EDDNext Year In Review

2024

Executive Summary

Highlights

EDD took strong action in 2024 to improve customer service and access to benefits. Key initiatives included enhancing contact center experiences, expanding multilingual services, and simplifying application processes. Customers now benefit from direct deposit, improved chatbot support, and unemployment application available in California's top eight most spoken languages.

Customer feedback has been central to these improvements. In 2024, EDD implemented Qualtrics, a powerful tool that gathers and synthesizes real-time customer feedback from multiple channels, enabling data-driven decisions that focus on the most impactful enhancements. This ensures that modernization efforts continuously evolve based on customer needs, improving the services that matter most to those we serve.

Over 35 essential Unemployment Insurance (UI) forms were translated into 16 languages, improving accessibility. Additionally, EDD enhanced caller experiences with capabilities like virtual hold and self-service features, making it easier to get information quickly.

EDD has laid the foundation for the Integrated Claims Management System (ICMS), which will accelerate benefits processing. Work also began on the Document Management System (DMS) transformation, which will improve the speed and accuracy of processing paper applications and forms.

These efforts have garnered widespread recognition, including 15 category wins at the Best of California Public Sector Awards, reinforcing EDD's role as a leader in government service innovation.

Looking ahead into 2025, EDDNext will continue improving customer experience and expanding support channels – introducing live chat, enhancing self-service options, improving online applications and initiating claims system modernization upon completing final stages of ICMS procurement.

Overview

EDDNext, is an ongoing modernization effort to completely transform EDD customer and employee experience.

At the heart of EDD's modernization efforts is a commitment to delivering exceptional service to all Californians. By actively incorporating customer feedback and sentiment analysis through tools like Qualtrics, we prioritize improvements that matter most--simplifying applications, enhancing contact centers, and modernizing policies and procedures to make accessing benefits faster and easier.

EDDNext is built on a foundation of continuous improvement, driving meaningful outcomes across a multi-year, multi-workstream project portfolio. This approach ensures we adapt to evolving customer needs while delivering consistent progress and innovation for Californians.

