



October 2012 Summary (Updated on November 29, 2012)

California and the national economy are recovering from the severe recession. While demand for Unemployment Insurance (UI) benefits remains high compared to pre-recessionary levels, the overall UI claims and benefit levels are trending downward compared to the same period of time last year. The California Employment Development Department (EDD) has implemented several initiatives to increase access to UI services and continues to pursue enhancements to improve access to services.

This update provides information on UI claims data and an overview of EDD's ongoing efforts to improve services.

Federal UI Extensions

We are fast approaching the end of the federal extensions of UI benefits here in California. According to current federal law, **the last payable week ending date for all federal extensions is December 29, 2012.**

Earlier this year, the federal government had provided California and other high unemployment states up to 73 weeks of additional unemployment benefits through various tiers of federal extensions. The total extension benefits available have declined. As we get closer to the end of the year, the weeks of federal extensions will continue to wind down and most eligible unemployed workers will not qualify for any or all of the federal extensions. The majority of unemployed workers with a regular claim who qualified for 26 weeks of regular unemployment benefits, claimed full weeks of benefits since the start of their claims, and had no breaks in collecting benefits (i.e., returned to work) could anticipate the following extensions based on when their regular claim started:

- For regular claims that started **after mid-August 2012**, all unemployed workers will not qualify for any federal extension benefits when their regular claim ends.
- For regular claims that started **after February 2012**, the majority of unemployed workers may potentially qualify for up to 14 weeks in Tier 1 when their regular claim ends but not the maximum benefits available in Tiers 2-4.
- For regular claims that started **after October 2011**, the majority of unemployed workers may potentially qualify for up to 20 weeks in Tier 1 and up to 14 weeks in

Tier 2 when their regular claim ends but not the maximum benefits available in Tier 3 and Tier 4.

- For regular claims that started **after August 2011**, the majority of unemployed workers may potentially qualify for up to 20 weeks in Tier 1, up to 14 weeks in Tier 2, and up to 9 weeks in Tier 3 when their regular claim ends but not the maximum benefits available in Tier 4.
- For regular claims that started **after May 2011**, the majority of unemployed workers may potentially qualify for up to 83 weeks available in Tier 1-4 when their regular claim ends.

A breakdown of benefit filing deadlines is available on EDD's Web site at:

http://www.edd.ca.gov/Unemployment/Federal_Unemployment_Insurance_Extensions.htm

Fiscal Year (FY) 2013 Base Grant Allocation

On July 26, 2012, the United States Department of Labor released states' UI administrative grant allocations to operate the UI program. EDD's base allocation is \$345.7 million. This represents a reduction of approximately \$128.5 million, or 27 percent, of the requested amount to properly administer the UI program based on EDD's actual costs. This underfunding has led to reduced overtime hours and staff redirection from the UI Branch to other Branches within the EDD in order to avoid overspending in the UI program.

Additionally, the Personal Leave Program (PLP) 2012 is creating challenges to our service levels. Customers may experience more call blockage and so we highly encourage them to access the wealth of information we have on our EDD Web site as well as Facebook, Twitter and YouTube accounts and submit questions they may have online. The EDD continues to work diligently to improve services and to mitigate the underfunding and PLP impacts.

Here are some data highlights from October 2012:

