



## California Unemployment Insurance Appeals Board

### Results from Special Initiatives to Address the Workload

Partnering with the US Department of Labor, CA Labor & Workforce Development Agency, and Employment Development Department, the CUIAB is undertaking every possible effort to deliver appeal decisions as quickly as possible. In 2009, the CUIAB Board Members initiated a number of new business strategies and embraced technology to help reduce workers' and employers' wait times for appeal decisions. Listed below is a sample of some of those special initiatives and the results that CUIAB gained.

#### Aggressive Recruitment for New Judges

- Objectives:**
- Increase hearing capacity to address appeal caseload impact from the devastating economic recession.
  - Reduce wait times for employers' and workers' appeal decisions.

**Results:** Hired 11 Judges and 11 retired annuitant Judges in state fiscal year 2010-2011.  
Hired 38 Judges and 13 retired annuitant Judges in state fiscal year 2009-2010.  
Hired 71 Judges and 26 retired annuitant Judges in state fiscal year 2008-2009.

#### Automated Hearing Reminder System

- Objectives:**
- Increase employers' and workers' hearing attendance rate (2009 average 67-69%).
  - Reduce the number of hearings rescheduled.
  - Automatically dial a voice hearing reminder 48 hours in advance to an individual's phone.

**Results:** Implemented daily dialing system in July 2009 for 5 cents per call.  
Increased hearing attendance rate to steadily average 77-78%.

#### Closed Case File Scanning Project

- Objectives:**
- Quickly recapture existing real estate space for additional hearing rooms and new judge's offices.
  - Avoid lengthy DGS real estate process to acquire new space for hearing rooms and additional lease costs.
  - Eliminate private vendor storage contracts for file storage.
  - Convert closed appeal case files into digital images and reduce footprint for file rooms.

**Results:** Recaptured 7,500 square feet of existing Field Office real estate space.  
Repurposed the existing space for new hearing rooms and new judge's offices.  
Eliminated private vendor storage contracts for file storage.

	SFY 2010-2011
Recaptured square footage of real estate.	7,500
Existing lease costs repurposed.	\$ 214,000
Private vendor storage contracts avoided.	\$ 2,088

### DragonSpeak Software Expansion

**Objectives:**

- Reduce the number of appeal decisions requiring manual typing by a typing pool.
- Reduce wait times for employers' and workers' appeal decisions.

**Results:** Deployed software to all Judges' computers and laptops in 2010.  
Approximately 100 Judges regularly use the software, thereby, avoiding the typing pool.

### EDD/CUIAB Appeal Co-Location Pilot

**Objectives:**

- Test and evaluate the efficiencies and effectiveness of co-locating CUIAB staff at an EDD UI Primary Adjudication Center.
- CUIAB staff register new appeals on-site and scan files to CUIAB Field Offices to avoid US mail time.
- Reduce wait times for employers' and workers' appeal decisions.
- Increase appeal file quality in a timely manner.

**Results:** June – August 2011, these appeals took on average 42 days for an appeal decision as compared to the statewide average of 59 days.

### Electronic Appeal Decisions Project

**Objectives:**

- Electronically transmit appeal decisions to EDD for implementation.
- Eliminate CUIAB staff from manually printing, sorting, and preparing appeal decisions for mail to EDD.
- Reduce wait times for employers' and workers' appeal decision implementation at EDD.
- Reduce postage costs for mailing appeal decisions to EDD.

**Results:** UI board appeal decisions were implemented on April 14, 2010.  
UI first level appeal decisions were implemented on October 1, 2010.  
Tax first level and board appeal decisions were implemented on October 21, 2011.  
Dramatically reduced worker phone inquiries to CUIAB Field Offices for benefit check status.  
EDD is implementing all UI appeal decisions within 24-48 hours vs. an average of

eight days.

Other results -

	SFY 2009-2010	SFY 2010-2011
Sheets of paper saved	46,440	1,543,719
Postage costs avoided	\$ 5,600	\$ 146,254

### **Electronic Transmission of Board Appeal Decisions to Field Office Presiding Judges**

- Objectives:**
- Eliminate CUIAB staff from manually printing, sorting, and preparing board appeal decisions to Field Office Presiding Judges.
  - Reduce postage costs for mailing appeal decisions to CUIAB Field Offices.

**Results:** Implemented in March 2011.

Other results -

	SFY 2010-2011
Sheets of paper saved	212,000
Postage costs avoided	\$ 18,300

### **Reprioritized Resources for Tax Petitions in 2011**

- Objectives:**
- Reduce wait times for employers' tax appeal decisions.
  - Reduce backlog of tax petitions.

**Results:** Increased tax hearing capacity with one additional Judge.  
Increased completed tax petition decisions by nearly 80% from February 2011 to September 2011.  
Monitoring tax petition liability outcomes on a monthly basis.