

# UNEMPLOYMENT INSURANCE

## A GUIDE TO BENEFITS AND EMPLOYMENT SERVICES

**Bilingual  
Representatives  
Available**



This booklet is issued by the California Employment Development Department. It contains general information about your rights, responsibilities, and benefits under the California Unemployment Insurance laws. The information is not intended to cover all provisions of the law. For specific information regarding your claim, contact the Employment Development Department (EDD) by accessing the EDD home page at [www.edd.ca.gov](http://www.edd.ca.gov) or call the telephone numbers listed inside this handbook.

## **READ THIS HANDBOOK COMPLETELY AND CAREFULLY**

Failure to follow the instructions in this handbook, make timely inquiries when necessary, report as directed, file required documents in a timely manner, or file claim forms as directed may result in delay or loss of your unemployment benefits.

Do not rely on advice from friends or relatives. If you do not understand something or have a problem with your claim, contact the EDD, Unemployment Insurance (UI) office.

**INTERNET - INFORMATION AND SERVICES**

[WWW.EDD.CA.GOV](http://WWW.EDD.CA.GOV)

**Automated Self Service • English and Spanish  
Benefit Check Information • Workforce Service Locations**

**CALL 1 866-333-4606**

### **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

## **CONTACT EDD**

**Ask EDD: THE FASTEST WAY TO GET AN ANSWER**

Ask EDD, available on our Web site 24 hours a day, is a secure, private and confidential way to obtain information and ask questions about your claim and Unemployment Insurance.

1. Go to the Department Web site at [www.edd.ca.gov](http://www.edd.ca.gov)
2. Select Unemployment Insurance
3. Look to the left margin under CONTACT UI and select Email Us
4. **YOU WILL BE AT THE Ask EDD SITE**  
Click on Select a Category arrow  
Select Unemployment Insurance Benefits
5. Click on Select a Topic arrow
6. From the topics listed, select the one that most closely fits your question

### **BE SURE TO INCLUDE:**

- **YOUR SOCIAL SECURITY NUMBER**  
Enables EDD to locate your records
- **YOUR E-MAIL ADDRESS**  
Enables EDD to respond promptly
- **SPECIFIC INFORMATION**  
Enables EDD to identify the issue and solution

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**Need help looking for a good job?**



Your local Workforce Services provides services that can assist you in finding employment. There are no fees for these services. Refer to the **Other EDD Services** section of this handbook under **Workforce Services**.

## **INTRODUCTION**

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This booklet provides a general overview of the Unemployment Insurance (UI) program. For specific information about your claim, contact the Employment Development Department (EDD), on-line at the EDD home page or by telephone at the toll-free numbers on the inside cover of this handbook.

The UI program provides financial benefits for workers who are unemployed through no fault of their own, are able to, available for, and actively seeking work as instructed. Eligibility for receiving benefits is set by law. The EDD administers these laws. You can find California's UI eligibility requirements in the Unemployment Insurance Code.

In California, no deduction is made from the worker's wages to finance UI benefits. It is paid entirely by the employers.

Your claim is subject to periodic quality control and benefit audit reviews. There are severe administrative and/or criminal penalties imposed on individuals found guilty of UI fraud. Claimants reporting false information to obtain UI benefits may be subject to those penalties.

## **NOTICE OF UNEMPLOYMENT INSURANCE CLAIM FILED**

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When your unemployment insurance claim is filed, the Notice of Unemployment Insurance Claim Filed is mailed to you with information you provided to file a claim for UI benefits. If any of the information is not correct, contact EDD within ten (10) days from the mailing date of the notice.

## **NOTICE OF UNEMPLOYMENT INSURANCE AWARD**

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When your unemployment insurance claim is filed, the Notice of Unemployment Insurance Award is mailed to you. It provides information about when your claim begins, your award and the earnings upon which the claim is based. It also gives instructions regarding your requirement to seek work. Each of the numbered items on the award is explained on the following pages.

### **IMPORTANT:**

It is important to check the Notice of Unemployment Insurance Award carefully to ensure that all employers you worked for in the calendar quarters shown, (in item 11) are listed and the wages you earned are shown. If an employer is listed and you did not work for him/her, or an employer is not listed, or your wages are incorrect, contact EDD immediately to protest the accuracy of the computation. If you give false information or withhold facts to receive benefits you may be subject to disqualification and criminal penalties.

If you worked for a federal agency, EDD must request your wages from that federal agency. You will receive a Notice of Amended Unemployment Insurance Award with these wages added. If the amended notice is incorrect, you may request a reconsideration to protest the accuracy of the computation or recomputation.

To protest the accuracy of the computation or recomputation, you must contact EDD within 20 days after the mailing date of the notice. The 20-day period may be extended for good cause. If you need to contact an EDD office, you will need to provide your full name, address, and Social Security Number, along with any wage and employment information you would like to change or add to your claim.

## NOTICE OF UNEMPLOYMENT INSURANCE CLAIM FILED

### Notice of Unemployment Insurance Claim Filed Sample

EDD Call Center  
PO Box  
City CA Zip Code



Mail Date: 00/00/0000  
SSN: 000-00-0000  
Claimant Phone #: (000) 000-0000

CLAIMANT'S NAME  
CLAIMANT'S ADDRESS  
CITY CA ZIP CODE

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

#### NOTICE OF UNEMPLOYMENT INSURANCE CLAIM FILED

You filed a claim for Unemployment Insurance benefits effective 00/00/0000. When you filed your claim you stated:

1. Your last employer was: Employer's Name  
Employer's Address  
City, State and ZIP Code
2. The last day you worked for that employer was 00/00/0000
3. The reason you are no longer working for the above employer is: (Reason given when you filed your claim).
4. You (are/are not) receiving a pension or other income.
5. You (are/are not) able and available to accept full time work.
6. You (have/do not have) the legal right to work in the United States.

**Please check the above information carefully. EDD will consider this information correct unless you report other information within (ten) 10 days from the mailing date of this notice. Any response after 10 days may result in delay of benefits. Remember to include your name and Social Security Number in all correspondence with EDD. Mail your response to the EDD address above or you may call EDD.**

**Although federal and state laws prohibit the revealing of information about your employment and your UI claim to your spouse, relatives, friends, non-interested parties, and private interest groups, federal legislation requires that such information be made available to state and federal Welfare, Medical Assistance, Food Stamps, Housing, and Child Support Enforcement agencies. Confidentiality is the responsibility of all agencies using the information.**

# NOTICE OF UNEMPLOYMENT INSURANCE AWARD

## Notice of Unemployment Insurance Award Sample

EDD Call Center  
PO Box  
City CA Zip Code



Mail Date: 00/00/0000  
SSN: 000-00-0000

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

Claimant's Name  
Claimant's Address  
City CA Zip Code

### NOTICE OF UNEMPLOYMENT INSURANCE AWARD

- 1. Claim Beginning Date: 00/00/0000
- 2. Claim Ending Date: 00/00/0000
- 3. Maximum Benefit Amount: \$0000
- 4. Weekly Benefit Amount: \$000
- 5. Total Wages: 00,000.00
- 6. Highest Quarter Earnings: 0,000.00
- 7. This item does not apply to your claim.
- 8. **You must look for full time work each week.** Please see your handbook, [A Guide to Benefits and Employment Services](#), DE 1275A, for more information about looking for work.
- 9. This item does not apply to your claim.

10. Employee Name	11. Employee Wages for the Quarter Ending:				12. Employer Name
	Month/Year	Month/Year	Month/Year	Month/year	
Claimant's Name	0,000	0,000			ABC CO
Claimant's Name			0,000	0,000	XYZ CO
13. Totals:	0,000	0,000	0,000	0,000	

