,821	0	0	0	2,062	88%	18,562			
<b>Balance - Open Cases</b>																			
UI TTL		1,806	1,786	1,774	2,054	2,370	2,470	1,938	1,647	1,359				1,912	71%		776	1,091	
DI		53	46	72	67	83	80	82	74	61				69	89%				
Ruling & T-R		7	10	10	4	17	23	18	11	233				37	630%				
Tax		5	5	2	9	16	19	20	28	26				14	180%				
Other		3	2	0	2	3	3	0	2	0				2	0%				
Total		1,874	1,849	1,658	2,136	2,489	2,595	2,058	1,762	1,679	0	0	0	2,033	83%				
<b>Time Lapse</b>																			
<30 Day TL	60%	65.0	83.0	89.1	88.3	71.9	70.5	66.1	72.4	94.9				77.9	122%				
<45 Day TL	80%	86.0	91.6	98.7	99.3	99.6	94.8	88.7	84.2	98.1				93.4	105%				
<90 Day TL	95%	97.4	98.7	99.6	100.0	100.0	99.8	99.9	98.2	99.9				99.3	101%				
<b>CASE AGE</b>																			
Average Days	UI (mean)	23.0	17.0	17.5	19.2	20.6	26.2	27.7	16.8	21.8				21	103%				
Average Days	UI (median)	19.0	16.0	17.0	19.0	18.0	23.0	19.0	16.0	20.0				19	108%				
>90 Days Old %	UI	0.48%	0.25%	0.00%	0.00%	0.00%	0.07%	0.99%	0.10%	0.13%				0.22%	58%				
# of Cases	DI	6	3	0	0	0	1	11	1	1				3	39%				
>90 Days Old %	DI	0.00%	1.56%	1.28%	0.00%	0.00%	0.00%	0.00%	0.00%	1.39%				0.47%	296%				
# of Cases	DI	0	1	1	0	0	0	0	0	1				0	300%				
<b>NET PYS USED</b>																			
ALJ		11.02	10.54	10.48	9.26	8.47	10.28	10.01	11.84					10.24	116%				
Non ALJ		12.23	13.26	13.57	12.99	12.86	13.42	13.04	12.75					13.02	98%				
Net Pys		23.25	23.80	24.05	22.25	21.33	23.70	23.05	24.59					23.25	106%				
Ratio 1 /		1.11	1.26	1.29	1.40	1.52	1.31	1.30	1.08					1.27	85%				
<b>PRODUCTIVITY</b>																			
Weekly Disps per ALJ (UI&DI)		49.8	52.5	49.8	47.1	50.7	43.0	53.7	42.4					48.6	87%				
Weekly Disps per ALJ		49.9	52.7	50.1	47.3	50.8	43.2	54.2	42.6					48.8	87%				
Weekly Disps (non-ALJ)		45.0	41.9	38.7	33.7	33.5	33.1	41.6	39.6					38.4	103%				

SAN JOSE		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average	SJ		Appellants		
		2013												Current Mo. % of Avg.	Total	Current Mo. Average	Total		
<b>WORKLOAD</b>																			
<b>New Opened Cases</b>																			
UI TL	2,152	2,233	2,421	2,483	2,082	2,027	1,919	2,175	1,696					2,132	80%	19,188	968	1,217	10,956
DI	66	53	70	70	90	87	108	107	108					84	128%	759			
Ruling & T-R	7	7	8	5	15	13	5	6	2					8	26%	68			
Tax	0	0	0	0	0	1	0	1	0					0	0%	2			
Other	2	2	6	2	1	3	3	2	2					3	78%	23			
Total	2,227	2,295	2,505	2,560	2,188	2,131	2,035	2,291	1,808		0	0	0	2,227	81%	20,040			
<b>Closed Cases</b>																			
UI TL	2,262	2,443	2,680	2,009	2,307	1,625	2,830	2,347	2,134					2,293	93%	20,637	1,219	1,309	11,784
DI	81	103	101	42	59	72	70	117	169					90	187%	814			
Ruling & T-R	4	12	12	2	2	2	2	1	15					8	199%	68			
Tax	0	0	0	0	7	0	0	0	0					1	0%	7			
Other	2	3	5	4	3	0	0	6	2					3	72%	25			
Total	2,349	2,561	2,798	2,057	2,378	1,699	2,901	2,488	2,320		0	0	0	2,395	97%	21,551			
<b>Balance - Open Cases</b>																			
UI TL	2,133	1,913	1,658	2,166	1,929	2,522	1,801	1,612	1,399					1,904	73%		799	1,087	
DI	135	85	54	82	112	127	165	155	94					112	84%				
Ruling & T-R	21	16	12	15	28	39	43	31	18					25	73%				
Tax	4	4	4	5	27	10	11	11	11					10	105%				
Other	4	3	4	2	0	3	6	2	2					3	69%				
Total	2,297	2,021	1,733	2,292	2,079	2,702	2,026	1,811	1,524		0	0	0	2,054	74%				
<b>Time Lapse</b>																			
<30 Day TL 60%	48.0	63.3	74.3	76.7	66.1	48.9	58.7	66.4	90.8					65.9	138%				
<45 Day TL 80%	84.8	84.3	93.8	94.3	90.3	82.9	86.0	75.6	96.4					87.6	110%				
>90 Day TL 95%	96.8	97.1	99.3	99.3	100.0	97.7	99.3	95.1	99.0					98.2	101%				
<b>CASE AGE</b>																			
Average Days UI (mean)	25.0	19.0	19.4	22.4	23.8	27.3	32.5	18.1	19.6					23	85%				
Average Days UI (median)	21.0	17.0	18.0	20.0	20.0	25.0	21.0	16.0	20.0					20	101%				
>90 Days Old % UI	0.92%	0.15%	0.51%	0.00%	0.47%	0.17%	0.28%	1.36%	0.00%					0.43%	0%				
# of Cases	14	2	7	0	7	3	3	14	0					6	0%				
>90 Days Old % DI	8.28%	6.60%	0.00%	0.00%	0.66%	0.00%	3.35%	2.13%	0.83%					2.43%	34%				
# of Cases	12	7	0	0	1	0	6	4	1					3	29%				
<b>NET PYS USED</b>																			
ALJ	10.08	12.28	12.96	11.47	11.63	10.30	11.54	11.59						11.48	101%				
w/RSU adj Non ALJ	16.05	16.12	15.70	14.01	13.12	15.12	14.58	15.91						15.08	106%				
Net Pys	26.13	28.40	28.66	25.48	24.75	25.42	26.12	27.50						26.56	104%				
Ratio 1 /	1.59	1.31	1.21	1.22	1.13	1.47	1.26	1.37						1.31	105%				
<b>PRODUCTIVITY</b>																			
Weekly Dispos per ALJ (U&D)	55.3	54.6	51.1	42.6	46.2	41.2	57.1	48.3						49.6	98%				
Weekly Dispos per ALJ	55.5	54.9	51.4	42.7	46.5	41.2	57.1	48.8						49.8	98%				
Weekly Dispos (non-ALJ)	34.8	41.8	42.4	35.0	41.2	28.1	45.2	35.5						38.0	94%				

CENTRAL		2013												CENTRAL							
		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	6,678	6,115	6,795	6,454	6,858	5,337	5,755	5,864	5,115				6,108	84%	54,971	2,921	3,488	31,388	
		DI	188	142	188	209	186	153	178	191	188				180	104%	1,623				
		Ruling & T-R	40	25	21	21	68	50	26	16	9				31	29%	276				
		Tax	0	0	4	0	0	0	0	0	0	1			1	180%	5				
		Other	7	4	1	2	1	2	2	1	2				2	82%	22				
		Total	6,913	6,286	7,009	6,686	7,113	5,542	5,961	6,072	5,315	0	0	0	6,322	84%	56,897				
		Closed Cases																			
		UI TL	6,442	6,869	7,615	5,917	5,805	5,333	7,880	6,437	5,542					6,427	86%	57,840	3,164	3,670	33,027
		DI	210	190	230	136	147	116	248	202	187					185	101%	1,666			
		Ruling & T-R	15	35	67	40	25	22	56	23	34					35	97%	317			
Tax	1	1	1	2	5	9	0	1	6					3	208%	26					
Other	3	5	10	0	1	1	3	0	2					3	72%	25					
Total	6,671	7,100	7,923	6,095	5,983	5,481	8,187	6,653	5,771	0	0	0	6,653	87%	59,874						
Balance - Open Cases																					
UI TL	6,300	5,866	5,256	5,976	7,146	7,178	5,195	4,605	4,242					5,752	74%		2,422	3,284			
DI	238	190	149	222	261	297	228	217	218					224	97%						
Ruling & T-R	96	86	185	165	207	235	205	198	357					193	185%						
Tax	73	72	74	92	95	92	82	86	82					83	99%						
Other	10	9	0	2	2	3	2	3	3					4	79%						
Total	6,717	6,223	5,664	6,457	7,711	7,805	5,712	5,109	4,902	0	0	0	6,256	78%							
Time Lapse																					
<30 Day TL 60%	46.6	69.1	82.4	82.0	74.0	59.0	60.5	80.7	87.5					71.3	123%						
<45 Day TL 80%	85.5	87.2	95.2	96.1	96.3	94.1	91.0	92.4	94.1					92.4	102%						
<90 Day TL 95%	97.1	97.0	98.8	98.4	99.5	99.5	98.9	98.3	97.9					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	22.0				21	102%						
Average Days	UI (median)	19.3	17.7	17.7	18.0	19.0	21.3	17.3	16.3	21.7				19	116%						
>90 Days Old %	UI	1.74%	0.89%	0.28%	0.57%	0.21%	0.19%	0.70%	0.54%	0.15%				0.59%	26%						
# of Cases	DI	30	13	3	8	3	3	9	6	1				8	16%						
>90 Days Old %	DI	2.44%	2.65%	2.29%	2.64%	2.89%	5.04%	3.05%	0.71%	0.53%				2.47%	21%						
# of Cases	DI	3	3	2	3	3	6	3	1	1				3	36%						
NET PYS USED																					
ALJ	ALJ	33.49	37.51	36.58	31.21	28.00	34.31	34.61	33.91					33.70	101%						
w/RSU adj	Non ALJ	37.59	40.26	42.62	38.31	40.66	37.77	36.61	37.67					38.94	97%						
	Net Pys	71.08	77.77	79.20	69.52	68.66	72.08	71.22	71.58					72.64	99%						
	Ratio 1/	1.12	1.07	1.17	1.23	1.45	1.10	1.06	1.11					1.16	96%						
PRODUCTIVITY																					
Weekly Dispos per ALJ (UKID)		47.3	40.9	56.4	42.2	55.9	39.7	55.9	51.5					48.7	106%						
Weekly Dispos per ALJ		47.4	41.1	57.0	42.5	56.2	39.9	56.3	51.7					49.0	105%						
Weekly Dispos (non-ALJ)		42.3	38.3	48.9	34.6	38.7	36.3	53.2	46.5					42.4	110%						

