

**STATE OF NEW YORK  
INDUSTRIAL BOARD OF APPEALS**



**Harriman State Office Campus  
Building 12 - Room 136  
Albany, New York 12226  
Phone: (518) 474-4785 • Fax: (518) 473-7533 (Not for service)**

**AGENCY NAME:** Industrial Board of Appeals

**RE:** Transparency Plan Update

**DATE:** February 21, 2024

**DELIVERABLES ACHIEVED SINCE 2021:**

1. Electronic case management system – In March 2023, the Industrial Board of Appeals launched its new electronic case management system, which is much more advanced technology than the prior system that we were using. The case management system allows us to manage information on cases more efficiently. We have also become almost paperless and, currently, every open case is managed as an e-file. This enhances the use of our electronic case management system.
2. Electronic filing of petitions – In June 2023, we began offering [e-filing](#) of petitions, so that parties that want to appeal an order issued by the Commissioner of Labor can file a petition on our [website](#), which will automatically be entered into our electronic case management system. This is an efficient method for parties to file petitions with us. Parties can also still file by regular mail or email, but by adding the option of filing directly from our [website](#), we have increased our accessibility and decreased the need for data entry.
3. Industrial Board of Appeals Rules – In March 2022, we amended our [rules](#) to make them more readable for lay persons, which makes our process more accessible to those who need to make use of it.
4. FOIL improvements – We have continued to reduce our response time to [FOIL requests](#), most of which are now being processed electronically such that we typically respond to all FOIL requests within a week.

## **INITIATIVES TO BE IMPLEMENTED IN 2024**

1. We seek to continue to improve the searchability of our [decisions](#) that are published on our website provided the necessary technical support to do so is available.
2. We anticipate transitioning to the statewide FOIL system, which will improve the public's access to information because the FOIL process will not vary between agencies.
3. Publish a manual to explain our hearing process and how to prepare for a hearing for pro se parties that appear before us.