

# Employment Information Packet



# **Employment**

## Helpful Websites

### Government Agencies

Harris County Hospital District  
[www.hchdonline.com](http://www.hchdonline.com)

Harris County Appraisal District  
[www.hcad.org](http://www.hcad.org)

Harris County Department of Education  
[www.hcde-texas.org](http://www.hcde-texas.org)

City of Houston  
[www.houstontx.gov](http://www.houstontx.gov)

Houston-Galveston Area Council  
[www.h-gac.com](http://www.h-gac.com)

Fort Bend County  
[www.co.fort-bend.tx.us](http://www.co.fort-bend.tx.us)

Texas Workforce Commission  
[www.workintexas.com](http://www.workintexas.com)

Texas Department of Criminal Justice  
[www.tdcj.state.tx.us](http://www.tdcj.state.tx.us)

Texas Department of Family & Protective Services  
[www.dfpsj.state.tx.us](http://www.dfpsj.state.tx.us)

MHMRA of Harris County  
[www.mhmraharris.org](http://www.mhmraharris.org)

United States Postal Service  
[www.usps.com/employment](http://www.usps.com/employment)

Metropolitan Transit Authority  
[www.ridemetro.org/opportunities/jobs](http://www.ridemetro.org/opportunities/jobs)

US Federal Government Jobs  
[www.usa.jobs.gov](http://www.usa.jobs.gov)

Houston Independent School District  
[www.hisd.org](http://www.hisd.org)

Fort Bend Independent School District  
[www.fortbend.k12.tx.us](http://www.fortbend.k12.tx.us)

### Private Industry

Houston Chronicle  
[www.chron.com/channel/jobs](http://www.chron.com/channel/jobs)

Hewlett Packard  
[www.hp.com/go/jobs](http://www.hp.com/go/jobs)

KBR  
[www.kbr.com](http://www.kbr.com)

British Petroleum  
[www.bp.com](http://www.bp.com)

Marathon Oil  
[www.marathon.com/careers](http://www.marathon.com/careers)

United Health Group  
[www.unitedhealthgroup.com](http://www.unitedhealthgroup.com)

US Oncology  
[www.usoncology.com](http://www.usoncology.com)

The Woman's Hospital  
[www.womanshospital.com](http://www.womanshospital.com)

St. Luke's Episcopal Hospital  
[www.sleh.com](http://www.sleh.com)

Methodist Hospital  
[www.methodisthealth.com](http://www.methodisthealth.com)

Christus, St. Catherine Hospital  
[www.chrisushealth.org](http://www.chrisushealth.org)

Empire Personnel  
[www.empirepersonnel.com](http://www.empirepersonnel.com)

Burnett Staffing Specialists  
[www.burnettstaffing.com](http://www.burnettstaffing.com)

Talent Tree Job Placement & Staffing Solutions  
[www.talenttreecom](http://www.talenttreecom)

Evins Personnel  
[www.evinspersonnelconsultants.com](http://www.evinspersonnelconsultants.com)

# **Texas Workforce Commission**

Texas Workforce Commission

## UNEMPLOYMENT INSURANCE BENEFITS AND WORK SEARCH INFORMATION

### Log on to TWC Web sites

1. Begin with [www.texasworkforce.org](http://www.texasworkforce.org)
2. Use [www.WorkInTexas.com](http://www.WorkInTexas.com) to register for work search and find a job
3. Use [www.texasworkforce.org](http://www.texasworkforce.org) for benefits payment  
Click on 'Payment Request'

TEXAS  
WORKFORCE SOLUTIONS  
♦♦♦♦

Beneficios de Seguro de Desempleo e información  
sobre la búsqueda de trabajo Página 19

Để yêu cầu có tập sách này bằng tiếng Việt, xin gọi Tele-Center.  
Xem mặt sau của tập sách này để biết các số điện thoại.

## Frequently Asked Questions (FAQ)

### Q: I lost my job. What do I do now?

The most important thing you can do right now is to find another job. The Texas Workforce Commission (TWC) can help. Start by registering for work search at [www.WorkInTexas.com](http://www.WorkInTexas.com) or at a Workforce Center within three business days of filing a claim for Unemployment Insurance (UI) benefits. More information on Workforce Centers is on Page 4. Unless TWC exempts you from this requirement, you must register for work search and conduct work search activities each week to receive benefits. If you are required to look for work, your minimum number of required weekly work search activities is on the letter we sent with this booklet.

