



**STATE OF CALIFORNIA - GOVERNOR EDMOND G. BROWN JR.
LABOR AND WORKFORCE DEVELOPMENT AGENCY
CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD
EXECUTIVE DIRECTOR/CHIEF ADMINISTRATIVE LAW JUDGE**

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October 10, 2011

To: Board Members

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

1. Office of the Chief

- The Presiding Administrative Law Judges met in Sacramento on October 4th and 5th.
- The rollout of the Insight Portal on our internal network is expected this week. Insight is going to primarily focus on being a materials clearinghouse and communication portal on substantive issues for the ALJs. An oversight committee will be actively monitoring submitted opinions and legal advice to ensure that it meets appropriate state and federal standards.

2. Snapshot of Field Operations through September 2011

Overall September 2011 Workload and Performance: September's incredible production allowed CUIAB to deliver a strong reduction in the balance of cases pending before the department. It was a fitting end to the federal fiscal year. The volume of new cases in all categories [41,888] was the highest monthly intake yet in 2011. The focus on processing and registering cases by the individual field offices allowed CUIAB to reduce the number of cases *en route* from EDD to fewer than 9,000. This represents the lowest level of unverified appeals in 2011. More importantly, by having a relatively low balance of unverified cases combined with a shrinking balance of verified cases, the open balance of cases truly reflects a strong reduction in the outstanding balance of cases rather than an uptick in unverified appeals.

Closed cases in September [44,083] were significantly above the monthly average. Our open inventory [58,886] is the lowest it has been since the big push in March 2011. Combined with the reduced number of unverified appeals, the progress made by the field judges and staff has been outstanding. I coordinated a major push in September 2011 and the judges really responded.

Case Aging and Time Lapse: Average case age in September fell to 31 days, which is the best result since 2007 and only one day off of the federal standard. CUIAB also met or exceeded the 90-

day time lapse guideline for the 3rd straight month, after three years of missing that target. The 45-day and 30-day numbers have remained relatively consistent for several months. CUIAB was able to close with a mailed decision a quarter of all cases within 45 days of the mailing of the appeal which is a significant improvement over previous years.

Unemployment Insurance (UI) for September: New UI cases [39,828 cases; 22,742 appellants] were the highest number in 2011. Closed cases [41,802 cases; 23,869 appellants] were also the high water marks for the year. The open inventory [48,650 cases; 27,779 appellants] is the lowest it has been this year.

DI. Disability Insurance (DI) for September: In DI, new cases [1,489] were below the monthly average. There were fewer closed cases [1,426] than new cases for the third straight month, and the open inventory [2,117 cases] remains above 2000 for the second straight month.

Tax, Rulings, Other for September: The number of new ruling cases [190] was below average for 2011. Closed cases [506] were well above average for the year and allowed for a sharp reduction in inventory. The open inventory [3,702] is right below the average for the year. The productivity in tax cases reported last month increased even more in September. New petitions [364] were 98 cases more than last month, and the most since October 2009. Closed cases [325] were 148% of average, and the most since December 2009. This was only the second time in ten months in which the inventory was not reduced. Open inventory [4,666] increased only slightly because of the high production.

California Unemployment Insurance Appeals Board

FO Cycle Time Summary Report

For Cases Closed in September 2011

UI CASES	Average Days to Process an Appeal	STEPS IN THE APPEALS PROCESS				
		Appeal Date to Case Creation Date	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	Average
Fresno	55	7	9	21	14	4
Inglewood	63	9	13	18	14	9
Inland	70	8	12	24	19	7
Los Angeles	50	7	6	15	15	6
Oakland	67	7	7	27	17	9
Orange County	52	7	9	13	17	7
Oxnard	51	7	6	22	15	2
Pasadena	58	7	9	18	17	10
Sacramento	57	6	9	16	17	8
San Diego	63	7	10	12	24	10
San Francisco	54	6	10	20	14	5
San Jose	53	7	10	16	16	5
Statewide	58	7	9	18	17	7

ALL CASES	Average Days to Process an Appeal	STEPS IN THE APPEALS PROCESS				
		Appeal Date to Case Creation Date	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	Average
Fresno	56	7	10	20	15	4
Inglewood	79	9	13	35	15	8
Inland	71	8	13	24	19	8
Los Angeles	54	7	7	16	15	6
Oakland	72	7	8	33	17	9
Orange County	54	7	9	13	17	7
Oxnard	55	7	6	22	15	2
Pasadena	60	7	9	18	17	10
Sacramento	58	6	9	17	17	8
San Diego	64	7	10	13	24	10
San Francisco	55	7	10	20	14	5
San Jose	57	7	10	16	16	5
Statewide	66	8	9	20	17	7

Note:

* Not all Field Offices enter the date that documents received from EDD; therefore, only cases with this date are counted.

** Scheduled Date is the new event date for hearings (the first date that support staff entered the hearing into CATS). If scheduled date is omitted and last edited date for the first hearing is before the last hearing date, then the last edited date will be used.