Unemployment Rate

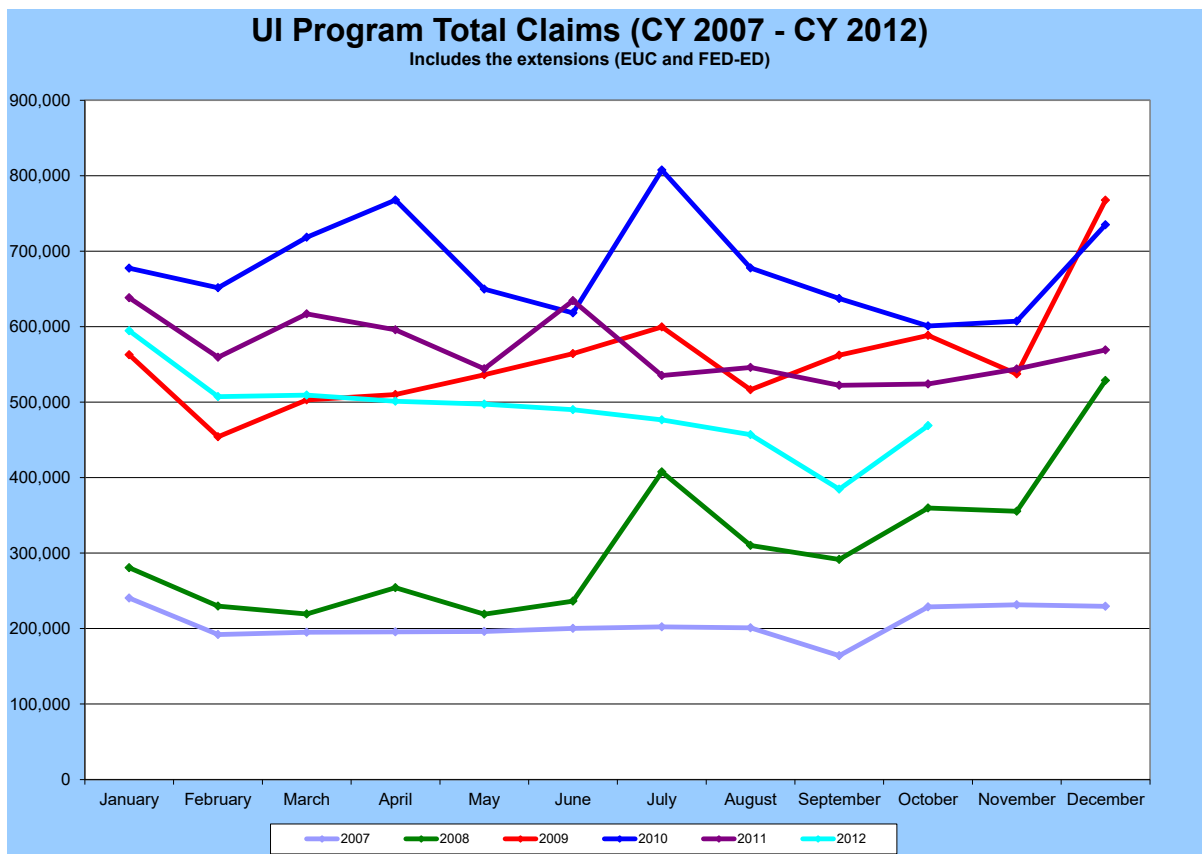
In October 2012, the unemployment rate remained high at 10.1 percent, a decrease of 0.1 percentage point from the September 2012 rate of 10.2 percent. The most recent data indicates that approximately 820,000 people are currently claiming UI benefits. (Note: The November 2012 unemployment rate will be announced December 21, 2012.)

- **Rate in October 2012 was 10.1 percent**
- **Rate in October 2011 was 11.5 percent**
- **Rate in October 2010 was 12.4 percent**
- **Rate in October 2009 was 12.1 percent**
- **Rate in October 2008 was 8.2 percent**
- **Rate in October 2007 was 5.7 percent**

