

# Fresno Regional Workforce Development Board

## Welcome to the Rapid Response COVID-19-Information for Employees

### **INSTRUCTIONS:**

- Make sure you are on mute.
- Please use the Chat feature to ask the presenters questions.
- Presentation is 1.5 hours long.



# Rapid Response SERVICES

Rapid Response is a proactive business-focused and flexible strategy designed to respond to layoffs and closings by quickly coordinating services to provide immediate aid to companies and their affected workers.

# AGENDA



1

(NAMI)  
National Alliance on  
Mental Illness,  
Christina Valdez-Roup



4

Fresno County Library  
Shannon Morrison



7

(DOL)  
Department of  
Labor,  
Melissa Ng



2

Workforce Connection,  
Annette Watkins



5

(DSS)  
Department of Social  
Services  
Jose Corchado



8

(RHA)  
Richard Heath and  
Associates,  
May Ly



3

(FRWDB)  
Martha Espinosa  
(SBDC)  
Richard Mostert



6

Clinica Sierra Vista,  
Andrea Bolanos



9

(EDD)  
Employment  
Development  
Department

FIND HELP, FIND HOPE!



CALL THE NAMI HELPLINE

800-950-6264

OR, IN A CRISIS? TEXT **NAMI** TO **741741**

**Further Information Or Support:**

<https://namifresno.org/>

**NAMI Fresno's HelpLine And Email**

Phone: [\(559\) 224-2469](tel:(559)224-2469) (not a crisis line)

Address: 7545 North Del Mar #105, Fresno, CA 93711

Email Address: [info@namifresno.org](mailto:info@namifresno.org)





Fresno County  
Behavioral Health

**WARM Line**  
(559) 600-WARM (9276)

The DBH COVID-19 Warm Line provides non-emergency emotional and coping support to community members. Warm line operators provide supportive listening, practical coping ideas, and information on how to get connected to behavioral health services.

**DBH COVID-19 Warm Line:**

- 559-600-WARM (9276)
- Monday - Friday, 8:00AM to 5:00PM

### For Crisis:

- Emergency - Dial 911
- Suicide Prevention Lifeline 1-800-273-8255
- Fresno County Access Line 1-800-654-3937
- Crisis Text Line 741741



### For other support and assistance:

- NAMI-Fresno Warm-line (559) 224-2469
- Department of Public Health 600-INFO – for general information about COVID-19
- 211 (general resources)
- California Peer Run Warm-Line 1 (855) 845-7415



### Website Resources:

Fresno County Public Health

- [COVID-19 Coronavirus Information](#)
- [Public Health Resources](#)

Fresno County Behavioral Health

- [Behavioral Health Resources](#)
- [fresnocares.org - Suicide Prevention](#)
- [Facebook - Fresno County Behavioral Health](#)



THE COUNTY OF FRESNO  
Department of  
Behavioral Health



# WORKFORCE CONNECTION SERVICES

Annette Watkins

Outreach/Workshop Facilitator



This WIOA, Title 1-financially assisted program/service is an equal opportunity employer/program. Auxiliary aids and services are available upon request to people with disabilities and/or limited English

A proud partner of America's Job Center of California™ network.

# Adjustments to Workforce Connection COVID-19 Guidelines

Please visit our website to review the full copy of the guidelines:

[www.workforce-connection.com](http://www.workforce-connection.com)

All career counseling and resource room services will be provided telephonically, via email and other technologies.

Hours of operation at Manchester Center **only** are:  
8am to 5pm by ***appointment only***

To schedule appointments call **(559) 230-4092**



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Auxiliary aids and services are available upon request to people with disabilities and/or limited English

# What Does Workforce Connection Offer?

- **Self-Directed Services-Resource Room**
  - Internet Access
  - Phones to call employers
  - Fax to send out resumes
  - Copy Machine
- **Staff Assisted Services**
- **Training Services**
- **Referrals**

# Staff Directed Services

- Career Assessments
- Career Guidance
- [Educational and Training Opportunities](#)
- Job Readiness Workshops
- Job Placement Assistance



# Training Opportunities

## CONSTRUCTION

### PRE-APPRENTICESHIP TRAINING



This training program is in partnership with the following Building Trades Unions:

- Plumbers/Pipefitters
- Cement Masons
- Electricians
- Brick Layers
- Operating Engineers
- Sheet Metal Workers
- Iron Workers
- Teamsters
- Painters

-Are you in good physical condition?

- Are you 18 years or older?

- Can you work in all types of weather?

- Can you pass a drug test?

-Will you commit to a 6 week training program held 5 days a week from 8am to 4pm?

If you answered YES to all these questions...

Log on and Register Today!

**Class Starts September 14, 2020**

For more information & to register contact:

Call: (559) 490-7143 or Go To: [ValleyBuild.net](http://ValleyBuild.net)



Fresno Regional WDB  
**Workforce  
Connection**

A proud partner of America's Job Center of California® network.



Training begins  
**FALL 2020**



## CENTRAL VALLEY FORESTRY CORPS



### ABOUT THE CVFC

The Central Valley Forestry Corps will train the next generation of forestry workers to address the natural disasters occurring within our forests. Training will be held in Reedley and Fresno.

This 20-week training program is No-Cost for those who qualify, and includes 8-weeks of PAID work experience!

### CERTIFICATIONS

NWCG-S-212. WILDLAND FIRE CHAINSAWS  
HAZWOPER-40  
OSHA-10  
FIRST AID/CPR

### REQUIREMENTS

18 YEARS OF AGE OR OLDER

HIGH SCHOOL DIPLOMA OR EQUIVALENT

DRUG-FREE

PHYSICALLY FIT FOR THE TRAINING

UNEMPLOYED/UNDEREMPLOYED, OR  
RECENTLY LAID OFF

**CALL 844-490-4521**

**REGISTER NOW**

**[WWW.SIERRATREE.ORG](http://WWW.SIERRATREE.ORG)**

Funded by the Fresno Regional Workforce Development Board, an equal opportunity employer and program. Auxiliary aids and services are available by request to individuals with disabilities and/or limited English.

Funded by the Fresno Regional Workforce Development Board (FRWDB). The FRWDB is an equal opportunity program.

Auxiliary aids and services are available by request to individuals with disabilities and/or limited English.



# Next Step

To schedule appointments

Young Adult ages 16-24

Call or Text **(559) 226-0028**

Adults 18+

Call **(559) 230-4092**

# JOB SEARCH



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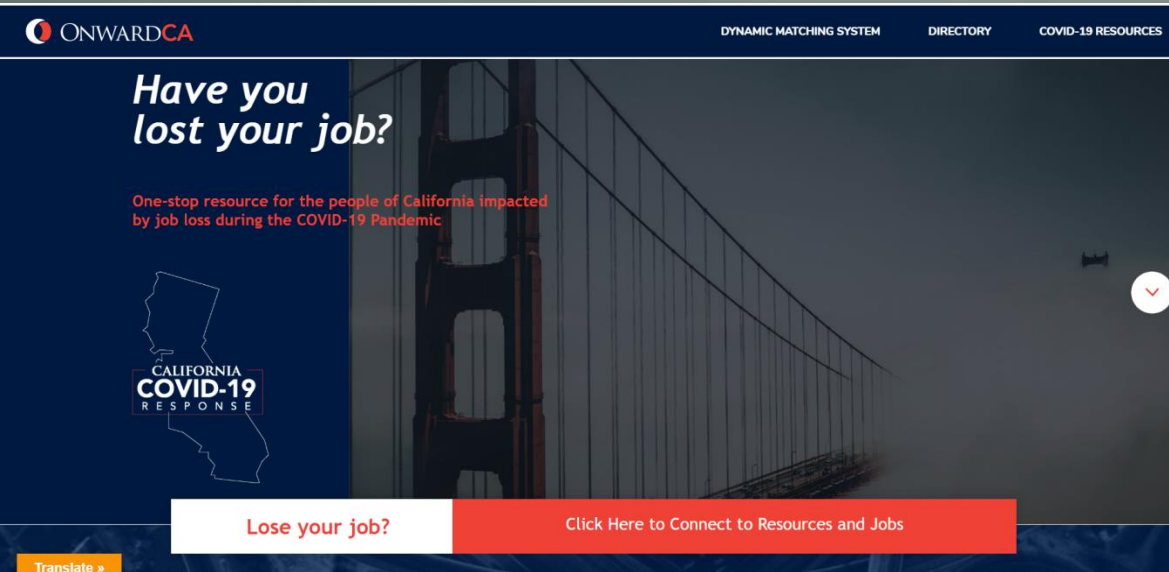
# HELPFUL TIPS

