



**REPORT TO THE CALIFORNIA LEGISLATURE**

## **Unemployment Insurance (UI) Data Dashboard**

**AS MANDATED BY ASSEMBLY BILL 107,  
STATUTES OF 2020**

**Prepared by the**

**EMPLOYMENT DEVELOPMENT DEPARTMENT**

**November 25, 2020**

**Report covering time period of March 1, 2020 through November 21, 2020**

## EXECUTIVE SUMMARY

In accordance with Assembly Bill (AB) 107, Statutes of 2020, to add and repeal Division 1, Part 1, Chapter 2, Article 1, Section 337 of the California Unemployment Insurance Code, hereafter referred to as the UI Code, the Employment Development Department (EDD) is pleased to present this report to the Legislature on the Unemployment Insurance (UI) Data Dashboard.

### A. REPORT DATA REQUIREMENTS

This legislative report will present bi-weekly UI program data from March 1<sup>st</sup>, 2020 through July 1, 2021, as required under Section 337 of the UI Code. The following statutorily required data elements are provided in this report:

1. The number of claims paid since March 1<sup>st</sup> 2020.
2. The number of claims found to be ineligible since March 1, 2020.
3. The number of claimants who have never certified for benefits and the number of claimants that have not provided wage information to qualify for a claim.
4. The number of claims pending Department resolution.
5. The number of phone calls entering the UI call centers, the number of unique callers, and the number of phone calls answered by staff in the prior two-week period.

### B. Background

As a result of historic-levels of unforeseen unemployment insurance services needed across the nation, the California EDD joins other states in experiencing unprecedented workload demands while maintaining a safe and healthy work environment to protect their own employees and serving the people of California during a pandemic brought on by the coronavirus (COVID-19). In just five months through the monumental efforts made by many dedicated employees, the EDD paid more than triple the total number of benefit payments made during the worst year of the Great Recession. But record-setting workload demands in conjunction with antiquated technological systems that were on the precipice of being modernized, and the requirement to quickly implement new federal programs under the Coronavirus Aid, Relief, and Economic Security (CARES) Act, caused the Department to delay the prompt filing and paying of much-needed unemployment benefits to many other Californians.

The UI Data Dashboard provides bi-weekly reporting of the Department's progress.

## C. Unemployment Insurance (UI) Data Dashboard

### Unemployment Insurance (UI) Data Dashboard

#### From March 1 – November 21, 2020

1. Claims paid <sup>1</sup>	9,503,103
2. Claims found to be ineligible <sup>2</sup>	646,096
3(a). Claimants who have never certified for benefits <sup>3</sup>	1,218,446
3(b). Claimants that have not provided wage information to qualify for a claim <sup>4</sup>	669,894
4. Claims pending Department resolution <sup>5</sup>	138,141

#### From November 08 – November 21, 2020

5(a). Phone calls entering the UI call centers <sup>6</sup>	4,659,316
5(b). Unique callers <sup>7</sup>	362,226
5(c). Phone calls answered by staff <sup>8</sup>	477,578

<sup>1</sup> Represents unique UI claims that were paid at least once during the reporting timeframe of March 1, 2020 through November 21, 2020. This may include multiple claims from the same applicant. This will include regular UI, Pandemic Unemployment Assistance (PUA), Pandemic Emergency Unemployment Compensation (PEUC) and Federal-State Extended Duration (FED-ED) benefits.

<sup>2</sup> Contains claims where the claimant was found disqualified from collecting benefits.

<sup>3</sup> Represents claimants that have weeks available on their claims but have not submitted a certification to the Department for benefits. Claimants receive multiple reminder emails, text messages, and paper forms on the requirements for submitting a bi-weekly certification to receive payment of benefits.

<sup>4</sup> Represents unique claimants with established claims but the EDD doesn't have enough in employer-reported wages to support eligibility for payment, and the claimant has not provided any further record of wages to consider for eligibility.

<sup>5</sup> Represents claims that the Department has received a certification form from the claimant but payment is in a pending status as the claim is under review for eligibility, pending wage investigation to establish a monetarily valid claim, and/or pending identity verification.

<sup>6</sup> Total inbound calls received from customers within the prior two week period of the report date. This does not represent unique customers due to multiple attempts to contact the centers.

<sup>7</sup> Total inbound calls received from *unique* customers within the prior two week period of the report date.

<sup>8</sup> Total calls answered by agents within the prior two week period of the report date.



**STATE OF CALIFORNIA**

**LABOR AND WORKFORCE DEVELOPMENT AGENCY**

**EMPLOYMENT DEVELOPMENT DEPARTMENT**