



ASSEMBLYMEMBER

Monique Limón

DISTRICT 37

EDD Tele-Town Hall

Q&A

Q: I can't get through to a human being by phone and no responses to my online request. Why can't I get a hold of someone?

A: This situation is challenging and something we have never dealt with before. We have representatives that can assist, in our work front services offices – one is in Oxnard and one center in Santa Maria and affiliate in Santa Barbara. You would contact a job agent. If your questions is specific to your claim, it is important that you connect to an EDD representative.

Q: Aare there plans for unemployment offices to re-open to the public by appointment only or will there be opportunity to make an appointment with their presentative either in person or over the phone?

A: We are in the process of reopening our centers, to allow in person appointments. Virtual assistance is also available. Unfortunately, there is no timeline yet.

Q: Can you still claim unemployment insurance and the additional \$600 once your job reopens and you are asked to return to work?

A: There is not a single answer for this. If your employer is offering you reasonable work and you can return to work, that is when you have to report it to the EDD. If there is still a reduction of hours the customer can contact us and we can refile that claim. It is important that within that year of their claim, they can go back to their job and if they are laid off again, they can reopen the case again. The reopening process should only take 5 – 10 minutes.

Q: My husband returned to work and EDD has been sending unemployment checks without asking verification of not working, how do we get this fixed so it is not on record that he is being double paid?

A: There is no concern for over payment but there is information on how to report that the person is now working and it must be done step by step.

Q: During the last few months I've been working in two state, do I file unemployment from both states?

A: You can apply for both states but you can only claim one state. The customer can apply for those states, based on their discretion they can decide which one is higher and choose that or they contact the EDD to have a combined wage, which looks at both unemployment checks and gives a combination of both wages.

Q: Do we have to report the stimulus check to the EDD when filing for unemployment?

A: No, that money is not reportable when asking for EDD benefits.

Q: If a retired person, who is working full time and collecting social security but got laid off due to COVID-19, can they collect unemployment insurance?

A: Yes, they can.

Q: If a worker exhausts the 56-week state benefits does the federal benefit kick in?



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A: After the 56 weeks, the 13 weeks approved because of the pandemic would kick in.

Q: Constituents who mailed in identify verification documents are worried it got lost in the mail, is there a way they can find out their documents were received by EDD?

A: The identity verification is a lengthy process. You can contact the 1-800 number or send an email to the department, so we can connect you with someone, we want to make sure we have the right information.

Q: What can constituents who were receiving EDD before the pandemic and have now exhausted their 56 weeks do or who do they contact?

A: They should continue filing the pandemic unemployment insurance claim or they can call to file or submit it via mail.

Q: Will both unemployment benefits and the CARES act be processed retroactively once everything is approved?

A: Yes, if the individual was at file, everything should be retroactive to that date.

Q: Independent contractors who have not received a denial or award letter from EDD and do not have on their portal that they are receiving UI or PUA? How can a person find out the status of their claim?

A: If the delay is more than 3 weeks, they need to contact one of our offices to review the claim and take appropriate action. That is a very lengthy delay. There are alternative ways to connect them to unemployment insurance.

Q: Will there be another extension even after the 13 weeks that people get? And will the \$600 be continued?

A: At this time, we have not heard any additional information.

Q: The EDD is telling me I have excessive earning? What does that mean?

A: If their earnings is more than the claim percentage then the system cannot process the claim. Employers are laying off people because of the pandemic so they can qualify for assistance through the system.

Q: What if I am out of state?

A: File in the state that you had last year's employment.