- Read the job description
- Use professional email
- Tailor cover letter & resume for each job
- Include key words in your resume
- Proofread cover letter, resume & application
- Keep a job log
- Keep your social media private or keep it professional

# JOB SITES

- EDD Unemployment Job Search Website [www.Caljobs.ca.gov](http://www.Caljobs.ca.gov)
- Indeed [www.indeed.com](http://www.indeed.com)
- Edjoin [www.edjoin.org](http://www.edjoin.org)
- Linked In [www.linkedin.com](http://www.linkedin.com)
- Glass Door [www.glassdoor.com](http://www.glassdoor.com)
- Monster [www.monster.com](http://www.monster.com)
- United States Federal Government [www.usajobs.gov](http://www.usajobs.gov)
- State of California Jobs [www.jobs.ca.gov](http://www.jobs.ca.gov)
- Cal Trans Human Resources [www.parks.ca.gov](http://www.parks.ca.gov)
- City of Fresno [www.fresno.gov](http://www.fresno.gov)
- City of Clovis [www.ci.clovis.ca.us](http://www.ci.clovis.ca.us)
- Fresno County [www.co.fresno.ca.us](http://www.co.fresno.ca.us)
- Fresno County EOC [www.Fresno.eoc.org](http://www.Fresno.eoc.org)
- USjob [www.us.jobs](http://www.us.jobs)
- OnwardCA <https://onwardca.org>

# ONWARDCA



ONWARDCA

DYNAMIC MATCHING SYSTEM DIRECTORY COVID-19 RESOURCES

## Have you lost your job?

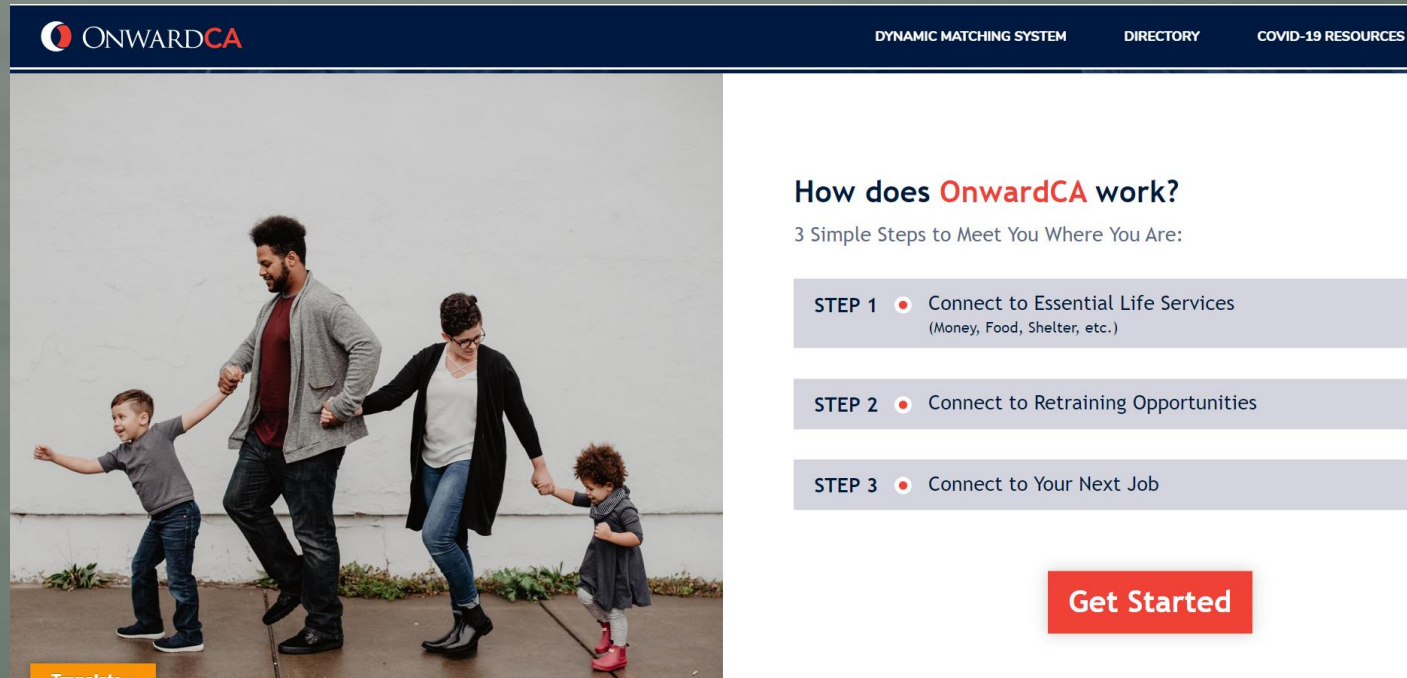
One-stop resource for the people of California impacted by job loss during the COVID-19 Pandemic

CALIFORNIA COVID-19 RESPONSE

[Lose your job?](#) [Click Here to Connect to Resources and Jobs](#)

[Translate »](#)

<https://onwardca.org>






ONWARDCA

DYNAMIC MATCHING SYSTEM DIRECTORY COVID-19 RESOURCES

## How does OnwardCA work?

3 Simple Steps to Meet You Where You Are:

- STEP 1  Connect to Essential Life Services (Money, Food, Shelter, etc.)
- STEP 2  Connect to Retraining Opportunities
- STEP 3  Connect to Your Next Job

[Get Started](#)

[Translate »](#)

Save Mart - Clerk Helper

\$13.00 An Hour - Full Time

Save Mart Supermarkets - Service Specialist

\$13.00 An Hour - Part Time

SelectStaffing - Stackers/Clovis site

\$13.00 An Hour

SelectStaffing - General Labor

\$13.00 An Hour

Aldi - Clovis, CA- 1725 Herndon Ave - Seasonal Store Associate

\$14.10 An Hour - Part Time

Elite Team Offices - Executive Assistant to CEO

\$17.00 - 21.00 An Hour - Full Time

Department of Food & Agriculture - Insect Trapper (PBW) - Fresno County

\$15.04 - 17.95 An Hour - Seasonal

Vons - Fresno - Personal Home Shopping Clerk

\$13.00 An Hour - Part Time

Vons - Fresno - Home Shopping Department Manager

\$13.00 An Hour - Part Time

Ace Hardware of Northeast Fresno- Fresno, CA- 1536 E Champlain Dr - Shift Leader

\$13.00 An Hour - Full Time

Bank of the West - Relationship Banker II

\$43,000.00 A Year - Full Time

FirstCarbon Solutions (FCS) - Word Processing and Publications Specialist II

\$26.00 - 28.00 An Hour - Full Time

Ultimate Staffing Services - STAFF ACCOUNTANT

\$60,000.00 - 70,000.00 A Year - Full Time

Rally's - Shift Manager

\$13.00 An Hour - Full Time

Rally's - Shift Manager

\$13.00 An Hour - Full Time

Rally's - General Manager

\$13.00 An Hour - Full Time

Rally's - Team Member

\$13.00 An Hour - Full Time

My Time Recovery LLC - Case Manager

\$13.00 - 17.00 An Hour - Full Time

Alliance Protection & Investigation- Security Officer

\$15.00 - 16.00 An Hour - Full Time

Security Officer - Security Officer

\$15.00 - 16.00 An Hour - Full Time

E & J Gallo Winery - Level 5 Mechanic

\$13.00 An Hour - Part Time

Legacy Construction - Superintendent

\$70,000.00 - 90,000.00 A Year - Full Time

Rite Aid - Cashier

\$13.00 An Hour - Part Time

Rescare Workforce Services - Case Manager/Talent Development Specialist

\$13.00 An Hour - Full Time

Target - Specialty Sales(Style, Beauty, Tech)

\$13.00 An Hour - Full Time

California State University - Custodian

\$32,640.00 A Year - Full Time

California State University - Events/Facilities Coordinator

\$54,080.00 A Year - Full Time

El Super Markets | El Super - Night Crew

\$12.00 An Hour - Part Time

WestCare Foundation - Admission Specialist I

\$20.00 - 22.00 An Hour - Full Time

CA Prison Industry Authority - Fresno - Custodian I

\$30,360.00 - 37,992.00 A Year - Full Time





# NOW HIRING

## About Us:

The local company has been around for more than 80 years. Trillium Pumps USA, Inc. serves customers in the power, oil & gas, general industry and water & wastewater sectors with highly engineered pumps, as well as complete support in every phase of a project or operation.