**WORK**  **TEXAS**  
**.COM**

### Q: Will I get benefits?

Not everyone who applies gets benefits. When you applied, we told you that you must meet certain requirements, such as making an active search for work, and being able, available, and willing to accept full-time work. In addition, we investigate why you left your last job, and that investigation can determine whether you receive benefits. You can appeal any decision against you. See Page 16.

### Q: How do I request payment?

We send you information on how you can request payment using the Internet or Tele-Serv, our automated telephone voice response system.

- **Internet:** Go to [www.texasworkforce.org](http://www.texasworkforce.org) (click on Payment Request), or go directly to <http://www.twc.state.tx.us/ui/paymentrequest.html>. Use the same User ID and password you set up when you registered for work search on [www.WorkInTexas.com](http://www.WorkInTexas.com).
- **Tele-Serv:** Call Tele-Serv to set up your Personal Identification Number (PIN), request payment, and get other claim information.

### Don't mess with fraud

You can get into big trouble committing UI fraud in Texas. We routinely cross-match UI claims with employer wage statements and other databases to detect fraud. Fraud includes:

- Not reporting all of your work and income
- Working full time and collecting benefits
- Intentionally giving us false information
- Using another person's identity to file a claim

If you commit fraud, TWC stops all of your remaining benefits; you must repay any benefits you received because of fraud, and you may face criminal charges. If convicted of fraud, you could go to jail and pay a fine.

**Q: When will I get my first benefit payment?**

If you meet all the requirements and request payment on time, you may get your first payment three to four weeks after the date you filed your initial claim. More information on UI benefits starts on Page 6.

**Q: How can I find out the status of my claim?**

Check the status of your claim by calling Tele-Serv. See Page 18.

**Q: Why did I get payment for one week when I requested two?**

When you first request payment, TWC must hold the first week's payment as the "waiting week." After you receive three times your weekly benefit amount, you will receive the waiting week payment. See Page 10.

**Q: Did I pay UI taxes when I was working?**

No. In Texas, employers' UI taxes pay for your benefits. It is against the law for employers to deduct UI taxes from your paycheck.

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## **Equal Opportunity Is the Law**

**TWC Civil Rights Division** enforces the Texas Commission on Human Rights Act, which prohibits employment discrimination based on race, color, religion, national origin, sex (including pregnancy and sexual harassment), disability, and age. If you believe that you experienced job discrimination, contact the Civil Rights Division at (512) 463-2642 or toll-free 1-888-452-4778. Or, access [www.texasworkforce.org](http://www.texasworkforce.org).

**U.S. Equal Employment Opportunity Commission (EEOC)** enforces the federal anti-discrimination law. Call toll-free 1-800-669-4000, weekdays, 7 a.m. to 7 p.m. TTY: 1-800-669-6820.

**TWC does not** discriminate on UI claims filing, adjudication, or payment of UI benefits, based on race, color, religion, sex, national origin, age, disability, or political affiliation or belief. If you believe that TWC discriminated against you, contact the Equal Opportunity and Compliance office at (512) 463-2400 within 180 days of the event. Relay Texas (English): 1-800-735-2989 (TDD); 1-800-735-2988 (Voice) Relay Texas, español: 1-800-662-4954 (TDD)

**This booklet explains your UI rights and responsibilities. Read it carefully and refer to it when you have questions. Get more detailed information at [www.texasworkforce.org](http://www.texasworkforce.org).**

## Find a Job at a Texas Workforce Center

- ★ *Where can I find the hot jobs?*
- ★ *How do I write eye-catching résumés?*
- ★ *How do I ace my job interviews?*

Use your Texas Workforce Center to find the answers to those and other questions. Your local Workforce Center can put you in front of the right employers with the right jobs!

Visit one of the more than 275 local Workforce Centers in Texas and take advantage of free job services. The location of your nearest Workforce Center is on the letter we enclosed with this booklet.

