

FOR YOUR BENEFIT:

CALIFORNIA'S PROGRAMS FOR THE UNEMPLOYED

**UNEMPLOYMENT INSURANCE
DISABILITY INSURANCE
PAID FAMILY LEAVE
WORKFORCE SERVICES**

This pamphlet is for general information only and does not have the force and effect of law, rule, or regulation.

FOR YOUR BENEFIT: CALIFORNIA’S PROGRAMS FOR THE UNEMPLOYED

The purpose of this pamphlet is to inform you about programs offered by the Employment Development Department (EDD) for the benefit of unemployed Californians.

To learn more about services provided by the EDD, access the EDD home page at www.edd.ca.gov. You may submit questions electronically through “Contact EDD” located at the bottom of the EDD home page.

Unemployment Insurance	2
Unemployment Insurance (UI) provides income to workers who become unemployed through no fault of their own and other work is not available.	
Disability Insurance	21
Disability Insurance (DI) is a component of the State Disability Insurance (SDI) Program and provides benefits to eligible workers experiencing a loss of wages when they are unable to perform their regular or customary work due to a non-work-related illness or injury, pregnancy or childbirth.	
Paid Family Leave	22
Paid Family Leave (PFL) is a component of SDI and provides benefits to individuals unable to work because they need to care for a seriously ill family member or bond with a new minor child.	
Workforce Services	23
The EDD’s Workforce Services helps job seekers find suitable employment.	

UNEMPLOYMENT INSURANCE

Unemployment Insurance (UI) is an insurance program that is paid for by your employer. It provides you with an income when you are out of work through no fault of your own.

WHO SHOULD FILE

You may be eligible to receive UI benefits if you are out of work or your hours are reduced and you are:

- Physically able to work.
- Actively seeking work.
- Able to work and available to accept immediate work.

WHEN TO FILE

You should apply for benefits as soon as you are unemployed or when your hours are reduced. Your claim cannot begin until you file for benefits. The beginning date of your claim will be effective the Sunday of the week that you file your claim. All claims have a one-week, unpaid waiting period.

WHAT YOU NEED TO FILE

To determine if you are eligible to receive UI benefits, you will be asked a variety of questions, such as information about your past employers and the reason you are currently out of work. To ensure your claim is filed as quickly as possible, you should have the following information ready before you file your claim:

- Your name, (including all names you used while working) and Social Security number (SSN).
- Your mailing and residence address (including ZIP code) and telephone number (including area code).
- Last employer information, including: name, address (mailing and physical location), and telephone number. We will also need the ZIP code for both addresses (mailing and physical location), the area code for your last employer's telephone number, and last day worked.
- Information on all employers you worked for during the 18 months prior to filing your claim, including name, period of employment, wages earned, and how you were paid.

- The reason you are no longer working for your last employer. You may have quit, been laid off, fired, or left work because of a trade dispute. Be specific about the reason you are not working because the information you give to us must be sent to your last employer. If you quit, were fired, or left work because of a trade dispute, you will be scheduled to a future telephone interview. The information we obtain during the interview will help us decide your eligibility to receive benefits.
- Your citizenship status and whether you have the legal right to work in the United States. Individuals who indicate they are registered with the United States Citizenship and Immigration Services (USCIS, formerly INS) and authorized to work in the United States will be asked for the title of their employment authorization document and information from the USCIS document, such as the alien identification number, card number or expiration date.
- Driver's license number or state-issued identification card number.
- Past work records and dates worked including the names, dates of work, and wages earned for all of your employers for the last 18 months, including employers you worked for in other states.

NOTE: Your last employer's name and address are very important, regardless of how long you worked for this employer or whether this last job was in your usual line of work. List the last employer you worked for no matter how long you worked for this employer and the date you last worked. If you are working part time be sure to tell us you are still working and give us the number of hours you are working each week.

PENALTIES

If you willfully give false information or withhold information to claim benefits, you will be assessed a false statement disqualification by the EDD. A false statement disqualification is a penalty that denies you benefits from 2 to 23 weeks. The penalty stays on your record for three years or until served, whichever comes first. To serve the penalty weeks, you must continue to certify for UI benefits, and be otherwise eligible for benefits each week claimed.

It is illegal to willfully make false statements or knowingly fail to report all facts to receive benefits. Making a false statement or withholding information to receive benefits can be a felony. A person convicted under Section 2101 of the Unemployment Insurance Code will lose the right to collect benefits for 52 weeks. Penalties may include both fines and criminal prosecution.

HOW TO FILE

You may file a UI claim by using **one** of the methods listed below:

- **ONLINE**

File online with eApply4UI. This is the fastest way to file a UI claim! The application is available in English and Spanish, and you can file a new claim, reactivate an existing claim, or file for extended benefits (when these benefits are available) using the eApply4UI application. It is secure, reliable, and available 24 hours a day. Access eApply4UI on the EDD website at <https://eapply4ui.edd.ca.gov>.

- **TELEPHONE**

File by contacting a customer service representative at one of the numbers listed below:

EDD UI Toll-Free Telephone Numbers:

English	1-800-300-5616	Mandarin	1-866-303-0706
Spanish	1-800-326-8937	Vietnamese	1-800-547-2058
Cantonese	1-800-547-3506	TTY (Non-voice)	1-800-815-9387

Customer service representatives handle UI claim filing, UI claim information calls, and calls about missed appointments, appeals, and overpayments, Monday through Friday, 8 a.m. to 5 p.m., Pacific Standard Time. Mondays and Tuesdays are the busiest days. For faster service, you may wish to call Wednesday through Friday. However, to file a claim you must call by Friday of the week in which you become unemployed or there is a reduction in your work hours to receive credit for that week. The EDD is closed on state and federal holidays.

The Interactive Voice Response (IVR) System provides general information 24 hours a day and information about your UI payments Monday through Saturday, 6 a.m. until midnight, and Sunday from 6 a.m. to 9 p.m., Pacific Standard Time. The UI payment information includes the date your last payment was issued, the amount paid, and period of time paid. To access your payment information you will be asked to enter your SSN and Personal Identification Number (PIN), on your telephone keypad. You will need to establish a PIN the first time you use the IVR to access your payment information. The EDD's IVR System provides step-by-step instructions to guide you to services you want, in English and Spanish. **For faster access to payment information, call the EDD Automated Self-Service, toll-free number at 1-866-333-4606, 24 hours a day, 7 days a week, including holidays.**

- **MAIL OR FAX**

File a UI application by mail or fax by accessing the application online at www.edd.ca.gov/Unemployment. The application for UI can be filled out online and printed, or printed and completed by hand. Mail or fax your UI application to an EDD office for processing using the address listed.

