

**MINUTES
FOR THE REGULAR MEETING
CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD
Docket No. 5618**

Open Session

The Appeals Board convened at 1:00 p.m., May 17, 2017, in Sacramento with Chair Marty Block presiding.

1. Roll Call: <u>Members</u>	<u>Present</u>	<u>Absent</u>
Marty Block, Chair	x	
Michael Allen, Vice Chair	x	
Ellen Corbett	x	
Robert Dresser	x	

2. Approval of the Minutes:

The April 11, 2017 Board Meeting Minutes, as corrected, were approved by Chair Block, Vice-Chair Allen and Member Corbett. Member Dresser abstained as he was not present at the April 11 meeting.

3. Chair's Report:

Chair Block reported that he recently attended a meeting with the Labor Agency. Among the topics discussed were CUIAB's continued progress on obtaining legislative approval of a BCP for the purpose of reducing the number of backlogged tax appeals, and CUIAB's success in meeting the Department of Labor's case processing standards.

4. Board Member Reports:

Vice Chair Allen expressed his gratitude towards the staff. He will be working with some of them on a newsletter. He plans to have the newsletter distributed in July and will follow up with another edition toward the end of the year.

Member Corbett had no report.

Member Dresser asked about the training for staff that was discussed at the April

Board meeting. He asked Executive Director Gonzales if she could give an update at the June Board meeting.

Executive Director/Chief ALJ Gonzales commented that at the current time there is no training scheduled, but she has been talking with some of the Presiding Judges about providing some one-on-one mentoring.

Member Dresser commented that training for the ALJs is very important, and that it was one of the Department of Labor's expectations when it ended CUIAB's corrective action.

Member Dresser further commented that in the past ALJs took temporary reassignments from Field to AO positions, and vice versa, as a training exercise. Member Dresser recommended that CUIAB resume that practice.

Member Dresser also asked if there was going to be something in writing on the Referral Policy that was discussed at last month's Board meeting.

Chair Block asked the Executive Director to address Member Dresser's questions at either this month or next month's meeting.

5. Public Comment:

No public comment.

6. Chief ALJ/Executive Director Report:

Chief ALJ/Executive Director Gonzales reported that she has been steadily working with Presiding Judge Madlyn Hilton to ensure that tax cases are being prioritized and that there is a proper allocation of tax work to the ALJs.

Chief ALJ/Executive Director Gonzales reported that the Field Offices' timeliness statistics looked very good. The case aging measurement stands at only 21.8 days. The percentage of cases closed within 30 days is 81.7%, which is excellent. And the percentage of cases closed within 45 days is 96.1%, which is also excellent. Overall, the news regarding compliance with timeliness standards is very positive.

7. Chief ALJ of Appellate Operations, Elise Rose Report:

Chief ALJ Rose reported that AO flew through March with outstanding results and that has continued in April, with case aging at a 25 day average.

Vice Chair Allen commented that the caseload reports indicate that the overall time for processing Paid Family Leave and Disability appeals are about double the processing time of the UI appeals. He asked if that was because there is an interface with medical professionals that causes these cases to take longer.

Member Dresser suggested that one explanation may be that there are no time lapse standards for the Paid Family Leave and Disability cases, whereas unemployment insurance appeals are processed faster because time lapse standards do apply.

Janet Maglente commented that disability benefits tend to be paid while an appeal is pending. That is very different from unemployment insurance benefits, which in many instances are not paid until an appeal is resolved. This adds greater urgency to UI appeals.

Chair Block asked if Executive Director Gonzales could report back at the next meeting regarding these differences.

8. Chief Information Officer, Nick Dressler Report:

CIO Nick Dressler reported that during the last couple months CUIAB purchased five new phone systems for offices that all had aging equipment. The first office to be upgraded will be Orange County, which will occur in the next few days, and the other four offices will be upgraded by the end of September.

CIO Dressler reported that the purchase order for the Dictaphone replacement system has been completed. The vendor is Winscribe. Efforts are already underway to install the needed software and to develop training materials.

Member Dresser thanked those working at the Helpdesk, specifically Antonio, Rick, Aaron and Frank.

Vice Chair Allen suggested that after the initial training on the new Dictaphone system is provided, the IT staff circle back in a month or two to make sure that users have adapted to the system and are taking full advantage of its features.

CIO Dressler confirmed that efforts will be made to circle back with users after the initial training.

Vice Chair Allen asked for a description of some of the upgrades.

CIO Dressler responded that the new system will do a much better job at tracking a decision from the time it is typed up through the time it is issued.

Executive Director/Chief ALJ Gonzales commented that discussions are ongoing about developing a portal from which the public can track their appeals and access documents such as hearing notices and decisions.

CIO Dressler added that the IT Branch has a working group that is already discussing the creation of a public portal.

Executive Director/Chief ALJ Gonzales mentioned that Presiding Judge Mike Price in the Fresno office is working with CIO Dressler on a portal pilot project.

CIO Dressler added that Brian Faulkner from the Orange County office is also giving input as are representatives from AO.

Member Corbett complimented CIO Dressler for his progress on these modernization efforts. She also thanked him for being vigilant in preventing attempted attacks on CUIAB's data systems.

Chair Block mentioned that he talked a few months ago about trying to live stream the Board's meetings and that is something he shared with the Labor Agency. He asked if there was a target date for when live streaming will be available.

CIO Dressler responded that live streaming is being explored, but that one possible solution, using Skype for Business, has been ruled out. He will give the Board a further update at its next meeting.

9. Chief Administrative Services, Robert Silva Report:

Executive Director/Chief ALJ Gonzales commented that Chief Silva was out of the office, but nevertheless had nothing new to report.

Closed Session:

The Board adjourned Open Session at 1:39 p.m. The Board commenced a Closed Session at approximately 1:40 p.m. Closed Session was adjourned at 1:58 p.m.

Open Session:

The Board reconvened in Open Session at approximately 1:59 p.m. Chair Block reported that no votes were taken in closed session.

Chair Block adjourned Open Session at 2:00 p.m.