

N E W S R E L E A S E

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EDD Further Expands Language Translations and Resources to Aid Customers

SACRAMENTO—Continuing the effort to improve customer service for Californians who prefer languages other than English, the Employment Development Department (EDD) posted new multilingual resources online, including translated forms and other vital information.

The new resources include translated information about EDD programs, lists of translated forms and publications, EDD program contact information, and information about accessing EDD’s no-cost interpreters available in over 100 languages.

EDD’s “Language Resources” webpages are easily accessed by selecting the Globe icon at the top of EDD’s homepage which will reveal a menu of currently available language options.



EDD continues to heavily invest in expanding outreach to California’s diverse communities with information in many languages. In February, [EDD announced efforts to establish more dedicated language phone lines](#), and expanded written translation of vital unemployment information.

EDD has trained all unemployment customer service staff to offer professional, no-cost language interpreters to any claimant who needs language assistance.

(more)

Californians can get help with unemployment claims from 8:00 a.m. to 7:00 p.m. (Pacific Time), Monday through Friday:

- English and Spanish: 1-800-300-5616
- Cantonese: 1-800-547-3506
- Mandarin: 1-866-303-0706
- Vietnamese: 1-800-547-2058
- California Relay Service (711): Provide the UI number (1-800-300-5616) to the operator
- TTY: 1-800-815-9387
- Hundreds of additional languages through no-cost language translators: 1-800-300-5616

The EDD's new multilingual resource webpages will make it easier for many customers to access services and information in their preferred languages. The dropdown menu currently features nine written languages, including the top seven languages used in California. EDD will continue to expand these resources in the future to include the state's top 15 languages. EDD is also establishing a Language Access Office to further expand language translation and interpreter services.

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