

U.S. Department of Labor



Employment and Training Administration

Region 6 San Francisco

90 7th Street, Suite 17300
San Francisco, CA 94103

MAY 01 2013

Mr. Marty Morgenstern
Secretary
Labor and Workforce Development Agency
800 Capitol Mall, MIC 55
Sacramento, CA 95814

Re: Unemployment Insurance Appeals Performance in California

Dear Mr. Morgenstern:

I am writing to congratulate the California Unemployment Insurance Appeals Board (CUIAB) on achieving a milestone in appeals performance – meeting the Secretary of Labor’s 30-day standard for lower authority unemployment insurance (UI) appeals promptness in February and March 2013. This latest achievement comes on top of the agency meeting all of the other lower authority appeals measures: quality, case aging and the 45-day promptness measure for some time. It is the culmination of several years of concentrated effort and hard work by CUIAB and reflects the leadership and commitment of Chair Robert Dresser and Executive Director Alberto Roldan.

The last time CUIAB met the 30-day standard was in 2002. In April of 2010, Assistant Secretary of Labor, Jane Oates, advised your agency that California was designated as at-risk of not being able to meet the Federal statutory requirement to pay UI benefits “when due.” Since that time, CUIAB has eliminated a backlog of over 80,000 appeals and raised the 30-day timeliness from 2.5 percent appeals decisions issued in 30 days in March 2010 to 79.2 percent in March 2013. This is no small feat given the unprecedented workloads from the recession and that CUIAB receives approximately 30,000 new UI appeals each month.

At the time the at-risk designation was made, CUIAB had already begun work to address appeals timeliness. CUIAB started with a rigorous process mapping and examined every step to identify opportunities for improvement. CUIAB used contractor support to develop business requirements for a long-range, large-scale technology solution; however, they also identified, tested and implemented many smaller-scale but significant changes to improve the appeals process and timeliness including statewide training and improvements to the scheduling and tracking systems. CUIAB’s dynamic approach to sustainable performance improvement is a model for other states. We also acknowledge the importance of your agency ensuring CUIAB had the necessary resources.

California has satisfied their corrective action plan (CAP) for the 45 day time lapse measure and will not be required to do another CAP for this measure in Federal fiscal year 2014. To ensure that improved performance is sustained, the at-risk designation is not removed until a state has

achieved the standard for two quarters or six months. We are confident that the system improvements have positioned CUIAB well for sustaining performance in the long term and look forward to removing California from the at-risk list for lower authority appeals, 30-day standard.

Please share our congratulations for an extraordinary job well done with the Board and your field team.

Sincerely,

A handwritten signature in black ink, appearing to read "V. Hamilton", with a long horizontal flourish extending to the right.

Virginia Hamilton
Regional Administrator

cc: Robert Dresser, Chair
CUIAB

Alberto Roldan
Executive Director and Chief Administrative Law Judge