

Report 2020-128/628.1 Recommendations

When an audit is completed and a report is issued, auditees must provide the State Auditor with information and periodic reports regarding their progress in implementing the report's recommendations. For audits conducted under the State High Risk Audit Program, these periodic reports are due every 90 days from the issue date of the report until such time as the State Auditor directs the auditee otherwise, according to title 2, section 61024 of the California Code of Regulations. Additionally, Senate Bill 1452 (Chapter 452, Statutes of 2006), requires auditees who have not implemented recommendations after one year, to report to us and to the Legislature why they have not implemented them or to state when they intend to implement them. Below, is a listing of each recommendation the State Auditor made in the report referenced and a link to the most recent response from the auditee addressing their progress in implementing the recommendation and the State Auditor's assessment of auditee's response based on our review of the supporting documentation.

Recommendations in Report 2020-128/628.1: Employment Development Department: EDD's Poor Planning and Ineffective Management Left It Unprepared to Assist Californians Unemployed by COVID-19 Shutdowns (Release Date: January 2021)

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Recommendations to Employment Development Department		
Number	Recommendation	Status
<u>2</u>	To provide a more transparent picture of claims in its backlog, by March 2021 EDD should revise its public dashboards to clearly indicate the number of claims that have waited longer than 21 days for payment because EDD has not yet resolved pending work on the claim.	<u>Fully Implemented</u>
<u>3</u>	To ensure that its identity verification processes are as robust as possible, EDD should determine by June 2021 the reasons why claimants cannot successfully complete their identity verification through ID.me and work with its vendor to resolve these problems. EDD should thereafter regularly monitor the rate of successful identity verifications to ensure that it consistently minimizes unnecessary staff intervention.	<u>Partially Implemented</u>
<u>4</u>	To retain as much automation in initial claims processing as possible, by June 2021 EDD should determine the automation modifications achieved through its emergency processing tool that it can retain and by September 2021 it should make those a permanent feature of its UI Online application.	<u>Partially Implemented</u>
<u>5</u>	To ensure that it does not delay needed improvements to its IT systems, EDD should, by June 2021, identify the elements of the BSM that can assist it in making timely payments and that it can implement incrementally. It should then prioritize implementing the elements most likely to benefit Californians.	<u>Fully Implemented</u>
<u>6</u>	To ensure its ability to respond in a timely fashion to fluctuations in its workload, EDD should immediately begin modeling workload projections that account for possible scenarios that would cause a spike in UI claims. EDD should plan its staffing around the likelihood of those scenarios, including having a contingency plan for less likely scenarios that would have a significant impact on its workload.	<u>Pending</u>
<u>8</u>	To continue providing timely payment of benefits to Californians in need while also effectively responding to the Department of Labor's directive regarding immediately resuming all eligibility determinations and resolving all suspended determinations, EDD should do the following: -Perform a risk assessment of its deferred workloads, including deferred eligibility determinations and retroactive certifications. EDD's assessment should take into account the relative likelihood that it issued payments to ineligible claimants by considering historic overpayment trends as well as the new or altered eligibility requirements the federal government adopted in response to the pandemic. If necessary, EDD should either partner with another state agency or contract for assistance in performing the analysis in support of this assessment.	<u>Fully Implemented</u>
<u>9</u>	To continue providing timely payment of benefits to Californians in need while also effectively responding to the Department of Labor's directive regarding immediately resuming all eligibility determinations and resolving all suspended determinations, EDD should do the following: -Develop a workload plan that prioritizes its deferred workloads based on the risk assessment and determine the staffing and IT resources needed to accomplish the work within expected time frames.	<u>Pending</u>
<u>10</u>	To continue providing timely payment of benefits to Californians in need while also effectively responding to the Department of Labor's directive regarding immediately resuming all eligibility determinations and resolving all suspended determinations, EDD should do the following: -Hire and train staff as necessary in order to carry out the workload plan.	<u>Pending</u>
<u>11</u>	To continue providing timely payment of benefits to Californians in need while also effectively responding to the Department of Labor's directive regarding immediately resuming all eligibility determinations and resolving all suspended determinations, EDD should do the following: -Using the workload plan, EDD should process the deferred work in alignment with the following: the need to pay timely benefits to new or continued claimants, federal expectations about the urgency of the deferred work, and any deadlines by which EDD may no longer be allowed to recoup inappropriately paid benefits.	<u>Pending</u>

Recommendations to Employment Development Department		
Number	Recommendation	Status
<u>12</u>	To ensure that it is able to take informed steps to provide better customer service through improved call center performance, EDD should implement a formal policy by no later than May 2021 that establishes a process for tracking and periodically analyzing the reasons why UI claimants call for assistance. By no later than October 2021, and every six months thereafter, EDD should analyze these data to improve its call center by doing the following: -Identifying and resolving weaknesses or problems with the ways in which it provides assistance to UI claimants through self-service and noncall-center options.	<u>Partially Implemented</u>
<u>13</u>	To ensure that it is able to take informed steps to provide better customer service through improved call center performance, EDD should implement a formal policy by no later than May 2021 that establishes a process for tracking and periodically analyzing the reasons why UI claimants call for assistance. By no later than October 2021, and every six months thereafter, EDD should analyze these data to improve its call center by doing the following: -Developing specialized training modules to quickly train its call-center staff on the most commonly requested items with which callers want assistance.	<u>Partially Implemented</u>
<u>14</u>	To assess the effectiveness of its call center, by May 2021 EDD should implement a policy for tracking and monitoring its rate of first-call resolution. EDD should review first-call resolution data at least monthly to evaluate whether it is providing effective assistance to callers.	<u>Partially Implemented</u>
<u>15</u>	To maximize the number of calls that its staff are able to answer, as soon as possible EDD should add the prerecorded message functionality to its new phone system to advise claimants of their rights and responsibilities after they file their claim with an agent.	<u>Fully Implemented</u>
<u>16</u>	To provide a more convenient customer experience, as soon as possible EDD should implement those features of its new phone system that allow callers to request a callback from an agent instead of waiting on hold for assistance.	<u>Fully Implemented</u>

