

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.

State Disability Insurance 20

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 child.

Workforce Services 23

The EDD’s Workforce Services Branch 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 file a claim for UI benefits if you are no longer working or your hours are reduced. To be eligible to receive UI benefits, you must be out of work due to no fault of your own and be physically able to work, ready to accept work, and looking for work.

When to File an UI Claim

You may apply for benefits as soon as you are unemployed or your hours are reduced. Your claim will be filed the Sunday of the week you file. All claims have a one-week, unpaid waiting period. The waiting period does not begin until the claim is filed.

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 available:

- Your name, (including all names you used while working) and Social Security number (SSN).
- Your mailing and residence address (including ZIP code) and phone number (including area code).
- Last employer information, including: name, address (mailing and physical location), and phone number. We will also need the ZIP code for both addresses (mailing and physical location), the area code for your last employer's phone number, and last day worked.
- 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 determination phone interview. The information we obtain during the interview will help us decide your eligibility to receive benefits.
- 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, including employers you worked for in other states.

- If you served in the military in the last 18 months, information from your DD214 Member copy 4.
- If you worked for the federal government during the last 18 months, information from your *Notice to Federal Employees About Unemployment Insurance*, Standard Form 8.
- 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 and/or expiration date.
- State-issued driver license number or identification card number.

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 an UI claim by using **one** of the methods listed below:

- **Online**

File online with eApply4UI. This is the fastest way to file a new UI claim. It is convenient, secure, and available in English and Spanish 24 hours a day, 7 days a week. Access eApply4UI on the EDD website at www.edd.ca.gov/eapply4ui.

The fastest and most convenient way to reopen an existing claim is through your UI OnlineSM account. Log on to your UI OnlineSM account and select the "Reopen Your Claim" tab and answer all of the questions.

- **Phone**

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

EDD UI Toll-Free Phone 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	1-800-815-9387

Customer service representatives assist with UI claim filing, UI claim information calls, and calls about missed appointments, appeals, and overpayments, Monday through Friday between 8 a.m. and 12 noon (Pacific 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 holidays.

For deaf, hard of hearing, and speech disabled there are UI phone services available Monday through Friday, 8 a.m. to 5 p.m. (Pacific Time) except state holidays. To speak to an UI customer service representative, call the EDD direct on a teletypewriter/teletype device (TTY/TDD) at 1-800-815-9387 (non voice). If using the California relay services or a nationwide service, give the EDD phone number, 1-800-300-5616 (voice) to the relay operator to speak to an UI customer service representative.

- **Interactive Voice Response (IVR)**

The Interactive Voice Response (IVR) System provides UI payment and general information 24 hours a day, 7 days a week. The UI payment information includes the date your last payment was issued, the amount paid, period of time paid, and balance remaining on your claim. To access your payment information, you will be asked to enter your SSN and Personal Identification Number (PIN), on your phone 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 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. Fax or mail your UI application to the EDD office.

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 an 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 an 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://askedd.edd.ca.gov/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 California and at least one other state 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 phone or on the Internet to file your claim against them. If you worked in the Virgin Islands, contact the EDD toll-free number at 1-800-300-5616 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 certify for benefits on a biweekly basis and will be paid UI benefits, if you meet all eligibility criteria. You will be paid unless you stop certifying for benefits for whatever reason, until the balance runs out, 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

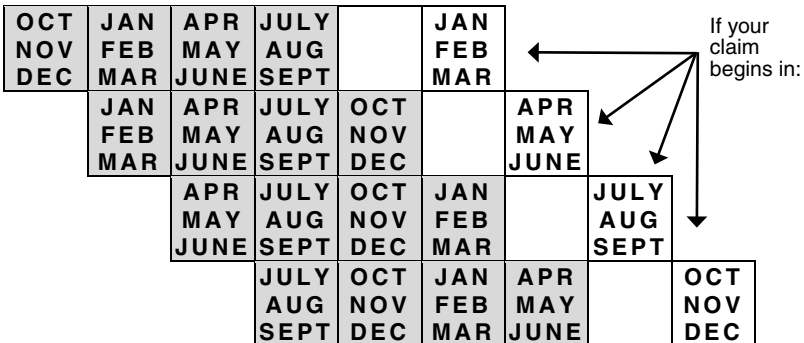
Your UI weekly benefit, called the weekly benefit amount and the total benefits available in your claim, called your maximum benefit amount, are both based on the wages you earned in the base period of your claim.