Health Benefits Available Upon Hire

Generous 401K Plan

11 Paid Holidays Per Year

Entry Level PTO 3 Weeks



## Open Positions

### Environmental Health & Safety Specialist

3 to 5 Years Experience in EHS Environment/Role

Communication and Dealings with Regulatory Agencies

Ability to Create, Evaluate and Process SOP's, and Departmental Auditing

### Application Engineer

3 to 5 Years Experience in Inside Sales

Prepare, Understand, & Communicate Contracts Proposal Quotes (customer & manufacturing)

Prepare Technical Documents for Communication Internally & Externally

### Project Engineer

3 to 5 years Experience

EIT or PE License Preferred

Ability to Read & Prepare Technical Packages Consisting of Outline Drawings, Schematics, Engineering Bill of Materials, and Other Technical Documentations

### Sr. Production Planner

4 Years Experience in Manufacturing Required or Equivalent Combination of Relevant Education and Experience

Manufacturing Planning Techniques and Principals, APICS Certification a Plus



## Contact:

**Shawna Glazener**

Business Services Coordinator | Fresno Regional WDB Business Services Center

[sglazener@wfc.co](mailto:sglazener@wfc.co) | 559.490.7154





**TRILLIUM**  
FLOW TECHNOLOGIES™

# NOW HIRING

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## Open Positions

### Assembler

Read & work from schematic drawings, work orders, sketches and written or oral instructions

Assembly racks with sliding roller carriages, forklift, overhead crane or jib hoist, electric hand drill, hydraulic press

### Painter / Coater

Operate various equipment, machinery and tools which consist of paint spraying units, paint booth, overhead crane, paint brushes, sanders, grinders

Move pump parts from yard to spray booth with lift truck and overhead hoist

### Shipper / Carpenter

Use various tools such as radial arm saw, hand saw, portable circular saw, hammers, automatic nailers

Stock work area with lumber using lift truck

Prepare the product for shipment. Place unit into box or skid; or, when necessary, build shipping container

### Manual & CNC Machinist

Operate engine lathes, vertical turret lathes, mills, radial drill presses and related special purpose machine tools

Machining support on jig and fixture projects and development of prototypes

Proficient in the set up and running of one or more pieces of manual equipment



**Contact:**

**Shawna Glazener**

Business Services Coordinator | Fresno Regional WDB Business Services Center

[sglazener@wfc.co](mailto:sglazener@wfc.co) | 559.490.7154

# JOBS

Company/Organization	Contact Information/Link
Amazon	<a href="https://www.amazon.jobs/en-gb/">https://www.amazon.jobs/en-gb/</a>
Aldi	<a href="https://careers.aldi.us/">https://careers.aldi.us/</a>
Costco	<a href="https://www.costco.com/jobs.html">https://www.costco.com/jobs.html</a>
CVS Health	<a href="https://bit.ly/2y2Sa3i">https://bit.ly/2y2Sa3i</a>
Dollar General	<a href="https://careers.dollargeneral.com/">https://careers.dollargeneral.com/</a>
Domino's	<a href="https://jobs.dominos.com/dominos-careers/">https://jobs.dominos.com/dominos-careers/</a>
Express Employment Professionals	(559) 738-7822 <a href="https://www.expresspros.com">Expresspros.com</a>
Papa John's	<a href="https://jobs.papajohns.com/">https://jobs.papajohns.com/</a>
ManPower	Text Manpower at 44844 to apply.
Me N Ed's	Email <a href="mailto:mespinosa@workforce-connection.com">mespinosa@workforce-connection.com</a>
Save Mart	<a href="https://www.savemart.com/careers">https://www.savemart.com/careers</a>
Walmart	<a href="https://careers.walmart.com/">https://careers.walmart.com/</a>



FRESNO | KINGS | MADERA | TULARE

- **One-on-one counseling for anyone who wants to start, expand or strengthen a small business**
- **Confidential**
- **No cost**

# **How to Become an SBDC Client:**

Go to [www.valleycommunitysbdc.com](http://www.valleycommunitysbdc.com) and select “Get Started.” Select our Center and answer a few simple questions. You will be contacted within two business day by trained consultant who will arrange a time to “meet” with you to answer your questions and get you on the right track. Wishing you great success with your business ventures. Thank you very much for your time!

Rich Mostert, Director

Valley Community Small Business Development Center

Richard.Mostert@cloviscollege.edu



**FRESNO COUNTY LIBRARY**

Shannon Morrison



Limited Services are provided outside of our buildings

1. **Walk-up or Curbside check-out/returns**
2. **Mobile Printing**
3. **Call branch for additional instructions and information**
4. **Branches will answer their line during open hours**

[Questions and help with Library cards by phone](#)

600-READ (7323) or

Para servicios en Español: (559) 301-6097

Thank you for your understanding and assistance in keeping everyone safer by practicing social distancing and wearing face coverings when possible.





**The Library will be answering the following library phone lines in order to create new library cards, troubleshoot issues with existing library accounts, and offer assistance in accessing online resources, including eBooks, audiobooks, research databases and streaming content:**

**Monday through Friday, 9 a.m. - 12 p.m. and 1 p.m. - 5 p.m.**

- ❖ Fig Garden Regional Library: (559) 600-4071
- ❖ Sunnyside Regional Library: (559) 600-6594
- ❖ Woodward Regional Library: (559) 600-3135
- ❖ Betty Rodriguez Regional Library: (559) 600-9245
- ❖ Clovis Regional Library: (559) 600-9531

**For assistance with cards and more complicated reference questions, please call:**

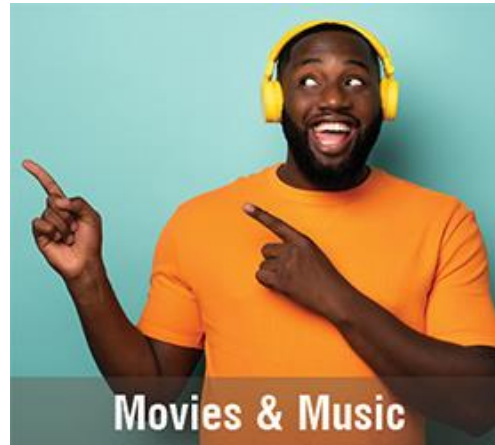
**Central Library at 600-READ (7323)**

**Monday through Friday, 10 a.m. - 12 p.m. and 1 p.m. - 5 p.m.**

**Para servicios en Español: (559) 301-6097**



# DATABASES



Consumer

Business & Finance

Database

Online Resources

Careers

JOBS

FINRA  
Financial Industry Regulatory Authority

EBSCO LearningExpress®  
Career Preparation

FOUNDATION  
DIRECTORY ONLINE  
by Cengage

Business  
Source®  
Complete

Small Business  
Reference Center™  
Available in EBSCOhost

CALIFORNIA  
DIGIBUS  
FRESNO

Consumer  
Reports.org®

Consumer Health  
Complete  
powered by EBSCOhost

MORNINGSTAR®

Learn/Use  
JobNow!