Recommendations to Legislature		
Number	Recommendation	Status
<u>1</u>	To ensure that EDD's claims processing is as effective and efficient as possible, the Legislature should require EDD to convene a working group to assess the lessons learned from the claim surge and identify the processes that EDD can still improve. That working group should do the following: -Include representatives from EDD's UI branch, IT branch, and executive management. It should also include representatives from the strike team. -Issue a report on the lessons learned from the claim surge by no later than January 2022. The report should identify any improvements that the working group recommends that EDD make and include a review of EDD's implementation of the strike team's recommendations.	<u>Legislation Introduced</u>
<u>7</u>	To ensure transparency in EDD's operations and provide information to policymakers, the Legislature should require EDD to report on its website at least once every six months the amount of benefit payments for which it must assess potential overpayments, the amount for which it has issued overpayment notices, the amount it has waived overpayment on, and the amount repaid related to those notices. The reports should encompass benefit payments EDD made from March 2020 until the time when it resumes all eligibility determinations. EDD should be required to publish these reports until the repayment period for all the notices has elapsed.	<u>Legislation Enacted</u>
<u>17</u>	To ensure that EDD is better prepared to provide effective services and assistance to Californians during future economic downturns, the Legislature should amend state law to require EDD to develop a recession plan that takes into account the lessons learned from previous economic downturns, including the pandemic. At a minimum, the Legislature should require EDD's plan to include the following: -The indicators EDD will monitor and use to project the likely upcoming workload that it will face. -The steps EDD will take to address increases in its workload, such as cross-training non-UI staff, changing its staffing levels, prioritizing specific tasks, and adjusting the way it performs certain work. -The altered policies or procedures that EDD will activate if a rise in UI claims becomes significant enough to warrant that step. The Legislature should require EDD to develop the plan within 12 months of the effective date of the related change to state law. To address new developments in UI processes, programs, or other relevant conditions, the Legislature should require EDD to update its recession plan at least every three years thereafter.	<u>Legislation Enacted</u>

[Print all recommendations and responses.](#)

Report 2020-128/628.1 Recommendation 2 Responses

Report 2020-128/628.1: Employment Development Department: EDD's Poor Planning and Ineffective Management Left It Unprepared to Assist Californians Unemployed by COVID-19 Shutdowns (Release Date: January 2021)

Recommendation #2 To: Employment Development Department

To provide a more transparent picture of claims in its backlog, by March 2021 EDD should revise its public dashboards to clearly indicate the number of claims that have waited longer than 21 days for payment because EDD has not yet resolved pending work on the claim.

In summary, the CSA recommended the EDD provide a more transparent picture of the claims in its backlog by revising the public dashboards.

As of March 26, 2021, the EDD appears to have met this recommendations based on the newly released Unemployment Benefits Data Dashboard. The dashboard shows statewide and county-specific information about unemployment claims in California, call center demand, and other performance metrics. This includes:

- Total Unemployment Claims - including claims paid, claims ineligible for benefits, and backlog of claims past 21 days pending EDD action.
- Claims Filed and Benefits Paid by Month - including data since January 2020 in California.
- County and State Breakout Data - including localized claim, industry, and demographic data.
- Phone Calls - including call attempts, unique callers, and calls answered.
- Assembly Bill 107 Data Dashboard Report - legislatively mandated biweekly update of EDD unemployment services.

The dashboard can be accessed here: <https://edd.ca.gov/Newsroom/facts-and-stats/dashboard.htm>.

- **Completion Date:** March 2021

California State Auditor's Assessment of Status: Fully Implemented

We reviewed the revised dashboard and found that EDD now clearly indicates the number of claims that have waited longer than 21 days for payment because EDD has not yet resolved pending work on the claim.

All Recommendations in 2020-128/628.1

Agency responses received are posted verbatim.

Report 2020-128/628.1 Recommendation 3 Responses

Report 2020-128/628.1: Employment Development Department: EDD's Poor Planning and Ineffective Management Left It Unprepared to Assist Californians Unemployed by COVID-19 Shutdowns (Release Date: January 2021)

Recommendation #3 To: Employment Development Department

To ensure that its identity verification processes are as robust as possible, EDD should determine by June 2021 the reasons why claimants cannot successfully complete their identity verification through ID.me and work with its vendor to resolve these problems. EDD should thereafter regularly monitor the rate of successful identity verifications to ensure that it consistently minimizes unnecessary staff intervention.

The Employment Development Department (EDD) continues to work with the ID.me vendor to improve the identity verification process. The EDD continuously improves claimants' experience by analyzing and resolving the root causes of identity verification process delays and monitoring metrics on a weekly basis. As of 9/30/21, two of the three remaining ID processes that required corrective actions have been completed, and one remains in progress. (See attachment)

- **Estimated Completion Date:** 12/31/21

California State Auditor's Assessment of Status: Partially Implemented

Until EDD successfully updates its final language access related matter, this recommendation remains only partially implemented. Also, we noted a dip in the rate of successful use of ID.me since the last time EDD reported its progress to us. Whereas EDD had previously attained a success rate in the high 80 percent to low 90 percent range, its most recent report showed the success rate dipping into the 80-percent range exclusively. Therefore, EDD should continue to monitor the success or failure of its claimants at using its identity verification service.

The EDD began working with the vendor ID.me, and analyzed the root causes of when claimants cannot successfully complete the identity verification process and addressed issues found. Based on the results of the root cause analysis, EDD took appropriate actions to mitigate or resolve the issues. Please see attachment for more details.

EDD is currently monitoring the metrics on a weekly basis to continuously improve claimants' experience and improve processing times. The true pass/success rate for legitimate claimants has increased significantly from 83.39% during the first month of implementation to up to 91.50% in the most recent monitoring period. Please see attached ID.me Weekly Reports.

- **Completion Date:** June 2021

California State Auditor's Assessment of Status: Partially Implemented

EDD has worked with ID.me to identify the reasons why claimants could not successfully complete their identity verification online. EDD and ID.me identified issues including problems with the submission of valid identity documents, individuals who did not own a smartphone not being able to complete online verification, and certain language barriers. For some of the identified issues, EDD indicates that fixes have been implemented that have benefited the users of ID.me. However, for issues related to language access, EDD indicates that progress in addressing language barriers is ongoing. EDD is also continuing to monitor the verification rate of claimant identities and reports from ID.me indicate that the verification rate is higher than it was during our audit. If EDD continues to regularly monitor the success rate of the ID.me verification and addresses the language barriers it has identified, it will fully implement this recommendation.

- Auditee did not substantiate its claim of full implementation

The EDD is currently working with ID.me to identify the reasons why legitimate claimants cannot successfully complete their identity verification through ID.me. The EDD and ID.me are regularly meeting to discuss possible solutions in order to minimize unnecessary staff intervention and ways to better serve claimants.

- **Estimated Completion Date:** 06/30/21

California State Auditor's Assessment of Status: Pending

All Recommendations in 2020-128/628.1

Agency responses received are posted verbatim.