Consider your Workforce Center your one-stop personal search engine for all this and more:

- ★ **Job Resources:** Internet access, job-search software and materials, phones, printers, fax machines, local newspapers, and other resources.
- ★ **Job Search Assistance:** Career counseling and training, advice on writing résumés, effective job preparation, and interviewing skills.
- ★ **Job Fairs and Workshops:** Attend job fairs and workshops. Check out local labor market information to find the companies and industries looking for good workers.
- ★ **Testing and skills assessment:** Make the most of your job skills while developing new ones.
- ★ **Help with [www.WorkInTexas.com](http://www.WorkInTexas.com):** If you don't have a home computer, use the computers at your Workforce Center to fill out an application on our online job-matching system. [WorkInTexas.com](http://WorkInTexas.com) has Texas jobs and is a gateway to a number of other sources of jobs nationwide. It's free, easy to use, and you can sign up for e-mail notification of job openings.
- ★ **TWC Brochures:** While at the Workforce Center, pick up free brochures on unemployment insurance, work search, debit cards, and more!

### Reminder

Your Workforce Center has:

- ★ Computers with Internet access;
- ★ Phones, copiers, printers, and fax machines.



### TWC services on the Web

[www.WorkInTexas.com](http://www.WorkInTexas.com)  
[www.texasworkforce.org](http://www.texasworkforce.org)

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### What is TUCA?

The Texas Unemployment Compensation Act (TUCA), Title 4, Subtitle A of the Texas Labor Code, governs how TWC administers UI benefits.

Read about TUCA and the other laws and rules that regulate UI at [www.texasworkforce.org](http://www.texasworkforce.org).

## Six Things to Know about UI

**U**I is an employer-funded program that provides partial temporary financial help to qualified individuals while they are looking for other work. Here is what you need to do to qualify for and remain eligible for UI benefits.

### 1. Register for work search using your correct Social Security number (SSN) and make an active search for work

Unless we exempt you from work search requirements, we can pay you only for weeks in which you actively seek work. Most claimants must make a minimum number of work search activities each week and must register for work search at [www.WorkInTexas.com](http://www.WorkInTexas.com) or at a Workforce Center within three business days of filing a claim.

- **If you move out of Texas**, you must register for work search at a workforce center in that state and continue to make your required minimum weekly work search activities.

### 2. Respond to job notices TWC sends you

From time to time, TWC may send you potential job-matching notices. You should respond promptly at a Workforce Center or at [www.WorkInTexas.com](http://www.WorkInTexas.com).

### 3. Keep good records

Keep a detailed work search log because we may request copies to verify your work search activities. We enclosed a log with this booklet. You can find *Guidelines for a Productive Work Search* on the work search requirements letter we sent you or under Job Seekers on [www.texasworkforce.org](http://www.texasworkforce.org).

### 4. Be able and available for work

Being able and available for work means:

- being available for job interviews;
- having transportation and child care;
- being able and willing to work the days and hours required for the job;
- being willing to accept the usual rate of pay for your qualifications and experience; and
- being willing to accept a job at lower wages if you haven't found a job within 8 weeks.

#### **TWC mail**

We send you important benefit and job search information. Respond when requested.

- Job notices
- Wage and benefit statements
- Federal withholding tax forms
- How to create a PIN
- Using Tele-Serv and Internet Payment Request
- Work search requirements
- UI eligibility decisions



## 5. Request payment for weeks of unemployment

Request UI benefit payments every two weeks. You may request payment any day of your claim week at [www.texasworkforce.org](http://www.texasworkforce.org) (click on Payment Request), or go directly to <http://www.twc.state.tx.us/ui/paymentrequest.html>. Or, call Tele-Serv. See Page 18.

## 6. Participate in reemployment activities

TWC offers special reemployment activities to claimants who are most likely to run out of benefits before they find a job. If selected, you must attend these activities to get benefits.

## How Do I Qualify for UI Benefits?

UI is an employer-funded program that offers temporary financial help to qualified workers who are unemployed or underemployed through no fault of their own while they are looking for other work. To qualify for benefits, you must meet all of the requirements in these three areas:

- **Past wages;**
- **Job separation;** and
- **Able, available, and looking for work,** unless TWC exempts you from this requirement.

## Did I Earn Enough Money to Qualify?

The *Statement of Wages and Potential Benefit Amounts* (benefit statement) we sent you tells you whether you earned enough **past wages** during a specific period, known as the **base period**, to qualify for UI benefits.

