

# RAPID RESPONSE ORIENTATION

Presented by:  
Workforce Development Board  
Employment Development Department

*Proud partners of America's Job Center of California<sup>SM</sup> network,  
formerly known as the One-Stop Career Center.*

America's **JobCenter**  
of California<sup>SM</sup>

# Agenda

- Introductions
- Training & Employment Services
- Unemployment Insurance Program
- Q & A

# Workforce Innovation and Opportunity Act (WIOA)

- Federal legislation designed to assist unemployed and under-employed workers manage their careers by providing access to labor market information, training, supportive services and access to employers.

# Training & Employment Services

The Rapid Response Team is your training and employment resource that provides services to help you find job training, job openings, information about employers and more.

Our ultimate goal is to get you a job.



# Career Resources

- Training: Classroom & On-the-Job Training
- Computer and Internet Access
- Fax or Copier
- Career and Interest Assessments
- Occupational Information
- Space for Job Search Activities
- Resume Development / Critique
- Cover Letter Development
- Access to Unemployment Insurance Representatives

# Networking Groups

- Successful Job Searching
- Ace the Interview
- How to make a Focused Resume
- Understanding Networking
- Job Readiness Workshop (Kick Start)
- Vet Net
- Experience Unlimited

# CaJOBS

- CaJOBS is an Internet-based virtual job center available 24 hours a day, 7 days a week.
- Find unlimited job listings, upload resumes, contact potential employers, and gain maximum exposure for available jobs.
- For more information, visit [www.caljobs.ca.gov](http://www.caljobs.ca.gov)



A fast, convenient, and secure way to access claim information, certify for benefits, and manage claims.

LEARN MORE >

Find a Job

Find a Candidate

Find an Office

More Career Services

More Employer Services

Search for jobs in your area.

Job Search

Enter Keyword

Enter City

Enter ZIP Code

10 miles

Search

### Useful Links

#### CalJOBS Mobile App Available

Attention Job Seekers! Look for jobs from your smartphone with the CalJOBS mobile app, available on [Apple](#) and [Google Play](#) stores.

#### Access California's Only ETPL and Apprenticeship Providers

Access the Eligible Training Provider List (ETPL) featuring educational programs and apprentices for job seekers. Training providers who would like to be included in the ETPL will need to establish an account by registering in CalJOBS. The Department of Labor and Division of Labor Apprenticeships Standards approved apprenticeships are listed on the ETPL under the Provider, Department of Labor Apprenticeships and Division of Apprenticeship Standards. For more information, please contact your local America's Job Center of California.

#### Find Jobs Fairs And Workshops in Your Area

Visit the [Job Fairs and Workshops page](#) to get information on upcoming events in your area.

#### Need Assistance With Your CalJOBS Account?

Contact the CalJOBS Help Desk at 1-800-758-0398, Monday through Friday from 8:00 a.m. to 5:00 p.m. Closed on state holidays.



# Unemployment Insurance (UI)

# The Basics About UI

- Paid for by your employer
- Provides temporary Partial income replacement when you are:
  - Unemployed due to no fault of your own or your work hours are reduced; **and**,
  - All weekly eligibility requirements are met:
    - Physically able to work.
    - Available to work; **and**,
    - Actively seeking work.
- UI pays \$40 - \$450 per week based on your highest quarterly earnings during the base period



# Minimum Earnings to Establish a Claim

- At least \$1,300 in earnings in one quarter of your base period.

**Or**

- At least \$900 in earnings in the highest quarter, and 1.25 times your highest quarter earnings in the remaining quarters of your total base period.



# What You Need to File a Claim

- Personal information (name, date of birth, address and phone number)
- Social Security Number
- Driver License
- Last employer information (supervisor's name, address and phone)
- Last date worked
- Reason no longer working
- Gross earnings for last week worked
- Information for all of your employers you've worked for in the past 18 months, including wage amounts
- Citizenship status
- Employment authorization document (non U.S. citizens only)

# How to File a Claim

**Online** (fastest): [www.edd.ca.gov/UI\\_Online](http://www.edd.ca.gov/UI_Online)

**Phone:**

**English** 1-800-300-5616

**Spanish** 1-800-326-8937

**Cantonese** 1-800-547-3506

**Mandarin** 1-866-303-0706

**Vietnamese** 1-800-547-2058

**TTY** 1-800-815-9387

**Fax or Mail:**

- Complete, sign, and fax or mail the paper UI Application, DE 1101i as directed on the form.
- For more securing processing, fax your application to the EDD.