FRAUD PREVENTION AND DETECTION

The EDD recognizes your concerns about imposter fraud and the threat of identity theft. Imposter fraud occurs when someone intentionally files a UI claim using another person's employment or personal information. The EDD actively investigates cases of imposter fraud and is committed to protecting the identities of legitimate claimants. If you file a UI claim and there is reason to suspect the UI claim may have identity or imposter issues, you may receive a *Request for Identity Verification* (DE 1326C) requesting you to validate the information provided when you filed for UI benefits. The EDD will also contact employer(s) and governmental entities to verify the documents and any information you supply.

For more information about what steps you can take to protect your identity and prevent imposter fraud, download the *Protect Your Identity and Stop Unemployment Insurance Imposter Fraud* (DE 2360EE) brochure from the EDD website at www.edd.ca.gov/pdf_pub_ctr/de2360ee.pdf.

To report UI fraud, submit a Fraud Reporting Form online from the EDD website at <https://eapply4ui.edd.ca.gov/eddcmm/frmFraudStart.htm>, and select the Category "Reporting Fraud," or call the EDD toll-free Fraud Hotline at 1-800-229-6297.

TYPES OF CLAIMS

The claim you file will depend on the type of employer you worked for and where you worked.

You will file:

- A regular California claim if you worked in California in a job covered by the UI law even if you now reside outside California.
- A federal claim if your employment was in civilian work for the federal government (benefit costs are paid from federal funds).
- A military claim if your employment was as a member of the Armed Forces (benefit costs are paid from federal funds).
- A combined wage claim if you have earnings in two or more states during the last 18 months. This type of claim could increase your UI benefits.
- An interstate claim against another state if you worked and had earnings in a state other than California during the last 18 months, but you now reside in California. You may contact the other state, the District of Columbia, Puerto Rico, or Canada directly by telephone or on the Internet to file your claim against them. If you worked in Delaware, Massachusetts, or the Virgin Islands, contact California's toll-free number to file your interstate claim against them.

BEGINNING DATE OF CLAIM

The benefit year of your claim begins on the Sunday of the week in which you file and ends Saturday, 52 weeks after you filed. During the benefit year of the claim you may certify for benefits on a biweekly basis and be paid UI benefits, if you are otherwise eligible. You will be paid unless you stop certifying for benefits for whatever reason or until the balance runs out, or the benefit year on the claim ends, or until you no longer meet all UI eligibility criteria, whichever comes first. You cannot file another new California claim until the benefit year of the claim ends, even if you have received all of your benefits and are still unemployed. If you have worked in another state during the last 18 months you may be entitled to a new claim in that state.

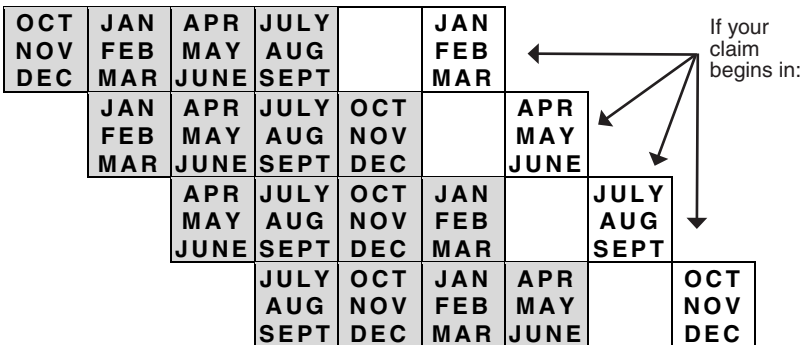
HOW YOUR UI BENEFITS ARE DETERMINED

Your UI weekly benefit, called the Weekly Benefit Amount and the total benefits available in your claim, called your Maximum Benefit Amount, are both based on the wages you earned in the base period of your claim. Your base period is a 12-month period of time. Each base period has four quarters of three months each. There are two types of base periods that may be used to establish a claim: The **Standard Base Period** and the **Alternate Base Period**. For more information regarding the two types of base periods, see the following explanations.

Standard Base Period

The **Standard Base Period** is the **FIRST** four of the last five completed calendar quarters prior to the beginning date of the claim.

For information on what your **Standard** Base Period may be when you file your claim, refer to the chart below. The shaded area represents the base period. The non-shaded area represents the month when the claim is filed.

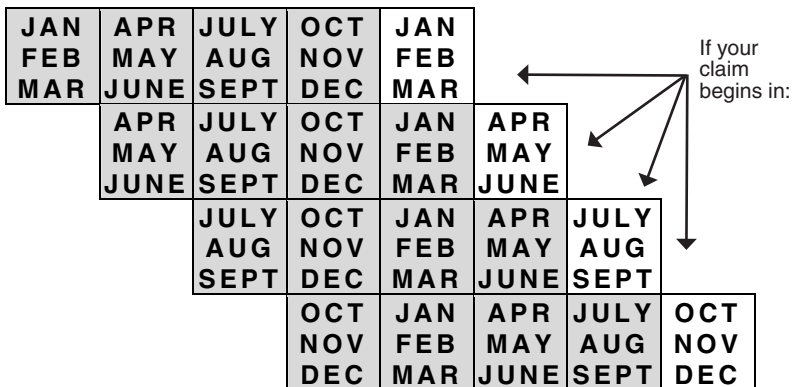


Alternate Base Period

If you do not have sufficient wages in the Standard Base Period to establish a claim, the EDD will consider whether you qualify to file a claim using the Alternate Base Period. The Alternate Base Period can **only** be used to file a UI claim when there are not enough wages earned in the Standard Base Period to file a monetarily valid UI claim.

The **Alternate Base Period** is the **LAST** four completed calendar quarters prior to the beginning date of the claim.

For information on what your **Alternate Base Period*** may be when you file your claim, refer to the chart below. The shaded area represents the base period. The non-shaded area represents the month when the claim is filed.



***A claim can only be filed using the Alternate Base Period when there are not enough wages earned in the Standard Base Period to file a valid claim.**

How MUCH UI PAYS

For your claim to be valid, you must have at least \$1,300 in earnings in one quarter of your base period or at least \$900 in earnings in the highest quarter and total base period earnings of 1.25 times your high quarter earnings. You can receive a minimum of \$40 to a maximum of \$450 a week. The quarter in which you were paid the highest wages determines the weekly benefit amount you will receive. The Maximum Benefit Amount is 26 times the weekly benefit amount or one-half of the total base period wages, whichever is less. The following table will help you figure your award:

Unemployment Insurance Benefit Table For New Claims With a Beginning Date of January 2, 2005 or After

