Employment Development Department
State of California

INFORMATION NOTICE

Date: September 22, 2020 **Number:** WSIN20-13
Expiration Date: 10/22/2022

SYSTEM UPGRADE: NEW UI CLAIM APPLICATIONS

In late July, Governor Newsom deployed a Strike Team to review the Employment Development Department's (EDD) processes in order to identify improvements to help address the historic claim volumes experienced during the pandemic. As a result of the Strike Team's recommendations, the EDD implemented a two-week reset period to help expedite new claimant payments, reduce fraud and tackle backlog issues.

During the brief reset, the EDD will not be accepting new unemployment insurance (UI) applications from **September 20 to October 4, 2020**, while the EDD makes improvements to reduce processing time and deploys a new identity verification process. These new changes ensure that the EDD will pay customers sooner by verifying identities in an easier, faster way. This two-week reset will also allow the EDD to reduce high volumes of UI claim backlog.

America's Job Center of California[SM] (AJCC) staff should be aware that this reset will only impact individuals attempting to apply for UI benefits for the first time. During the reset individuals can submit their contact information through a temporary webpage to be notified when the system upgrade is complete and available to file new applications. AJCC staff should advise claimants to file their claim on October 5, 2020. Claims will be backdated to cover the reset period.

This reset does **not** impact existing claimants from managing their UI Online account. Claimants will still be able to use UI Online to manage existing claims, certify for benefits, reopen a claim, and monitor their account activity. Claimants may visit the UI webpage for updates related to this reset period.

We appreciate your patience and understanding as we improve our system to create a better customer experience.

/s/ JAIME L. GUTIERREZ, Chief
Central Office Workforce Services Division

The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.