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**.

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.

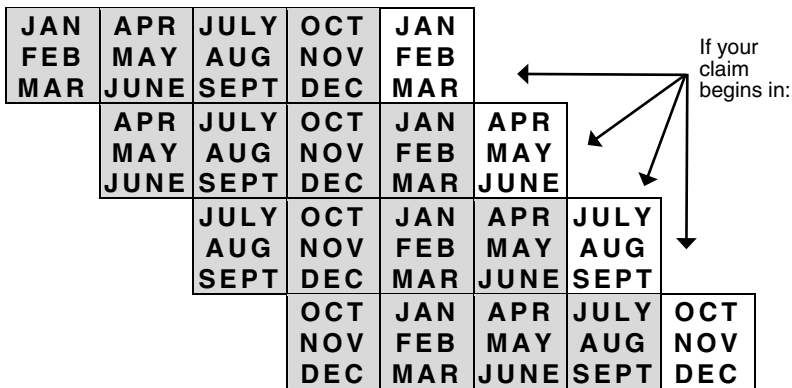


Alternate Base Period

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 an 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.



***An Alternate Base Period claim can only be filed 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: UI OnlineSM, EDD Tele-CertSM, or by mailing in the paper *Continued Claim form*, DE 4581.

Certifying for Benefits

After you have filed an UI claim, you must certify every two weeks that you are continuing to meet eligibility requirements to be paid benefits. The EDD will mail you a paper *Continued Claim form*, DE 4581, for you to certify by mail, but the EDD recommends that you certify online using UI OnlineSM at **www.edd.ca.gov/ui_online**, because it is a fast, convenient, and secure way to certify.

You may also certify by phone using the EDD Tele-CertSM at 1-866-333-4606. 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 and using the automated Interactive Voice Response system. 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 to be paid benefits.
- To meet the eligibility requirements, you must certify for benefits using one of the following methods: UI OnlineSM, EDD Tele-CertSM, or by mailing in the 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.
- You will normally be paid 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 **www.edd.ca.gov/unemployment**.

Reporting Earnings

All work and earnings must be reported in the week you work, even if you have not collected or received payment from the employer. 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
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 an 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 an eligibility phone 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 with any information that may affect your eligibility to receive benefits.

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 a complete copy of your Social Security Statement, which you receive annually from the Social Security Administration. A copy of your Social Security card will not satisfy this requirement.

To access a copy of your complete Social Security Statement or locate your nearest SSA office, access the SSA website at **www.ssa.gov**.

Phone Interviews

Eligibility Phone Interviews

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 UI OnlineSM 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.

Phone Interview/Contact by Mail

To resolve eligibility issues, the EDD will schedule you for a phone 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 phone interview, the EDD will mail you a notice advising you of the date and time the phone 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 issue involves an 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 phone interview, or mails you a written request for information, you must continue to certify for benefits by using UI OnlineSM, EDD Tele-CertSM, or by mailing in your paper *Continued Claim form*, DE 4581. 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 have 30 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 30-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. Those records will be provided by the California Unemployment Insurance Appeals Board. For your appeal, you may represent yourself or you may be represented by someone 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 through UI OnlineSM, EDD Tele-CertSM, or by mailing in the paper *Continued Claim form*, DE 4581, for each week that you want to receive UI benefits.

Cancelling a Claim

You have the option of cancelling a California UI claim after you have been mailed your *Notice of Unemployment Insurance Award*, DE 429Z. You can only cancel an 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 UI claim with a later date. If the original claim is not cancelled, another California claim cannot be filed for 52 weeks from the start date of the claim.

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.
- Students enrolled and regularly attending classes at the school or education institution where employed.

