

Unemployment Insurance (UI) and other Workforce Services for Workers in California

Workforce & Economic Development Program

California Labor Federation

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For News and Updates

Important changes and updates on anything related to Unemployment Insurance (UI) can always be found at EDD's newsroom. Stories often circulate the media and to get the official statement on how and when changes roll out can be found on the EDD Newsroom: <https://edd.ca.gov/newsroom.htm>

How to get in contact with EDD

There are several ways to get in contact with EDD:

- 1) Use the Ask EDD function on the state website. Follow the prompts: <https://askedd.edd.ca.gov/>
- 2) Some American Job Centers (AJCC) have in house EDD offices and representatives in their office. Find the nearest AJCC near you, call them, and ask if there's an EDD representative you can speak to. If EDD representatives are not in their office, try another AJCCC.

How to find an AJCC near you:

<https://www.careeronestop.org/LocalHelp/AmericanJobCenters/find-american-job-centers.aspx>

- 3) Call UI Customer Service

Get help with filing a claim by phone, general UI questions, and technical help with online registration, password resets, and EDD Account Numbers.

Hours: 8 a.m. to 8 p.m. (Pacific time), seven days a week, except [state holidays](#).

English and Spanish: 1-800-300-5616

Cantonese: 1-800-547-3506

Mandarin: 1-866-303-0706

Vietnamese: 1-800-547-2058

California Relay Service (711): Provide the UI number (1-800-300-5616) to the operator

TTY: 1-800-815-9387

- 4) If none of the above ways worked, call or email the office of your State Assembly Member, State Senator, or Senator's office. Their offices will help you escalate your UI claim to EDD. If you need help doing this, contact your union or the California Labor Federation for assistance: 510 663-4000

How to apply for Unemployment Insurance

Videos on how to apply for unemployment insurance:

English: https://www.youtube.com/watch?v=x7_IREOVkAQ&feature=youtu.be

Spanish: <https://www.youtube.com/watch?v=y2TL94-qLUc>

Chinese: <https://www.youtube.com/watch?v=7GN5kap8rJs>

A simple flow chart on how to apply for UI benefits:

<https://www.edd.ca.gov/unemployment/pdf/benefit-flowchart.pdf>

Questions and Answers from EDD:

On Receiving Money

Q: It's been one month since I applied for UI and the portal said they put money in my debit card three times already, but I never received my debit card in the mail. What should I do? Is there a delay from Bank of America or is my card lost?

A: The claimant will have to contact Bank of America for assistance. They may reach them at 1-866-692-9374 . They can also refer to this website: https://edd.ca.gov/About_EDD/The_EDD_Debit_Card.htm

On Claim Form Questions

Q: My claim from last year recently expired and it provided me \$450 a week. Under my renewed claim, my eligibility was reduced to \$396. How does EDD determine this new benefit amount and should I contact EDD to give them wage information?

A: The weekly benefit amount is based on the wages reported in the base period by the employers. If there is a discrepancy in what the employer reported and what you have record of please contact the EDD at 1-800-300-5616 and an investigation of the missing wages can be done. Review Notice of Unemployment Insurance Award (DE 429 Z) to determine if any of the wage information is missing or inaccurately reported by the employer.

Q: If a person files for UI by mail, how can they create a user account? Will their EDD correspondence be strictly through mail and how long should they wait before hearing from EDD?

A: If an individual files by mail, they are still able to go online to create an account once they receive the EDD Customer Account Number (EDDCAN). The EDDCAN can be received via mail or if called customer service and asked one to be provided over the phone.

They will need to go to the EDD's Benefit Programs Online webpage and complete registration; https://edd.ca.gov/Benefit_Programs_Online.htm . Once completed they will be able to log into Unemployment Insurance Online or Unemployment Insurance Mobile. This will allow them to be able to receive correspondence and manage their claim online.

Q: If an individual gets reduced salary, for example by 50%, will that person qualify for UI Benefit? Also, would they qualify for the stimulus?

A: Yes, the individual will be able to file an unemployment insurance claim. They may be eligible to receive partial payment of benefits if the wages they report do not exceed the amount allowed based on their weekly benefit amount. If an individual is eligible to receive payment in a given week, they are also eligible to receive the stimulus payment. Please ensure that you report your wages on the continued claim certification to ensure the EDD UI properly calculates your payment amount.

Q: What happens if someone doesn't have their paystubs? Can they estimate?

A: The individual should use their best judgement for reporting their wages. The best way to keep track of their work during the week and report the most accurate way is to track their hours daily and at the end of the week add them up and times them by their hourly rate.