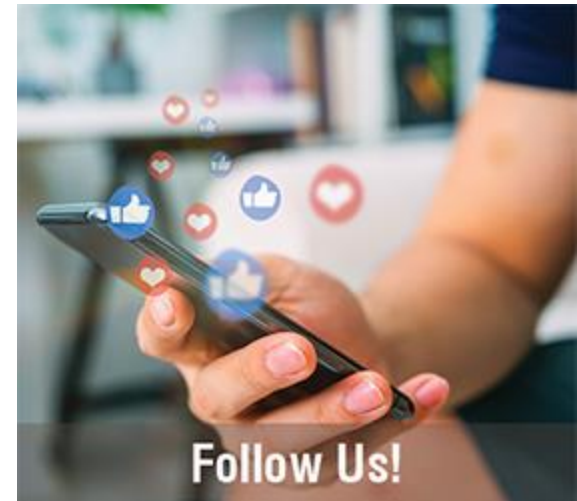
FRESNO COMMUNITY  
SCORECARD

Legal Information  
Reference Center™  
Available in EBSCOhost

referenceUSA  
from (Info)group

Learn. Grow. Do.  
lynda.com®  
Online Software Training

# THANKS FOR USING US!





# DEPARTMENT OF SOCIAL SERVICES

**JOSE CORCHADO**

# DSS Lobby Closures Effective 4/1/20

- For questions regarding your Cal Fresh, Medi-Cal or CalWORKs case you can contact the Call Center Monday - Friday 7:30am to 4:30pm at 1-855-832-8082
- Apply for benefits [www.mybenefitscalwin.org](http://www.mybenefitscalwin.org)
- Report Child Abuse or Neglect – 24 Hour Hotline 600-8320
- Report Elder/Dependent Adult Abuse- 24 Hour Hotline 600-3383 or (800) 418-1426

## Public Assistance

- **OPEN FOR SELF SERVICES & EMERGENCY SERVICES – FRESNO METRO & REGIONAL OFFICES**
  - Heritage- 3151 N. Millbrook- Self Service and Scheduled EBT/Emergency BIC
  - Main- 4455 E. Kings Canyon Rd- Self Service and Scheduled EBT/Emergency BIC
  - "E" Street - 1209 "E" Street (SOFT CLOSE –General Relief Clients with No Address or Phone)
  - Selma- 3800 N. McCall Ave- Self Service and Scheduled EBT/Emergency BIC
  - Reedley-1680 E. Manning Ave- Self Service and Scheduled EBT/Emergency BIC
  - Coalinga- 311 Coalinga Plaza- Self Service and Scheduled EBT/Emergency BIC
  - Kerman- 15180 W. Whitesbridge Ave-Self Service and Scheduled EBT/Emergency BIC

## • **OPEN FOR LIMITED SERVICES**

- Fairgrounds - 4468 E. Kings Canyon Rd – **DROP BOX ONLY**
- Barton- 4499 E. Kings Canyon Rd- Homeless/General Relief clients with NO phone access for State Hearing Purposes Only

## • **CLOSED TO THE PUBLIC**

- West Fresno, Sunnyside, Senior Resource Center, Commissary 1st and 2nd and Huntington Hall – **CLOSED**

## Child Welfare

## • **OPEN FOR LIMITED SERVICES**

- "L" Street - 1404 "L" Street– **Services requiring in person contact**
- Taft- 3688 E. Shields Ave – **Limited Services to Foster Youth**

## • **CLOSED TO THE PUBLIC**

- West Fresno Regional Center, Center Mall Court, Fulton and Gallery Plaza – **CLOSED**

## Fresno County Department of Social Services resource information

- Contact MAP Point (559) 512-6777 to find emergency shelter space currently available. DSS continues to work with partner agencies to bring more facilities online.
- DSS online and call center are a convenient and secure way to apply for program services, maintain eligibility and seek answers to your questions. Online Resources:

## • **Apply for Benefits at [www.mybenefitscalwin.org](http://www.mybenefitscalwin.org)**

- Benefit programs: CalFresh, Medi-Cal, CalWORKs, and General Relief
- You will be contacted by telephone and mail to inform you of the date and time of your telephone interview.

## • **Personal Access to Social Services (P.A.S.S.) – Visit [DSSPASS.fresnocountyca.gov](http://DSSPASS.fresnocountyca.gov)**

- Access Case Information
- Download Grant Verifications (WHIS reports)
- Upload Documents and verifications

## • **Need to reschedule your appointment or missed your appointment? Call: 1-855-832-8082**

- Hours of operations: Monday through Friday from 7:30 a.m. - 4:30 p.m.

## • **Request a new Medi-Cal BIC card by calling 1-877-600-1377 and follow the prompts**

- Available 24 hours a day

## • **Request a replacement EBT card by calling 1-877-328-9677**

- Available 24 hours a day
- You will never be asked for your PIN Number

## • **24/7 Automated System: 1-877-600-1377**

- Case and Benefit Information

# CalFresh (Food Stamps)

Provides low-income households with monthly benefits

Supplements households income for the purchase of food items

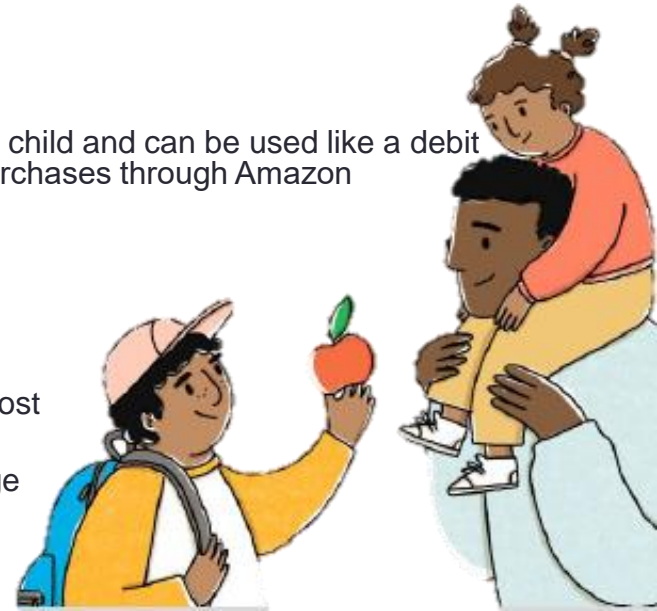
Who can get CalFresh:

- Families
- Single Adults
- Unemployed / Employed
- Elderly or disabled
- Homeless
- College students
  - Working 20 hours per week



# P-EBT

- Because schools are closed due to COVID-19, children who are eligible for free or reduced-price meals can get up to \$365 in food benefits in addition to their pick up meals from school.
- Families that are directly-certified through their school for meals through CalFresh, CalWORKs, Medi-Cal or social services **DO NOT NEED TO APPLY** for P-EBT. They should receive a new P-EBT card in the mail between May 8-22. Instructions will be included with the P-EBT card to create your private PIN number so your card will be ready to use.
- Families eligible for free and reduced-price school meals and certified through a school application and some attending schools where meals are free for all students, and who are not receiving CalWORKs, CalFresh, Medi-Cal or Social Services **will need to apply** for P-EBT online between May 22-June 30. \*Website will be available soon
- P-EBT is a one-time benefit.
- Families who are required to apply and do not do so by June 30, 2020 will not be able to receive benefits once the online application closes
- P-EBT benefits can be used for up to one year from the date of issuance
- P-EBT benefits will be loaded onto a dedicated EBT Card, issued in the name of a child and can be used like a debit card to purchase food in most grocery stores, farmers' markets and online food purchases through Amazon and select Walmart locations
- **For more information visit:** <https://ca.p-ebt.org/info>
- If you have not received a P-EBT card by May 25 AND you currently receive CalFresh, CalWORKs, Medi-Cal, or Foster Care benefits we may not have your most recent address. Do NOT apply online to report a change of address. Instead, you can call the EBT Customer Service Center ([877-328-9677](tel:877-328-9677)) to request a change of address beginning the week of May 25.





# CALWORKS

(Cash aid - families with children)

Automated information about your Cash, Food, or Medi-Cal case:

Access your case online at:

<https://www.mybenefitscalwin.org/>

If you need to speak to a worker,  
1-855-832-8082

between 7:30 am-4:30 pm

Any worker who answers the phone will be able to  
assist you

# MEDI-CAL

Medi-Cal is California's public health insurance program, patterned after the Federal Medicaid program, designed to provide no-cost or low-cost medical benefits to low income individuals and families. Enrollment for Medi-Cal coverage is open all year.