FIELD OPERATIONS - REPORT SUMMARY

STATEWIDE	2011												STATEWIDE		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	38,676	34,939	39,494	35,519	36,159	35,765	32,527	38,079	39,822	38,718	38,718	108%	390,466	22,742	20,966	189,696	
DI	1,537	1,851	1,411	1,681	1,380	1,428	1,405	1,575	1,489	1,505	1,505	98%	13,547				
Ruling & T-R	48	84	51	693	504	492	411	431	190	321	321	58%	2,892				
Tax	134	166	144	261	140	180	112	266	364	197	197	185%	1,769				
Other	18	33	31	46	22	18	15	23	17	25	25	88%	223				
Total	40,411	36,515	41,141	38,210	38,185	37,903	34,470	40,374	41,668	38,786	38,786	108%	346,897				
MUF CASES	47	23	7	6	4	6											
Closed Cases																	
UI TL	34,029	37,996	50,124	35,054	32,103	38,117	33,797	36,979	41,802	37,778	37,778	111%	340,003	23,869	21,571	194,142	
DI	1,295	1,576	1,925	1,512	1,441	1,567	1,365	1,462	1,426	1,508	1,508	96%	13,669				
Ruling & T-R	413	360	693	361	385	596	367	381	508	454	454	112%	4,062				
Tax	139	173	193	252	176	277	166	278	325	220	220	148%	1,951				
Other	28	19	35	29	39	35	17	16	24	27	27	89%	243				
Total	35,905	40,146	52,970	37,208	34,144	40,592	35,714	39,136	44,063	39,986	39,986	110%	359,378				
MUF CASES	476	473	473	1446	24	18											
Balance - Open Cases																	
UI TL	63,632	59,909	49,089	49,435	53,389	50,926	49,805	50,755	48,560	52,843	52,843	92%	27,779	30,173			
DI	2,390	2,465	1,951	2,126	2,046	1,905	1,943	2,054	2,117	2,111	2,111	100%	3,702				
Ruling & T-R	4,243	3,926	3,293	3,827	3,744	3,641	3,686	3,736	3,425	4,781	4,781	98%	4,781				
Tax	4,890	4,874	4,824	4,833	4,797	4,700	4,643	4,630	4,668	4,2	4,2	87%	63,459				
Other	38	51	47	65	48	31	30	36	28	0	0	93%					
Total	75,183	71,225	59,203	60,086	64,024	61,203	60,107	61,211	58,886	63,459	63,459						
MUF CASES	15	60	75	52	12	5	2	6									
Time Lapse																	
30 TL %	3	3	3	4	4	3	3	4	3	3	3		3	90%			
45 TL %	12	16	22	31	27	28	26	27	25	24	24		24	105%			
90 TL %	76	73	82	93	94	94	95	95	95	91	91		91	107%			
CASE AGE																	
Average Days UI (mean)	47	44	35	35	38	34	36	33	31	37	37		37	84%			
Average Days UI (median)	42	39	31	32	32	30	33	30	30	33	33		33	90%			
>90 Days Old UI	10%	9%	3%	2%	2%	2%	2%	2%	1%	4%	4%		4%	28%			
>90 Days Old w/o-2 value	10%	8%	3%	2%	2%	2%	2%	2%	1%	4%	4%		4%	28%			
>90 Days Old DI	18%	15%	9%	4%	5%	6%	4%	4%	4%	7%	7%		7%	55%			
P.V. USAGE	200.65	203.05	205.98	208.37	172.56	189.30	185.80	195.40	195.40	203.4	203.4		203.4	101%			
Field Orms	204.94	212.42	210.84	208.05	192.48	204.30	192.15	204.70	195.1	195.1	195.1		195.1	100%			
Net P.V.s	404.94	415.47	416.82	414.42	365.04	393.90	377.95	400.10	398.5	398.5	398.5		398.5	100%			
Ratio 1 /	1.02	1.05	1.02	0.99	1.12	1.08	1.03	1.05	1.04	1.04	1.04		1.04	100%			
WFOHARSU	206.94	209.87	212.58	214.72	176.92	198.31	191.73	201.03	201.3	201.3	201.3		201.3	100%			
SS WIEDD	240.59	255.64	252.48	245.00	229.26	240.96	223.49	238.99	241.2	241.2	241.2		241.2	99%			
EDD 0	447.57	465.91	465.08	462.72	408.18	437.27	415.22	440.02	442.4	442.4	442.4		442.4	98%			
Ratio 1 /	1.16	1.22	1.19	1.15	1.30	1.23	1.17	1.19	1.20	1.20	1.20		1.20	99%			
PRODUCTIVITY																	
Weekly Dispos per ALL (UISD)	42.7	48.8	55.6	40.5	45.1	45.9	45.8	41.6	45.9	45.9	45.9		45.9	91%			
Weekly Dispos per ALL	43.4	50.3	56.6	41.2	48.0	47.0	46.8	42.3	46.7	46.7	46.7		46.7	91%			
Weekly Dispos (Non-ALL)	37.3	41.3	47.7	35.7	36.5	38.3	40.0	35.6	38.9	38.9	38.9		38.9	91%			

ALL PROGRAM TRENDS - FO

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Change	Yr-Yr AvgChg
2008	25,938	23,093	27,702	31,537	27,015	26,199	27,234	27,027	32,412	33,831	30,926	31,245	344,159	28,680		
2009	34,115	30,306	33,645	34,018	34,720	36,687	34,412	33,610	35,623	38,035	29,542	39,222	413,935	34,495	120%	5,815
2010	39,381	36,310	40,820	45,037	39,399	38,140	41,563	43,324	33,493	37,396	31,757	37,369	463,989	38,666	112%	4,171
2011	40,411	36,315	41,141	38,210	38,185	37,903	34,470	40,374	41,888				348,897	38,766	100%	101
													2010	100%	98%	
													2009	112%	114%	
													2008	135%	141%	
														chg to '11 avg	chg to '11 YTD	

