



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%****

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

** April, 2020.

How EDD is Handing 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
 - How to file a claim.
 - CARES Act.
 - COVID-19 updates.
 - Recorded webinar: *Assistance Programs for Workers during COVID-19.*
- **UI OnlineSM:** 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-CertSM.
 - 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 OnlineSM: 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

