Employment Development Department
State of California

Support Californians need for times like these.

Paid Family Leave

A guide for community counselors to assist Californians in need.

PFL Support Californians need for times like these.
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Paid Family Leave

Paid Family Leave at a Glance

The Employment Development Department (EDD) is committed to helping Californians balance the demands of the workplace and family care needs at home. The Paid Family Leave (PFL) program, a component of State Disability Insurance (SDI), minimizes financial hardships and supports individuals when they need time off work to care for a loved one. This guide was developed to help you assist your customers when they need support for times like these.

What is Paid Family Leave (PFL)?

PFL is an insurance program administered by the EDD. It provides individuals a portion of their paycheck for up to six weeks when they need time off for one of the following:

- To care for a family member with a serious health condition.
- To bond with a new baby or child in the family (e.g., adoption or foster care).

Who pays for PFL?

PFL is funded by workers. Most workers who pay SDI taxes ("SDI" on their pay stub) are eligible for PFL.

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How does PFL work?

Individuals are eligible for up to six weeks of PFL which can be taken all at once, or broken up during a 12-month period. But the leave must be used within a 12-month period.

Example:

Parents (individual, spouse, or registered domestic partner) may take four weeks of PFL when a baby is born, and later in the year, take another two weeks to help the baby transition to a new caregiver.

What is the PFL benefit amount?

PFL pays individuals about 55 percent of their weekly wage, up to a maximum cap.

Who can be cared for under PFL?

Individuals can provide care for their child, parent, parent-in-law, grandparent, grandchild, sibling, spouse, or registered domestic partner.

What is a "serious health condition"?

A "serious health condition" is an illness, injury, impairment, or physical or mental condition that requires:

- A stay in a hospital, hospice, or residential care facility.
- Continuing treatment by a doctor or other "health care professional".

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Does PFL provide job protection?

PFL does not provide job protection. Individuals should ask their human resources office first about job protection before using PFL.

Individuals may qualify for the leave programs below that provide job protection and can be taken concurrently with PFL.

- The Family and Medical Leave Act (FMLA)
  www.dol.gov/whd/fmla/
- The California Family Rights Act (CFRA)
  www.dfeh.ca.gov/Publications_CFRADefined.htm
- The Fair Employment and Housing Act (FEHA)
  www.dfeh.ca.gov/Publications_StatLaws_PregDiscr.htm
  The FEHA is not taken concurrently with PFL, but may provide job protection during leave for pregnancy disability, childbirth, or a related medical condition.

How does an individual apply for PFL?

Individuals can apply for PFL benefits online or by mail. Applying online is faster. Individuals should submit their claim no earlier than nine days, but no later than 49 days, after the first day that family care leave began.

To apply for PFL online, individuals will need to:

- Visit the SDI Online Web page at
  www.edd.ca.gov/Disability/SDI_Online.htm.
- Follow the instructions to register for an SDI Online account.
- After registering, select "File a New Claim".

To apply for PFL by mail, individuals must fill out the paper application, *Claim for Paid Family Leave (PFL) Benefits*, DE 2501F, and submit it to the EDD. It is available in English and Spanish (Spanish version includes English form with Spanish instructions).

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To obtain a PFL claim form, individuals will need to do one of the following:

- Visit an SDI office. A list of locations is available at **www.edd.ca.gov/Disability/Contact_SDI.htm**.
- Call the PFL toll-free number, 1-877-238-4373, and ask for a claim form to be mailed to them. Representatives are available in English, Spanish, Cantonese, Vietnamese, Armenian, Tagalog, and Punjabi.
- Request a claim form online by visiting **www.edd.ca.gov/Forms/**.

What information do individuals need to apply for PFL?

The following information will be needed:

- Name of employer.
- Date of last day worked before leave is taken.
- Information about the person that will be cared for.
- If bonding with a new child, an individual will need the birth certificate, hospital discharge record, declaration of paternity, or other official form (adoption or foster forms).
- If caring for a sick family member, a health care provider will have to verify the illness. The health care provider must fill out a certificate, Part D of the DE 2501F**.**

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The EDD generally processes properly completed claims and issues payments within two weeks after receipt.

A properly completed claim for PFL bonding includes:

- Part A – Statement of Claimant, Part B – Bonding Certification, and supporting documentation or evidence of the relationship.

A properly completed claim for PFL care includes:

- Part A – Statement of Claimant, Care Recipient's Authorization for Disclosure of Personal-Health Information, Part C – Statement of Care Recipient, and Part D – Doctor's Certification.

