



**FOR YOUR BENEFIT**

# **CALIFORNIA'S PROGRAMS FOR THE UNEMPLOYED**

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

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

**FOR YOUR BENEFIT**

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

You may also learn more about services provided by the Department by accessing the EDD home page at [www.edd.ca.gov](http://www.edd.ca.gov). You may submit questions electronically through “Contact EDD” located at the bottom of the EDD home page.

**Unemployment Insurance..... 2**  
Unemployment Insurance provides income to workers who become unemployed through no fault of their own and other work is not available.

**Disability Insurance..... 15**  
Disability Insurance (DI) is a component of the State Disability Insurance (SDI) Program and provides benefits to eligible workers experiencing a loss of wages when they are unable to perform their regular or customary work due to a non-work-related illness or injury, pregnancy or childbirth.

**Paid Family Leave..... 17**  
Paid Family Leave (PFL) is a component of SDI and provides benefits to individuals unable to work because they need to care for a seriously ill family member or bond with a new minor child.

**Workforce Services ..... 18**  
The EDD’s Workforce Services helps job seekers find suitable employment.

## **UNEMPLOYMENT INSURANCE**

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

### **WHO SHOULD FILE**

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

- Physically able to work.
- Actively seeking work.
- Ready to accept work.

### **WHEN TO FILE**

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

### **WHAT YOU NEED TO FILE**

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

- Your name, address, telephone number, birth date, and social security number (SSN).
- Your last employer's name, address, telephone number, and last date worked.
- The specific reason you are no longer working.
- Your citizenship status, and if applicable, your alien registration number and date of expiration.
- Driver's license number or state issued identification card number.
- Past work records and dates worked including the names, dates of work and wages earned for all of your employers for the last 18 months, including employers in other states.

**NOTE:** Your last employer's name and address are very important; regardless of how long you worked for this employer or whether this last job was in your usual line of work.

### **PENALTIES**

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 benefits each week claimed.

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

### **HOW TO FILE**

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

- **ON-LINE**

File on-line with eApply4UI – the fast, easy way to file a UI claim! Available in English and Spanish, you can file a new claim, reactivate an existing claim, or file for extended benefits (when these benefits are available) using eApply4UI. It is secure, reliable, and available 24 hours a day. Access eApply4UI on EDD's Web site at <https://eapply4ui.edd.ca.gov>.

- **TELEPHONE**

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

**EDD Telephone Numbers:**

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

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

The Interactive Voice Response (IVR) System provides general information 24-hours a day and information about your payment Monday through Saturday, 6 a.m. until midnight, and Sunday from 6 a.m. to 9 p.m., Pacific Standard Time. The UI payment information includes the date your last payment was issued, the amount paid, and period of time paid.

To access your payment information you will be asked to enter your SSN and Personal Identification Number (PIN), on your telephone keypad. You will need to establish your PIN the first time you use the IVR to access your payment information. The EDD's IVR System provides step-by-step instructions to guide you to services you want, in English and Spanish. **For faster access to payment information, call the automated toll-free Self-Service number at 1-866-333-4606 24 hours a day, 7 days a week, including holidays.**

- **MAIL OR FAX**

File a UI Application by mail or fax by accessing the application on-line at [www.edd.ca.gov/Unemployment](http://www.edd.ca.gov/Unemployment). An application for UI can be filled out on-line and printed, or printed and completed by hand. Mail or fax your UI application to an EDD office for processing.

### **FRAUD PREVENTION AND DETECTION**

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

For more information about what steps you can take to protect your identity and prevent imposter fraud, download the *Protect Your Identity and Stop Unemployment Insurance Imposter Fraud* (DE 2360EE) brochure from EDD's Web site at [www.edd.ca.gov/pdf\\_pub\\_ctr/de2360ee.pdf](http://www.edd.ca.gov/pdf_pub_ctr/de2360ee.pdf).

To report UI fraud, submit a Fraud Reporting Form on-line from EDD's Web site: <https://eapply4ui.edd.ca.gov/eddcomm/frmFraudStart.htm> or call EDD's toll-free Fraud Hotline at 1-800-229-6297.

### **TYPES OF CLAIMS**

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

#### **You will file:**

- A regular California claim if you worked in California in a job covered by the Unemployment Insurance law even if you now reside outside California.
- A federal or military claim if your employment was in civilian work for the federal government or as a member of the Armed Forces (benefit costs are paid from federal funds).
- An interstate claim if you worked and had earnings in a state other than California in the last 18 months. You may contact that state,

District of Columbia, or Canada directly by telephone or on the Internet to file your claim. If you worked in Puerto Rico or the Virgin Islands, you may contact California's toll-free number to file your claim.

- A combined wage claim if you have earnings in two or more states in specified time periods. This type of claim could increase your UI benefits.

