

**MINUTES
FOR THE REGULAR MEETING
CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD
Docket No. 5640**

Open Session

The Appeals Board convened at 1:00 p.m., March 20, 2019 in Sacramento with Chair Marty Block presiding.

1. Roll Call: <u>Members</u>	<u>Present</u>	<u>Absent</u>
Marty Block, Chair	x	
Dan Reeves, Vice Chair	x	
Mike Eng	x	
Michael Allen	x	
Ralph Lightstone	x	

2. Approval of the Minutes:

The February 19, 2019 Meeting Minutes were approved 5-0 unanimously.

3. Chair's Report:

Chair Block reported the current meeting was not live streamed but would be videotaped and posted to the CUIAB website. He stated livestreaming Board meetings would continue in the future, to provide transparency and allows people to see the Board at work. He reminded viewers that although the Board only meets once a month the majority of the work is done between meetings, as they adjudicate appellate cases. Chair Block reported the Board reviewed and resolved 1,315 appellate cases in the past month.

Chair Block reported a Board Orientation was in the planning stages for summer 2019. The Board would meet with senior staff and the group at large could exchange questions, share ideas and make plans for the agency.

Chair Block reported he attended the monthly Labor and Workforce Development Agency meeting held by the new Secretary, Julie A. Su. Secretary Su shared her agenda which called for bold new ideas from all of the agencies. Chair Block stated the Board as a whole along with senior staff would address the agenda in detail in the near future.

4. Board Member Reports:

Member Allen expressed his gratitude to the IT Department. Since he started with the agency he has had less reliance on help from the IT Department which indicates things are operating smoothly. He also noted the pronounced reduction of remand decisions, since the replacement of field offices' recording devices for hearings. He expressed his appreciation to the entire agency for having a truly supportive staff.

Member Allen recommended offering more educational resources to all staff while the economy is good and the caseload is down. He will continue to work on the CUIAB newsletter and would be asking new Board Members to collaborate. The newsletter is a positive communication means and he was moving forward with it.

Chair Block commented he also had less need to call upon the Help Desk. He supported Member Allen's suggestion for more educational resources. He hoped the agency could hold statewide training seminars in the near future, depending on resources.

Member Allen expressed his appreciation for the hard work done by Field Operations' administrative law judges (ALJ) and acknowledged how often the ALJs produce a great record. He stressed he wanted the Field ALJs to know what a magnificent job they do.

5. Public Comment

No Public Comment.

6. Chief ALJ/Executive Director Report:

Chief ALJ/Executive Director Gonzales thanked Member Allen for recognizing the great job of the Field Operations ALJ's. She stated sometimes the focus gets misplaced on difficult hearings only. She added the FO ALJ's conduct so many hearings and it is great for the Board to notice the tremendous job that they do.

Chief ALJ/Executive Director Gonzales reported on the Workload and Department of Labor standards. The percentage of cases closed under 30-days was at 65.3% and the standard is 60%. The percentage of cases closed under 45-days was 89.2% and the standard is 80%. The average age of pending cases is 17.8 days and the standard is 30 days.

Chief ALJ/Executive Director Gonzales reported there is CalHR Lean Belt training for Managers and ALJ's scheduled for April.

Chief ALJ/Executive Director Gonzales reported on the Appeals Modernization Project which is headed by Assistant Director Lori Kurosaka. The goal of the project will allow Field Operations ALJs to review case files electronically. She is pleased to have CIO, Jeff Willoughby, on board to provide IT support and to move the Appeals Modernization Project forward. A kickoff meeting with the California Department of Technology was held to discuss issues of timelines, budgets and goals. She is optimistic the goal to have Field Operations paperless and provide the convenience of digital files to the Field ALJ's is attainable within a couple of years.

Chief ALJ/Executive Director Gonzales reported there were no security incidents in February.

Chief ALJ/Executive Director Gonzales asked Rob Silva to sign the Board Members up to the National Association for Unemployment Insurance Appeals Professionals (NAUIAP) conference website which grants them access to an enormous amount of unemployment information covering the entire United States. It is a valuable resource to compare and see how other states operate and handle various unemployment issues. There are also educational webinars. She asked the Presiding ALJ's to encourage the Field ALJ's to use the NAUIAP conference website and to participate in the webinars. She acknowledged this was an innovative way to provide more training at no cost to the agency.

Member Allen commented the agency has a highly educated workforce which is a valuable resource. He suggested using the internal resource of our highly trained staff to offer some training in various areas.

