

2019-2022

STRATEGIC PLAN



California
Unemployment
Insurance
Appeals
Board



Established 1943

Who We Are

The California Unemployment Insurance Appeals Board (CUIAB) was established by the State Legislature in 1943 to provide due process for California’s workers and employers who challenge the EDD’s benefit determinations for Unemployment Insurance (UI), Disability Insurance (DI), and employer payroll tax determinations.

California provides workers and employers with two levels of appeal at CUIAB at no cost. The first level is an appeal to an Administrative Law Judge in CUIAB Field Operations. The second level is an appeal to the Board Members of the decision made by the Field Operations judge. Further recourse may be pursued through Superior Court.



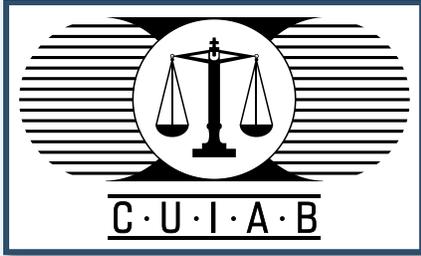
We are committed to providing fair, fast and friendly services and improving access to those services for all. We are modernizing our systems and processes so that we may better serve you today and in the future.

Our Board

The five-member Board is the governing body of the CUIAB. Three members are appointed directly by the Governor, one is appointed by the Speaker of the Assembly and one is appointed by the Senate President pro Tem. In addition to the daily duties of reviewing and deciding appeals of field decisions, the Board sets policy and approves the major activities of the agency.

About Our Strategic Plan

This Strategic Plan presents our vision, mission, strategic goals, and core values. It shows how we are moving forward over the next few years. A companion to this Strategic Plan is our State Leadership Accountability Act (SLAA) Report and quarterly updates, which looks at internal issues and risks and how CUIAB is addressing them. CUIAB uses these documents to guide its actions and activities.



VISION

CUIAB is dedicated to protecting the rights of California’s workers and employers.

MISSION

CUIAB is committed to providing due process to all California workers and employers who want to challenge their benefit and payroll tax determinations.

STRATEGIC GOALS

Appeal Decisions—Fast, Fair & Friendly
Accessibility to Justice for All
Fiscal Stewardship
Commitment to a Skilled Workforce

CORE VALUES

Service

Respect

Integrity

Accountability

Our Strategic Goals for 2019 – 2022

Appeal Decisions – Fast, Fair & Friendly

Provide the best service possible – fast, fair and friendly hearings and timely decisions. Those who appeal to CUIAB are often under extreme financial hardship and need a decision as soon as possible.

- Modernize our systems, processes and services to better respond to the needs of California’s workers and employers.

Accessibility to Justice for All

Provide our constituents with quick and easy access to appeal services over the Internet.

- Modernize our IT systems so that we may provide access to appeals information for parties through a web portal; and,
- Provide staff with tools to respond to parties quickly, and to conduct hearings and manage appeal files more efficiently.
- Conduct public outreach on our appeal programs and services.

Fiscal Stewardship

Manage resources responsibly, effectively and efficiently.

- Use Lean Six Sigma to make our processes more efficient.
- Invest in innovative technology that will let us utilize our resources more effectively and efficiently as we respond to appeal workload fluctuations throughout each year and during periods of economic change.

Commitment to a Skilled Workforce

Develop a well-trained workforce that delivers fast, high-quality services to the public and adapts well to change.

- Recruit, develop and retain a quality workforce, and plan for succession.
- Provide leadership training for managers and supervisors.
- Provide Lean Six Sigma training to improve staff’s ability to identify potential process improvements.
- Offer training to reinforce existing skills and teach new skills as we modernize, so staff can transition successfully to new technology.

Our Core Values

- **Service** – We serve and are responsible to California’s workers and employers and the general public.
- **Integrity** – We act professionally and ethically and provide fair and equitable due process for all.
- **Respect** – We treat everyone with courtesy and respect.
- **Accountability** – We conduct quality review of appeal cases to ensure fairness to all persons concerned and monitor the timeliness of appeals to guarantee prompt resolutions.

Our Stakeholders

CUIAB works collaboratively with its stakeholders to deliver the Appeal Programs for the UI and DI Benefit Programs and the Employer Payroll Tax Program.

Our stakeholders include:

- US Department of Labor, Employment and Training Administration
- California Labor and Workforce Development Agency
- California Employment Development Department
- California Workers and their Representatives
- California Employers and their Representatives
- California Employer and Worker Advocacy Organizations
- Labor Organizations including SEIU and CASE
- California Department of Justice, Deputy Attorneys General



Governor Gavin Newsom

Secretary Julie Su, California Labor and Workforce Development Agency

Chair Marty Block, California Unemployment Insurance Appeals Board

For more information, visit our website at:

cuiab.ca.gov