



Unemployment Insurance Appeal Board

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03/08/2024

DELIVERABLES ACHIEVED SINCE 2021

➤ Website Modifications:

- **Website Translation:** UIAB's website translation implementation enhances customer service and due process rights by using a combination of computer software (Smartlink) and human translation services for agency websites.

Phase I: Complete June 2022

- **Executive Order 95, §8.95: Providing Reported Data to Public:** Data related to UIAB statistics is reported to USDOL. UIAB updates its website to include links to the USDOL website containing information on a number of appeals, timeliness of appeals, and outcomes.

Completed November 2021

- **Digitizing Appeal Board Library/Record Retention:** All pre-2008 Appeal Board decisions were kept on shelves and in boxes in the Troy (and then Menands) location. As a result of this project, those older Appeal Board decisions have been scanned into PDF format and housed in a searchable internal archive. This undertaking completes the online record of decisions, providing ease of accessibility for research and edification purposes.

Completed August 2022

- **IVR Phone System:** The interactive voice response (IVR) computer-based phone system will allow us to have one central phone number and the ability to answer incoming calls from any one of our offices. We are on track to go live in April 2023.

Completed May 2023

INITIATIVES TO BE IMPLEMENTED IN 2024

- **Virtual Hearings:** Virtual Hearings is a web-based application that integrates with WebEx technology. It will allow parties to attend their hearings by video and will have a telephone call-in feature for parties who do not have internet access. This will streamline the start of hearings.

Completed March 2024

- **Website Translation: Phase II.** Website translation implementation enhances customer service and due process rights by using a combination of computer software (Smartlink) and human translation services for agency websites. Phase II focuses on excerpts of legal and hearing terms from our website are being translated.

Projected completion June 2024

- **Unemployment Insurance System Modernization Improvement (UISIM):** UISIM is a major replacement of the existing Unemployment Insurance systems used by the New York State Department of Labor (NYSDOL), the Unemployment Insurance Appeal Board (UIAB), select ITS staff, customers, employers, and other important stakeholders. The modernization effort is responding to a widely recognized need to create one integrated and centralized system that will be easier for all to use. Through automation, the new system will enable staff to focus more time on complex tasks, reduce dependency on paper-based transactions, and deliver better customer service. Upon completion, the new system will improve the user experience and create new efficiencies.

Anticipated Completion: End of Q3