

EDD Modernization Update

April 2026



EDD is transforming the customer and employee experience.

From launching self-service phone options to expanding online services and improving the benefit application experience, the [EDDNext modernization](#) is delivering results.

With modern technology like [Amazon Connect](#) and more customer feedback, EDD continues improving services for all Californians.

2025 Year in Review: How We Showed Up for Californians

Californians turn to us during some of life's most challenging moments. Our responsibility is clear: to make it easier to get help, faster, and with less stress.

Our [2025 EDD Year in Review \(PDF\)](#) report highlights the progress we made, the impact on customers, and the voices behind the work. You'll find key improvements, measurable results, and stories that show how these changes are helping real people across California.

Upcoming Improvements

Faster Updates About Unemployment Claims: We're rolling out alerts by text, email, and myEDD to give customers early notice of important updates on their claim. Helping our customers stay informed and act quickly if needed.

Expanding the Document Management System (DMS): We're continuing to modernize how we process mail and paper documents. We're integrating disability forms into the new system. That means faster processing and more efficient services for our disability and Paid Family Leave customers.

Modernizing Employer Login Security: We're introducing multi-factor authentication for e-Services for Business to help employers protect their accounts with enhanced security and peace of mind.

Integrated Claims Management System Contract Award: We're kicking off efforts to replace siloed legacy systems for disability, Paid Family Leave, and unemployment programs [with one unified system](#) to help customers access benefits more seamlessly. The effort will focus first on disability and Paid Family leave, then unemployment.

Simplifying the Unemployment Bi-Weekly Certifications: We're redesigning the bi-weekly certification questions in myEDD to make them clearer and easier to complete. These updates will help ensure faster, more accurate payments, and a simpler experience for everyone.

Expanding Unemployment Self-Service through Chatbot: We're making it easier for customers to get answers—anytime, anywhere. In addition to disability and Paid Family Leave customers, unemployment customers will now be able to chat online 24/7 to check their claim status, access the most commonly asked questions, and more.

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EDD By the Numbers

371,000

Unemployment eligibility cases were resolved on average in less than 6 days with our updated online questionnaire since December 2023.

80%

Unemployment customers have their identity verified in seconds using Secure.

68,000

Unemployment customers helped through chatting with a live agent since launch on July 24, 2025. Over 70% of chats are resolved on the first contact in 8 languages.

1,000,000

State Disability Insurance customers using the contact center's self-serve option to get claim updates since August 2025.