Q: Are federal workers who are out of work from the pandemic, eligible for UI or any extra benefits?

A: Any unemployed individual can apply for unemployment insurance benefits. Visit the EDD website for further information regarding eligibility and programs.

https://www.edd.ca.gov/about_edd/coronavirus-2019.htm

The UI eligibility is determined based on the information provided during the review of the application.

Q: In the studio unions, they are seeing employers send out compassion or relief payments. Many of them have already opened an EDD claim but received relief checks from employers. How will that effect their UI?

A: Individuals claiming Unemployment Benefits must report any wages received during the respective week(s).

Q: What about social security? Do We have to declare that?

A: When submitting your application for Unemployment Insurance your Social Security benefits are not deductible from UI benefits and do not need to be reported to the EDD.

Q: I barely started my job. Will I be eligible for UI and the stimulus?

A: If an individual does not have wages reported for them in the base period, they may still file a claim. The Pandemic Unemployment Insurance (PUA) program helps unemployed Californians who are

business owners, self-employed, independent contractors, have limited work history, and others not usually eligible for regular state UI benefits who are out of business or services are significantly reduced as a direct result of the pandemic. Visit this website for more information:

https://www.edd.ca.gov/about_edd/coronavirus-2019/pandemic-unemployment-assistance.htm

Q: Are workers whose employers on the workshare program also eligible for the extra \$600 federal benefit on top of the weekly benefit?

A: Yes, work sharing claimants who receive unemployment are eligible to receive Pandemic Additional Compensation (PAC).

Q: If a person was receiving UI but then files for disability, can EDD coordinate/reconcile/correct these two separate claims or must the worker notify EDD of the change in their status?

A: It would be in the best interest of the individual to inform the Unemployment Insurance department that they are no longer able to work and have filed a disability insurance claim. The proper steps need to be taken to avoid any issues that may arise and stop any potential overpayment that can be established if the individual collected both during the same time period.

On PUA Questions

New guidance on PUA <https://www.labor.ca.gov/pandemic-unemployment-assistance-pua-program/>

Q: I am self-employed and filed a regular UI claim on 3/28. I entered my own name as my employer and selected COVID-19 as the reason I am no longer working. My notice of UI Award calculated \$0.00 weekly benefit for the claim year. Should I appeal, or do I need to wait until PUA is implemented? What do I need to do right now?

A: Generally, a mailed notice showing a \$0 benefit award available may mean that we have no wage records reported by an employer to support an unemployment claim, or we need to verify your identity for the reported wages that belong to you. Employers pay a contribution to the state's Unemployment Insurance (UI) Trust Fund for each employee they have on their payroll. This pays for unemployment benefits — workers do not contribute to UI.

If you filed for UI and received an award notice with \$0 benefits available, it could be due to one of three scenarios:

- Your identity could not be verified with our records. We'll mail you a request to verify your identity. You have 10 calendar days from the mail date to send us two forms of identity documents from the list of Acceptable Documents for Identity Verification (DE 1326CD) (PDF). Once we verify your identity, you'll receive a new notice telling you what our wage records show for weekly UI benefit payments if you meet all other eligibility requirements.
- You were misclassified by your employer as an independent contractor instead of an employee or your wage information may have been inadvertently transposed when your employer

reported your information to the EDD. If you believe our record of your wages isn't accurate, correct the wages on the award notice and send copies of your W-2, Form 1099, or a paycheck stub to the address on the front of the notice. We will follow up with you and your employer for any details needed to make a determination.

- You're self-employed or an independent contractor and have not paid contributions to the state Unemployment Insurance Trust Fund. As part of the federal CARES Act, the new Pandemic Unemployment Assistance (PUA) program helps unemployed Californians who are usually not eligible for regular state unemployment benefits and are unemployed or not providing services due to reasons directly related to the COVID-19 pandemic, including business owners, the self-employed or those with limited recent work history. Visit the Pandemic Unemployment Assistance page https://www.edd.ca.gov/about_edd/coronavirus-2019/pandemic-unemployment-assistance.htm for updates and information on eligibility and when to file.

Q: I am a union freelance newspaper reporter, I don't have W2's, how do I report for unemployment? Should I apply for PUA instead?

A: If you are self-employed or a 1099 contracted individual you may file an unemployment insurance claim online or by fax. The Pandemic Unemployment Insurance (PUA) program helps unemployed Californians who are business owners, self-employed, independent contractors, have limited work history, and others not usually eligible for regular state UI benefits who are out of business or services are significantly reduced as a direct result of the pandemic. Visit this website for more information: https://www.edd.ca.gov/about_edd/coronavirus-2019/pandemic-unemployment-assistance.htm