

## 4. Unemployment Insurance Benefits (UIB)

Unemployment Insurance Benefits (UIB) is an employer paid program that provides partial income replacement when you become unemployed or have your hours reduced and meet all eligibility requirements.

This Chapter contains general information about UIB. Additional UIB information is also contained in other Chapters, including:

- IEVS Applicant System, UI/DI Match, [Refer to “UIB/DIB Match,” page 4-10].]
- IEVS Applicant System, EDD Match, [Refer to “EDD Wage Match,” page 4-14].]
- IEVS Applicant System, EDD Real-Time Match, [Refer to “EDD Real-Time Match,” page 4-16].]
- On-line Applicant IEVS Inquiries; UI, DI, and EDD Wage and Employment Summary, [Refer to *User’s Guide to State Systems Handbook*, “IEVS Applicant System,” page 13-1.]
- UIB Benefit Table, [Refer to *Chart Book*, “UIB Weekly Benefit Amount,” page 7-4.]

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### 4.1 Filing a Claim

Employment Development Department (EDD) does not process walk-in applications for UIB or walk-in requests for printouts/verifications.

A claim for Unemployment Insurance (UI) can be filed or reopened:

- online,
- by phone,
- by mail or
- by fax.

#### 4.1.1 Applying Online (eApply4UI)

The most efficient and recommended method of applying for a claim is online at [UI Online](#). It is secure, reliable, and the fastest way to file a claim.

#### 4.1.2 Reopening a Claim Online

The fastest way to reopen an existing UI claim is through [UI Online](#). UI Online also allows customers to certify for benefits, access claim information and manage their claim 24 hours a day, seven days a week. [UI Online Mobile](#) is available for smart phone and tablet users.

### 4.1.3 Filing a Claim by Phone

Individuals may file or re-open a UI claim over the phone from 8:00 AM to Noon, Monday - Friday (not available on State holidays). Recorded messages will guide the applicant through the first part of the automated system. An EDD customer representative will then enter the claim information into the EDD system during the telephone interview. If additional information is needed, the interview will be stopped and the claimant will be instructed to call back when all information is available. The telephone numbers listed below can be called for UI services.

- Customer Services representative:
  - 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
  - Deaf and hard of hearing callers -(TTY) -1-800-815-9387

### 4.1.4 Filing a Claim by Mail or Fax

A paper UI Application, (DE 1101) can be completed online or printed and completed by hand. The application can then be faxed or mailed to EDD for processing using the fax number or mailing address on the application.

### 4.1.5 Information Needed to File a Claim

The claimant must provide all necessary information to EDD, including their:

Personal information:

- Name (including prior names), mailing address and telephone number,
- Social Security Number,
- Driver's License or ID card number (if they have one),
- Citizenship status,
- If not a U.S. Citizen, alien registration number and expiration date,
- DD Form 214 if they served in the military in the last 18 months.

Employment information including:

- Last employer/company name, supervisor's name, address (mailing and physical location) and phone number.
- The last date worked and the reason they are no longer working.

- Gross earnings in the last week worked, beginning with Sunday and ending the last day that was worked.
- Information on all employers worked for during the past 18 months, including name, address (mailing and physical location), the dates of employment, gross wages earned, hours worked per week, hourly rate of pay, and the reason you are no longer working.
- “Notice to Federal Employees About Unemployment Insurance,” Standard Form 8 (former federal employees only).
- Benefits received or expected to be received from a former employer including:
  - Wages
  - Pension payments
  - Holiday pay
  - Vacation or sick pay
- Ability to work and availability for work.

#### 4.1.6 UI Claim Application Date

The day the individual files a claim with EDD is the application date. A claim begins on the Sunday of the week it is filed, and it lasts for one year. Weekly benefits may be paid for up to 26 weeks, depending on the amount of earnings. Normally, another claim cannot be filed until the benefit year of the first claim ends, even though the individual has received all benefits and he/she is still unemployed. If the date the benefit year begins is more than one year ago, then there is no current claim.

The Extended Benefits program becomes effective only when the unemployment rate is very high. This program pays additional benefits to those who qualify and have collected all the money in their regular claims and who are not eligible for any other UIB Claims. EDD notifies individuals by mail and/or through the media when they become potentially eligible for these benefits.

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## 4.2 What Happens After the Claim is Filed

Claim materials should be received by the claimant within 10 days of filing an application for UIB. If there are any questions about the claimants' eligibility, EDD staff will call employers as well as claimants to resolve eligibility issues.