PASADENA	2013												Average	PAS		Appellants						
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Current Mo. % of Avg.	Total	Current Mo.	Average	Total				
<b>WORKLOAD</b>																						
<b>New Opened Cases</b>																						
UI TL	2,427	2,389	2,929	2,415	2,386	2,027	2,312	2,330	1,951								2,352	83%	21,166	1,114	1,343	12,086
DI	61	47	116	80	55	47	61	56	63								65	97%	586			
Ruling & T-R	22	7	5	7	27	22	9	9	2								12	16%	110			
Tax	0	0	3	0	0	0	0	0	1								0	225%	4			
Other	1	1	1	1	1	0	0	0	0								1	0%	5			
Total	2,511	2,444	3,054	2,503	2,469	2,096	2,382	2,395	2,017	0	0	0					2,430	83%	21,871			
<b>Closed Cases</b>																						
UI TL	2,237	2,781	3,195	2,205	1,833	1,737	3,543	2,349	2,300								2,464	93%	22,180	1,313	1,407	12,665
DI	74	71	95	74	48	49	82	76	63								70	90%	632			
Ruling & T-R	3	21	13	7	7	0	17	21	17								13	128%	120			
Tax	0	0	0	0	2	5	0	0	6								1	415%	13			
Other	2	1	2	0	0	1	1	0	0								1	0%	7			
Total	2,316	2,874	3,305	2,286	1,883	1,809	3,647	2,446	2,386	0	0	0					2,550	94%	22,952			
<b>Balance - Open Cases</b>																						
UI TL	2,745	2,346	2,077	2,280	2,828	3,112	1,858	1,832	1,474								2,284	65%		842	1,304	
DI	90	66	88	94	101	98	78	58	58								81	71%				
Ruling & T-R	35	21	13	13	39	44	33	21	6								25	24%				
Tax	13	13	16	16	21	23	25	26	19								19	99%				
Other	1	1	0	1	2	1	0	0	0								1	0%				
Total	2,884	2,447	2,194	2,404	2,991	3,278	1,994	1,937	1,557	0	0	0					2,410	65%				
<b>Time Lapse</b>																						
<30 Day TL 60%	22.8	52.4	73.6	84.5	58.1	32.5	39.2	87.8	93.1								60.4	154%				
<45 Day TL 80%	71.5	79.0	92.1	96.1	94.8	91.6	82.8	95.2	96.8								88.9	109%				
<90 Day TL 95%	93.8	95.7	97.6	99.3	99.3	99.0	98.3	99.5	98.3								97.9	100%				
<b>CASE AGE</b>																						
Average Days UI (mean)	30.0	23.0	19.9	22.2	25.6	29.1	21.3	18.1	21.3								23	91%				
Average Days UI (median)	24.0	20.0	18.0	20.0	23.0	26.0	16.0	16.0	21.0								20	103%				
>90 Days Old % UI	3.14%	1.47%	0.28%	0.87%	0.45%	0.37%	0.73%	1.40%	0.10%								0.98%	10%				
# of Cases	66	24	4	13	8	7	9	17	1								17	6%				
>90 Days Old % DI	5.08%	6.52%	5.41%	5.71%	5.65%	5.17%	8.33%	1.19%	1.05%								4.90%	21%				
# of Cases	6	9	6	6	7	6	8	1	2								6	35%				
<b>NET PYS USED</b>																						
ALJ	12.47	14.95	14.33	11.69	9.04	13.17	14.83	13.72									13.03	105%				
w/RSU adj	14.09	14.99	16.07	14.80	15.47	12.46	13.86	13.90									14.46	96%				
Net Pys	26.56	29.94	30.40	26.49	24.51	25.63	28.69	27.62									27.48	101%				
Ratio 1/	1.13	1.00	1.12	1.27	1.71	0.95	0.93	1.01									1.11	91%				
<b>PRODUCTIVITY</b>																						
Weekly Dispos per ALJ (w/RSU)	44.1	41.5	60.4	42.4	54.8	33.9	58.2	46.5									47.7	97%				
Weekly Dispos per ALJ	44.2	41.8	60.7	42.5	54.8	34.3	58.6	46.9									48.0	98%				
Weekly Dispos (non-ALJ)	39.1	41.7	54.1	33.6	32.0	36.3	62.7	46.3									43.2	107%				

2013												OX		Appellants					
OXNARD	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average	Current Mo. % of Avg	Total	Current Mo.	Average	Total	
<b>WORKLOAD</b>																			
<b>New Opened Cases</b>																			
UI TL	2,409	1,854	1,942	2,189	2,184	1,739	1,683	1,907	1,648				1,951	84%	17,555	941	1,114	10,024	
DI	79	52	37	68	72	52	64	69	65				62	105%	558				
Ruling & T-R	10	6	11	8	24	13	9	2	6				10	61%	89				
Tax	0	0	0	1	0	0	0	0	0				0	0%	1				
Other	5	1	0	0	0	2	2	0	1				1	75%	12				
Total	2,503	1,913	1,991	2,266	2,280	1,806	1,758	1,978	1,720	0	0	0	2,024	85%	18,215				
<b>Closed Cases</b>																			
UI TL	2,206	2,132	2,402	1,991	1,628	1,769	2,317	2,044	1,932				2,047	94%	18,421	1,103	1,169	10,518	
DI	75	62	83	33	35	28	82	86	72				62	117%	556				
Ruling & T-R	0	0	43	28	23	0	14	0	0				12	0%	108				
Tax	0	0	1	1	1	1	0	0	0				0	0%	4				
Other	1	3	6	0	1	0	2	0	2				2	120%	15				
Total	2,282	2,197	2,535	2,053	1,688	1,798	2,415	2,130	2,006	0	0	0	2,123	95%	19,104				
<b>Balance - Open Cases</b>																			
UI TL	1,936	1,656	1,412	1,810	2,381	2,349	1,719	1,577	1,371				1,801	76%		783	1,028		
DI	79	69	23	58	95	119	101	84	77				78	98%					
Ruling & T-R	41	47	160	139	140	153	147	149	155				126	123%					
Tax	41	41	41	43	43	42	34	36	41				40	102%					
Other	8	6	0	1	0	2	2	2	1				2	41%					
Total	2,105	1,819	1,636	2,051	2,659	2,665	2,003	1,848	1,645	0	0	0	2,048	80%					
<b>Time Lapse</b>																			
<30 Day TL 60%	57.0	72.9	92.2	93.4	89.3	83.2	79.4	90.3	93.4				83.5	112%					
<45 Day TL 80%	91.9	90.5	97.7	98.7	99.0	96.4	98.0	95.8	97.6				96.2	101%					
<90 Day TL 95%	99.7	98.2	99.5	99.7	100.0	100.0	99.9	100.0	99.7				99.6	100%					
<b>CASE AGE</b>																			
Average Days UI (mean)	22.0	18.0	16.2	16.9	17.4	19.5	17.2	16.3	20.5				18	113%					
Average Days UI (median)	17.0	16.0	16.0	15.0	16.0	19.0	15.0	16.0	20.0				17	120%					
>90 Days Old % UI	0.55%	0.64%	0.10%	0.10%	0.09%	0.10%	0.12%	0.11%	0.25%				0.23%	109%					
# of Cases	7	7	1	1	1	1	1	1	2				2	82%					
>90 Days Old % DI	1.06%	0.00%	0.00%	0.00%	1.77%	6.62%	0.83%	0.95%	0.53%				1.31%	41%					
# of Cases	1	0	0	0	2	9	1	1	1				2	60%					
<b>NET PYE USED</b>																			
ALJ	12.17	13.32	12.57	10.85	8.93	11.32	11.14	11.39					11.46	99%					
w/RSU adj Non ALJ	12.09	12.46	12.62	10.59	10.72	11.46	10.82	11.57					11.54	100%					
Net PYs	24.26	25.78	25.19	21.44	19.65	22.78	21.96	22.96					23.00	100%					
Ratio 1 /	0.99	0.94	1.00	0.98	1.20	1.01	0.97	1.02					1.01	101%					
<b>PRODUCTIVITY</b>																			
Weekly Dispos per ALJ (U&D)	44.6	35.8	52.0	40.6	49.0	39.7	51.3	49.2					45.3	109%					
Weekly Dispos per ALJ	44.6	35.9	53.1	41.1	49.7	39.7	51.6	49.2					45.6	108%					
Weekly Dispos (non-ALJ)	44.9	38.3	52.9	42.1	41.4	39.2	53.1	48.4					45.1	108%					