Goals

Five key goals guide our journey, ensuring we create a more efficient, equitable, and secure systems for both our customers and our employees.
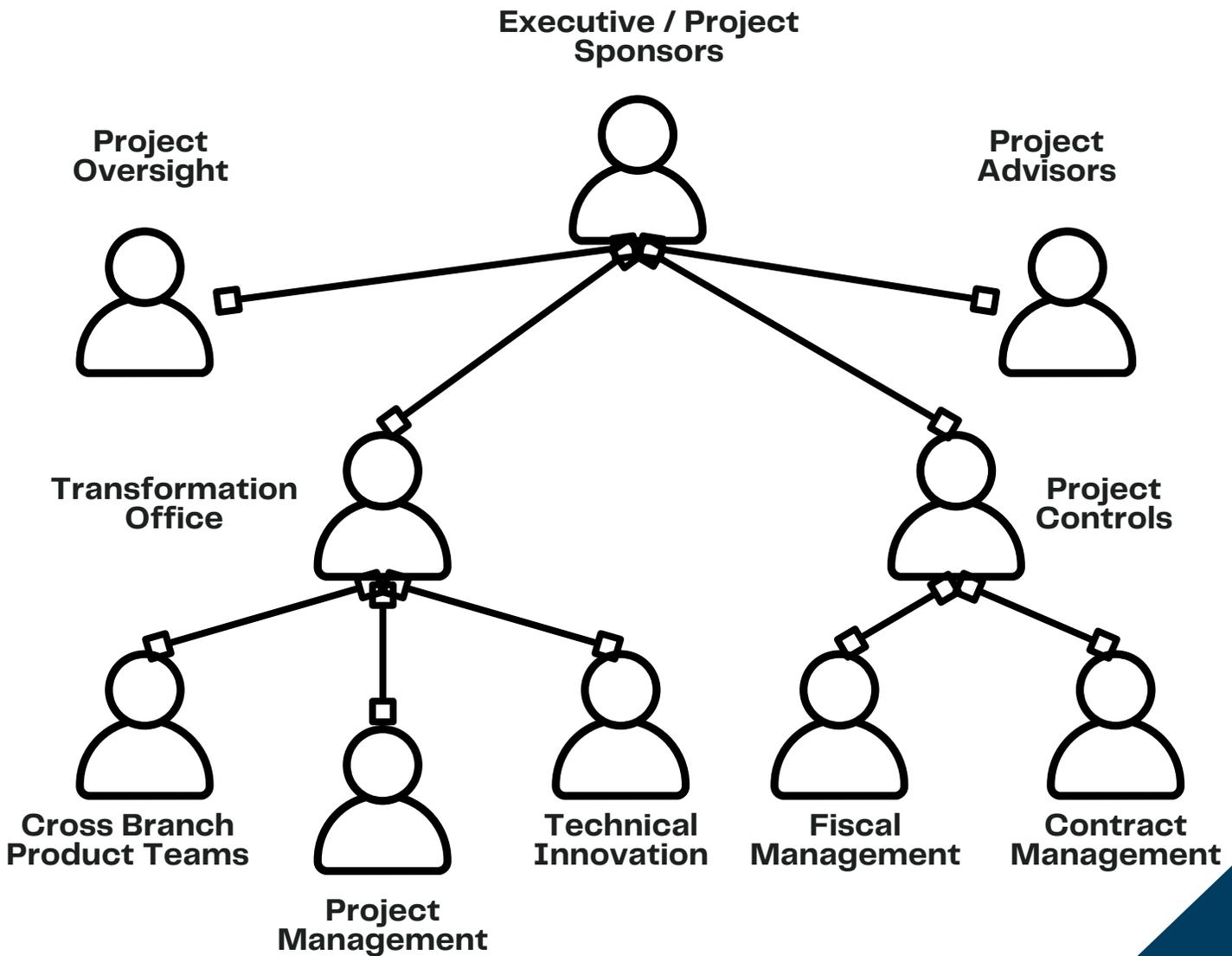

EDDNext modernizes EDD services and systems to better serve employers, workers, and job seekers. By streamlining online services and improving contact centers, EDDNext enhances customer experience.

EDDNext fosters a culture of continuous improvement, driving innovation and ensuring that EDD remains responsive to the evolving needs of Californians.

The Structure

Executive / Project
Sponsors

Project
Oversight

Project
Advisors

Transformation
Office

Project
Controls

Cross Branch
Product Teams

Project
Management

Technical
Innovation

Fiscal
Management

Contract
Management

Budget and Funding

On June 26, 2024, California Governor signed the 2024 Budget Bill enacting the 2024-25 State Budget.

This budget includes $326.8 million (funded by the General Fund and the Disability Insurance Fund) in 2024-25 to continue the EDDNext modernization.

These resources are critical to fund the third year of the modernization of EDD's benefits systems and services.

The yearly investment for EDDNext is shown in the table below:

Fiscal Year	Authorized Expenditures
2022–23	$136,030,000
2023–24	$197,983,000
2024–25	$326,829,000

Driving Customer Focused Progress

Seven EDDNext workstreams execute simultaneously to improve service delivery, increase efficiencies, and enhance customer experience. These workstreams are interconnected, leveraging each other's capabilities as modernization advances.

For example, customer support representatives can access key information—such as login history and claim status—available in the Shared Customer Portal is integrated directly into the Integrated Contact Center agent console.

Workstreams

Shared Customer Portal
Provide customers with a secure unified portal to access unemployment insurance (UI) and disability insurance (DI) benefits, and overpayment services.

Integrated Contact Center
Assist customers faster with a modern platform that lets them choose the best way to get help—voice, chatbot, self-service, live chat, or SMS.