Registrations Sep to date are down 2% from 2010, up 14% from 2009, and up 41% from 2008
 Registration monthly average is even with 2010, up 12% from 2009, and up 35% from 2008

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Change	Yr-Yr AvgChg
2008	22,962	24,939	31,377	27,534	29,082	26,725	26,640	21,783	26,306	29,943	23,055	27,989	318,334	26,528		
2009	27,273	26,451	30,253	32,388	31,481	34,471	36,722	32,474	34,290	41,893	36,461	38,969	403,126	33,594	127%	7,066
2010	34,404	40,009	46,641	42,106	37,589	39,101	37,848	41,243	40,987	39,872	36,622	38,452	474,874	39,573	118%	5,979
2011	35,905	40,146	52,970	37,208	34,144	40,592	35,714	39,116	44,083				359,878	39,986	101%	414
													2010	101%	100%	
													2009	119%	126%	
													2008	151%	152%	
														chg to '11 avg	chg to '11 YTD	

Dispositions Sep to date are even with 2010, up 26% from 2009, and up 52% from 2008
 Disposition monthly average is up 1% from 2010, up 19% from 2009, and up 51% from 2008

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Avg.	% Change	Yr-Yr AvgChg	
2008	50,735	48,851	45,085	48,985	46,870	46,297	46,811	51,973	58,005	61,773	69,574	72,712		53,973			
2009	79,459	83,239	86,674	88,675	91,984	94,025	91,932	93,231	94,499	90,583	83,671	83,874		88,487	164%	34,515	
2010	88,772	84,920	78,808	81,554	83,171	81,997	85,167	86,889	79,186	76,869	71,857	70,783		80,831	91%	-7,656	
2011	75,199	71,225	59,203	60,086	64,024	61,203	60,107	61,211	58,886					63,460	79%	-17,371	
														2010	79%	76%	
														2009	72%	71%	
														2008	118%	129%	
															chg to '11 avg	chg to '11 YTD	

Open Balance Sep to date is down 24% from 2010, down 29% from 2009, and up 29% from 2008
 Open Balance monthly average is down 21% from 2010, down 28% from 2009, and up 18% from 2008

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

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2008	1,481	1,470	1,661	1,887	1,534	1,540	1,615	1,333	1,697	1,640	1,317	1,522	18,697	1,558		
2009	1,610	1,107	1,794	1,519	1,628	1,748	1,537	1,321	1,571	1,414	1,245	1,330	17,824	1,485	95%	-73
2010	1,446	1,437	1,775	1,957	1,371	1,232	1,763	1,609	1,366	1,372	1,159	1,414	17,901	1,492	100%	6
2011	1,537	1,651	1,411	1,691	1,360	1,428	1,405	1,575	1,489				13,547	1,505	101%	13
DI registrations Sep to date are down 3% from 2010, down 2% from 2009, and down 5% from 2008																
DI registration monthly average is up 1% from 2010, up 1% from 2009, and down 3% from 2008																

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2008	1,579	1,477	1,506	1,368	1,884	1,720	1,601	1,385	1,579	1,920	1,049	1,277	18,345	1,529		
2009	1,217	1,269	1,451	1,465	1,129	1,463	1,823	1,644	1,648	1,753	1,527	1,701	18,090	1,508	99%	-21
2010	1,283	1,557	1,967	1,862	1,276	1,581	1,494	1,511	1,581	1,552	1,372	1,565	18,591	1,549	103%	42
2011	1,295	1,576	1,925	1,512	1,441	1,567	1,365	1,462	1,426				13,569	1,508	97%	-42
DI dispositions Sep to date are down 4% from 2010, up 4% from 2009, and down 4% from 2008																
DI disposition monthly average is down 3% from 2010, even with 2009, and down 1% from 2008																

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2008	2,590	2,586	2,738	3,257	2,907	2,728	2,742	2,692	2,810	2,525	2,790	3,034		2,783		
2009	3,426	3,264	3,613	3,684	4,197	4,478	4,204	3,895	3,819	3,476	3,203	2,836		3,675	132%	891
2010	2,997	2,876	2,682	2,789	2,891	2,541	2,808	2,908	2,691	2,513	2,299	2,148		2,679	73%	-996
2011	2,390	2,465	1,951	2,126	2,046	1,905	1,943	2,054	2,117					2,111	79%	-568
Open Balance DI Sep to date is down 25% from 2010, down 45% from 2009, and down 24% from 2008																
Open Balance monthly average down 21% from 2010, down 43% from 2009, and down 24% from 2008																

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

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2008	187	277	202	191	183	281	199	171	201	303	170	254	2,819	218		
2009	186	93	219	174	258	184	252	256	169	292	224	229	2,496	208	95%	-10
2010	142	139	164	233	140	163	94	137	146	181	188	232	1,959	163	78%	-45
2011	134	168	144	261	140	180	112	266	364				1,769	197	120%	33
													2010	120%	130%	
													2009	94%	101%	
													2008	90%	93%	
																chg to '11 avg
																chg to '11 YTD

Tax registrations Sep to date are up 30% from 2010, up 1% from 2009, and down 7% from 2008

Tax registration monthly average is up 20% from 2010, down 6% from 2009, and down 10% from 2008