Report 2020-128/628.1 Recommendation 4 Responses

Report 2020-128/628.1: Employment Development Department: EDD's Poor Planning and Ineffective Management Left It Unprepared to Assist Californians Unemployed by COVID-19 Shutdowns (Release Date: January 2021)

Recommendation #4 To: Employment Development Department

To retain as much automation in initial claims processing as possible, by June 2021 EDD should determine the automation modifications achieved through its emergency processing tool that it can retain and by September 2021 it should make those a permanent feature of its UI Online application.

The Information Technology Branch and Unemployment Insurance Branch reviewed the temporary claim filing conditions that were implemented using the emergency processing tool. In June 2021, the modifications were evaluated to see which could be made permanent features for claim filing logic in the UI Online application. After evaluation, six eCPT coding measures are candidates for permanent placement in UI Online. The number of claimants impacted by each condition as of May 2021, along with data availability, were key inputs for our evaluation. These recommended measures can be implemented with a high level of confidence and accuracy based on claimant and wage data available during the claim filing process. Due to urgent, mandated efforts by the Department of Labor to make necessary changes to the Federal-State Extended Duration (FED-ED) benefit extension as well as the federal stimulus programs, the Employment Development Department has not been able to implement these six changes.

- **Estimated Completion Date:** 03/30/22

California State Auditor's Assessment of Status: Partially Implemented

The Information Technology Branch (ITB) and Unemployment Insurance Branch (UIB) reviewed the temporary claim filing conditions that were implemented using the emergency processing tool. In June 2021, the modifications were evaluated to see which could be made permanent features for claim filing logic in the UI Online application. After evaluation, six eCPT coding measures are candidates for permanent placement in UI Online. The number of claimants impacted by each condition as of the May 2021, along with data availability, were key inputs for our evaluation. These recommended measures can be implemented with a high level of confidence and accuracy based on claimant and wage data available during the claim filing process. While EDD is working to implement the six eCPT conditions by September 30, 2021, due to urgent, mandated efforts by the Department of Labor to make necessary changes to the Federal-State Extended Duration (FED-ED) benefit extension as well as the federal stimulus programs, there is a very high risk that this date may not be met.

- **Estimated Completion Date:** 09/30/21

California State Auditor's Assessment of Status: Partially Implemented

The Information Technology Branch has started analyzing the claim filing conditions that are automated using the emergency processing tool. This project is in the initial stages because all the claim filing experts have been busy implementing the American Rescue Plan and other Unemployment Insurance (UI) program changes. The EDD is committed to making automation enhancements in UI Online as suggested by the California State Auditor.

- **Estimated Completion Date:** 06/30/21

California State Auditor's Assessment of Status: Pending

All Recommendations in 2020-128/628.1

Agency responses received are posted verbatim.

Report 2020-128/628.1: Employment Development Department: EDD's Poor Planning and Ineffective Management Left It Unprepared to Assist Californians Unemployed by COVID-19 Shutdowns (Release Date: January 2021)

Recommendation #5 To: Employment Development Department

To ensure that it does not delay needed improvements to its IT systems, EDD should, by June 2021, identify the elements of the BSM that can assist it in making timely payments and that it can implement incrementally. It should then prioritize implementing the elements most likely to benefit Californians.

The BSM project was paused September 2020. This step was taken to refocus the project, so that inefficiencies could be more fully reviewed to ensure operational challenges identified during the pandemic are not included on a new platform. The EDD began a business process re-engineering effort February 2021 to identify improvements to the policies, administrative procedures and processes to ensure that any new system would incorporate the improvements into the solution. EDD recognizes that continual improvement is needed, and our goal is to continue to leverage and implement solutions that will enhance claims processing and payments. We will implement solutions in an iterative and modular approach and prioritize based on benefits to our constituents.

The following are BSM-related elements that could expedite claim processing and payments. Each identified element includes an impact narrative followed by original reference items that can meet the spirit of the CSA recommendation. Several of the identified BSM elements are in progress, and some have been completed. Many of the elements will be addressed during the EDD's Business Process Re-Engineering (BPR) effort. The BPR effort that EDD is commencing in August 2021 to identify processes that can be improved to create a customer friendly interaction process between the customers and EDD. It will define specific improvements to current processes that can then be automated and streamlined to simplify the customer experience and pay eligible claimants faster. The new or updated processes will then be implemented in the re-imagined BSM project. (see attachment)

- **Completion Date:** June 2021

California State Auditor's Assessment of Status: Fully Implemented

EDD has identified elements of the BSM that it can implement incrementally, prioritized those elements, including those most likely to result in more timely payments, and developed a timeframe for their implementation.

The Unemployment Insurance Branch (UIB) has assigned a team consisting of former Benefit Systems Modernization (BSM) team members to address the California State Auditor (CSA) recommendation pertaining to BSM elements that could potentially be implemented. The team has reviewed all the functional requirements developed for the BSM project and extracted improvements that would expedite payments and/or benefit claim processing. These improvements are categorized by functional tracks, which is how the BSM project organized the various workloads. The next steps include a review by UIB leadership and a handoff to the Information Technology Branch (ITB) to discuss the priority of functionality and establish an implementation plan to meet the CSA recommendation's intent.

- **Estimated Completion Date:** 06/30/21

California State Auditor's Assessment of Status: Pending

All Recommendations in 2020-128/628.1

Agency responses received are posted verbatim.

Report 2020-128/628.1 Recommendation 6 Responses

Report 2020-128/628.1: Employment Development Department: EDD's Poor Planning and Ineffective Management Left It Unprepared to Assist Californians Unemployed by COVID-19 Shutdowns (Release Date: January 2021)

Recommendation #6 To: Employment Development Department

To ensure its ability to respond in a timely fashion to fluctuations in its workload, EDD should immediately begin modeling workload projections that account for possible scenarios that would cause a spike in UI claims. EDD should plan its staffing around the likelihood of those scenarios, including having a contingency plan for less likely scenarios that would have a significant impact on its workload.

In January 2021, the Employment Development Department (EDD) established the Unemployment Insurance Command Center Division (UICCD). The UICCD is developing a workload forecasting and workload modeling plan to address incoming workload volumes, existing backlogs, and a workload management plan to centralize and manage UI Branch workload activities. The development of the workload projection and workload management plan work in tandem and will be implemented in a phased approach; and will be a "living" document for sustainable business operations. In May 2021, the UICCD hired a first-level manager to lead the Workload Forecasting Unit and the recruitment process has begun for five professional analysts. The UICCD anticipates completing hiring activities for the Workload Forecasting Unit by September 2021. The Workload Forecasting Unit functions include analyzing actual and forecasting data outcomes and data models; developing and managing Service Level Agreements, and key performance indicators; analyzing workload levels and trends; and historical trend analysis.

