

**County of San Diego, Health and Human Services Agency (HHSA)
General Relief Program Guide (GRPG)**

Unemployment Insurance Benefits (UIB)

Number

90-400.06

Page

1 of 4

Revision Date:

December 1, 2021

A. Background:

This section provides information on the Unemployment Insurance Benefits (UIB) requirements in the General Relief (GR) Program.

Purpose:

This section has been reformatted, references to the CW 7/QR 7 forms have been removed, guidance for emergency verification of UIB has been updated, and Trade Adjustment Allowance information has been removed.

Policy:

B. Evaluation of UIB

All employable GR applicants who have been employed within the last 18 months preceding the initial application for GR must apply for UIB unless Employment Development Department (EDD) Real-Time shows that there is no potential claim via code IV06. The IV06 code means there are not enough earnings during the period for the individual to be eligible to UIB.

When determining the GR grant amount, the gross amount of UIB will be counted towards the GR budget. This includes situations in which an overpayment is being deducted from the UIB check.

C. Information on UIB

UIB is a program which provides income to eligible persons who are out of work. In general, eligible claimants applying in California, must have earned a minimum of \$900 during a twelve-month base period and must:

- Not have quit their job without good cause.
- Not have been fired for cause.
- Be able and available for employment.
- Be seeking employment.

Central EDD inputs information on an automated data file. The file is updated regularly and is the source for information provided on the Claimant Abstract. The same Weekly Benefit Amount (WBA) will be generally paid for each week of unemployment throughout the duration of the award.

However, adjustments may be made to the WBA due to re-computation of the award. Such adjustments will occur if wages more than \$25 are reported, if State Disability Insurance (SDI) eligibility occurs, or if other internal adjustments are necessary.

If the claimant's work history is known, UIB may be accurately estimated using the UIB Informational Pamphlet available in each Family Resource Center (FRC) and EDD Office. The WBA is reduced if the claimant receives a pension, retirement, or annuity. The reduction is on a dollar-for-dollar basis.

D. Procedure

Human Services Specialists (HSSs) must take the actions in the table below to determine if a customer must apply for UIB.

County of San Diego, Health and Human Services Agency (HHS)
General Relief Program Guide (GRPG)

Unemployment Insurance Benefits (UIB)	Number	Page
	90-400.06	2 of 4

Step	Action
Pre-application	<p>Evaluate applications to determine if the applicant is employable and if the applicant has been employed within the preceding 18 months. Review EDD Real-Time to determine if there is a potential claim.</p> <p>If it is determined that the applicant is employable and has worked within the past 18 months and there is a potential claim, the pre-application HSS shall inform the applicant to file a claim by either:</p> <ul style="list-style-type: none"> • Calling EDD at (800) 300-5616 • Using the online option at https://edd.ca.gov/unemployment <p>The customer must bring proof of the claim to the intake appointment.</p>
Intake	<p>Evaluate applications to determine if the applicant is employable and if the applicant has been employed within the preceding 18 months and there is a potential claim.</p> <p>If the applicant meets the criteria, the HSS shall request proof that the applicant has filed a UIB claim. Failure to provide verification will result in the denial of aid.</p>
Granted	<p>At a redetermination, review to determine if the recipient has terminated employment. If the recipient terminates employment and is eligible to continue receiving GR, the HSS shall inform the recipient that they must apply for UIB if there is a potential claim. Failure to provide verification will result in the discontinuance of aid.</p>

E. EDD Telephone Claim Filing

EDD expects to process San Diego area claims with callers having to wait in a phone queue between one and five minutes. However, claimants will only spend 10 to 20 minutes at the most in completing a telephone claim. Claimants will be told whether they have a “valid claim” (for example, sufficient money in a claim to collect benefits) while they are on the phone with an interviewer.

A DE-429 Notice of Award will be generated for each claimant and usually mailed the same day. The Notice of Award will show if there is a dollar benefit available in the claim. Claimants will receive their Notices within two or three days. Notices of Award must be received through the mail. Notice cannot be picked up from an EDD office site.

It will not be possible for applicants to receive a Notice at an FRC or FRC Post Office Box. A final determination for UIB eligibility is made by EDD in three weeks after a fact-finding process has taken place and benefits are claimed by the applicant. See section L below for Interstate claims.