- Members of a Limited Liability Company (LLC) that are treated as a partnership for federal income tax reporting purposes.
- 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 UI 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, Form 1099G, to each individual that shows total benefits paid and total federal taxes withheld during the year. The EDD will mail you the Form 1099G that states the amount of benefits paid to you during the previous year. The Form 1099G should arrive by January 31. If you do not receive the Form 1099G, you may request a duplicate by logging into your UI OnlineSM account and selecting the Form 1099G link from the main menu or 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 Innovation and Opportunity Act (WIOA), 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 California's Eligible Training Provider List (EPTL); if you are a journey-level member of a union or trade association attending training which is union or trade association approved; or if you are in state or federal approved apprenticeship training; or if you are a laid off teacher approved under a math, science, or special education credential program.

- **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**.

More information about the CTB program can be found on the *California Training Benefits Program - Fact Sheet*, DE 8714U, or on the EDD website at www.edd.ca.gov and type “CTB Fact Sheet” in the search box.

To find out more about employment and training services available in your area, visit the EDD Jobs and Training website at www.edd.ca.gov/find_a_job.htm or America’s Job Center of CaliforniaSM website at www.americasjobcenter.ca.gov/. You may also call the EDD’s Automated Self-Service toll-free line at 1-800-300-5616 or the Department of Labor Employment and Training Administration’s toll-free line at 1-877-US2-JOBS or 1-877-872-5627.

- **Workforce Innovation and Opportunity Act (WIOA) Programs:** The federal WIOA offers a comprehensive range of workforce development activities to help job seekers and workers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. If you are out of work and need job training, or if you need to brush up on existing skills, WIOA programs may be able to help you. In California, WIOA services are provided through locally based America’s Job Center of CaliforniaSM locations under the policy guidance of Local Workforce Development Boards.
- **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):** Provides financial assistance to individuals whose employment or self-employment has been lost or interrupted as a direct result of a major disaster and who are **not** eligible for regular unemployment insurance benefits. These benefits are available when the President of the United States declares a major disaster. Claimants may file a claim following an EDD announcement that disaster benefits are available. If DUA benefits are available, UI information will be posted 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 and no more than 60 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. This program is administered by the U.S. Railroad Retirement Board (RRB). 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 between 9 a.m. and 3:30 p.m., Monday through Friday to speak to an RRB representative.

State Disability Insurance

The State Disability Insurance (SDI) program provides short-time Disability Insurance (DI) and Paid Family Leave (PFL) wage replacement benefits to eligible workers who need time off work. You may be eligible for DI if you are unable to work due to your non-work-related illness or injury, pregnancy, or childbirth. You may be eligible for PFL to care for a seriously ill family member or to bond with a new child.

The first seven days of your claim is a waiting period and no benefits will be paid. Benefits begin with the eighth day of disability or family leave. You cannot receive DI or PFL and UI benefits for the same period. DI is payable for a maximum of 52 weeks. PFL is payable for a maximum of six weeks in a 12-month period. **Effective January 1, 2018, PFL claims will no longer require a seven-day waiting period and benefits will begin on the first day of family leave.**

Are You Covered by State Disability Insurance?

Most workers covered by California Unemployment Insurance are also covered by SDI. The program is funded entirely by 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 on the EDD website.

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

- For faster processing, file your claim using SDI Online at **www.edd.ca.gov/disability**. Provide the receipt number to your physician/practitioner to complete the medical certification.
- To order a claim form online, visit the EDD website at **www.edd.ca.gov/forms** or call the DI toll-free number at 1-800-480-3287. You may also obtain the form from your physician/practitioner or employer, or visit an SDI office.
- The *Claim for Disability Insurance (DI) Benefits*, DE 2501, provides you 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. If you need help completing the form, call the DI toll-free number at 1-800-480-3287 for assistance.
- Once you complete Part A (Claimant's Statement), have your physician/practitioner complete Part B (Physician/Practitioner's Certificate).
- Your claim must be mailed within 49 days from the first day your disability begins. 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?