UIO Application Enhancements
Redesign forms, use simple language and enhance user interface to make application easy to understand and file for benefits.

Identity Proofing and Fraud Analytics
Protect customer data, strengthen fraud prevention and security with integrated real-time identity-proofing, tools, and techniques.

Voice of the Customer
Build robust and automated feedback gathering to measure customer satisfaction and guide data driven improvements to enhance customer experience.

Document Management System (DMS)
Adopt the latest systems to automate paper intake, reduce manual processing, enhance data accuracy, and strengthen disaster recovery, improving paper-based customer interactions.

Integrated Claims Management System (ICMS)
Re-architect UI, DI, and Paid Family Leave (PFL) systems to process claims faster, use common data systems, and enable rapid program changes.

Top Accomplishments

1 Expanded Language Access for Equitable and Inclusive Customer Experience

UI ONLINE EXPERIENCE IN TOP 8 LANGUAGES

myEDD, the Shared Customer Portal, and UI Online now support six additional languages, covering California's eight most widely used languages—English, Spanish, Simplified Chinese, Traditional Chinese, Vietnamese, Armenian, Korean, and Tagalog. More Californians can access benefits in their preferred language.

INCLUSIVE COMMUNICATIONS

Californians can now receive emails, access benefits programs, manage claims, and receive SMS messages in their preferred language.

35 ESSENTIAL UI FORMS IN 16 LANGUAGES

We have translated over 35 essential UI forms into 16 languages, making benefits more accessible to all Californians. In 2025, we will expand this effort by translating 230 additional UI forms, further enhancing equitable access.

INTERPRETIVE SERVICES IN 200 LANGUAGES

EDD expanded website translations, including vital information on all programs, forms, publications, and contact details. Additionally, we provide free interpreter access in over 200 languages, ensuring language is never a barrier to service.

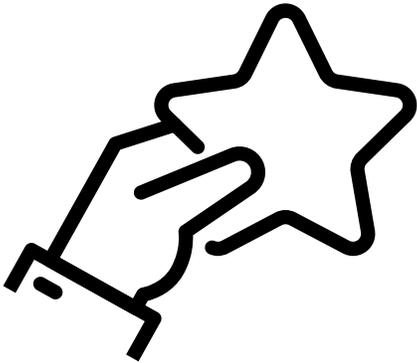### FOUNDATION FOR MORE EQUITABLE SERVICES

In preparation for SB1058 compliance by July 2026, EDD is updating DI and PFL applications—both online and paper. This significant effort helps identify and address service gaps through enhanced demographic data collection.

Top Accomplishments

2 Enhanced Customer Experience and Insights

REAL-TIME CUSTOMER FEEDBACK

Successfully implemented the Qualtrics platform to gather insights from multiple service channels, shaping improvements based on real customer experiences.

UNIFIED CUSTOMER INSIGHTS

Created a cohesive view of claimant experiences, driving data–based improvements and influencing service delivery and prioritization.

EXPANDED VOICE OF THE CUSTOMER PROGRAM

Introduced new survey options to gather customer feedback. Customers can now provide input when visiting EDD website, at EDD offices, and through post-call telephone surveys after speaking with an EDD representative.
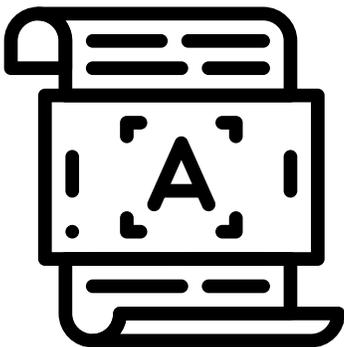
2 MILLION PASSWORD RESETS WITH SELF–SERVICE

Californians used myEDD self–service option to reset over 2 million passwords, reducing wait times and freeing up EDD staff for complex cases.