BASIN	2013												BASIN		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 TTL	8,903	9,040	8,804	9,320	9,020	7,503	8,463	8,454	6,995									
	DI	296	255	333	299	282	280	321	288	316									
	Ruling & T-R	142	148	88	61	206	238	110	102	48									
	Tax	0	0	0	2	0	2	0	1	0									
	Other	2	10	4	7	2	11	4	4	4									
	Total	9,343	9,453	9,229	9,689	9,510	8,034	8,898	8,849	7,363	0	0	0	8,930	80,368				
		6	53	4	25	2													
	Closed Cases																		
	UI TTL	9,124	8,601	10,532	8,217	7,672	7,188	9,072	9,137	8,604									
DI	387	264	370	206	205	241	317	355	372										
Ruling & T-R	81	79	167	108	92	92	171	138	163										
Tax	1	2	0	13	9	5	2	4	7										
Other	7	3	9	3	4	4	9	9	5										
Total	9,600	8,949	11,078	8,547	7,982	7,530	9,571	9,643	9,151	0	0	0	9,117	82,051					
			11/46		5/25														
Balance - Open Cases																			
UI TTL	7,922	8,229	6,480	7,516	8,803	9,101	8,489	7,751	6,109										
DI	386	377	339	432	508	547	552	485	430										
Ruling & T-R	1,391	1,459	1,379	1,332	1,446	1,593	1,533	1,497	972										
Tax	46	44	50	42	37	41	52	59	53										
Other	3	11	4	8	6	14	9	5	4										
Total	9,748	10,120	8,252	9,330	10,800	11,296	10,635	9,797	7,568	0	0	0	9,727						
	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	82.7										
<45 Day TL 80%	87.8	91.7	94.6	97.1	96.8	94.0	88.4	88.7	92.2										
<90 Day TL 95%	97.3	98.6	99.3	99.5	99.6	98.8	99.1	98.0	97.7										
CASE AGE																			
Average Days	22.3	20.3	18.7	20.3	21.9	25.8	24.7	21.3	23.8										
UI (mean)	19.0	18.3	17.0	19.0	19.7	21.7	19.7	17.7	21.0										
UI (median)	0.75%	0.36%	0.44%	0.25%	0.30%	0.31%	0.80%	1.06%	1.30%										
>90 Days Old %	14	7	8	4	6	6	17	19	16										
# of Cases	4,30%	3,41%	2,09%	3,84%	3,85%	2,50%	5,71%	5,12%	3,68%										
DI	7	6	4	7	10	6	13	11	7										
# of Cases																			
NET PYS USED																			
ALJ	47,42	49,99	51,07	46,65	35,16	42,17	45,72	46,02											
Non ALJ	47,85	48,38	50,94	47,47	45,70	46,95	45,71	46,15											
Net Pys	95,27	98,37	102,01	94,12	80,86	89,12	91,43	92,17											
Ratio 1 /	1,01	0,97	1,00	1,02	1,30	1,11	1,00	1,00											
PRODUCTIVITY																			
Weekly Dispos per ALJ	47,8	46,7	50,8	43,0	50,9	44,0	46,7	46,9											
Weekly Dispos (non-ALJ)	48,2	47,1	51,6	43,6	51,6	44,6	47,6	47,6											
	47,8	48,7	51,8	42,9	39,7	40,1	47,6	47,5											

	2013												Average	Current Mo. % of Avg.	Total	Appellants						
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec				Current Mo.	Average	Total				
<b>INGLEWOOD</b>																						
<b>WORKLOAD</b>																						
<b>New Opened Cases</b>																						
UI TL	3,053	3,408	3,156	3,376	2,966	2,655	2,782	3,012	2,247									2,962	26,655	1,283	1,691	15,220
DI	88	103	116	131	98	101	91	118	81									103	927			
Ruling & T-R	103	110	64	40	137	183	80	75	27									91	819			
Tax	0	0	0	0	0	0	0	0	0									0	0			
Other	1	5	1	0	1	4	0	0	1									1	13			
Total	3,245	3,626	3,337	3,547	3,202	2,943	2,953	3,205	2,356									3,157	28,414			
<b>Closed Cases</b>																						
UI TL	3,364	2,962	3,451	3,201	2,931	2,131	3,109	3,253	3,158									3,062	27,560	1,803	1,749	15,737
DI	132	73	108	78	82	82	121	158	120									106	954			
Ruling & T-R	76	15	138	81	92	79	94	11	147									81	733			
Tax	0	2	0	0	0	0	1	0	0									0	3			
Other	1	1	4	2	0	0	2	3	1									2	14			
Total	3,573	3,053	3,701	3,362	3,105	2,292	3,327	3,425	3,426									3,252	29,264			
<b>Balance - Open Cases</b>																						
UI TL	2,487	2,879	2,550	2,698	2,694	3,220	2,894	2,620	1,686									2,636		963	1,505	
DI	101	131	139	192	207	226	196	156	117									163				
Ruling & T-R	958	1,051	976	935	981	1,085	1,072	1,136	734									992				
Tax	5	3	3	2	2	2	1	1	1									2				
Other	1	5	2	0	1	5	3	0	0									2				
Total	3,552	4,069	3,670	3,827	3,885	4,538	4,166	3,913	2,538									3,795				
<b>Time Lapse</b>																						
<30 Day TL 60%	44.3	56.9	63.7	60.6	58.2	39.5	33.7	63.2	75.3									55.0				
<45 Day TL 80%	83.6	92.5	94.1	94.1	93.5	91.5	80.9	82.4	90.1									89.2				
<90 Day TL 95%	97.5	98.5	99.3	99.2	99.5	98.6	99.2	97.4	97.2									98.5				
<b>CASE AGE</b>																						
Average Days UI (mean)	22.0	22.0	21.0	22.5	22.4	27.3	27.6	23.8	25.9									24				
Average Days UI (median)	20.0	21.0	18.0	20.0	21.0	25.0	23.0	19.0	21.0									21				
>90 Days Old % UI	1.22%	0.59%	0.63%	0.33%	0.59%	0.49%	1.02%	1.93%	3.40%									1.13%				
# of Cases	24	12	12	6	11	11	20	35	41									19				
>90 Days Old % DI	4.76%	2.94%	5.11%	5.91%	1.64%	4.02%	4.82%	6.01%	2.84%									4.23%				
# of Cases	7	5	9	13	4	10	11	11	4									8				
<b>NET PYS USED</b>																						
ALJ	16.41	17.68	17.01	17.75	12.60	12.67	14.21	16.60										15.62				
w/RSU adj	15.52	14.99	15.12	14.88	14.35	14.73	15.09	14.81										14.94				
Net Pys	31.93	32.67	32.13	32.63	26.95	27.40	29.30	31.41										30.55				
Ratio 1 /	0.95	0.85	0.89	0.84	1.14	1.16	1.06	0.89										0.96				
<b>PRODUCTIVITY</b>																						
Weekly Dispos per ALJ (UKd)	50.7	45.2	49.8	44.0	54.3	43.7	51.7	46.7										48.3				
Weekly Dispos per ALJ	51.8	45.4	51.8	45.1	56.0	45.2	53.2	46.9										49.4				
Weekly Dispos (non-ALJ)	54.8	53.6	58.3	53.8	49.2	38.9	50.1	52.6										51.4				

LOS ANGELES	2013												Average	LA		Appellants					
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Current Mo. % of Avg.	Total	Current Mo.	Average	Total			
<b>WORKLOAD</b>																					
<b>New Opened Cases</b>																					
UITL	3,039	2,977	3,050	3,056	3,058	2,614	2,917	2,968	2,661									1,519	1,672	15,046	
DI	119	95	121	104	101	103	122	66	117												
Ruling & T-R	20	21	10	12	34	32	14	17	7												
Tax	0	0	0	2	0	0	0	1	0												
Other	0	3	0	2	0	1	0	2	1												
Total	3,178	3,096	3,181	3,186	3,193	2,751	3,053	3,054	2,786												
3,053																					
91%																					
27,478																					
<b>Closed Cases</b>																					
UITL	3,207	2,644	3,720	2,780	2,447	2,608	2,660	3,433	3,072												
DI	130	104	147	82	55	97	86	113	145												
Ruling & T-R	4	58	6	26	0	2	6	61	2												
Tax	1	0	0	12	8	5	1	4	7												
Other	0	0	3	0	0	2	0	0	2												
Total	3,342	2,806	3,876	2,900	2,510	2,714	2,753	3,611	3,228												
3,082																					
105%																					
27,740																					
<b>Balance - Open Cases</b>																					
UITL	2,664	2,978	2,301	2,574	3,163	3,157	3,411	2,938	2,522												
DI	181	172	145	167	213	219	255	208	181												
Ruling & T-R	183	146	149	135	168	199	207	163	40												
Tax	34	34	40	33	23	20	23	22	15												
Other	0	3	0	2	2	1	1	3	2												
Total	3,062	3,333	2,635	2,911	3,569	3,596	3,897	3,334	2,760												
3,233																					
85%																					
<b>Time Lapse</b>																					
<30 Day TL 60%	73.6	82.9	85.7	88.7	82.1	71.4	79.6	73.2	83.7												
<45 Day TL 80%	94.6	94.9	95.5	98.1	98.2	93.5	91.0	88.4	89.5												
<90 Day TL 95%	98.8	98.6	99.5	99.3	99.4	98.0	98.8	96.8	96.3												
<b>CASE AGE</b>																					
Average Days UI (mean)	21.0	20.0	18.6	19.4	22.3	26.1	27.8	22.2	24.1												
Average Days UI (median)	17.0	17.0	17.0	18.0	18.0	20.0	21.0	17.0	21.0												
Average Days UI	0.80%	0.41%	0.70%	0.36%	0.32%	0.38%	1.37%	1.25%	0.49%												
>90 Days Old %	14	7	11	6	6	7	30	23	7												
# of Cases	4.11%	5.53%	1.15%	2.99%	9.20%	3.47%	7.99%	5.75%	5.03%												
DI	9	12	2	6	24	9	23	15	10												
# of Cases																					
<b>NET PYS USED</b>																					
ALJ	17.10	17.11	18.51	15.85	12.11	15.76	16.32	16.94													
Non ALJ	16.22	17.23	19.06	17.78	16.30	16.30	14.94	15.06													
Net Pys	33.32	34.34	37.57	33.63	28.41	32.06	31.26	32.00													
Ratio 1 /	0.95	1.01	1.03	1.12	1.35	1.03	0.92	0.89													
<b>PRODUCTIVITY</b>																					
Weekly Dispos per ALJ (UK&O)	46.5	42.3	49.7	43.0	47.0	42.9	38.2	47.6													
Weekly Dispos per ALJ	46.5	43.2	49.9	43.6	47.1	43.1	38.3	48.4													
Weekly Dispos (non-ALJ)	49.1	42.9	48.4	38.8	35.0	41.6	41.9	54.5													
44.6																					
107%																					
45.0																					
108%																					
44.0																					
124%																					