The benefit statement also includes:

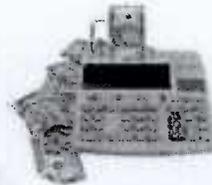
- Your weekly benefit amount (WBA), the weekly amount you would receive if you qualify.
- The maximum benefit amount (MBA) allowed during your benefit year, the 12-months your claim is in effect. **Your benefit year stays in effect for those dates even if TWC disqualifies you, or you draw all of your benefits. You may run out of benefits before the benefit year expires.**
- Wages your employers reported paying you during each quarter of your base period.

If you worked in other states, or for the federal government or the military, your first statement may not include those wages. We update your benefit statement whenever we get new wage information.

### Check your numbers

Call us right away if:

- Your Social Security number is wrong; or
- Your employers did not report all of your wages correctly.

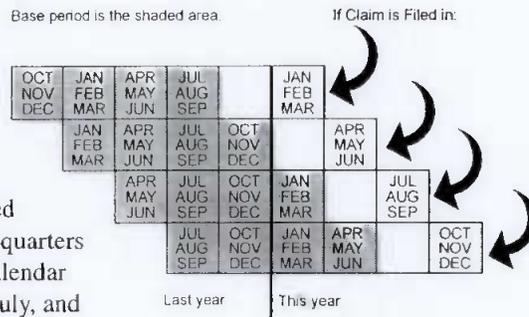


## What Is My Base Period?

We use the wages your employers said they paid you during your base period to calculate your benefits. Your base period is the first four of the last five completed calendar quarters **before the date** you filed

your claim. The chart shows the quarters that make up the base period. Calendar quarters start in January, April, July, and October. For example, if you file a new claim

in April, May, or June, your base period would be the preceding January 1 through December 31.



## How Do I Figure My Weekly Benefit Amount?

Figure your weekly benefit amount (WBA) from the information on your benefit statement. Select the base period quarter with your highest earnings and follow the instructions below.

- Divide that high quarter's total earnings by 25 and round to the nearest dollar to get your WBA. Your WBA cannot exceed the maximum weekly benefit allowed by law. You can find the maximum weekly benefit amount the law allows in "What is Unemployment Insurance?" on [www.texasworkforce.org](http://www.texasworkforce.org).
- Your maximum benefit amount is the smaller of 26 times your weekly amount **OR** 27 percent of all your wages in the base period.

**Alternate Base Period:** If you were out of work for at least seven weeks during your base period because of a medically verifiable illness, injury, disability, or pregnancy, you might be able to use an alternate base period.

## Did I Earn Enough Money in My Base Period?

To determine whether you earned enough money in your base period to qualify for benefits, figure your WBA by following the instructions in the section above. If your WBA exceeds the maximum the law allows, use the maximum for this calculation:

- Multiply your WBA by 37.
- Did you earn that much or more in your base period? If so, you earned enough money to qualify for benefits.
- You must have had wages in more than one of the base period quarters.



TWC sends you a statement with all the wages we have on record for your base period. Check it carefully and report any errors to us right away.

## Does My Job Separation Affect My Benefits?

**Y**es. To qualify for benefits based on your **job separation**, you must be unemployed or partially unemployed through no fault of your own. For example:

- You lost your job due to lack of work.
- You are working but your employer reduced your hours for reasons other than misconduct.
- Your employer fired you for reasons other than misconduct.
- You quit for a good work-related or medical reason such as unsafe working conditions, significant changes in hiring agreement, or not receiving pay for work, or for well-documented cases of family violence or stalking. **You should be prepared to present evidence that you tried to correct the problem before you quit.**

Other **job separation** issues also can affect your benefits. If you:

- Last worked for a **temporary agency**, that agency has three business days after your last assignment ends to offer you a new assignment. If you file for benefits without seeking immediate reassignment or before three-business days have passed, we cannot pay you benefits.
- Last worked for a **staff leasing company**, you must contact that company immediately for a new assignment.
- Quit to move **with your spouse**, Texas reduces the number of weeks and the amount of benefits you can receive.
- Quit to move **with your military spouse**, Texas lets you receive benefits without penalty if your spouse has a permanent change of station longer than 120 days or a tour of duty longer than one year.

## Able and Available for Work

The third major qualifying area for UI benefits requires that claimants be **able and available for work** and **conduct work search activities**. Unless TWC exempts you from work search requirements, you must be able to work, available for work, and willing to accept full-time work to receive benefits. You also must make a minimum number of required work search activities for *every week* that you claim benefits. Take advantage of the job search activities and resources at your Texas Workforce Center and on the Internet at [www.texasworkforce.org](http://www.texasworkforce.org).