3 Simplified UI Claims Application for Better Service

IMPROVED USER EXPERIENCE

Simplified the UI claim application by using plain language, providing clearer explanations of technical terms, reorganizing questions, and eliminating redundancies to improve the overall customer experience— making it easier to understand and faster to complete.

ACCELERATE CLAIMS PROCESSING

Streamlined the application process, enabling UI staff to process claims more efficiently and supporting faster benefits distribution.
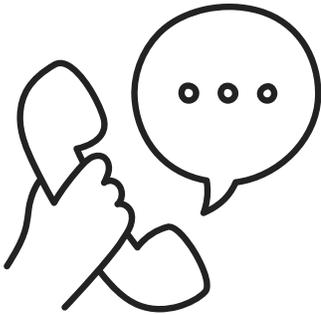
Top Accomplishments

4 Improved Contact Center Experience

NO MORE WAITING IN THE QUEUE

Successfully modernized DI contact centers with advanced features like virtual hold which enables DI callers to get a callback when an agent is available without having to wait in the queue.

EXPANDED SELF-SERVICE OPTIONS

Callers can check the status of their DI claims and payments 24/7 without speaking to an agent, reducing wait times and getting information faster.

AI-POWERED CHATBOT FOR FASTER ANSWERS

A new chatbot was implemented and can be easily accessed from any EDD webpage. It dynamically pulls information from web pages, providing quicker, more accurate responses to claimants' questions.

CUSTOMER SATISFACTION JUMPS UP BY 5%

Expanded after-call survey revealed a 5% increase in UI customer satisfaction from 2022 to 2023. By December 2023, 90% of UI customers rated representatives as polite and professional, while Spanish-language line satisfaction hit 95%, with 93% rating agents as knowledgeable and helpful.

5 Tax System (ACES) Improves Services and Security

1.5M EMPLOYERS GET ENHANCED SELF-SERVICE

Employers can access improved self-service tools like e-Services and Express Pay, allowing them to securely manage payroll tax accounts efficiently to meet evolving needs of California businesses.

IMPROVED SECURITY AND SCALABILITY

EDD successfully migrated ACES—one of the nation's largest tax processing systems, handling over $110 billion in payroll taxes—to Amazon cloud, enhancing security, disaster recovery, and data resilience.

Top Accomplishments

6

Modernization Begins for DMS Handling 19.5M Pages Annually

PROGRESSING TOWARDS 1ST KEY MILESTONE

After successfully completing the Project Approval Lifecycle (PAL) process and onboarding the vendor, DMS modernization is progressing toward its first critical milestone: User Acceptance Testing (UAT) in the 1st half of 2025.

IMPACTFUL MODERNIZATION

DMS processes nearly 19.5 million pages and over $1 billion in paper check remittance annually and handles overpayment for UI, PFL, and DI programs. This modernization delivers more accurate and faster paper-based claims processing.
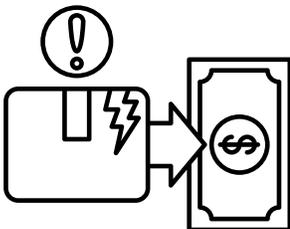
MULTILINGUAL CONTENT AUTOMATION

Latest Optical Character Recognition (OCR) software supports translation and digitization of non-English documents further improving accessibility and inclusivity.

7

Modernization of End-to-End Claims Processing Enters Final Stage of Procurement Process

SUCCESSFUL RFP PUBLICATION

Conducted thorough pre-solicitation activities, incorporated valuable vendor feedback, leading to the timely publication of the RFP in August 2024.

ENTERED FINAL STAGE OF PAL PROCESS

A cross-departmental team, led by the California Department of Technology (CDT), is evaluating bids, with plans to award the contract by mid-2025, while readiness activities continue at full momentum.

Employee Engagement

CHANGE AGENT NETWORK (CAN)

We've established the Cross–Branch CAN to foster collaboration and knowledge sharing among Change Managers and Agents, facilitating communication, aligning change adoption efforts, and enhancing user adoption rates through best practices, standardized processes, and increased support.