UI Workload Comparison: October 2012 vs. October 2011

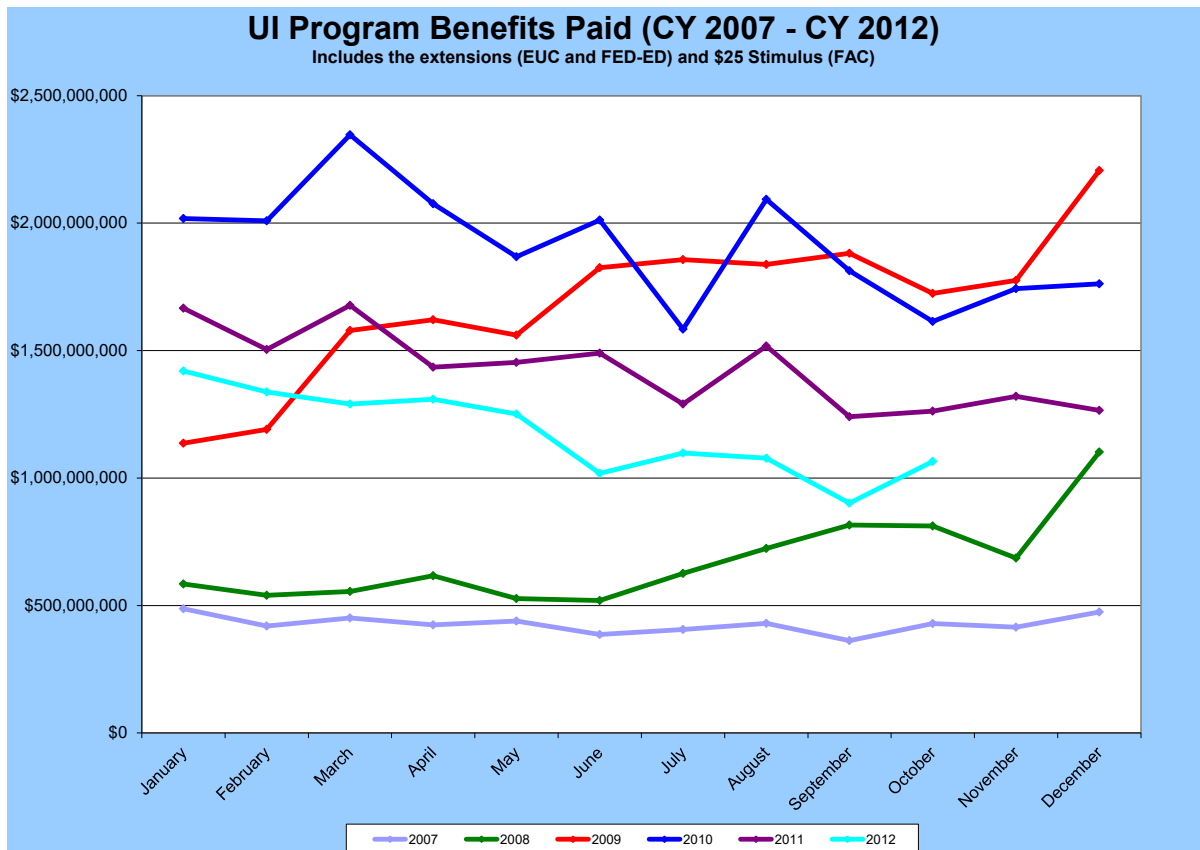
11 percent decrease in total claims processed

- October 2012: 468,883 total claims processed, including extensions
- October 2011: 523,986 total claims processed, including extensions
- October 2010: 600,986 total claims processed, including extensions (22 percent decrease between 2010 and 2012)
- October 2009: 588,477 total claims processed, including extensions (20 percent decrease between 2009 and 2012)
- October 2008: 359,802 total claims processed, including extensions (30 percent increase between 2008 and 2012)
- October 2007: (pre-recession level) 228,802 total claims processed (105 percent increase between 2007 and 2012)



15 percent decrease in total benefits paid

- October 2012: approximately \$1.1 billion, averaging about \$46 million a day
- October 2011: approximately \$1.3 billion, averaging about \$60 million a day
- October 2010: approximately \$1.6 billion, averaging about \$77 million a day (31 percent decrease between 2010 and 2012)
- October 2009: approximately \$1.7 billion, averaging about \$78 million a day (35 percent decrease between 2009 and 2012)
- October 2008: approximately \$812 million, averaging about \$37 million a day (35 percent increase between 2008 and 2012)
- October 2007: (pre-recession level) approximately \$429 million, averaging about \$20 million a day (156 percent increase between 2007 and 2012)



