

**MINUTES
FOR THE REGULAR MEETING
CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD
Docket No. 5693**

Open Session

The Appeals Board meeting convened at 11:00 a.m., September 20, 2023, with Chair Michael Allen presiding.

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

2. Approval of the Minutes:

The August 16, 2023, Meeting Minutes were approved.

3. Chair's Report:

Chair Allen expressed his appreciation for the entire CUIAB staff, at all levels of the organization.

Since the last meeting, CUIAB resolved over 34,000 appeals, with the Board deciding 1,328 second-level appeals, 267 of which were issued within CAMS.

4. Board Member Reports:

Vice-Chair Kent-Monning attended a meeting with the IT staff and vendors to help enhance the Board members' interface with the CAMS system and thanked CUIAB's staff for their work on this.

Member Eng thanked the IT Team for their recent assistance with IT system issues.

Member Wieckowski looks forward to visiting the local field office to observe operations and learning of legislative changes that may impact CUIAB.

5. Public Comment

No public comment.

6. Chief ALJ/Executive Director, Michael Cutri Report:

In August, the field offices issued approximately 34,268 decisions. The volume of monthly appeals received decreased by approximately 12% and CUIAB's inventory of open unemployment and disability cases dropped by nearly 25% since February. The average case age slightly decreased to 139.6 days. CUIAB anticipates it will be able to shorten this and its performance remains significantly ahead of the national average of 194 days.

CUIAB continues to hire ALJs. Supervising Administrative Law Judge Morrison is currently conducting two ALJ trainings. At the conclusion of the ALJ trainings, SJ Morrison will conduct a follow-up training with the ALJs who were hired within the last year.

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

Chief Cutri expressed his appreciation to the CAMS training team for their work.

CUIAB will resume meeting with the U.S. Department of Labor, Region 6, regarding process improvements. The Department of Labor's Quality Control Conference has been on pause since the onset of the pandemic; however, they intend to reinstate the conference in 2024.

Since the August Board meeting, there were no security incidents.

Vice-Chair Kent-Monning remarked on the efficiencies the CAMS system has made possible, recently demonstrated by redistributing 6,000 cases throughout the state in order to normalize hearing waiting times for parties—an undertaking of unprecedented scale that could not effectively have been done in the legacy and paper-based system.

Member Wieckowski requested clarification on the ongoing migration of field offices into CAMS. Chief Cutri described the processes. Member Wieckowski inquired about DOL's quality control criteria and the extent to which they bear on telephonic hearings in contrast to in-person hearings. Chief Cutri advised that the DOL criteria

are neutral with regard to in-person, telephonic or video hearings and that nationally, states currently utilize in-person and telephonic hearings. In the future, as technology permits, video hearings may be a subject of consideration.

In response to an inquiry by Chair Allen regarding CUIAB's current proportion of in-person versus telephonic hearings, Chief Cutri advised that CUIAB accommodates every request for in-person hearings, and estimated those to be less than 1% of cases heard.

Member Eng inquired about the anticipated timeline for CUIAB's workload to be entirely contained within CAMS. Chief Cutri advised that following the implementation of CAMS in the final field offices, a small number of cases will remain in the legacy system and that CUIAB is evaluating options for migrating these into CAMS.

Chair Allen inquired about CUIAB's tax appeal inventory. Chief Cutri advised that two highly experienced retired annuitants are currently hearing urgent tax appeals. CUIAB intends to bolster its capacity to address tax appeals as the inventory of unemployment appeals declines.

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

Supervising Administrative Law Judge Bach reported that during August, 49.3% of the second-level appeals were resolved within 45 days and 73.1% within 75 days. The average case age was 38.9 days.

8. Information Technology Supervisor, Mark Smith Report:

Mark Smith reported that IT is on schedule to completely implement CAMS in all field offices roughly by the end of the year. The Spanish and Vietnamese language translations for the CAMS portal are currently undergoing testing and user experience evaluation. Traditional and Simplified Chinese will follow.

Supervisor Smith reported on updates and enhancements made to the CAMS user interface, public feedback that CUIAB has received regarding account registrations and passwords, and IT's efforts to address this.

Vice-Chair Kent-Monning inquired whether members of the public can receive assistance via phone when experiencing portal issues. Supervisor Smith confirmed that members of the public call CUIAB for assistance and receive help from expert

staff to resolve problems.

Member Eng expressed his appreciation for the progress made in language translation and asked about processes to monitor and address concerns regarding the quality of translations. Chief Cutri advised that CUIAB has a Language Access Complaint Unit that evaluates all complaints regarding translations and described the procedures to address translation complaints that may arise in the course of first and second-level appeals.

In response to Member Wieckowski's inquiry, Supervisor Smith described the processes for migrating cases from the legacy system into CAMS for statewide distribution throughout CUIAB's field offices.

Chair Allen asked about the estimated proportion of appellants who will utilize CUIAB's online portal. Chief Cutri advised that, based on discussions with other agencies, CUIAB estimates that 50% of appellants may use it. Supervisor Smith also confirmed that each field office has three hearing rooms equipped to conduct in-person hearings in order to accommodate appellants' preferences.

9. Chief of Administrative Services, Robert Silva Report:

Since the August Board meeting, there has been one support staff hire and twenty-seven pending.

After the August Board Meeting in which the Board approved the 2023-2024 Fiscal Year Budget, Administrative Services released office supply ordering allocations to each CUIAB Cost Center.

Chief Silva reported on his recent meeting with CalHR, in partnership with Guidehouse, regarding the State's efforts to develop a strategic plan to modernize the State's employee development and training. Chief Silva also reported on CUIAB's recent meeting with Savings Plus Plan to set up webinars to assist employees in retirement planning.

Chief Silva thanked Corey Schuh for his years of public service and congratulated him on his upcoming retirement.

Member Eng stated that he would like to be informed of legislative changes that may impact CUIAB.

Member Wieckowski expressed interest in updates regarding the training and development strategic plan.

Closed Session:

There was no Closed Session.

Adjournment