- **Estimated Completion Date:** 10/31/2021

California State Auditor's Assessment of Status: Pending

The EDD has begun the process of discussing the approach to modeling workload projections and associated staffing levels to account for the fluctuations in workload levels. The EDD has begun reviewing existing documentation and historical data metrics in order to develop workload projections based on key leading indicators. The EDD is in the process of outlining a workload forecasting plan to ensure it accounts for a variety of different situations and circumstances to proactively manage workload levels in an effective and efficient manner. In addition, with the formation of the Unemployment Insurance (UI) Command Center Division, the division is in the process of hiring and recruiting staff to assist and manage workload projections long term.

- **Estimated Completion Date:** 06/30/21

California State Auditor's Assessment of Status: Pending

All Recommendations in 2020-128/628.1

Agency responses received are posted verbatim.

Report 2020-128/628.1 Recommendation 8 Responses

Report 2020-128/628.1: Employment Development Department: EDD's Poor Planning and Ineffective Management Left It Unprepared to Assist Californians Unemployed by COVID-19 Shutdowns (Release Date: January 2021)

Recommendation #8 To: Employment Development Department

To continue providing timely payment of benefits to Californians in need while also effectively responding to the Department of Labor's directive regarding immediately resuming all eligibility determinations and resolving all suspended determinations, EDD should do the following:

-Perform a risk assessment of its deferred workloads, including deferred eligibility determinations and retroactive certifications. EDD's assessment should take into account the relative likelihood that it issued payments to ineligible claimants by considering historic overpayment trends as well as the new or altered eligibility requirements the federal government adopted in response to the pandemic. If necessary, EDD should either partner with another state agency or contract for assistance in performing the analysis in support of this assessment.

The EDD entered into a contract with Accenture to perform the risk assessment of its deferred workloads in support of this recommendation. The overall Deferred Workloads Population was subdivided into three, non-mutually exclusive sub-populations: claims subject to suspended determinations, retroactive certifications, and employer protests. Accenture performed a risk assessment framework to segment the overall population and sub-populations into low, high-medium, and high risk of potential ineligibility. Qualitative guidance from field offices and case workers was incorporated to inform the quantitative analysis. The use of historical data since 2008 was included to compute ineligibility risk and then applied findings to the current population as appropriate. The deferred workloads population consists of claimants of both UI and PUA programs, and each sub-population was assessed for estimated risk of potential ineligibility for these programs. Both State and Federal level Extension programs were also considered as part of this assessment.

Based on the different availability and granularity of data for each respective population, the risk assessment consists of deterministic and probabilistic approaches, and in some cases - population sizing, where data may be limited in availability. The risk assessment outputs then estimate the upper and lower bounds of likelihood of ineligibility of claims and, of the associated dollar amounts paid out to said claims. As part of this assessment, reference and operational tables have been produced to support the prioritization of determination efforts.

- **Completion Date:** August 2021

California State Auditor's Assessment of Status: Fully Implemented

The risk analysis commenced on April 12, 2021 and, has continued to progress. Submission of the final analysis is expected by August 31, 2021.

Within the completed risk analysis conducted, the Employment Development Department (EDD) will provide directional estimated ranges of ineligible payments made by EDD corresponding to certain populations of claims. These populations, as identified by the EDD, will include claims, subject to suspended determinations, retroactive certifications, and employer protests based on available data. Additionally, the projections contained in the analysis will consider available historical data to inform expectations from retrospective trends. For illustration, a sample of the on-going analysis related to claims subject to suspended determinations accompanies this update.

At times, the risk analysis may be subject to certain constraints due to the availability of data or, for other reasons. For example, claims subject to only employer protests, that is, claims mutually exclusive from the other populations, population-sizing may be performed with estimated ranges of ineligible payments. Similarly, the ineligible payments segment of the analysis for this specific population may be restricted to those claims with "identity not confirmed", given data constraints.

Based on the risk analysis, the EDD will derive operational tables associated with these populations to identify the impacted SSNs, at the record level. The EDD is also collecting other supporting artifacts, including the attendant business requirements document, data dictionary (where available), and data Q&A records available for review.

- **Estimated Completion Date:** 08/31/2021

California State Auditor's Assessment of Status: Pending

The Unemployment Insurance Branch (UIB) has initiated meetings with a contracted vendor, Accenture, who will assist with a risk assessment of the deferred workloads. Data requirements for analysis have been documented, and data is being gathered for the population of claimant account records in scope. Further definition of business requirements for the output is being conducted to ensure that the analysis will optimally inform the EDD of how to prioritize the workload. This output should help to advise the EDD on downstream considerations for staffing and support.

- **Estimated Completion Date:** 05/31/21

California State Auditor's Assessment of Status: Pending

All Recommendations in 2020-128/628.1

Agency responses received are posted verbatim.

Report 2020-128/628.1 Recommendation 9 Responses

Report 2020-128/628.1: Employment Development Department: EDD's Poor Planning and Ineffective Management Left It Unprepared to Assist Californians Unemployed by COVID-19 Shutdowns (Release Date: January 2021)

Recommendation #9 To: Employment Development Department

To continue providing timely payment of benefits to Californians in need while also effectively responding to the Department of Labor's directive regarding immediately resuming all eligibility determinations and resolving all suspended determinations, EDD should do the following:

-Develop a workload plan that prioritizes its deferred workloads based on the risk assessment and determine the staffing and IT resources needed to accomplish the work within expected time frames.

The Unemployment Insurance Branch (UIB) is working in line with the risk assessment being conducted by Accenture, including the data being collected, to begin the development of a workload plan to prioritize the deferred workloads. In addition, the UIB will determine the staffing needs and Information Technology resources required to accomplish the workload within expected timeframes.

- **Estimated Completion Date:** 08/31/2021

California State Auditor's Assessment of Status: Pending

The department has resumed processing eligibility determinations and has acquired a vendor, Accenture, to develop a risk assessment of all deferred workloads. The Unemployment Insurance Branch (UIB) will develop a workload plan that prioritizes the deferred workloads based on risk and determine the staffing needs and IT resources required to accomplish the work within expected timeframes.

- **Estimated Completion Date:** 07/31/21

California State Auditor's Assessment of Status: Pending

All Recommendations in 2020-128/628.1

Agency responses received are posted verbatim.