Initial Claims and Benefits Paid data is available by county on EDD's Web site at [www.edd.ca.gov/About EDD/Quick Statistics Information by County.htm](http://www.edd.ca.gov/About_EDD/Quick_Statistics_Information_by_County.htm)

UI Trust Fund Status

Last month, the EDD released the latest UI Trust Fund Forecast, which summarized and projected the status of fund solvency. The UI Fund deficit was \$9.8 billion at the end of 2010 and \$9.9 billion at the end of 2011. The 2011 balance includes the addition of \$839 million in incentive funds from the American Recovery and Reinvestment Act (ARRA). California's fund is currently \$10.0 billion in the red and is forecasted to end 2012 with a deficit of \$10.3 billion and \$10.2 billion by the end of 2013 if nothing is done to

legislatively revise the revenue generation model.

While regular UI benefit amounts are significantly decreasing since the peak of the recession, even if and when the disbursement levels reach pre-recessionary levels, the current financing system cannot self-correct during better economic times because of the significant deficit owed and the outdated financing structure. You can access the October 2012 UI Fund Forecast, through this link:

http://edd.ca.gov/About_EDD/pdf/edd-uiforecast12.pdf

The State has been borrowing from the federal government since January 2009 to help cover the cost of regular UI benefits as the effects of this historic recession have continued. The U.S. Department of Labor (DOL) tracks outstanding loans from the Federal Unemployment Account. As of November 27, 2012, California is one of 20 states (including the Virgin Islands) relying on a federal UI loan and has the highest loan balance. New York has the next highest loan balance at approximately \$3.1 billion. Florida is also relying on a federal loan at approximately \$531 million. The following DOL Web site is available to review all states' current UI loan balances:

<http://workforcesecurity.doleta.gov/unemploy/budget.asp#floods>

The interest-free aspect of the federal loan expired in January 2011. The EDD paid \$308.2 million in interest to the federal government at the end of September 2012 following the first interest payment of \$303.5 million in September 2011. An interest payment cannot be paid from the UI Trust Fund or EDD's UI Administrative funds. Both payments were covered by a loan from the State Disability Insurance Fund and must be repaid by General Fund monies within four years.

There is a national dialogue occurring, including the President's Budget Proposal and several bills that would address some aspect of the Trust Fund solvency issues. The EDD will be monitoring the situation closely to keep our customers apprised of developments.

Federal Unemployment Tax Act (FUTA) Credit Reduction

Due to the continuing UI Fund deficit and California's borrowing status for two consecutive years, employers are now being charged more in FUTA tax contributions, which are paid in addition to state UI contributions.

FUTA taxes apply to the first \$7,000 in wages per employee and cover the cost of administering the UI program, federal extension benefits, and federal loans to insolvent states. At a minimum, employers pay a 0.6 percent tax rate (up to \$42 per employee).

As of January 2012, California employers are paying up to 0.9 percent (\$63 per employee) and it's expected to increase to 1.2 percent (\$84 per employee) in January 2013. Without a solvency solution that would otherwise reduce the deficit in the UI Fund, employers will continue to be subject to annual reductions incrementally in the FUTA credit that amount to higher FUTA costs per employee.

UI Services Updates

The demand for UI benefits continues to remain at unusually high levels since more people are staying on unemployment longer. As reported in the October 2012 *California Labor Market Review* (released November 2012), based on the Bureau of Labor Statistics Model and Current Population Survey, 45.8 percent, or approximately 900,000, of those unemployed have been so for 27 weeks or more and approximately 34.7 percent of all unemployed have been so for a year or more. (Note: The number of unemployed is a broader estimate than only UI claimants).

In spite of this demand, the EDD was able to provide various enhancements in the past year and going forward, including, but not limited to, the following:

EDD Debit CardSM – As of June 7, 2012, UI, State Disability Insurance (SDI) and Paid Family Leave (PFL) claimants now have the option to receive an e-mail or SMS (text message) alert when money is added to their EDD Debit card and when they reach a low balance situation. They can also receive a daily text message letting them know the available balance on their card. Through October 2012, over 640,000 accounts have subscribed to these electronic services with close to 3.5 million messages sent via email or text message.

