



Unemployment Insurance Appeal Board

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TO: Karen Persichilli Keogh, Secretary to the Governor
FROM: Unemployment Insurance Appeal Board
RE: Government Transparency Initiative
DATE: October 20, 2021

The Unemployment Insurance Appeal Board recognizes the importance of access to information from a customer service standpoint and continually strives to provide greater access to information for our stakeholders and the public in general. Within the last four years, we streamlined our website (www.uiappeals.ny.gov), making it easier for the public to find important information. The website now contains useful links, including our Bench Manual that explains unemployment insurance law, a searchable database of all Appeal Board decisions since 2008, lists of attorneys and registered representatives that parties can contact, explanation of terms used in unemployment insurance hearings and appeals, and frequently asked questions and answers. Earlier this year, we updated an instructional video which explains, in plain language (both in English and Spanish), the hearing process and how to prepare for a hearing. We have requested this video also be translated into other languages and are waiting for ITS assistance.

We hold quarterly Board meetings that are open to the public. In addition to posting the notice and agenda pursuant to the requirements of the Open Meetings Law, we also post a public notice and agenda on our website. The meetings are currently accessible to the public via WebEx and are recorded. The videos of the meetings and the meeting minutes are then published on our website within a few days of the meeting.

Through NYS DOL, we regularly report appeals data to USDOL, including but not limited to the total number of appeals processed, the timeliness of both lower and higher authority appeals, and the results of the hearings.

We intend to build on this existing commitment to transparency as detailed on the following page:

Project	Description	Impact	Additional Resources Needed
Website modification / Executive Order 95, §8.95 / providing reported data to public	Data related to UIAB statistics is reported to USDOL. UIAB will update its website to include links to the USDOL website containing information on number of appeals, timeliness of appeals, outcomes.	This will allow the public to easily find information on NY UI appeals and how we compare to the other reporting jurisdictions.	None. UIAB staff will complete by the end of November.
FOIL Requests	The UIAB no longer charges for providing data or records. We must continue to charge for transcripts as we are charged by a vendor for creation of these.	This will allow the public to receive access to documents through appropriate legal framework without additional cost.	None. UIAB staff will immediately implement.
Open Meetings postings	UIAB posts a public meeting notice and an agenda on its webpage approximately two weeks prior to every Board Meeting. The meeting notice gives instructions on how members of the public can request to attend.	The public is informed of and has access to our quarterly Board meetings.	None. UIAB will continue to regularly inform public of our Board meeting and agenda.
Digitizing Appeal Board Library / Record Retention	UIAB is required to maintain all Appeal Board decisions. Decisions prior to 2008 are in paper format. UIAB recently contracted with a vendor to digitize all paper copy Appeal Board decisions prior to 2008 to be housed in an internal archive.	All decisions from 2008 to present are already maintained in electronic format. They are accessible and searchable on our website. The initial impact of this additional project will allow for faster retrieval time if the public requests a particular Appeal Board decision.	We would need ITS support to make this internal archive accessible to the public.
Social Media	UIAB would like to have social media accounts such as Facebook, Twitter and Instagram.	<p>UIAB would be able to distribute timely, helpful information related to hearings and appeals and would be able to answer questions from the public in real-time.</p> <p>We would also be able to publish public service announcements such as explanations of the appeals process.</p>	We would need to create a new position that would be responsible for monitoring and responding to social media inquiries in a timely manner. This would require approval from Civil Service and NY DOL Executive Management. UIAB will explore certain legal aspects of social media presence.
Cell phone Application	UIAB would like to develop a cell phone application to allow easy access to information for parties.	Additional level of access to important hearing information.	UIAB would need ITS support in developing and implementing this application.
Project Sunlight	The UIAB does not generally have individuals or entities appear before it in relation to the five subject areas covered by Project Sunlight.	If this occurs in the future, we will ensure the appearance is notated correctly in the database.	None.