Amount of Wages in Highest Quarter	Weekly Benefit Amount	Amount of Wages in Highest Quarter	Weekly Benefit Amount	Amount of Wages in Highest Quarter	Weekly Benefit Amount
\$ 900.00 – 948.99 ...	\$ 40	\$ 2,210.01 – 2,236.00	\$86	\$ 3,406.01 – 3,432.00 ...	\$132
949.00 – 974.99	41	2,236.01 – 2,262.00	87	3,432.01 – 3,458.00	133
975.00 – 1,000.99	42	2,262.01 – 2,288.00	88	3,458.01 – 3,484.00	134
1,001.00 – 1,026.99	43	2,288.01 – 2,314.00	89	3,484.01 – 3,510.00	135
1,027.00 – 1,052.99	44	2,314.01 – 2,340.00	90	3,510.01 – 3,536.00	136
1,053.00 – 1,078.99	45	2,340.01 – 2,366.00	91	3,536.01 – 3,562.00	137
1,079.00 – 1,117.99	46	2,366.01 – 2,392.00	92	3,562.01 – 3,588.00	138
1,118.00 – 1,143.99	47	2,392.01 – 2,418.00	93	3,588.01 – 3,614.00	139
1,144.00 – 1,169.99	48	2,418.01 – 2,444.00	94	3,614.01 – 3,640.00	140
1,170.00 – 1,195.99	49	2,444.01 – 2,470.00	95	3,640.01 – 3,666.00	141
1,196.00 – 1,221.99	50	2,470.01 – 2,496.00	96	3,666.01 – 3,692.00	142
1,222.00 – 1,247.99	51	2,496.01 – 2,522.00	97	3,692.01 – 3,718.00	143
1,248.00 – 1,286.99	52	2,522.01 – 2,548.00	98	3,718.01 – 3,744.00	144
1,287.00 – 1,312.99	53	2,548.01 – 2,574.00	99	3,744.01 – 3,770.00	145
1,313.00 – 1,338.99	54	2,574.01 – 2,600.00	100	3,770.01 – 3,796.00	146
1,339.00 – 1,364.99	55	2,600.01 – 2,626.00	101	3,796.01 – 3,822.00	147
1,365.00 – 1,403.99	56	2,626.01 – 2,652.00	102	3,822.01 – 3,848.00	148
1,404.00 – 1,429.99	57	2,652.01 – 2,678.00	103	3,848.01 – 3,874.00	149
1,430.00 – 1,455.99	58	2,678.01 – 2,704.00	104	3,874.01 – 3,900.00	150
1,456.00 – 1,494.99	59	2,704.01 – 2,730.00	105	3,900.01 – 3,926.00	151
1,495.00 – 1,520.99	60	2,730.01 – 2,756.00	106	3,926.01 – 3,952.00	152
1,521.00 – 1,546.99	61	2,756.01 – 2,782.00	107	3,952.01 – 3,978.00	153
1,547.00 – 1,585.99	62	2,782.01 – 2,808.00	108	3,978.01 – 4,004.00	154
1,586.00 – 1,611.99	63	2,808.01 – 2,834.00	109	4,004.01 – 4,030.00	155
1,612.00 – 1,637.99	64	2,834.01 – 2,860.00	110	4,030.01 – 4,056.00	156
1,638.00 – 1,676.99	65	2,860.01 – 2,886.00	111	4,056.01 – 4,082.00	157
1,677.00 – 1,702.99	66	2,886.01 – 2,912.00	112	4,082.01 – 4,108.00	158
1,703.00 – 1,741.99	67	2,912.01 – 2,938.00	113	4,108.01 – 4,134.00	159
1,742.00 – 1,767.99	68	2,938.01 – 2,964.00	114	4,134.01 – 4,160.00	160
1,768.00 – 1,806.99	69	2,964.01 – 2,990.00	115	4,160.01 – 4,186.00	161
1,807.00 – 1,832.99	70	2,990.01 – 3,016.00	116	4,186.01 – 4,212.00	162
1,833.00 – 1,846.00	71	3,016.01 – 3,042.00	117	4,212.01 – 4,238.00	163
1,846.01 – 1,872.00	72	3,042.01 – 3,068.00	118	4,238.01 – 4,264.00	164
1,872.01 – 1,898.00	73	3,068.01 – 3,094.00	119	4,264.01 – 4,290.00	165
1,898.01 – 1,924.00	74	3,094.01 – 3,120.00	120	4,290.01 – 4,316.00	166
1,924.01 – 1,950.00	75	3,120.01 – 3,146.00	121	4,316.01 – 4,342.00	167
1,950.01 – 1,976.00	76	3,146.01 – 3,172.00	122	4,342.01 – 4,368.00	168
1,976.01 – 2,002.00	77	3,172.01 – 3,198.00	123	4,368.01 – 4,394.00	169
2,002.01 – 2,028.00	78	3,198.01 – 3,224.00	124	4,394.01 – 4,420.00	170
2,028.01 – 2,054.00	79	3,224.01 – 3,250.00	125	4,420.01 – 4,446.00	171
2,054.01 – 2,080.00	80	3,250.01 – 3,276.00	126	4,446.01 – 4,472.00	172
2,080.01 – 2,106.00	81	3,276.01 – 3,302.00	127	4,472.01 – 4,498.00	173
2,106.01 – 2,132.00	82	3,302.01 – 3,328.00	128	4,498.01 – 4,524.00	174
2,132.01 – 2,158.00	83	3,328.01 – 3,354.00	129	4,524.01 – 4,550.00	175
2,158.01 – 2,184.00	84	3,354.01 – 3,380.00	130	4,550.01 – 4,576.00	176
2,184.01 – 2,210.00	85	3,380.01 – 3,406.00	131	4,576.01 – 4,602.00	177

Unemployment Insurance Benefit Table For New Claims With a Beginning Date of January 2, 2005 or After