About 820,000 people are currently claiming unemployment benefits. The EDD and banking partner Bank of America have established over 2.2 million UI debit card accounts since July 2011. That is in addition to the accounts established for SDI and PFL customers over the last year.

Payments are deposited directly into the card accounts and customers have the option to set up a Direct Deposit Transfer to their own checking or savings account. This EDD Debit Card system allows customers to receive their benefits faster than the previous process of printing and mailing checks, and creates savings and efficiencies in processing.

Other benefits include the elimination of check cashing fees for customers without a bank account, and continual delivery of benefits in the event of a disaster when mail service can be disrupted.

Visit EDD's Web site at: [http://www.edd.ca.gov/About EDD/The EDD Debit Card.htm](http://www.edd.ca.gov/About_EDD/The_EDD_Debit_Card.htm) for the latest information including:

- An educational video on how to use the card and avoid fees
- Enhanced Frequently Asked Questions

Links to printable legal size posters that encourage constituents to visit the EDD Web site for information about the cards, the unemployment application, and the new online and telephone continued certification processes (EDD Web-CertSM and EDD Tele-CertSM) are available in this publication.

Alternate Base Period (ABP) Implementation – The UI Branch has successfully implemented the ABP program. All publications, including the EDD website, are updated and staff training has been completed. Additionally, pre-recorded information about the ABP program is available 24 hours a day, 7 days a week by accessing UI’s automated self-service toll-free number.

Due to the new automated tools that will prompt staff to automatically offer ABP when claimants do not qualify to establish a claim using the Standard Base Period, UI claimants will never have to request an ABP claim.

The following table provides information on ABP claims processed between April 1, 2012 and November 3, 2012.

Total Valid Claims	Invalid Standard Base Period Claims	Total Valid Alternate Base Period Claims	Benefits Paid associated with Alternate Base Period Claims
1,064,728	189,010	27,048	\$23,602,063

“Total Valid Claims” reflect both Standard Base Period and ABP claims found valid at the claim filing point. A valid claim is when an individual has sufficient wages within the standard or alternate base periods to meet the monetary requirements to qualify for a claim. Employers are not required to report wages until the end of the first month following the end of a quarter for which the wages are earned. However, employers may elect to report wages earlier. As a result, the EDD is able to determine eligibility at the claim filing point for some ABP claims without conducting a wage request investigation from employers and claimants.

“Invalid Standard Base Period Claims” are claims with insufficient wages to meet the monetary requirements for UI benefits using the standard base period. However, using the ABP instead may allow some of these claims to meet the monetary requirements to qualify for UI benefits. As stated, a total of 27,048 claimants were able to meet the statutory monetary requirements to qualify for a claim using the ABP, representing approximately three percent of the total valid claims. Of the total valid ABP claims, 14,941 claims had sufficient wages in the ABP to meet the monetary requirements without additional wage data from employers or claimants. The remaining 12,107 claims met the monetary requirements to qualify for a claim using the ABP, but only after requesting proof of wages from the employers and claimants.

A Fact Sheet titled, *How Unemployment Benefits Are Computed* is available on the EDD Web site. The fact sheet explains how claims are established in general and the difference between claims that are filed using the Standard Base Period versus an ABP. This fact sheet may be located at the following Web site:
http://www.edd.ca.gov/pdf_pub_ctr/de8714ab.pdf

The EDD will continue to provide more information and data about the number of ABP claims in future reports.

Public Education Efforts – The EDD is using various means to encourage customers to visit the EDD website to learn more about service enhancements. The suite of services includes the eApply4UI online application to file a claim, the EDD Tele-CertSM and EDD Web-CertSM for certifying for benefits versus the existing paper method through the mail, and the new EDD Debit CardSM for paying unemployment and disability benefits.

