

EDD Progress Update

EDD's response to the pandemic and efforts to improve the customer experience.

August 24, 2020

Hiring Staff Details

Unemployment Insurance Call Center Staffing

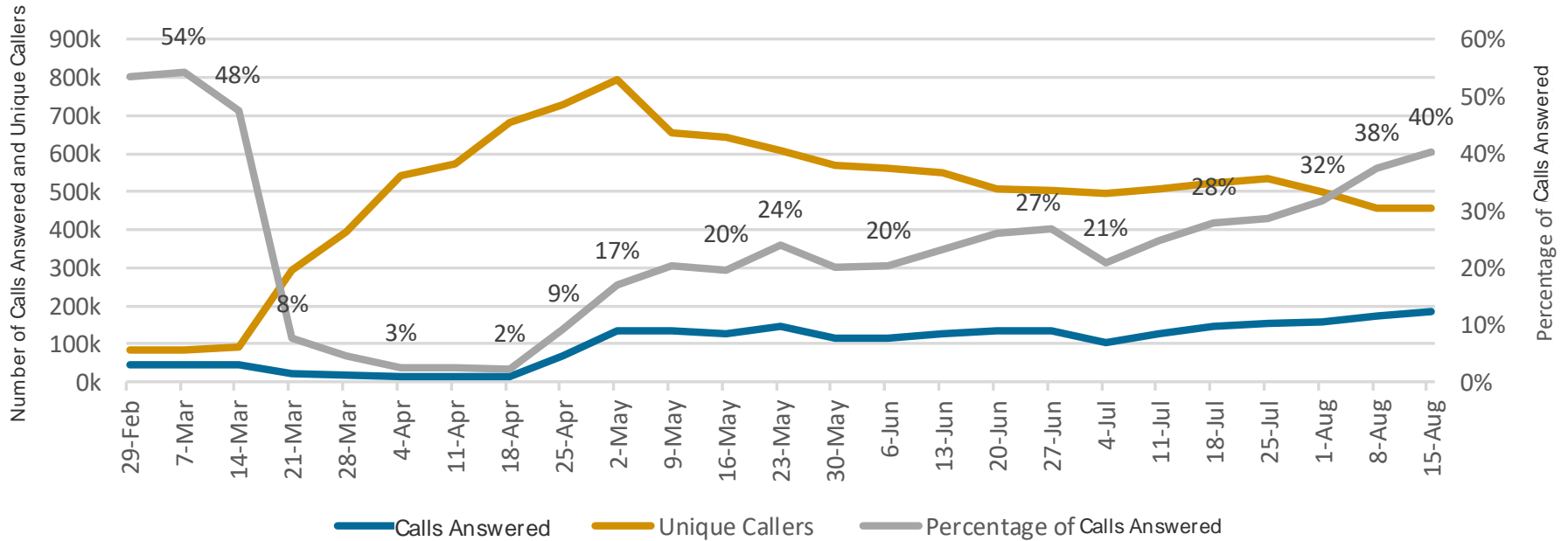
Call Center Staffing	Pre Pandemic Staff	April – June			Jul Hires	Aug Hires	Sep Hires	Oct Hires	Oct Transfers to Merge Call Centers	Redirected Staff Begin Return	Nov Hires	Dec Hires	Jan Total
		UI Staff Level	EDD Redirected Staff	Deloitte Staff									
UI Claims Support (8am - 12pm)	350	100	-	-	-	-	-	-	-100	-	-	-	-
Technical Assistance (8am - 8pm)	0	100	500	500	461	789	654	1,096	100	-500	0	0	3,700
Call Center Subtotal	350	200	500	500	461	789	654	1,096	0	-500	-	-	3,700

Unemployment Insurance Staff Allocations by Workload

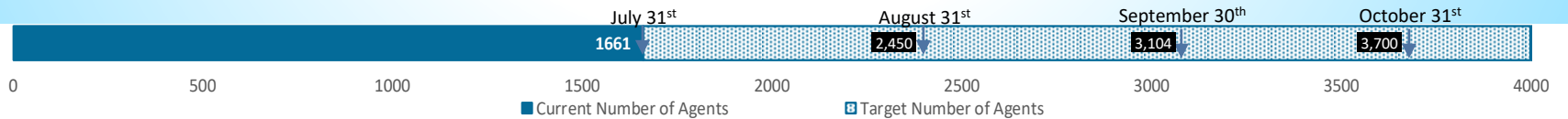
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Call Centers	350	200	500	500	461	789	654	1,096	0	-500	-	-	3,700
Claim Filing	546	791	142	-	-	-	-	-	-	-142	570	605	1,966
Identity Verification	20	42	288	-	57	74	165	165	-	-288	-	-	503
Eligibility Determinations	460	331	(41)	-	-	-	-	-	-	41	-	-	331
Re-computations	42	85	335	-	45	92	125	110	-	-335	150	150	757
Workshare	51	51	27	-	-	-	100	100	-	-27	-	-	251
Overpayments	17	5	-	-	-	-	-	-	-	0	-	-	5
Appeals	63	58	-	-	-	-	-	-	-	0	-	-	58
Claim Filing\Continued Claims Support	-	-	649	-	-	-	-	-	-	-649	-	-	-
Total	1,549	1,563	1,900	500	563	955	1,044	1,471	0	-1,900	720	755	7,571

Call Center Data

Calls Answered and Unique Callers



Projected Call Center Agents*



*The statistics are based on the number of agents using the Verizon and Genesys systems.