Amount of Wages in Highest Quarter	Weekly Benefit Amount	Amount of Wages in Highest Quarter	Weekly Benefit Amount	Amount of Wages in Highest Quarter	Weekly Benefit Amount
\$ 4,602.01 – 4,628.00	... \$178	\$ 5,798.01 – 5,824.00	... \$224	\$ 6,994.01 – 7,020.00	... \$270
4,628.01 – 4,654.00 179	5,824.01 – 5,850.00 225	7,020.01 – 7,046.00 271
4,654.01 – 4,680.00 180	5,850.01 – 5,876.00 226	7,046.01 – 7,072.00 272
4,680.01 – 4,706.00 181	5,876.01 – 5,902.00 227	7,072.01 – 7,098.00 273
4,706.01 – 4,732.00 182	5,902.01 – 5,928.00 228	7,098.01 – 7,124.00 274
4,732.01 – 4,758.00 183	5,928.01 – 5,954.00 229	7,124.01 – 7,150.00 275
4,758.01 – 4,784.00 184	5,954.01 – 5,980.00 230	7,150.01 – 7,176.00 276
4,784.01 – 4,810.00 185	5,980.01 – 6,006.00 231	7,176.01 – 7,202.00 277
4,810.01 – 4,836.00 186	6,006.01 – 6,032.00 232	7,202.01 – 7,228.00 278
4,836.01 – 4,862.00 187	6,032.01 – 6,058.00 233	7,228.01 – 7,254.00 279
4,862.01 – 4,888.00 188	6,058.01 – 6,084.00 234	7,254.01 – 7,280.00 280
4,888.01 – 4,914.00 189	6,084.01 – 6,110.00 235	7,280.01 – 7,306.00 281
4,914.01 – 4,940.00 190	6,110.01 – 6,136.00 236	7,306.01 – 7,332.00 282
4,940.01 – 4,966.00 191	6,136.01 – 6,162.00 237	7,332.01 – 7,358.00 283
4,966.01 – 4,992.00 192	6,162.01 – 6,188.00 238	7,358.01 – 7,384.00 284
4,992.01 – 5,018.00 193	6,188.01 – 6,214.00 239	7,384.01 – 7,410.00 285
5,018.01 – 5,044.00 194	6,214.01 – 6,240.00 240	7,410.01 – 7,436.00 286
5,044.01 – 5,070.00 195	6,240.01 – 6,266.00 241	7,436.01 – 7,462.00 287
5,070.01 – 5,096.00 196	6,266.01 – 6,292.00 242	7,462.01 – 7,488.00 288
5,096.01 – 5,122.00 197	6,292.01 – 6,318.00 243	7,488.01 – 7,514.00 289
5,122.01 – 5,148.00 198	6,318.01 – 6,344.00 244	7,514.01 – 7,540.00 290
5,148.01 – 5,174.00 199	6,344.01 – 6,370.00 245	7,540.01 – 7,566.00 291
5,174.01 – 5,200.00 200	6,370.01 – 6,396.00 246	7,566.01 – 7,592.00 292
5,200.01 – 5,226.00 201	6,396.01 – 6,422.00 247	7,592.01 – 7,618.00 293
5,226.01 – 5,252.00 202	6,422.01 – 6,448.00 248	7,618.01 – 7,644.00 294
5,252.01 – 5,278.00 203	6,448.01 – 6,474.00 249	7,644.01 – 7,670.00 295
5,278.01 – 5,304.00 204	6,474.01 – 6,500.00 250	7,670.01 – 7,696.00 296
5,304.01 – 5,330.00 205	6,500.01 – 6,526.00 251	7,696.01 – 7,722.00 297
5,330.01 – 5,356.00 206	6,526.01 – 6,552.00 252	7,722.01 – 7,748.00 298
5,356.01 – 5,382.00 207	6,552.01 – 6,578.00 253	7,748.01 – 7,774.00 299
5,382.01 – 5,408.00 208	6,578.01 – 6,604.00 254	7,774.01 – 7,800.00 300
5,408.01 – 5,434.00 209	6,604.01 – 6,630.00 255	7,800.01 – 7,826.00 301
5,434.01 – 5,460.00 210	6,630.01 – 6,656.00 256	7,826.01 – 7,852.00 302
5,460.01 – 5,486.00 211	6,656.01 – 6,682.00 257	7,852.01 – 7,878.00 303
5,486.01 – 5,512.00 212	6,682.01 – 6,708.00 258	7,878.01 – 7,904.00 304
5,512.01 – 5,538.00 213	6,708.01 – 6,734.00 259	7,904.01 – 7,930.00 305
5,538.01 – 5,564.00 214	6,734.01 – 6,760.00 260	7,930.01 – 7,956.00 306
5,564.01 – 5,590.00 215	6,760.01 – 6,786.00 261	7,956.01 – 7,982.00 307
5,590.01 – 5,616.00 216	6,786.01 – 6,812.00 262	7,982.01 – 8,008.00 308
5,616.01 – 5,642.00 217	6,812.01 – 6,838.00 263	8,008.01 – 8,034.00 309
5,642.01 – 5,668.00 218	6,838.01 – 6,864.00 264	8,034.01 – 8,060.00 310
5,668.01 – 5,694.00 219	6,864.01 – 6,890.00 265	8,060.01 – 8,086.00 311
5,694.01 – 5,720.00 220	6,890.01 – 6,916.00 266	8,086.01 – 8,112.00 312
5,720.01 – 5,746.00 221	6,916.01 – 6,942.00 267	8,112.01 – 8,138.00 313
5,746.01 – 5,772.00 222	6,942.01 – 6,968.00 268	8,138.01 – 8,164.00 314
5,772.01 – 5,798.00 223	6,968.01 – 6,994.00 269	8,164.01 – 8,190.00 315

Unemployment Insurance Benefit Table For New Claims With a Beginning Date of January 2, 2005 or After