**BEGINNING DATE OF CLAIM**

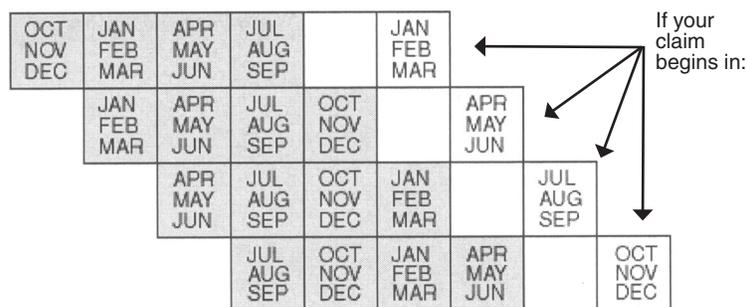
The benefit year of your claim begins on the Sunday of the week in which you file and ends Saturday, 52 weeks after you filed. Weekly benefits may be claimed and paid until the balance runs out or until the claim ends, whichever comes first.

Normally, you cannot file another claim until the benefit year of the first claim ends, even though you have received all of your benefits and are still unemployed.

**HOW YOUR BENEFITS ARE DETERMINED**

Your weekly benefit, called the Weekly Benefit Amount and the total amount in your claim, called your Maximum Benefit Amount, are both based on the amount you earned in the Base Period of your claim. Your Base Period is a 12-month period of time. Each Base Period has four quarters of three months each. Your Base Period is the first four of the last five quarters from the time you file a new claim. For information on what your Base Period may be when you file your claim, refer to the chart below:

The shaded area is your base period The unshaded area is the month you filed your claim



**How MUCH UI PAYS**

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

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

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

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

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

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

### **WAITING PERIOD**

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

Do not wait to file because the waiting period is not paid. The waiting period cannot begin until the claim is filed.

### **PAYMENTS**

- You must meet eligibility requirements.
- You must submit weekly claim forms showing you meet the eligibility requirements.
- Payments are issued after the week (or weeks) has ended and your completed claim form is received.
- No payments are made in advance.
- The first payment on a new California claim will usually be issued within three weeks after filing.
- For interstate claims, first payment will be issued about two to three weeks after the other state receives your claim.
- You will normally be paid by mail every two weeks.

### **REPORTING EARNINGS**

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

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

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

### **PART-TIME WORKERS**

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

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

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

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

### **ELIGIBILITY**

When you file a UI claim, EDD will ask you a number of questions to determine your eligibility to receive benefits. The weekly claim forms also contain eligibility questions. When it appears that you may not meet the eligibility requirements of the law, a special interview is scheduled.

### **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 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 SSA's Web site at <http://www.ssa.gov/reach.htm>, or in your local telephone book in the Federal Government listings under "Social Security Administration."

### **FACT FINDING**

Your last employer is notified when you file a claim. Also, any employer who contributed to your unemployment claim is notified when you receive your first payment. An employer is required by law to furnish EDD any information affecting your right to receive benefits.

### **TELEPHONE INTERVIEWS**

The EDD will contact you when there is a question of eligibility on your claim if you:

- Quit your last job.
- Were fired from your last job.
- Did not have child care.
- Are unable to work during normal working hours.
- Are attending school during normal working hours.
- Did not have transportation.
- Did not look for work.
- Worked and/or earned wages that may reduce your benefits.
- Are receiving a pension.
- Are receiving workers' compensation.
- Are out of work due to a lockout or a strike.
- Mailed in a claim form late.
- Filed a claim late.
- Refused a job.
- Gave incorrect information or withheld information.
- Failed to participate in re-employment services.
- Are a school employee filing a claim during a recess period.
- Are a professional athlete filing a claim during the off season.

If we schedule a telephone interview, we will call you at the scheduled interview date and time. You have the right to request more time if you need to get more information, contact witnesses, or obtain the advice of a representative. If the interview involves an employer, we may contact the employer for additional information.

The interviewer will ask you questions. We record this information and use it to make a decision. If you are eligible, we mail your payment for the week in question. If we deny your benefits we will mail you a notice. The notice advises you of the reason for our decision and gives you appeal rights.

**IMPORTANT:** If EDD schedules a telephone interview, you must mail in your weekly claim form. We cannot pay benefits until we receive your claim form.

### **APPEALS**

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

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

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

If you are not satisfied with the administrative law judge's decision, you may appeal to the California Unemployment Insurance Appeals Board. Your rights to further appeal will be explained in the written decision that will be mailed to you.

### **CANCELLING A CLAIM**

You have the option of cancelling a regular California UI claim after you have been mailed your UNEMPLOYMENT INSURANCE AWARD notice. You can only cancel a UI claim if no benefits have been paid, no notice of disqualification has been mailed to you, and/or no overpayment has been established on the claim. If a claim is cancelled, that claim cannot be reopened, but you can file a new claim with a later date. If the original claim is not cancelled, another California claim cannot be filed for 52 weeks.