COMMUNICATIONS INFRASTRUCTURE

Established a robust communications infrastructure to keep employees informed. This includes dedicated communication portals, a "Director's Corner," and an external webpage for easy access to updates. A dedicated mailbox was established for employee suggestions, and concerns, creating a culture of openness and collaboration.

WEBINAR SERIES

We launched three targeted webinar series to foster employee engagement and commitment to EDDNext initiatives. These webinars highlighted the Voice of the Customer (VoC) feedback to enhance customer experiences and shared tangible examples of improved employee experience. Our "Lunch and Learn" sessions provided opportunities for employees to voice their opinions and share their inputs.

EMPLOYEE FORUMS

Leaders participated in virtual and in–person branch meetings, conducted site visits, and delivered outreach via video and email. These forums shared modernization plans, gathered employee sentiments, and addressed staff questions, fostering a supportive environment for managing change and embracing transformation.
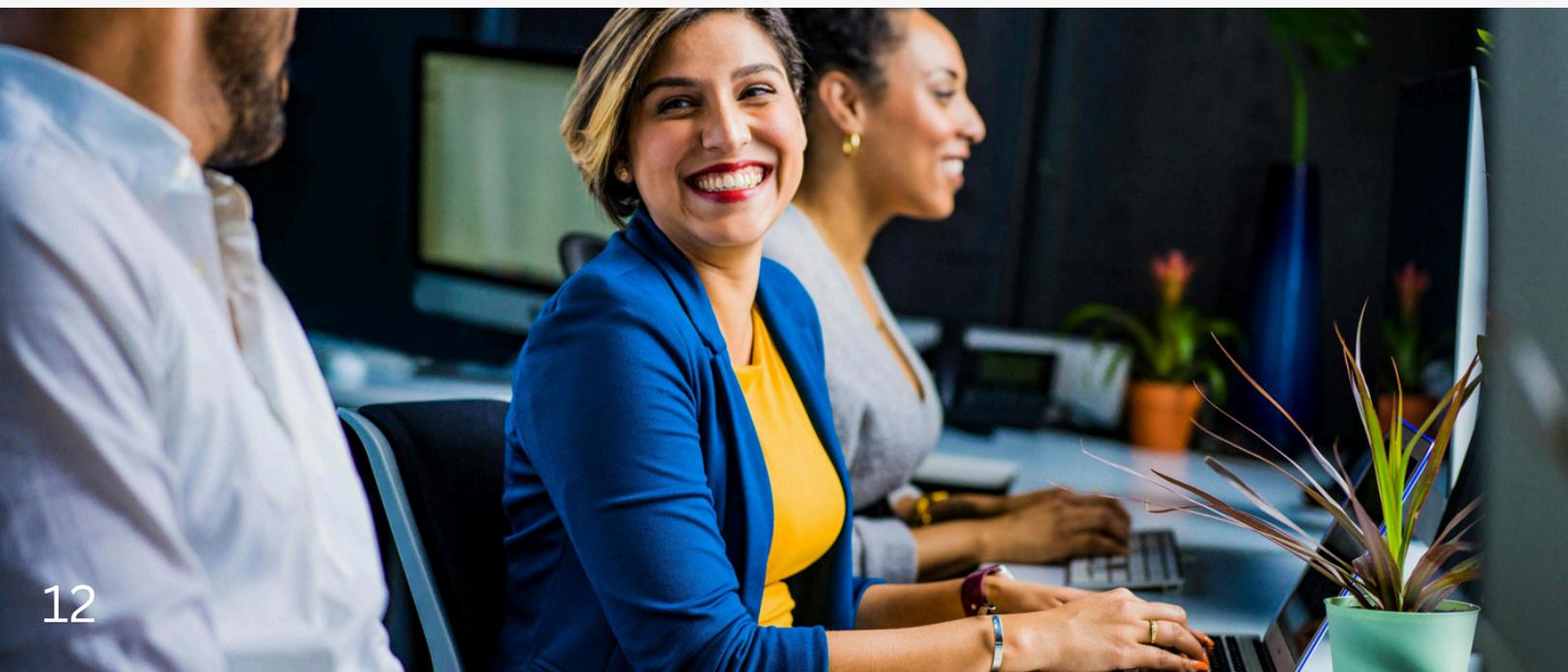
Building Awareness