Amount of Wages in Highest Quarter	Weekly Benefit Amount	Amount of Wages in Highest Quarter	Weekly Benefit Amount	Amount of Wages in Highest Quarter	Weekly Benefit Amount
\$ 8,190.01 – 8,216.00 ...	\$316	\$ 9,386.01 – 9,412.00 ...	\$362	\$10,582.01 – 10,608.00 ...	\$408
8,216.01 – 8,242.00	317	9,412.01 – 9,438.00	363	10,608.01 – 10,634.00	409
8,242.01 – 8,268.00	318	9,438.01 – 9,464.00	364	10,634.01 – 10,660.00	410
8,268.01 – 8,294.00	319	9,464.01 – 9,490.00	365	10,660.01 – 10,686.00	411
8,294.01 – 8,320.00	320	9,490.01 – 9,516.00	366	10,686.01 – 10,712.00	412
8,320.01 – 8,346.00	321	9,516.01 – 9,542.00	367	10,712.01 – 10,738.00	413
8,346.01 – 8,372.00	322	9,542.01 – 9,568.00	368	10,738.01 – 10,764.00	414
8,372.01 – 8,398.00	323	9,568.01 – 9,594.00	369	10,764.01 – 10,790.00	415
8,398.01 – 8,424.00	324	9,594.01 – 9,620.00	370	10,790.01 – 10,816.00	416
8,424.01 – 8,450.00	325	9,620.01 – 9,646.00	371	10,816.01 – 10,842.00	417
8,450.01 – 8,476.00	326	9,646.01 – 9,672.00	372	10,842.01 – 10,868.00	418
8,476.01 – 8,502.00	327	9,672.01 – 9,698.00	373	10,868.01 – 10,894.00	419
8,502.01 – 8,528.00	328	9,698.01 – 9,724.00	374	10,894.01 – 10,920.00	420
8,528.01 – 8,554.00	329	9,724.01 – 9,750.00	375	10,920.01 – 10,946.00	421
8,554.01 – 8,580.00	330	9,750.01 – 9,776.00	376	10,946.01 – 10,972.00	422
8,580.01 – 8,606.00	331	9,776.01 – 9,802.00	377	10,972.01 – 10,998.00	423
8,606.01 – 8,632.00	332	9,802.01 – 9,828.00	378	10,998.01 – 11,024.00	424
8,632.01 – 8,658.00	333	9,828.01 – 9,854.00	379	11,024.01 – 11,050.00	425
8,658.01 – 8,684.00	334	9,854.01 – 9,880.00	380	11,050.01 – 11,076.00	426
8,684.01 – 8,710.00	335	9,880.01 – 9,906.00	381	11,076.01 – 11,102.00	427
8,710.01 – 8,736.00	336	9,906.01 – 9,932.00	382	11,102.01 – 11,128.00	428
8,736.01 – 8,762.00	337	9,932.01 – 9,958.00	383	11,128.01 – 11,154.00	429
8,762.01 – 8,788.00	338	9,958.01 – 9,984.00	384	11,154.01 – 11,180.00	430
8,788.01 – 8,814.00	339	9,984.01 – 10,010.00	385	11,180.01 – 11,206.00	431
8,814.01 – 8,840.00	340	10,010.01 – 10,036.00	386	11,206.01 – 11,232.00	432
8,840.01 – 8,866.00	341	10,036.01 – 10,062.00	387	11,232.01 – 11,258.00	433
8,866.01 – 8,892.00	342	10,062.01 – 10,088.00	388	11,258.01 – 11,284.00	434
8,892.01 – 8,918.00	343	10,088.01 – 10,114.00	389	11,284.01 – 11,310.00	435
8,918.01 – 8,944.00	344	10,114.01 – 10,140.00	390	11,310.01 – 11,336.00	436
8,944.01 – 8,970.00	345	10,140.01 – 10,166.00	391	11,336.01 – 11,362.00	437
8,970.01 – 8,996.00	346	10,166.01 – 10,192.00	392	11,362.01 – 11,388.00	438
8,996.01 – 9,022.00	347	10,192.01 – 10,218.00	393	11,388.01 – 11,414.00	439
9,022.01 – 9,048.00	348	10,218.01 – 10,244.00	394	11,414.01 – 11,440.00	440
9,048.01 – 9,074.00	349	10,244.01 – 10,270.00	395	11,440.01 – 11,466.00	441
9,074.01 – 9,100.00	350	10,270.01 – 10,296.00	396	11,466.01 – 11,492.00	442
9,100.01 – 9,126.00	351	10,296.01 – 10,322.00	397	11,492.01 – 11,518.00	443
9,126.01 – 9,152.00	352	10,322.01 – 10,348.00	398	11,518.01 – 11,544.00	444
9,152.01 – 9,178.00	353	10,348.01 – 10,374.00	399	11,544.01 – 11,570.00	445
9,178.01 – 9,204.00	354	10,374.01 – 10,400.00	400	11,570.01 – 11,596.00	446
9,204.01 – 9,230.00	355	10,400.01 – 10,426.00	401	11,596.01 – 11,622.00	447
9,230.01 – 9,256.00	356	10,426.01 – 10,452.00	402	11,622.01 – 11,648.00	448
9,256.01 – 9,282.00	357	10,452.01 – 10,478.00	403	11,648.01 – 11,674.00	449
9,282.01 – 9,308.00	358	10,478.01 – 10,504.00	404	11,674.01 – and over	450
9,308.01 – 9,334.00	359	10,504.01 – 10,530.00	405		
9,334.01 – 9,360.00	360	10,530.01 – 10,556.00	406		
9,360.01 – 9,386.00	361	10,556.01 – 10,582.00	407		

WAITING PERIOD

The first week after you file your claim is normally the waiting period and benefits cannot be paid for that week.

Do not wait to file because the waiting period is not paid. The waiting period cannot begin until the claim is filed and you certify for the waiting period week.

In order to serve a waiting period, you must certify for benefits using one of the following methods: EDD Web-CertSM, EDD Tele-CertSM, or submit a paper *Continued Claim Form*, DE 4581.

EDD Web-CertSM is an online method which allows you to certify for your UI benefits on a biweekly basis through the EDD website at www.edd.ca.gov. For more information on EDD Web-CertSM, visit http://www.edd.ca.gov/pdf_pub_ctr/de2334.pdf.

EDD Tele-CertSM allows you to certify for your UI benefits on a biweekly basis over the phone by calling the toll-free EDD Automated Self-Service number, 1-866-333-4606, and using the automated Interactive Voice Response (IVR) system, or submitting a paper *Continued Claim Form*, DE 4581. For more information on EDD Tele-CertSM, visit http://www.edd.ca.gov/pdf_pub_ctr/de2335.pdf.

PAYMENTS

- You must meet UI eligibility requirements.
- In order to show you meet the eligibility requirement, you must certify for benefits using one of the following methods: through the Internet using EDD Web-CertSM, by telephone using EDD Tele-CertSM, or by submitting a paper *Continued Claim Form*, DE 4581.
- Payments are issued after you certify for benefits using one of the three methods of certification.
- No payments are made in advance.
- The first payment on a new California claim will usually be issued within three weeks after filing.
- For interstate claims, first payment will be issued about three to four weeks after the other state receives your claim.

- You will normally be paid by mail every two weeks. A new EDD Debit CardSM is issued when your first UI payment is issued. The card is valid for three years. Subsequent benefit payments are issued to the same card.

Eligibility requirements for UI benefits have not changed and claimants must continue to meet all eligibility requirements in order to receive payment. For more information on the EDD Debit CardSM, visit the website at www.edd.ca.gov/Unemployment.

REPORTING EARNINGS

Report all income you receive, whether you worked in that week or not. Some types of income to report are:

Piece work	Vacation pay
Idle time pay	In-lieu-of-notice pay
Jury fees	Bonuses
Commissions	Tips
Witness fees	Self-employment income
Reuse pay	Strike benefits/Picket pay
Holiday pay	Stand-by-pay
Holding Fees	Bereavement pay
Residuals (ask for form DE 4005)	Back-pay award
Paid sick leave	Workers' Compensation
Pension, retirement, annuity	

NOTE: You must report board, lodging, meals, or any other payment you receive instead of money when you work. If you are unsure about how to report wages, contact the EDD.

PART-TIME WORK

If you work less than full time, you may still be eligible for UI benefits. The first \$25 or 25 percent of your gross total earnings for the week (whichever is greater) will not be counted. The amount remaining will be deducted from your weekly benefit amount. For example:

Your weekly benefit amount is \$50. You earn \$30. You must report the \$30, however, the first \$25 is not counted, leaving \$5 to deduct. You receive \$45 (\$50 minus \$5).

Your weekly benefit amount is \$115. You work less than full time and earn \$124. You must report the \$124; however, the first \$31 (25 percent of \$124) is not counted, leaving \$93 to deduct. You receive \$22 (\$115 minus \$93).

If you receive any type of payment from a former employer and do not know if you should report the payment, contact the EDD and ask. You can also report the payment and give an explanation on your claim form. The EDD will determine whether or not the payments are deductible.

ELIGIBILITY

When you file a UI claim, the EDD will ask you a number of questions to determine your eligibility to receive benefits. Your eligibility for UI benefits is based upon the reason you are no longer working for your last employer. If you are laid off, you are considered to be out of work through no fault of your own. If you quit your last job or if you were discharged, the EDD will need to determine if you left work for compelling reasons or if you were let go from work for reasons other than willful misconduct. If it is determined you are out of work through no fault of your own, you must meet continuing eligibility. When you certify for weekly benefits, each week you will be asked eligibility questions. When it appears that you may not meet the eligibility requirements of the law, you will receive a written notification of the date and time for a determination interview with the EDD. For some eligibility issues, you may be mailed a request for written information instead of being scheduled for a telephone interview.