Report 2020-128/628.1 Recommendation 10 Responses

Report 2020-128/628.1: Employment Development Department: EDD's Poor Planning and Ineffective Management Left It Unprepared to Assist Californians Unemployed by COVID-19 Shutdowns (Release Date: January 2021)

Recommendation #10 To: Employment Development Department

To continue providing timely payment of benefits to Californians in need while also effectively responding to the Department of Labor's directive regarding immediately resuming all eligibility determinations and resolving all suspended determinations, EDD should do the following:

-Hire and train staff as necessary in order to carry out the workload plan.

The Unemployment Insurance Branch has developed a workload plan to address its deferred workloads. In August 2021, the Employment Development Department (EDD) released a Request for Quote (RFQ), and in September 2021, the vendor, Maximus was selected to execute the Statement of Work. The workload plan developed is divided into eight "cohorts" to bring on 300 vendor agents every two weeks until sufficient staff is onboard to address the EDD's prospective and deferred workloads. Each "cohort" will be provided targeted training on select priority workloads. This approach will allow for the backlog to be addressed immediately and minimize the total training time required. The workloads have been prioritized by those workloads that impact customers currently, and then deferred workloads as outlined in the Accenture Deferred Workload Risk Assessment. The EDD anticipates that Cohort 8 will begin production in February 2022.

- **Estimated Completion Date:** 2/28/22

California State Auditor's Assessment of Status: Pending

The Unemployment Insurance Branch has developed a monthly hiring plan and will continue to hire and train staff as necessary to meet workload demands. As the Risk Assessment is completed and the workload plan is developed the hiring plan will be modified as needed to complete the deferred workloads.

- **Estimated Completion Date:** 09/30/2021

California State Auditor's Assessment of Status: Pending

The Unemployment Insurance Branch (UIB) has developed a monthly hiring plan and will continue to hire and train staff as necessary to meet workload demands and to complete deferred workloads as outlined on the established workload plan.

- **Estimated Completion Date:** 09/30/21

California State Auditor's Assessment of Status: Pending

All Recommendations in 2020-128/628.1

Agency responses received are posted verbatim.

Report 2020-128/628.1 Recommendation 11 Responses

Report 2020-128/628.1: Employment Development Department: EDD's Poor Planning and Ineffective Management Left It Unprepared to Assist Californians Unemployed by COVID-19 Shutdowns (Release Date: January 2021)

Recommendation #11 To: Employment Development Department

To continue providing timely payment of benefits to Californians in need while also effectively responding to the Department of Labor's directive regarding immediately resuming all eligibility determinations and resolving all suspended determinations, EDD should do the following:

-Using the workload plan, EDD should process the deferred work in alignment with the following: the need to pay timely benefits to new or continued claimants, federal expectations about the urgency of the deferred work, and any deadlines by which EDD may no longer be allowed to recoup inappropriately paid benefits.

The Unemployment Insurance Branch continues to identify and work through priority workloads including some of the deferred workloads. As the work plan is finalized we will utilize the plan to process the remaining deferred work in alignment with priorities to pay timely benefits to new or continued claimants, federal expectation, and deadlines to recoup inappropriately paid benefits.

- **Estimated Completion Date:** 10/29/2021

California State Auditor's Assessment of Status: Pending

The Unemployment Insurance Branch (UIB) continues to identify and work through priority workloads including some of the deferred workloads. As the work plan is finalized we will utilize the plan to process the remaining deferred work in alignment with priorities to pay timely benefits to new or continued claimants, federal expectations, and deadlines to recoup inappropriately paid benefits.

- **Estimated Completion Date:** 10/31/21

California State Auditor's Assessment of Status: Pending

All Recommendations in 2020-128/628.1

Agency responses received are posted verbatim.

Report 2020-128/628.1 Recommendation 12 Responses

Report 2020-128/628.1: Employment Development Department: EDD's Poor Planning and Ineffective Management Left It Unprepared to Assist Californians Unemployed by COVID-19 Shutdowns (Release Date: January 2021)

Recommendation #12 To: Employment Development Department

To ensure that it is able to take informed steps to provide better customer service through improved call center performance, EDD should implement a formal policy by no later than May 2021 that establishes a process for tracking and periodically analyzing the reasons why UI claimants call for assistance. By no later than October 2021, and every six months thereafter, EDD should analyze these data to improve its call center by doing the following:

-Identifying and resolving weaknesses or problems with the ways in which it provides assistance to UI claimants through self-service and noncall-center options.

The Employment Development Department's Unemployment Insurance Command Center Division (UICCD) has formed a workgroup to review and analyze the current disposition codes used by contact center agents. The workgroup completed their initial analysis and the newly proposed disposition codes are in final review before deploying to contact center agents. In addition to updating the current disposition codes utilized by contact center agents, the UICCD will be collaborating with the Branch Training Section to develop and deliver a training module to advise contact center agents of the importance of correctly dispositioning a call after service is provided to a customer. The UICCD continues to review and analyze the disposition codes used by contact center agents to leverage opportunities to assist customers through self-service and non-call center options.

- **Estimated Completion Date:** 10/31/21

California State Auditor's Assessment of Status: Partially Implemented

We look forward to reviewing the newly proposed disposition codes that EDD finalizes and deploys to its contact center agents, as well as its analysis of those disposition codes and any actions it takes to revise its self-service and non-call center options.

In May 2021, the EDD's UI Command Center Division developed and implemented a policy that will track, analyze, and address the reasons why UI claimants call the contact center. The policy developed is comprised of the following elements:

-Disposition Code Analysis to ensure the intent is correct.

-Root Cause Analysis for a Customer's Inquiry

-Determine Operations Goals

-Determine Implementation Strategies (e.g., self-service options)

-Implementation Plan

By October 2021, the EDD's UI Command Center Division will begin analyzing the resulting data to improve the customer experience with specific focus on enhancements to self-service and non-call center options that assists customers, and identification of specialized training for staff to better assist callers.

- **Estimated Completion Date:** 05/31/21

California State Auditor's Assessment of Status: Partially Implemented

We reviewed the policy that EDD developed and found that it establishes a process for tracking and periodically analyzing the reasons why UI claimants call for assistance. We look forward to reviewing in October the analysis EDD conducts and any resulting improvements to its processes.

The EDD is in the process of establishing a policy to track and periodically review the top reasons why UI claimants contact the UI Customer Service Center for assistance. The EDD plans to utilize the disposition codes provided by contact center agents to identify and propose self-service enhancements or non-call center options.

- **Estimated Completion Date:** 05/31/21

California State Auditor's Assessment of Status: Pending

All Recommendations in 2020-128/628.1

Agency responses received are posted verbatim.

