



# LOS ANGELES UNIFIED SCHOOL DISTRICT REFERENCE GUIDE

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**TITLE:** Unemployment Insurance (UI) Claims

**NUMBER:** REF-5566.0

**ISSUER:** Enrique G. Boull't, Chief Operating Officer (Interim)  
Office of the Chief Operating Officer

George F. Tischler, Chief Risk Officer  
Division of Risk Management and Insurance Services

**DATE:** August 29, 2011

**ROUTING**  
All Schools and Offices

**MAJOR CHANGES:** Since 2004, TALX Corporation (TALX), a third-party administrator, has centrally processed all Los Angeles Unified School District unemployment insurance (UI) claims under the direction of the Los Angeles County Office of Education (LACOE). The Division of Risk Management and Insurance Services (Risk Management) has established a new position to facilitate the processing of claims with TALX, the Employee Service Center, and District schools and offices to relieve some of the workload, while ensuring an appropriate response to the Employment Development Department (EDD).

**PROCEDURES:** This is a new procedure guide pertaining to UI Claims Processing.

Claims for unemployment may be filed by any employee whose employment has been reduced or discontinued. Claims are filed with the EDD, who in turn forward the claims to TALX. If necessary, TALX will contact the Employee Service Center (ESC) for additional information to complete the processing. Should the ESC be unable to provide the requested information, the claim will be forwarded to the Unemployment Claims desk for further research. This may include contacting Local District offices, school sites, Human Resources personnel, specialized sections of the Human Resources Division, and other offices directly to obtain information regarding former employees. The requested information is crucial in determining a correct response to the EDD. On occasion, the EDD may send claims directly to District schools and offices and/or make calls to District schools and offices requesting information. Please forward these requests back to the TALX representative, who is:

Nikolas Mitsialis  
TALX, UCeXpress  
P.O. Box 23020  
Oakland, CA 94623-2302  
Telephone: (800) 846-9242 x 6917, or (925) 603-6917 (direct line)  
Fax: (866) 219-8836  
Email: [nmitsialis@talx.com](mailto:nmitsialis@talx.com)



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Please provide your full cooperation when a request for information is made. UI claims must be processed within 10 days of mailing from the EDD and within 48 hours after receiving a call from EDD. It is imperative that District staff provide timely information to adhere to the state regulations.

Please Note: UI claimants (former District employees) SHOULD NOT be given the TALX representative contact information to check on the status of their claims or appeals. They must contact the EDD for this information at [www.edd.ca.gov](http://www.edd.ca.gov), or by calling (800) 300-5616.

**AUTHORITY:** This is a procedure of the Division of Risk Management and Insurance Services.

**ASSISTANCE:** If you have any questions, please contact Alwyn Abrasaldo, Assistant Administrative Analyst, Office of the Chief Operating Officer, at (213) 241-4705.