



WEBINAR:

FILING FOR UNEMPLOYMENT IN THE ENTERTAINMENT INDUSTRY





UI and COVID-19

Helping You Navigate the UI Program During Challenging Times

April, 2020

Agenda

- What EDD is doing to handle the historic volume of claims
- The CARES Act and Unemployment Insurance (UI)
- Special provisions for COVID-19
- UI Basics: Understanding the UI claim process
- Self-Service Tools You Can Use 24/7
- Other EDD Programs
- FAQs for the Entertainment Industry

What EDD is Doing to Handle the Unprecedented Volume

- Expanded hours for staff to file claims and make benefit payments.
 - Call center hours remain at 8a - 12n, Monday to Friday, except state holidays.
- Reassigned managers and support staff to production work.
- Borrowed hundreds of staff from other EDD branches and other state government agencies to assist with UI workload.
- Hired new staff.
- Hourly health checks on all EDD systems for uninterrupted service.
- Upgraded UI systems and streamlined processes to file claims and pay benefits faster.
- New call center to open in mid to late April to assist customers with filing a claim using UI Online: Open from 8a to 5p, Monday to Friday.

The Federal CARES Act and UI

The Coronavirus Aid, Relief, and Economic Security (CARES) Act provides additional UI benefits to claimants including:

- **Federal Pandemic Unemployment Compensation (FPUC), also referred to as Pandemic Additional Compensation (PAC) by the EDD**
 - Additional \$600 stimulus payment in addition to your weekly benefit amount.
- **Pandemic Emergency Unemployment Compensation (PEUC)**
 - Up to 13 weeks of extended benefits.
- **Pandemic Unemployment Assistance (PUA)**
 - Benefits for those who don't usually qualify for regular UI benefits, such as business owners, the self-employed and independent contractors.

Pandemic Additional Compensation (PAC)

- \$600 per week stimulus payment **automatically added** to your weekly benefit amount each week if you qualify for \$1 or more in benefits.
- Applicable to **almost all UI compensation, including PEUC extension.**
 - Does not apply to Training Extensions (TE) or State Special School Benefits (SSSB).
- Applies only **between March 29, 2020 and July 31, 2020.**
- If you were already paid for the week ending April 4th, the EDD will automatically make an adjustment payment for \$600 as soon as programming becomes available.

Pandemic Unemployment Compensation (PUA)

- Provides **benefits for customers not usually eligible** for regular UI or extended UI benefits including:
 - Business owners and self-employed individuals.
 - Independent contractors.
 - Claimants with a regular UI claim who have exhausted their benefits.
 - Individuals with a limited work history.
- Provides **up to 39 weeks of benefits** with **no waiting period**.
- Applies between **February 2, 2020 and December 31, 2020**.
- **\$600 stimulus applies** between March 29, 2020 through July 31, 2020.
- You are advised **NOT** to file a UI claim at this time.
- Claims **backdated to the date you became directly impacted** by COVID-19.
- Instructions will be made available on the EDD website once the program is implemented. https://edd.ca.gov/about_edd/coronavirus-2019.htm



PUA Eligibility

Common circumstances that qualify for PUA:

- Your place of employment is closed as a direct result of COVID-19.
- You are unable to work because a health care provider advised you to self-quarantine.
- A member of your household has been diagnosed with COVID-19.
- You are providing care for a family member or member of your household who has been diagnosed with COVID-19.
- A child or other person in the household for whom you have primary caregiving responsibility is unable to attend school or another facility that is closed as a direct result of the COVID-19 **and** their care is required for you to work.
- You have to quit your job as a direct result of COVID-19.
- You were scheduled to start a job that is now unavailable as a direct result of the COVID-19 public health emergency.
- You are unable to reach the place of employment as a direct result of the COVID-19 public health emergency.

Gig Workers

If you work in the Gig economy and ***do not*** consider yourself self-employed or an independent contractor, then:

- File a regular UI claim.
- Respond to all requests for information from the EDD.
- Wait for the results of the EDD's investigation to determine your classification.
- If you're not eligible for a regular UI claim, apply for PUA.