Important Information On Next Page

## EXPLANATION OF ITEMS ON THE NOTICE OF UNEMPLOYMENT INSURANCE AWARD

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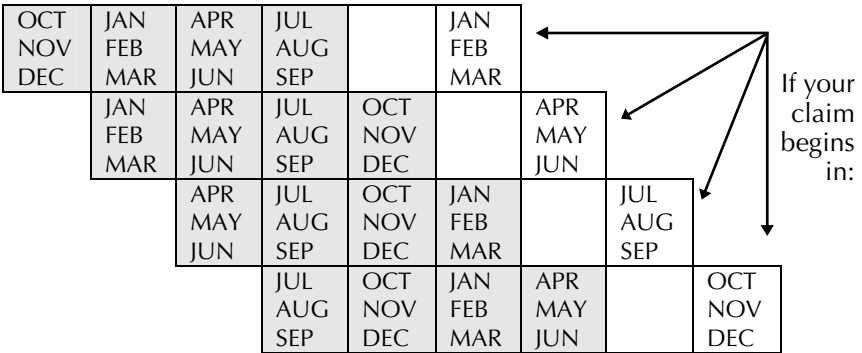
1. **Claim Beginning Date:** Your claim begins on the Sunday of the week in which you filed your claim. It is not based on the date you became unemployed.
2. **Claim Ending Date:** This is the date your claim year ends. This date is 52 weeks from the claim beginning date. Benefits remaining on this claim cannot be paid for weeks claimed after the claim ending date. A new claim must be filed if you are still unemployed or partially unemployed after this date.
3. **Maximum Benefit Amount:** The amount shown is your maximum UI award for this claim. The maximum award is 26 times the weekly benefit amount or one-half of the total base period wages, whichever is less (see number 5, for an explanation of the term base period). When you have received your maximum award, no further benefits are payable. You cannot file another California UI claim until your current claim year ends.
4. **Weekly Benefit Amount:** This is the amount of your weekly benefit. It is the amount you will receive each week if you meet all eligibility requirements. If you work part-time and earn more than \$25, but less than \$100 in a week, your weekly benefit amount will be reduced by your earnings that are over \$25. In that case, the portion of the weekly benefit amount that you do not receive remains in your claim for future use until your benefit year ends (see Item 6 for more information). If your weekly earnings are \$101 or more, the first 25% does not count. The amount of earnings remaining is subtracted from your weekly benefit amount and you are paid the difference, if any.
5. **Total Wages:** This is the total amount of earnings reported by your employer(s) during the base period. These earnings were used to compute your maximum benefit amount.

Your **base period** is a 12-month period of time.

Each Base Period has four quarters of three months each. Your Base Period is the first four of the last five quarters from the time you file a new claim.

The shaded area is your Base Period. The non-shaded area is the month you filed your claim.





To establish a valid claim, you must have earned at least (1) \$1300 in one quarter of your base period, or (2) at least \$900 in your highest quarter and total base period earnings of 1.25 times your high quarter earnings.

A claim is invalid when there are not enough earnings to establish a claim or when there was a prior claim and the work and earnings requirement to have a later claim have not been met (see Item 9).

6. **Highest Quarter Earnings:** Your base period is divided into calendar quarters. The quarter that you were paid the highest amount of wages determines your weekly benefit amount. An example of a Notice of Unemployment Insurance Award is shown below with earnings for each quarter:

<u>Quarter</u>	<u>Earnings</u>
January, February, March	\$2,122.34
April, May, June	\$6,212.75
July, August, September	\$1,974.55
<b>October, November, December</b>	<b>\$7,489.73</b>

In this example, the weekly benefit amount would be determined by the October, November, December quarter because it has the highest earnings. By using the Benefit Table on the following page, you can see that if the high quarter earnings are \$7,489.73, the weekly award is \$289.

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

<b>Amount of Wages in Highest Quarter</b>	<b>Weekly Benefit Amount</b>	<b>Amount of Wages in Highest Quarter</b>	<b>Weekly Benefit Amount</b>	<b>Amount of Wages in Highest Quarter</b>	<b>Weekly Benefit Amount</b>
\$ 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**

<b>Amount of Wages in Highest Quarter</b>	<b>Weekly Benefit Amount</b>	<b>Amount of Wages in Highest Quarter</b>	<b>Weekly Benefit Amount</b>	<b>Amount of Wages in Highest Quarter</b>	<b>Weekly Benefit Amount</b>
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**

<b>Amount of Wages in Highest Quarter</b>	<b>Weekly Benefit Amount</b>	<b>Amount of Wages in Highest Quarter</b>	<b>Weekly Benefit Amount</b>	<b>Amount of Wages in Highest Quarter</b>	<b>Weekly Benefit Amount</b>
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		

**Items 7, 8, and 9 contain additional requirements, which affect some claims. If the statement “this item does not apply to your claim” appears, that requirement or condition does not affect your claim.**

7. **School Employee Wages:** During a school recess you may not be able to receive benefits based on wages you have earned from a public entity school employer (e.g., K-12, community college, etc.), a nonprofit school employer (private school, etc.) or any nonprofit employer or public entity employer who provides services to or on behalf of an educational employer. If you have enough non-educational wages in the base period of your claim to establish a valid claim, you may be able to receive benefits based on these wages during a recess period.

When an award displays in this item, it means that in the base period of your claim there are wages that have been identified as being earned from both educational and non-educational employers. An award will ONLY display in this section if there are enough non-educational wages in the base period to establish a valid claim. (Refer to Page 5 to determine what establishes a valid claim.) If this situation does not apply to you, it will state “this does not apply to your claim.”

8. **Work Search Requirements:** To be eligible for UI benefits, you must conduct a reasonable effort to search for suitable work. We advise that you keep a record of your work search dates and employer contact information for future use and potential eligibility interviews. Below are some tips for looking for work.

The kind of work you are looking for, whether full-time or part-time, will determine how you look for work. Some jobs require a résumé while other jobs require an in-person visit and an application. Tips for looking for work include:

- Register with EDD Workforce Services, CALJOBS<sup>SM</sup> at [www.caljobs.ca.gov](http://www.caljobs.ca.gov).
- Respond to want ads in the newspaper.
- Access the Internet for Web sites for employers, resume building, and work searching.
- Contact prior employers.
- Tell friends and relatives that you are looking for work.
- Check trade books for your occupation.
- Send résumés.

- Register with placement facilities of a school, college, university, or professional organization.
- Contact employers who may have jobs in your field.

Your individual instructions for conducting a work search are shown here. Your instructions will be **one** of the following:

→ **You must look for full-time work each week.**

This means you are required to look for full-time work each week to remain eligible for UI benefits. Even if you find part-time work, you still must continue to look for full-time work while you are working part-time and collecting UI benefits.

→ **You must look for part-time work each week as instructed by EDD.**

This means you are required to look for part-time work each week as instructed by EDD to remain eligible for UI benefits. You must also be able to work and available for part-time work each week as instructed by EDD.

→ **You must register with your union and look for full-time work each week.**

This means that you are required to follow your union's requirements for registering as out of work and you must also look for full-time work on your own to remain eligible for UI benefits.

→ **You must register with your union and look for part-time work each week as instructed by EDD.**

This means that you are required to follow your union's requirements for registering as out of work and you must also look for part-time work on your own as instructed by EDD to remain eligible for UI benefits.

→ **You must register with your union and meet all union reporting requirements and dispatch contacts.**

Since your union controls hiring in your occupation, you must meet all union requirements for dispatch. If you are not in good standing with your union, you may not be eligible for UI benefits.

→ **You must be able to work and available for work each week.**

This means that you are not required to look for work, but you must be able to work and available for work each week to be eligible for UI benefits.

→ **This item does not apply to your claim.**

You are claiming benefits under a special program that does not require a search for work, such as Work Share.

9. **Qualification Requirements:** To requalify for another claim you must have worked and earned at least (1) \$1300 in one quarter, or (2) at least \$900 in your highest quarter and a total of 1.25 times your high quarter earnings during the benefit year of your original claim. (In some cases, Workers' Compensation or Disability Insurance benefits may be used in place of earnings.)
10. **Employee's Name(s):** This is the name your employer used to report your earnings to EDD. Do not be concerned about minor misspellings in your name as long as the earnings shown are yours.
11. **Employee's Wages for the Calendar Quarter Ending:** These are the four quarters in your base period and the wages your employer(s) reported you earned in each these earnings determine the amount of your UI award. If you told EDD that you worked for a federal agency or in another state when you filed your claim, your wages are being requested from that agency or state. You will receive an amended notice when the federal wages or other state's wages have been added.

If you worked in more than one state, you may be able to combine the wages you earned during your base period into a combined wage claim. Combining these wages could increase your maximum and/or your weekly benefit amount. If you did not tell EDD at the time you filed your claim that you worked in more than one state, call EDD immediately.

**If you believe the earnings shown are incorrect or are not your wages, contact EDD IMMEDIATELY and request a correction. If you give false information or withhold facts to receive benefits you may be subject to disqualification and criminal penalties.**

12. **Employer Name:** This is the name(s) of the employer(s) who reported the quarterly wages shown in Item 11. If you did not work for an employer shown, or if you worked for an employer(s) that is not shown, call EDD immediately and request a correction.
13. **Totals:** This is the total amount of earnings reported by your employer(s) in each calendar quarter listed in Item 11.

To protest the accuracy of the computation or recomputation you must contact EDD within 20 days after the mail date of the notice. The 20-day period may be extended for good cause. If you need to contact EDD, you will need to provide your full name, address and Social Security number, and if necessary any wage and employment information you would like to add to your claim.

**IF YOU HAVE ANY QUESTIONS ABOUT YOUR NOTICE OF UNEMPLOYMENT INSURANCE AWARD, CONTACT EDD IMMEDIATELY.**

## **CANCELLING A CLAIM**

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You have an option of cancelling a regular California UI claim after you have been mailed your Notice of Unemployment Insurance Award, if no benefits have been paid, there is no overpayment on your claim, and no notice of disqualification has been issued to you. 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. If you have questions regarding claim cancellation or want to cancel your claim, contact EDD.