ORANGE COUNTY												2013												OC									
WORKLOAD												Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average	Current Mo. % of Avg.	Total	Appellants Current Mo.	Average	Total				
New Opened Cases												2,811	2,655	2,598	2,878	2,996	2,234	2,764	2,474	2,087								2,611	80%	23,497	1,192	1,491	13,417
UI TL												89	57	96	64	83	76	108	104	118								88	134%	795			
Ruling & T-R												19	17	14	9	35	23	16	10	14								17	80%	157			
Tax												0	0	0	0	0	1	0	0	0								0	0%	1			
Other												1	2	3	5	1	6	4	2	2								3	69%	26			
Total												2,920	2,731	2,711	2,956	3,115	2,340	2,892	2,590	2,221	0	0	0					2,720	82%	24,476			
Closed Cases												6	53	4	25	2																	
UI TL												2,553	2,995	3,361	2,236	2,294	2,449	3,303	2,451	2,374								2,668	89%	24,016	1,356	1,524	13,713
DI												125	87	115	46	68	62	110	84	107								89	120%	804			
Ruling & T-R												1	6	23	1	0	11	71	66	14								21	65%	193			
Tax												0	0	0	1	1	0	0	0	0								0	0%	2			
Other												6	2	2	1	4	2	7	6	2								4	56%	32			
Total												2,685	3,090	3,501	2,285	2,367	2,524	3,491	2,607	2,497	0	0	0					2,783	90%	25,047			
Balance - Open Cases																																	
UI TL												2,771	2,372	1,629	2,244	2,946	2,724	2,184	2,193	1,901								2,329	82%		1,085	1,330	
DI												104	74	55	73	88	102	101	121	132								94	140%				
Ruling & T-R												250	262	254	262	297	309	254	198	198								254	78%				
Tax												7	7	7	7	12	19	28	36	37								18	208%				
Other												2	3	2	6	3	8	5	2	2								4	55%				
Total												3,134	2,718	1,947	2,592	3,346	3,162	2,572	2,550	2,270	0	0	0					2,699	84%				
Time Lapse																																	
<30 Day TL 60%												62.4	76.6	84.4	93.8	80.8	71.7	78.3	84.8	89.0								80.2	111%				
<45 Day TL 80%												85.3	87.8	94.2	99.0	98.6	97.1	93.4	95.4	97.1								94.2	103%				
<90 Day TL 95%												95.5	98.8	99.1	100.0	99.9	99.8	99.3	99.9	99.6								99.1	101%				
CASE AGE																																	
Average Days UI (mean)												24.0	19.0	16.4	18.9	20.9	23.9	18.7	17.8	21.5								20	107%				
Average Days UI (median)												20.0	17.0	16.0	19.0	20.0	20.0	15.0	17.0	21.0								18	115%				
>90 Days Old % UI												0.23%	0.07%	0.00%	0.07%	0.00%	0.06%	0.00%	0.00%	0.00%								0.05%	0%				
# of Cases												4	1	0	1	0	1	0	0	0								1	0%				
>90 Days Old % DI												4.03%	1.77%	0.00%	2.61%	0.71%	0.00%	4.32%	3.61%	3.16%								2.25%	141%				
# of Cases												5	2	0	3	1	0	6	7	6								3	180%				
NET PYS USED																																	
All												13.91	15.20	15.55	13.05	10.45	13.74	15.19	12.48									13.70	91%				
w/RSU adj Non All												16.11	16.16	16.76	14.81	15.05	15.92	15.68	16.28									15.85	103%				
Net Pys												30.02	31.36	32.31	27.86	25.50	29.66	30.87	28.76									29.54	97%				
Ratio 1 /												1.16	1.06	1.08	1.13	1.44	1.16	1.03	1.30									1.16	113%				
PRODUCTIVITY																																	
Weekly Dispos per All (UI&D)												45.8	53.4	53.2	41.6	51.4	45.7	51.1	46.2									48.5	95%				
Weekly Dispos per All												46.0	53.5	53.6	41.7	51.5	45.9	52.2	47.5									49.0	97%				
Weekly Dispos per All												39.7	50.3	49.7	36.7	35.7	39.6	50.6	36.4									42.4	86%				

**WEEKLY AO WORKLOAD REPORT**

September 2013

<b>Week Ending</b>	<b>Unreg total</b>	<b>Appeals Rec'd</b>	<b>Registrations</b>	<b>Dispositions</b>	<b>Open Balance</b>	<b>Change</b>
9/6/2013	840	408	449	371	1882	75
9/13/2013	756	561	529	521	1887	5
9/20/2013	698	617	566	540	1924	37
9/27/2013	681	654	622	590	1981	57
9/30/2013	617	124	193	98	2049	68

**9/1/2013-9/30/2013**

<b>Running Total</b>	<b>2364</b>	<b>2359</b>	<b>2120</b>
----------------------	-------------	-------------	-------------

<b>Week Ending</b>	<b>Average Case age</b>	<b>45-Day (50%) Time Lapse</b>	<b>75-Day (80%) Time Lapse</b>	<b>150-Day (95%) Time Lapse</b>
9/6/2013	31.8	74.41%	92.52%	100.00%
9/13/2013	28.6	65.83%	92.50%	99.44%
9/20/2013	27.9	87.00%	98.41%	100.00%
9/27/2013	26.5	89.20%	99.14%	100.00%
9/30/2013	28.0	85.33%	100.00%	100.00%

<b>9/1/2013-9/30/2013</b>	<b>28.0</b>	<b>80.51%</b>	<b>96.34%</b>	<b>99.87%</b>
---------------------------	-------------	---------------	---------------	---------------

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

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

	September, 2013	August, 2013	July, 2013	June, 2013
	Average Days in Transfer			
	Case Count	Case Count	Case Count	Case Count
Fr	6.33	5.88	2.58	1.20
Ing	5.61	6.95	2.42	1.96
Inl	6.19	4.80	3.52	2.06
LA	5.39	5.86	1.97	1.64
Oak	3.76	7.14	5.11	1.71
OC	5.31	6.41	1.60	1.26
Ox	6.82	4.05	2.16	1.06
Pas	4.65	4.02	2.41	1.33
Sac	7.49	7.81	2.41	3.54
SD	4.83	6.24	1.83	1.64
SF	4.55	4.92	2.27	1.52
SJ	4.37	4.18	2.88	1.03
Tax		9.36	4.64	1.89
<b>Total</b>	5.79	6.02	2.56	1.83
	1453	2394	2125	1892

**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%
<b>08/09 45-Day</b>	52.2%	37.8%	38.4%	33.2%	16.1%	4.7%	13.8%	20.6%	38.7%	30.8%	43.2%	60.0%	32.4%
<b>08/09 75-Day</b>	93.2%	94.9%	92.3%	90.4%	91.2%	87.3%	88.2%	90.6%	93.9%	75.3%	86.7%	92.7%	89.7%
<b>08/09 150-Day</b>	99.6%	99.7%	98.9%	99.0%	99.1%	99.6%	99.1%	99.8%	100.0%	99.4%	99.8%	97.6%	99.3%
<b>Case Aging</b>	30	34	34	32	38	37	33	39	39	37	44	59	38
<b>09/10 45-Day</b>	42.4%	41.8%	39.5%	28.6%	35.6%	28.8%	29.2%	37.3%	40.6%	43.3%	59.4%	80.5%	42.2%
<b>09/10 75-Day</b>	76.2%	85.2%	69.7%	75.9%	78.5%	74.2%	83.2%	88.0%	92.9%	93.3%	91.3%	94.7%	83.6%
<b>09/10 150-Day</b>	82.6%	98.8%	96.7%	99.1%	99.3%	99.3%	99.0%	99.5%	99.6%	99.7%	99.8%	99.4%	97.7%
<b>Case Aging</b>	42	45	41	39	39	39	37	38	34	35	29	26	37
<b>10/11 45-Day</b>	83.1%	80.3%	80.9%	81.5%	83.4%	86.7%	85.9%	77.0%	48.1%	28.8%	11.4%	12.9%	63.3%
<b>10/11 75-Day</b>	97.5%	98.2%	97.5%	98.0%	96.9%	97.2%	98.4%	97.7%	95.6%	89.3%	88.1%	90.1%	95.4%
<b>10/11 150-Day</b>	99.8%	99.9%	99.9%	100.0%	99.4%	99.9%	99.7%	99.8%	99.7%	99.9%	99.6%	99.8%	99.8%
<b>Case Aging</b>	26	28	27	27	25	28	28	33	38	38	36	34	31
<b>11/12 45-Day</b>	5.2%	6.9%	4.6%	10.1%	10.6%	10.5%	11.6%	11.7%	17.2%	16.6%	47.9%	70.0%	18.6%
<b>11/12 75-Day</b>	89.2%	87.9%	60.8%	43.9%	40.0%	43.1%	72.7%	86.4%	89.5%	85.5%	91.0%	90.8%	73.4%
<b>11/12 150-Day</b>	99.7%	99.4%	99.4%	97.3%	98.9%	99.0%	98.9%	99.2%	99.5%	99.3%	99.3%	99.1%	99.1%
<b>Case Aging</b>	39	45	43	47	48	44	39	38	39	37	32	30	40
<b>12/13 45-Day</b>	66.4%	57.4%	20.5%	12.8%	28.7%	40.7%	25.5%	22.1%	14.3%	13.1%	24.0%	53.3%	31.6%
<b>12/13 75-Day</b>	94.0%	91.8%	81.7%	80.9%	80.6%	76.4%	75.4%	83.2%	75.3%	82.7%	76.6%	90.6%	82.4%
<b>12/13 150-Day</b>	99.3%	99.5%	99.4%	99.7%	99.2%	99.0%	99.0%	99.6%	98.3%	99.7%	99.8%	99.7%	99.4%
<b>Case Aging</b>	31	38	44	48	44	49	45	45	41	41	35	29.1	41
<b>13/14 45-Day</b>	62.3%	76.0%	72.4%	56.6%	77.4%	80.5%							70.8%
<b>13/14 75-Day</b>	92.1%	94.4%	90.7%	90.3%	94.8%	96.3%							93.1%
<b>13/14 150-Day</b>	99.7%	99.7%	99.8%	99.8%	99.6%	99.9%							99.8%
<b>Case Aging</b>	30.1	31.0	32.2	30.1	28.4	28.0							30.0

**ALL PROGRAM TRENDS-AO**

**REGISTRATIONS**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	2,470	2,136	3,081	2,779	2,362	2,691	2,518	2,957	3,089	2,658	2,796	2,721	32,258	<b>2,688</b>		
2011	2,506	2,625	3,779	3,046	3,318	2,971	3,021	3,267	3,259	3,298	2,341	2,561	35,992	<b>2,999</b>	112%	311
2012	2,789	2,316	3,555	2,608	2,418	1,958	2,407	2,932	2,430	2,728	2,376	2,156	30,673	<b>2,556</b>	85%	-443
2013	2,789	2,721	3,003	3,403	2,735	2,082	2,057	2,055	2,359				23,204	<b>2,578</b>	101%	22
														2012	101%	99%
														2011	86%	83%
														2010	96%	96%
															chg to '13 avg	chg to '13 YTD

Registrations Jan to date down 1% from 2012 , down 17% from 2011, and down 4% from 2010.