Special Provisions for COVID-19

- **Waiting Period** – The 7-day waiting period is waived for regular UI claims filed on/after **January 19, 2020**.
- **Work Search** – You are not required to look for work each week to be eligible for benefits.

UI Basics: File a Claim

- **Online**

- UI Online is the fastest way at edd.ca.gov/UI_Online.
- Create a Benefit Programs Online login to access UI Online.
- Customers may receive a confirmation email within a few days notifying them a UI Online account has been created for them.
- Beginning in mid to late April, 2020, the UI Online Technical Support Center will be open from 8a to 5p, Monday to Friday, for assistance with registration and online claim filing using UI Online.

- **Phone**

- Speak to a representative between 8 am and 12 noon, except weekends and state holidays.

- **Fax/Mail:**

- Complete the paper application and submit as directed on the form.
 - Allow additional time for processing.

Tips for Filing a Claim

- Gather your employment information for the past 18 months.
- Apply through UI Online for the fastest processing.
- Use the “Save as Draft” feature if you need more time to complete the online application; you have until 8:00 pm on Saturday.
- Once you select your separation reason, select [COVID-19](#) from the next drop-down menu.
- When selecting your industry and occupation, select the one that best describes your job.
- Do ***not*** indicate you’re out of work due to a disaster, strike or lockout.
- See our YouTube video, [How to Apply for UI Benefits \(File a Claim\)](#).



UI Basics: After a Claim is Filed

- Receive important information from EDD by mail:
 - Confirmation that your claim was filed.
 - How the weekly benefit amount was computed.
 - EDD Customer Account Number used to create a UI Online account.
- Verify accuracy of claim and wage information and notify EDD if incorrect.
- Continue to read, review, and respond to all EDD communication.

UI Basics: How to Certify for Benefits

To get paid benefits, eligibility information must be provided to the EDD every two weeks:

- **UI OnlineSM and UI Online MobileSM:** edd.ca.gov/UI_Online
 - This is the fastest way to certify and get paid.
 - Available 24 hours a day, 7 days a week.
 - Must register using EDD Customer Account Number.
 - Most customers are automatically registered and receive an Account Created email.
 - Automatic email reminders when it's time to certify.
- **EDD Tele-CertSM:** Call **1-866-333-4604**
 - Must enter or create a four digit PIN to access the system.
- **Mail**
 - Allow extra time for mail delivery and processing.

Tips to Get Paid Faster and Stay Well-Informed

- Certify for benefits using UI Online, UI Online Mobile, or EDD Tele-Cert.
 - Be sure to bookmark the Benefit Programs Online login screen for easy access.
- Set alerts through Bank of America to be notified when an EDD payment posts to your debit card.
- Read and respond promptly, if requested, to all EDD communication.
- Be available for any phone interviews to resolve claim issues.
- Access helpful web pages and educational videos on the EDD website.
- Stay well-informed by checking EDD's COVID-19 webpage for updates and FAQs at:

https://edd.ca.gov/about_edd/coronavirus-2019.htm



UI Basics: Get Paid - EDD Debit CardSM

Once the first payment is made, an EDD Debit Card will be mailed:

