

**Policy Title:** Unemployment Insurance

**Policy Number:** 600-75

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| **Responsible Officer:** | Associate Vice Chancellor Human Resources |
| **Responsible Office:** | Human Resources |
| **Origination Date:** | 07/31/2015 |
| **Date of Revision:** | 11/14/2023 |
| **Scope:** | Information Concerning Unemployment Insurance Program for Academic and Staff Employees and Student Employees |

1. **Summary**

Unemployment Insurance (UI) is designed to partially replace wages lost when an employee is out of work through no fault of their own or experiences a temporary or indefinite reduction in time. The State of California Employment Development Department (EDD) administers the program, Employee and Labor Relations (ELR) is the contact in connection with all UI claims on behalf of the university.

The coordination of services is to provide unemployment benefits for employees leaving university employment through no fault of their own until subsequent employment is obtained; and manage campus resources effectively by avoiding unwarranted charges (for example, employees terminating employment without a good cause or due to misconduct).

1. **Policy**
2. ***Eligibility***

Eligibility for unemployment is determined by EDD. A complete list of the eligibility requirements is available on the EDD website at [www.edd.ca.gov](http://www.edd.ca.gov).

1. ***Program Administration***
   1. UC Path Center
      1. Manages and facilitates all aspects of the Unemployment Insurance process between UC Riverside and EDD.
   2. Employee and Labor Relations (ELR)
      1. Consults with departments on separation actions.
      2. Acts as a liaison between UC Path and the Riverside campus to provide additional separation information to respond to claims.
   3. Equifax Workplace Solutions
      1. Acts as the university’s representative in unemployment claim matters.
   4. EDD

Administers the California Unemployment Insurance Program, determines eligibility, and makes benefit payments to eligible individuals.

1. **Responsibilities**
2. ***Department***
   1. Separations

* Prior to taking any separation action review relevant policies and collective bargaining agreements and consult with ELR.
  1. Recordkeeping
* Maintain complete personnel records for all employees in accordance with PPSM-80: Staff Personnel Records.

1. ***Employee***
   1. May elect to file an unemployment claim with EDD [on-line](http://on-line) at [www.edd.ca.gov](http://www.edd.ca.gov) or by calling (800) 300-5616.

To File a Claim Online (recommended)

* Visit [www.edd.ca.gov/Unemployment/Filing\_a\_Claim.html](http://www.edd.ca.gov/Unemployment/Filing_a_Claim.html)
  + Under *Information You Need to File a Claim*, the information you will need to provide is listed.
* Go to [www.edd.ca.gov/Unemployment/UI\_Online.html](http://www.edd.ca.gov/Unemployment/UI_Online.html)
  + Click *Benefits Program Online* to register to file a claim.

To File a Claim by Phone

* For English call 1-800-300-5616
* For Spanish call 1-800-326-8937
  1. Continuation of Benefits

1. WEX Health will mail eligible benefits participants a COBRA election package.
2. Eligible participants must submit their response to WEX Health within the 60-day period referenced in the letter from WEX Health.
3. **Procedures**
4. ***Employee***
   1. Review eligibility requirements for unemployment on the EDD website at [www.edd.ca.gov](http://www.edd.ca.gov). Individuals who work outside California should contact the comparable agency for their state of residence.
   2. When reporting your last employer information, do not provide your department’s name and address. Instead, provide the following information:

Employer Mailing Address:

The Regents of the University of California

P.O. Box 283

St. Louis, MO 63166

Employer Physical Address

Unemployment Insurance Coordinator

Employee and Labor Relations - Human Resources

900 University Ave

Riverside, California 92521

Failure to use this information may result in benefit payments being delayed or paid improperly.

When filing your claim or during the interview process, if you are asked for your supervisor’s name and phone number, you can release this information.

1. ***Department***

1. Inform the employee of their right to file an unemployment insurance claim with EDD. The Notice to Employees Unemployment Insurance Benefits is available on the EDD website at:

<http://www.edd.ca.gov/pdf_pub_ctr/de1857d.pdf>.

Additionally, in case of layoff, reduction in time or involuntary separation, the University is required to provide a copy of EDD’s Publication # DE2320 *[For Your Benefit-California’s Programs for the Unemployed](http://www.edd.ca.gov/pdf_pub_ctr/de2320.pdf)*.

2. Complete an Unemployment Insurance Termination Report (U5602) for all separating employees including student employees.

* + 1. The form is used to supply detailed information about an employee’s separation to university representatives and to assist them in making timely responses to claim notices from EDD.
    2. Submit the completed form to ELR upon receipt.