Who May Be Eligible For Medi-Cal:

- Children under the age of 21
- Pregnant individuals
- Low income families
- Adults without children, 19 to 64 years of age
- Individuals over 65 years of age
- Individuals with disabilities
- Financial Eligibility

To be eligible for no cost Medi-Cal, a single adult individual must have an annual income lower than 138 percent of the federal poverty level. For families the income limit may be higher, as it depends on number of individuals in the household. Those exceeding income limits may qualify for low cost health insurance plans through Covered California.

For certain Medi-Cal programs along with income limits, property limits may apply to all applicants except pregnant individuals and children ages 0 to 18.

For more information or to apply online, please visit [My Benefits CalWIN](#) or [Covered California](#).

# BENEFITS CALWIN

([www.mybenefitscalwin.org](http://www.mybenefitscalwin.org))

- Online website for clients to apply for Fresno County public assistance programs, including CalWORKs (cash aid), CalFresh (food stamps), and Medi-Cal
- Clients can apply for services 24/7 without having to come into a DSS office.
- Other online services available include: view benefit amount and program status, complete reports, request a Medi-Cal replacement card, request forms.

## **Personal Access to Social Services (PASS)**

- [DSSPASS.fresnocountyca.gov](http://DSSPASS.fresnocountyca.gov)







**COVERED**  
**CALIFORNIA**

## What is Covered CA?

Covered California is a free service that connects Californians with brand-name health insurance under the Patient Protection and Affordable Care Act. It's the only place where you can get financial help when you buy health insurance from well-known companies. That means when you apply, you may qualify for a discount on a health plan through Covered California, or get health insurance through the state's Medi-Cal program. Either way, you'll have great health coverage.

# Federal Poverty Level

 COVERED CALIFORNIA		California State Subsidy											
		SEE NOTE BELOW FOR INCOMES IN THIS RANGE											
		Federal Tax Credit											
		American Indian / Alaska Native (AIAN) Zero Cost Share									AIAN Limited Cost Share		
					Silver 94 (100%-150%)	Silver 87 (>150%-200%)	Silver 73 (>200%-250%)						
% FPL	0%	100%	138%	150%	200%	213%	250%	266%	300%	322%	400%	600%	
Household Size	1	\$0	\$12,490	\$17,237	\$18,735	\$24,980	\$26,604	\$31,225	\$33,224	\$37,470	\$40,218	\$49,960	\$74,940
	2	\$0	\$16,910	\$23,336	\$25,365	\$33,820	\$36,019	\$42,275	\$44,981	\$50,730	\$54,451	\$67,640	\$101,460
	3	\$0	\$21,330	\$29,436	\$31,995	\$42,660	\$45,433	\$53,325	\$56,738	\$63,990	\$68,683	\$85,320	\$127,980
	4	\$0	\$25,750	\$35,535	\$38,625	\$51,500	\$54,848	\$64,375	\$68,495	\$77,250	\$82,915	\$103,000	\$154,500
	5	\$0	\$30,170	\$41,635	\$45,255	\$60,340	\$64,263	\$75,425	\$80,253	\$90,510	\$97,148	\$120,680	\$181,020
	6	\$0	\$34,590	\$47,735	\$51,885	\$69,180	\$73,677	\$86,475	\$92,010	\$103,770	\$111,380	\$138,360	\$207,540
	7	\$0	\$39,010	\$53,834	\$58,515	\$78,020	\$83,092	\$97,525	\$103,767	\$117,030	\$125,613	\$156,040	\$234,060
	8	\$0	\$43,430	\$59,934	\$65,145	\$86,860	\$92,506	\$108,575	\$115,524	\$130,290	\$139,845	\$173,720	\$260,580
	add'l, add	\$0	\$4,420	\$6,100	\$6,630	\$8,840	\$9,415	\$11,050	\$11,758	\$13,260	\$14,233	\$17,680	\$26,520
 DHCS HealthCare Services		Medi-Cal for Adults				Medi-Cal for Pregnant Women				Medi-Cal Access Program (for Pregnant Women)			
		Medi-Cal for Kids (0-18 Yrs.)								County Children's Health Initiative Program			

**Note:** Most consumers up to 138% FPL will be eligible for Medi-Cal. If ineligible for Medi-Cal, consumers may qualify for a Covered California health plan with financial help including: federal tax credit, California state subsidy, Enhanced Silver plans and AIAN plans.





blue of california

CCHP  
Health Plan

SHARP  
HEALTH PLAN



oscar



# Sliding Fee Scale at Clinica Sierra Vista

The discount program is for patients without health insurance or basic health coverage who cannot afford the cost of their medical or dental consultation. You may be eligible for Clinica Sierra Vista's discount program. The discount is based on family size and household income.

Covers Medical and Dental services,\* and specialty services\*

\*cost varies

Family Size	Gross Household Monthly Income				
	0% - 100%	101% - 133%	134% - 166%	167% - 200%	201%+
1	0 - 1012	1,013 - 1,346	1,347 - 1,679	1,680 - 2,023	2,024
2	0 - 1372	1,373 - 1,824	1,825 - 2,277	2,278 - 2,743	2,744
3	0 - 1732	1,733 - 2,303	2,304 - 2,875	2,876 - 3,463	3,464
4	0 - 2092	2,093 - 2,782	2,783 - 3,472	3,473 - 4,183	4,184
5	0 - 2452	2,453 - 3,261	3,262 - 4,070	4,071 - 4,903	4,904
6	0 - 2812	2,813 - 3,740	3,741 - 4,667	4,668 - 5,623	5,624
7	0 - 3172	3,173 - 4,218	4,219 - 5,265	5,266 - 6,343	6,344
8	0 - 3532	3,533 - 4,697	4,698 - 5,863	5,864 - 7,063	7,064
9	0 - 3892	3,893 - 5,176	5,177 - 6,460	6,461 - 7,783	7,784
10	0 - 4252	4,253 - 5,655	5,656 - 7,058	7,059 - 8,503	8,504
11	0 - 4612	4,613 - 6,134	6,135 - 7,655	7,656 - 9,223	9,224
12	0 - 4972	4,973 - 6,612	6,613 - 8,253	8,254 - 9,943	9,944
13	0 - 5332	5,333 - 7,091	7,092 - 8,851	8,852 - 10,663	10,664
14	0 - 5692	5,693 - 7,570	7,571 - 9,448	9,449 - 11,383	11,384
15	0 - 6052	6,053 - 8,049	8,050 - 10,046	10,047 - 12,103	12,104

FCL/Category	610/A			625/B		650/C		675/D	699/SP
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Fees	Nominal Fee \$10.00								100% of charges
				\$20.00		\$30.00		\$40.00	

Category	Medical	Dental
<b>A</b>	\$10	\$40
<b>B</b>	\$20	50%
<b>C</b>	\$30	75%
<b>D</b>	\$40	75%

# Clinica Sierra Vista

**Clinica Sierra Vista offers the following programs:**

- Family Medicine
- Behavioral Health Services
- Internal Medicine
- Comprehensive Health Services
- Pediatrics
- Comprehensive Prenatal Specialty Services
- OBGYN
- Health Insurance Assistance Services
- Podology
- Nutrition Program WIC
- Vaccinations

