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To: All City of Los Angeles Full and Satellite One-Stop Agencies

From: Ann Giagni, Director
Workforce Development Division

**WIA INFORMATION BULLETIN NO. 02-19
ONE-STOP SERVICES TO UNEMPLOYMENT INSURANCE (UI) CLIENTS**

As a new service to One-Stop customers, Employment Development Department (EDD) staff colocated at One-Stops and Satellites are now offering UI customers the option of completing an application for UI benefits on site. This service is available at locations where EDD staff is present on a full-time basis. This service is being implemented by EDD as part of the continuing effort to offer One-Stop customers more options to access to EDD services in person and electronically.

Additionally, a UI Claim form is now available on the Internet at www.edd.ca.gov. The form can be accessed by clicking on "Application" in the column on the left side of the web page. Customers who access the UI form online can print it, complete it manually and mail or fax it to a central processing site. In the future EDD will provide an interactive version of the form that can be completed online and submitted electronically. Customers who telephone EDD call centers will be informed of this option while they wait for an agent.

If customers request UI services from a One-Stop Center where no EDD staff is present, One-Stop staff can now refer those customers to the website for a copy of the form and filing instructions, or refer them to the nearest location where EDD staff are available to assist them. A list of the One-Stops and EDD facilities where EDD staff will be present to assist UI customers and accept UI claim forms is available on the Internet at www.edd.ca.gov/jsloc.htm.

If you have any questions or need further information, please contact your Workforce Development Analyst or EDD representative.

AG:JC:JH:PV:GS