**IMPORTANT: Once a claim has been cancelled, it cannot be reestablished with the same beginning date.**

## **WAITING PERIOD**

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California law requires every person to serve a one week **UNPAID** waiting period. There is only one waiting period required during each 52 week claim year. The waiting week is usually the first otherwise payable week in your benefit year (otherwise payable means you would have been eligible for payment in every way but for the waiting period requirement).

In order to serve a waiting period, you must submit a continued claim form. There are two exceptions when a week other than the first otherwise payable week is used as the waiting period:

1. If you received benefits the last week of the benefit year of your claim and you filed a second claim starting the following week, the waiting period for the second claim will be taken after the first break in payment status on the new claim.



2. You may receive waiting period credit for your new claim on the last week of your prior claim if:
  - All benefits were previously paid on your prior claim, **and**
  - You file the new claim within the last week of the prior claim, **and**
  - You are otherwise eligible for benefits for the last week of the old claim.

## **CLAIMING UNEMPLOYMENT INSURANCE BENEFITS**

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Your notice of Unemployment Insurance (UI) award was mailed with this booklet. Your first Continued Claim form is mailed separately. If you do not receive the claim form within 10 days of filing your claim, contact EDD and request a duplicate. You cannot be paid UI benefits unless you submit a completed and signed Continued Claim form. Failure to request a missing claim form could affect your eligibility for those weeks, if you do not contact the Department timely to request a form. To contact the Department timely, you must contact the EDD within 14 days after the last payment date of your previous claim form submitted.

**Complete and mail the Continued Claim form on the date shown on the front of the form. Mailing the claim form more than 14 days after the last week ending date on the form could cause you to lose your benefits.**

**You must sign your Continued Claim form and answer all of the questions in order to receive payment.** If you are unable to sign your name, you must sign with a mark "X" or stamp and have signatures of two witnesses on the claim form. Contact EDD and request the DE 2500, *Witness Attachment* stickers for your continued claim forms.

The EDD uses an Optical Character Recognition (OCR) machine in its payment system. The OCR machine reads numbers, scans the marks on your claim form, and issues your UI check. The OCR machine only reads clearly printed numbers. An example of how to fill in the blocks and write your numbers is on the back of every claim form. If the OCR machine cannot read your form, another Continued Claim form for the same week(s) will be mailed to you to complete. Do not staple the Continued Claim form or include any other mail in the claim form envelope.

## Continued Claim Form Sample

ALLOW 10 DAYS FOR DELIVERY OF CHECK.

DETACH THIS STUB FOR YOUR RECORD

### CONTINUED CLAIM

ANSWER ALL QUESTIONS. SEE SECTION A. ON BACK FOR EXAMPLES OF HOW TO COMPLETE YOUR ANSWERS. Each question is explained in your booklet, A Guide to Benefits and Employment Services.

Begins
1ST WEEK
Begins  
Ends
Ends
Ends

YES
NO
YES
NO

**COMPLETE AND MAIL THIS FORM ON**

1. Were you too sick or injured to work? ..... >  YES  NO |  YES  NO
- If **yes**, enter the number of days (1 through 7) you were unable to work. .... >  (1-7) |  (1-7)
2. Was there any reason (other than sickness or injury) that you could not have accepted full time work each workday? ..... >  YES  NO |  YES  NO
3. Did you look for work? ..... >  YES  NO |  YES  NO
- ← IF MARKED "X", YOU MUST COMPLETE SEC. B., WORK-SEARCH RECORD, ON REVERSE.
4. Did you refuse any work? ..... >  YES  NO |  YES  NO
5. Did you **begin** attending any kind of school or training? ..... >  YES  NO |  YES  NO
6. Did you work or earn any money, **WHETHER YOU WERE PAID OR NOT?** ..... >  YES  NO |  YES  NO
- (If **yes**, you **MUST COMPLETE** items a. and b. below.)
- a. Enter earnings before deductions here. .... > \$     \$
- b. Report employment or 'source' of earnings information below: \$     \$

	DATE LAST WORKED	TOTAL HOURS WORKED	EMPLOYER NAME AND MAILING ADDRESS - INCLUDE ZIP CODE	REASON NO LONGER WORKING (OR WRITE "STILL WORKING")
1ST WEEK				
2ND WEEK				

7. If you want federal income tax withheld for the week(s) shown above, mark this block. .... >
8. If you had a change of mailing address or phone number, mark this block and complete Sec. D on reverse. .... >

I understand the questions on this form. I know the law provides penalties if I make false statements or withhold facts to receive benefits; my answers are true and correct. I declare under penalty of perjury that I am a U.S. citizen or national; or an alien in satisfactory immigration status and permitted to work by USCIS. I signed this form after the latest date for which I am claiming benefits.

**X**

(your signature is required)

DE 4581-CTO Rev. 6 (5-04) CU-TA866h

**DETACH AND DISCARD**

**If you do not provide an answer to Questions #1 through #6, and leave any of those blocks blank, another claim form will be mailed to you for completion. This will delay benefit payment.**

## **EXPLANATION OF QUESTIONS ON THE CLAIM FORM**

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1. **Were you too sick or injured to work?** - You must be well enough to work every day of the week to receive full benefits. If you are unable to work because of illness or injury, you must report the number of days that you could not work. Unemployment benefits are paid according to the number of days you are able to work. Your benefits are reduced one-seventh for each day that you cannot work.
2. **Was there any reason (other than sickness or injury) that you could not have accepted full-time work each workday?** - You must be available for work to receive unemployment benefits. Available means you are ready and willing to accept work that matches your occupational skills and educational background. Examples of reasons a person cannot work include lack of child care, lack of transportation, personal business, or being on vacation.
3. **Did you look for work?** - You must follow the work search requirements on your Notice of Unemployment Insurance Award. Work searches may include in-person, mail, telephone, or Internet contacts with employers. Failure to follow the instructions may result in loss of benefits for the week. Union members should answer "yes" to this question if you meet your union's reporting and dispatch requirements.

If the block under Question #3 is marked with an "X" list your job contacts in Section B on the back of the form.

4. **Did you refuse any work?** - Answer "yes" if you refused an offer of work from any employer. Union members answer "yes" if you refused a union referral to a job. If you refused work, you will be scheduled for an interview to determine your continued eligibility for benefits.

5. **Did you begin attending any kind of school or training?** - Answer “yes” **only** if you began attending school or training in that week. Afterwards answer “yes” only when a new term begins or you start new classes during one of the weeks. Since attendance in school or training may affect your eligibility for benefits, an interview will be scheduled to determine your continued eligibility.
6. **Did you work or earn any money, WHETHER YOU WERE PAID OR NOT?** - Look at the date each week begins and ends. Be careful that your answers in 6a and 6b apply only to the weeks shown on the form. Answer “yes” if you performed any work during a week. All work and/or earnings must be reported, including the receipt of the following types of payments:

Back Pay Award	Paid Sick Leave	Strike Benefits
Bonuses	Pensions	Tips
Commissions	Piece Work	Vacation Pay
Holiday Pay	Residual Pay/Holding	Witness Fees
Idle Time Pay	Fees	Workers’ Compensation
In Lieu of Notice	Self-Employment	
Jury Fees	Severance Pay	

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

If you start receiving any **new or additional income** or there is a change in the amount of your previously reported Temporary Total Disability, Vocational Rehabilitation Maintenance Allowance, or deductible pension, report the new amount on your claim form in the first week the change occurs. EDD deducts Temporary Total Disability, Vocational Rehabilitation Maintenance Allowance, or deductible pensions dollar for dollar from your weekly benefit amount.

- If you answered “yes,” enter your earnings before taxes (gross earnings prior to payroll deductions) in Item a. To determine how much you earned, multiply the number of hours you worked that week times your hourly rate of pay. Include all other payments you have received in that amount.
- **EXAMPLE:** You worked 5 hours on Sunday, 4 hours on Tuesday, and 3 hours on Friday that week and your hourly rate of pay is \$10.  
 $12 \text{ hours} \times \$10 \text{ per hour} = \$120$ . \$120 is the earnings amount you would post in item 6a.

- If you are unsure of how to compute your gross earnings, please contact EDD for assistance. It is always good idea to keep your check stubs to assist you in determining your earnings.
- If you misreport your earnings, contact EDD immediately as you may be subject to fines and penalties if you are overpaid benefits.
- If you receive residual pay or holding pay, you must report receipt of this income on your Continued Claim Form. To ensure proper reporting of your earnings, obtain the form DE 4005, Instructions to Claimants for Reporting Residual Payments and Holding Fees, on our Web site [www.edd.ca.gov](http://www.edd.ca.gov) under Unemployment Insurance - Forms and Publications or call EDD.
- If you receive pay for piecework, report the total amount paid in the week it was earned. Include the word “piecework” in item 6b along with the employer’s name.