Registration monthly average up 1% from 2012, down 14% from 2011, and down 4% from 2010.

**DISPOSITIONS**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	2,210	2,634	2,764	2,707	2,534	2,949	2,352	2,657	2,647	2,853	2,565	2,360	31,232	<b>2,603</b>		
2011	2,601	2,626	2,583	2,546	2,994	3,447	2,361	2,860	4,116	3,804	3,130	3,022	36,090	<b>3,008</b>	116%	405
2012	2,917	3,106	3,407	2,747	2,310	1,816	2,653	3,087	2,709	2,341	2,327	2,608	32,028	<b>2,669</b>	89%	-339
2013	2,921	2,314	3,498	2,810	2,605	1,999	2,258	2,716	2,120				23,241	<b>2,582</b>	97%	-87
														2012	97%	94%
														2011	86%	89%
														2010	99%	99%
															chg to '13 avg	chg to '13 YTD

Dispositions Jan to date down 6% from 2012, down 11% from 2011, and down 1% from 2010.

Disposition monthly average down 3% from 2012, down 14% from 2011, and down 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	<b>3,164</b>		
2011	3,872	3,870	4,984	5,543	5,814	5,356	6,020	6,423	5,566	5,057	4,265	3,792	3,792	<b>5,047</b>	159%	1,882
2012	3,663	2,902	3,018	2,906	3,014	3,141	2,948	2,758	2,509	2,863	2,894	2,340	2,340	<b>2,913</b>	58%	-2,134
2013	2,057	2,452	1,910	2,509	2,625	2,671	2,484	1,804	2,049					<b>2,285</b>	78%	-628
														2012	78%	77%
														2011	45%	43%
														2010	72%	76%
															chg to '13 avg	chg to '13 YTD

Open Balance Jan to date down 23% from 2012, down 57% from 2011, and down 24% from 2010.

Open Balance monthly average down 22% from 2012, down 55% from 2011, and down 28% from 2010.

**UI TRENDS-AO**

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

**REGISTRATIONS**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2010	2,374	2,049	2,870	2,656	2,262	2,575	2,404	2,862	2,945	2,547	2,654	2,600	30,798	<b>2,567</b>		
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	<b>2,853</b>	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	<b>2,451</b>	86%	-402
2013	2,708	2,596	2,942	3,223	2,614	2,014	1,997	1,978	2,276				22,348	<b>2,483</b>	101%	32

UI registrations Jan to date are same from 2012, down from 16% from 2011, and down 3% from 2010  
 UI registration monthly average is up 1% from 2012, down 13% from 2011, and down 3% 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	<b>2,486</b>		
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	<b>2,862</b>	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	<b>2,553</b>	89%	-309
2013	2,823	2,240	3,363	2,704	2,504	1,920	2,173	2,602	2,040				22,369	<b>2,485</b>	97%	-67

UI dispositions Jan to date are down 5% from 2012, down 10% from 2011, and same from 2010  
 UI disposition monthly average is down 3% from 2012, down 13% from 2011, and same 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	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	<b>2,968</b>		
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	<b>4,763</b>	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	<b>2,715</b>	57%	-2,048
2013	1,933	2,279	1,809	2,336	2,432	2,491	2,329	1,684	1,923					<b>2,135</b>	79%	-580

UI balance of open cases Jan to date is down 23% from 2012, down 57% from 2011, and down 24% from 2010  
 UI balance monthly average is down 21% from 2012, down 55% from 2011, and down 28% from 2010

2012	79%	77%	
2011	45%	43%	
2010	72%	76%	
	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	5				150	17	82%	-4
													2012	82%	81%	
													2011	68%	82%	
													2010	138%	156%	
																chg to '13 avg

Tax registrations Jan to date are down 19% from 2012, down 18% from 2011, and up 56% from 2010  
 Tax registration monthly average down 18% from 2012, down 32% from 2011, and up 38% 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	18				176	20	90%	-2
													2012	90%	78%	
													2011	84%	83%	
													2010	185%	176%	
																chg to '13 avg

Tax dispositions Jan to date are down 22% from 2012, down 17% from 2011 and up 76% from 2010  
 Tax disposition monthly average down 10% from 2012, down 16% from 2011, and up 85% 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	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	48					71	80%	-18	
														2012	80%	73%	
														2011	104%	104%	
														2010	140%	151%	
																chg to '13 avg	

Tax balance of open cases Jan to date is down 27% from 2012, up 4% from 2011, and up 51% from 2010  
 Tax balance monthly average down 20% from 2012, up 4% from 2011, and up 40% from 2010

**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	4				58	6	149%	2
Other registrations Jan to date up 41% from 2012, down 32% from 2011, and down 65% from 2010													2011	149%	141%	
Other registration monthly average up 49% from 2012, down 32% from 2011, and down 59% from 2010													2010	68%	68%	
													2009	41%	35%	
													chg to '13 avg		chg to '13 YTD	

**DISPOSITIONS**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr.-Yr AvgChg
2010	2	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	10				52	6	114%	1
Other dispositions Jan to date are up 4% from 2012, down 30% from 2011, and down 65% from 2010													2011	114%	104%	
Other disposition monthly average up 114% from 2012, down 40% from 2011, and down 61% from 2010													2010	60%	70%	
													2009	39%	35%	
													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	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					7	110%	1
Other balance of open cases Jan to date down 3% from 2012, down 60% from 2011, and down 69% from 2010													2011	110%	97%	
Other balance monthly average up 10% from 2012, down 61% from 2011, and down 67% from 2010													2010	39%	40%	
													2009	33%	31%	
													chg to '13 avg		chg to '13 YTD	





APPELLATE OPERATIONS - REPORT SUMMARY

APPELLATE		July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	AO Current Mo. % of Avg.	TOTAL	Appellants Current Mo.
<b>WORKLOAD</b>																	
<b>Registrations</b>																	
UI TL		1,997	1,978	2,276										2,084	109%	6,251	
DI		37	61	74										57	129%	172	
Ruling & T-R		6	3	2										4	55%	11	
Tax		12	12	5										10	52%	29	
Other		5	1	2										3	75%	8	
Total		2,057	2,055	2,359										2,157	109%	6,471	1,443
Multi Cases																	
<b>Dispositions</b>																	
UI TL		2,173	2,602	2,040										2,272	90%	6,815	
DI		53	69	52										58	90%	174	
Ruling & T-R		3	4	9										5	169%	16	
Tax		28	38	18										28	64%	84	
Other		1	3	1										2	60%	5	
Total		2,258	2,716	2,120										2,365	90%	7,094	1,285
Multi Case/Ch			1/13														
<b>Balance - Open Cases</b>																	
UI TL		2,329	1,684	1,923										1,979	97%		
DI		55	49	71										58	122%		
Ruling & T-R		13	12	5										10	50%		
Tax		82	58	48										63	77%		
Other		5	1	2										3	75%		
Total		2,484	1,804	2,049										2,112	97%		1,170
Multi Cases																	Estimate
<b>FO to AO Appeal Rate</b>																	
UI TL		7.7%	5.5%	6.8%										6.7%	102.2%		
DI		4.3%	5.9%	6.7%										5.7%	119.0%		
Ruling & T-R		2.5%	1.0%	0.7%										1.4%	47.7%		
Tax		4.0%	5.6%	1.9%										3.8%	49.6%		
Other		41.7%	4.3%	9.1%										18.4%	49.5%		
Overall Rate		7.5%	5.5%	6.7%										6.6%	102.4%		

APPELLATE OPERATIONS ~ REPORT SUMMARY

APPELLATE		July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	AO Current Mo. % of Avg.
<b>TIME LAPSE</b>															
	45 Day-50 %	57	77	81										71	113%
	75 Day- 80 %	90	95	96										94	103%
	150 Day- 95 %	100	100	100										100	100%
<b>CASE AGE</b>															
	Avg Days-UI (mean)	30.1	28.4	28.0										28.8	97%
	Avg Days-UI (median)	26.0	24.0	24.0										24.7	97%
<b>Over 120 days old</b>															
	UI Cases	11	12	14										12	114%
	UI %	1%	1%	1%										1%	121%
	UI % w/out Multis	1%	1%	1%										1%	121%
<b>NET PYS USED</b>															
	ALJ	17.31	19.28											18.3	105%
	AO Non ALJ	34.25	33.03											33.6	98%
	CTU Non ALJ	3.35	4.20											3.8	111%
	Net PYS	54.91	56.51											55.7	101%
<b>RATIOS</b>															
	AO w/o transcribers	1.98	1.71											1.84	93%
	AO with transcribers	2.17	1.93											2.05	94%
<b>TRANSCRIPTS</b>															
	PAGES	72	77	48										66	73%
	AVG PGS Per T/S	4,417	5,278	3,644										4,446	82%
		61	69	76										69	111%
<b>PRODUCTIVITY</b>															
	ALJ Disp/wk	29.6	32.0											30.8	104%
	Trans Pgs/day	59.93	57.12											58.5	98%