EMPLOYER NOTIFICATION

Your last employer is notified when you file a claim. Also, any employer who contributed to your unemployment claim is notified when you are issued your first UI payment. An employer is required by law to furnish the EDD any information affecting your right to receive benefits. Unemployment Insurance benefits are paid for by employers' taxes that they pay on their employees' wages. Employees do **NOT** pay UI taxes because it is an employer-financed program.

VERIFICATION OF SOCIAL SECURITY NUMBER

The EDD may require you to verify your Social Security number (SSN) as being the one issued to you by the Social Security Administration (SSA).

Your eligibility for benefits may be affected if the information available to the EDD indicates any of the following:

- The SSN presented may belong to another individual.
- The SSN is not valid.
- The SSN was never issued by the SSA.

- The wages shown in the base period of the claim may belong to another individual.

Some of the most common errors associated with SSNs are:

- The SSN being used is incorrect. You may have forgotten the number or transposed the number when you provided it to your employer.
- The name at the SSA is different than the one you used to file your claim. You may have changed your name and not notified the SSA.
- The date of birth at the SSA is different than the date of birth you gave when you filed your claim.

If the EDD requires you to verify your SSN, you must submit verification from the SSA that the SSN you used to file your claim is assigned to you, or you may submit to the EDD a copy of your annual statement issued to you by the SSA. A copy of your Social Security card **will not** satisfy this requirement.

The location of your nearest SSA office can be found on the SSA website at <http://www.ssa.gov/reach.htm>, or in your local telephone book in the federal government listings under “Social Security Administration.”

TELEPHONE INTERVIEWS

Eligibility Issues

The EDD will contact you when there is a question regarding your eligibility if you:

- Quit your last job.
- Were fired from your last job.
- Are out of work due to a lockout or a strike.
- Quit, or are not able to work due to lack of child care.
- Are unable to work during normal working hours due to illness or injury.
- Are attending school during normal working hours.
- Did not have transportation.

- Did not look for work.
- Worked and/or earned wages that may reduce your UI benefits.
- Are receiving a pension.
- Are receiving workers' compensation.
- Mailed in a claim form late.
- Certify late using EDD Web-CertSM or EDD Tele-CertSM.
- Requested to have the beginning date of your claim backdated.
- Refused a job.
- Gave incorrect information or withheld information.
- Failed to participate in re-employment services.
- Are a school employee filing a claim during a school recess.
- Are a professional athlete filing a claim during the off season.

Telephone Interview/Contact by Mail

To resolve eligibility issues, the EDD will schedule you for a telephone interview or contact you by mail for additional information. Failure to be available for a scheduled determination interview or failure to respond to the EDD request for information may result in a denial of UI benefits. If you are scheduled for a telephone interview, the EDD will mail you a notice advising you of the date and time the telephone interview will take place. An EDD interviewer will call you during this scheduled interview time. You have the right to request more time if you need to get more information, contact witnesses, or obtain the advice of a representative. If the eligibility involves a employer, the EDD interviewer may contact the employer for additional information.

The EDD interviewer will ask you questions, document the information gathered, and make a decision of eligibility.

If you are sent a written request for information and you respond by mail, the EDD interviewer will use the information provided by you to make a decision of eligibility.

If you are eligible, your payment will be authorized on the EDD Debit CardSM. If UI benefits are denied, you will be mailed a disqualification notice. The notice advises you of the reason for our decision and gives you appeal rights.

IMPORTANT: If the EDD schedules a telephone interview, or mails you a written request for information, you must continue to certify for benefits by submitting your weekly paper *Continued Claim Form*, DE 4581, or by using EDD Web-CertSM online, or EDD Tele-CertSM by telephone. If you are determined to be eligible for UI benefits, we cannot issue you a payment until you certify for the week.

APPEALS

You or the employer has 20 calendar days to appeal after a written notice is issued to you. Your appeal must be in writing and should state the reasons for your appeal. If you miss the 20-day deadline, you may still appeal but you must show good cause for the delay.

Before the hearing, you have the right to review all records affecting the appeal. For your appeal, you may represent yourself or you may be represented by someone else such as a union official, an attorney, or anyone else you select.

Your appeal hearing is heard by an independent administrative law judge. The hearings are informal but all testimony is taken under oath and is subject to cross-examination. You will be notified when and where the hearing will be held.

If you are not satisfied with the administrative law judge's decision, you may appeal to the California Unemployment Insurance Appeals Board.

Your rights to further appeal will be explained in the written decision that will be mailed to you.

When the appeal is pending, you must still continue to certify for UI benefits by submitting your weekly paper *Continued Claim Form*, DE 4581, or by using the EDD Web-CertSM, or EDD Tele-CertSM for any weeks you wish to receive UI benefits.

CANCELLING A CLAIM

You have the option of cancelling a regular California UI claim after you have been mailed your UNEMPLOYMENT INSURANCE AWARD notice. You can only cancel a UI claim if no benefits have been paid, no notice of disqualification has been mailed to you, and/or no overpayment has

been established on the claim. If a claim is cancelled, that claim cannot be reopened, but you can file a new claim with a later date. If the original claim is not cancelled, another California claim cannot be filed for 52 weeks.

REQUESTING COPIES OF YOUR UNEMPLOYMENT INSURANCE DOCUMENTS

If, for personal business reasons, you need copies of UI claim documents, contact the EDD.

WORKERS NOT COVERED

The following groups of workers are not normally covered by UI:

- Elected officials.
- Self-employed.
- Parents enrolled and regularly attending classes at the school or education institution where employed.
- A student's spouse who is working for an educational institution in an employment program provided for the purpose of financially aiding the student.
- Parents employed by their children.
- Husbands and wives employed by each other.
- Certain state-licensed salespersons paid only commissions.
- Caddies and jockeys.

If you do not know whether you are covered, do not waive your rights. Contact the EDD for more information.

ELECTIVE COVERAGE

Employers who employ individuals whose services are excluded from covered employment may, under certain conditions, elect to cover those services. If you are not sure whether you are eligible for these benefits, you should contact the EDD.

PENSION OR RETIREMENT PAY

Your UI benefits may be affected if you are receiving a pension, retirement pay, annuity, or other similar payment based on your previous work. Your right to benefits will be determined by the EDD after your claim is filed.

CHILD SUPPORT OBLIGATIONS

Your UI benefits may be affected if you are required to pay child support payments to a court, District Attorney's office, or other child support enforcement agency. Your entitlement to benefits will be determined after your claim is filed.

