

California Unemployment Insurance and Your Language Rights

If you are eligible for unemployment insurance (UI) in California and primarily use a language other than English, you should know about new and existing language services at the Employment Development Department (EDD), which manages UI benefits.

You have the right to receive language services from EDD so you can access your UI claim and payments directly. You should not pay anyone to handle your UI claim for you. Using a private service will not result in faster payment and could put you at risk of fraud.

When you open a UI claim, you have the right to:

- Request and receive services in your preferred language when you communicate with EDD staff on the phone or in person, via multilingual staff or a professional interpreter.
 - EDD has dedicated language phone lines for UI in:
 - English and Spanish: 1-800-300-5616
 - Mandarin: 1-866-303-0706
 - Cantonese: 1-800-547-3506
 - Vietnamese: 1-800-547-2058
 - If you use another language, you can call 1-800-300-5616 and request interpreting in your preferred language.
- If interpreting is not possible at the time you seek services, EDD must contact you in your preferred language within 5 business days, with limited exceptions.

You also have a right to:

- Request UI documents translated into your preferred language.
- Have UI documents read aloud through multilingual staff or professional interpreters in your preferred signed or spoken

language, even if you received a written translation. If you have questions, ask EDD staff for clarification.

Starting Summer 2022:

- You will be able to note your preferred written and spoken or signed language directly in your UI claim.
- UI program staff will be required to check the language preferences in your claim and provide language services without you needing to request them first.

Starting Winter 2022:

- EDD will expand their dedicated language phone lines for UI to include lines for Korean, Tagalog, and Armenian.
- You will be able to access basic UI documents and notices translated into Spanish, Chinese (Traditional & Simplified), Vietnamese, Tagalog, Korean, Armenian, Arabic, Farsi, Punjabi, Russian, Japanese, Hindi, Khmer, and Thai at www.EDD.ca.gov.

Remember: You have the right to request UI services in *any* language you are most comfortable using, even if your language doesn't appear on EDD's website or list of phone lines. Call 1-800-300-5616 and request services in your preferred language.

Please share this flyer with your community. EDD is continuing to improve language services based on feedback from advocates and communities like yours.

If you have difficulty getting UI services in your preferred language, or if you have ideas to further improve language access, please contact:

- Asian Americans Advancing Justice - Asian Law Caucus: (415) 896-1701
- California Rural Legal Assistance, Inc. (CRLA): (661) 854-3839
- Center for Workers' Rights: (916) 905-1625
- Legal Aid Foundation of Los Angeles (LAFLA): (800) 399-4529