## When Will I Know If I Can Receive Benefits?

It can take three to four weeks from the date you filed your claim to know whether you will receive benefits. TWC uses the time to gather information on your job separation, eligibility, or other issues. TWC notifies your employer in writing that you filed a UI claim. If you quit your last job or your employer fired you, TWC investigates to determine if you qualify for benefits.

**W**hen TWC completes the investigation:

- **You receive benefits** if you have enough base period wages and no disqualifying eligibility or job separation issues, and you file your payment requests, as instructed, on time.
- **You do not receive** benefits if you do not have enough base period wages or have one or more disqualifying issues on your claim.
- **TWC will mail** you a decision on each issue telling you whether we can pay you benefits. Read each decision completely. You can appeal any decision against you. See Page 16.

#### **Stay secure**

When you request payment on the Internet or Tele-Serv, you are responsible for any payment requests filed with your Social Security number (SSN) and PIN or password, so don't give that information to anyone.



**Any time during your benefit year**, TWC may investigate a job separation from other work or ongoing eligibility issues on your claim. We will mail you a decision on the results of each investigation.

## **When Do I Receive My First Payment?**

If you qualify, you usually receive your first payment during the third or fourth week after you file your application for benefits. The first payment will be for the second payable week. The law requires us to hold the payment for the first payable week as the “waiting period week” until you receive three times your weekly benefit amount.

## **How Do I Receive Payment of Benefits?**

If you qualify, you receive a **TWC UI Visa® debit card** in a plain white envelope from JPMorgan Chase Bank. When you receive your debit card:

- Keep your card and read all of the instructions that Chase sends you.
- Call Chase customer service toll free at **1-866-865-1273** to activate the debit card. **Remember to select a PIN.**

If you have further questions, call Chase toll-free at **1-866-865-1273** or go to the Chase cardholder site at [www.myaccount.chase.com](http://www.myaccount.chase.com).



**I**f you are not a U.S. citizen, we must verify your Alien Registration number with U.S. Citizenship and Immigration Services (CIS). If CIS cannot confirm your registration number, we ask you for copies of your documents, and send them to CIS. If CIS tells us that you do not have permission to work in the United States, **we cannot pay** you benefits. We also verify whether you had legal authorization to work when you earned your base period wages. TWC cannot calculate benefits based on any wages you earned **before you worked legally** in the United States.



## Are My Benefits Taxable?

Yes. Your benefits are taxable. The Internal Revenue Service (IRS) requires that you report your benefits as income. TWC mails a statement in January that tells you the total amount of benefits we paid you during the calendar year. You can also call Tele-Serv for the amount. We report this amount directly to the IRS. TWC will withhold a portion of your benefits for your taxes if you fill out and return the tax withholding form you received.

## Can I Work and Receive Benefits?

Yes. You can work part time and receive benefits, but you must report the hours worked and how much you earned every time you request payment. Report total wages before any deductions, including wages earned from U.S. military service, National Guard, or reservist duties for that week. Report earnings in the week you earned them, not when you receive them.

### **Don't wait for pay**

You must report all earnings for the week in which you earn them.

### **Do not wait**

until your employer pays you.



You must report:

- The total number of hours you worked for each week. Include your hours and earnings every time you worked whether from full-time, part-time, or temporary work, including "contract labor," commissions, tips, or self-employment profits.
- Your total earnings before deductions (gross pay), not "take-home" pay.
- Your earnings in whole dollars. For example, if you earned \$100.75, report \$100 and drop the 75 cents.
- Your net profits, which is the amount above your expenses, if you are self-employed.

The workweek for reporting begins on Sunday and ends on Saturday.

## How Much Can I Earn and Get Benefits?

If you work part time, you may be able to receive benefits if you do not make more money than your *weekly earnings allowance*. Your earnings allowance is 125 percent of your weekly benefit amount. If your weekly earnings are less than the earnings allowance, TWC pays you the difference if you meet all other requirements. If you are working the full-time customary hours for your occupation, you cannot receive UI benefits, even if your earnings are less than 125 percent of your weekly benefit amount.

If your employer fires you or you quit, we investigate to determine whether we can continue to pay you benefits. Any job separation can affect whether you continue to receive benefits.