Report 2020-128/628.1 Recommendation 13 Responses

Report 2020-128/628.1: Employment Development Department: EDD's Poor Planning and Ineffective Management Left It Unprepared to Assist Californians Unemployed by COVID-19 Shutdowns (Release Date: January 2021)

Recommendation #13 To: Employment Development Department

To ensure that it is able to take informed steps to provide better customer service through improved call center performance, EDD should implement a formal policy by no later than May 2021 that establishes a process for tracking and periodically analyzing the reasons why UI claimants call for assistance. By no later than October 2021, and every six months thereafter, EDD should analyze these data to improve its call center by doing the following:

-Developing specialized training modules to quickly train its call-center staff on the most commonly requested items with which callers want assistance.

The Employment Development Department's Unemployment Insurance Command Center Division (UICCD) has formed a workgroup to review and analyze the current disposition codes used by contact center agents. The workgroup completed their initial analysis and the newly proposed disposition codes are in final review before deploying to contact center agents. In addition to updating the current disposition codes utilized by contact center agents, the UICCD will be collaborating with the Branch Training Section to develop and deliver a training module to advise contact center agents of the importance of correctly dispositioning a call after service is provided to a customer. The UICCD continues to review and analyze the disposition codes used by contact center agents to leverage opportunities to assist customers through self-service and non-call center options.

- **Estimated Completion Date:** 10/31/21

California State Auditor's Assessment of Status: Partially Implemented

We look forward to reviewing the disposition code training module once EDD develops it. In addition, we look forward to seeing how the disposition codes assist EDD in developing additional trainings for its call center staff that could assist them in providing help to claimants who call EDD.

In May 2021, the EDD's UI Command Center Division developed and implemented a policy that will track, analyze, and address the reasons why UI claimants call the contact center. The policy developed is comprised of the following elements:

-Disposition Code Analysis to ensure the intent is correct.

-Root Cause Analysis for a Customer's Inquiry

-Determine Operations Goals

-Determine Implementation Strategies (e.g., self-service options)

-Implementation Plan

By October 2021, the EDD's UI Command Center Division will begin analyzing the resulting data to improve the customer experience with specific focus on enhancements to self-service and non-call center options that assists customers, and identification of specialized training for staff to better assist callers.

- **Estimated Completion Date:** 05/31/21

California State Auditor's Assessment of Status: Partially Implemented

We reviewed the policy that EDD developed and found that it establishes a process for tracking and periodically analyzing the reasons why UI claimants call for assistance. We look forward to reviewing in October the analysis EDD conducts and any resulting adjustments or revisions to the training it provides to its call-center staff.

The EDD plans to use the established policy for the top reasons why UI claimants contact the UI Customer Service Center to develop effective training modules. The data collected from the disposition codes provided by contact center agents will be utilized to inform and train contact center agents to quickly assist UI customers as new emerging trends and issues present themselves. The UI Branch Training Section will develop a policy to analyze the training for those issues to ensure current and clear training. In addition, the UI Branch Training Section will collaborate with the UI Command Center Division regarding the training-related materials most commonly used by staff to compare the accuracy of the disposition code data.

- **Estimated Completion Date:** 5/31/21

California State Auditor's Assessment of Status: Pending

All Recommendations in 2020-128/628.1

Agency responses received are posted verbatim.

Report 2020-128/628.1 Recommendation 14 Responses

Report 2020-128/628.1: Employment Development Department: EDD's Poor Planning and Ineffective Management Left It Unprepared to Assist Californians Unemployed by COVID-19 Shutdowns (Release Date: January 2021)

Recommendation #14 To: Employment Development Department

To assess the effectiveness of its call center, by May 2021 EDD should implement a policy for tracking and monitoring its rate of first-call resolution. EDD should review first-call resolution data at least monthly to evaluate whether it is providing effective assistance to callers.

The Employment Development Department's Unemployment Insurance Command Center Division (UICCD) has begun tracking and monitoring its First Call Resolution (FCR) data associated with the FCR policy developed in May 2021. The UICCD has also identified an after-call survey technological solution to align with the FCR policy and data. The UICCD has collaborated with the Information Technology Branch to implement the "Every Customer Has Opinions" automated survey into the Virtual Contact Center platform.

To address the comments provided by the California State Auditor, the UICCD has also attached a copy of the FCR report for August 2021 titled, "First Call Resolution Metrics (August 2021).pdf".

- **Estimated Completion Date:** 12/17/21

California State Auditor's Assessment of Status: Partially Implemented

We have reviewed the FCR report EDD provided from August 2021 and are encouraged EDD has begun collecting these data. We look forward to EDD providing additional data and its evaluation of whether these data indicate it is providing effective assistance to callers as well as any actions it intends to take in response to the data. We also look forward to the results of the automated survey EDD indicates it has implemented.

In May 2021, the EDD's Unemployment Insurance Command Center Division has developed a First Call Resolution (FCR) policy and will continue to research technological capabilities to support the FCR policy, which will include an after-call survey to align with the October 2021 date to determine whether the EDD is providing effective assistance to its customers.

- **Completion Date:** May 2021

California State Auditor's Assessment of Status: Partially Implemented

We reviewed the policy that EDD has developed for tracking and monitoring its rate of first-call resolution. As of this assessment date, EDD has not provided evidence it is reviewing the first-call resolution data. We look forward to reviewing the department's efforts in this area and EDD's evaluation of its effectiveness at providing assistance to callers.

- Auditee did not address all aspects of the recommendation

The EDD is currently working to develop and refine policy to track and monitor First Call Resolution data by May 31, 2021.

- **Estimated Completion Date:** 05/31/21

California State Auditor's Assessment of Status: Pending

All Recommendations in 2020-128/628.1

Agency responses received are posted verbatim.

Report 2020-128/628.1 Recommendation 15 Responses

Report 2020-128/628.1: Employment Development Department: EDD's Poor Planning and Ineffective Management Left It Unprepared to Assist Californians Unemployed by COVID-19 Shutdowns (Release Date: January 2021)

Recommendation #15 To: Employment Development Department

To maximize the number of calls that its staff are able to answer, as soon as possible EDD should add the prerecorded message functionality to its new phone system to advise claimants of their rights and responsibilities after they file their claim with an agent.

The EDD is currently working to implement benefit claim filing wrap-up messages. The claim filing wrap-up messages were deployed into production on April 12, 2021. The EDD is still conducting User Acceptance Testing and is on track to implement this recommendation by April 30, 2021. When the final validation and UAT is successful, after a UI claim is filed or reopened by phone, the wrap-up messages will be automatically played to a claimant, allowing agents to move onto the next customer call.