# Clinica Sierra Vista Medical Centers

## **Elm Walk-In Clinic**

**2740 S. Elm Avenue**

**Fresno, CA 93706**

*Monday - Sunday, 8:00 am – 8:00 pm*

## **Elm Family Community Health Center**

**2740 S. Elm Avenue**

**Fresno, CA 93706**

**559-457-5200**

*Monday - Saturday, 8:00 am – 7:00 pm*

## **Elm Women's & Pediatric Community Health Center**

**2760 S. Elm Avenue**

**Fresno, CA 93706**

**559-457-5300**

*Monday - Friday, 8:00 am – 7:00 pm*

## **Garland Community Health Center**

**3727 N. First Street, Suite 106**

**Fresno, CA 93726**

**559-457-6900**

*Monday - Friday, 8:00 am – 5:00 pm*

## **Gaston Health and Wellness Center**

**1120 E. Church Avenue**

**Fresno, CA 93706**

**559-457-6700**

*Monday - Friday, 7:30 am – 4:00 pm*

## **North Fine Community Health Center**

**1945 N. Fine Avenue, Suite 100**

**Fresno, CA 93727**

**559-457-5650**

*Monday - Friday, 8:00 am – 5:00 pm*

## **Orange & Butler Community Health Center**

**1350 S. Orange Avenue**

**Fresno, CA 93702**

**559-457-5400**

*Monday - Friday, 8:00 am – 5:00 pm*

## **RMC Community Health Center**

**2505 E. Divisadero Street**

**Fresno, CA 93721**

**559-457-5500**

*Monday - Saturday, 8:00 am – 5:00 pm*

## **West Fresno Community Health Center**

**302 Fresno Street, Suite 101**

**Fresno, CA 93706**

**559-457-5700**

*Monday - Friday, 8:00 am – 5:00 pm*

## **West Shaw Community Health Center**

**3645 W Shaw Avenue, Suite 101**

**Fresno, CA 93711**

**559-457-6800**

*Monday - Friday, 8:30 am - 5:30 pm*

# Dental Offices and Behavioral Health

## Dental Centers

### **Dental Center - Elm**

2756 S. Elm Avenue  
Fresno, CA 93706  
559-457-5345

*Monday - Saturday,  
8:00 am – 7:00 pm*

### **Dental Center - West Fresno**

302 Fresno Street, Suite 204  
Fresno, CA 93706  
559-457-5780

*Monday - Friday,  
8:00 am – 5:00 pm*

## **Behavioral Health Services in the following Health Centers**

**Community Resource Center**  
1305 E. Divisadero Avenue  
559-457-5960

**Elm Family Community Health Center**  
2740 S. Elm Avenue

**Centro de Salud - Gaston**  
1120 E. Church Avenue

**Centro de Salud - North Fine**  
1945 N. Fine Avenue, Suite 100

**Centro de Salud - Orange & Butler**  
1350 S. Orange Avenue

**Centro de Salud - West Shaw**  
3451 W. Shaw Avenue, Suite 102

## **SPECIALTY BEHAVIORAL HEALTH SERVICES**

**North Fine - Adultos**  
2002 N. Fine Avenue, Suite 100  
559-457-6975

**North Fine - Niños**  
2010 N. Fine Avenue, Suite 105  
559-457-6976

**West Fresno - Adultos y Niños**  
302 Fresno Street, Suite 106  
559-457-5750

**West Shaw - Adultos**  
3451 W. Shaw Avenue, Suite 101

**West Shaw - Niños**  
3451 W. Shaw Avenue, Suite 102

For a medical appointment please call:

**1-833-278-4584**

For questions about Health Insurance

Eligibility please call

**1-855-867-7216**

Community Resource Center

**559-457-5962**







# Protecting Your Employee Benefits

U.S. Department of Labor  
Employee Benefits Security  
Administration



# Who are we and why are we here?

- U.S. DOL, EBSA enforces ERISA
- ERISA is the law that governs many of the benefits sponsored by private sector employers.
- Job Loss affects benefits
  - Timely action needed to protect benefits



# Health Insurance Options

- Special Enrollment
- COBRA
- Individual Health Coverage (Marketplace)
- Coverage through a Government Program





# HIPAA Special Enrollment

- Requires a group health plan to allow an employee/spouse/dependent to enroll for coverage upon loss of other group health coverage
- Employee must request special enrollment from the other plan within 30 days of loss of coverage
- Coverage becomes effective 1<sup>st</sup> of the month following application



# COBRA

- Ability to continue group health coverage under employer's plan
  - Includes dental and vision plans
  - Excludes disability and life insurance plans
- Applies to plans in private and public sectors
- Covers plans if employer has 20 or more employees



# COBRA

- Job Loss – COBRA available for 18 months
- Participant can be charged 102% of the full cost of the insurance
- Notice to the Participant within 44 days
- Participant has 60 days to elect COBRA and then 45 days to make initial payment
- COBRA coverage is always retroactive to date coverage was terminated





# Individual Coverage in the Health Insurance Marketplace

- One-stop shopping to find and compare private insurance options
- Compare coverage, premiums, deductibles and out-of-pocket costs before enrolling
- May be eligible for a tax credit to lower monthly premiums and out-of-pocket costs
- Losing job-based coverage is a special enrollment event



# Health Insurance Marketplace

- To qualify for special enrollment, select a plan within 60 days before or within 60 days after loss of job-based coverage.
- The date your coverage will start depends on when you select a plan.
- Visit [HealthCare.Gov](https://www.healthcare.gov) for more info



# Coverage through a Government Program

- You and your family may qualify for free or low-cost coverage from Medicaid and/or the Children's Health Insurance Program (CHIP).
- Find out if you qualify at [HealthCare.gov](http://HealthCare.gov)
- Can apply for and enroll in Medicaid or CHIP any time of year.
- If you qualify, coverage begins immediately.



# Retirement Plan

- Keep plan informed of your address
- Make sure you are getting information from the plan at least annually
- Benefit Payment Rules
  - Age 65
  - Some other time specified by the plan





# What options do I have regarding my Retirement Benefits?

- Keep the funds in the old plan (and keep in touch)
- Benefit Payments
  - Rollovers to-
    - Personal IRAs
    - New Employer's plan (if allowed)
  - Direct Distributions



# Contact Information



## ■ EBSA Benefits Advisors


- [www.dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa](http://www.dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa)
- 1-866-444-3272 toll free



## ■ EBSA Website:

[www.dol.gov/agencies/ebsa](http://www.dol.gov/agencies/ebsa)

- Look for Brochure entitled, “Retirement and HealthCare Coverage...Questions and Answers for Dislocated Workers” in English and Spanish



## ■ Marketplace info – HealthCare.gov

- 1-800-318-2596





# CALIFORNIA'S LOW COST AUTO

BY MAY LY, PROGRAM SPECIALIST



# CALIFORNIA DEPARTMENT OF INSURANCE

[California Department of Insurance](#) (CDI) established in 1868, is the agency charged with overseeing insurance regulations, enforcing statutes mandating consumer protections, educating consumers, and fostering the stability of insurance markets in California.

CDI regulates insurance companies who provide us with these types of insurance as well as sponsorship of **California's Low Cost Auto Program (CLCA)**.

The screenshot displays the California Department of Insurance website. At the top, there is a header with the department's name, a search bar, and contact information for Ricardo Lara, Insurance Commissioner. Below the header is a navigation menu with links to 'File a Complaint', 'Consumers', 'Seniors', 'Agents & Brokers', 'Insurers', 'Fraud', 'News', and 'About Us'. The 'Consumers' link is highlighted. The main content area is titled 'Types of Insurance' and includes a brief explanation of the page's purpose. Below this, there are several buttons representing different insurance types: Automobile, Health, Homeowner/Residential, Life & Annuity, Long-Term Care, Medicare Supplement, Pet, TNC Ride-hailing, Workers' Compensation, and Information Guides. On the right side, there is a sidebar with a 'Translate this page with Google Translate' button and a list of links for 'Consumers', 'Health Insurance Information', 'Company and Agent/Broker Information', 'Laws & Regulations', 'Virtual Viewing Room', 'Dealing with Catastrophes', 'Administrative Hearings and Public Programs', 'Cannabis and Insurance', 'Bail Bonds', 'Climate Change', and 'Information Guides'. At the bottom of the page, there is a footer with links to 'Privacy Policy', 'ADA Compliance', 'Site Map', 'Career Opportunities', 'Internships', 'Free Document Readers', and 'Scheduled Site Maintenance'.

# CALIFORNIA'S LOW COST AUTO PROGRAM (CLCA)

## AUTO INSURANCE IS REQUIRED BY LAW

California's Low Cost Auto Insurance Program was established by the California legislature and is available for those that qualify.

