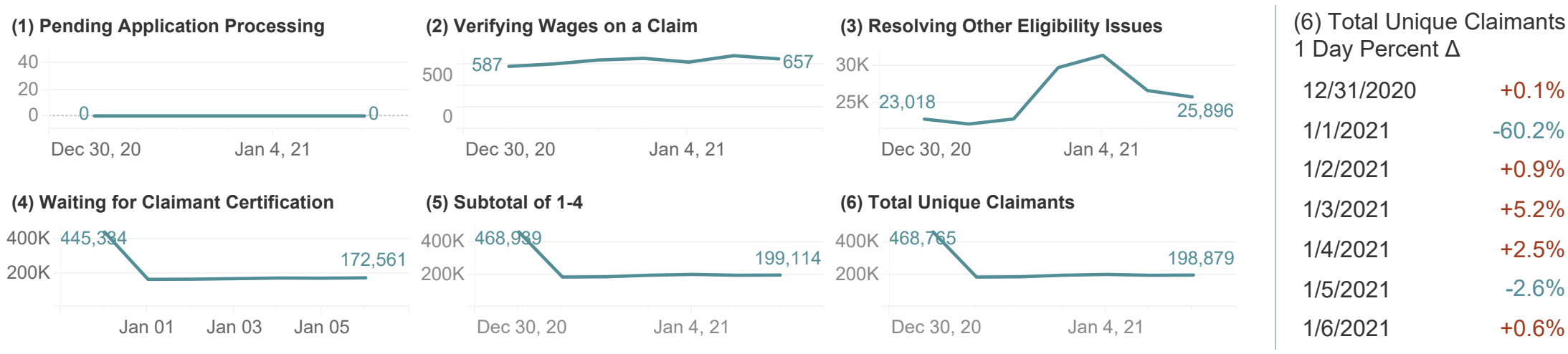


Initial claims backlog is defined as claims filed that take more than 21 days to issue first payment or disqualification, regardless if the claimant or EDD need to take some type of action.

Status	12/31/20	1/1/21	1/2/21	1/3/21	1/4/21	1/5/21	1/6/21	1 Day Δ
(1) Pending Application Processing	0	0	0	0	0	0	0	0
(2) Verifying Wages on a Claim	587	610	647	662	627	687	657	-30 -4.4%
(3) Resolving Other Eligibility Issues	23,018	22,385	23,035	29,706	31,297	26,728	25,896	-832 -3.1%
(4) Waiting for Claimant Certification	445,334	163,504	164,564	167,729	171,284	170,396	172,561	+2,165 +1.3%
(5) Subtotal of 1-4	468,939	186,499	188,246	198,097	203,208	197,811	199,114	+1,303 +0.7%
(6) Total Unique Claimants	468,765	186,382	188,115	197,949	202,989	197,613	198,879	+1,266 +0.6%



- (1) Applications received that are pending EDD staff review to file the claim.
- (2) Applications processed but awaiting EDD work to add or remove verified wages that fund the claim. (Manual process of verifying wages reported by employer(s) are connected with the verified worker, and meets at least the minimum required earnings for payment. For example, adjustments are made once a claimant's identity is verified or a wage investigation is complete.)
- (3) Application and/or first certification processed but pending resolution of other eligibility issues based upon information provided by the claimant. (Issues that can delay processing include verifying the legal right to work in the U.S., and resolving a mistake made on the application. The process of verifying an identity can take longer to collect identity documents from claimants, verify them, and then forward to status category #2 for adding verified wages to the claim for payment.)
- (4) Pending claimant submission of their first bi-weekly certification before eligibility for payment can be determined. (Certifying is the process of answering a set of questions every two weeks that confirms ongoing eligibility for payment. However, a portion of claimants have historically never completed their certification by choice and become ineligible for payment. Examples include they've gone back to work, or they've removed themselves from the labor market, among others.)
- (5) Total of four categories above. (Because workload can bounce from one category to another, a claim can appear in more than one category. For example, a claimant could request for more wages to be added to their claim in status category #2 and EDD is also resolving a mistake made on their application in status category #3.)
- (6) Total unique claimants. (Represents total number of individuals with eligibility issues taking longer than 21 days to determine eligibility for benefits.)