

INFORMATION NOTICE

WORKFORCE SERVICES

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TO: WORKFORCE DEVELOPMENT COMMUNITY

SUBJECT: UI PHONE CENTER HOURS TO BE REDUCED TO 8 AM - 12 NOON

The purpose of this Information Notice is to inform the workforce community that due to limited staffing caused by federal funding reductions, starting May 20, 2013, the EDD Unemployment Insurance (UI) program will only accept phone calls from UI customers from 8 a.m. to 12 noon, Monday through Friday, except State holidays. This new schedule will allow the UI program to more effectively use their limited resources to concentrate on phone service in the morning when call volumes are at their highest, and enable staff to focus on other UI related workload in the afternoon. By directing all available staff to answer phone calls in the morning, the UI program expects to meet or exceed their current customer service levels.

During the afternoon hours, the One-Stop Career Center Offices may experience an increase in UI customer traffic and should be prepared to bridge them to available online resources. Below is a list of self-help alternatives presently available:

- [eApply4UI](#) to file a new claim or reopen a claim for benefits online.
- [EDD Web-Certsm](#) and [EDD Tele-Certsm](#) for certifying for their benefits every two weeks instead of relying on paper forms through the mail.
- The [EDD website](#) to find UI information, such as expanded frequently asked questions, Tips of the Week, and Tip/Fact Sheets on key services.
- [EDD Facebook](#), [Twitter](#), and [YouTube](#) to receive up-to-date information. Claimants can also post questions on Facebook and access a series of How-To Videos on the [EDD YouTube channel](#).
- The [AskEDD](#) feature on the EDD website for submitting questions about a claim. Claimants will receive a confirmation that their question has been received and avoid the repeat dials of trying to reach a UI representative by phone.
- Computers available in [One-Stop Career Centers](#) throughout the State or in public libraries to access the [EDD website](#) and online services. Claimants can call the U.S. Department of Labor toll-free helpline at 1-877-US-2JOBS to find the One-Stop Career Center nearest them.

/S/ MICHAEL EVASHENK, Chief
Workforce Services Division

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