

**MINUTES
FOR THE REGULAR MEETING
CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD
Docket No. 5689**

Open Session

The Appeals Board meeting convened at 1:00 p.m., May 17, 2023, with Chair Michael Allen presiding.

| 1. Roll Call: <u>Members</u> | <u>Present</u> | <u>Absent</u> |
|-------------------------------------|-----------------------|----------------------|
| Michael Allen, Chair | X | |
| Mike Eng | X | |
| Laura Kent-Monning | X | |
| Bob Wieckowski | X | |

2. Approval of the Minutes:

The April 19, 2023, Meeting Minutes were approved.

3. Chair's Report:

Chair Allen reported that since the last meeting, the Board resolved 1,152 second-level appeals, 225 of which were issued within CAMS. Field Office Administrative Law Judges (ALJ) resolved thousands of first-level appeals.

Chair Allen thanked the entire CUIAB organization for their work.

4. Board Member Reports:

Member Eng thanked the CUIAB staff for their work.

Member Kent-Monning commended CUIAB's staff for resolving approximately 33,000 cases in April 2023 and reducing the inventory of pending cases.

Member Wieckowski expressed his gratitude for the opportunity to observe CAMS training in the Sacramento field office.

5. Public Comment

No public comment.

6. Chief ALJ/Executive Director Report:

In April, the field offices resolved over 33,000 appeals, and the volume of monthly appeals received decreased from approximately 77% above pre-pandemic levels in December, to approximately 32% higher. The average case age increased slightly to 144.1 days and CUIAB is analyzing the reasons. CUIAB anticipates it will be able to shorten this and its performance remains significantly ahead of the national average.

CUIAB continues to hire ALJs. The 17th and 18th ALJ training cohorts will begin in June and July and will be conducted by San Diego Office of Appeals Supervising Administrative Law Judge, Catriona Morrison. The ALJ trainings include efforts to improve the clarity of the final decisions.

Chief Cutri thanked Member Wieckowski for attending the CAMS training in the Sacramento field office and commended the CAMS trainers for their work. The Los Angeles Office of Appeals will be the next office to implement CAMS and CUIAB remains on track to complete full implementation by the end of 2023.

Chief Cutri and Assistant Director Gregory Crettol will meet with the US Department of Labor twice in the upcoming weeks and Chief Cutri will attend the NAUIAP annual conference in Denver, Colorado, in June.

Since the April Board meeting, CUIAB has not had any office closures due to COVID-19. There were no security incidents to report.

Member Eng congratulated Chief Cutri on the CAMS implementation and confirmed that the upcoming rollouts will occur in Los Angeles, Inglewood, Inland, Pasadena, and then the Bay Area field offices.

Member Kent-Monning acknowledged Judge Morrison for conducting ALJ trainings and thanked Chief Cutri for his work traveling throughout the State.

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

Supervising Administrative Law Judge Bach reported that during April, AO resolved 65.5% of its cases within 45 days and 87.5% within 75 days. The average case age

was 52.3 days.

Vice-Chair Allen expressed his gratitude to Supervising Judge Bach for her work.

Member Eng thanked Supervising Judge Bach for her assistance with cases and recognized AO ALJs for the quality of their work.

Member Kent-Monning commended Judge Bach and Jessica Knieriem for their recent assistance in CAMS.

Member Wieckowski thanked Judge Bach and the AO ALJs for their work providing assistance and clear language in decisions.

Chair Allen added that he is grateful for the guidance CUIAB provides to the public in its decisions.

8. Chief Information Officer, Jefferson Willoughby Report:

CIO Willoughby reported that CUIAB is commencing conducting hearings in CAMS in the Sacramento Office of Appeals. CUIAB is preparing to implement CAMS next in the Los Angeles Office of Appeals, and following that, the Inglewood Office of Appeals in July.

CUIAB extensively tested a language access tool for the CAMS web portal; however, it did not provide sufficiently consistent results to implement. CUIAB will work with the Department of Technology stabilization team and vendor to determine options for multiple language support in the portal.

CUIAB has received public feedback on the CAMS portal and will provide updates on it.

Vice-Chair Allen inquired about the number of languages the language access tool could facilitate. CIO Willoughby advised that it could provide access to 133 languages.

Member Eng requested a summary of the CAMS portal public feedback. CIO Willoughby advised he will provide this to the Board.

Member Kent-Monning expressed her enthusiasm for improving the public portal's language access and her interest in updates on this.

9. Chief of Administrative Services, Robert Silva Report:

Chief Silva reported that CUIAB has commenced ALJ recruitments in specific field offices and has four candidates currently in the hiring process. Since the April Board meeting, CUIAB received approval from the Department of Finance for additional ALJ recruitments in Sacramento and Orange County.

CUIAB hired two support staff and a Retired Annuitant in the last two weeks. There are currently 16 support staff hires pending in the field offices and two pending for Appellate Operations.

On May 1, a new electronic process for the completion of employee Annual Performance Evaluations was implemented. The database will also be used to track training and individual development plans.

Since the last meeting, there were three reported COVID cases with no office closures.

As of May 12, regular processes for procurement of service contracts and commodities closed. Since then CUIAB has been able to utilize alternative means to complete needed procurements.

May is one of the Bi-Annual Bilingual survey months. CUIAB has 44 employees participating in this to receive a bilingual pay differential.

Chair Allen asked whether the data from the individual development plans is used for training budget purposes. Chief Silva advised that it is utilized in the Upward Mobility Program.

Member Eng asked whether the data from the language surveys indicates any language deficiencies. Chief Silva advised that CUIAB has contracted with a vendor to translate its core documents into Vietnamese and Mandarin by October 2023. Member Eng inquired about the May Revise and the impacts to CUIAB with the possibility of an upcoming recession. Chief Silva advised that given that CUIAB is primarily federally funded, CUIAB does not anticipate significant impacts on it unless the State implemented personnel furloughs.

Member Kent-Monning inquired about the purchase of ergonomic mice for employees. Chief Silva advised that these are currently undergoing procurement.

Member Wieckowski inquired about the new electronic process for employee Annual Performance Evaluations. Chief Silva advised that the time and methods of evaluation remain the same, but the new process is done electronically rather than via paper hard copy.

Closed Session:

There was no Closed Session.

Adjournment