Unemployment Insurance and COVID-19:

Virtual Town Hall
June 1, 2020
California Unemployment Insurance Statistics
March 14, 2020 through May 23, 2020

• Regular UI claims processed: **4.7 million**

• PUA claims processed: **641,732***

• Total UI claims processed: **5.4 million**

• Total Benefits Paid: **$18.8 billion**

• Current unemployment rate in California **15.5%**

*** PUAs claims are for the period April 28, 2020 to May 16, 2020.

** April, 2020.
How EDD is Handling the Unprecedented Volume

• Simplified processes to file claims and pay benefits faster.
• Added new programming to EDD systems to accommodate the CARES Act.
• Automated several manual processes.
• Upgraded servers to handle a higher volume of claims.
• Redirected 1,300 staff from EDD branches and other state agencies to assist.
• Hired new UI staff with plans to add at least 1,800 more.
• Established the UI Online Assistance Center for technical help.
• Implemented text messaging to claimants for more timely communication.
• Hourly health checks on EDD systems to minimize service disruptions.
Federal CARES Act and Unemployment Insurance

• Federal Pandemic Unemployment Compensation (FPUC) referred to as Pandemic Additional Compensation (PAC) by the EDD.
  • Additional $600 stimulus payment in addition to your weekly benefit amount.

• Pandemic Emergency Unemployment Compensation (PEUC).
  • Up to 13 weeks of extended benefits.

• Pandemic Unemployment Assistance (PUA).
  • 39 weeks of benefits for those who don’t usually qualify for unemployment such as business owners, the self-employed, and independent contractors.
Pandemic Additional Compensation

• $600 weekly stimulus payment **automatically added** to your weekly benefit amount.

• **Applicable to almost all UI claims** including regular UI benefits, PUA, Work Sharing claims, and the PEUC extension.
  • Does not apply to Training Extensions (TE) or State Special School Benefits (SSSB).

• Applies only between **March 29, 2020 and July 25, 2020**
Pandemic Emergency Unemployment Compensation

• Provides an **additional 13 weeks** of UI benefits when all of the benefits associated with regular UI claims are exhausted.

• **Filed automatically** if your claim began on/after June 2, 2019.
  • If your claim was filed before June 2, 2019, file a new claim.

• Applies only between **March 29, 2020 and December 26, 2020**.

• A $600 weekly **stimulus applies** between March 29, 2020 and July 25, 2020.

• Additional state and federal extensions may become available at a later time if authorized by California and/or the federal government.
Pandemic Unemployment Assistance

• Benefits **for customers not usually eligible for regular UI or extended UI benefits:**
  • Business owners, self-employed individuals, and independent contractors.
  • Claimants with a regular UI claim who have exhausted all benefits and extensions.
  • Individuals with a limited work history or who could not begin a new job due to COVID-19.

• **Up to 39 weeks of benefits with no waiting period.**

• Applies between **February 2, 2020 and December 26, 2020.**

• **$600 weekly stimulus applies** between March 29, 2020 through July 25, 2020.

• EDD started accepting **applications on April 28, 2020:**
  • **Retroactive to when you became directly impacted** by COVID-19.
  • Claims cannot begin any earlier than February 2, 2020.

• **Weekly benefit amount ranges from $167 to $450.**
  • Phase 1: Everyone received $167 per week.
  • Phase 2: WBA increased based on 2019 net income reported at claim filing.
    • Retroactive to the first week the claim began.
UI Updates: Keeping you well-informed.

• EDD Text Messages to confirm when your:
  • Claim is filed.
  • First payment is made.
• UI Online email reminders when it’s time to certify for benefits.
• EDD Virtual Agent:
  • Get general information using our new chat bot feature on the EDD website.
• UI Online Assistance Center open daily from 8 a.m. to 8 p.m.
  • Help with registration, EDD Customer Account Number, password resets, etc.
• Bank of America alert messages when:
  • A deposit is made to your card.
  • You have low balance.
Help Available 24/7

• **EDD Website:** [www.edd.ca.gov](http://www.edd.ca.gov)
  - How to file a claim.
  - CARES Act.
  - COVID-19 updates.
  - Recorded webinar: *Assistance Programs for Workers during COVID-19*.

• **UI Online** [SM]: [www.edd.ca.gov/UI_Online](http://www.edd.ca.gov/UI_Online)
  - File* or reopen a claim.
  - Certify for benefits.
  - Get up-to-date claim and payment information.
  - Send a secure message requesting information about your claim.

• **UI Self-Service Phone Line:** 1-866-333-4606
  - Certify for benefits using EDD Tele-Cert [SM].
  - Payment information on last payment made.

* File a new claim is not available during late night/early morning hours due to maintenance. However, all other UI Online features are available 24/7.
UI 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℠: 1-833-978-2511, Daily from 8:00 a.m. to 8:00 p.m.

- Registration, password resets, EDD Customer Account Number, system navigation, and general UI information.

**Important:** Representatives at this number cannot access claim and payment information.

UI Self-Service Line: 1-866-333-4606, available 24/7
Q & A