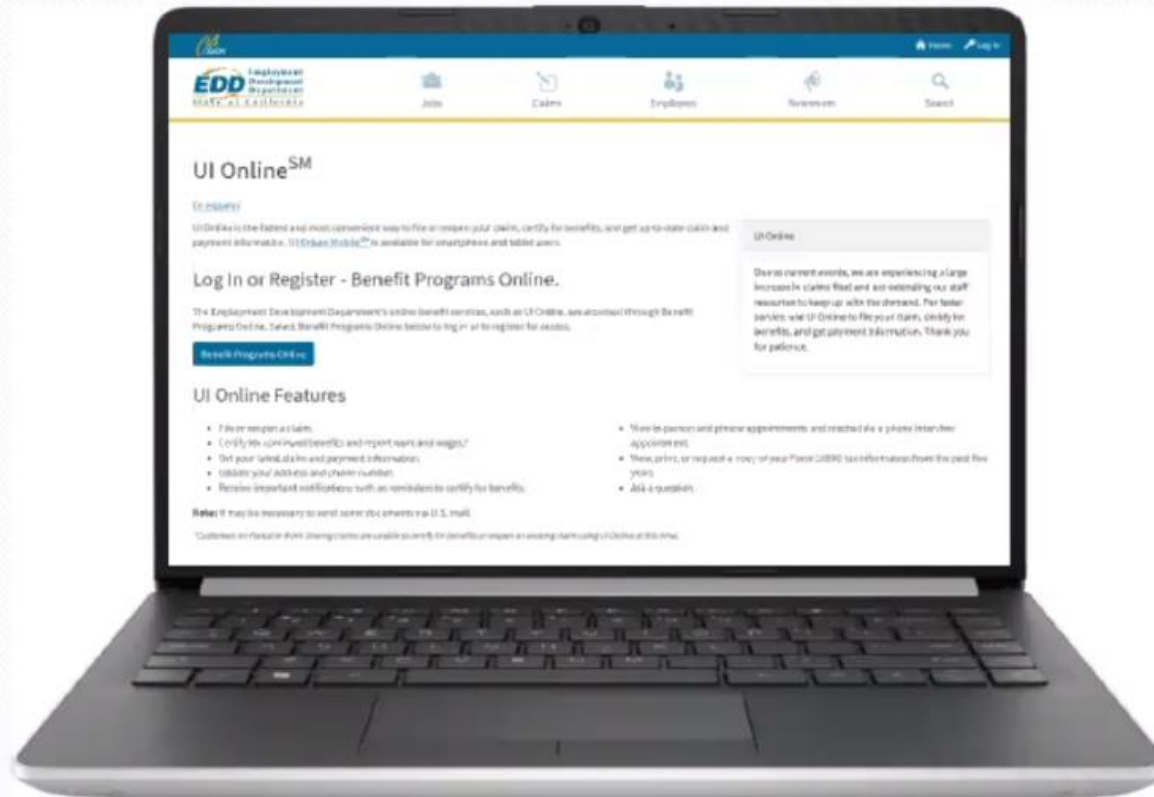
- Allow 5 business days for mail delivery from Bank of America.
- Card is valid for three years from the date of issue and used for DI, PFL and UI benefits.
- Contact Bank of America for replacement card and customer service.
- Get cash at ATMs or merchants with cash back options.
- Card can be used anywhere Visa is accepted.
- Option to set up automatic transfers to any financial institution.
- Set alerts whenever a deposit is made or when you have a low balance.

Dedicated Bank of America customer service available 24/7 at:

- Online: bankofamerica.com/eddcards
- Phone: 1-866-692-9374

Important: Bank of America branch offices cannot assist with debit card inquiries except for ATM and teller withdrawals.

Self-Service Tools



Get Connected 24/7

EDD website: edd.ca.gov

- Information on all EDD programs
- Latest COVID-19 updates

UI Online and UI Online Mobile: edd.ca.gov/UI_Online

- File a new claim*
- Certify for benefits
- Get payment information
- Ask a question about your claim
- Update your contact information

UI Self-Service Phone Line: [1-866-333-4606](tel:1-866-333-4606)

- Certify for benefits using EDD Tele-Cert
- Get payment information for your last payment made
- Hear general information about the UI program

* Some late night and early morning hours are not available due to scheduled maintenance.



Other EDD Programs

State Disability Insurance: The California State Disability Insurance (SDI) program provides short-term Disability Insurance (DI) and Paid Family Leave (PFL) wage replacement benefits to eligible workers who need time off work.

EDD April 2020.pptx

- **Disability:** You may be eligible for DI if you are unable to work due to a non-work-related illness or injury, pregnancy, or childbirth.
- **Paid Family Leave:** You may be eligible for PFL to care for a seriously ill family member or to bond with a new child.



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