

**MINUTES
FOR THE REGULAR MEETING
CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD
Docket No. 5686**

Open Session

The Appeals Board meeting convened at 1:00 p.m., February 23, 2023, 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	
Mike Eng	X	
Laura Kent-Monning	X	
Bob Wieckowski	X	

2. Approval of the Minutes:

The January 18, 2023, Meeting Minutes were approved.

3. Chair's Report:

Since the last meeting, the Board resolved 1,575 second-level appeals, and Field Office Administrative Law Judges (ALJ) resolved thousands of first-level appeals.

Chair Block announced his retirement from the Board and specially thanked each individual with whom he worked and served during his tenure.

4. Board Member Reports:

Vice-Chair Allen commended Chair Block for his service to the field office and thanked the CUIAB staff for their work during the pandemic.

Member Eng thanked Chair Block for his work and wished him well during his retirement.

Member Kent-Monning thanked Chair Block for his leadership and service. Member Kent-Monning thanked IT for their assistance and CUIAB staff for their ongoing

CAMS training. Member Kent-Monning requested an update on language access issues in CAMS.

Member Wieckowski thanked Chair Block and congratulated him on his retirement.

5. Public Comment

Richard Miller commented on his efforts to obtain employment with CUIAB.

6. Chief ALJ/Executive Director Report:

Chief Cutri thanked Chair Block for his leadership with CUIAB and congratulated him on his retirement.

In January, the field offices resolved over 28,000 appeals. The volume of monthly appeals decreased from approximately 77% higher than pre-pandemic levels to approximately 36% higher. CUIAB continues discussions with EDD to project workload.

CUIAB met with EDD and DOL to evaluate CUIAB's performance. Though the average case age increased from 125 days in December to 135 days in January, CUIAB's performance remains significantly ahead of the national average.

CUIAB continues to hire ALJs to address its appeals backlog. CUIAB recently hired 23 new ALJs, with several more in process. The 15th ALJ cohort training since March 2020 began on February 10, conducted by San Diego Office of Appeals Supervising Administrative Law Judge, Catriona Morrison. That cohort is now conducting hearings.

CUIAB will soon implement CAMS in the San Diego Office of Appeals. Chief Cutri thanked CUIAB's IT team and Chief Willoughby for their work on this, as well as the CUIAB's Administrative, Executive, and Training teams for their work implementing ALJ training cohorts, responding to the COVID-19 pandemic and making it possible to transition to CUIAB's new case management system.

Vice-Chair Allen inquired about the office with the highest attrition rate. Chief Cutri advised that while attrition rates vary for staff and ALJs, the Bay Area Office of Appeals has been most impacted by attrition since the onset of the pandemic. Vice-Chair Allen asked if the high caseload is a contributing factor to the high attrition rates. Chief Cutri acknowledged this as a factor and advised that salary levels in certain areas also pose recruitment and retention challenges.

Member Eng thanked Chief Cutri for his availability between Board meetings and for his in-person visits to the field offices during the rollout of CAMS. Member Eng inquired about the timeline for CUIAB's entire workload to be conducted within CAMS. Chief Cutri advised that the projected time for this is early Fall 2023.

Member Kent-Monning thanked the IT team for their work on CAMS.

Member Wieckowski indicated he is looking forward to the full CAMS implementation.

7. Supervising ALJ of Appellate Operations, Rebecca Bach Report:

Supervising Administrative Law Judge Bach reported that during January, AO resolved 47.7% of its cases within 45 days and 88.9% within 75 days. The average case age was 41.6 days.

Supervising Judge Bach expressed her appreciation for working with Chair Block.

Vice-Chair Allen thanked Judge Bach for her availability and assistance in resolving complicated cases.

Member Eng thanked Judge Bach for her timely assistance with cases and asked when it is anticipated that all AO ALJs will work on cases within CAMS. Judge Bach advised that two AO ALJs are currently working within CAMS full-time and that CAMS training for another AO ALJ will take place soon. Member Eng thanked the AO ALJs for their work.

Member Kent-Monning thanked Judge Bach for her assistance with cases and commended her for her work.

Member Wieckowski thanked Judge Bach for providing training to him.

8. Chief Information Officer, Jefferson Willoughby Report:

Chief Information Officer Willoughby expressed his appreciation to Chair Block for his support throughout the entire CAMS process.

CIO Willoughby reported that CAMS is in the process of commencing implementation in the San Diego Office of Appeals. CIO Willoughby thanked the IT

staff for their work. CUIAB will collaborate with the Department of Technology to identify root causes of the technical issues impacting the CAMS rollouts. CIO Willoughby thanked the Board for their support throughout this process.

Vice-Chair Allen thanked CIO Willoughby and the IT staff for their ongoing assistance and work to implement CAMS.

Member Eng expressed his enjoyment working within CAMS and asked about the proportion of CUIAB's caseload migrated to CAMS. CIO Willoughby estimated that approximately 30% of the cases are processed in CAMS. Member Eng inquired about functionality for public users to provide comments on CAMS. CIO Willoughby advised that CUIAB is in the process of establishing this and it is estimated to be completed within one week. Chief Cutri stated CUIAB meets regularly with its stakeholders and they have provided positive feedback on their use.

Member Kent-Monning inquired about language access considerations in CAMS. CIO Willoughby advised that language access is a CAMS priority and is currently being worked on.

9. Chief of Administrative Services, Robert Silva Report:

Chief Silva thanked Chair Block for his leadership and support at CUIAB.

Chief Silva reported that six new Administrative Law Judges have completed their initial training and five ALJs are currently undergoing training. CUIAB continues to recruit additional ALJs.

Since the January Board meeting, CUIAB hired three support staff. Nineteen are pending.

Since the last meeting, there were nine reported COVID cases.

On February 3, CalOSHA's Non-Emergency COVID Prevention Regulations went into effect. Chief Silva explained the modifications to the previous emergency regulations.

Member Eng inquired whether the work on language access within CAMS impacts CUIAB's bilingual staff needs. Chief Silva indicated that this has not yet been evaluated. Member Eng asked if the decrease in Pandemic Unemployment Assistance cases is anticipated to affect CUIAB's budget. Chief Silva advised that

due to the high volume of Unemployment Insurance cases, the decrease in PUA cases is not anticipated to impact CUIAB's budget. Member Eng further asked if the implementation of CAMS may require an increase in CUIAB staff. Chief Silva advised that as staffing is based on appeals workload volume, at this time CAMS is not anticipated to alter CUIAB's staffing needs.

Member Kent-Monning commended Chief Silva and the administrative services team for their extremely hard work throughout the pandemic.

Chief Counsel Mark Woo-Sam expressed his gratitude to Chair Block for his inspirational leadership with CUIAB.

Closed Session:

There was no Closed Session.

Adjournment