Throughout 2024, we significantly expanded external engagement to highlight EDDNext's innovative progress in enhancing experiences for both customers and employees.

EDDNext modernization progress and citizen improvements were covered by Capitol Weekly, Public Sector Network, TechCA, and Industry Insider, alongside an article in the LA Times.

We participated in influential podcasts and delivered key notes and shared EDDNext progress at major events, including Dreamforce, AWS Re:Invent and Public Sector Innovation Summits.

Social media and online campaigns further elevated leadership engagement, while our quarterly publication, Benefitting Californians, now reaches over 17,000 subscribers, providing customers and stakeholders with regular updates on our modernization efforts.

EDD's transformative achievements have been widely recognized, earning individual excellence awards at the Innovation Summit and securing 15 category wins at the Best of California Public Sector Awards.

Strategic Priorities for 2025

1 **Start UI Claims Modernization (ICMS)**

Complete procurement process and onboard the System Integrator to kick off modernizing the entire UI claims system and process.

2 **Deliver Advanced Contact Center Experience (ICC)**

Modernize all DI and PFL call centers and claims management communications, and launch Live Chat as a new support channel for UI claimants.

3 **Modernize UI/DI document processing (DMS)**

Complete UI and DI phases by streamlining document workflows and automating paper application processing to reduce errors and speed up benefits distribution.

4 **Customer Excellence**

Equip employees to design and deliver quality services that make it easy for customers to get what they need, while building and continuously improving customer–centric solutions and tools.

5 **Online Application Improvements**

Enhance SDI Online with multi-language support, plain language updates, and clearer claim status visibility, while refining UI Online e-determination questions to address customer inputs and eligibility issues.

6 **Strengthen Fraud Prevention and Security**

Implement Socure ID proofing for UI and DI applicants, reducing the need for claimant actions. Introduce USPS in–person ID verification for telephone and paper claim filers, eliminating the need to mail documents.

EDDNext represents a transformative, multi-year journey rather than an overnight change, reflecting a deliberate and phased approach to modernizing services and enhancing the customer experience.

Building on the groundwork set in 2022, we have steadily advanced modernization efforts, achieving significant milestones. The roadmap showcases our progress and sets a clear path forward, underscoring our commitment to continuous improvement, innovation, and delivering a superior experience for all Californians.

2022

Established customer experience team and initiated customer research

2023

Launched myEDD portal, language access resources, and electronic determinations questionnaire

2024

Modernized DI call centers, initiated ICMS procurement, started DMS modernization
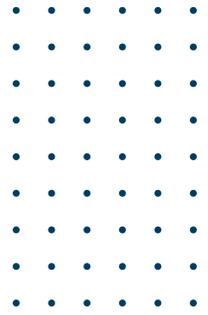
2025

Modernize DI claims management and PFL call centers, implement UI Live Chat and DMS, complete ICMS procurement

2026

Modernize Tax contact center, complete DI DMS modernization, start UI claims modernization

2027+

Complete claims modernization (ICMS) for UI, DI and PFL benefits programs

ACKNOWLEDGEMENT

We extend our gratitude to our partners and stakeholders for their unwavering support and collaboration, without which the progress of EDDNext would not be possible.

- EDD IT and Admin Branch
- EDD UI, DI, Tax Benefits Programs
- California Department of Technology
- California Department of Finance
- California Labor Agency
- California Governor's office