



# Rapid Response

COVID-19 Services and Resources

# How EDD is Handling the Unprecedented Volume

- Streamlining processes to file claims and pay benefits faster.
- Established a new call center for technical assistance with UI Online<sup>SM</sup>:
  - Open daily from 8 a.m. to 8 p.m.
  - Assisting with registration, password reset, and system navigation.
- Upgrading Unemployment Insurance (UI) systems and servers.
- Hourly health checks on EDD systems minimizing service disruptions.

# State of California Employment Development Department

- Unemployment Insurance Branch
- Disability Insurance Branch
- Workforce Services Branch
- Labor Market Information Division (LMID)

# Unemployment Insurance Program

- Partial income replacement for employees who have lost their jobs or have had their hours reduced due to no fault of their own.
- Funded by employers at no cost to employees.
- Weekly benefit amounts range from \$40 to \$450 based on earnings.
- A 13 week extension available through December 26, 2020.

# The Federal CARES Act and Unemployment Insurance

The CARES Act provides additional UI benefits to claimants:

- **Pandemic Emergency Unemployment Compensation (PEUC).**
- **Pandemic Unemployment Assistance (PUA).**
  - Provides 39 weeks of benefit for those who don't usually qualify for regular UI such as business owners, the self-employed, and independent contractors.
  - Applies between February 2, and December 26, 2020.
  - No waiting period.
  - Weekly benefit amount ranges from \$167 to \$450 depending on 2019 net earnings.

# Pandemic Emergency Unemployment Compensation

- In California, UI benefits are **up to 26 weeks** within a one-year timeframe.
- Provides an **additional 13 weeks** of UI benefits when all of the benefits associated with regular UI claims are exhausted.
- Applies only **between March 29, 2020 and December 26, 2020**.
- Additional state and federal extensions may become available at a later time if authorized by California and/or the federal government.

# Special Provisions for COVID-19

- **Waiting period:** The seven day waiting period is waived for regular UI claims filed on/after **January 19, 2020**.
- **Work search:** Customers are not required to look for work each week to be eligible for benefits.
- **Certifying for benefits:**
  - Payments will automatically be made.
  - Must report wages using Ask EDD.

# Unemployment Insurance Basics: File a Claim

- **Online:**

- UI Online<sup>SM</sup> is the fastest way at [edd.ca.gov/UI\\_Online](http://edd.ca.gov/UI_Online).
- Create a Benefit Programs Online login to access UI Online.
- Customers may receive a confirmation email within a few days notifying them a UI Online account has been created for them.
- UI Online<sup>SM</sup> technical assistance is available daily from 8 a.m. to 8 p.m. to help with registration and password resets.

- **Phone:**

- Speak to a representative.

- **Fax/Mail:**

- Complete the paper application and submit as directed on the form.
  - Allow additional time for processing.



# After a Claim is Filed

- Receive important information from the EDD by mail:
  - Confirmation that your claim was filed.
  - How the weekly benefit amount was computed.
  - The EDD Customer Account Number used to create your UI Online<sup>SM</sup> account.
- Verify accuracy of claim and wage information and notify the EDD immediately if the information is incorrect.
- Continue to read, review, and respond to all communication.

# How to Certify for Benefits

To get paid benefits, eligibility information must be provided to the EDD every two weeks to certify for benefits:

- **UI Online<sup>SM</sup> and UI Online Mobile<sup>SM</sup>: [edd.ca.gov/UI\\_Online](http://edd.ca.gov/UI_Online)**
  - This is the fastest way to certify and get paid. Available 24/7.
  - Must register using your EDD Customer Account Number.
    - Most customers are automatically registered and receive a confirmation email.
  - Automatic email reminders when it's time to certify.
- **EDD Tele-Cert<sup>SM</sup>: Call 1-866-333-4606**
  - Must enter or create a four digit PIN to access the system.
- **Mail:**
  - Allow extra time for mail delivery and processing.

**Important:** Report wages using Ask EDD.

# Get Paid – EDD Debit Card<sup>SM</sup>

**Once the first payment is made, an EDD Debit Card<sup>SM</sup> will be mailed:**

- Allow five business days for mail delivery from Bank of America. Due to unprecedented volume of claims, the card may take a few extra days to arrive.
- The card is valid for three years from the date of issue and used for DI, PFL, and UI benefits.
- Contact Bank of America for replacement card (online/phone) and customer service.
- Get cash at ATMs or merchants with cash back options.
- The card can be used anywhere Visa is accepted.
- Set up automatic transfers to any financial institution.
- Set alerts whenever a deposit is made or when you have a low balance.

**Dedicated Bank of America customer service available 24/7 at:**

- Online: [bankofamerica.com/eddcard](https://bankofamerica.com/eddcard)
- Phone: **1-866-692-9374**

**Important:** Do **not** contact Bank of America EDD Debit Card Customer Service under any circumstances for questions about your claim. Additionally, Bank of America branch offices cannot assist with debit card inquiries except for ATM and teller withdrawals.