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

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

### **WORKERS NOT COVERED**

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

- Minor children employed by their parents.
- Parents employed by their children.
- Husbands and wives employed by each other.
- Certain state-licensed salespersons paid only commissions.
- Caddies and jockeys.
- Persons enrolled and regularly attending classes at the school or educational institution where employed.

- A student's spouse who is working for an educational institution in an employment program provided for the purpose of financially aiding the student.
- Elected Officials.

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

### **ELECTIVE COVERAGE**

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

### **PENSION OR RETIREMENT PAY**

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

### **CHILD SUPPORT OBLIGATIONS**

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

### **EXTENDED BENEFITS**

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

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

### **TAXATION OF BENEFITS**

The Federal Tax Reform Act of 1986 provides for federal taxation of all Unemployment Insurance benefits received after December 31, 1986. You may request that federal income taxes be withheld from your UI benefit payment. You will be given the option on each claim form. Your choice remains in effect only until you send in your next claim form. The option is strictly voluntary; you are not required to have taxes withheld from your benefits. The EDD will provide an annual statement, DE 1099, to each individual that shows total benefits paid and total federal taxes withheld

during the year. The EDD will mail you the 1099G form that states the amount of benefits paid to you during the previous year. The 1099G form should arrive by January 31. If you do not receive the 1099G form, you may request a duplicate by calling 1-866-401-2849. Individuals who may owe income tax must pay any amounts due upon filing their tax returns. If you have any questions regarding your tax liability, contact the Internal Revenue Service.

## **SPECIAL PROGRAMS**

- **California Training Benefits (CTB):** This program allows eligible UI recipients to retrain for new occupations while receiving their benefits. Individuals approved for CTB training do not have to: look for work, be available for work, or accept suitable work. For more information, visit our Web site at [www.edd.ca.gov/Unemployment](http://www.edd.ca.gov/Unemployment). On the right margin under “QUICK LINKS”, you will find more information in the “CTB Fact Sheet” and the “CTB Quick Tips.”
- **Training Extension Claims:** An extension of CTB training benefits may be available beyond your regular UI claim while you are in approved training. To be eligible for extended training benefits, you **must** ask for information about CTB or apply for CTB training approval **with EDD** no later than the **16<sup>th</sup> week** of UI benefits paid. If your UI claim award is 16 weeks or less, you must ask for information or apply before you receive the **last** UI benefit payment. To file an extended training benefits claim, call EDD or file on-line by visiting EDD’s Web site at [www.edd.ca.gov](http://www.edd.ca.gov).

You may select a training program on your own, if approved by EDD, or attend Workforce Investment Act (WIA), Employment Training Panel (ETP), CalWORKS or Trade Adjustment Assistance funded training and continue to receive weekly UI benefits.

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

- **Workforce Investment Act Programs (WIA):** If you are out of work and need job training, or if you need to brush up on existing skills, WIA programs may be able to help you. California’s WIA services are provided through the One-Stop Career Centers, under the policy guidance of the Local Workforce Investment Boards. The WIA offers education and job skills training programs for economically disadvantaged adults and youth. Special training and skills upgrade programs are available for workers who are out of work because of plant closures or work force reductions, and summer programs for youth to help them stay in school.

- **Employment Training Panel (ETP):** If you are claiming UI Benefits, or have exhausted such benefits and are unemployed, or you are likely to lose your job because your employer plans to reduce operations, you may be eligible for ETP approved training. View the ETP Web site at [www.etp.ca.gov](http://www.etp.ca.gov) for a list of currently-funded training opportunities.
- **Disaster Unemployment Assistance (DUA):** These benefits are available to individuals whose work or self-employment is interrupted by a disaster. Claims may be filed following an EDD announcement that Disaster Benefits are available.
- **Trade Adjustment Assistance (TAA)/Alternative Trade Adjustment Assistance (ATAA):** The TAA program is a federally funded program that provides training and training related benefits and services to those workers certified by the U.S. Department of Labor (DOL) as having lost their jobs, or had their hours and wages reduced, as a result of increased imports from, or a shift in production to, a foreign country. The ATAA program is for older workers eligible to apply for the TAA program who return to work within 26 weeks of their layoff from affected employment.
- **Work Sharing Benefits:** You may be eligible for Work Sharing benefits if your employer has a Work Sharing plan that has been approved by EDD. To participate in Work Sharing, your employer must reduce your weekly hours and wages by a minimum of 10 percent. You receive the percentage of your weekly benefit amount proportionate to the hour and wage reductions.
- **Railroad Unemployment Benefits:** Railroad workers may claim benefits under the U.S. Railroad Unemployment Insurance Act. To file a claim, go to the Web site [www.rrb.gov/mep/ben\\_services.asp](http://www.rrb.gov/mep/ben_services.asp) or call the toll-free number at 1-877-772-5772.