For your use and to further promote this suite of services, the EDD has developed a poster, which is available via:

http://www.edd.ca.gov/About_EDD/pdf/eddonlineposter.pdf

We encourage you to print and post this in public areas of your district offices to share this information with your constituents.

The EDD also posts a new tip each week on the front page of the EDD Web site. This section is titled “Tip of the Week” and provides customers information on various EDD services.

Expedite Determinations on CTB Eligibility – The CTB Streamline process was developed by the EDD to assist in expediting the approval process for claimants who are attending school or training, and who are otherwise eligible for UI benefits. The streamline process enables claimants to continue to receive UI benefits without any break in benefits as they are approved within three to five days after receipt of the application. Claimants potentially eligible for CTB attend either training authorized by a designated federal or state program, or training that is self-arranged and approved by the EDD.

Between February 2010 and October 2012, the EDD processed close to 19,000 CTB Streamline Training Enrollment applications.

Additionally, on July 1, 2011, the EDD implemented the provisions of Assembly Bill 2058 (Chapter 591, Statutes of 2010), which expands the CTB eligibility criteria for claimants who are in self-arranged training.

Customer Enhancements – The EDD has launched several technology projects that will enhance customer services when applying for and collecting their UI benefits.

- **EDD Web-CertSM and EDD Tele-CertSM:** These enhancements give claimants the option to certify for UI benefits via the Internet and telephone, instead of the mail-only option. Going paperless helps customers by reducing common fill-in errors that can cause benefit delays and speeds up delivery of benefits.
- **Provide Further Educational Tools to Help Customers:** The EDD has helpful [Tip Sheets](#) and [“How To” videos](#) to provide greater assistance to customers in filling out their UI applications and completing the bi-weekly continued claim forms, along with other helpful program information including details about California Training Benefits.

Exhausted Benefits

Currently, 73 weeks of benefits (regular UI combined with federal extensions) is the maximum number of weeks a claimant may collect if they filed their claims within specified timeframes. As of November 19, 2012, there have been over 900,000 unemployed workers in California who have run out of all available benefits.

Work Sharing Program

The Work Sharing program is available as an alternative to layoffs for employers who need to reduce employee wages and hours. Usage of this program by California employers increased significantly from 2007 to 2009. While the demand is beginning to decline, the workload is still higher than pre-recessionary levels. The number of initial Work Sharing claims increased by 146 percent between 2007 and 2011, and the total number of benefit weeks claimed by employees under the program increased by 295 percent during the same time period.

	Number of Initial Work Sharing Claims	Number of Work Sharing Weeks (of Benefits) Claimed
2007	45,276	302,109
2008	80,402	505,543
2009	219,580	1,912,460
2010	136,991	1,624,096
2011	111,347	1,193,985
2012*	79,059	731,035

* Data through October 2012.

State Disability Insurance (SDI) Online

On September 6, 2012, the Disability Insurance Branch (DIB) internally launched SDI Online. During the first month of use, more than 62,000 claims were entered into the new automated system.

SDI Online was expanded for use by external customers on October 9, 2012, and as of mid-November, more than 63,000 users registered and submitted over 24,800 claims and forms.

SDI ONLINE REGISTERED USERS	TOTAL
Claimants	62,286
Employers	262
Medical Providers	1,302
Medical Provider Representatives	56
Voluntary Plan Users	25

The DIB has initiated several measures to facilitate the transition to SDI Online. These include increased DIB call center service hours to provide customer

assistance two additional hours per day, and daily and Saturday overtime to expedite claim filing and processing of benefit payments.

Additionally, extensive outreach efforts are currently underway to provide guidance and answer questions related to the new system. DIB staff are meeting with medical providers and employers to encourage greater use of the new system. SDI customers can also find additional information through our Web site (www.edd.ca.gov/disability), and monthly webinars will provide a tutorial on the new system and the opportunity to participate in an in-depth question and answer segment.