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2008	82	147	117	78	414	145	174	139	118	167	68	87	1,736	145		
2009	92	97	172	149	72	97	126	111	162	70	149	288	1,585	132	91%	-13
2010	48	109	107	91	117	124	135	101	174	130	99	235	1,470	123	93%	-10
2011	139	173	193	252	176	277	168	278	325				1,981	220	180%	98
													2010	180%	197%	
													2009	167%	184%	
													2008	152%	140%	
																chg to '11 avg
																chg to '11 YTD

Tax dispositions Sep to date are up 97% from 2010, up 84% from 2009, and up 40% from 2008

Tax disposition monthly average is up 80% from 2010, up 67% from 2009, and up 52% from 2008

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr AvgChg
2008	2,739	2,869	2,953	3,066	2,833	2,969	2,994	3,026	3,109	3,243	3,344	3,511	3,055		
2009	3,585	3,580	3,627	3,649	3,836	3,903	4,029	4,174	4,180	4,402	4,477	4,416	3,988	131%	934
2010	4,509	4,539	4,596	4,738	4,759	4,796	4,754	4,790	4,758	4,801	4,890	4,885	4,735	119%	746
2011	4,880	4,874	4,824	4,833	4,797	4,700	4,643	4,630	4,666				4,761	101%	28
													2010	101%	101%
													2009	119%	124%
													2008	156%	161%
															chg to '11 avg
															chg to '11 YTD

Tax balance of open cases Sep to date is up 1% from 2010, up 24% from 2009, and up 61% from 2008

Tax balance monthly average up 1% from 2010, up 19% from 2009, and up 56% from 2008

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

NEW OPENED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2008	221	364	396	475	530	286	516	621	616	184	94	138	4,441	370		
2009	175	92	203	456	567	340	304	206	170	710	923	275	4,421	368	100%	-2
2010	486	609	709	598	441	424	468	1,359	201	239	229	214	5,977	498	135%	130
2011	64	97	92	739	526	510	426	454	207				3,145	346	69%	-152
													2010	69%	59%	
													2009	94%	124%	
													2008	94%	77%	
														chg to '11 avg	chg to '11 YTD	

Other registrations Sep to date are down 41% from 2010, up 24% from 2009, and down 23% from 2008
 Other registration monthly average is down 31% from 2010, down 6% from 2009, and down 6% from 2008

CLOSED CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2008	296	412	199	189	347	397	426	329	342	460	332	142	3,871	323		
2009	236	333	238	209	179	208	273	264	315	192	260	357	3,064	255	79%	-67
2010	335	392	500	682	465	718	421	631	484	804	303	415	6,148	512	201%	257
2011	442	399	728	390	424	631	384	397	530				4,325	481	94%	-32
													2010	94%	93%	
													2009	188%	192%	
													2008	149%	147%	
														chg to '11 avg	chg to '11 YTD	

Other dispositions Sep to date are down 7% from 2010, up 92% from 2009, and up 47% from 2008
 Other disposition monthly average is down 6% from 2010, up 88% from 2009, and up 49% from 2008

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2008	2,804	2,761	2,957	3,244	3,430	3,320	3,411	3,701	3,975	3,700	3,465	3,461	3,352	3,352		
2009	3,399	3,158	3,123	3,374	3,763	3,894	3,925	3,880	3,715	4,232	4,896	4,809	3,846	3,846	115%	493
2010	4,965	5,182	5,394	5,312	5,287	4,998	5,048	5,781	5,494	4,931	4,857	4,658	5,159	5,159	134%	1,313
2011	4,281	3,977	3,340	3,692	3,792	3,672	3,716	3,772	3,453				3,744	3,744	73%	-1,415
													2010	73%	71%	
													2009	97%	105%	
													2008	112%	114%	
														chg to '11 avg	chg to '11 YTD	

Other balance of open cases Sep to date is down 29% from 2010, up 5% from 2009, and up 14% from 2008
 Other balance monthly average is down 27% from 2010, down 3% from 2009, and up 12% from 2008

AO REPORT TO BOARD—MONTH OF SEPTEMBER 2011

	# Cases	# Appellants	Calendar Yr Ave
REGISTRATIONS	3,259	1,955	6% above
DISPOSITIONS	4,116	2,110	42% above
OPEN BALANCE	5,566	3,590 (est.)	6% above
PENDING REG (9/1/11)	1,072		
CASE AGING	44 Days	DID NOT MET DOL STANDARD (40 days or less)	

TIME LAPSE

DOL Standard	Actual % for September 2011	Expected
45 Days	10%	50%
75 Days	43%	80%
150 Days	99%	95%

APPEAL RATE: 9.3 %

ADDITIONAL INFORMATION

FO to AO Monthly Report-4.07 days Statewide Average

Paperless Pilot

Precedent Decision Committee

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

	September, 2011	August, 2011	July, 2011	June, 2011
	Average Days in Transfer			
	Case Count	Case Count	Case Count	Case Count
Fresno	3.23 145	3.12 210	4.39 200	4.07 172
Inglewood	4.21 256	5.83 305	7.26 349	9.36 400
Inland	3.88 233	5.52 332	8.04 323	8.74 349
Los Angeles	3.56 170	4.06 286	4.18 229	4.08 321
Oakland	3.45 146	3.74 202	7.18 160	7.89 230
Orange County	2.96 255	3.37 338	3.59 355	3.29 248
Oxnard	4.83 195	4.07 214	4.52 219	4.84 170
Pasadena	7.24 121	9.66 218	7.33 173	7.03 156
Sacramento	4.09 271	4.90 387	4.81 389	5.53 388
San Diego	4.40 215	6.73 249	11.82 246	9.28 215
San Francisco	3.32 132	3.89 152	2.89 128	4.29 173
San Jose	4.80 98	5.65 128	5.60 144	5.32 129
Tax Office	4.95 19	5.70 10	5.04 24	3.50 24
Total	4.07 2256	5.01 3031	6.03 2939	6.39 2975