- The claim is assigned to an EDD office for processing.
- All further contact, including resolution of a claim dispute (adjudication), is conducted by scheduled telephone interviews.

### 4.2.1 Certifying for Benefits

If the claimant is found eligible for UIB, eligibility information must be provided to the Employment Development Department (EDD) every two weeks. This is known as certifying for benefits. Claimants may certify through [UI Online](#), EDD Tele-Cert at 1-866-333-4606 or by completing and submitting the [Continued Claim Form](#) (DE4581) for each week benefits are claimed

### 4.2.2 Payment Information

An EDD Debit Card will be sent to the claimant with their first week of benefits on the card. All benefit payments will be issued on the EDD Debit Card. Payment information is updated daily and available 24 hours a day, 7 days a week through the UI Online account or by calling the UI Self-Service Phone Line at 1-866-333-4606.



**Note:**

California law requires every person to serve a one week unpaid waiting period.

## 4.3 Basics of UIB Eligibility

### Types of Claims

The type of UIB claim filed depends on the type of employer and where the claimant worked:

If the Claimant...	Then the Claim is...
Worked in California in a job covered by the unemployment insurance law.	California Unemployment Insurance
Has exhausted their regular UI claim, they may be eligible to collect up to 13 additional weeks of compensation if a Cal-ED period is in effect. (EDD Form DE 8714B)	California Extended Duration (Cal-ED)
Provides eligible claimants with additional benefits beyond their regular claim. CTB is for claimants who lack competitive job skills to receive benefits while attending an approved training/retaining program.	California Training Benefit (CTB)
Has earnings in more than one state, including California.	Combined Wage Claim
Is a former service member no longer on active military service.	Ex-service Members

If the Claimant...	Then the Claim is...
Was a federal civilian employee. Federal civilian employees may have worked for the US Postal Service or the IRS.	Federal Claim
<ul style="list-style-type: none"> <li>• Qualifies and has collected all the money in their UIB regular claim and they are not eligible for any other UIB claims.</li> </ul> AND <ul style="list-style-type: none"> <li>• Legislation is enacted to provide a Federal Extended Benefits program.</li> </ul> <p>EDD notifies individuals by mail and/or through the media when they become potentially eligible for these benefits.</p>	Federal Extended Benefits
Has exhausted their regular UI claim, they may be eligible to collect up to 13 additional weeks of compensation when the Fed-ED period is activated by the state. (EDD Form DE 8714B)	Federal-State Extended Duration (Fed-ED)
<p>Had earnings in another state, a claim can be filed in California against the other state.</p> <p>REMINDER: Out-of-state claims do not show up on IEVS or on the EDD Real-Time Match.</p>	Interstate Claim
Received both Federal wages and wages in California.	Joint Claims

## Eligibility Requirements

To receive UIB payments, all eligibility requirements must be met when filing a claim and when certifying for benefits.

## Requirements to File a Claim

When filing for UIB, enough wages must have been earned during the 12-month base period to establish a claim and claimants must be:

- Totally or partially unemployed.
- Unemployed through no fault of their own.'
- Physically able to work.
- Available for work.
- Ready and willing to accept work immediately.
- Actively looking for work.

## Payments

These rules apply to UIB payments when UIB eligibility rules are met and the claimant has completed and mailed in their weekly claim form:

- The first payment on a new California claim is usually issued within 3 weeks after filing.
- California law requires every person to serve a one week unpaid waiting period.
- For interstate claims, the first payment will normally be issued after the other state receives the claim.
- Payments are issued after the week(s) have ended and the completed claim form is received.
- No payment is made in advance.
- UIB is normally paid on the EDD Debit Card every two weeks.
- An individual who works less than full-time may still be eligible for benefits.

### 4.3.1 Determining the Base Period

The claimant's base period is a 12-month period which is based on the month the claim was filed. Each base period has four quarters of three months each. The quarter with the highest earnings determines the weekly benefit amount of UIB:

There are two types of base periods that may be used to establish a claim:

- Standard Base Period
- Alternate Base Period

#### Standard Base Period

IF the beginning date of the claim is in...	THEN, The base period is the 12-month period that ended the previous...
January, February or March	September 30th
April, May or June	December 31st
July, August or September	March 31st
October, November or December	June 30th

For a UIB claim to be valid, the individual must have at least \$1,300 in earnings in one quarter of their base period or at least \$900 in earnings in the highest quarter and total base period earnings of 1.25 times their high quarter earnings. [Refer to Chart Book, "UIB Weekly Benefit Amount," page 7-4, for the [Weekly Benefit Amount Table](#).]