The first seven days of a claim are a non-payable waiting period, except for new mothers transitioning from a Disability Insurance (DI) pregnancy claim to a PFL bonding claim. If the claimant meets all eligibility requirements, benefits are authorized and paid via the EDD Debit Card℠.

For a list of PFL FAQs that may further assist you and your customers, visit **http://www.edd.ca.gov/Disability/FAQs.htm**.

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Relationship between PFL and DI Benefits

Some customers who receive DI benefits due to a non-work-related injury, illness, pregnancy, or childbirth, may be eligible or have a family member that may be eligible for PFL benefits. For example:

A mother receiving DI benefits due to pregnancy or childbirth may transition from her DI claim to PFL for bonding. If this is the case, she will automatically be sent a *Claim for Paid Family Leave (PFL) Benefits—New Mother,* (DE 2501FP), when her pregnancy-related DI claim ends. There is no additional seven-day waiting period for a PFL claim to bond with a newborn when the PFL claim follows the DI pregnancy-related claim.Their spouse or domestic partner may also be eligible to receive PFL benefits for bonding with the new child within 12 months of the birth.

Or, an individual receiving DI benefits may require care due to their disability, and their family member may be eligible to receive PFL benefits to take time to provide that care.

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PFL Forms

PFL forms are available for you and your customers. Many can be viewed, printed, and/or ordered online at no cost at **www.edd.ca.gov/Forms/**. Forms may also be ordered by calling the PFL toll-free number at 1-877-238-4373. Available forms include:

Claim for Paid Family Leave (PFL) Benefits, (DE 2501F). This is the claim form for individuals who need to apply for PFL benefits. This form is available in English and Spanish (Spanish version includes English form with Spanish instructions).

Paid Family Leave Brochure, (DE 2511). This brochure provides information on PFL benefits. Employers are required to provide this brochure to new employees or employees who notify their employer that they may need to file a claim. This brochure is available in English, Spanish, Vietnamese, Cantonese, Tagalog, Mandarin, Armenian, and Punjabi.

Paid Family Leave at a Glance, (DE 8519). This information sheet provides common questions that your organization may use to quickly reference when answering questions about PFL. It can also be distributed to your customers.

Contacting the EDD

Your customers may use the following methods to contact the EDD to learn more about PFL benefits or to ask questions about their PFL claim.

Ask EDD

Ask EDD is an online service that assists individuals get the information they are looking for quickly. Ask EDD is available at: **https://askedd.edd.ca.gov/asp/frmEDDCOMM.aspx**.

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To assist the EDD in providing a prompt response, your customer should select the appropriate category (e.g., Paid Family Leave or Disability Insurance), sub-category (e.g., Payments), and topic (e.g., Where is my payment?), and include as much information as possible on the electronic form. Please assure your customers that all information (e.g., claim identification number) is maintained in a fully-secure environment.

SDI Online

Individuals may send a message using their SDI Online account. Once logged into SDI Online, individuals should select the Claim ID link on the home page to submit an inquiry.

Paid Family Leave and Disability Insurance Offices

Individuals may visit a PFL or DI office to obtain a claim form, receive benefit information, and speak to a representative. Staff are available from 8 a.m. to 5 p.m. (PT), Monday through Friday, except for state holidays. Visit **www.edd.ca.gov/Disability/Contact_SDI.htm** for office locations.

Phone

The SDI automated phone information system is available 24 hours a day. Individuals may access individual benefit payment and general PFL information; request a claim form or copy of their payment history; and receive SDI Online assistance. Staff are available from 8 a.m. to 5 p.m. (PT), Monday through Friday, except on state holidays.

The PFL toll-free number is 1-877-238-4373. In addition to English, representatives are also available in Spanish, Cantonese, Vietnamese, Armenian, Tagalog, and Punjabi. TTY users can dial 711.

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Our Partnership

We hope you find the information in this guide valuable. For general PFL information and questions, call our toll-free number dedicated exclusively for California's community-based organizations at 1-855-423-8449. We ask that you do not provide this phone number to your customers. Should your customers have PFL or PFL claim questions, please direct them to the contact methods listed in this guide. You can also visit our Web page developed specifically for community-based organizations by visiting **www.edd.ca.gov/Disability**, and selecting Community Partners under the General Information heading.

We appreciate the role you play in your community, and want to do all we can to support you in your efforts.

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STATE OF CALIFORNIA

LABOR WORKFORCE DEVELOPMENT AGENCY

EMPLOYMENT DEVELOPMENT DEPARTMENT

The 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 1-866-490-8879 (voice). TTY users, dial 711.

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