Vice Chair Reeves asked why the length of time to process paid family leave (PFL) appeals was longer in Fresno and Pasadena compared to the other Field Offices. He questioned if the report reflected a small sample of PFL cases.

Chief ALJ/Executive Director Gonzales responded that it is a small sample, as there are not many PFL cases. If just a couple of PFL cases were delayed that could skew the numbers.

Vice Chair Reeves also inquired the same for the disability cases in Fresno and Pasadena.

Chief ALJ/Executive Director Gonzales will ask the presiding judges for Fresno and Pasadena to look into the matter and get back to her.

Vice Chair Reeves asked if the larger Field Offices took longer because they had a larger population to serve.

Chief ALJ/Executive Director Gonzales replied it could be the result of staffing, calendaring, or the process in general. She stated the paperless project will address these concerns and they have been monitoring processes to maintain consistency with each office.

Chair Block elaborated on the NAUIAP national conference. He stated that this year the conference will be held in Indianapolis, Indiana, and that it would be valuable for all the Board Members to attend. He suggested requesting Board Members' attendance in the budget for next year.

7. Presiding ALJ of Appellate Operations, Jodi Remke Report:

PALJ/AO Remke reported with the full Board, Appellate Operations (AO) continues to meet and exceed the Department of Labor guidelines. The percentage of cases closed in 45-days or less is 90% and 98% for the 75-day target. She pointed out the average day to close cases for all programs is 32 days, but when you look at the two discreet numbers UI and DI you have 29 and 59 days. The 59 days is slightly higher than usual but DI cases are not subject to the same DOL guidelines. She indicated due to the Board Member training there was a slowdown for moving DI cases. She was not concerned because the age of pending cases was down to 16 days and AO will have no problem making the March goals.

8. Chief Information Officer, Jeff Willoughby Report:

CIO Willoughby expressed his appreciation on behalf of the IT staff for the kudos. He commented the staff works hard to make sure the enterprise can continue to move forward.

CIO Willoughby reported the new ISO is working hard on policy review and preparing for the Department of Technology Audit. The onsite Audit Team is expected at the latter part of April. They will have two to three people onsite for about three weeks. Everyone in the building will be notified when they arrive.

CIO Willoughby reported the PC deployments and the Windows 10 upgrades are

going to start April 1, 2019, in the Pasadena field office. He anticipates completion in late spring or early summer.

CIO Willoughby reported the IT supervisor ranks will be filled with the recruitment of Albert Hernandez who will be starting in April as the IT Infrastructure Supervisor.

9. Chief Administrative Services, Robert Silva Report:

Chief Silva discussed the Monthly Overtime and Lump Sum Payout report set forth in the meeting packets.

Chief Silva reported EDD provided expenditure reports through December 31, 2018, for Personnel only. EDD was still behind in providing the Operating Expenditures beyond September 2018. There is an upcoming meeting with the EDD Fiscal Programs Division to get updates on the FI\$Cal system crossover and to discuss when CUIAB can expect to start getting more consistent expenditure reports.

Chief Silva reported EDD has moved up procurement deadlines for the current state fiscal year. He distributed these deadlines in early March to internal stakeholders. The deadline for submitting contract requests for services is March 29, 2019. The deadline for submitting purchase order requests for goods is May 10, 2019. The number of Cal-Card holders throughout the agency, responsible for ordering supplies, will be condensed down to two people, Teri Laugenour and Victor Saldana starting May 20, 2019. After June 20, 2019 all Cal-Cards will be turned off until there is a new state budget.

Chief Silva reported on the facility update for the Los Angeles Office of Appeals. The upgrade, new carpet and new paint, would soon be underway and he anticipates completion by the end of the fiscal year. The project approved by the Board in the 2017/18 budget had inherent delays due to interface time with the Department of General Services.

Chief Silva reported starting March 21, 2019, Board Members would be able to log-on and access all the valuable information on the NAUIAP conference website. They have already submitted the out-of-state travel requests for the next fiscal year and it included a request for all Board Members to attend the NAUIAP conference.

Member Allen stated the more transparent the agency can make the budgetary process the better. The more people who are clear about how the budget is built reflect positively on CUIAB or any organization. He commented in the past Chief

Silva has always done that and he anticipated it will be the same this year.

Closed Session:

The Board adjourned Open Session at 1:36 p.m. and went into Closed Session.
Closed Session was adjourned at approximately 2:00 p.m.

Open Session:

The Board reconvened in Open Session at approximately 2:00 p.m. Chair Block adjourned Open Session at 2:01 p.m.

Adjournment