

**MINUTES  
FOR THE REGULAR MEETING  
CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD  
Docket No. 5713**

**Open Session**

The Appeals Board meeting convened at 11:00 a.m., May 21, 2025, with Chair Michael Allen presiding.

<b>1. Roll Call:</b>	<b><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	
	Richard Roth	X	

**2. Approval of Minutes:**

The Board approved the April 16, 2025, Meeting Minutes.

**3. Chair's Report:**

Since the last meeting, the Board resolved approximately 1,343 cases. Of these, 1,268 were processed through CAMS, and 75 cases were completed in the legacy system. Chair Allen thanked the members of the CUIAB organization for their work and dedication.

**4. Board Member Reports:**

Vice-Chair Kent-Monning reported on her recent visit to the Sacramento Office of Appeals and the Office of Tax Petitions. She thanked Administrative Law Judge Justin Freeborn and Supervising Administrative Law Judges Andrea Miles and Stephen Swenson for their time during the visit. Lastly, she thanked the IT staff for their assistance during the past week.

Member Eng commended the Board and the agency staff for their work advancing key performance indicators.

Member Roth commended the Board and the agency for their work.

**5. Public Comment:**

David Jimenez, Vice-President and Secretary-Treasurer of SEIU Local 1000, offered comments regarding the return-to-office mandate.

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

In April, the average daily appeals intake remained consistent with levels over the past 19 months, after a brief increase in December and January. The field offices issued 26,000 decisions, resulting in an overall inventory reduction of nearly 2,600 cases. The average case age decreased to 43 days, significantly lower than the national average. In April, 7.1% of first-level appeals were resolved within 30 days and 29.5% within 45 days. In addition, CUIAB moved approximately 2,500 cases via CAMS to normalize wait times across the state.

The CUIAB field offices completed CAMS training in December 2023 and trainers are now embarking on a review of best practices in the field offices.

Supervising Administrative Law Judge Bach will attend the National Association of Unemployment Insurance Appeals Professionals (NAUIAP) conference in June.

Vice-Chair Kent-Monning thanked the CAMS training team and asked about staff interviews in connection with the best practices review. Chief Cutri confirmed that the interviews are part of this process.

Member Eng thanked Chief Cutri for his leadership and commended him for the advances in April's key performance indicators. He inquired about the availability of hearing transcripts in CAMS. Chief Cutri explained that while a rough transcript can be automatically generated, it is not sufficiently reliable for use as an official authenticated transcript.

Member Wieckowski inquired about the relationship between the CAMS best practices review and return-to-office considerations. Chief Cutri clarified that the best practices review had been contemplated before the issuance of the Governor's executive order and focuses on technical functionality and employee facility with CAMS, independent of return-to-office considerations.

Member Roth inquired about the commencement of the DOL's 30-day timing standards and the practicality of meeting them. Chief Cutri explained how the timeline is calculated and advised that, while very challenging, CUIAB met these standards for several years prior to 2020.

Chair Allen inquired about CUIAB's efforts to preserve its institutional memory. Chief Cutri explained that several long-term employees are considering retirement, and therefore CUIAB is engaging in succession planning and knowledge transfer to preserve institutional memory. Member Roth requested data on CUIAB's key performance indicators from the pre-pandemic period. Chief Cutri stated he would provide this to the Board.

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

Supervising Judge Bach reported that in April, 74.8% of second-level appeals were resolved within 45 days and 93.1% within 75 days. The average case age was 32.6 days, significantly ahead of the national average.

Vice-Chair Kent-Monning and Member Eng thanked Judge Bach for her work and assistance.

**8. Chief Information Officer, John Caampued Report:**

Chief Information Officer Caampued reported that IT is working to complete the remaining CAMS initiatives.

Member Eng thanked IT for its assistance.

Member Wieckowski inquired about CAMS training in the field offices. Chief Cutri explained that the subject matter experts conduct training throughout the field offices; however, IT is responsible for the development of the program.

Chair Allen asked about CUIAB's current dependence on Salesforce. Chief Caampued advised that CUIAB is looking for Salesforce developers and assessing IT needs. Chair Allen inquired about recent technical issues with CAMS. Chief Caampued stated that CUIAB continues to experience issues but has support from Salesforce through its contract, as well as in-house support from the IT team.

Member Roth inquired about leveraging technology to reduce the number of missed hearings by parties and filing deadlines, such as through the use of text messaging. Chief Caampued advised that he would look at potential options for CAMS enhancements.

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

Chief Silva reported one seasonal clerk hire and one employee promotion. There are 16 pending support staff recruitments. Chief Silva discussed hires and attritions throughout the 2024-2025 State fiscal year.

CUIAB will engage in the biannual bilingual audit during May. Forty-three employees will participate to ensure continued eligibility for bilingual pay.

Member Eng inquired about anticipated space and supply issues related to return-to-office directives. Chief Silva advised that a space availability analysis was conducted and there are no anticipated deficiencies in space or supplies.

Member Wieckowski inquired about increases in employee separations due to return-to-office directives. Chief Silva advised that it is premature to determine this.

Member Roth asked whether CUIAB maintains a pool of Administrative Law Judge applicants. Chief Silva advised that CUIAB does not maintain an ongoing pool of applicants but has had robust applicant interest in its recent statewide ALJ recruitments.

Chair Allen inquired about information CUIAB is receiving from employee exit interviews. Chief Silva advised that the exit interview is optional, is usually completed by approximately 5-10% of employees, and that he reviews all responses. Chair Allen requested that the Board receive copies of the responses.

## **Closed Session:**

There was no closed session.

## **Adjournment**