**NOTE: Item a.** Only allows for an entry of up to \$999.99. If your earnings are \$1,000.00 or more in a week enter \$999.99. Failure to make the correct entry may delay your benefits.

**NOTE: Item b.** Enter the last day worked and employment information or “source” of earnings. Look at the date each week begins and ends. Be careful that your answers in 6b apply only to the weeks shown on the form. If you are still working, write “still working full-time” or “still working part-time.” When you report, “still working full-time” you will **not** be mailed a subsequent claim form. If you become unemployed or your hours are reduced, you will need to reopen your claim. See “How to Resume Claiming Benefits” on page 19.

You may be able to work part-time and receive reduced UI benefits, even if your earnings are higher than your weekly benefit amount. You report your total earnings before deductions and EDD will figure the amount to deduct.

- If your weekly earnings are \$100 or less, the first \$25 dollars does not count. The amount of earnings over \$25 is subtracted from your weekly benefit amount and you are paid the difference, if any.
- If your weekly earnings are \$101 or more, the first 25% does not count. The amount of earnings remaining is subtracted from your weekly benefit amount and you are paid the difference, if any.

- If you receive Temporary Total Disability, or Vocational Rehabilitation Maintenance Allowance, EDD deducts the amount, dollar-for-dollar, from your weekly benefit amount.
- If you receive a pension that the Department determines is deductible, the EDD deducts the amount dollar for dollar from your weekly benefit amount (WBA).

**NOTE:** The EDD has a fraud detection system. If you do not report all earnings for a week that you worked, and you received benefits, you will be investigated. If EDD determines that you were at fault for not reporting your earnings, you will be required to repay any benefits overpaid and you could face administrative and/or **criminal penalties** and interest.

7. **If you want federal income tax withheld for the week(s) shown above, mark this block.** - If you want Federal Income Tax withheld for the weeks shown on your claim form, fill in the answer block on that claim form. If you do not want taxes withheld, leave the answer block blank. Your choice remains in effect only until you send in your next Continued Claim form.

*For more information see the voluntary Federal Income Tax withholding section.*

8. **If you had a change of mailing address or phone number, mark this block and complete Section D on the reverse.** - You must report a change of mailing address to avoid delay in receiving your benefit checks. To report a change of mailing address or telephone number, mark the block and print your new address (including ZIP code) or telephone number (including area code) in Section D on the back of the Continued Claim form.

**If you move to another state and still want to claim benefits, call 1-800-300-5616 for instructions. Failure to contact the office promptly could result in a delay or loss of your benefits.**

The lower portion of your Continued Claim form contains the following statement:

“I understand the questions on this form. I know the law provides penalties if I make false statements or withhold facts to receive benefits; my answers are true and correct. I declare under penalty of perjury that I am a U.S. citizen or national; or an alien in satisfactory immigration status and permitted to work by the United States Citizenship and Immigration Services (USCIS). I signed this form after the latest date for which I am claiming benefits.”

**You must sign your Continued Claim form and answer all of the questions in order to receive payment. If you are not sure how to answer the questions or are not legally entitled to work in this country, contact EDD immediately.**

You are responsible for the answers on your Continued Claim form. If you give false information or do not report information that you should report, you may be subject to disqualification and penalties.

9. **How to Stop Claiming Benefits** - If you do not want to claim benefits for the week(s) on the claim form, do not complete or mail the form to EDD.
10. **How to Resume Claiming Benefits** - The easiest way to reopen your claim if you become unemployed or your hours are reduced is on-line. Claims are reopened the Sunday of the week that you contact the department to file or reopen your claim. **DO NOT** delay reopening your claim. Your claim will not be reopened effective the date you last worked; the claim will be reopened the Sunday of the week you contact the EDD to reopen the claim.

# Back of Continued Claim Form Sample

**Section A / Sección A** The following are examples of how to complete your answers to the questions on the front of this form.  
 Los siguientes son ejemplos en como completar sus respuestas a las preguntas en el frente de este formulario.

<b>MARK THE CORRECT ANSWER</b> EXAMPLE: IF THE ANSWER IS "YES": Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> IF THE ANSWER IS "NO": Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	<b>MARQUE LA RESPUESTA CORRECTA</b> EJEMPLO: SI LA RESPUESTA ES "SI": SI <input checked="" type="checkbox"/> No <input type="checkbox"/> SI LA RESPUESTA ES "NO": SI <input type="checkbox"/> No <input checked="" type="checkbox"/>
--	--

**Write numbers like this:**  
 Escriba números como estos: 0 1 2 3 4 5 6 7 8 9 (b) \$ 3 4 2 5 8

**EXAMPLE:** Report earnings of: (a) \$76.10 (b) \$342.58 (c) \$1050.55, like this:  
**EJEMPLO:** Reporte ingresos de: (a) \$76.10 (b) \$342.58 (c) \$1050.55 así: (a) \$ 7 6 . 1 0 (c) \$ 9 9 9 . 9 9

**Section B / Sección B** If the box under Question 3 on the reverse is marked "X", you must complete the table below to show your work search for the weeks being claimed. / Si el cuadrado en la pregunta #3 en el reverso está marcado con una "X", usted debe de completar la tabla a continuación para indicar su búsqueda de trabajo durante la(s) semana(s) que solicita beneficios.

WORK-SEARCH RECORD / RÉCORD DE LOS LUGARES DONDE HA BUSCADO TRABAJO					
Date Applied / Fecha en que Solicitó Empleo	Company Name / Nombre de la Compañía	Company Address / Dirección de la Compañía	Person Contacted / Persona con quien se Comunicó	Type of Work Applied For / Clase de Trabajo que Solicitó	Results: Please explain / Resultado: Por favor Explique

**Section C / Sección C** Notice to Educational Institution; (FOR EMPLOYMENT DEVELOPMENT DEPARTMENT APPROVED TRAINING ONLY)  
 Aviso para La Institución Educacional (PARA CURSOS DE ENTRENAMIENTO APROBADO POR EL DEPARTAMENTO DEL DESARROLLO DEL EMPLEO (EDD))

I certify that this individual was enrolled in and satisfactorily pursuing the retraining course of instruction approved by the Employment Development Department during the week(s) shown on the front of this form	Signature/Title _____ Date _____	Name of Training Institution _____
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If you are on a semester/holiday recess, enter the date you are scheduled to return to school. \_\_\_\_\_  
 Si Ud. está en vacaciones/días feriados del semestre escolar; escriba la fecha en que regresará a la escuela: \_\_\_\_\_

**Section D / Sección D** New Mailing Address / Nueva Dirección de Correo

Complete below and mark Question 8 block on front/ Complete abajo y marque la pregunta 8 en el frente.

New phone - include area code / Nuevo número de teléfono - incluyendo área telefónica ( ) _____	
Zip Code: / Zona Postal: _____	



## **Completing the Back of the Continued Claim Form**

**Section A** - Provides examples of how to complete the claim form. As you can see in EXAMPLE (a), there are only three boxes for the dollar amount earned. If your earnings are \$1,000.00 or more in a week, enter \$999.99 in Item 6. a. on the front of the form.

**Section B** - If the box in Question 3 is checked on the front of the form, record your job contacts for the week(s) shown.

**Section C** - After you have been approved by EDD for training benefits, your training facility must complete this section for each week you attend training.

If you are on a semester/holiday recess, enter the date you are scheduled to return to school on the line provided.

**Section D** - Used to provide a change of address or telephone number (be sure to mark the block in Item 8 on the front of the form).

### **AVOID PAYMENT DELAYS, MAKE SURE:**

- √ You signed the form.
- √ You answered all questions.
- √ Nothing is attached to the form.
- √ The form is mailed immediately after the last week-ending date on the form has passed.

### ***Tips for Completing the Continued Claim Form***

Unemployment Insurance (UI) benefits are paid after a properly completed and signed Continued Claim form is submitted to the Employment Development Department (EDD). You will receive a Continued Claim form within 10 days of EDD processing your application for UI benefits. If you are determined initially eligible after filing your application for benefits and you meet all eligibility requirements on the Continued Claim form you return to us, a check is issued with another Continued Claim form. Claim forms are submitted every two weeks.

