



CALIFORNIA GOVERNMENT OPERATIONS AGENCY

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**YOLANDA RICHARDSON**

*Secretary*

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August 6, 2020

California State Assembly  
California State Senate  
State Capitol  
Sacramento, CA 95814

Dear Members of the Legislature:

On July 29, 2020, Governor Newsom convened the Employment Development Department (EDD) Strike Team to develop an approach to transforming the experience unemployment insurance claimants in California have with EDD. The Governor's clear directive is to quickly and efficiently address process delays while also looking to long-term improvements. We are working quickly to provide a roadmap to success for EDD by September 12, 2020.

The EDD Strike Team is co-led by Jennifer Pahlka, co-founder of the United States Digital Response, the United States Digital Service, and the founder of Code for America and me. The Strike Team is focused on three areas:

- **Policy** – The team will evaluate both State and Federal policies that may be changed to alleviate barriers and burdensome procedures that delay payments to claimants.
- **Process** – The team will also review the claimant process from beginning to end to identify opportunities to streamline and enhance the user experience.
- **Systems** – The team will also explore the plans for modernizing the unemployment insurance (UI) claims system. This approach includes ensuring that the most effective and efficient approaches are leveraged such as exploring best practices utilized in the public and private sectors.

**YOLANDA RICHARDSON**

*Secretary*

We have reviewed the recommendations provided to the Administration by members of the Legislature and we would like to explore these and other suggestions you and your staff may have. Legislators and their staff have heard directly from constituents and have valuable insights and perspective to inform our work. Our roadmap to success will contain recommendations, both immediate and forward looking, to improve the experience at EDD. We believe it is critical that we work together to ensure that the recommendations we make in that report address the challenges you and your staff have identified.

We have begun interviewing stakeholders, including claimants and frontline EDD workers, analyzing current technical systems and data. We understand some measure of the human suffering that the current situation is causing and are committed to using everything in our power to address it. We would also like the opportunity to hear directly from legislators about their experience and specific recommendations.

We look forward to speaking with you and working together to improve the experience of UI claimants for years to come.

Respectfully



Yolanda Richardson, Secretary  
Government Operations Agency



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