

Project	Agency/Department	Category	Goal	Planned Cost	Objective
Unemployment Insurance Modernization (UI MOD)	Labor/Employment Development Department	Network/Telecom	Improve Access to Government Services	\$112,984,247	This project will allow Employment Development Department's (EDD) customers to submit certifications for Unemployment Insurance (UI) benefits via the Internet or the telephone. It will also allow customers to submit address changes via the Internet. Additionally, the project will completely replace the EDD's current UI call center platform and will greatly increase the EDD's ability to handle its call volumes.