***To prevent delay in receiving benefits, the following are tips for completing the Continued Claim form:***

- ***Read the handbook.***
  - ✓ A Guide to Benefits and Employment Services handbook is sent when a claim is filed and it explains how to properly complete the claim form.
- ***Use blue or black ink when completing the form.***
  - ✓ Avoid colors like pink or red. They cannot be read by our electronic scanners.
- ***Mark the answers by completely filling in the box.***
  - ✓ Be sure to answer every question.
  - ✓ **DO NOT** use an "X" to mark your answer.
- ***Report gross wages (monies earned before taxes) in the week physically worked regardless of when the paycheck was received.***
  - ✓ Review hourly wage or pay information for accuracy in reporting gross wages.
  - ✓ If working part-time, it is recommended to utilize a calendar and post hours worked throughout the week. Total hours worked and calculate earnings on a weekly basis (Sunday through Saturday). This calendar can be a reference in properly completing the Continued Claim form.
- ***If reporting wages, complete ALL the fields within the rows associated with that week.***
  - ✓ For example, if wages are reported in the week on the claim form, each week's row within the table must be completed.
  - ✓ The "Date Last Worked" is the last day physically worked within each week.
- ***Use a ruler under each question to ensure the correct Yes/No box is being selected.***

## MANAGING YOUR UNEMPLOYMENT INSURANCE CLAIM (Cont.)

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- ***If there is a change of mailing address, completely fill in the box on Question #8 and post the new address on the back of the form.***
- ***Don't forget to sign the form.***
  - ✓ Keep your signature within the space provided to not conflict with the answers marked on the claim form.
- ***Complete and mail the Continued Claim form on the date shown on the front of the form. Benefits cannot be paid until a properly completed and signed form is submitted.***
  - ✓ **DO NOT** mail the claim form early – the check will not be processed. You will be mailed a duplicate claim form to be completed and mailed again, which will delay your check.
  - ✓ **DO NOT** mail the claim form late – the check will not be processed. Complete and mail the Continued Claim form on the date shown on the front of the form. If you mail the claim form more than 14 days after the last week ending date on the form, we will have to determine if there is a good reason for mailing the claim form late. This is done by a telephone interview and results in benefits being delayed and possibly denied.
- ***Be sure you carefully remove the perforated portion of the form and keep that portion for your records. Fold the form as it was originally folded when you received it and insert it into the provided envelope, making sure the EDD address appears in the envelope window.***
- ***DO NOT send the form to any other address or send via overnight mail as this delays payment.***
- ***DO NOT enclose any other forms or correspondence with the Continued Claim form.***

## WHERE IS MY CHECK:

### How to access your check information by telephone

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#### **Check information instructions: Toll-free Number 1-866-333-4606**

Recorded information about your most recent Unemployment Insurance (UI) benefit check is available Monday through Saturday from 6 a.m. to midnight, and on Sunday from 6 a.m. to 9 p.m. The best time to call and get through for this purpose is after 5 p.m., Monday through Friday, and on weekends. UI benefit check information is updated daily, and reflects the claim activity which occurred on the previous business day. Make the following selections from the recorded messages.

**Language Preference** (choice): Press 1 to hear this recording in English.

→ **Next:** Press 1 for information about your unemployment insurance check.

→ **Next:** Enter your Social Security number.

→ **Next:** Enter your 4-digit Personal Identification Number (PIN). For increased security, the automated telephone system requires a PIN to access confidential information. The first time you call, listen carefully and follow the instructions for establishing your PIN.

→ **Next:** You will hear the date your check was mailed and the amount of the check. Allow five days for mail delivery.

→ **Next:** (Optional) To change your PIN, press 4 after you hear your check information.

**Reminder:** Always keep your Social Security number and PIN private and secure.

#### **Establishing your PIN**

① Enter your weekly benefit amount before deductions and the pound sign (#).

*Example:* for \$230 Enter 230#

② Enter your 5-digit mailing ZIP code.

*Example:* Enter 95814

③ Enter your date of birth (MMDDYY).

*Example:*

May 9, 1951 Enter 050951

November 16, 1972 Enter 111672

④ Enter your telephone number (do not include the area code). If you do not have a telephone number enter the pound sign (#).

*Example:* 916-123-4567 Enter 1234567

⑤ Enter a new 4-digit PIN.

Choose a number you will remember.

#### **Other Services**

##### **Internet**

- The UI application for benefits is available online. Most customers should be able to use the online version at [www.edd.ca.gov](http://www.edd.ca.gov)
- General Unemployment Insurance information

##### **Telephone**

- Claim filing by telephone.
- Recorded general Unemployment Insurance (UI) information.\*
- Recorded information about employment and training.\*
- Bilingual representatives are available.

\*Recorded information about the UI program and employment and training is available 24 hours a day.

## UNEMPLOYMENT INSURANCE CHECKS

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The EDD mails your UI checks to you from a central location. The check, your new claim form, and a message stub are printed on a three-part form:

The stub portion at the top of the form contains information about your claim and important messages. You must **read, detach, and save the stub for your record.**

The middle section of the form is your Continued Claim form. Use it to claim benefits for the next week(s).

Note: If this section is blank, **do not** mail the form back to EDD. Disregard the preprinted reverse side of the form.

### **UI CHECKS ARE VALID FOR ONE YEAR FROM DATE OF ISSUE.**

The bottom portion contains your check. Detach and cash the check where you normally cash checks.

If a check is not issued, only your address and the EDD office address will appear in this space. Detach and destroy this portion of the form. It should not be mailed back to EDD with your completed form.

- **We issue an envelope with your claim form. Mail your claim form, folding it back along the pre-folded line so that the address printed in the lower left hand corner of the Continued Claim form shows through the window of the envelope. Do not mail or take your Continued Claim form to any other address unless instructed to do so. Mailing your Continued Claim form to any other address will result in a delay of payment.**

If you do not receive your check or a response from EDD within **10 days of mailing your claim form**, or if you have received your check and it has been lost, stolen, or destroyed, contact EDD immediately.

## UNEMPLOYMENT INSURANCE ELIGIBILITY REQUIREMENTS

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In order to receive UI benefits you must meet certain eligibility requirements. There is a question regarding your eligibility if you:

- Quit your job.
- Were fired from your job.
- Are out of work due to a strike or lockout.
- Do not have child care.
- Do not have transportation.
- Do not look for work as instructed.
- File your claim late.
- Mail your claim forms late.
- Refuse a job.
- Give incorrect information or withhold information.
- Fail to participate in re-employment activities.
- Are a school employee filing a claim during a recess period.
- Are a professional athlete filing a claim during the off-season.
- Are/were not in satisfactory immigration status or legally authorized to work.
- Are attending school during normal working hours for your occupation.
- Are not physically or mentally able to work during normal working hours for your occupation.

## TELEPHONE ELIGIBILITY INTERVIEW APPOINTMENTS

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If you are scheduled for a phone interview because there is a question concerning your eligibility, EDD will call you at the scheduled interview date and time. You have the right to request more time if you need to contact witnesses, gather information, or obtain the advice of a representative. To request more time, call EDD.

The interviewer will ask you questions about the eligibility issue(s). Your answers will be documented and used to make a decision. If the eligibility issue involves an employer, we may contact the employer for additional information. The EDD makes a decision based on all the information available. If you are denied benefits, a written Notice of Determination will be mailed to you. The notice advises you of the reason for EDD's decision and gives you information about your appeal rights.

**If you are not available for a scheduled eligibility interview and do not call EDD to arrange another appointment, a decision will be made based on the available facts that may result in denial of your benefits.**

## PENALTIES

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If you willfully give false information or withhold information to claim benefits, EDD will assess a false statement disqualification. 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 mail in your Continued Claim forms each week, and be otherwise eligible for each week claimed.

When a new claim is filed or when an existing claim is reopened and there has been intervening work you will be sent a Notice of Unemployment Insurance Claim Filed. The purpose of this form is to ensure the information you provided when the claim was filed is accurate. EDD will consider the information correct, unless you report corrected information within ten (10) days from the mailing date of the form in writing or by phone. This will protect you from being assessed a false statement disqualification.

Per Section 1263(a) of the UI Code, any individual convicted by any court under Section 2101 that willfully made false statements or knowingly failed to disclose a material fact to obtain or increase any benefit or payment, shall forfeit any rights to benefits for 52 weeks starting at the filing of the criminal complaint. Penal Code 470 applies to these acts and penalties may include both fines and criminal prosecution.

**NOTE: Serving the false statement disqualification does not repay nor reduce the amount of any overpayment.**

## OVERPAYMENTS

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A Notice of Overpayment is mailed to you when you have been paid UI benefits that you were not eligible to receive. The notice shows the amount of the overpayment and penalties, if any. It explains why you were overpaid and gives you information about your appeal rights. If you have general questions about overpayments or why you have been assessed an overpayment, you may call the UI toll-free telephone numbers listed on the inside cover of this handbook.

The EDD classifies overpayments into two categories, non-fraud or fraud:

**Non-Fraud:** When you have received benefits to which you were not entitled and you are not at fault, the overpayment is considered non-fraud. In some cases, EDD can consider waiver of your non-fraud overpayment, and you may not have to repay the overpayment. You will receive a notice telling you if the overpayment must be repaid.

