

February 4, 2025

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

**EXECUTIVE SUMMARY**

**ALL COUNTY LETTER NO. 25-13**

The purpose of this All County Letter is to provide County Special Investigative Units information and guidance on the transition to using the electronic request process for requesting Unemployment Insurance and Disability Insurance from the Employment Development Department.



JENNIFER TROIA  
DIRECTOR

CALIFORNIA HEALTH & HUMAN SERVICES AGENCY  
**DEPARTMENT OF SOCIAL SERVICES**  
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GAVIN NEWSOM  
GOVERNOR

February 4, 2025

ALL COUNTY LETTER NO. 25-13

TO: ALL COUNTY WELFARE DIRECTORS  
ALL COUNTY SPECIAL INVESTIGATIVE UNIT CHIEFS

SUBJECT: TRANSITION TO ELECTRONIC PLATFORM FOR REQUESTING  
UNEMPLOYMENT INSURANCE AND DISABILITY INSURANCE  
FROM EMPLOYMENT DEVELOPMENT DEPARTMENT FOR  
WELFARE FRAUD INVESTIGATIONS

REFERENCE: [WELFARE AND INSTITUTIONS CODE \(WIC\) SECTIONS 10553  
AND 10554; MANUAL OF POLICIES AND PROCEDURES \(MPP\)  
SECTIONS 20-005, 20-006, AND 20-007; ALL COUNTY  
INFORMATION NOTICE \(ACIN\) NO. I-27-07; ACIN I-57-19; ALL  
COUNTY LETTER \(ACL\) NO. 15-36; ACL NO. 22-24](#)

The purpose of this All County Letter (ACL) is to provide information and guidance to the County Welfare Departments (CWD) regarding the upcoming process change for requesting Wage and Claim information, Unemployment Insurance (UI), and Disability Insurance (DI) from the Employment Development Department (EDD) as part of a welfare fraud investigation. The California Department of Social Services (CDSS) will be upgraded to an electronic request process via Secured Automated File Exchange (SAFE) system.

## **BACKGROUND**

The CDSS contracts with EDD to provide the Wage, Claim, and UI/DI information request process. The CWDs are only authorized to request the Wage, Claim, and UI/DI information directly from EDD for welfare fraud investigation purposes.

The CWD Special Investigative Unit (SIU) staff are only authorized to use the EDD service to provide wage, unemployment, and disability income information when it is not available through primary investigation resources such as an Income and Eligibility Verification System match, The Work Number, and/or the Medi-Cal Eligibility Data

System. The CWD SIU staff must utilize these and other investigative sources prior to requesting the information from the EDD service.

Currently, only the authorized CWD staff listed as the Single Point of Contact (SPOC) can submit the paper request for Wage and Claim Information (DE 8720) and/or Request for Archive Wage Information (DE 8720A) to the EDD via mail. Upon receipt of the DE 8720/DE 8720A request, EDD matches the Social Security Numbers and produces an Abstract System report which is mailed directly to the designated SPOC in the CWD.

### **NEW PROCESS FOR REQUESTING INCOME INFORMATION FROM EMPLOYMENT DEVELOPMENT DEPARTMENT FOR WELFARE FRAUD INVESTIGATIONS**

Each CWD must designate a primary and alternate SPOC. The CDSS will provide a SPOC listing to EDD with all the authorized requesters. The SPOCs must be part of the SIU or the CWD staff who assists the SIU in completing fraud investigative activities. Each SPOC will have a user account with UserID/Password with an assigned Customer Code for logging into the SAFE account. The EDD will setup the user account for accessing the SAFE account. Please note, the UserID and password cannot be shared. Only one authorized user can have access to the SAFE account per Customer Code.

The SPOC information must be kept up to date with EDD and CDSS. The CWDs must contact CDSS at [FraudCoordinator.DSIB@dss.ca.gov](mailto:FraudCoordinator.DSIB@dss.ca.gov) to update their county SPOC information whenever there is a change of staff.

Starting November 2024, under the oversight of CDSS, the CWD or SIU staff shall submit a request for EDD confidential data under their assigned Customer Codes following the EDD specifications. The CWD/SIU must discontinue the use of and discard all DE 8720 or DE 8720A forms. SAFE training will be provided to the assigned SPOC.

The SPOC will upload the request file into the SAFE. On matching records, EDD will produce the data files under the assigned customer code and submit the data files to the attention of the EDD Data Recipient (SPOC) through the SAFE. The requesting SPOC will receive the reports electronically on the business day following the confidential data request to EDD. Authorized individuals must retrieve the data file from their SAFE account within twenty (20) days of transfer. On the 21st day, the data file will be automatically deleted.

### **EMPLOYMENT DEVELOPMENT DEPARTMENT CONFIDENTIALITY AGREEMENT**

All CWD/SIU staffs who are authorized to access, use, view, receive, transmit, store, disclose, modify, or destruct the EDD confidential data must complete and sign the EDD Vendor/Contractor Confidentiality Statement Form (Attachment E-1).

The CDSS must ensure and certify that all CWD/SIU staff who handle EDD confidential data, sign, and date the EDD Vendor/Contractor Confidentiality Statement and retain a copy on file. These agreements should be kept securely on file and made available, upon request and/or during on-site reviews. All personnel assigned to work with EDD's confidential information must follow the appropriate safeguarding.