### You May Qualify If You...

- Have a valid CDL/AB60
- Meet income guidelines
- Have a vehicle valued under 25,000
- Are at least 16 years old

### INCOME ELIGIBILITY

These are the maximum income levels by household size for eligibility:

**1 person - \$31,900**

**2 people - \$43,100**

**3 people - \$54,300**

**4 people - \$65,500**

Additional eligibility levels available on our website

Visit [mylowcostauto.com](http://mylowcostauto.com) to apply.

Chat available M-F 8am – 4pm



### Rate Zone 1

#### Zona De Precio 1

Fresno, Kings, Madera, Merced, Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Cruz, Tulare

Base Rate* Basica**	\$244
Unmarried Single Age 19-24 Personas Solteros Entre 19-24 Años	\$317
Driving Less Than 3 Years Menos de 3 Años Manejando	\$342
Ages 16-18 16-18 Años de Edad	\$488
Uninsured Motorist (Optional) Conductor Sin Seguro (Opcional)	\$32
Medical Payment (Optional) Pagos Medicos (Opcional)	\$22

EXPIRES 12.31.2020

\*ALL RATES ARE ANNUAL

\*\*TODAS LAS TARIFAS SON ANUALES

Get Started at [www.mylowcostauto.com](http://www.mylowcostauto.com)

Apply 100% online. Chat specialists available



# CDI & DMV COVID UPDATES

## CALIFORNIA DEPARTMENT OF INSURANCE

- May 15, 2020: [Commissioner Lara expands order for insurance companies to partially refund premiums amid ongoing COVID-19 pandemic](#) in at least six different insurance lines: private passenger automobile, commercial automobile, workers' compensation, commercial multi-peril, commercial liability, medical malpractice, and other insurance lines. *Mar-May 2020*
- May 15, 2020: [Notice of Extended Grace Period for Insurance Premium Payments Due to Disruption Caused by the COVID-19 Pandemic](#) *extends to July 14, 2020*
- For consumer alerts and more information visit [insurance.ca.gov](https://insurance.ca.gov) or call 1-800-927-4357

## CALIFORNIA DEPARTMENT OF MOTOR VEHICLES

- **All DMVs are open** but not scheduling new appointments, seeing those whose appointments were cancelled during closure. DMV's Virtual Field Office is available to assist with complex transactions with an agent, conducted via email, phone, or chat. **Expanded Online services** with more transaction capabilities. **Kiosks** are still available for simple transactions like getting your vehicle registration sticker or filing a non-operation. Visit [dmv.ca.gov](https://dmv.ca.gov)
- DMV has [extended driver licenses that expire between March and July 2020](#) through July 2020
- [Waiving late fees](#) and penalties for vehicle registration renewals due between March 16 – May 31, 2020, and *paid within 60 days of the original expiration date*. Smog check assistance offered by **Valley CAN** at **800-806-2004**
- [REAL ID](#) enforcement postponed to Oct 1, 2021



# Employment Development Department





# Rapid Response

Services and Resources with regard to  
COVID-19



# Actions EDD is Taking to Handle the Historic Volume

- Streamlining processes to file claims and pay benefits faster.
- Established a new call center for technical assistance with UI Online<sup>SM</sup>:
  - Open daily from 8:00 a.m. to 8:00 p.m.
  - Assisting with registration, password resets, navigation, and online claim filing.
- Upgrading UI systems and servers.
- Hourly health checks on EDD systems minimizing service disruptions.

# Actions EDD is Taking to Handle the Historic Volume

- Offering services for job seekers at the America's Job Center of California<sup>SM</sup> through appointment.
- Emergency Funds To Assist Job Seekers
  - Supportive Services
  - National Dislocated Worker Grant



# State of California Employment Development Department

- Unemployment Insurance Branch
- Disability Insurance Branch
- Workforce Services Branch
  - Labor Market Information Division (LMID)

# Unemployment Insurance Program

- Partial income replacement for employees who have lost their jobs or have had their hours reduced due to no fault of their own.
- Funded by employers at no cost to employees.
- Weekly benefit amounts (WBA) range from \$40 to \$450 based on earnings.
- A \$600 weekly stimulus payment applies from March 29 – July 25, 2020.
- A 13 week extension available through December 26, 2020.

# The Federal CARES Act and Unemployment Insurance

The CARES Act provides additional UI benefits to claimants:

- **Federal Pandemic Unemployment Compensation (FPUC)** referred to as **Pandemic Additional Compensation (PAC)** by the EDD.
  - Additional \$600 stimulus payment in addition to your weekly benefit amount.
- **Pandemic Emergency Unemployment Compensation (PEUC).**
  - Up to 13 weeks of extended benefits.
- **Pandemic Unemployment Assistance (PUA).**
  - Provides 39 weeks of benefit for those who don't usually qualify for regular UI such as business owners, the self-employed, and independent contractors.
  - Applies between February 2, and December 26, 2020.
  - No waiting period.
  - Weekly benefit amount ranges from \$167 to \$450 depending on 2019 net earnings.
  - \$600 stimulus payment applies between March 29 and Dec 26, 2020.

# Pandemic Additional Compensation

- A \$600 per week stimulus payment **automatically added** to your weekly benefit amount each week if you qualify for \$1 or more in benefits.
- **Applicable to almost all UI compensation** including Work Sharing claims and the PEUC extension.
  - Does not apply to Training Extensions (TE) or State Special School Benefits (SSSB).
- Applies only **between March 29, 2020 and July 25, 2020.**
- If you were already paid for the week ending April 4, the EDD made an adjustment payment for \$600 during the week of April 10, 2020.



# Pandemic Emergency Unemployment Compensation

- In California, UI benefits are **up to 26 weeks** within a one-year timeframe.
- Provides an **additional 13 weeks** of UI benefits when all of the benefits associated with regular UI claims are exhausted.
- Applies only **between March 29, 2020 and December 26, 2020**.
- A \$600 weekly **stimulus applies** between March 29, 2020 and December 26, 2020.
- EDD is awaiting guidance from the Department of Labor to start programming.
- Additional state and federal extensions may become available at a later time if authorized by California and/or the federal government.

# Special Provisions for COVID-19

- **Waiting period:** The seven day waiting period is waived for regular UI claims filed on/after **January 19, 2020**.
- **Work search:** Customers are not required to look for work each week to be eligible for benefits.
- **Certifying for benefits:** Customers are not required to submit their bi-weekly certifications for the weeks ending March 14, 2020 through May 9, 2020.
  - Payments will automatically be made, including the \$600 per week stimulus payment.
  - Must report wages using “Ask EDD”.

# Unemployment Insurance Basics: File a Claim

- **Online:**

- UI Online<sup>SM</sup> is the fastest way at **[edd.ca.gov/UI\\_Online](http://edd.ca.gov/UI_Online)**.
- Create a Benefit Programs Online login to access UI Online.
- Customers may receive a confirmation email within a few days notifying them a UI Online account has been created for them.
- UI Online technical assistance is available daily from 8 a.m. to 8 p.m. to help with registration and password resets.

- **Phone:**

- Speak to a representative.

- **Fax/Mail:**

- Complete the paper application and submit as directed on the form.
  - Allow additional time for processing.

# Tips for Filing a Claim

- Gather your employment information for the past 18 months.
- Apply through UI Online<sup>SM</sup> for the fastest processing.
- Use the **Save as Draft** feature if you need more time to complete the online application; you have until 8:00 p.m. on Saturday.
- Indicate you're out of work due to COVID-19 for waiting period waiver.
- When selecting your industry and occupation, select the one that best describes your job.
- Do not indicate you're out of work due to a strike or lockout unless it's a result of a labor union dispute over working conditions.
- See our YouTube video, ***How to Apply for UI Benefits (File a Claim)***.

# After a Claim is Filed

- Receive important information from the EDD by mail:
  - Confirmation that your claim was filed.
  - How the weekly benefit amount was computed.
  - The EDD Customer Account Number used to create your UI Online<sup>SM</sup> account.
- Verify accuracy of claim and wage information and notify the EDD immediately if the information is incorrect.
- Continue to read, review, and respond to all communication.