EXTENDED BENEFITS

Extended benefits only become available when the insured unemployment rate equals or exceeds a certain percentage established by state and/or federal law or when the federal government approves special extended benefit legislation.

Generally, to be eligible for extended benefits you must have received all the benefits payable on your last regular claim. In addition, you must meet all eligibility criteria. You cannot establish an extended benefit claim if you can file another valid claim under any state or federal law.

TAXATION OF BENEFITS

The Federal Tax Reform Act of 1986 provides for federal taxation of all Unemployment Insurance benefits received after December 31, 1986. You may request that federal income taxes be withheld from your UI benefit payment. You will be given the option on each claim form. Your choice remains in effect only until you send in your next claim form. The option is strictly voluntary; you are not required to have taxes withheld from your benefits. The EDD will provide an annual statement, DE 1099, to each individual that shows total benefits paid and total federal taxes withheld during the year. The EDD will mail you the 1099G form that states the amount of benefits paid to you during the previous year. The 1099G form should arrive by January 31. If you do not receive the 1099G form, you may request a duplicate by calling 1-866-401-2849. Individuals who may owe income tax must pay any amounts due upon filing their tax returns. If you have any questions regarding your tax liability, contact the Internal Revenue Service.

SPECIAL PROGRAMS

- **California Training Benefits (CTB):** This program allows eligible UI recipients to retrain for new occupations while receiving their benefits. Individuals approved for CTB training do not have to: look for work, be available for work, or accept suitable work.

To continue to receive weekly UI benefits while you attend retraining, your training must be approved by the EDD for the CTB program. Training you select on your own or that is authorized by the Workforce Investment Act

(WIA), Employment Training Panel (ETP), CalWORKs, or Trade Adjustment Assistance programs may be approved for the CTB program if you are otherwise eligible for UI benefits. Your training may also be approved if the training provider and program which you choose is on the state's Eligible Training Provider List (ETPL) or if you are a journey-level union member taking needed training for your industry which has been approved by your union.

- **Training Extension Claims:** An extension of CTB training benefits may be available beyond your regular UI claim while you are in approved training. To be eligible for extended training benefits, you **must** ask for information about CTB or apply for CTB training approval **with the EDD** no later than the **16th week** of UI benefits paid. If your UI claim award is 16 weeks or less, you must ask for information or apply before you receive the **last** UI benefit payment. To file an extended training benefits claim, call the EDD or file online by visiting the EDD website at www.edd.ca.gov.

You may be approved for CTB if you meet all other UI eligibility criteria and you meet one of the following if your training is authorized and verifiable by one of the subsequent state or federal programs:

- Workforce Investment Act (WIA)
- Employment Training Panel (ETP)
- California Work Opportunity and Responsibility to Kids (CalWORKs)
- Trade Adjustment Assistance funded training

You may also be approved for CTB if you select your own training program and the training is approved by the EDD. If approved for CTB, you will continue to receive UI benefits while you are in training.

More information about the CTB program can be found on the "California Training Benefits Program - Fact Sheet" on the website at www.edd.ca.gov/Unemployment. Under "Apply for UI Benefits" select "Unemployment Tip Sheets."

To find out more about training available in your local area, as well as the name and address of the One-Stop Career Center nearest you, call the EDD Automated Self-Service number toll-free at 1-866-333-4606 or visit the EDD website at www.edd.ca.gov. You may also call the Employment and Training Administration Toll-Free Help Line at 1-877-US-2JOBS (1-877-872-5627), or visit their website at www.servicelocator.org.

- **Workforce Investment Act Programs (WIA):** If you are out of work and need job training, or if you need to brush up on existing skills, WIA programs may be able to help you. California's WIA Services are provided through the One-Stop Career Centers, under the policy guidance of the Local Workforce Investment Boards. The WIA offers education and job skills training programs for economically disadvantaged adults and youth. Special training and skills upgrade programs are available for workers who are out of work because of plant closures or work force reductions.
- **Employment Training Panel (ETP):** If you are claiming UI benefits, or have exhausted such benefits and are unemployed, or you are likely to lose your job because your employer plans to reduce operations, you may be eligible for ETP approved training. Visit the ETP website at www.etp.ca.gov for a list of currently-funded training opportunities.
- **Disaster Unemployment Assistance (DUA):** These benefits are available to individuals whose work or self-employment is interrupted by a disaster. Claims may be filed following an EDD announcement that disaster benefits are available. UI information about a disaster would be located on the EDD website at www.edd.ca.gov.
- **Trade Adjustment Assistance (TAA)/Re-employment Trade Adjustment Assistance (RTAA):** The TAA program is a federally funded program that provides training and training related benefits and services to those workers certified by the U.S. Department of Labor (DOL) as having lost their jobs, or had their hours and wages reduced, as a result of increased imports from, or a shift in production to, a foreign country. The RTAA program provides wage subsidies to individuals 50 years of age or older who return to work paying less than their former trade impacted employment.
- **Work Sharing Benefits:** You may be eligible for Work Sharing benefits if your employer has a Work Sharing plan that has been approved by the EDD. To participate in Work Sharing, your employer must reduce your weekly hours and wages by a minimum of 10 percent. You receive the percentage of your weekly benefit amount proportionate to the hour and wage reductions.
- **Railroad Unemployment Benefits:** Railroad workers may claim benefits under the U.S. Railroad Unemployment Insurance Act. To file a claim, go to the website www.rrb.gov/mep/ben_services.asp or call the toll-free number at 1-877-772-5772.

STATE DISABILITY INSURANCE

The State Disability Insurance (SDI) Program provides temporary benefit payments to workers for non-work-related disabilities.

Within SDI are two benefit programs, Disability Insurance (DI) and Paid Family Leave (PFL). DI benefits are paid to eligible California workers experiencing a loss of wages when they are unable to perform their regular or customary work due to a non-work-related illness or injury, pregnancy or childbirth. PFL benefits are paid to individuals unable to work because they need to care for a seriously ill family member or bond with a new minor child.

The first seven days of your claim is a waiting period for which no benefits are payable. Benefits begin with the eighth day of disability. You cannot receive DI and Unemployment Insurance (UI) or Paid Family Leave (PFL) benefits for the same period. DI is payable for a maximum of 52 weeks.

ARE YOU COVERED BY STATE DISABILITY INSURANCE?

Most workers covered by California Unemployment Insurance are also covered by State Disability Insurance (SDI). The program is financed entirely by covered workers through a payroll tax withheld from their earnings. The contribution is based on a percentage of a worker's earnings. The contribution rate may vary from year to year depending on the balance in the Disability Fund. Specific information about the contribution rate is available from any EDD office.

Employees of local public entities (except workers in district hospitals) are not covered by SDI unless the employer elects such coverage. Employees of the state or of state-funded institutions of higher education may, through their collective bargaining units, elect to be covered by SDI. Self-employed individuals may elect to be covered by SDI.