F. Pre-application and Intake

Applicants will be instructed to file a claim with EDD via telephone at (800) 300-5616 or online at <https://edd.ca.gov/unemployment>. The toll-free number can assist customers with getting payment information, general UIB questions, and technical help with registration, password resets, EDD Customer Account Numbers, and how to use the online services. Applicants will be told that they will

County of San Diego, Health and Human Services Agency (HHS)
General Relief Program Guide (GRPG)

Unemployment Insurance Benefits (UIB)

Number

90-400.06

Page

3 of 4

receive a Notice of Award in the mail and that they must provide the Notice to their HSS. These instructions must be given to new applicants as early as possible in the intake process.

G. Homeless Customers

Homeless claimants must be able to provide a mailing address to EDD when filing a telephone claim. The address must be one at which the claimant can receive UIB checks if they have a benefit entitlement. Because of the potential for receiving a claimant's UIB checks, FRCs will not serve as a mail distribution center for homeless customers. Receptionists or HSSs will therefore inform homeless customers of the need to obtain a mailing address when referring them to file a UIB claim. The address can be any one in which the claimant can receive mail, whether a friend's address, a shelter address, or a private Post Office (P.O.) box.

H. Requests for Verification

Both intake and granted HSSs will obtain all requests for UIB verifications from the customer. HSSs will instruct customers to call (800) 300-5616 and request that a Notice of Award or a printout of their payment history be mailed to them. Customers will then provide the verification to their HSS. HSSs will determine a customer's failure to obtain or forward required documentation as "failure to provide essential information." HSSs will deny or discontinue the individual claimant, or the entire case if appropriate, when the claimant fails to provide requested UIB verifications.

If a customer reports they are making efforts to obtain UIB verifications, but have not received a response from EDD, then assist the customer in obtaining the verification. If unable to receive verification timely from EDD, then accept a sworn statement as a temporary verification, with supervisor approval, for up 60 days.

I. Reserved for Future Use

J. Extended Unemployment Insurance Benefits

During periods of high unemployment, California has a special program for claimants whose regular benefits have been exhausted. This is the California Extended Duration (Cal-Ed) Program. The Federal Government has a similar program of extended benefits known as Federal Extended Benefits (Fed-Ed). The maximum amount of an ED claim is 50 percent of the original (parent) claim. The WBA amount remains the same as the parent claim.

- "FED" stamped in red in the center portion of the UIB identification booklet means the person has received his extended benefit.
- "EME" stamped in this portion of the booklet means the person has received the extension of the extension.
- The HSS should refer customers to EDD to pursue further benefits if they received UIB within the past 12 months, and "FED" and "EME" is not stamped on the booklet.

To expedite the new claim, the wage earner should be instructed to take their expired handbook with them and to report to the same office where they had their most recent claim. If they have since moved to another area, they should apply at the office serving the area where they now reside. It takes approximately two weeks to process each claim. There are no requirements to serve a waiting week, and payment will be made for the effective date of the claim.

County of San Diego, Health and Human Services Agency (HHS)
General Relief Program Guide (GRPG)

Unemployment Insurance Benefits (UIB)

Number

90-400.06

Page

4 of 4

If at any time the wage earner becomes eligible to regular UIB, EDD will terminate the Extended Unemployment Insurance claim and require the claimant to file a new claim for UIB.

K. Reserved for Future Use

L. Interstate Claims

The Interstate Benefit Payment Plan allows a person residing in one state (the agent state) to claim benefits from another state (the liable state) if they earned wages covered by Unemployment Compensation in the liable state. These claims are called Interstate Claims. Interstate Claims are filed through the local EDD office, but benefits are paid in approximately eight weeks by the liable state. Verification of benefit amounts can be obtained by writing the employment office in the other state. Refer to Desk Aid 90-400.6B, or call EDD at (800) 300-5616.

M. Verification

Verify when:

- Benefits are initially reported by the customer.
- There are changes in the amount/dates of benefits reported.
- There are reasons to believe a claim has been filed or benefits are being received, which have not been reported.
- A claim has been filed but no determination has yet been made, or the claim was denied.
- A year has elapsed for Employable customers.

How to verify:

- Documents in the customer's possession which verify receipt or non-receipt of benefits through a denial or reduction statement.
- Form DE 429.
- EDD Real-Time.
- IEVS is used to verify the information provided by the customer. IEVS information received from EDD can be considered verified upon receipt.

Procedures:

None

Program Impacts:

None

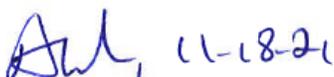
References:

County Policy

Sunset Date:

This policy will be reviewed for continuance by November 30, 2024.

Approval for Release:



Rick Wanne, Director
Self-Sufficiency Services