**Fraud:** A fraud overpayment occurs when you knowingly give false information or withhold information and receive benefits that you should not have received. Withholding or giving false information to obtain unemployment insurance benefits is a serious offense that can result in criminal prosecution. With a fraud overpayment, you are assessed a penalty in the amount of 30 percent of the amount of the overpayment and a false statement disqualification of 5 to 23 weeks. Fraud overpayments and penalties must be repaid.

If you do not repay your overpayment promptly, EDD will deduct the money owed from your future weekly UI or state disability insurance benefits. This process is referred to as an offset. The EDD may offset up to 100 percent of your benefits. Since EDD cannot offset the penalty portion of an overpayment from your benefits, you must submit a payment to repay the penalty. The EDD may reduce or totally withhold your state income tax refunds, lottery winnings, or any other money owed to you by the state, to repay your overpayment. The EDD may also file a claim against you in court, charge you court costs and interest, and record a lien on your property.

It may be possible for you to set up a payment plan to repay your overpayment by contacting EDD's Benefit Overpayment Collections Section at 1-800-676-5737. Establishing a payment plan will not stop an offset, if you are currently claiming UI or Disability Insurance (DI) benefits. You may use your credit card to repay an overpayment.

For additional information regarding how to pay your benefit overpayment by credit card, refer to EDD's Web site at [www.edd.ca.gov](http://www.edd.ca.gov), Unemployment tab, click on Overpayments, and How to Pay.

**NOTE: Repaying an overpayment does not remove a disqualification.**

## **APPEALING AN EMPLOYMENT DEVELOPMENT DEPARTMENT NOTICE**

You may appeal any written EDD decision. You must file your appeal in writing and you must state the reasons why you disagree with the decision. You may file an appeal by mail by sending a completed Employment Development Department Appeal Form, DE 1000M or a letter to the address on your Notice of Determination. A letter of appeal must include your name, Social Security Number, and the reasons why you disagree with the decision.

You have 20 calendar days from the date of the decision to file a timely appeal. You can still appeal even if you miss the 20-day deadline. However, you must state why your appeal is filed late. You will be required to show good cause for delay in filing an appeal. If you do not show good cause for any delay beyond 20 days, the Administrative Judge may dismiss your appeal.



The Office of Appeals will notify you of the date, time, and place of your hearing. An Administrative Law Judge conducts your hearing. You have the right to review all records affecting the appeal before your hearing begins. Everyone testifies under oath. All testimony is recorded and is subject to cross-examination. The Administrative Law Judge will mail a decision. **If you live in another state, the appeal hearing will be handled by telephone. You do not have to travel to California to attend the appeal hearing.**

If you disagree with the decision of the Administrative Law Judge, you may appeal to the California Unemployment Insurance Appeals Board.

If you are appealing a disqualification, you must continue to mail your Continued Claim forms to EDD while your appeal is pending. If the Administrative Law Judge decides you are eligible, you will only be paid for the weeks for which you sent in Continued Claim forms and met all other eligibility requirements.

## **REQUESTING COPIES OF YOUR UNEMPLOYMENT INSURANCE DOCUMENTS**

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The fastest way to obtain a printout of your current UI claim payment history and award balance is to request a printout on-line through our Web site at [www.edd.ca.gov](http://www.edd.ca.gov) click on "Contact EDD" located at the bottom of the page, click on "Ask EDD," and select the category "Unemployment Insurance Benefits" and select the topic "Copy of – Claim Print Out." When your request is received, a printout will be mailed to the address on record. If you need copies of other UI documents, call the EDD UI Toll-Free telephone numbers listed on the inside cover of this handbook.

## **TRAINING AND OTHER SPECIAL PROGRAMS**

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### **California Training Benefits**

The California Training Benefits (CTB) program allows you, if eligible, to receive UI compensation benefits while attending training or retraining approved by EDD and not require you to seek and accept work.

However, there is no guarantee that UI compensation or extended benefits will be sufficient to cover the entire period of approved training.

There are two types of CTB program approval criteria the EDD uses to determine CTB eligibility.

### **Criteria 1**

If your training is authorized and verifiable by one of the following programs, then the Department will approve your CTB participation assuming you meet all other eligibility criteria;

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

### **Criteria 2**

If you secure training on your own, and your training is not authorized by WIA, ETP, TAA, or CalWORKs, then the EDD must determine if you meet **all of** the following criteria, in order to be eligible for the CTB program;

- You **must** be eligible for California UI benefits and be out of work for four or more continuous weeks, or be unlikely to return to your most recent work place due to a plant closure or substantial reduction in work force, or be unemployed due to a mental or physical disability preventing the use of existing job skills, or be unemployed due to technological changes in your occupation; **AND**
- You **must** be unemployed due to a lack of demand for your current skills in your local labor market, or your occupation is seasonal and you have no other skills in current demand; **AND**
- There **must** be a demand for your training occupation in your local labor market in this State or you must be willing to relocate within California to an area where the labor market exists; **AND**
- The training or retraining **must** be specific trade-related for individuals who are journey level union members; **AND**
- Your training course **must** be completed within one year, from the date when EDD determines your eligibility, including scheduled breaks and vacations; **AND**
- Your training **must** be full-time, not less than 20 hours per week, or 12 semester or quarter units; **AND**
- You **must** reasonably be expected to complete the training or retraining successfully; **AND**
- The beginning date of the new training **must** be more than 3 years from the last date you participated in CTB.

Contact your local One-Stop Career Center for the name and location of the training providers in your area. To locate the One-Stop Career Center nearest you, contact EDD by using the Web site at [www.edd.ca.gov](http://www.edd.ca.gov) or call the telephone numbers listed on the inside cover of this handbook.

If you live in a state other than California and have a valid California UI claim, your training must be funded by WIA or TAA to be potentially eligible for CTB.

### **CTB Training Extension Claims**

An extension of CTB training benefits may be available beyond your regular UI claim while you are in approved training. The training extension (TE) claim provides additional benefits up to a combined total of 52 weeks times the weekly benefit amount of the regular UI claim on which the CTB was approved, reduced by: the maximum benefit award of the regular UI claim, any subsequent new claim, and amounts paid on any federal or state extension, and TE claims. When federal or state extended benefits are available and an individual qualifies for these benefits, extended benefits must replace TE benefits.

### **Training Extension Claim Computation Formula**

The TE claim benefits equal (=) the Weekly Benefit Award (parent claim) multiplied by (x) 52, minus (-) the Maximum Benefit Award (parent claim), minus (-) the federal or state extension benefits, minus (-) any subsequent regular UI claims.

If an individual qualifies for a subsequent new regular UI or new federal or state extended benefits claim in California or another state while receiving training extension benefits, the new claim must be filed and benefits must be paid from the new claim, even if the new claim has a lower weekly benefit amount.

To be eligible for TE 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 check.

If you are determined to meet the TE eligibility criteria, you may file a TE claim once benefits are exhausted on your regular UI claim and on any federally funded extension. The amount of benefits payable on a TE claim will be reduced by any benefits paid on a federal or

state extended benefits claim. You may file a TE benefits claim on-line by visiting EDD's Web site at [www.edd.ca.gov](http://www.edd.ca.gov), or call the telephone number on the inside cover of this handbook, after you receive your last UI benefit check.

For more information about training benefits or how to apply, visit the EDD Web site at [www.edd.ca.gov](http://www.edd.ca.gov) and select Unemployment Insurance. In the right margin under QUICK LINKS, select "California Training Benefits Program."

### **Trade Adjustment Assistance Program**

The Trade Adjustment Assistance (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 TAA program provides:

- Training to learn a new skill if suitable work is unavailable locally.
- Job Search Allowances to reimburse workers who seek work outside of the local area, if suitable work is not available locally. **(Restrictions apply)**
- Relocation Allowances to move family and household goods to another area or state if suitable work is found outside of the local labor market area. **(Restrictions apply)**
- Reemployment Services to assist those workers needing additional skills in order to find suitable work.
- Extended federal UI Trade Readjustment Allowances (TRA) benefits for workers enrolled in approved TAA training programs once the workers California UI benefits are exhausted. **(Restrictions apply)**
- Health Coverage Tax Credit (HCTC) of up to 80% of the cost of premiums for health insurance for TAA eligible individuals and their qualified family members. **(Restrictions apply)**
- Reemployment Trade Adjustment Assistance (RTAA) for older workers eligible to apply for the TAA program that return to work. **(Restrictions apply)**
- TAA for farm workers involved in agricultural production or commercial salmon fishing. Workers may petition the Department of Agriculture for TAA. **(Restrictions apply)**

The U.S. DOL is responsible for certifying or denying TAA program petitions. Three workers, a company official, a union representative, One-Stop operators or partners, State Workforce Agencies, or Dislocated Worker Units can file petitions.

