

**MINUTES  
FOR THE REGULAR MEETING  
CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD  
Docket No. 5691**

**Open Session**

The Appeals Board meeting convened at 11:00 a.m., July 19, 2023, with Chair Michael Allen presiding.

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

**2. Approval of the Minutes:**

The June 21, 2023, Meeting Minutes were approved.

**3. Chair's Report:**

Chair Allen reported that since the last meeting, the Board resolved 1,074 second-level appeals, 263 of which were issued within CAMS. Field Office Administrative Law Judges (ALJ) resolved thousands of first-level appeals. Chair Allen thanked all levels of CUIAB for their work.

**4. Board Member Reports:**

Vice-Chair Kent-Monning thanked the Los Angeles Office of Appeals for inviting her to join the CAMS training and recognized the training team's work. Vice-Chair Kent-Monning thanked Chief Cutri and Supervising Judge Bach for their ongoing work expanding language access.

Member Wieckowski met with former Vice-Chair Dan Reeves and passed on Reeves' well wishes to the Board.

**5. Public Comment**

No public comment.

## **6. Chief ALJ/Executive Director Report:**

In June, the field offices resolved approximately 33,000 appeals. The volume of monthly appeals received decreased by approximately 8%. CUIAB's open inventory of cases dropped by nearly 6,800 cases and the average case age decreased to 137 days. CUIAB anticipates it will be able to further shorten this and its performance remains significantly ahead of the national average of 194 days.

CUIAB continues to hire ALJs. The 18<sup>th</sup> ALJ training cohort will begin at the end of July.

The Los Angeles Office of Appeals is fully integrated into CAMS and the Inglewood Office of Appeals is scheduled to be next. The Inland, Pasadena and Bay Area Offices of Appeals will follow.

Chief Cutri attended the National Association of Unemployment Insurance Appeals Professionals (NAUIAP) conference in Denver, Colorado. Representatives from the U.S. Department of Labor attended, and participants received briefings on national unemployment insurance trends and shared their experiences and best practices.

CUIAB continues to engage with the U.S. Department of Labor, Region 6, regarding process improvements.

Since the June Board meeting, CUIAB had one office closure due to a badge access error preventing employees from entering the office.

Vice-Chair Kent-Monning thanked Chief Cutri for attending the NAUIAP conference and representing CUIAB.

Member Eng thanked Chief Cutri for attending the NAUIAP conference and for his work implementing CAMS in the field offices.

Member Wieckowski inquired about the impacts of a possible recession on unemployment rates. Chief Cutri advised that should a recession occur, if the unemployment rates increase by one to two percentage points, CUIAB would be prepared to address the anticipated workload. CAMS provides new efficiencies to CUIAB by enabling it to quickly digitally transfer cases between offices to distribute workload.

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

Supervising Administrative Law Judge Bach reported that during June, AO resolved 57.9% of its cases within 45 days and 80.2% within 75 days. The average case age was 38.4 days.

Vice-Chair Kent-Monning commended Judge Bach and the AO staff for their work.

Members Eng and Wieckowski thanked Supervising Judge Bach for her assistance with cases.

#### **8. Chief Information Officer, Jefferson Willoughby Report:**

CIO Willoughby reported that CAMS training has been completed in the Los Angeles Office of Appeals and the feedback has been generally positive. The Inglewood Office of Appeals will begin training in July. CUIAB remains optimistic that it will implement CAMS in all field offices roughly by the end of the year. Chief Willoughby advised that CUIAB continues to meet with its CAMS stabilization project vendor for system improvements, continues to work on improving language access, and indicated that there are anticipated changes to the CAMS interface in the coming weeks. CIO Willoughby thanked and recognized the IT staff for their work.

Chair Allen commented on the challenges of language access in technology and thanked Chief Willoughby for their work on this.

Vice-Chair Kent-Monning inquired if the CAMS interface changes will require additional training. CIO Willoughby advised that training will be provided, but the changes are not anticipated to require complete retraining. Vice-Chair Kent-Monning thanked CIO Willoughby and the IT staff for their work.

Member Eng recognized the IT Help Desk for its recent assistance and inquired about public feedback regarding the CAMS portal. CIO Willoughby advised that CUIAB has received roughly 25 to 30 comments since launching the feedback form. CUIAB is compiling it and preparing Frequently Asked Questions to assist users. Member Eng asked about a contact phone number for individuals who have issues with CAMS. CIO Willoughby advised that each field office has a direct line with which an individual may contact a live person.

Chair Allen commented on the technological progress CUIAB has made in the past several years and thanked Chief Willoughby and the IT team for their work.

**9. Chief of Administrative Services, Robert Silva Report:**

Chief Silva reported that CUIAB continues to hire ALJs in the Oxnard, Sacramento and Orange County Offices of Appeals. Since the June Board meeting, there have been two support staff hires and twenty-two pending.

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

CUIAB received the expenditure report through May 31<sup>st</sup> for the 2022/2023 Fiscal Year and is operating within budget. Chief Silva anticipates presenting the proposed 2023-24 budget to the Board in its August meeting.

Vice-Chair Kent-Monning thanked Chief Silva and the administrative team for their work.

**Closed Session:**

There was no Closed Session.

**Adjournment**