- **Estimated Completion Date:** 04/30/21

California State Auditor's Assessment of Status: Fully Implemented

We reviewed documentation indicating that the prerecorded message functionality was added to the new phone system and operational, and that user acceptance testing had been completed.

All Recommendations in 2020-128/628.1

Agency responses received are posted verbatim.

Report 2020-128/628.1 Recommendation 16 Responses

Report 2020-128/628.1: Employment Development Department: EDD's Poor Planning and Ineffective Management Left It Unprepared to Assist Californians Unemployed by COVID-19 Shutdowns (Release Date: January 2021)

Recommendation #16 To: Employment Development Department

To provide a more convenient customer experience, as soon as possible EDD should implement those features of its new phone system that allow callers to request a callback from an agent instead of waiting on hold for assistance.

The Employment Development Department (EDD) has enhanced the functionality of its Virtual Contact Center (VCC) platform and has implemented the "virtual hold" feature which now provides a customer with the option to request a callback if the Estimated Wait Time exceeds 15 minutes within a VCC queue. The "virtual hold" functionality is available in each of the existing available languages: Cantonese, English, Mandarin, Spanish, and Vietnamese.

- **Completion Date:** June 2021

California State Auditor's Assessment of Status: Fully Implemented

EDD provided us documentation of its notification to its staff that the virtual hold functionality had been implemented.

The EDD is currently working to implement "virtual hold." The EDD has developed the functional requirements and provided them to Verizon to implement into the Virtual Contact Center (VCC). The EDD has conducted User Acceptance Testing (UAT) and deployment occurred on April 20, 2021. The initial "go live" will be for one queue, "Engl Claims Regular." Once the behavior of the system is observed, additional VCC queues will have the "virtual hold" functionality added to them with a target completion date for all VCC queues by May 31, 2021. This feature will improve the customer experience so a call back can be made to a customer, rather than waiting on hold for assistance.

- **Estimated Completion Date:** 05/31/21

California State Auditor's Assessment of Status: Partially Implemented

We reviewed documentation that EDD provided demonstrating that the virtual hold was implemented and operational for regular English language claims. However, it has not yet been implemented for other languages.

All Recommendations in 2020-128/628.1

Agency responses received are posted verbatim.

Report 2020-128/628.1 Recommendation Responses

Report [2020-128/628.1](#): Employment Development Department: EDD's Poor Planning and Ineffective Management Left It Unprepared to Assist Californians Unemployed by COVID-19 Shutdowns (Release Date: January 2021)

Recommendation for Legislative Action

To ensure that EDD's claims processing is as effective and efficient as possible, the Legislature should require EDD to convene a working group to assess the lessons learned from the claim surge and identify the processes that EDD can still improve. That working group should do the following:

- Include representatives from EDD's UI branch, IT branch, and executive management. It should also include representatives from the strike team.

- Issue a report on the lessons learned from the claim surge by no later than January 2022. The report should identify any improvements that the working group recommends that EDD make and include a review of EDD's implementation of the strike team's recommendations.

Description of Legislative Action

AB 360 (Patterson, et. al., 2021) would, in part, require EDD to convene a working group to assess the lessons learned from claim surges, identify the processes that EDD can still improve and issue a report by January 1, 2022. This bill is pending in the Assembly.

- **Legislative Action Current As-of:** October 2021

California State Auditor's Assessment of Status: Legislation Introduced

Description of Legislative Action

AB 360 (Patterson, et. al., 2021) would create the Unemployment Insurance Reform Project within EDD. Under this project, EDD would, among other things, convene a working group to assess the lessons learned from claim surges and identify the processes that the department can still improve. It shall then issue a report on the lessons learned and identify any recommended improvements for the department and include a review of the department's implementation of the 2020 Employment Development Department strike team recommendations.

- **Legislative Action Current As-of:** July 2021

California State Auditor's Assessment of Status: Legislation Introduced

Description of Legislative Action

AB 360 (Patterson, et. al., 2021) would create the Unemployment Insurance Reform Project within EDD. Under this project, EDD would, among other things, convene a working group to assess the lessons learned from claim surges and identify the processes that the department can still improve. It shall then issue a report on the lessons learned and identify any recommended improvements for the department and include a review of the department's implementation of the 2020 Employment Development Department strike team recommendations.

- **Legislative Action Current As-of:** May 2021

California State Auditor's Assessment of Status: Legislation Introduced

[All Recommendations in 2020-128/628.1](#)

Report 2020-128/628.1 Recommendation Responses

Report 2020-128/628.1: Employment Development Department: EDD's Poor Planning and Ineffective Management Left It Unprepared to Assist Californians Unemployed by COVID-19 Shutdowns (Release Date: January 2021)

Recommendation for Legislative Action

To ensure transparency in EDD's operations and provide information to policymakers, the Legislature should require EDD to report on its website at least once every six months the amount of benefit payments for which it must assess potential overpayments, the amount for which it has issued overpayment notices, the amount it has waived overpayment on, and the amount repaid related to those notices. The reports should encompass benefit payments EDD made from March 2020 until the time when it resumes all eligibility determinations. EDD should be required to publish these reports until the repayment period for all the notices has elapsed.

Description of Legislative Action

AB 56 (Chapter 510, Statutes of 2021), in part, requires EDD to, upon appropriation by the Legislature, report at least once every six months on its website specified benefit overpayment information encompassing benefit payments made from March 1, 2020, until the time when EDD resumes all eligibility determinations.

- **Legislative Action Current As-of:** October 2021

California State Auditor's Assessment of Status: Legislation Enacted

Description of Legislative Action

AB 56 (Salas, 2021), in part, would require EDD to, upon appropriation by the Legislature, report at least once every six months on its website specified benefit overpayment information encompassing benefit payments made from March 1, 2020, until the time when EDD resumes all eligibility determinations. The bill would also require EDD to revise its public dashboards with regard to the number of backlogged claims. Finally, this bill would require EDD to convene two working groups, including one to assess the lessons learned from claim surges, to identify the processes that EDD can still improve, and to issue a report by January 1, 2023.

AB 360 (Patterson, et. al., 2021) would create the Unemployment Insurance Reform Project within EDD. Under the project, the bill would require EDD to report at least once every six months on its internet website information regarding the amount of benefit payments for which it must assess potential overpayments; the amount for which it has issued overpayment notices; the amount of overpayments waived; and the amount repaid related to those overpayment notices. The reports must encompass benefit payments made by the department from March 1, 2020, until the time when it resumes all eligibility determinations.