# More About UI Claims

- Begin the Sunday of the week you file.
- Are valid for one year.
- Provide up to 26 weeks of benefit payments.
- Have a 7 day mandatory, unpaid waiting period.



# Cancel a Claim

- You may cancel a claim if all of the following are met:
  - No benefits have been paid;
  - Not disqualified for benefits due to an eligibility issue;
  - No overpayment has been established on the claim; **and**,
  - You notify the EDD before the 52 week benefit year ends.

**Note:** Canceled claims cannot be re-established with the same beginning date. You must file a new claim with a later beginning date.





# Request Benefit Payments

To get paid, you must provide your eligibility information every two weeks to the EDD. This is known as certifying for benefits. You may do so utilizing:

- UI Online<sup>SM</sup>
  - **Eligible payments post within 24 hours**
- EDD Tele-Cert<sup>SM</sup>
  - **Call 1-866-333-4606**
- Mail
  - **Allow 10 days for processing**



# Manage Your Claim Online

**UI Online<sup>SM</sup> is a fast and convenient way to manage your UI claim 24/7:**

- Certify for benefits and get paid faster;
- Get up-to-date payment information and your current claim balance;
- Update your personal information;
- Change a phone interview to a later date;
- Ask a question about your claim; and,
- Receive important notifications from the EDD such as when it's time to certify for benefits.

# UI Self-Service Phone Line

- Get information on your last payment made.
- Certify for benefits using EDD Tele-Cert<sup>SM</sup>.
- Hear pre-recorded information about the UI program.

# Eligibility Interviews

If a potential eligibility issue is identified, a phone interview will be scheduled to resolve the issue:

- You are notified by mail of the date and time.
- An EDD representative will call you at the time specified on the notice.
- This is your opportunity to provide additional information/documentation.
- Employers are also contacted, if needed.
- Sample questions appear on the back of the notice to help you prepare.
- You may reschedule your interview, but it will delay payment processing
- ***Failure to be available could result in a delay or denial of benefits.***

**Note:** If you don't agree with the decision, you may file an appeal within 30 days.

# After You File Your Claim

- Allow 7-10 days for processing.
- You will receive important information about your claim and the UI program in the mail within 5-10 days.
- Read all EDD correspondence and respond timely to requests to avoid payment delays.
- You will also receive a separate mailing with your first Continued Claim form (DE4581) to certify for your benefits.
- Certify online or by phone for faster processing.



# EDD Debit Card

- ❑ Once your first payment is authorized, Bank of America will mail you an EDD Debit Card.
- ❑ The debit card is used for all Disability Insurance (DI), Paid Family Leave (PFL) and Unemployment Insurance (UI) claims and is valid for three years.
  - If you have already have an EDD Debit Card from a previous DI, PFL, or UI claim, you will not be mailed a new card.
- ❑ You can set up alerts whenever a deposit is made to your card or there is a low balance.
- ❑ For questions, to request a replacement card, or report it lost stolen, contact Bank of America EDD Debit Card Customer Service at 1-866-692-9374 or visit [www.bankofamerica.com/eddcard](http://www.bankofamerica.com/eddcard).



# California Training Benefits

- ▶ Further your education, upgrade your skills, and/or learn a new trade by attending an EDD approved training or school program while receiving UI benefits.
- ▶ If eligible for CTB, you will be exempt from the weekly requirements of being available for work, accepting work, and actively seeking work.
- ▶ If eligible for CTB **and** you notify the EDD prior to receiving your 16<sup>th</sup> week of benefits, you may qualify for a training extension with up to 26 additional weeks of benefits.
- ▶ Learn more at [www.edd.ca.gov/CTB](http://www.edd.ca.gov/CTB).

**Note:** EDD does not cover any educational or training-related expenses such as tuition, books, or fees. However, there may be state, federal or employer programs that provide funding or financial assistance.



# Need Help?

## ▶ Online:

- Visit [www.edd.ca.gov](http://www.edd.ca.gov).
- Select “Ask EDD” under EDD Resources or ask a question directly from your UI Online account.

## ▶ Phone:

Call one of the toll free numbers list below, Monday through Friday from 8 a.m. to 12noon (Pacific Time) except on state holidays.

**English** 1-800-300-5616  
**Spanish** 1-800-326-8937  
**Cantonese** 1-800-547-3506

**Mandarin** 1-866-303-0706  
**Vietnamese** 1-800-547-2058  
**TTY** 1-800-815-9387

## ▶ In Person:

- Visit your local America’s Job Center of California<sup>SM</sup> office.
- Make sure you bring in all your paperwork with you as the workforce office does not have your claim information.



# Questions?



**Thank You.**