Case Assignment to the Board for the month of: September 2013

Agenda Item 9

Board Member		1st	2nd	3rd	UI	DI	Ruling	Tax	1 Party	2 Party	Total
<b>Kathleen Howard</b>											
	Sum	269	215	3	460	21	2	4	189	298	487*
	Percent	21%	16%	5%	18%	21%	14%	12%	19%	18%	
<b>Michael Allen</b>											
	Sum	364	622	5	935	36	6	14	366	625	991
	Percent	28%	47%	9%	37%	37%	43%	42%	37%	37%	
<b>Robert Dresser</b>											
	Sum	91	67	48	198	3	0	5	57	149	206
	Percent	7%	5%	86%	8%	3%	0%	15%	6%	9%	
<b>Roy Ashburn</b>											
	Sum	587	407	0	940	38	6	10	378	616	994
	Percent	45%	31%	0%	37%	39%	43%	30%	38%	36%	
<b>Total Cases Reviewed:</b>		1311	1311	56	2533	98	14	33	990	1688	

\*Off Calendar

Tuesday, October 01, 2013

# Monthly Board Meeting Litigation Report - September 2013

AGENDA ITEM 9

<u>LITIGATION CASES PENDING</u>	TOTAL = 351
<b>SUPERIOR COURT:</b> Claimant Petitions.....	283
Employer Petitions.....	38
EDD Petitions.....	3
Non-benefit Court Cases .....	6
<b>APPELLATE COURT:</b> Claimant Appeals.....	11
Employer Appeals.....	7
EDD Appeals.....	0
Non-benefit Court Cases .....	1
<b>ISSUES:</b> UI.....	302
DI.....	25
Tax.....	15
Non-benefit Court Cases .....	9

## 2013 CALENDAR YEAR ACTIVITY - Benefit & Tax Cases

<u>LITIGATION CASES FILED</u>	<u>YTD</u>	<u>September</u>
<b>SUPERIOR COURT:</b> Claimant Petitions.....	68	9
Employer Petitions.....	13	1
EDD Petitions.....	0	0
<b>APPELLATE COURT:</b> Claimant Appeals.....	4	0
Employer Appeals.....	2	0
EDD Appeals.....	0	0
<u>LITIGATION CASES CLOSED</u>	<u>YTD</u>	<u>September</u>
<b>SUPERIOR COURT:</b> Claimant Petitions.....	47	7
Employer Petitions.....	4	0
EDD Petitions.....	0	0
<b>APPELLATE COURT:</b> Claimant Appeals.....	3	0
Employer Appeals.....	0	0
EDD Appeals.....	0	0

## 2013 Decision Summary

<u>Claimant Appeals</u>		<u>Employer Appeals</u>		<u>CUIAB Decisions</u>		
Win: 13	Loss: 37	Win: 1	Loss: 3	Affirmed: 40	Reversed: 8	Remanded: 6

# SEPTEMBER 2013 PERFORMANCE INDICATORS

## FIELD OPERATIONS

### MEETING DOL STANDARDS UI TIMELAPSE CASES

	<u>Closed</u>	<u>DOL Standard</u>
<b>Closed Cases</b>		
% Closed in <= 30 Days	87.1%	≥60%
% Closed in <= 45 Days	94.8%	≥80%

	<u>Avg. Days</u>	<u>DOL Standard</u>
<b>Pending Cases</b>		
Case Aging	22.7	≤30

	<u>UI</u>	<u>ALL</u>
<b>WORKLOAD</b>		
Opened	24,997	26,509
Closed	29,065	31,214
Balance of Open Cases	21,580	30,062

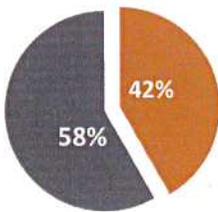
### CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

UI Timelapse Appeals	37 days
DI Appeals	63 days
All Programs	43 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 42% of UI Open Balance, and Regular UI cases made up 58%.

FED-ED UI Extensions made up 0.5% of the FO open balance. These are the extensions that ended in late May 2012. In 2011, they were 3% of the workload.

## APPELLATE OPERATIONS

### MEETING DOL GUIDELINES & STANDARDS UI TIMELAPSE CASES

	<u>Closed</u>	<u>DOL Guideline</u>
<b>Closed Cases</b>		
% Closed in <= 45 Days	80.5%	≥50%
% Closed in <= 75 Days	96.3%	≥80%

	<u>Avg. Days</u>	<u>DOL Standard</u>
<b>Pending Cases</b>		
Case Aging	28.0	≤40

	<u>UI</u>	<u>ALL</u>
<b>WORKLOAD</b>		
Opened	2,276	2,359
Closed	2,040	2,120
Balance of Open Cases	1,923	2,049

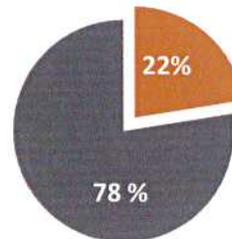
### CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

UI Timelapse Appeals	42 days
DI Appeals	46 days
All Programs	43 days

### UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

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

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



UI Extensions made up 22% of UI Open Balance, and Regular UI cases made up 78%.

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 September 2013**

<b>PFL CASES</b>	<b>Average Days to Process an Appeal</b>	<b>Case Creation Date to Verified Date</b>	<b>Verified Date to Scheduled Date</b>	<b>Scheduled Date to Hearing Date</b>	<b>Hearing Date to Decision Mailed Date</b>
<b>Jurisdiction</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>
Fresno	54	7	20	13	6
Inglewood	63	9	19	25	3
Inland	63	6	29	13	3
Los Angeles	94	5	36	12	4
Oakland	46	7	7	13	3
Orange County	55	6	27	13	4
Oxnard	58	5	24	11	0
Pasadena	55	4	10	19	12
Sacramento	50	5	7	17	5
San Diego	72	5	35	13	3
San Francisco	55	5	21	11	4
San Jose	54	6	18	11	3
<b>Statewide</b>	<b>59</b>	<b>6</b>	<b>21</b>	<b>14</b>	<b>3</b>

<b>DI CASES</b>	<b>Average Days to Process an Appeal</b>	<b>Case Creation Date to Verified Date</b>	<b>Verified Date to Scheduled Date</b>	<b>Scheduled Date to Hearing Date</b>	<b>Hearing Date to Decision Mailed Date</b>
<b>Jurisdiction</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>
Fresno	58	7	19	14	2
Inglewood	63	11	20	13	6
Inland	67	7	21	13	5
Los Angeles	82	11	45	13	4
Oakland	49	10	10	13	4
Orange County	73	16	16	14	5
Oxnard	65	10	26	12	0
Pasadena	53	10	10	14	7
Sacramento	47	9	7	14	6
San Diego	63	9	26	13	6
San Francisco	55	7	19	10	3
San Jose	59	7	24	12	3
<b>Statewide</b>	<b>63</b>	<b>10</b>	<b>22</b>	<b>13</b>	<b>4</b>

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

<b>UI CASES</b>	<b>Average Days to Process an Appeal</b>	<b>Case Creation Date to Verified Date</b>	<b>Verified Date to Scheduled Date</b>	<b>Scheduled Date to Hearing Date</b>	<b>Hearing Date to Decision Mailed Date</b>
<b>Jurisdiction</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>
Fresno	37	4	12	14	2
Inglewood	37	5	11	12	3
Inland	41	4	13	16	2
Los Angeles	39	3	13	13	3
Oakland	39	4	13	12	3
Orange County	38	4	13	14	2
Oxnard	35	3	14	12	0
Pasadena	35	4	6	13	5
Sacramento	34	5	6	14	4
San Diego	34	3	8	13	4
San Francisco	39	3	18	11	2
San Jose	34	3	11	12	2
<b>Statewide</b>	<b>37</b>	<b>4</b>	<b>11</b>	<b>13</b>	<b>3</b>

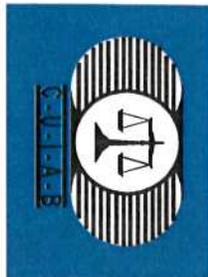
<b>ALL CASES</b>	<b>Average Days to Process an Appeal</b>	<b>Case Creation Date to Verified Date</b>	<b>Verified Date to Scheduled Date</b>	<b>Scheduled Date to Hearing Date</b>	<b>Hearing Date to Decision Mailed Date</b>
<b>Jurisdiction</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>
Fresno	39	4	13	14	2
Inglewood	54	8	22	15	3
Inland	42	4	14	16	2
Los Angeles	42	4	15	13	4
Oakland	41	5	15	12	3
Orange County	42	5	15	14	2
Oxnard	36	3	14	12	0
Pasadena	36	5	7	13	5
Sacramento	35	5	7	14	4
San Diego	65	5	37	13	4
San Francisco	40	3	18	11	2
San Jose	37	3	13	12	2
<b>Statewide</b>	<b>43</b>	<b>5</b>	<b>16</b>	<b>13</b>	<b>3</b>

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

Branch	13/14 Fiscal Year-to-Date Overtime Expenditure							
	FY Y-T-D Decision Typing Hours	Pay	FY Y-T-D CTU Typing Hours	Pay	FY Y-T-D Registration Hours	Pay	FY Y-T-D Other Hours	Pay
Appellate	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	93.25	\$3,018.59
Admin	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00
IT	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	277.75	\$12,025.61
Exec	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00
Project	0.00	\$0.00	0.00	\$0.00	4.50	\$214.52	0.00	\$0.00
Field	0.00	\$0.00	0.00	\$0.00	313.25	\$4,347.31	547.25	\$16,940.15
<b>Total</b>	<b>0.00</b>	<b>\$0.00</b>	<b>0.00</b>	<b>\$0.00</b>	<b>317.75</b>	<b>\$4,561.83</b>	<b>918.25</b>	<b>\$31,984.35</b>

