



only the judges in the L.A. basin within 50 miles of the hotel will be allowed to attend, as they do not require per diem. The conference will be videotaped and made available to each field office for viewing in the fall. We will condense it down to about two days, thus complying with the training that is required by the Department of Labor Corrective Action Plan. He thanked Assistant Chief Angela Bullard, Ryann Day and Chief Rose for their efforts.

**5. Board Member Reports:**

Vice Chair Howard added her thanks to everyone here and throughout the agency for the really enormous progress that has been made in the last couple of months on case aging and time lapses. Vice Chair Howard also advised that she visited the San Jose Office of Appeals in February on behalf of Chair Dresser, who needed to take care of pressing business here in Sacramento. She thanked the Chair for that opportunity and said she had a really informative visit with Presiding Judge Mitch Davis and the office staff.

Member Allen thanked everyone for doing such a great job. He commented that he has a lot of interaction with the judges, talking to them, calling them to talk about cases and he is impressed with the degree of professionalism and the amount of care that goes into the cases.

**6. Public Comment:**

**7. Chief ALJ/Executive Director Report:**

Chief ALJ/Executive Director Roldan reiterated the Chair's comments. He reported that they have arrived at a situation where at the field level they are fully in compliance with all of the standards that the Department of Labor expects of them, for both timeliness and quality review. They've been in compliance for at least 19 straight quarters for quality review. Timeliness and quality are often things that are in conflict.

Chief ALJ/Executive Director Roldan stated that our most recent numbers really reflect that we are coming into equilibrium, which is where our open workload matches the average number of cases coming into the department. In looking at the 2013 figures, we are averaging 34,089 new cases every month and the current open balance as of the end of February was 38,419 cases. So the backlog is really approximately a day to two days cases, which is nothing and which is why we are fully in compliance with the timeliness standards. That is important to note because

in the coming months, if the incoming cases continue to drop we are going to have the challenge of balancing the existing workforce with the workload that is coming in. We can certainly make adjustments with the retired annuitants. He noted that we finished the month of February with an average case age of 20 days, which is the best performance ever in the existence of this agency since that number has been measured. That is 10 days under the required federal standard of having an average case age of better than 30 days. Our time lapse compliance is outstanding as well. The federal government requires that we close a minimum of 60% of the cases within 30 days, and we are closing 70% of the cases within 30 days as of the end of February; that we close 80% of the cases within 45 days, and we are at 89%; and it's not a required standard, but a guideline, that we close a minimum of 95% of the cases within 90 days, and we are closing 98% of the UI cases within 90 days. The judges and support staff who have been a part of bringing us into full compliance for the first time in over 12 years are really to be commended for their effort.

**8. Special Assistant to the Board, Lori Kurosaka Report:**

Special Assistant Kurosaka reported that the federal first quarter Corrective Action Plan status report is due this month to Department of Labor. She stated that the DOL, Region 6, staff will be conducting an onsite visit here at CUIAB on April 10. She invited the board members to participate if they're interested.

Special Assistant Kurosaka reported that Congress is working on a continuing resolution for the budget. The spending plan expires on March 27. Last week the US DOL issued guidance to the states on sequestration and its impact to the states. They are asking the states to implement a 10.7% reduction to the EUC weekly benefits amounts. For EDD that takes a significant amount of programming changes due to their antiquated system over there. EDD is estimating at this point that the sequestration reduction to the administrative UI grant, which pays for all of the services of claim management, claim filing, processes as well as the appeals work here at CUIAB, at about a \$15 million reduction over the next 18 months. Normally CUIAB is about 10% of the state administrative grant.

Member Allen requested that, as this goes forward, to be provided with any data about the overall impact upon the economy in California.

Special Assistant Kurosaka further reported that last week the Assembly Insurance Committee held an oversight hearing on EDD's information technology projects. They are happy to report that 8 of the 10 projects are completed now and they are

meeting great success with the disability insurance automation project where 66% of the DI claim transactions are being processed online. There are about 9,200 health providers throughout the state who are registered and report that the online transactions actually streamline their operations. EDD also reports that about 245,000 DI claimants are registered online to use the system. A few open items remain from that hearing, and that is the rate of dropped calls into the UI Call Centers as well as a report on the sequestration impact on EDD and CUIAB.