APPELLATE OPERATIONS - REPORT SUMMARY

APPELLATE	2011												Average	AO Current Mo. % of Avg.	TOTAL	Appellants Current Mo.				
	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec								
WORKLOAD																				
Registrations																				
UI TL	2,389	2,509	3,616	2,882	3,165	2,860	2,868	3,104	3,115								2,943	106%	26,488	
DI	91	94	135	114	105	112	131	130	124								115	108%	1,036	
Ruling & T-R	0	2	5	13	12	6	8	9	13								8	172%	68	
Tax	25	18	21	33	32	2	23	23	6								20	30%	183	
Other	1	2	2	4	4	1	1	1	1								2	53%	17	
Total	2,506	2,625	3,779	3,046	3,318	2,971	3,021	3,267	3,259								3,089	106%	27,792	1,955
Null Cases		11	59					2												
Dispositions																				
UI TL	2,476	2,459	2,464	2,442	2,859	3,265	2,262	2,722	3,951								2,766	143%	24,890	
DI	100	128	93	91	95	132	86	100	133								106	125%	958	
Ruling & T-R	8	2	2	0	6	16	6	4	11								6	180%	55	
Tax	15	34	21	12	34	30	16	31	19								24	81%	212	
Other	2	3	3	1	0	4	1	3	2								2	95%	19	
Total	2,601	2,626	2,583	2,546	2,994	3,447	2,361	2,860	4,116								2,904	142%	26,134	2,110
Null Cases			191		149															
Balance - Open Cases																				
UI TL	3,619	3,668	4,738	5,237	5,489	5,090	5,700	6,077	5,243								4,985	105%		
DI	167	133	175	198	206	188	234	265	254								202	125%		
Ruling & T-R	2	2	5	18	24	15	16	21	23								14	164%		
Tax	82	66	66	87	86	59	98	56	45								68	66%		
Other	2	1	0	3	7	4	4	2	1								3	38%		
Total	3,872	3,870	4,984	5,543	5,814	5,356	6,020	6,423	5,566								5,272	106%		3,590
Plus Null Cases			56	87	2	2	2	4	4											Extrane
FO to AO Appeal Rate																				
UI TL	6.6%	7.4%	9.6%	5.7%	9.0%	8.9%	7.5%	9.2%	8.4%								8.0%	105%		
DI	5.8%	7.3%	8.6%	5.9%	6.9%	7.8%	8.4%	9.5%	8.5%								7.6%	111%		
Ruling & T-R	0.0%	0.5%	1.3%	1.9%	3.3%	1.6%	1.3%	2.5%	3.4%								1.8%	195%		
Tax	10.6%	12.9%	12.1%	17.1%	12.7%	1.1%	8.3%	13.7%	6.2%								10.1%	81%		
Other	3.8%	6.9%	10.5%	11.4%	13.8%	2.6%	2.9%	5.9%	6.3%								7.1%	28%		
Overall Rate	6.5%	7.3%	9.4%	5.8%	8.9%	8.7%	7.4%	9.1%	8.3%								7.9%	105%		

APPELLATE OPERATIONS - REPORT SUMMARY

APPELLATE												2011		AO	
TIME LAPSE	Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Average	Current Mo. % of Avg.	
45 Day- 50 %	23	11	13	5	7	5	10	11	10				11	94%	
75 Day- 60 %	89	88	90	89	88	81	44	40	43				70	61%	
150 Day- 95 %	100	100	100	100	99	99	97	99	99				99	100%	
CASE AGE															
Avg Days-All (mean)	38	36	34	39	45	43	47	48	44				42	106%	
Avg Days-UI (median)	34	34	31	38	46	41	45	44	42				39	106%	
Over 120 days old															
UI Cases	12	10	2	27	50	48	31	39	67				32	211%	
UI %	0%	0%	0%	1%	1%	1%	1%	1%	2%				1%	223%	
UI % w/old Mus	0%	0%	0%	1%	1%	1%	1%	1%	2%				1%	223%	
NET PYS USED															
ALL	18.61	17.18	17.93	17.39	15.42	18.13	21.15						18.0	118%	
AO Non ALL	25.12	31.70	33.49	34.20	31.39	33.89	33.72						31.9	106%	
CTU Non ALL	5.48	5.36	5.40	5.12	4.89	5.36	4.84						5.2	93%	
Net Pys	48.19	54.24	66.82	66.71	51.70	57.38	59.71	0.00	0.00	0.00	0.00	0.00	55.1	108%	
RATIOS															
AO w/o transcribers	1.35	1.85	1.87	1.97	2.04	1.87	1.59						1.78	90%	
AO w/ transcribers	1.64	2.15	2.17	2.26	2.35	2.16	1.82						2.07	88%	
TRANSCRIPTS															
PAGES	134	92	143	102	164	163	124	106	163				132	123%	1.191
AVG PGS Per T/S	9,794	6,637	10,433	7,124	11,504	10,878	9,482	7,593	11,689				9,459	124%	85,134
	73	72	73	70	70	67	77	72	72				72	100%	
PRODUCTIVITY															
A-J Dec/vk	34.9	40.2	32.7	34.9	46.2	43.2	26.6						37.0	117%	
Trans Pgs/day	89.60	65.17	87.82	66.26	112.03	92.25	93.39						86.6	106%	

