

STATE CAPITOL  
P.O BOX 942849  
SACRAMENTO, CA 94249-0033  
(916) 319-2033  
FAX (916) 319-2133

DISTRICT OFFICE  
9700 Seventh Ave.;  
Suite 201  
HESPERIA, CA 92345  
(760) 244-5277  
FAX (760) 244-5447



April 27, 2020

The Honorable Gavin Newsom  
Governor, State of California  
State Capitol, First Floor  
Sacramento, CA 95814

Dear Governor Newsom:

Thank you for the work that you and your administration have been doing to help Californians during the Coronavirus pandemic. We respectfully request additional resources or a shift in resources to expand the hours that representatives are available to work with Californians on filing their claims. While, we appreciate your efforts in regards to opening a new EDD call center, we believe these resources would better serve Californians if they were allocated to hiring more EDD staff to help assist applicants with their claim.

There is still an intense frustration for many Californians who are unable to talk to a representative regarding their claim. The EDD staff dedicated to help answer these questions are only available Monday through Friday between 8:00 a.m. and 12:00 p.m. This is a very limited timeframe to assist the over three million Californians who have recently filed for unemployment. At the very least, there should be a representative available between the standard business hours of 8:00 a.m. and 5:00 p.m.

Currently, it is nearly impossible to speak to a live person. Most phone calls are directed to a voicemail due to the high volume of calls before being disconnected. Californians were pleased to hear the announcement that there was going to be a new call center open seven days a week, 12 hours a day, only to be disappointed when they realized these expanded hours were merely to answer general questions or provide technical assistance. Most Californians need assistance regarding their claims, not answers to technical questions.

Besides their inability to speak to a representative, some common complaints we've received are:

- Californians don't receive confirmation indicating that their application has been submitted and is correct, leaving them unsure whether their application was received.
- Californians' benefits are often denied due to "false" statements. EDD does not provide an explanation as to what the statements are, merely that the constituent's benefits are denied.
- Californians' claims are often denied because EDD input the wrong social security number, employer name, constituent name and/or income information. Constituents are telling us that they submitted all of the correct information but when they receive the information back from EDD, there are mistakes in the packet, leading to denied benefits.

EDD is encouraging Californians to utilize their website but unfortunately not all Californians have access to computers or understand how to use the resources that are available. For those who do fill out the Unemployment Insurance Online (UI Online) application, the website frequently crashes due to the large number of people using it, an error code appears when trying to access the next page, or the page fails to load at all, diverting the user back to the homepage to start over without saving any previously input information.

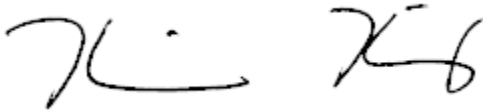
As you can imagine, this process is thoroughly frustrating to Californians who are already overwhelmed due to the Coronavirus crisis. For many people, this is their first time applying for unemployment insurance or it has been many years since they had applied in the past. The level of customer services they have been provided by the EDD is unacceptable. At the very least, EDD must fix the technical problems plaguing the application website and provide a live person for Californians to contact regarding their claims rather than merely answering technical questions.

We respectfully request additional resources or a shift in resources to allow EDD to expand their hours for representatives to be available to talk to Californians about their claims. Our constituents are already struggling during this difficult time and deserve better treatment than this. Thank you for your attention to this matter. If you have any questions, please call my office at 760-244-5277.

Respectfully,



JAY OBERNOLTE  
Assemblyman, 33<sup>rd</sup> District



KEVIN KILEY  
Assemblyman, 6<sup>th</sup> District



MONIQUE LIMON  
Assemblymember, 37<sup>th</sup> District



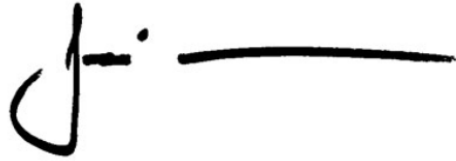
TYLER DIEP  
Assemblyman, 72<sup>nd</sup> District



VINCE FONG  
Assemblyman, 34<sup>th</sup> District



MARIE WALDRON  
Assemblywoman, 75<sup>th</sup> District



JOSE MEDINA  
Assemblymember, 61<sup>st</sup> District



AL MURATSUCHI  
Assemblymember, 66<sup>th</sup> District



BUFFY WICKS  
Assemblymember, 15<sup>th</sup> District



CHAD MAYES  
Assemblymember, 42<sup>nd</sup> District



CRISTINA GARCIA  
Assemblymember, 58<sup>th</sup> District



JAMES GALLAGHER  
Assemblyman, 3<sup>rd</sup> District



JIM PATTERSON  
Assemblyman, 23<sup>rd</sup> District



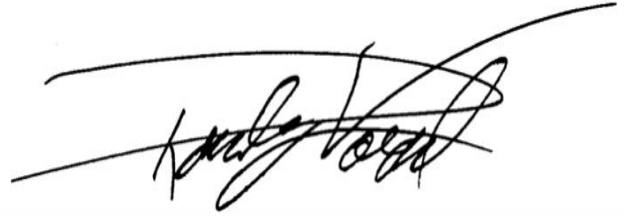
SYDNEY KAMLAGER  
Assemblymember, 54<sup>th</sup> District



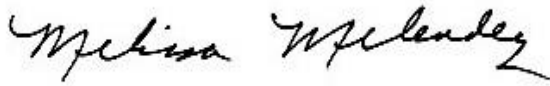
COTTIE PETRIE-NORRIS  
Assemblymember, 74<sup>th</sup> District



BILL BROUGH  
Assemblyman, 73<sup>rd</sup> District



RANDY VOEPEL  
Assemblyman, 71<sup>st</sup> District



MELISSA MELENDEZ  
Assemblywoman, 67<sup>th</sup> District



LUZ RIVAS  
Assemblywoman, 39<sup>th</sup> District



DEVON MATHIS  
Assemblyman, 26<sup>th</sup> District



MIKE GIPSON  
Assemblymember, 64<sup>th</sup> District

CC:

Julie A. Su  
Secretary, California Labor and Workforce  
Development Agency

Sharon Hillard  
Director, California Employment  
Development Department