## Alternate Base Period

The Alternate Base Period can only be used to file a UI claim when there are not enough wages earned in the Standard Base Period to file a monetarily valid UI claim, and there are enough wages in the Alternate Base Period.

IF the beginning date of the claim is in...	THEN, The base period is the 12-month period that ended the previous...
January, February or March	December 31st
April, May or June	March 31st
July, August or September	June 30th
October, November or December	September 30th

## 4.4 UI Self-Service Phone Line

The UI Self-Service Phone Line at 1-866-333-4606, provides the following services 24 hours a day, 7 days a week in English and Spanish:

- Get information on your last payment issued.
- Certify for benefits using EDD Tele-Cert<sup>SM</sup>.
- Hear information on how to file a new UI claim or reopen an existing one.
- Request duplicate 1099G tax information.
- Find local America's Job Center of California<sup>SM</sup> locations.

From the main menu, select option 1 for information regarding UIB payments. UIB payment information includes:

- the date the last payment was issued,
- the amount of the payment, and
- the period of time covered by the payment.

This number should be used if you do not need to speak with a representative. The best time to call on weekdays is between 6 a.m. and 8 a.m. or after 5 p.m. and anytime on the weekends.

To access confidential information, claimants will be asked to enter their Social Security number and a personal identification number (PIN) on the phone keypad. Claimants will set their PIN the first time they use the automated phone system to access confidential information.

EWs may access this system when needed to determine anticipated income if the information is not available from another source. If the automated telephone information is used as a UIB verification, it must be documented on the CalWIN **Maintain Case Comments** window.

**Note:**

Payment information is not available on this system until ten days after the claim has been filed.

#### 4.4.1 Automated Self Service - America's Job Center of California

A telephone line is also available for actual payment information at One-Stop Career Center locations. The automated self-service system can be used by clients who do not need to speak to a representative. Information is available 24 hours per day, 7 days a week. The web site is <http://www.work2future.biz/> and there are 5 America's Job Center of California locations in Santa Clara County as follows:

- (1) **North San Jose, America's Job Center**  
1901 Zanker Road  
San Jose, CA 95134  
Level of Service: Comprehensive  
Telephone: (408) 216-6200
- (2) **San Jose One-Stop**  
1601 Foxworthy Avenue  
San Jose, CA 95118  
Level of Service: Comprehensive  
Telephone: (408) 794-1100
- (3) **Work 2 Future One Stop Gilroy Center**  
379 Tomkins Ct.  
Gilroy, CA 95020  
Level of Service: Comprehensive  
Telephone: (408) 758-3477
- (4) **NOVA Job Center**  
505 West Olive Avenue, Suite 550  
Sunnyvale, CA 94086  
Level of Service: Comprehensive  
Telephone: (408) 730-7232  
Web Site: [www.novaworks.org](http://www.novaworks.org)
- (5) **CTC Partner Affiliate**  
749 Story Road  
San Jose, CA 95122  
Telephone: (408) 213-0961



#### 4.4.2 “A Guide to Benefits and Employment Services” DE 1275-A

EDD sends the claimant the “Guide to Benefits and Employment Services” handbook when the claim is filed. It contains:

- General UIB information, and
- Claimant responsibilities.

It is NOT a UIB verification document.

#### 4.4.3 “Pre-Claim Computation”

The “Pre-Claim Computation” is a computer printout providing the earnings history for the base period which corresponds to the date of the claim. The printout identifies a potential claim, gives the maximum award amount and the weekly benefit amount; however IT DOES NOT VERIFY THAT A CLAIM HAS ACTUALLY BEEN FILED (adjudication).

It does verify whether there are sufficient earnings to file a claim and, therefore, whether a UIB application is required for CalWORKs/Medi-Cal eligibility.

#### 4.4.4 “Notice of Unemployment Insurance Award” Printout

The “Notice of Unemployment Insurance Award” printout (DE 429Z) is mailed to the claimant within 24 hours after a claim is filed. The “Notice of Unemployment Insurance Award” provides.

- Name and SSN of the claimant
- Claim Beginning Date
- Claim Ending Date
- Maximum Benefit amount
- Weekly benefit amount
- Total Wages
- Highest Quarter Earnings

The back of the DE 429Z form gives a definition/explanation of the information shown on the front of the form.