Board Member	1st	2nd	3rd	UI	DI	Ruling	Tax	1 Party	2 Party	Total
Alberto Torrico										
Sum	467	507	8	908	65	2	7	432	550	982
Percent	22%	24%	11%	23%	25%	14%	25%	24%	22%	
Bonnie Garcia										
Sum	465	469	9	868	69	3	3	389	554	943
Percent	22%	23%	13%	22%	26%	21%	11%	22%	23%	
Denise Ducheny										
Sum	85	84	0	155	13	0	2	73	97	170
Percent	4%	4%	0%	4%	5%	0%	7%	4%	4%	
Dennis Hollingsworth										
Sum	449	487	7	868	62	5	8	408	535	943
Percent	22%	23%	10%	22%	24%	36%	29%	23%	22%	
Robert Dresser										
Sum	133	21	39	181	10	0	2	63	130	193*
Percent	6%	1%	54%	5%	4%	0%	7%	4%	5%	
Roy Ashburn										
Sum	485	511	9	951	44	4	6	421	584	1005
Percent	23%	25%	13%	24%	17%	29%	21%	24%	24%	
Total Cases Reviewed:	2084	2079	72	3931	263	14	28	1786	2450	

*Off Calendar

Monthly Board Meeting Litigation Report - September 2011

AGENDA ITEM 9

<u>LITIGATION CASES PENDING</u>	TOTAL = 292
SUPERIOR COURT: Claimant Petitions.....	243
Employer Petitions.....	24
EDD Petitions.....	3
Non-benefit Court Cases.....	7
APPELLATE COURT: Claimant Appeals.....	10
Employer Appeals.....	3
EDD Appeals.....	0
Non-benefit Court Cases.....	1
ISSUES: UI.....	252
DI.....	17
Tax.....	14
Non-benefit Court Cases.....	9

2011 CALENDAR YEAR ACTIVITY - Benefit & Tax Cases

<u>LITIGATION CASES FILED</u>	<u>YTD</u>	<u>September</u>
SUPERIOR COURT: Claimant Petitions.....	104	11
Employer Petitions.....	6	0
EDD Petitions.....	0	0
APPELLATE COURT: Claimant Appeals.....	6	1
Employer Appeals.....	0	0
EDD Appeals.....	0	0
<u>LITIGATION CASES CLOSED</u>	<u>YTD</u>	<u>September</u>
SUPERIOR COURT: Claimant Petitions.....	58	6
Employer Petitions.....	12	1
EDD Petitions.....	1	0
APPELLATE COURT: Claimant Appeals.....	3	0
Employer Appeals.....	0	0
EDD Appeals.....	0	0

2011 Decision Summary

<u>Claimant Appeals</u>		<u>Employer Appeals</u>		<u>CUIAB Decisions</u>		
Win: 17	Loss: 43	Win: 2	Loss: 9	Affirmed: 52	Reversed: 17	Remanded: 3

CUIAB 11/12 Fiscal Year Overtime - SCO Report
July 2011 through August 2011

Branch	FY Y-T-D Decision Typing		FY Y-T-D CTU Typing		FY Y-T-D Registration		FY Y-T-D Other	
	Hours	Pay	Hours	Pay	Hours	Pay	Hours	Pay
Appellate	117.00	\$3,095.04	442.00	\$13,206.70	394.30	\$11,043.09	313.20	\$7,718.84
Admin	19.50	\$666.58	0.00	\$0.00	0.00	\$0.00	265.50	\$11,758.55
IT	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	449.25	\$17,823.23
Exec	10.00	\$425.22	0.00	\$0.00	103.00	\$4,480.55	32.50	\$990.85
Field	264.50	\$8,296.19	0.00	\$0.00	1,621.00	\$47,919.68	1,647.75	\$49,590.81
Total	411.00	\$12,483.03	442.00	\$13,206.70	2,118.30	\$63,443.32	2,708.20	\$87,882.28

Branch	11/12 Fiscal Year-to-Date Total Overtime Expenditures		Year-to-Date		Year-to-Date Pay		Allocation Balance	FY 11/12 FY Projections
	11/12 FY Allocation	Year-to-Date Hours	Position Equivalent	Year-to-Date Pay	Year-to-Date Pay	Estimated Expenditures Over-/Under		
Appellate	\$52,599.00	1,266.50	0.61	\$35,063.67	\$17,535.33	-\$157,783.02		
Admin	\$90,306.00	285.00	0.14	\$12,425.13	\$77,880.87	\$15,755.22		
IT	\$123,050.00	449.25	0.22	\$17,823.23	\$105,226.77	\$16,110.62		
Exec	\$21,977.00	145.50	0.07	\$5,896.62	\$16,080.38	-\$13,402.72		
Field Operations	\$864,113.00	3,533.25	1.70	\$105,806.68	\$758,306.32	\$229,272.92		
Total	1,152,045.00	5,679.50	2.73	\$177,015.33	\$975,029.67	\$89,953.02		
Actual Monthly Average Personnel Year 16.39								

11/12 Fiscal Year-to-Date Lump Sum Payout				
July 2011 through August 2011				
Branch	Year-to-Date Hours	Year-to-Date Position Equivalent	Year-to-Date Pay	
Appellate	477.70	0.23	\$12,940.82	
Admin	0.00	0.00	\$0.00	
IT	0.00	0.00	\$0.00	
Exec	704.00	0.34	\$43,491.55	
Field Operations	1,722.30	0.83	\$77,767.28	
Total	2,904.00	1.40	\$134,199.65	



CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD
SPECIAL PROJECTS MATRIX
October 2011

California's economy is globally ranked with approximately 1.0 million business owners and 15.9 million workers. Currently, California, along with the nation, is experiencing an immense economic downturn with 2.3 million California workers out of work. These are unprecedented numbers for California and the nation. Given this current economic situation, we strive to better serve California's workers and business owners during a time when more than ever, they are in need of our services. Since January 2009, the Board has been focused on the appeal backlog and identifying work solutions that will help address the workload.