# How to Certify for Benefits

To get paid benefits, eligibility information must be provided to the EDD every two weeks to certify for benefits:

- **UI Online<sup>SM</sup> and UI Online Mobile<sup>SM</sup>: [edd.ca.gov/UI\\_Online](http://edd.ca.gov/UI_Online)**
  - This is the fastest way to certify and get paid. (24/7)
  - Must register using your EDD Customer Account Number.
    - Most customers are automatically registered and receive a confirmation email.
  - Automatic email reminders when it's time to certify.
- **EDD Tele-Cert<sup>SM</sup>: Call 1-866-333-4604**
  - Must enter or create a four digit PIN to access the system.
- **Mail:**
  - Allow extra time for mail delivery and processing.

**Important:** Payments are automatically made between March 14, 2020 and May 9, 2020. Report wages using Ask EDD.



# Get Paid – EDD Debit Card<sup>SM</sup>

**Once the first payment is made, an EDD Debit Card<sup>SM</sup> will be mailed:**

- Allow five business days for mail delivery from Bank of America. Due to unprecedented volume of claims, the card may take a few extra days to arrive.
- The card is valid for three years from the date of issue and used for DI, PFL, and UI benefits.
- Contact Bank of America for replacement card (online/phone) and customer service.
- Get cash at ATMs or merchants with cash back options.
- The card can be used anywhere Visa is accepted.
- Set up automatic transfers to any financial institution.
- Set alerts whenever a deposit is made or when you have a low balance.

**Dedicated Bank of America customer service available 24/7 at:**

- Online: **[bankofamerica.com/eddcard](http://bankofamerica.com/eddcard)**
- Phone: **1-866-692-9374**

**Important:** Do **not** contact Bank of America EDD Debit Card Customer Service under any circumstances for questions about your claim. Additionally, Bank of America branch offices cannot assist with debit card inquiries except for ATM and teller withdrawals.

# Tips to Receive Your Benefits Faster

- Certify for benefits using UI Online<sup>SM</sup>, UI Online Mobile<sup>SM</sup>, or EDD Tele-Cert<sup>SM</sup>.
  - Be sure to bookmark the Benefit Programs Online login screen for easy access.
- Set alerts through Bank of America to be notified when an EDD payment posts to your debit card.
- Read and respond promptly, if requested, to all EDD communication.
- Be available for any phone interviews to resolve claim issues.
- Access helpful web pages and educational videos on the EDD website.
- Stay well-informed by checking EDD's COVID-19 webpage for updates and FAQs at:

[edd.ca.gov/about\\_edd/coronavirus-2019.htm](http://edd.ca.gov/about_edd/coronavirus-2019.htm)

# Get Connected 24/7

**Employment Development Department (EDD) website: [edd.ca.gov](http://edd.ca.gov)**

- Information on all EDD programs.
- Latest new coronavirus (COVID-19) updates.

**UI Online<sup>SM</sup> and UI Online Mobile<sup>SM</sup>: [edd.ca.gov/UI\\_Online](http://edd.ca.gov/UI_Online)**

- File a new claim\*.
- Certify for benefits.
- Get payment information.
- Ask a question about your claim.
- Update your contact information.

**UI Self-Service Phone Line: 1-866-333-4606**

- Certify for benefits using EDD Tele-Cert<sup>SM</sup>.
- Get payment information for your last payment made.
- Hear general information about the UI program.

\* Some late night and early morning hours are not available due to scheduled maintenance.

# Unemployment Insurance Phone Numbers

**Regular UI and PUA claims:** 8:00 a.m. to 12 noon,  
Monday through Friday.

- **English:** 1-800-300-5616
- **Spanish:** 1-800-326-8937
- **Cantonese:** 1-800-547-3506
- **Mandarin:** 1-866-303-0706
- **Vietnamese:** 1-800-547-2058
- **Deaf and Hard of Hearing:** Dial the California Relay Service at 711 and request one of the numbers listed above.

**Help with UI Online<sup>SM</sup>:** 1-833-978-2511, Daily from  
8:00 a.m. to 8:00 p.m.

**UI Self-Service Line:** 1-866-333-4606, 24/7

# State Disability Insurance Program

- Partial wage replacement for California workers.
- Funded through employee payroll deduction.
- Short term benefits to eligible workers who suffer wage loss due to a non-work related illness or injury.
- Eligible workers cannot be cancelled or denied due to health risk factors, pre-existing medical condition, or hazardous employment.

# America's Job Center of California<sup>SM</sup>

- The America's Job Center of California<sup>SM</sup> (AJCC) offers a variety of services that bring employers with job openings and qualified job seekers together at no cost.
- To prevent the spread of COVID-19, The AJCC services are available by appointment only.
  - Workforce Innovation and Opportunity Act (WIOA) and Trade Adjustment Assistance (TAA) program information.
  - Career planning.
  - Skills assessment.
  - Résumé writing and interview techniques.
  - Labor market information.



# America's Job Center of California<sup>SM</sup>

- Job fairs and other job matching services.
- Marketing workers to area employers.
- Occupational training.

# Jobs and Training Services

- Special services for veterans and youth.
- Labor market information.
- CalJOBS<sup>SM</sup>.
  - Access to job openings statewide.
  - Access 24 hours a day, 7 days a week.
  - No fee to use.

**[caljobs.ca.gov](http://caljobs.ca.gov)**

# Labor Market Information Division

- LMID regularly collects, analyzes, and publishes information about California's labor market. It also provides economic development and planning information.
- Types of LMI information available :
  - Occupational profiles and occupation comparisons.
  - Projections of employment for occupations and industries by county.
  - Growth and decline industries in all counties in California.
- Additional information can be found on the EDD website:

**[labormarketinfo.edd.ca.gov](http://labormarketinfo.edd.ca.gov)**

# U.S. Department of Labor

- Consolidated Omnibus Budget Reconciliation Act (COBRA)
  - Health Insurance Portability & Accountability Act (HIPPA)
  - Employee Retirement Income Security Act (ERISA)
  - Affordable Care Act (ACA)
- 
- For additional information, access the website:  
**dol.gov**



# U.S. Department of Labor

U.S. Department of Labor  
Employment Benefits Security Administration  
1-866-444-3272

# Covered California

If your job was affected by COVID-19, or if you lack income because your hours were cut or if you're no longer working, Covered California is here for you.

- Free service that connects Californians with brand-name health insurance under the Patient Protection and Affordable Care Act.
- Financial help when you buy health insurance from well-known companies.

**[coveredca.com](https://coveredca.com)**



# Questions?

# RESOURCES

- Fresno Business Services Center

<http://www.fresnobsc.com/>

- Fresno Economic Development Corporation

<https://www.fresnoedc.com/>

- City of Fresno and/or your local city website

<https://www.fresno.gov/coronavirus/>

- Fresno Unified School District and/or your local school district

<https://www.fresnounified.org/>

# NO MATTER YOUR OCCUPATION, EDUCATION, OR EXPERIENCE ...



## WE CAN PROVIDE ASSISTANCE FOR INDIVIDUALS AFFECTED BY LAYOFFS, CLOSURES & FURLOUGHS

**Have you been laid off or furloughed as a result of COVID-19?**

Our Rapid Response Team, comprised of six local partners, offers 90 minute webinars to provide you with information on filing for unemployment insurance and registering for Covered California, as well as no-cost job training assistance and more.

**Webinars**

**Every Thursday @ 10:00am**

To Register: <https://tinyurl.com/RapidResponseFresno>

**Rapid Response webinars include information on:**

- Unemployment Insurance Benefits
- Health Insurance: Medi-Cal, Covered CA & COBRA
- California's Low Cost Auto Program
- Mental Health Services
- Job Training Services
- Job Search Assistance



Fresno Regional WDB

**Business Services Center**

A proud partner of America's Job Center of California® network.

**Business Services Center • Rapid Response**  
**(833) 756-0563    [www.fresnobsc.com](http://www.fresnobsc.com)**

Funded by the Fresno Regional Workforce Development Board, an equal opportunity employer and program. Auxiliary aids and services are available by request to individuals with disabilities and/or limited English.

# THANK YOU!

Martha Espinosa

559.490.7147

[mespinosa@workforce-connection.com](mailto:mespinosa@workforce-connection.com)