**Note:**

If there is a potential disqualification or other issue, a telephone interview will be scheduled.

Dividing the maximum award amount by the weekly benefit amount will give the number of weeks of potential benefits, up to 26 weeks.

The printout may be used for verification of:

- Application for UIB
- Potential eligibility
- Weekly benefit amount.

#### 4.4.5 UI Online Payment Information

The **UI Online**<sup>SM</sup> home page displays information about the last payment issued and the claim balance. Clients can log in to [Benefit Programs Online](#) and access **UI Online** for payment information.

On the **Payment Activity** page, the following information may be accessed:

- Payment Issue Date
- Amount of payment issued
- Payment Status
- Transaction Details page (select the **Details** link under **View**).

To access the Payment Activity, select **Payment Activity** at the top of the page, or select **View Payment Activity** in the *Claim Summary* section on the UI Online home page.

To view transaction details and a breakdown of how the payment was calculated, select **Details** for the desired week. Detailed payment information becomes available when the Payment Status displays Paid. The **Details** link does not display under **View** if the **Payment Status** does not display Paid for a specific week. A week may not be Paid due to excessive earnings, a disqualification, or another eligibility issue.



#### Note:

The recent Payment History is also available in the CalWIN “View IEVS-PVS Report”. The PVS report is received monthly through an interface between EDD and CalWIN for persons receiving UIB. [Refer to **Search IEVS Recipient Reports** in the CalWIN OLUM for instructions on how to access the PVS report.]

### 4.4.6 Ineligibility for UIB

UIB may NOT be available to persons who have had earnings for various reasons. If there is an issue, such as a voluntary quit or a discharge, it is assigned to an office and an appointment for a telephone interview is scheduled. General information regarding ineligibility and/or reduction of benefits is provided below. When further clarification of an individual's claim status is needed, advise the claimant to contact EDD.

**Table 4-1:**

Status/Situation:	Description:
Amount paid is less than the weekly benefit amount.	The following reasons may apply: <ul style="list-style-type: none"> <li>• An overpayment is being adjusted. (The claimant may be at fault, or not at fault.)</li> <li>• CA Child Support Intercept.</li> <li>• The individual is receiving workers' compensation, retirement pay, or a pension.</li> <li>• Earnings.</li> </ul>
Penalty	Information was withheld or false information was given. The individual will not receive UIB for a specified period of time, generally 5 - 10 weeks. There are penalties with an overpayment and penalties without an overpayment.
Disqualification	The individual is not entitled to UIB, i.e. due to a job quit or was fired from their last job. To be eligible, he/she must work again, earn at least five times their weekly benefit amount and have a new qualifying reason.

### 4.4.7 Determination Codes

Determination Codes used by EDD to indicate the reason for denial or disqualification are as follows:

**Table 4-2: Determination Codes**

SYMBOLS	DETERMINATION SYMBOLS	
	CODE SECT.	DEFINITION
AA	1253C	NOT ABLE OR NOT AVAILABLE
AL	1264'	ALIEN (WAGE CREDITS)
ATH	1253.4'	ATHLETE (WAGE CREDITS)
BR	1253.5'	NOT ABLE PART OF WEEK
CSE	1253.3'	CLASSIFIED SCHOOL EMPLOYEES
CVN	1263A	FORFEITURE - CONVICTION SEC.2101
ESW	1253E	FAILURE TO SEEK WORK

**Table 4-2: Determination Codes**

DETERMINATION SYMBOLS		
SYMBOLS	CODE SECT.	DEFINITION
FS	1257A	WILLFUL MISSTATEMENT OF FACTS
	1263B	WITHHELD TO OBTAIN BENEFITS
IHE	1253.3'	HIGHER EDUCATION EMPLOYEE
IRR	1253A	FAILURE TO COMPLY WITH REGULATIONS
MC	1256'	DISCHARGE FOR MISCONDUCT
NR	1253B	NOT REGISTERED FOR WORK
NRD	1260'	NOT REGISTERED DURING DISQ.
PT	1279'	PART TOTAL WAGES LESS THAN WBA
SD	1261'	SUCCESSIVE DISQUALIFICATIONS
SW	1257B	REFUSAL OF SUITABLE WORK
TD	1262'	TRADE DISPUTE
VQ	1256'	VOLUNTARY QUIT WITHOUT GOOD CAUSE
VGS	1252'	WAGES EQUAL OR OVER WBA
WC	1255.5'	WORKERS' COMPENSATION