WORK PROCESS IMPROVEMENTS

Project & Description	Lead	Priority	Milestones	Goals	Status
EDD/CUIAB Appeal Co-Location Pilot Exploring the co-location of four CUIAB staff at EDD's LA PAC to streamline appeals registration processing.		High	Developed scope with EDD 07/2/2010 Connectivity established 08/2/2010 Equip installed 09/2/2010 Train staff 09/20/2010 Launch Pilot 09/27/2010 Suspended due to freeze 10/04/2010 Relaunch 09/13/2011	<ul style="list-style-type: none"> Reduce claimants' & employers' wait time for hearing decisions. Resolve appeal registration issues in a timely manner. 	Scanning for 2 FOs – Pasadena & LA. IT provided cost estimate to potentially expand in other PACs. Recommend staffing up LA Pilot for statewide evaluation.
US Department of Labor Taskforce For nine years, CUIAB has failed to meet US DOL timeliness standards for UI appeals. California is ranked 51 st among 53 states and US territories on time lapse and case aging standards. In late 2008, US DOL placed CUIAB under a corrective action plan with oversight by a taskforce of US DOL, EDD & CUIAB representatives.	Rafael Placencia	High	Appeal program review 07/27-31/2009 DOL report 02/05/2010 LWDA response 03/10/2010 Two yr At Risk CAP 07/15/2010 Site visit 07/27/2011	<ul style="list-style-type: none"> Meet DOL time lapse measures. Meet DOL case age measures. 	DOL site visit for third quarter status on 07/27/2011
CUIAB Network Upgrade This upgrade will double the bandwidth for faster processing of appeal data and information for ALJs and staff.		High		Reduce processing time for appeals data flow and document saving.	Meeting with EDD IT to explore options & alignment with Agency network consolidation efforts. Design plans are completed.

TECHNOLOGY

Project & Description	Lead	Priority	Milestones	Goals	Status
<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</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. 	DOL approved funding at \$354,000 for planning phase only. Project and procurement strategy approved by LWDA & EDD. Six week start delay due to OCIO approval. Request to EDD for estimated project costs sent in January 2011. Narrative revisions completed per Agency comments in May 2011. EDD cost estimates received 09/09/2011.
<p>Digital Personnel System This project creates a paperless process for recruitment and hiring process between HR and hiring managers (Phase I). Phase II will use CUIAB's external web site to accept electronic application filing for CUIAB job vacancies.</p>	Rafael Piacenza	Medium On Hold	<p>Phase I design 05/2009 Phase I implementation 06/2009 Phase II design 08/2009 Phase II implementation 09/2009</p>	<ul style="list-style-type: none"> - Replace existing manual process to full paperless process - Eliminate the mailing of applicant documentation - Reduce staff time hire transactions 	<p>Phase I is in use. Phase II is in development.</p>
<p>Electronic Appeal Decisions CUIAB Field staff manually sort and prepare appeal decisions for mailing to the appellants and EDD. CUIAB and EDD are jointly developing electronic solutions for the transfer of appeal decisions to all EDD programs.</p>	Lori Kurosaka	High	<p>EDD/CUIAB workgroup launched 08/18/2009 Unisys contract award 01/2010 Phase I implementation 04/14/2010 (second level) Phase II design 05/03/2010 (first level) Phase II implementation 09-10/2010</p>	<ul style="list-style-type: none"> - Reduce claimants' & employers' wait times for benefits and adjustments. - Reduce postage and paper costs. - Increase information security for claimants & employers. 	<p>Phase III project development for Tax & DI decisions on hold through 05/2011 due to EDD's ACES implementation and DI staffing constraints. (Originally delayed from 11/2010, 01/2011, 03/2011, 04/2011 & 05/2011). Participated in three design sessions 07-08/2011 with EDD Tax, DI & IT. Tax Branch requested one final change and implementation now scheduled for 10/21/2011. Di/PFL is scheduled for 11/01/2011.</p>
<p>Electronic Case Management CUIAB's case tracking database is 8 years old and becoming cumbersome to manage the current workload volume. CUIAB is collaborating with LWDA & EDD to develop an integrated case management system.</p>	Lori Kurosaka	High	<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>DOL approved funding at \$404,000 for the planning phase only. Scheduling product research demos for August & September 2011.</p>
<p>Expand Auto Dialer Hearing Reminder Adding email and cell phone text features for supplemental hearing notifications.</p>	Rafael Piacenza	High	<p>Updated software. Final testing 08/2010. Implemented 09/2010. Implemented email reminders 04/2011.</p>	<ul style="list-style-type: none"> - Increase hearing attendance rate & productivity. 	<p>Fourth request for DE 1000 update to UI Branch for cell phone text messaging made on 10/06/2010. Email reminders rescheduled for delivery 7 days prior to hearing date. Revising email language for clarity 07/2011.</p>

TECHNOLOGY cont.