TAA petitions are available at your local EDD One-Stop Career Center offices, or on-line at [www.doleta.gov/tradeact](http://www.doleta.gov/tradeact) and print out the petition.

For more information on the TAA program, visit the EDD Web site and go to Forms and Publications. Under Fact Sheets, select Trade Adjustment Assistance, DE 8714X, or contact EDD at one of the toll-free numbers listed on the inside cover of this handbook.

### **Federal-State Extended Benefits Program**

The Extended Benefits program becomes effective ONLY when unemployment is very high. This program pays additional benefits to those who qualify and have collected all the money on their regular claims and are not eligible for any other UI claims. THE EDD WILL NOTIFY YOU, by mail and/or through the media, when you become potentially eligible for this benefit.

Under Title 18 of the United States Code, Section 1001, willfully and knowingly concealing a material fact by any trick, scheme, or device, or knowingly making a false statement in connection with an Extended Benefits claim, is a Federal offense. You can be punished with a fine of not more than \$10,000 or imprisoned for not more than five years or both.

### **Disaster Unemployment Assistance**

The Disaster Unemployment Assistance (DUA) is a federal program that provides weekly payments for individuals whose work or self-employment is interrupted due to a disaster and who are not eligible for Unemployment or Disability Insurance benefits. DUA is authorized when the President of the United States declares a major disaster in the area and authorizes individual assistance and DUA benefits.

Individuals may be eligible for DUA benefits if they meet any one of the following criteria:

- The individual is unable to work as a direct result of the disaster.
- The individual was scheduled to start work for an employer, but could not because of the disaster.
- The self-employed individual is unable to work as a direct result of the disaster.
- The individual intended to begin self-employment, but could not because of the disaster.
- The individual became head of household as a result of the disaster.

For more information on DUA benefits, visit the EDD Web site and go to Forms and Publications. Under Fact Sheets, select Disaster Unemployment Assistance, DE 8714Y, or contact EDD at one of the toll-free numbers listed on the inside cover of this handbook.

## **Work Sharing**

Any employer who has a reduction in production, services, or other conditions that cause the employer to seek an alternative to layoffs may participate in the Work Sharing program.

Some of the specific requirements are:

- A minimum of two employees, comprising at least 10 percent of the employer's regular work force or a unit of the work force, must be affected by a reduction in wages and hours worked.
- The reduction in wages and hours worked also must be at least 10 percent.

Participating employees receive reduced UI weekly benefits corresponding to the percentage reduction of their work hours.

Everyone benefits under the WS program. Employers keep trained workers during a slowdown and employees keep their jobs.

## **Partial Claims**

Some employers participate in the partial claims program. These employers give the form "Notice of Reduced Earnings," DE 2063, to their full-time employees to complete and submit to EDD for benefits instead of the regular Continued Claim form. Employers issue DE 2063s to employees:

- Who are laid off for no more than two consecutive weeks, or
- Whose gross earnings, when reduced by \$25 or 25 percent, whichever is greater, are less than their weekly benefit amount.

When a new claim is filed or a claim is reopened, the EDD provides pre-addressed envelopes with the mailing address for completed DE 2063s. Failure to mail the completed DE 2063 to the correct address within 28 days of the form issue date may delay benefits. The DE 2063 form represents a seven-day period, usually based on the employer's payroll week. Employees remain attached to the employer and do not have to look for other work, but must be able to work and be available for work.

A Spanish translation is on the reverse side of the DE 2063. A Chinese translation of the DE 2063 is available on the EDD Internet Web site [www.edd.ca.gov](http://www.edd.ca.gov). However, the English version of the form must be completed and submitted.

## **CALJOBS AND REEMPLOYMENT SERVICES**

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You may be required to register for work in EDD's Workforce Services assistance Web site CalJOBS within 21 days of the filing of your UI claim. You may also be required to complete a work search questionnaire and attend multiple reemployment assistance interviews or workshops. Failure to register in CalJOBS or failure to attend scheduled reemployment assistance appointments, may affect your eligibility for UI benefits.

If you are required to register in CalJOBS or to attend a reemployment assistance interview or workshop, you will be notified by mail. If you have any questions about these notices, contact EDD immediately.

### **Reemployment Services**

California has a system to identify claimants for whom few job openings exist and who are, therefore, likely to exhaust their benefits.

The EDD schedules those individuals most in need of assistance to an orientation to reemployment services. Once you have been scheduled for an orientation for a reemployment services interview, failure to attend may result in denial of your UI benefits.

## **OTHER EDD SERVICES**

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### **Workforce Services**

At EDD Workforce Services and partner sites, you can enroll in the CalJOBS<sup>sm</sup> Internet based job and résumé listing system. With CalJOBS<sup>sm</sup> you can produce a quality résumé and view a wide variety of job listings within your city or anywhere in the State. If you have Internet access, you can also enroll at [www.caljobs.ca.gov](http://www.caljobs.ca.gov). The Workforce Services sites can also provide you with information about labor market conditions, services to veterans, and programs to assist those with barriers to employment. Information on services available, as well as locations of Workforce Services offices, can be found on EDD's Internet Web site at [www.edd.ca.gov](http://www.edd.ca.gov) or after July 1, 2009, call 1-866-333-4606 for Workforce Service locations.

These services are provided at no cost and are available to job seekers who are legally entitled to reside and work in the United States. For more information, contact the local EDD Workforce Services office listed in the Government Pages of your telephone directory, or by calling EDD.

## **One-Stop Services**

Comprehensive One-Stop Career Centers provide access to a full range of services pertaining to employment, training and education, employer assistance, and guidance for obtaining other assistance. One-Stop Career Centers use varied strategies in providing the appropriate services to meet the needs of their customers. California's Workforce Services is an integral partner in the One-Stop Career Center system.

Information and county-by-county listings of all California One-Stop Career Centers and access points including addresses, phone numbers, and hours of operation can be accessed on the EDD Web site at [www.edd.ca.gov](http://www.edd.ca.gov), click the button: "EDD Are you looking for an office?" or from the "Jobs and Training" tab, select the "Jobs and Training" tab, and select "One Stop Career Center."

- **Core Services** are available and include, in part, labor market information, initial assessment of skill levels, and job search placement assistance.
- **Intensive Services** are available to eligible unemployed individuals who have completed at least one core service, but have not been able to obtain employment, or employed individuals needing additional services to obtain or keep employment that will lead to personal self-sufficiency.
- **Training Services** are available to eligible individuals who have met the requirements for intensive services and have not been able to obtain or keep employment. Individual Training Accounts are established to finance training based upon the individual's choice of selected training programs.
- **America's Service Locator** - If you need information about finding jobs and job training in your community, visit America's Service Locator on-line. Most of the services that may help you get back to work are available through your local One-Stop Career Center. The Toll-Free Help Line and America's Service Locator on-line can help you find the location of the center nearest you.



Local services that may be available include:

- Assessment and counseling
- Job search and placement assistance
- Information about local education and training providers
- Access to computers, telephones, and fax machines
- Toll-Free Help Line 1-877-US2-JOBS (1-877-872-5627)
- America’s Service Locator on-line at: [www.servicelocator.org](http://www.servicelocator.org).

## **DISABILITY INSURANCE AND PAID FAMILY LEAVE**

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California’s State Disability Insurance (SDI) program offers two types of benefits for California workers: Disability Insurance (DI) and Paid Family Leave (PFL). DI provides benefits to eligible workers who are unable to work as a result of pregnancy, or a non work-related injury or illness. PFL benefits are paid to eligible workers who need to take time off from work to care for a seriously ill family member or to bond with a new child. You cannot receive DI, PFL or UI benefits for the same period. You may obtain a DI or PFL claim form by calling the toll free telephone numbers below. You may also obtain a DI or PFL claim forms on EDD’s Internet Web site at [www.edd.ca.gov](http://www.edd.ca.gov).

### **EDD Disability Insurance (DI) Toll-Free Numbers:**

<b>English (Nationwide Toll-Free)</b>	<b>1-800-480-3287</b>
<b>Spanish</b>	<b>1-866-658-8846</b>
<b>TTY (Non Voice)</b>	<b>1-800-563-2441</b>

When calling via the California Relay Service (711), please provide the Disability Insurance Number (1-800-480-3287) to the operator.

### **EDD Paid Family Leave (PFL) Toll-Free Numbers:**

<b>English (Nationwide Toll-Free)</b>	<b>1-877-238-4373</b>
<b>Spanish</b>	<b>1-877-379-3819</b>
<b>Cantonese</b>	<b>1-866-692-5595</b>
<b>Vietnamese</b>	<b>1-866-692-5596</b>
<b>Armenian</b>	<b>1-866-627-1567</b>
<b>Punjabi</b>	<b>1-866-627-1568</b>
<b>Tagalog</b>	<b>1-866-627-1569</b>
<b>TTY (Non Voice)</b>	<b>1-800-445-1312</b>

When calling via the California Relay Service (711), please provide the Paid Family Leave Insurance number (1-877-238-4373) to the operator.