First Payment Promptness

All Unemployment Insurance Claim Types (Regular UI, PUA, PEUC, and FED-ED)

As of July 31st, **75 percent** of claimants have received their first payment within 21 days from the time they submitted their UI Online application.

Regular Unemployment Insurance Claims

The DOL requires states to pay 87% of all first payments on a regular UI claim within 14 days of the first payable week-ending date when there is a waiting period or within 21 days when there is no waiting period week.

First Payment Promptness (FPP) - U.S. Department of Labor (DOL) Performance Measure Regular UI Program				
Time Period 2020	EDD FPP Within 14 Days	National Average	EDD FPP Within 21 Days	National Average
July	60.8%	60.0%	72.7%	67.2%
June	51.9%	46.8%	65.1%	54.3%
May	69.9%	55.5%	90.2%	66.8%
April	60.8%	75.8%	82.4%	89.9%
March	87.8%	94.7%	93.8%	97.4%

Current Status of Claimant Data Reported as of July 23rd

Claimant Scenarios	As of 7/23/20 ¹	Status on 8/20	% Change
Total Claims Processed	8.7M	Baseline 8.7M	0%
➤ Unique Claimants	6.0M	Baseline 6.0M	0%
➤ Paid	4.8M	4.9M	+2%
➤ Unpaid	1.2M	1.01M	-16%
➤ Ineligible	161.7K	164K	+1%
➤ May Be Eligible With Additional Information	889K	467K	-47%
➤ Have Not Certified for Benefits	587K	230K	-61%
➤ Did Not Provide Wage Information to Qualify for a Claim	302K	237K	-22%
➤ Pending EDD Resolution	239K	82.4K	-66%
➤ Pending EDD Resolution New ³	--	296.6K	+24%

¹ Totals reflect the claimant status as of July 23, 2020 for claims filed from **March 8, 2020 through July 18, 2020**.

² Totals reflect claimants that have not been paid and are not inclusive of claimants that have received at least one payment.

³ Totals reflect claimants that have returned to certify for benefits or have provided wage information that requires EDD to review and process the claim accordingly.

Notes: May not add due to rounding

EDD Action Plan - Completed

- Relaxed eligibility conditions (e.g. looking for work) based on federal and state guidance that offered flexibility during the pandemic. Between June 15 and August 10, 2020, allowed 15.2 million eligibility issues to be automatically cleared resulting in prompt payments and allowing staff to focus on critical workload areas. – **Implemented in March 2020 and continuous process**
- Modified UI Online claim application process to increase the number of auto-processing of claims without staff intervention. As of 07/31/20, 69 percent of applications are filed in EDD's systems within 24 hours. – **Implemented in April 2020 and continuous process**
- Issued text messages to claimants providing claim status information. Sent 10.6 million to more than 3.6 million claimants. – **Implemented in May 2020 and continuous process**
- Issued reminder emails to claimants that have not certified for benefits. – **Implemented in June 2020 and continuous process**
- Relaxed certification timeliness rules to allow certifications to be processed as otherwise eligible up to 120 days after the certification week ending date (previously allowed for up to 21 days) – **Implemented in August 2020**
- Issued reminder emails to claimants that have not provided wage information. – **Implemented in August 2020 and continuous process**
- Deployed Knowledge Management System to more quickly onboard more hires and ensure more timely and greater continuity of responses provided by call center staff – **Implemented in August 2020 and continuous process**

EDD Action Plan - Underway

1. In progress enhancement to UI Online to allow customers to upload identity documents electronically and to automatically process government-issued identity documents resulting in faster processing and less staff intervention – ***On schedule to implement September 1, 2020***
2. In progress enhancement to UI Online to allow customers to upload wage documents electronically for those claimants that may be missing wage information to qualify for a claim resulting in faster processing and less staff intervention – ***On schedule to begin this project after September 1, 2020***
3. Identify opportunities to make claim status more transparent in UI Online so that customers have visibility into any barriers that would prevent payment on their claims and are provided with easily-accessible options for taking action to remove those barriers – ***On schedule to finish discovery period on September 4, 2020***
4. Adding skills-based routing to the upgraded Virtual Contact Center (VCC) to allow escalated calls to be transferred to trained claims-processing staff – ***On schedule to be released at the end of October 2020***
5. Working in partnership with the Strike Team to further explore technology options and continue to improve the customer experience. – ***On schedule***

Lost Wages Assistance (LWA) Program

- The LWA program was authorized by an August 8, 2020 Presidential Memorandum.
- The Federal Emergency Management Agency (FEMA) approved the state's application on August 21st and will provide an initial amount of \$4.5 billion (equates to approx. three weeks of supplemental LWA benefits), with the possibility of additional funding going forward.
- The LWA supplement will be available for weeks of unemployment beginning with the week ending date of August 1st.
- The LWA supplemental payment of \$300 per week will be available for a limited period of time, a minimum of three weeks, for claimants who:
 1. Provide self-certification that they are unemployed or partially unemployed due to disruptions by COVID-19, and
 2. Establish a weekly benefit amount of \$100 or more.
- In progress to implement the LWA program for those who are eligible – ***On schedule to begin issuing payments in September 2020***