Project & Description	Lead	Priority	Milestones	Goals	Status
<p>Field Office Technology Enhancements CUIAB is investing and testing the use of larger sized monitors for hearing rooms. Also, CUIAB will provide second monitors for support staff to toggle into SCDB without interrupting their CATS displays.</p>	Rafael Placencia	On Hold Medium	Complete procurement 02/2011.	- Improve readability of documents on screen.	Hardware deployment continues.
<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>	Rafael Placencia	Medium	Develop standard automated phone tree to be used for all FO's Pilot new phone tree in the Inland FO	- Reduce claimants & employers time on phones. - Standardize hearing information provided by phone.	Standard phone tree design completed. Pilot began in the Inland FO. IT & Admin are developing evaluation tool to measure pilot effectiveness.
<p>Hearing Scheduling System Currently, FO & AO support staff schedule or assign appeal hearings or cases using a hybrid manual process.</p>	Lori Kurosaka Faye Sauncers	High	Charter & scope completed. Kick off 10/14/2010. Requirements 2/2011.	- Reduce claimants & employers wait time for hearing decisions. - Provide easier electronic process for staff to calendar hearings or schedule cases.	AO, FO & IT observed an EDD demo on their UI Scheduling System. AO submitted 21 system modifications to IT. IT will complete these by 08/31/2011. Testing underway. Implementation anticipated in 11/2011.
<p>Insight – Professional Development Develop an intranet-based judicial training site to serve as a clearinghouse for all judicial training materials, sample decisions, other ALJ tools, and colleague insights on laws and appeals.</p>	Alberto Roldan Angela Bullard	High		- Provide easier access to training resources & ALJ tools.	Migrating current resources to new SharePoint site. Design & pictures completed. Implementation rescheduled for 10/10/2011.
<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	- Improve IT efficiency & effectiveness. - 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 CUIAB will test the use of new mobile, paperless technology with Board Members, six Appellate ALJs, and Senior Staff.</p>	Rafael Placencia	Medium		- Reduce the use of paper for board appeal processing and board meetings.	Received OCIO approval for procurement. Procurement completed. IT piloting with board members & AO Judges.
<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 Medium		- Reduce maintenance & support costs. - Reduce toner costs.	Researching feasible equipment. Standards are in place for light, heavy, color, and multi-function printers.

TECHNOLOGY cont.

Project & Description	Lead	Priority	Milestones	Goals	Status
VOIP Telephony CUIAB is exploring use of Voice Over Internet technology to provide lower cost telecommunications.	Rafael Placencia Janet Maglante	High On Hold	09/17/2011 Completed 23out station hearing facilities.	- Elimination of long distance toll calls - Consolidation of telecommunications support areas.	On hold in 07/2011. IT staff are preparing business analysis for feasibility of further implementation.
Workstation Refresh Replace the 150 remaining PCs that have expired warranties throughout the state.	Rafael Placencia	High	Completed deploy to Admin staff.		Preparing procurement documents.

STAFFING, FACILITIES, EQUIPMENT & OTHER

Project & Description	Lead	Priority	Milestones	Goals	Status
Archive File Document Conversion Each FO is retaining three years of completed paper appeal case files that are sitting in considerable real estate space. The file room space may be easily converted to ALJ offices or hearing rooms.	Lori Kurosaka Pat Houston	High	MSA vendor contract executed 01/2010. OC, Inland, LA, Oxnard, San Jose, San Diego, LA, Sacto, SF. Appellate complete Vendor quality checks 04/05, 05/06, 08/13. Vendor quality check 05/09	- Recapture real estate space for ALJ offices and hearing rooms. - Priority conversion for OC, Inland, LA, San Jose & Oxnard.	With vendor contract expiring on 12/31/2011, FO staff are prepping final conversion of files through 2011.
Judicial Advisory Council Established an advisory council of two Presiding Judges & three ALJs to seek input on major technology development.	Lori Kurosaka Janet Maglante	High	07/2011-Completed business requirements for case management system.	- Design comprehensive technology systems with input from judicial users.	Conducting market research with software system demos. Identifying successful county court systems to tour and observe. Will revisit imaging requirements.
Performance Management Tools for Board & Leadership Develop additional reporting tools that the Board & Leadership will use to monitor overall appellate performance and appeal process cycle times. These tools will also help to measure success with the large scale technology projects.	Janet Maglante	High	Business case metrics for imaging Business case metrics for case management		Completed report templates with IT and tested with live data. Developing performance metric tool for Board & leadership to summarize data and analysis of the metrics.
Transforming CUIAB Engage a consultant to help plan and guide the leadership team through organizational change management. A consultant will assist with defining organizational structure, proactive communications with stakeholders, identify staff skill sets needed for new technology, etc. to maximize user acceptance of new technology.	Rafael Placencia Pam Boston Lori Kurosaka	High	Release RFO 03/18/2011 Rerelease RFO 05/12/2011 Bids due 05/31/2011 Intent to award 06/10/2011.	- Plan, design and implement organizational design for the large scale technology projects. - Plan and coordinate communications with all stakeholder groups.	Contract approved by LWDA. Gov's Office rescinded emergency UI proclamation so the contract must be approved by DGS. Approved @ DGS. Sept. 2011 - OCM consultants are interviewing staff and preparing a project plan.