



Rapid Response

COVID-19 Services and Resources

Purpose

- Provide information on unemployment benefits and programs.
- Discuss employment and training assistance programs.
- Connect to other federal, state, and local resources.

State of California Employment Development Department

Employment Development Department (EDD):

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

Unemployment Insurance Program

- Partial income replacement for employees who lost their jobs or had 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.

Federal Provisions for Unemployment

- **Pandemic Unemployment Assistance (PUA).**

- Provides up to 57 weeks of Unemployment Insurance benefits for those who don't usually qualify for regular claims, such as business owners, the self-employed, and independent contractors.
- PUA is available through April 5, 2021.

- **Pandemic Emergency Unemployment Compensation (PEUC).**

- Up to 24 weeks of extended benefits between March 29 and April 5, 2021.
- Applies only to regular UI claims and is automatically filed for claimants.

- **Pandemic Additional Compensation.**

- Automatically provides an additional \$300 federal stimulus payment to each week benefits are received from December 27, 2020 through March 13, 2021.
- Also known as the **Federal Pandemic Unemployment Compensation.**

Mixed Earner Unemployment Compensation

- The EDD is working with the Department of Labor (DOL) for guidance on how to implement the Mixed Earner Unemployment Compensation (MEUC) program.
- Applies only to “mix earner” customers who are on a regular UI claim and earned at least \$5,000 in self-employment income.
- Provides an additional \$100 stimulus payment between December 27, 2020 and March 13, 2021.
- The MEUC payment is in addition to the \$300 stimulus payment which applies during the same time.

Federal-State Extended Benefits

- Authorized when the unemployment rate reaches a certain threshold as determined by federal and state law.
 - Began May 10, 2020, and in effect until the unemployment rate drops below the trigger level.
- Automatically filed when a claimant has exhausted their PEUC extension and meet eligibility requirements.
- Provides up to 20 additional weeks of extended benefits for claimants who have exhausted their regular UI claim and PEUC extension benefits.
 - Does not apply to PUA claims.
 - Must meet wage and time requirements.
 - If not eligible for Federal-State Extended Duration extension, a PUA claim will be filed if unemployment is direct result of COVID-19.
 - Regular UI benefit weeks plus PUA weeks cannot exceed a total of 46 weeks.
 - A temporary measure allows up to 20 weeks of extended benefits.

UI Improvements

- UI OnlineSM is still available to certify for benefits, check payment information, reopen an existing claim, and more.
- EDD is improving its systems to verify identities, process claims, prevent fraud, and reduce the backlog of claims.
- New UI claimants will need to verify their identity through ID.me before they can file a claim online.

Unemployment Insurance Basics: File a Claim

- **Online:**

- UI OnlineSM is the fastest way to file a claim: 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 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 to file a claim: 1-800-300-5616

- **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 OnlineSM 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 OnlineSM and UI Online MobileSM: 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-CertSM: 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 CardSM

Once the first payment is made, an EDD Debit CardSM 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 Disability Insurance (DI), Paid Family Leave (PFL), and Unemployment Insurance (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
- Phone: **1-866-692-9374**

Get Paid – EDD Debit CardSM

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 OnlineSM, UI Online MobileSM, or EDD Tele-CertSM.
- 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 webpages and educational videos on the EDD website.
- Stay well-informed by checking the EDD's COVID-19 webpage for updates and frequently asked questions: edd.ca.gov/about_edd/coronavirus-2019.htm

Get Connected 24/7

EDD website: edd.ca.gov

- Information on all EDD programs.
- Latest COVID-19 news.

UI OnlineSM and UI Online MobileSM: 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-CertSM.
- 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: Daily from 8 a.m. to 8 p.m.

- **English & Spanish:** 1-800-300-5616
- **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 OnlineSM: 1-833-978-2511. Daily from 8 a.m. to 8 p.m.

UI Self-Service Line: 1-866-333-4606 available 24/7.

America's Job Center of CaliforniaSM

- The America's Job Center of CaliforniaSM (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 CaliforniaSM

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

America's Job Center of CaliforniaSM

- Special services for veterans and youth.
- Job clubs.
- Employer recruitments.
- Training and other resources.
- CalJOBSSM: **caljobs.ca.gov**
 - Access to thousands of job openings statewide.
 - Access 24 hours a day, 7 days a week.
 - No fee to use.

Labor Market Information Division (LMID)

- The LMID regularly collects, analyzes, and publishes information about California's labor market. It also provides economic development and planning information.
- Types of 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

State Disability Insurance Program

- Disability Insurance (DI) is a partial wage replacement for eligible California workers.
- Paid Family Leave.
- Cannot collect DI at the same time as UI.
- Additional information can be found on the EDD website:
edd.ca.gov/disability

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.

- No cost service that connects Californians with brand-name health insurance.
- Financial help when you buy health insurance from well-known companies.
- May qualify for a discount on a health plan or get insurance through Medi-Cal.
- Additional information can be found on the website: **coveredca.com**

US Department of Labor

- Consolidated Omnibus Budget Reconciliation Act (COBRA)
- Health Insurance Portability and Accountability Act (HIPPA)
- Employee Retirement Income Security Act (ERISA)
- Affordable Care Act (ACA)
- For additional information, access the website: **dol.gov**
- US Department of Labor's Employment Benefits Security Administration: **1-866-444-3272**

Questions?



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