



US Department of Labor Recognizes CUIAB for Major Achievements in Timeliness of Appeal Decisions

As of November 2013, the US Department of Labor (US DOL) has removed the California Unemployment Insurance Appeals Board (CUIAB) and the State of California from all federal corrective action for Unemployment Insurance (UI) appeals timeliness standards, in recognition of the significant improvements that CUIAB has made over the past several years.

“There have been a number of improvements to processes and procedures that have supported the performance achievements to date; however, the ultimate reason for CUIAB’s success is the dedicated hard work of the judges and staff,” stated Robert Dresser, Chair of the CUIAB.

California provides workers and employers with two levels of appeals. The first or lower level is an appeal to an Administrative Law Judge in CUIAB Field Operations. The second or higher level is an appeal to the Board Members of the decision made by the Field Operations judge. In fiscal year 2012-2013, the Field Operations judges decided 409,039 first level appeals, and the Board Members decided 31,872 second-level appeals.

The U.S. DOL funds the UI program and sets federal performance standards for processing UI benefit appeals, which represent 95% of CUIAB’s workload. California had been on corrective action for not meeting the performance standards since 2001. The huge workload that accompanied the recent recession further impacted the state’s inability to meet the standards, despite CUIAB’s record production levels since the recession began. In April 2010, the US DOL designated California as an “At-Risk” state. “At-Risk” states must improve performance or risk potential federal take-over of the state’s UI program.

CUIAB immediately went to work to make improvements, while still facing historically high workload levels. This hard work has paid off, with improvements in performance each year.

- In April 2012, California was removed from corrective action for the lower authority standard for the average age of pending cases for federal year 2013.
- In February 2013, CUIAB met all federal standards for appeals processing for the first time since 2001; however, we had not met them long enough to avoid continuing corrective action for federal year 2014.
- In April 2013, California was removed from corrective action for another lower authority standard, the percentage of appeals closed within 45 days.
- In October 2013, California was removed from “At-Risk” status for appeals, reflecting CUIAB’s achievements to date.
- In November 2013, California was removed from corrective action for the remaining lower authority appeal performance standard, the percentage of appeals closed within 30 days.

As of January 2014, CUIAB is providing timely services to workers and employers who appeal UI benefit determinations. CUIAB has also exceeded the federal timeliness standards for eleven months, and plans to continue this strong performance in the future.