1. Claims Notices

If the department receives an unemployment claim form for a current or former employee, **fax it to Equifax at 877-876-9717**.  Equifax is a contracted third-party administrator between UC (UCPath Center) and the EDD. Alternatively, UI claim notices or correspondence can be emailed/faxed to ELR on the day of receipt because the university has only ten (10) days from the date the notice is mailed (not received) to respond to EDD. Do not send EDD correspondence to ELR via campus mail.

1. For Involuntary Separation or Reduction in Time.

* Review proposed actions with ELR.

1. For Voluntary Separations

* Obtain a signed letter of resignation from the employee stating the specific reason(s) for the resignation and future work plans, if any. Note the information on the UI Termination Report (U5602).

1. For Furloughed Employees
2. Provide the affected employee with a written notice of reasonable assurance to return to work (furlough notice) for all employees furloughed for more than 1 week.
3. Document any offer of work (written or verbal) provided to a furloughed employee who had not previously received a notice of reasonable assurance to return to work and advise the UI campus coordinator in ELR.
4. For Academic Employees

* Notification of reasonable assurance may vary. Contact the Academic Personnel Office (APO) for additional information.

1. ***Shared Services***

Process the employee offboarding by submitting the Smart HR Template Termination Transaction to UCPath.

1. **Forms**

U5602 – Unemployment Insurance Termination Report

[https://hr.ucr.edu/docs/labor\_relations/unemployment\_insurance\_termination\_report.pdf](https://ucnet.universityofcalifornia.edu/tools-and-services/administrators/docs/u5602.pdf)

1. **Contacts**

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| **Subject** | **Contact** |  | **Email** |
| Academic Personnel Office (APO) |  |  | academicpersonnel@ucr.edu |
| Employee & Labor Relations (ELR) | Mariela Bridges | Phone  951-827-3641  Fax 951-827-2672 | [mariela.bridges@ucr.edu](file:///C:/Users/willette/Documents/UCRPOLZ%26PROZ/600-75/mariela.bridges@ucr.edu)  employee.relations@ucr.edu |
| EDD | Customer Service | 800-300-5616 | [www.edd.ca.gov](http://www.edd.ca.gov) |
| UI Self-Service | 866-333-4606 | [www.edd.ca.gov/unemployment](http://www.edd.ca.gov/unemployment) |
| Equifax Workplace Solutions | State Response Center | 800-829—1510  Fax 877-876-9717 |  |

1. **Related Information**

* [Employment & Development Department (EDD)](http://www.edd.ca.gov/Unemployment/default.htm)
* [Policy 80: Staff Personnel Records](http://policy.ucop.edu/doc/4010419) (Refer to Section VII.1.)
* [Local Procedure 80: Staff Personnel Records](https://hr.ucr.edu/sites/default/files/2019-06/policy-procedure_ppsm80_local-staff-personnel-records.pdf)

1. **Frequently Asked Questions**

While all decisions regarding eligibility are made by EDD, these FAQs reflect responses received from EDD in the past. Employees are encouraged to check the EDD website for current information at [www.edd.ca.gov](http://www.edd.ca.gov).

**Q1. Do student workers qualify for unemployment insurance benefits?**

**A1.** Students who work in the summer with wages earned in non-school employment who apply for UI benefits during a school recess period may be eligible under the same provisions as any other claimant.

Note: A school recess period is any week between two successive academic terms; or any holiday or recess period within a term (of at least a one-week duration), such as winter or spring break.

**Q2. Are employees who are on a furlough between academic terms eligible for UI benefits?**

**A2.** Generally, an employee who is on furlough between academic terms and has an offer of reasonable assurance to return to work in the same or similar position would not be eligible for unemployment insurance benefits, provided that the offer is not contingent on enrollment, funding or program changes.

**Q3. What should I do if my department receives an unemployment insurance claim notice or wage verification request from EDD?**

**A3.** If a claim or other EDD correspondence is sent to the department, they should immediately fax the claim/correspondence to Equifax at 877-876-9717.

**Q4. What should I do if EDD calls my department requesting additional information on a claimant?**

**A4.** Due to the time sensibility on EDD/State calls it is extremely important to refer such calls to Equifax State Agency Response Center at 1-800-829-1510.

**Q5. Can Equifax be contacted directly?**

**A5.** No, please contact Employee and Labor Relations for any questions and/or concerns.

1. **Revision History**

Policy changes effective October 16, 2023:

The campus procedure for unemployment insurance program administration, responsibilities for employees to complete claims and how, the department’s responsibilities for claim notices, and Shared Services responsibilities have been revised to accurately reflect changes in the process.

This policy was reformatted into the standard UC Riverside policy template effective August 1, 2017.