## Am I Eligible for Disaster Aid?

If you lost your job or business as a direct result of a major disaster declared by the President of the United States, you may be eligible for Disaster Unemployment Assistance (DUA). You cannot receive DUA until you receive all of your regular benefits. Get details at [www.texasworkforce.org](http://www.texasworkforce.org).

## Must I Repay TWC for an Overpayment?

Yes. You must repay TWC for any benefits you receive in error, **even if the overpayment was not your fault**. You are responsible for any benefits we pay you. TWC will send you a *Decision on Payment* that explains why you have an overpayment. If you cannot repay the entire amount immediately, ask TWC if you can set up a repayment plan.

### Pay what you owe

- An overpayment stays on your record until you repay it. If you request benefits in the future, your benefits will go toward the overpayment until the balance is paid.
- TWC can sue you to recover the money.

If you were overpaid benefits in another state and filed for benefits in Texas, we send your benefits to the other state until the overpayment is paid. If you receive benefits from another state, we can ask that state to recover the money for us.

## What If I Refuse Suitable Work?

If you refuse to apply for or accept suitable work, we cannot pay you benefits. We evaluate the following issues to determine whether work is suitable:

- your experience, qualifications, and training
- working conditions and pay for similar work in your area
- risks to your health, safety, or morals
- distance to work from your home and local commuting patterns
- the length of your unemployment

## How Do I Requalify for Benefits?

If we disqualify you from receiving benefits because you refused work or for other reasons, you may be able to end that disqualification and receive benefits after:

- You work at least 30 hours a week for six weeks, **or** earn wages equal to six times your weekly benefit amount; **and**
- You leave that job either for a good reason connected with work, **or** the employer separates you for a reason that is not work-related misconduct, **or** you continue a part-time job; **and**
- You provide TWC with proof of your work or earnings **and** request that we end the disqualification.

## Is My Claim Confidential?

Yes. However, we share some information with certain government agencies, when the law allows it. These agencies use the information for programs like Medicaid, Food Stamps, and Child Support. In addition, we share your information with Chase Bank; it manages your debit-card account. The law allows TWC to release information if necessary. Government agencies and Chase Bank must keep your claim information private. TWC mails a written notice of your claim to your last employer and may communicate with your former employers about your claim.

## Should I Tell TWC When I Move?

Yes. Tell TWC right away when you change your mailing address because:

- We give your new address to Chase Bank, which sends you the TWC UI Visa debit card and debit-card account information.
- The U.S. Postal Service does not forward some TWC documents that require a response. *If you do not respond on time, you might not receive benefits.*
- We mail other important benefit and appeal documents, as well as IRS forms, to the address we have on record, **so please keep it current!**

Change your address online at [www.texasworkforce.org](http://www.texasworkforce.org), click on Payment Request, or type in <http://www.twc.state.tx.us/ui/paymentrequest.html>. Or, call a Tele-Center. Contact numbers are on Page 18.

## Special Circumstances

If these issues affect you, get details at [www.texasworkforce.org](http://www.texasworkforce.org).

### Foreign trade

If you lost your job because of foreign imports or your company moved out of the country, you may be eligible for Trade Adjustment Assistance (TAA), which includes job retraining, job search and relocation aid, and weekly benefits called a Trade Readjustment Allowance (TRA).

- You may also be eligible for Health Coverage Tax Credit (HCTC), a federal tax credit that pays 65 percent of the qualified health insurance premiums paid by eligible individuals.
- Trade-affected workers age 50 or older may be eligible for Alternative Trade Adjustment Assistance (ATAA).

### Working in other states

If you worked in more than one state during your base period, you can combine all of your wage credits into a single UI benefits claim administered by one “paying state” that gets your wage credits from other states. Your paying state is Texas if you have enough wages to qualify under Texas law.

- If you choose to use wages earned in only one of the states you worked, you must follow the rules of that state.
- If you earned all your base period wages in Texas but live in another state, you can file a new claim or continue an existing claim with Texas. You must register for work search with the nearest Workforce Center in the state in which you live.

### Pensions

If you receive a pension based on your former work, we might reduce your weekly benefits by the amount of that pension.

- We must deduct pensions, retirement pay, annuities, or other payments that come from an employer that paid you wages in the base period.
- We do not deduct Social Security benefits or Railroad Retirement from your benefits.
- We do not deduct pensions from employers that did not pay you in the base period.