## **USER SUPPORT**

The EDD will provide SAFE training to the CWD/SIU SPOCs to ensure a full understanding of the electronic request process. Requests to reset passwords, unlock user accounts, and/or modify user accounts should be made by contacting CDSS at [FraudCoordinator.DSIB@dss.ca.gov](mailto:FraudCoordinator.DSIB@dss.ca.gov). Once CDSS receives the request, CDSS will notify the EDD Agreement Representative via email to provide user account administration support. Please do not contact the EDD Agreement Representative directly. The CDSS will act as the liaison between EDD and the CWD/SIU SPOCs.

If you have any questions or need additional guidance regarding this letter, please contact the Data Stewardship and Integrity Bureau at [PIBPolicyUnit@dss.ca.gov](mailto:PIBPolicyUnit@dss.ca.gov).

Sincerely,

### ***Original Document Signed By:***

RYAN GILLETTE  
Chief Data Officer  
Research, Automation, and Data Division

Attachment

**ATTACHMENT E-1**  
*(Standard/Interagency Agreement)*

## VENDOR/CONTRACTOR CONFIDENTIALITY STATEMENT

Information resources maintained by the State of California Employment Development Department (EDD) and provided to you may be confidential or sensitive. Confidential and sensitive information are not open to the public and require special precautions to protect it from wrongful access, use, disclosure, modification, and destruction. The EDD strictly enforces information security. If you violate these provisions, you may be subject to administrative, civil, and/or criminal action.

I, \_\_\_\_\_ an employee of \_\_\_\_\_  
PRINT YOUR NAME PRINT YOUR EMPLOYER'S NAME

hereby acknowledge that the confidential and/or sensitive records of the Employment Development Department are subject to strict confidentiality requirements imposed by state and federal law including, but not limited to, Unemployment Insurance Code (UIC) §§ 1094, 2111 and 2714; California Civil Code (CC) § 1798 et seq.; California Penal Code (PC) § 502; 5 United States Code (U.S.C.) § 552a; 18 U.S.C. § 1905; and 20 Code of Federal Regulations (C.F.R.) § 603 et seq.

- I acknowledge that the Contract's Confidentiality and Data Security Monitor reviewed with me the confidentiality and security requirements, policies, and administrative processes of my organization and that of the EDD.
- I acknowledge responsibility for knowing the classification of the EDD information I work with and agree to refer questions about the classification of the EDD information (public, sensitive, confidential, Federal Tax Information) to the Contract's Data Security Monitor.
- I acknowledge privacy, confidentiality, and data security laws apply to the EDD information I have been granted access to by my employer, including, but not limited to, UIC §§ 1094, 2111, and 2714; Government Code § 15619; CC § 1798.53; and PC § 502.
- I acknowledge that wrongful access, inspection, use, modification, or disclosure of confidential information may be punishable as a crime and/or result in civil action taken against me, and/or fines and penalties resulting from criminal prosecution or civil lawsuits, and/or termination of contract.
- I acknowledge that wrongful access, inspection, use, modification, or disclosure of confidential information for personal gain, curiosity, or any non-business related reason is a crime under state and federal laws.
- I acknowledge that wrongful access, inspection, use, modification, or disclosure of confidential information is grounds for immediate termination of my employer's Contract with the EDD.
- I acknowledge that I understand the penalty provisions of Internal Revenue Code (26 U.S.C. §§ 7431, 7213, and 7213A).
- I acknowledge that upon discovering a possible improper inspection or disclosure of Federal Tax Information (FTI), including breaches and security incidents, I must follow the proper incident reporting requirements issued by the EDD. If I think there is a mishandling of information I will contact my EDD contract monitor and contact the EDD Cybersecurity Division to ensure the Office of Safeguards and the Treasury Inspector General for Tax Administration are notified of a possible issue involving FTI.
- I hereby agree to protect the EDD's information on either paper or electronic form in the following ways:
  - Access, inspect, use, disclose, modify, remove or destroy information only for the purpose of performing official duties
  - Never access, inspect, use, disclose, modify, remove, or destroy information for curiosity, personal gain, or any non-EDD and/or my organization's business related reason
  - Never post the EDD and/or other agency/entity confidential and proprietary information to social media, networking or other public websites
  - Secure confidential information in approved locations and destroy confidential information by approved methods
  - Never use personal devices, including but not limited to, laptops, cameras, video recorders, portable electronic devices containing cameras such as, iPads, tablets and mobile smartphones, in the workplace to capture or record confidential information, including that which appears in the background in work areas
  - Only use authorized state business devices to capture or record confidential information when there is a business need and meets the EDD's guidelines
  - Never remove personal, sensitive, or confidential information from my work site without authorization
  - Follow encryption requirements for all personal, sensitive, or confidential information in any portable device or media.

## CERTIFICATION

I expressly consent to the monitoring of my access to computer-based sensitive, personal, or confidential information by the Franchise Tax Board, the Employment Development Department, the California Department of Tax and Fee Administration, the Department of Motor Vehicles, the Board of Equalization, and any other State agency designated by them.

**My signature verifies that I read and agree to comply with the state and federal laws listed on this form. I further understand that failure to comply with these laws may result in my being barred from accessing the EDD information or other information provided by the EDD and could result in criminal prosecution.**

CONTRACTOR NAME (PRINT)	EMPLOYER (PRINT COMPANY NAME)
CONTRACTOR SIGNATURE	DATE