

**MINUTES
FOR THE REGULAR MEETING
CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD
Docket No. 5703**

Open Session

The Appeals Board meeting convened at 11:00 a.m., July 17, 2024, 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 Minutes:

The Board approved the June 19, 2024, Meeting Minutes.

3. Chair's Report:

Since the last meeting, the Board resolved approximately 1,051 second-level appeals, 1,037 of which were issued within CAMS. Chair Allen reported on the Governor's Summit he attended with California department leaders and thanked all levels of the CUIAB organization.

4. Board Member Reports:

Vice-Chair Kent-Monning, Members Wieckowski, and Eng expressed their appreciation for the report on the Governor's Summit and the work of CUIAB's staff.

5. Public Comment

No public comment.

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

In June, the field offices closed approximately 24,000 cases. Incoming appeals have returned to pre-pandemic levels and the average case age decreased to 83.9 days,

significantly ahead of the 226-day national average.

Chief Cutri attended the National Association of Unemployment Insurance Appeals Professionals Conference in Rhode Island and met with leaders from the U.S. Department of Labor and other high-ranking individuals to evaluate trends and best practices. There were no changes to the DOL quality review scoring released at this meeting. The U.S. Department of Labor was pleased with CUIAB's development of CAMS and progress on the backlog. CUIAB will resume meeting with the U.S. Department of Labor, Region Six throughout the year.

Since the last Board meeting, there have been two security incidents involving two field offices. CHP responded and the incidents were resolved.

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

Member Eng inquired about discussions concerning modifications to quality review scoring, and state plans in the event of reduced federal allocations to state unemployment insurance systems. Chief Cutri advised that they have discussed making the due process standard more stringent by adding certain criteria to it. CUIAB has experienced ebbs and flows in funding, and has discussed strategies for maximizing resources and leveraging technology to provide its public service.

Member Wieckowski inquired about other states' efforts to modernize their information systems. Chief Cutri advised that many states are undertaking this effort and CUIAB has shared its experience developing CAMS.

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

Supervising Judge Bach reported that during June, 84.3% of second-level appeals were resolved within 45 days and 95.6% within 75 days. The average case age was 22.2 days.

Vice-Chair Kent-Monning and Member Eng commended Appellate Operation's work.

Member Wieckowski inquired about the percentage of cases closed within 45 days during 2021 in comparison to the current percentage of cases closed within 45 days. Chief Cutri and Supervising Judge Bach described the causes of the fluctuations in second level appeal workload and performance metrics during the past years.

8. Chief Information Officer, Jefferson Willoughby Report

CIO Willoughby reported that CUIAB has approximately six weeks remaining in its engagement with the CAMS stabilization team and described the improvements CAMS has provided to CUIAB's operations and the public. A migration to a more secure government cloud was completed over the past weekend without interruption in service. Upon re-opening of the Fiscal Year 2024/2025 Budget, IT will procure the software needed to implement simplified and traditional Chinese language accessibility in the public portal.

Member Eng inquired about the remaining engagement time for the CAMS vendor and the Department of Technology's assistance. CIO Willoughby clarified that the vendor and Department of Technology engagement will end in September. Deliverables are due at that time; however, the Department of Technology has committed to providing additional support following the end of this engagement where necessary to ensure functionality. Member Eng asked about the remaining modification requests to CAMS. CIO Willoughby advised that there are approximately five large requests and several smaller modifications that are being worked on concurrently. Lastly, Member Eng inquired whether recent large-scale data breaches involving companies such as AT&T impact CUIAB. CIO Willoughby advised that CUIAB is vigilant in its information systems security and the data breaches referenced are unlikely to impact CUIAB's systems.

Member Wieckowski asked about the status of implementing the Office of Tax Petitions workload into CAMS. CIO Willoughby confirmed that this workload is not currently implemented in CAMS; but efforts on this are underway and existing cases will be migrated into CAMS. Once migrated, tax workload can be electronically distributed throughout the state.

Chair Allen asked whether there are regular meetings for all Chief Information Officers throughout the State to discuss trends and issues. CIO Willoughby advised that there is a well-attended annual CIO Academy, as well as an Innovation Summit in which state CIOs, as well as private vendors, meet and discuss issues.

9. Chief of Administrative Services, Robert Silva Report:

Since the May Board meeting, there have been four support staff hires with nine recruitments pending. There are two ALJ separations this month.

Chief Silva reported that certain types of procurements have opened for the State Fiscal Year 2024-2025. CUIAB may now execute purchase orders for certain items including the Chinese language software needed for the CAMS portal. CUIAB will meet with EDD's Fiscal Programs Division to discuss the budget allocations for personnel services and operating expenses.

Chief Silva reported that under the Dymally-Alatorre Act, CUIAB is required to conduct a biennial public contact language survey. CUIAB will conduct this survey from July 22 – August 2, and report its results to the Department of Human Resources by October 1.

Vice-Chair Kent-Monning requested clarification regarding the language software procurement. Chief Silva confirmed that based on the procurements now opened, CUIAB can purchase the Chinese language software. Vice-Chair Kent-Monning recognized AO ALJ Poyner's retirement and thanked her for her service with CUIAB.

Member Eng asked whether CUIAB has received specific information about position and expenditure reductions for CUIAB. Chief Silva advised that the Department of Finance is anticipated to begin working with departments in September regarding these reductions and will provide instructions in advance of that. Member Eng asked whether CUIAB anticipates any impacts from the proposed Statewide ballot measures. Chief Silva indicated that CUIAB is currently unaware of any specific impacts resulting from the ballot measures.

Closed Session:

There was no closed session.

Adjournment