Branch	13/14 Fiscal Year-to-Date Total Overtime Expenditures						FY 13/14 FY Projections Estimated Expenditures Over-/Under
	13/14 FY Allocation	Year-to-Date Hours	Year-to-Date Position Equivalent	Year-to-Date Pay	Allocation Balance	Estimated Expenditures Over-/Under	
Appellate	\$90,097.00	93.25	0.04	\$3,018.59	\$87,078.41	\$71,985.46	
Admin	\$5,590.00	0.00	0.00	\$0.00	\$5,590.00	\$5,590.00	
IT	\$97,891.00	277.75	0.13	\$12,025.61	\$85,865.39	\$25,737.34	
Exec	\$0.00	0.00	0.00	\$0.00	\$0.00	\$0.00	
Project	\$1,897.00	4.50	0.00	\$214.52	\$1,682.48	\$609.88	
Field Operations	\$213,698.00	860.50	0.41	\$21,287.46	\$192,410.54	\$85,973.24	
<b>Total</b>	<b>409,173.00</b>	<b>1,236.00</b>	<b>7.13</b>	<b>\$36,546.18</b>	<b>\$372,626.82</b>	<b>\$189,895.92</b>	
Actual Monthly Average Personnel Year 0.59							

13/14 Fiscal Year-to-Date Lump Sum Payout July 2013 through August 2013						
Branch	Year-to-Date Hours	Year-to-Date Position Equivalent	Year-to-Date Pay	13/14 Allocation	Estimated Over-/Under	
Appellate	0.00	0.00	\$422.54	\$144,987.00	\$142,451.76	
Admin	658.00	0.32	\$20,592.40	\$5,000.00	-\$15,592.40	
IT	256.00	0.12	\$10,579.45	\$5,000.00	-\$58,476.70	
Exec	0.00	0.00	\$0.00	\$93,867.00	\$93,867.00	
Project	0.00	0.00	\$0.00	\$5,000.00	\$5,000.00	
Field Operations	7.00	0.00	\$2,944.34	\$465,441.00	\$447,774.96	
<b>Total</b>	<b>921.00</b>	<b>0.44</b>	<b>\$34,538.73</b>	<b>\$719,295.00</b>	<b>\$615,024.62</b>	



**CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD**  
**SPECIAL PROJECTS MATRIX**  
**October 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 1.7 million California workers out of work. During the Great Recession, CUIAB received unprecedented numbers of appeals for California. We continue to strive to better serve California's workers and business owners during a time when more than ever, they are in need of our services. Since January 2009, the Board has been focused on the appeal backlog and identifying work solutions that will help address the workload.

**WORK PROCESS IMPROVEMENTS**

Project & Description	Lead	Priority	Milestones	Goals	Status
<p><b>US Department of Labor Taskforce</b>            For nine years, CUIAB has failed to meet US DOL timeliness standards for UI appeals. California is ranked 51<sup>st</sup> among 53 states and US territories on time lapse and case aging standards. In late 2008, US DOL placed CUIAB under a corrective action plan with oversight by a taskforce of US DOL, EDD &amp; CUIAB representatives.</p>		High	Appeal program review 07/27-31/2009 DOL report 02/05/2010 LWDA response 03/10/2010 Multi-year At Risk CAP 07/30/2013 Last site visit 07/25/2013	<ul style="list-style-type: none"> <li>Meet DOL time lapse measures.</li> <li>Meet DOL case age measures.</li> </ul>	CA removed from corrective action on average case age for first level appeals. For May 2013, CA ranked 28 in the nation compared to rank 51 in December 2008. September 2013 Performance – First Level 30-day – 87.1% (60%) 45 day – 94.8% (80%) Avg Age – 22.7 days (30 days) Second level Avg age – 28.0 days (40 days)

**TECHNOLOGY**

Project & Description	Lead	Priority	Milestones	Goals	Status
<p><b>Collate Decision Print Jobs</b>            Reduce a manually collated appeal decision print jobs to one print job to save staff time.</p>	Hugh Harrison Julie Krebs Lori Kurosaka Faye Saunders	High		<ul style="list-style-type: none"> <li>Reduce claimants' &amp; employers' wait times for benefits and adjustments.</li> <li>Reduce cycle time for appeals process.</li> </ul>	Programming completed and testing is in progress. Solution will be implemented with new E-CATS release Fall/Winter 2013.
<p><b>CUIAB Network Upgrade</b>            This upgrade will double the bandwidth for faster processing of appeal data and information for ALJs and staff.</p>	Rafael Placencia	High		<ul style="list-style-type: none"> <li>Reduce cycle time for appeals data flow and document saving.</li> </ul>	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><b>Dictaphone Integration</b> Consolidating data &amp; audio files on CATS for appeal cases for improved access.</p>	Faye Saunders	High			Will be released with E-CATS. Issues identified with Dictaphone 8 & Windows 7. Server Group continues to test solutions.
<p><b>Digital Imaging</b> EDD mails hard copy documents to CUIAB when an appeal is filed. CUIAB will collaborate with EDD to image documents and records relating to all appeals and design an electronic exchange.</p>	Lori Kurosaka	On Hold	<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"> <li>- Reduce paper files prepared &amp; sent by EDD.</li> <li>- Increase information security.</li> <li>- Reduce paper file storage space needs &amp; costs at CUIAB.</li> <li>- Reduce postage costs.</li> <li>- Increase federal performance.</li> </ul>	<p>Agency, EDD, CUIAB meeting on 01/16/2013. Moving UI appeal scope back to UI Forms Project. CUIAB &amp; 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><b>E-CATS</b> Enhanced CA Appeal Tracking System is the modernization of CUIAB's legacy appeals tracking system. In-house IT staff are developing the system on a Microsoft web application framework</p>	Faye Saunders	High	<p>Stress test 02/13/2013 Stress test 06/12/2013 Stress test 08/2013 Stress test 09/11/2013</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. September stress test completed. One more stress test is scheduled for 10/16/2013.
<p><b>Electronic Case Management</b> CUIAB's case tracking database is 10 years old and cumbersome to manage the current workload volume. CUIAB is collaborating with LWDA &amp; EDD to develop an integrated case management system.</p>	Lori Kurosaka Janet Maglirite	On Hold	<p>LWDA, EDD &amp; CUIAB approved FSR &amp; project strategy in 10/2010. Kick off 05/2011.</p>	<ul style="list-style-type: none"> <li>- Receive appeals case documents electronically from EDD.</li> <li>- Eliminate internal mailing of case documents</li> </ul>	Project Team is revisiting the FSR to update and complete by end of 2013. Will begin product research and demos with LWDA. LWDA is searching for enterprise case management tool.
<p><b>E-Decision Review for ALJs</b> In-house development for electronic appeal decision review process.</p>	Faye Saunders	High			Performing business analysis for requirements gathering.
<p><b>EDD CCR Interface</b> As part of EDD's UI Modernization Project, CUIAB is building an interface with the Continued Claims Redesign Project under development. Primary data exchange will include address change updates.</p>	Faye Saunders	High	<p>Testing done 08/2013</p>	<ul style="list-style-type: none"> <li>- Eliminate paper exchange process with EDD.</li> <li>- Increase worker information security.</li> </ul>	CCR went live on 09/03/2013. New procedures under development. CCR is now sending nightly files of claimant address changes. However, the files are not complete. EDD & Deloitte are working on bugs.
<p><b>Explore Feasibility to Use EDD Mail Center</b> Within three months, Field Operations wants to explore feasibility of mailing decisions and notices via the EDD Mail Center to take advantage of bulk postal discounts and save staff resources.</p>	Hugh Harrison Lori Kurosaka Faye Saunders	On Hold			Held planning meeting with EDD on 04/12/2012 for requirements gathering & costing. Held requirements gathering session with FO & AO on 05/02/2012. Procuring software to expedite coding for this process. Held CUIAB requirements session. CUIAB IT meeting with Mail Center IT to cost out solution on 08/06.

**TECHNOLOGY cont.**

Project & Description	Lead	Priority	Milestones	Goals	Status
<p><b>Field Office Technology Enhancements</b> Investing and testing use of larger sized monitors for hearing rooms. Provide second monitors for support staff to toggle into SCDB without interrupting their CATS.</p>	Rafael Placencia	<b>On Hold</b>	Complete procurement	<ul style="list-style-type: none"> <li>- Improve readability of documents on screen.</li> </ul>	Hardware deployment
<p><b>Field Office Telephone Tree</b> Field Operations will test the use of phone menu options to answer routine constituent calls. This will allow support staff to spend more time on the non-routine calls.</p>	Rafael Placencia	High	Develop standard automated phone tree to be used for all FOs Pilot new phone tree in the Inland FO	<ul style="list-style-type: none"> <li>- Reduce claimants &amp; employers time on phones.</li> <li>- Standardize hearing information provided by phone.</li> </ul>	Standard phone tree design completed. Pilot began in the Inland FO.
<p><b>EDD Flat File Expansion</b> The nightly data file of UI, DI, and PFL appeal transmittals will be expanded to include data for the entire UI macro print jobs. This expanded data will allow CUIAB to calendar hearings before paper transmittal arrives.</p>	Lori Kurosaka Faye Saunders	<b>On Hold</b>		<ul style="list-style-type: none"> <li>- Reduce claimants' &amp; employers' wait times for benefits and adjustments.</li> <li>- Reduce cycle time for appeals process.</li> <li>- Reduce hard copy SCDB screen prints mailing from EDD.</li> </ul>	Gathered business requirements with Judicial Advisory Council 10/16/2012. Received UI macro programming to complete analysis of what detail UI Branch will need to reprogram.
<p><b>Hearing Scheduling System</b> Currently, FO &amp; AO support staff schedule or assign appeal hearings or cases using a hybrid manual process. Appellate, Field &amp; IT staff observed an EDD demon on their UI Scheduling System.</p>	Lori Kurosaka Faye Saunders	High	Charter & scope completed. Kick off 10/14/2010. Requirements 2/2011 Testing began 01/2012 AO Implementation 04/26/2012	<ul style="list-style-type: none"> <li>- Reduce claimants &amp; employers wait time for hearing decisions.</li> <li>- Provide easier electronic process for staff to calendar hearings or schedule cases.</li> </ul>	IT team completed visits to 12 FOs to observe calendaring processes. Business requirements & design document were vetted with FO Steering Council in September 2012. Application coding is 95% completed. Preparing for test of manual portion of process. Once the manual portion is approved by Field Operations, then coding begins for automated section.
<p><b>LWDA Network Consolidation</b> To comply with OCIO Policy Letter 10-14, the LWDA Departments &amp; Boards are developing a network consolidation plan that must be completed by June 2013.</p>	Rafael Placencia	Medium	LWDA Workgroup develops migration plan. Consensus on migration plan. Implementation	<ul style="list-style-type: none"> <li>- Improve IT efficiency &amp; effectiveness.</li> <li>- Improve security.</li> <li>- Reduce IT costs by using shared service models.</li> <li>- Reduce greenhouse gas emissions.</li> <li>- Reduce the use of paper for board appeal processing and board meetings.</li> </ul>	The migration plan is completed and a cost model has been developed.
<p><b>Personal Productivity &amp; Mobility Pilot for Board Members, Appellate &amp; Senior Staff</b> Testing use of new mobile, paperless technology with Board Members, six Appellate ALUs, and Senior Staff.</p>	Rafael Placencia	<b>On Hold</b> due to air card limitations	OCIO approval for procurement. Testing equipment with Board.		Scoped down due to GO directive on cell phone (air card) reductions.