# Tips to Receive Your Benefits Faster

- Certify for benefits using UI Online<sup>SM</sup>, UI Online Mobile<sup>SM</sup>, or EDD Tele-Cert<sup>SM</sup>.
  - Be sure to bookmark the Benefit Programs Online login screen for easy access.
- Set alerts through Bank of America to be notified when an EDD payment posts to your debit card.
- Read and respond promptly, if requested, to all EDD communication.
- Be available for any phone interviews to resolve claim issues.
- Access helpful web pages and educational videos on the EDD website.
- Stay well-informed by checking EDD's COVID-19 webpage for updates and FAQs:

**[edd.ca.gov/about\\_edd/coronavirus-2019.htm](http://edd.ca.gov/about_edd/coronavirus-2019.htm)**

# Get Connected 24/7

**Employment Development Department (EDD) website: [edd.ca.gov](http://edd.ca.gov)**

- Information on all EDD programs.
- Latest new coronavirus (COVID-19) updates.

**UI Online<sup>SM</sup> and UI Online Mobile<sup>SM</sup>: [edd.ca.gov/UI\\_Online](http://edd.ca.gov/UI_Online)**

- File a new claim\*.
- Certify for benefits.
- Get payment information.
- Ask a question about your claim.
- Update your contact information.

**UI Self-Service Phone Line: 1-866-333-4606**

- Certify for benefits using EDD Tele-Cert<sup>SM</sup>.
- Get payment information for your last payment made.
- Hear general information about the UI program.

\* Some late night and early morning hours are not available due to scheduled maintenance.

# Unemployment Insurance Phone Numbers

**Regular UI and PUA claims:** 8:00 a.m. to 12 noon, Monday through Friday.

- **English:** 1-800-300-5616
- **Spanish:** 1-800-326-8937
- **Cantonese:** 1-800-547-3506
- **Mandarin:** 1-866-303-0706
- **Vietnamese:** 1-800-547-2058
- **Deaf and Hard of Hearing:** Dial the California Relay Service at 711 and request one of the numbers listed above.

**Help with UI Online<sup>SM</sup>:** 1-833-978-2511, Daily from 8 a.m. to 8 p.m.

**UI Self-Service Line:** 1-866-333-4606, 24/7

# State Disability Insurance Program

- Partial wage replacement for California workers.
- Funded through employee payroll deduction.
- Short term benefits to eligible workers who suffer wage loss due to a non-work related illness or injury.
- Eligible workers cannot be cancelled or denied due to health risk factors, pre-existing medical condition, or hazardous employment.

# America's Job Center of California<sup>SM</sup>

- The America's Job Center of California<sup>SM</sup> (AJCC) offers a variety of services that bring employers with job openings and qualified job seekers together at no cost.
- To prevent the spread of COVID-19, AJCC services are available by appointment only.
- Services provided through appointment:
  - Workforce Innovation and Opportunity Act (WIOA).
  - Trade Adjustment Assistance (TAA) program information.



# America's Job Center of California<sup>SM</sup>

- Career planning.
- Skills assessment.
- Résumé writing and interview techniques.
- Labor market information.
- Job fairs and other job matching services.
- Marketing workers to area employers.
- Occupational training.

# Jobs and Training Services

- Special services for veterans and youth.
- CalJOBS<sup>SM</sup>.
  - Access to thousands of job openings statewide.
  - Access 24 hours a day, 7 days a week.
  - No fee to use.

[caljobs.ca.gov](http://caljobs.ca.gov)

# Labor Market Information Division

- LMID regularly collects, analyzes, and publishes information about California's labor market. It also provides economic development and planning information.
- Types of LMI information available :
  - Occupational profiles and occupation comparisons.
  - Projections of employment for occupations and industries by county.
  - Growth and decline industries in all counties in California.
- Additional information can be found on the EDD website:

**[labormarketinfo.edd.ca.gov](http://labormarketinfo.edd.ca.gov)**

# U.S. Department of Labor

- Consolidated Omnibus Budget Reconciliation Act (COBRA)
- Health Insurance Portability & Accountability Act (HIPPA)
- Employee Retirement Income Security Act (ERISA)
- Affordable Care Act (ACA)
  
- For additional information, access the website: **dol.gov**


# Covered California

If your job was affected by COVID-19, or if you lack income because your hours were cut or if you're no longer working, Covered California is here for you.

- Free service that connects Californians with brand-name health insurance under the Patient Protection and Affordable Care Act.
- Financial help when you buy health insurance from well-known companies.

[coveredca.com](https://coveredca.com)

Questions?



The EDD is an equal opportunity employer/program.  
Auxiliary aids and services are available upon request  
to individuals with disabilities.