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EXHIBIT B

DECLARATION OF BRANDON MCCLURE

I, Brandon McClure, being over age 18 and of sound mind do state as follows:

1. I am employed by the Colorado Department of Labor and Employment (“CDLE”) in the Division of Unemployment Insurance (“the Division”). I have worked for the Division for the past 20 years. My current title is Program Manager I.
2. Unemployment claimants have the ability to access information about their unemployment claim through an online portal called MyUI+.
3. As program manager, I work with the Division’s vendor that develops the MyUI+ system on incidents concerning MyUI+ and any changes to MyUI+ that are needed to resolve recurring issues and enhance the system for Division staff and claimants.
4. The landing page of MyUI+ shows claimants a menu of options including:
 - a. My Home Page;
 - b. My Inbox;
 - c. My Claim Status;
 - d. View Correspondences
 - e. View and Maintain Account Information.
5. The View and Maintain Account Information menu option expands and shows claimants additional choices:
 - a. Issues and Determinations;
 - b. Contact Information;
 - c. Employment History;
 - d. General Information;
 - e. Payment History;
 - f. Payment Method Options and Tax Information.
6. When issues arise that could affect payment of an unemployment claim, the claimant receives a notification via email directing them to log into MyUI+.
7. After logging into MyUI+, claimants can click on the relevant menu item to address the issues preventing the claim from being processed and provide the information necessary to resolve the issue. Claimants can add written notes in the system and upload documents.

8. Claimants can also upload documents without logging into MyUI+ through the Division's "document submission form." The link for this form is located here:
<https://cdle.colorado.gov/unemployment/contact-us>.
9. Claimants can upload the following types of documents through this form:
 - a. "Benefit Investigation form for the Benefit Accuracy Measurement team;"
 - b. "Incarceration Investigation form for the Benefit Payment Control team;"
 - c. "Identity documentation requested by the division;"
 - d. "Form to submit an appeal regarding my Unemployment Insurance claim;"
 - e. "Supporting documentation for an already scheduled appeal hearing;"
 - f. "Response to a questionnaire or message I received through MyUI+."
10. Claimants must select from the above list to ensure the document is directed to the correct team within the Division.
11. The Division has FAQs and tutorials on how to use MyUI+ available online at <https://cdle.colorado.gov/myui-plus>.
12. As of April 2, 2025, MyUI+ has an escalation feature, which becomes available to a claimant if issues are not resolved within a time period that varies depending on the specific issue pending. If a claimant selects the escalation button, it will immediately notify the appropriate team of the escalation so the issue can be prioritized.
13. The Division does not have an email address to which claimants can direct all inquiries. The Division did previously have an email account for this purpose, but the volume of inquiries was unmanageable. If the Division were to reactivate that account, it could not reasonably respond to inquiries within three days due to the high volume of written inquiries coming in on top of phone calls.
14. The Division cannot unilaterally make changes to the MyUI+ system. The Division would have to file a change task with the vendor and hold design sessions with the vendor to determine functionality and location of the system change. The vendor would then need time to develop and test the change. After vendor testing is complete, the Division would test the change before it could be deployed for public use. The Division is currently engaging in this process for several system enhancements. These enhancements are expected to take the remainder of 2025 to complete. Any additional change would take approximately 6-9 months to complete after the in-process enhancements are complete.
15. Joshua Abrams currently has an active unemployment claim and is receiving benefits. He also had an active claim in 2023.

16. I have reviewed his claim file, including activity in his online portal.
17. Mr. Abrams has successfully used the online portal and communicated with the Division online:
 - a. On March 21, 2023, the Division emailed Mr. Abrams regarding an identity verification issue and other issues with his claim. Mr. Abrams requested an in-person appointment on this date. That appointment occurred on March 30, 2023.
 - b. On March 15, 2025, Mr. Abrams was able to upload documents into the portal in response to a program integrity hold.
 - c. The integrity hold was lifted on March 17, 2025, and Mr. Abrams received unemployment benefits on March 20, 2025.
 - d. On April 11, 2025, Mr. Abrams updated his contact information.

I declare under penalty of perjury, pursuant to 28 U.S.C. § 1746, that the foregoing is true and correct to the best of my knowledge.

Executed this 18th day of April, 2025.

Brandon McClure

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