## **OTHER IMPORTANT INFORMATION**

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### **Child Support Intercept**

If you are delinquent in paying a child support obligation that has been filed with a court, we will withhold 10 to 25 percent of your weekly UI benefits, depending on your support order. The money will be sent to the Department of Child Support Services Local Child Support Agency that is enforcing the child support order. If you have child support obligations in more than one county, the money deducted from your benefits will be apportioned to the counties in which your support obligations exist. If you have questions about child support deductions or the distribution of the money, contact the agency office indicated on the notice you received advising you that child support deductions will be withheld from your unemployment benefits.

### **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 a UI claim may have identity or imposter issues, you may receive a Request for Identity Verification, DE 1326C requesting you to submit documents to validate the identity information provided when you filed for UI benefits. The Department will contact employer(s) and governmental entities to verify the documents and any information you supply.

To report UI fraud visit the EDD Web site at [www.edd.ca.gov](http://www.edd.ca.gov) and go to Ask EDD (directions inside front cover), or call EDD's toll-free Fraud Hotline at 1-800-229-6297.

To learn more 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 EDD's Web site under Forms and Publications.

## **Verification of Right to Work**

The Immigration Reform and Control Act of 1986 requires EDD to review the citizen or alien status of all UI claimants. When you file a claim or reopen your present claim, we must ask you to declare, under penalty of perjury, whether you are a citizen or national of the United States, or an alien in a satisfactory immigration status. Satisfactory immigration status means that you are lawfully residing in the United States and are legally authorized to work.

If you are not a United States citizen, you will be asked to provide proof of your immigration status and work authorization.

This may include, but is not limited to:

- Your alien registration card, or
- Other document(s) issued by the United States Citizenship and Immigration Services (USCIS), or
- Any document(s) you consider to be proof of your satisfactory immigration status.

The document(s) you present will be verified with USCIS. You will also be asked to make a declaration about your citizenship or immigration status during the period you earned the wages on which your claim is based.

Alien claimants must show continuing work authorization from the USCIS. The documents must be presented to the EDD before the expiration date. Once the work authorization has expired and the EDD has no evidence that the work authorization has been extended, the EDD can no longer pay benefits. Benefits will be denied from the expiration date until the extension document is provided.

Whether you are a citizen, national, or alien, you must be ready and able to establish your right to work when you are hired. You may be denied benefits for any week in which we find that you are unable to establish your right to work in the United States.

## **Verification of Social Security Account Number**

The EDD may require you to verify your social security account 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 EDD a copy of your complete 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 Web site at [www.ssa.gov](http://www.ssa.gov), look under "Contact Us" or in your local telephone book in the Federal Government listing under "Social Security Administration."

All recipients of unemployment benefits are also required to supply their California Driver's License or Identification number (DL/ID #), if available. The Department of Motor Vehicles (DMV) verifies the DL/ID # for identification, integrity and security of the UI program.

### **Confidentiality**

Although federal and state laws prohibit the revealing of information about your employment and your UI claim to your spouse, relatives, friends, non-interested parties, and private interest groups, federal legislation requires that such information be made available to state and federal Welfare, Medical Assistance, Food Stamps, Housing, and Child Support Enforcement agencies. Maintaining the confidentiality of your personal information is the responsibility of all agencies using the information.

## **Privacy Act Statement**

The Privacy Act of 1974 requires that you be furnished this statement because you are asked to provide your SSN when filing a UI claim. Your SSN is requested under the authority of the Internal Revenue Code of 1954 (26 U.S.C. 85, 6011(a), 6050B, and 6109(a)). Disclosure of your SSN for this purpose is mandatory. Should you decline to disclose your SSN, your claim for UI benefits will not be processed. Your SSN will be used (1) to process your claim and determine your eligibility for UI, (2) to report your unemployment benefits to the Internal Revenue Service (IRS) as income, (3) for statistical purposes, and (4) for cross matching by public assistance agencies or other governmental entities in the official performance of their duties.

## **Internet Claim Filing**

File or reopen your UI claim the fast and easy way using eApply4UI, EDD's Internet application. eApply4UI is reliable and secure, and is available in English or Spanish, 24 hours a day. Access eApply4UI on the Internet at [www.edd.ca.gov/eapply4ui](http://www.edd.ca.gov/eapply4ui).

You may also file or reopen your UI claim by mail or fax, using the paper application on EDD's Web site at [www.edd.ca.gov](http://www.edd.ca.gov), Unemployment, Filing a Claim, UI Application, DE 1101I. Print out the application, hand write your answers and mail or fax it to EDD for processing.

## **Other Internet Services**

Access EDD's home page at [www.edd.ca.gov](http://www.edd.ca.gov) to learn more about services the Department provides. You will find answers to Frequently Asked Questions (FAQs) on our Web site. If you have a question that is not addressed in our Frequently Asked Questions section or elsewhere on this Web site, or would like to report fraud, please contact EDD through Ask EDD (see inside front cover for directions). To help us answer your question, please include as much information as possible. Your personal information (e.g., Social Security Numbers) will be maintained in a fully secure environment.

## **Telephone Services**

Many EDD services can be accessed by telephone. The Interactive Voice Response System (IVR) provides general information 24 hours a day and information about your check Monday through Saturday,

6 a.m. until midnight, and Sunday from 6 a.m. to 9 p.m., Pacific Standard Time. Unemployment Insurance check information includes the date your last check was issued, the amount paid, and period of time paid. To access your check information, you will be asked to enter your SSN and a personal identification number, called a PIN on your telephone keypad. You will establish your PIN the first time you use the IVR to access your check information. The EDD's IVR provides step-by-step instructions to guide you to services you want, in English and Spanish. For faster access to check information, it is best to call outside of regular business hours.

The Customer Service Representatives at the Information Call Centers are available to assist you with questions regarding missed appointments, appeals, overpayments, and UI claim Information, Monday through Friday, 8 a.m. to 5 p.m., Pacific Standard Time.

Monday and Tuesday are usually our busiest days. For faster service, call us Wednesday or Thursday to file your claim or to inquire about your claim. You must, however, call by Friday of the week in which you become unemployed to receive credit for that week.

Outside California: If you reside in another state and your UI benefit claim is against California (California is the state paying the benefits to you), the same telephone services as described above are available to you.

For information on employment services in your state, check the Government Pages of your local telephone directory under State Government Offices or your State's Web site. Remember that other states have different names for their employment services. In some states the local employment service may contact you directly about job registration and job search services. It may be mandatory that you register for work to receive unemployment benefits.

### **Telephone Services for the Deaf, Hard of Hearing, and Speech-Disabled**

Deaf and hard of hearing customers can call EDD direct on TTY to file for unemployment benefits or get current information on their unemployment claim. TTY users and people with speech disabilities can also use the California Relay Service (CRS) to contact EDD. Provide the relay service with the EDD phone numbers on the inside cover of this handbook.

**TTY (Non Voice) 1-800-815-9387**  
**Between 8 a.m. to 5 p.m. Pacific Standard Time**  
**Monday through Friday**

**NOTE:** The TTY 800 number does not accept voice calls.

## **Federal Income Tax and Unemployment Insurance Benefits**

Unemployment Insurance (UI) is taxable income and must be reported on your federal income tax return. The EDD will mail you a form 1099G that states the amount of benefits paid to you during the previous year. The 1099G forms should arrive by January 31. If you do not receive the 1099G forms, you may request a duplicate by:

Calling: 1-866-401-2849 or

Write to: EDD, Insurance Accounting Division MIC 16A,  
P. O. Box 2408,  
Rancho Cordova, CA 95741-2408.

Be sure to include your full name, Social Security Number, mailing address, and the year for which you are requesting a duplicate 1099G.

If you have questions regarding your tax liability of UI benefits, contact the Internal Revenue Service (IRS) toll-free number 1-800-829-1040.

## **Voluntary Federal Income Tax Withholding**

You may request that federal taxes be withheld from your benefit checks. This option is strictly voluntary; you are not required to have taxes withheld from your benefits. Some important points to consider when you make this choice:

- Unemployment compensation is subject to federal income tax. Annually, the EDD will report your benefits to the IRS.
- Requirements exist pertaining to estimated tax payments. Failure to pay required estimated income tax might result in federal income tax penalties.
- If you elect to have federal income taxes withheld, the adjusted weekly benefit amount is your weekly benefit amount minus deductions due to wages earned, illness, or certain other reasons.



**STATE OF CALIFORNIA**

**LABOR AND WORKFORCE DEVELOPMENT AGENCY**

**EMPLOYMENT DEVELOPMENT DEPARTMENT**

EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Requests for services, aids, and/or alternate formats need to be made by calling the information numbers listed in this booklet.