FILING YOUR DISABILITY INSURANCE CLAIM

- Obtain a claim form from any public EDD office. You may call the DI toll-free number and request a form be mailed to you. Your medical provider, hospital, or employer may have a claim form, or you may obtain a form through the EDD website at www.edd.ca.gov.
- The *Claim for State Disability Insurance (SDI) Benefits* provides you with instructions for completing the claim form. It is very important to include your Social Security number and sign and date the claim form. Please print your information clearly and review it for completeness and accuracy. If you need help in completing the form, call the DI toll-free number for assistance.

- Give the claim form to your medical provider to complete the “Physician/Practitioner’s Certificate.”
- Your claim must be mailed within 49 days from the first day you become disabled. If your claim is submitted later than 49 days, you may lose benefits for the number of days that the claim is late unless you can establish “good cause” for late filing. To establish good cause, attach a detailed explanation to your claim form telling DI why it is late.

HAVE YOU HAD EXCESS STATE DISABILITY INSURANCE TAX WITHHELD?

If you worked for more than one employer and earned more than \$90,669 in 2009 or more than \$93,316 in 2010, you may be eligible for a refund or credit of excess payroll deductions. For information about claiming a refund or credit, please review the Instruction Booklet for the State of California, *Personal Income Tax Return*, Form 540.

IF YOU NEED MORE INFORMATION

Visit the EDD website at www.edd.ca.gov. For the SDI pages, select “Disability,” or you may call one of the following numbers.

EDD DISABILITY INSURANCE TOLL-FREE NUMBERS

English	1-800-480-3287
Spanish	1-866-658-8846
TTY (Non voice)	1-800-563-2441

PAID FAMILY LEAVE

Paid Family Leave (PFL) benefits may be available to you if you are unable to work because you need to care for a seriously ill family member or bond with a new child. You cannot receive PFL and Disability Insurance (DI) or Unemployment Insurance (UI) benefits for the same period. PFL benefits are payable for a maximum of six weeks in a 12-month period. Deductions for PFL coverage began January 1, 2004.

ARE YOU COVERED BY PAID FAMILY LEAVE?

PFL is a component of the SDI program. Workers covered by SDI will also be covered for PFL. Workers who are covered by a Voluntary Plan for SDI will be covered for PFL through their Voluntary Plan.

HOW DO YOU FILE A PAID FAMILY LEAVE CLAIM?

Obtain a claim form from any public EDD office. You may call the PFL toll-free number and request a form be mailed to you. Medical providers, hospitals, or employers may have a claim form, or you may obtain a form through the EDD website at www.edd.ca.gov.

The *Claim for Paid Family Leave (PFL) Benefits* provides you with instructions for completing the claim form. Follow the instructions carefully for your type of claim (i.e., caring for a seriously ill family member or bonding with a new child). It is very important to provide your Social Security number and sign and date the claim form. Please print your information clearly and review it for completeness and accuracy. If you need help in completing the form, call the PFL toll-free number for assistance.

Mail your claim form within 49 days from the first day of your period of family leave. If you submit your claim later than 49 days, you may lose benefits for the number of days that the claim is late unless you can establish “good cause” for late filing. To establish good cause, attach a detailed explanation to your claim form telling PFL why it is late.

IF YOU NEED MORE INFORMATION

Visit the EDD website at www.edd.ca.gov and select “Paid Family Leave,” or you may call one of the following numbers.

EDD PAID FAMILY LEAVE TOLL-FREE NUMBERS

English	1-877-238-4373	Armenian	1-866-627-1567
Spanish	1-877-379-3819	Punjabi	1-866-627-1568
Cantonese	1-866-692-5595	Tagalog	1-866-627-1569
Vietnamese	1-866-692-5596	TTY	1-800-445-1312

When calling via the California Relay Service 711, please provide the PFL Insurance number 1-877-238-4373 to the operator.

Workforce SERVICES

The EDD’s Workforce Services is a partner in the One-Stop Career system, which integrates employment and training programs and provides flexible solutions at nearly 200 service locations throughout California. There is never a fee for services to job seekers or employers. Workforce Services include:

JOB LISTINGS

Using CalJOBSSM, the EDD online job and résumé bank, job seekers can:

- Access thousands of job listings 24 hours a day, 7 days a week.
- Create a résumé online and if qualified, refer themselves to employers for consideration.
- Simple to use and can be used at the office, at home, or from any location with Internet access.

JOB SEARCH ASSISTANCE

The EDD, in partnership with your local One-Stop Career Center, offers a variety of workshops on such topics as job search training, résumé writing, and interview techniques. In addition, the EDD can refer you to resources within the community including training, education, and other supportive services.

SPECIAL PROGRAMS AND SERVICES

For job seekers who require more than the self-service job search, the EDD Workforce Services has several no-fee employment assistance programs to help overcome barriers to finding a suitable job:

Deaf and Hard of Hearing Program

Individuals who are deaf or hard of hearing can receive interpretive, job placement, and follow-up services to find a job or receive EDD services. Contact the EDD by using the TTY toll-free numbers, which will put you in direct contact with a representative:

- Disability Insurance: (TTY) 1-800-563-2441
- Paid Family Leave: (TTY) 1-800-445-1312
- Employment Tax: (TTY) 1-800-547-9565
- Unemployment Insurance: (TTY) (Non-voice) 1-800-815-9387

Experience Unlimited Program

Professionals from a wide variety of fields can take advantage of EDD-sponsored job clubs. Provided at no fee, Experience Unlimited provides a place where job seekers can meet regularly with other career professionals to share job leads, provide support, and update their job search skills. Resources available to members include workshops, résumé evaluations, mock interviews, networking opportunities, and more.

Migrant and Seasonal Farmworkers and Food Processing Workers

Provides assistance to farmworkers and food processing workers who may be unfamiliar with the automated job listings systems, or who have language barriers that might lessen the effectiveness of their job search.

Veterans Services Program

All EDD Workforce Services offices have specially-trained staff to ensure veterans of the U.S. Armed Forces receive maximum employment and training opportunities. Services include counseling, labor market information, job referrals, job search workshops, and job development with potential employers.

Youth Employment Opportunity Program (YEOP)

Provides special services to youth, ages 15 to 25, to assist them in achieving their educational and vocational goals. Services include peer advising, referrals to supportive services, workshops, job referrals and placement assistance, and referrals to training and community outreach efforts.

WHERE TO GET HELP

Workforce Services programs and services are available in Workforce Services offices and One-Stop Career Centers throughout the State. For more information, call the EDD automated Self-Service number toll-free at 1-866-333-4606 or visit the EDD website at www.edd.ca.gov. You may also call the Employment and Training Administration toll-free Help Line at 1-877-US-2JOBS, 1-877-872-5627, or visit their website at www.servicelocator.org.



STATE OF CALIFORNIA

LABOR AND WORKFORCE DEVELOPMENT AGENCY

EMPLOYMENT DEVELOPMENT DEPARTMENT

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