Special Assistant Kurosaka reported for the Appeal Imaging and Workflow that CUIAB met with EDD and Labor Agency leadership in January and a decision was made to do two things: one was to move the UI scope of the project back to the EDD UI Forms Project which is an already approved project with the California Technology Agency. That project is on hold pending their other mandatory projects that they needed to complete for the Legislature. EDD plans to resurrect that project in 2014. Secondly, CUIAB is tasked to work with EDD and the vendor, Unisys, to see what scope we can complete before EDD re-launches the UI Forms Project.

**9. Chief ALJ of Appellate Operations, Elise Rose Report:**

Chief ALJ AO Rose reported that registrations are holding with 2,721 cases. AO's number of dispositions dropped significantly from last month to 2,314 in February, down from 2,920. One of the reasons for the drop is that they didn't have enough cases going through registration to assign, due to absenteeism in the registration unit. AO's balance of open cases increased from 2,057 to 2,452 this month. However, case aging has improved to 35 days at the end of February, down six days from January's average and well within the 40-day DOL standard. This is compared to September when AO was at 49 days. Chief Rose reported last month that one of the reasons she felt they were having such a difficult time meeting case aging was because there was a very long delay between the date that the field offices were receiving the appeals and the date they were sending them over to AO. The field offices are doing a much better job of getting the appeals to AO, and that has had a really big impact on AO's ability to get the cases out within the time frames that are required.

Chief ALJ AO Rose reported on Filebound, stating that they are continuing to pilot where they are not giving anybody the paper files. Their hidden in a storage room and they cannot get them unless they ask for it and then they have to provide the reason they want it but so far no one has asked for it. We have two new staff in the registration unit who were never taught to use the paper file at all, they went right

to digital and they are out producing the experienced staff who are processing the paper files.

**10. Chief Information Officer, Rafael Placencia Report:**

CIO Placencia reported on the Phase II implementation of the Automated Calendaring Scheduling System at FO. The development team has made significant progress towards the implementation and the project is on schedule. They were hoping to have a working prototype type shortly so they can actually start testing.

CIO Placencia reported that the news was not so good on the ECATS implementation. They stress tested the application on February 13. The results of the stress test revealed issues related to the performance of the application. The performance issues will require additional development time and testing which will impact the project completion date. They are revising the completion date to be approximately June 30, but they like to think of that as a minor set back from the programming of the application. They have a good game plan going forward and they feel that the changes will definitely allow the program to be fully functional, a minor setback.

CIO Placencia reported on the AO Paperless Project that they are working with AO and FO to develop a paperless environment. Right now they are pretty much just fine tuning the system, with some improvements to some of the existing processes.

CIO Placencia reported on the consolidation efforts, Ca.Mail, that they are moving the system over to OTech. The project is on schedule and they are anticipating the start up later this month. No real issues there.

Vice Chair Howard thanked him for the report on the results of the stress testing of the ECATS. In her view that is the reason we do a good job of testing as we're developing a new program, so to the extent that issues were revealed that require some additional work now. She appreciates him letting them know that it changes the timeline somewhat but we want a good product. Chair Dresser commented that the IT unit deserves praise for that because he remembers when CUIAB had a contract to do it from outside and it didn't work.

**11. Chief Administrative Services, Robert Silva Report:**

Chief Silva reported on the implementation of the CalATERS program for travel claims. Beginning March 1 CUIAB began submitting travel claims using the State Controller's Office's CalATERS global system. There have been some initial startup problems, but the majority of the complaints were not dissimilar from when we went from doing paper travel claims to Excel travel claims about 15 years ago. It's a significant change for people and when you get used to something you don't necessarily welcome that change. But this is the next progression in travel claims. California Government Code provides that we must use the system and most agencies have actually been using the system since 2009 if not earlier. He wanted to thank Mae Serneo publicly because she has worked very hard over the past couple of weeks to get the new system working.

Chief Silva reported that there was a Budget Advisory Committee meeting initially scheduled for this week that has been postponed due to the uncertainty of the specific budget cuts through the sequestration. Until we have exact budget cut information from EDD it would be premature to go forward with the meeting. However, there are several requests for furniture from all the offices. We buy that from Prison Industries Authorities and we are currently sitting on an encumbrance that we can use regardless.

**12. Chief Counsel's Report:**

Chief Counsel Hilton reported that the board is presently carrying 324 court cases. We received five new cases in February, and nine were closed. All of those cases were affirmations of the board decisions.

**13. Unfinished and New Business:**

No unfinished or new business reported.

**14. Closed Session:**

The Board went into closed session. No votes were reported.

**Adjournment**