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. For more information, visit the Franchise Tax Board website at **www.ftb.ca.gov**. Information is also available on the EDD website by viewing the *Claim for Refund of Excess California State Disability Insurance Deductions*, DE 1964, at **www.edd.ca.gov/pdf_pub_ctr/de1964.pdf**.

If You Need More Information

Visit the EDD website at **www.edd.ca.gov/disability** or you may call the toll-free number at 1-800-480-3287.

EDD Disability Insurance Toll-Free Number

English 1-800-480-3287
Spanish 1-866-658-8846
TTY 1-800-563-2441

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 to bond with a new child. You cannot receive PFL or DI and UI benefits for the same period. PFL benefits are payable for a maximum of six weeks in a 12-month period.

Are you Covered by Paid Family Leave?

PFL is a component of the SDI program. Workers covered by SDI are also covered for PFL.

How Do You File a Paid Family Leave Claim?

- For faster processing, file your PFL claim using SDI Online at www.edd.ca.gov/disability.
- To order a claim form online, visit the EDD website at www.edd.ca.gov/forms or call the PFL toll-free number at 1-877-238-4373. You may also obtain the form from a physician/practitioner or employer or visit an SDI office.

The *Claim for Paid Family Leave (PFL) Benefits*, DE 2501F, provides instructions for completing the claim form. Complete parts A (Statement of Claimant) and B (Bonding Certification) for a bonding claim. Parts A (Statement of Claimant), C (Statement of Care Recipient), and D (Physician/Practitioner's Certification) need to be completed for a care claim. It is very important to provide your Social Security number and sign and date the claim form. Please print your information clearly. If you need help completing the form, call the PFL toll-free number for assistance.

Mail your claim form within 49 days from the first day of your 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. **Effective January 1, 2018, the number of days to file a timely claim changes to 41 days. If you submit your claim later than 41 days, you may lose benefits.**

If You Need More Information

Visit the EDD website at www.edd.ca.gov/disability or you may call the toll-free number at 1-877-238-4373.

EDD Paid Family Leave Toll-Free Number

English	1-877-238-4373	Armenian	1-866-627-1597
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	1-866-490-8879

Workforce Services Branch

The EDD Workforce Services Branch is a core partner within the America's Job Center of CaliforniaSM system and provides no cost employment services for job seekers and employers throughout California. Services include:

Job Listings

Using CalJobsSM, California's online job and résumé resource, job seekers can:

- Search for jobs 24 hours a day, 7 days a week, regardless of the device, from any location with Internet access. Using a smartphone? The CalJOBSSM mobile application is available for download on iTunes and Google Play store.
- Use the résumé builder to create or upload multiple résumés and if qualified, refer themselves to employers for consideration.
- Explore vocational training, workshops, and other events within their local area.

Job Search Assistance

The EDD Workforce Services Branch, in partnership with your local America's Job Center of CaliforniaSM, offers a variety of workshops on topics such as job searches, 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

The EDD Workforce Services Branch also has several programs meant to assist job seekers with barriers to employment, including:

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) 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 Farm Workers and Food Processing Workers

Provides assistance to farm workers and food processing workers who may be unfamiliar with the services available through America's Job Center of CaliforniaSM network or who have language barriers that might lessen the effectiveness of their job search.

Veterans Services Program

Provide services to eligible Veterans to assist them in achieving their employment goals. Services may include individual employment plan, objective assessments, career 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 through 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

The EDD Workforce Services programs are available at America's Job Center of CaliforniaSM locations throughout the state. To find out more about employment and training services available in your area visit the EDD Jobs and Training website at www.edd.ca.gov/-find_a_job.htm or America's Job Center of CaliforniaSM website at www.americasjobcenter.ca.gov/. You may also call the EDD's Automated Self-Service toll-free line at 1-800-300-5616 or the Department of Labor Employment and Training Administration's toll-free line at 1-877-US2-JOBS or 1-877-872-5627.



STATE OF CALIFORNIA

LABOR AND WORKFORCE DEVELOPMENT AGENCY

EMPLOYMENT DEVELOPMENT DEPARTMENT

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