**TECHNOLOGY cont.**

Project & Description	Lead	Priority	Milestones	Goals	Status
<b>Printer Standardization</b> Standardizes the use of printers throughout the organization as they are replaced. This will reduce maintenance and toner costs through the printers lives.	Rafael Placencia	On Hold		<ul style="list-style-type: none"> <li>- Reduce maintenance &amp; support costs.</li> <li>- Reduce toner costs.</li> </ul>	Researching feasible equipment. Standards are in place for light, heavy, color, and multi-function printers. No new procurement will be completed.
<b>Refresh Bench &amp; Conversion</b> CUIAB's intranet site is under refresh and conversion to SharePoint 2010 software. This software will provide easier updates and content.	Faye Saunders	Medium	Secured consultant to build SharePoint server 09/2012. Migration of current content completed 08/2012.	<ul style="list-style-type: none"> <li>- Improve internal communication tool for CUIAB employees.</li> </ul>	Draft version completed and waiting for approvals to go live.

**STAFFING, FACILITIES, EQUIPMENT & OTHER**

Project & Description	Lead	Priority	Milestones	Goals	Status
<b>Judicial Advisory Council</b> Established an advisory council of two Presiding Judges & three ALJs to seek input on major technology development.	Lori Kurosaka Janet Maglante	On Hold	07/2011-Completed business requirements for case management system.	<ul style="list-style-type: none"> <li>- Design comprehensive technology systems with input from judicial users.</li> </ul>	Updating business requirements for imaging & workflow system. Testing ergonomic furniture to help judges to adopt new technology.
<b>Performance Management Tools for Board &amp; Leadership</b> 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 Maglante	High	Business case metrics for imaging Business case metrics for case management Tested report template designs with IT.		Field Operations performance indicator reports are complete. In final approvals for Appellate Operations cycle time and case aging reports.
<b>Staff Advisory Council</b> Established an advisory council of six Field Operations staff and two Appellate staff to seek input on major technology development.	Lori Kurosaka Janet Maglante	On Hold		<ul style="list-style-type: none"> <li>- Design comprehensive technology systems with input from staff users.</li> </ul>	Updating business requirements for imaging & workflow system.
<b>Transforming CUIAB</b> Completed engagement with vendor. Establish new change management program at CUIAB to train staff for skills needed for new technology implementations and communicate on tech project initiatives.	Pam Boston	High	Vetted with Presiding Judges 02/2013	<ul style="list-style-type: none"> <li>- Develop and implement training plan for judges &amp; staff.</li> <li>- Develop and implement a communications plan targeting all CUIAB stakeholder groups on new technology status.</li> </ul>	Draft communications and training plans are approved by Steering Council. Staff are testing draft PC skills assessment tool.

# AO Annual Evaluation of the Telework Policy

Presentation to the Board  
2013

# State of California Encourages Telecommuting (Telework)

**“It is the policy of the State of California to encourage the use of telecommuting as a management work option.”**

-California Government Code 14200-14203, authorizing state agencies, boards and commissions to establish telecommuting programs.

**“The results showed significant improvements in employee effectiveness and morale and significant reductions in transportation systems use.”**

-Telecommuting Work Option Report, p. 1.

# The Telework Program is part of ALL's Memorandum of Understanding (MOU)

Section 6.4 of Unit 2 MOU(CASE) states:

“The State and CASE recognize that telework has been proven to improve employee morale, reduce traffic congestion and improve productivity.”

“Employee request to telework shall not be denied except for operational needs.”

If denied, employees may file a grievance that can be appealed to the 4<sup>th</sup> level of the grievance procedure

# Participation in CUIAB Telework Program

- 7 retired annuitants ALJs
- Only one ALJ has chosen not to telework
- The Chief ALJ and Presiding ALJ do not telework
- CUIAB also has its own telework policy

## Requirements for Participation in CUIAB Telework Program

- ALJs required to be accessible during work hours
- Each ALJ has backup in office
- Each ALJ must use technology when teleworking
- ALJs required to come to office for AO ALJ meetings and committee meetings
- Limited to 2 days per week

# Changes in FYs 11/12 & 12/13

- Continuous improvements in new technology to maximize efficiencies:
  - Improvements in Filebound and CATS
  - Automated Calendaring Scheduling System (ACSS)
- Trained ALJs to utilize new technology to improve efficiency in work remotely.
- Achieved satisfactory network connection to support using Filebound from remote locations.

# Benefits of Using Filebound

- The implementation of a digital case processing system (Filebound) has made telework even easier
- No longer need to remove and transport files outside the office.
- All electronic files are available to staff, ALJs, and board members whenever they are needed and can be accessed from anywhere via secure internet connection.
- Less chance of the file being lost
- Higher security of confidential information.

# USE OF TECHNOLOGY FOR TELEWORK

All ALJs are technologically capable of preparing and moving cases to Typing and Board Login Desk when teleworking:

- All 28 Telework ALJs use E-dec to upload their decisions to typists
- All 28 Telework ALJs use Filebound
- Some telework ALJs work in the office on close due dates
- Some telework ALJs use Dragon Naturally Speaking on a regular basis

# Benefits of CUIAB Telework Program

- Improves Productivity & Efficiency (fewer distractions; work in lieu of commute time)  
less time off)
- Best Utilization Of Office Space (for more staff)
- Increases Employee Morale (more job satisfaction/flexibility)
- Improves Retention of Experienced ALJs
- Assists In Recruitment Of New ALJs
- Saves On Commute Trips

# Results: Productivity and Efficiencies

Fiscal Yr.	Assignments	# ALJs	# Teleworking ALJs	Aging Cases	45 Day Time Lapse Cases
08-09*	15758	15	14	40 days**	32%
09-10	25262	23	16	33 days	52%
10-11	32234	22	18	35 days	44%
11-12	35,604	23	21	39 days***	29%
12-13	31,878	23	21	39 Days****	37%

\* Caseload increased from 22 to 24 appellants weekly

\*\* Affected by 2 months of older, missed 5068 cases

\*\*\* Affected by the implementation of Filebound and ACSS

-Mass calendaring started in November of 2009

# 2012/2013 Fiscal Year Leave Usage

- 3 ALJ's averaged 29 sick days for the year;
- 20 ALJ's did not use any sick time

## Savings on Office Space

- Reasonable Effort Required To Provide Private, Enclosed Offices For ALJs (confidentiality, listen to audio recordings, drafting decisions)
- Consultation with Union (CASE) Required If Not Available. Unit 2 CBA, section 13.3
- Some of the ALJs on different telecommuting schedules share office space

## Good for Employee Morale

- In a survey asking about employee morale, on a scale of 1 to 10, AO ALJs rated their morale at a 9 or 10.
- AO ALJs do not tend to leave AO for other jobs and FO ALJs who have worked in AO have expressed an interest in coming to work for AO on a permanent basis.
- 10 ALJs have between 14-25 years at AO
- The opportunity to telework is also a positive recruitment tool and has expanded the geographic area for recruitment; 5 ALJs live over 50 miles away

## **Less Commuting Means Benefits for ALJs and the Environment**

- 4 telework ALJ's live within 5 to 10 mile radius
- 7 telework ALJ's live within 10-20 mile radius
- 5 telework ALJ's live within 20-50 mile radius
- 5 telework ALJ's live over the 50 mile radius
- By teleworking, ALJs save between 3319 and 3688 hours of commuting time annually

# Downside of Telecommuting

- Isolation (Use of email & phone to communicate)
- Slower network connection
- Merging of personal and work lives
- Difficulty setting meetings
- Less personal interaction between support staff and ALJs

## Two Days Per Week provides the ideal balance for teleworking ALJs

- Maintains opportunities for collaboration, innovation, on-site brainstorming
- Maintains balance of human interaction and telecommuting benefit, prevents blurring of work and personal life that may occur when individuals telecommute full time.
- Allows the Chief and Presiding Judge to meet with ALJs in person to discuss pressing and complex issues and provide oversight as appropriate.
- Preserves the opportunity for board members to meet or consult with board authors.
- Provides opportunity to attend AO staff and ALJ meetings
- Fosters good relationships between support staff and ALJs.

# Recommendations

## ➤ Update Telework Policy:

- To clarify Chief ALJ / AO Authority and Discretion
- To reflect changes necessary as a result of implementation of Filebound
- To document discretion of Chief ALJ of AO to adjust selection requirements based on performance keeping in mind the provisions of the MOU.

**As Peter Drucker summed up telecommuting,  
"Commuting to office work is obsolete. It is now  
infinitely easier, cheaper, and faster to ... move  
information ... to where the people are"  
(Drucker, 1993, p. 340).**

Drucker, Peter F. (1993). *The ecological vision: Reflections on the American condition*. New Brunswick, NJ: Transaction.