- **Legislative Action Current As-of:** July 2021

California State Auditor's Assessment of Status: Legislation Introduced

Description of Legislative Action

AB 56 (Salas, 2021), in part, would require EDD to, upon appropriation by the Legislature, report at least once every six months on its website specified benefit overpayment information encompassing benefit payments made from March 1, 2020, until the time when EDD resumes all eligibility determinations. The bill would also require EDD to revise its public dashboards with regard to the number of backlogged claims. Finally, this bill would require EDD to convene two working groups, including one to assess the lessons learned from claim surges, to identify the processes that EDD can still improve, and to issue a report by January 1, 2023.

AB 360 (Patterson, et. al., 2021) would create the Unemployment Insurance Reform Project within EDD. Under the project, the bill would require EDD to report at least once every six months on its internet website information regarding the amount of benefit payments for which it must assess potential overpayments; the amount for which it has issued overpayment notices; the amount of overpayments waived; and the amount repaid related to those overpayment notices. The reports must encompass benefit payments made by the department from March 1, 2020, until the time when it resumes all eligibility determinations.

- **Legislative Action Current As-of:** May 2021

California State Auditor's Assessment of Status: Legislation Introduced

All Recommendations in 2020-128/628.1

Report 2020-128/628.1 Recommendation Responses

Report 2020-128/628.1: Employment Development Department: EDD's Poor Planning and Ineffective Management Left It Unprepared to Assist Californians Unemployed by COVID-19 Shutdowns (Release Date: January 2021)

Recommendation for Legislative Action

To ensure that EDD is better prepared to provide effective services and assistance to Californians during future economic downturns, the Legislature should amend state law to require EDD to develop a recession plan that takes into account the lessons learned from previous economic downturns, including the pandemic. At a minimum, the Legislature should require EDD's plan to include the following:

- The indicators EDD will monitor and use to project the likely upcoming workload that it will face.
- The steps EDD will take to address increases in its workload, such as cross-training non-UI staff, changing its staffing levels, prioritizing specific tasks, and adjusting the way it performs certain work.
- The altered policies or procedures that EDD will activate if a rise in UI claims becomes significant enough to warrant that step.

The Legislature should require EDD to develop the plan within 12 months of the effective date of the related change to state law. To address new developments in UI processes, programs, or other relevant conditions, the Legislature should require EDD to update its recession plan at least every three years thereafter.

Description of Legislative Action

SB 390 (Chapter 543, Statutes of 2021) requires EDD to develop and, upon appropriation by the Legislature, implement a recession plan to prepare for an increase in unemployment insurance compensation benefits claims due to an economic recession. The plan shall detail how to respond to economic downturns with a predetermined strategy that has considered the full effect on EDD's operations, and include, but not be limited to, identifying the lessons learned from previous economic downturns, identifying ways to improve self-serve services to avoid long wait times to speak to staff, and enhancing claims processing tools to ensure that the EDD's identity verification processes are as robust as possible. EDD is required to provide a copy of the recession plan to specified legislative committees and the Department of Finance by March 1, 2022, and to update the recession plan and provide a copy to specified legislative committees and Finance every second year thereafter.

- **Legislative Action Current As-of:** October 2021.

California State Auditor's Assessment of Status: Legislation Enacted

Description of Legislative Action

AB 360 (Patterson, et. al., 2021) would, among other provisions, require EDD to develop a recession plan so that it is well prepared to provide services during future economic downturns.

SB 232 (Nielsen, 2021) would, in part, would require EDD to create model workload projections that account for possible scenarios that may cause a sudden increase in unemployment insurance claims. The bill would require the workload projection assessments to occur quarterly in order for EDD to plan staffing adjustments in accordance with the likelihood of those scenarios. EDD would also be required to have a contingency plan for less likely scenarios that may have a significant impact on the department's workload.

SB 390 (Laird, 2021) would require EDD to develop and, upon appropriation by the Legislature, implement a comprehensive plan to prepare for an increase in unemployment insurance compensation benefits claims due to an economic recession. The plan would be required to detail how to respond to economic downturns with a predetermined strategy that has considered the full effect on EDD's operations, and include, but not be limited to, identifying the lessons learned from previous economic downturns, identifying ways to improve self-serve services to avoid long wait times to speak to staff, and enhancing claims processing tools to ensure that EDD's identity verification processes are as robust as possible. The bill would require EDD to provide a copy of the comprehensive plan to the Joint Legislative Budget Committee and the Department of Finance by March 1, 2022, and to update the comprehensive plan and provide a copy to the Joint Legislative Budget Committee and the Department of Finance every second year thereafter.

- **Legislative Action Current As-of:** July 2021

California State Auditor's Assessment of Status: Legislation Introduced

Description of Legislative Action

AB 360 (Patterson, et. al., 2021) would, among other provisions, require EDD to develop a recession plan so that it is well prepared to provide services during future economic downturns.

SB 390 (Laird, 2021) would require EDD to develop and, upon appropriation by the Legislature, implement a comprehensive plan to prepare for an increase in unemployment insurance compensation benefits claims due to an economic recession. The plan would be required to detail how to respond to economic downturns with a predetermined strategy that has considered the full effect on EDD's operations, and include, but not be limited to, identifying the lessons learned from previous economic downturns, identifying ways to improve self-serve services to avoid long wait times to speak to staff, and enhancing claims processing tools to ensure that EDD's identity verification processes are as robust as possible. The bill would require EDD to provide a copy of the comprehensive plan to the Joint Legislative Budget Committee and the Department of Finance by March 1, 2022, and to update the comprehensive plan and provide a copy to the Joint Legislative Budget Committee and the Department of Finance every 2nd year thereafter.

- **Legislative Action Current As-of:** May 2021

California State Auditor's Assessment of Status: Legislation Introduced

Description of Legislative Action

SB 390 (Laird) would require EDD to develop and, upon appropriation by the Legislature, implement a comprehensive plan to prepare for an increase in unemployment insurance compensation benefits claims due to an economic recession. The plan would be required to detail how to respond to economic downturns with a predetermined strategy that has considered the full effect on EDD's operations, and include, but not be limited to, identifying the lessons learned from previous economic downturns, identifying ways to improve self-serve services to avoid long wait times to speak to staff, and enhancing claims processing tools to ensure that EDD's identity verification processes are as robust as possible. The bill would require EDD to provide a copy of the comprehensive plan to the Joint Legislative Budget Committee and the Department of Finance by March 1, 2022, and to update the comprehensive plan and provide a copy to the Joint Legislative Budget Committee and the Department of Finance every 2nd year thereafter.

- **Legislative Action Current As-of:** March 2021

California State Auditor's Assessment of Status: Legislation Introduced

All Recommendations in 2020-128/628.1