

**MINUTES  
FOR THE REGULAR MEETING  
CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD  
Docket No. 5695**

**Open Session**

The Appeals Board meeting convened at 11:00 a.m., November 15, 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 October 19, 2023, Meeting Minutes were approved.

**3. Chair's Report:**

Since the last meeting, the Board resolved 1,056 second-level appeals, 268 of which were issued within CAMS. Field Office Administrative Law Judges (ALJ) resolved over 31,000 first-level appeals.

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

**4. Board Member Reports:**

Vice-Chair Kent-Monning commended the field office staff and ALJs for their work to decrease the volume of open cases, and thanked the IT team for their help with testing the language accessibility improvements to the user portal.

Member Eng expressed his gratitude to the CUIAB organization.

Member Wieckowski thanked Supervising Judge Morrison for her assistance during his visit to the San Diego field office.

Chair Allen reported on a positive encounter with an individual who expressed his appreciation for the vital benefits the UI program provides.

**5. Public Comment**

No public comment.

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

In October, the field offices issued approximately 33,862 decisions. The average case age slightly decreased to 132.5 days, and CUIAB's performance remains significantly ahead of the national average of 204 days. Since the last Board meeting, the UI/PUA inventory has decreased to below 90,000 cases. Chief Cutri recently met with the Department of Labor who was very pleased with CUIAB's progress. Chief Cutri will meet with the DOL to discuss national UI trends. Next quarter the DOL will receive a demonstration of CAMS.

The Pasadena Office of Appeals is fully integrated into CAMS. The Bay Area Office of Appeals and the Office of Tax Petitions will follow.

The Los Angeles area employees were slightly impacted by the Interstate 10 fire. Pursuant to Governor Newsom's State of Emergency Order, to the extent possible telework was made available to those impacted by the fire.

Chief Cutri offered his gratitude to the CAMS training team for their ongoing work.

Vice-Chair Kent-Monning thanked the CAMS training team.

Member Eng congratulated the CAMS team on their progress and expressed his appreciation for CUIAB's ability to offer telework to those affected by the I-10 freeway fire.

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

Supervising Administrative Law Judge Bach reported that during October, 43.9% of the second-level appeals were resolved within 45 days and 69% within 75 days. The average case age was 70 days.

Supervising Administrative Law Judge Bach expressed her gratitude for the assistance the CAMS teams have provided to Appellate Operations.

Chair Allen thanked Supervising Judge Bach for her assistance and the IT team for their continual work to improve CAMS.

Vice-Chair Kent-Monning thanked Supervising Judge Bach for her help.

Member Eng commended Supervising Judge Bach for her rapid assistance with case inquiries.

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

CIO Willoughby reported that the ALJ training in Pasadena occurred without significant issues. The Bay Area Office of Appeals is the next and final office to roll out CAMS and is on schedule to be implemented by the end of 2023. The Office of Tax Petitions will begin CAMS training in 2024.

CIO Willoughby addressed the need for further work on language translations in the CAMS portal before it is made available to the public.

Chair Allen commented on the importance of the language portal.

Vice-Chair Kent-Monning expressed her appreciation for the patience and ongoing work on language access features of the portal. Vice-Chair Kent-Monning asked if ongoing changes will be apparent as she continues to assess the testing environment. CIO Willoughby explained the process of viewing the changes.

Member Eng thanked the Help Desk for their recent assistance and asked about next steps after the CAMS roll out has been completed. CIO Willoughby advised that CAMS will undergo continuous improvement and refinement. Member Eng inquired about the timeline of all cases being completed through CAMS. CIO Willoughby anticipates this will be done in the first quarter of 2024.

Member Wieckowski and Chair Allen expressed their appreciation for IT's work.

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

Since the October Board meeting, there have been three support staff hires with twenty-six pending.

The California Department of Human Resources partnered with Guidehouse on a

Learning and Development strategic planning project. In connection with this CUIAB participated in a survey regarding its training activities. CUIAB employees will also participate in a confidential CalHR survey regarding their training and development experiences.

Chair Allen thanked Chief Silva and the CUIAB's management for their work and dedication during the worldwide pandemic.

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

Member Eng asked Chief Silva to share the Fiscal Year 2023/2024 Budget with the Board when it becomes available and noted projections for a rise in unemployment in the coming year.

Chair Allen and Chief Cutri offered their condolences to the family and coworkers of Angela Gordon, an employee of the Inland Office of Appeals, and held a moment of silence in recognition of her passing.

**Closed Session:**

There was no Closed Session.

**Adjournment**