## STATE DISABILITY INSURANCE

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

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

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

### **ARE YOU COVERED BY STATE DISABILITY INSURANCE?**

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

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

### **FILING YOUR DISABILITY INSURANCE CLAIM**

- Obtain a claim form from any public EDD office. You may call the DI toll-free number and request a form be mailed to you. Your medical provider, hospital, or employer may have a claim form, or you may obtain a form through EDD's Web site at [www.edd.ca.gov](http://www.edd.ca.gov).
- The *Claim for State Disability Insurance (SDI) Benefits* provides you with instructions for completing the claim form. It is very important to include your social security number and sign and date the claim form. Please print your information clearly and review it for completeness and accuracy. If you need help in completing the form, call the DI toll-free number for assistance.
- Give the claim form to your medical provider to complete the "Doctor's Certificate."
- Your claim must be mailed within 49 days from the first day you become disabled to be timely. If your claim is submitted later than 49 days, you may lose benefits for the number of days that the claim is late unless you can establish "good cause" for late filing. To establish good cause, attach a detailed explanation to your claim form telling DI why it is late.

### **HAVE YOU HAD EXCESS STATE DISABILITY INSURANCE TAX WITHHELD?**

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

### **IF YOU NEED MORE INFORMATION**

Visit EDD's Web site at [www.edd.ca.gov](http://www.edd.ca.gov). For the SDI pages, select "Disability Insurance." Or you may call one of the following numbers.

### **EDD DISABILITY INSURANCE TOLL-FREE NUMBERS**

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

### **PAID FAMILY LEAVE**

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

Deductions for Paid Family Leave coverage began January 1, 2004.

### **ARE YOU COVERED BY PAID FAMILY LEAVE?**

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

### **HOW DO YOU FILE A PAID FAMILY LEAVE CLAIM?**

Obtain a claim form from any public EDD office. You may call the PFL toll-free number and request a form be mailed to you. Medical providers, hospitals, or employers may have a claim form, or you may obtain a form through EDD's Web site at [www.edd.ca.gov](http://www.edd.ca.gov).

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

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

### **IF YOU NEED MORE INFORMATION**

Visit EDD's Web site at [www.edd.ca.gov](http://www.edd.ca.gov) and select "Paid Family Leave."  
Or you may call one of the following numbers.

### **EDD PAID FAMILY LEAVE TOLL-FREE NUMBERS**

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

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

### **Workforce SERVICES**

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

#### **JOB LISTINGS**

Using CalJOBS<sup>SM</sup>, EDD's on-line job and résumé bank, job seekers can access thousands of job listings 24 hours a day, 7 days a week. Job seekers can create a résumé on-line and if qualified, refer themselves to employers for consideration. CalJOBS<sup>SM</sup> is simple to use and can be used at the office, at home, or from any location with Internet access.

#### **JOB SEARCH ASSISTANCE**

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

#### **SPECIAL PROGRAMS AND SERVICES**

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

##### **Deaf and Hard of Hearing Program**

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

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

**Experience Unlimited Program**

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

**Intensive Services Program**

Provides personalized job search services to individuals who need special assistance with finding a job, including clients referred by other agencies, public assistance recipients (CalWORKS, General Assistance, or Food Stamps), people with disabilities, dislocated workers, non-English speaking persons, high school drop-outs, older workers, migrant and seasonal farm workers, foster youths, ex-offenders, and persons who are economically disadvantaged. Fidelity bonding is available at no cost.

**Jobs for All Program**

Provides coordinated, one-on-one employment-related services, and job retention assistance to individuals who have disabilities. Services include job search assistance, job development, referral to education and training opportunities, referral to supportive services, accommodations, and follow-up services.

**Migrant and Seasonal Farmworkers and Food Processing Workers**

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

**Veterans Services Program**

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

**Youth Employment Opportunity Program**

Provides special services to youth, ages 15 to 21, to assist them in achieving their educational and vocational goals. Services include peer advising, referrals to supportive services, workshops, job referrals and placement assistance, and referrals to training and community outreach efforts.

### **WHERE TO GET HELP**

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



**STATE OF CALIFORNIA**

**LABOR AND WORKFORCE DEVELOPMENT AGENCY**

**EMPLOYMENT DEVELOPMENT DEPARTMENT**

This publication is available on EDD's Web site at  
***[http://www.edd.ca.gov/pdf\\_pub\\_ctr/de2320.pdf](http://www.edd.ca.gov/pdf_pub_ctr/de2320.pdf)***

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.