## **Workers' Comp/Disability**

If you receive Workers' Compensation, you may not be eligible for UI benefits. TWC will make that decision based on what type of disability payment you receive.

- If you receive Impairment Income Benefits, you may receive UI benefits. If you receive some kinds of Temporary Income Benefits, Supplement Income Benefits, or Lifetime Income Benefits, TWC cannot pay you UI benefits.
- If you have a permanent disability and receive Social Security Disability Insurance (SSDI), you may be eligible for UI benefits even if you work part-time.

## **Military wages**

You can use military wages to receive benefits if you left the service honorably and completed your first full term of service. If you did not complete your first full term, you must have separated early due to an exception specified by Congress.

Reservists and members of the National Guard may be eligible if they served at least 90 days continuous active service and received a Form DD-214 when separated.

## **Federal employees**

Most federal government employees can use their federal wages to establish a claim. The U.S. government does not report wages to us, so TWC requests wage information from the federal employer. We begin your claim with a documented estimate of your wages.

We need proof of your employment before we can add the estimated wages to your claim. Use a Standard Form SF-50, Notice of Personnel Action, or equivalent, or a W-2 form or pay stub.

## **Labor disputes**

If you stopped work because of a labor dispute, you may not draw UI benefits during the dispute. This does not apply to a "lock-out." A disqualification continues until you no longer have any part in the labor dispute. It does not matter whether you are a union member. It is not possible to requalify for benefits by working elsewhere.

## **School employees**

If you work for a school and file a claim during a break or between terms, you might not be able to use those wages for your claim. If you have reasonable assurance of going back to work at that same school, we cannot use wages from that school to calculate your benefit amount.



### **How to present your case**

We've created a Web site to help you prepare for your appeal hearing that includes:

- How to ask and answer questions
- Tips on witness etiquette
- A sample recorded hearing
- Help on preparing your documents

The link is [www.twc.state.tx.us/ui/appl/claimants\\_intro.html](http://www.twc.state.tx.us/ui/appl/claimants_intro.html)

If you don't have Internet access, you may use the computers at a Workforce Center.

## **How Do I File an Appeal?**

**I**f TWC sends you a form saying you cannot receive UI benefits, you may appeal that decision by mailing or faxing a signed letter to the Appeals Department at the address or fax number on your decision form. File your appeal within 14 calendar days of the date that TWC mails you the form. The deadline date is on the form.

Your appeal should have:

- Your name and Social Security number (SSN).
- Your current address.
- The date TWC mailed you the decision.

If you mail your appeal, the postmark on the envelope must be on or before the deadline date for your appeal to be on time.

If you fax your appeal, TWC uses the date we receive the fax to determine whether your appeal is on time. If do not have access to a fax machine, you may use the fax machine at a Workforce Center in Texas or another state. Print and keep the confirmation page that confirms TWC received your fax.

You or your employer can file an appeal on your claim. The appeal leads to a telephone hearing with the Appeal Tribunal. Your employer may participate in your hearing.

We mail you a hearing notice packet with the date and time of your hearing and instructions on submitting any additional documents you wish to present. You should mail or fax copies of those documents to your employer and TWC as soon as possible after receiving the hearing notice.

- **Be sure** to take part in the hearing because the hearing officer makes the decision on your appeal **based entirely on evidence** given at the hearing. If you cannot participate, call the hearing officer at the number listed on the hearing notice.
- **You may call** witnesses. If you or any of your witnesses do not speak English, write on the appeal that you need an interpreter and for what languages. If you or your witnesses need special services, such as for hearing-impaired participants, request those as well.
- **We mail you** the Appeal Tribunal decision. If you disagree with the decision, you may appeal to the next level of review, the three-member Commission. The Commission decides your case after reviewing the Appeal Tribunal decision and listening to the recorded hearing.
- **If you disagree** with the Commission decision, you may file a Motion for Rehearing within 14 calendar days of the decision. The Commission may grant the motion if you can show:
  - a. Important new information;
  - b. Why you think the information could change the decision; and
  - c. A compelling reason why you didn't present the information earlier.
- **You may appeal** to a civil court between 15 and 28 days after the date TWC mailed you the decision. Before appealing to a civil court, you must complete all the appeals through TWC, except the Motion for Rehearing.

**IMPORTANT:** If you submit an appeal after the deadline, explain in detail why you filed the appeal late. If TWC decides not to hear the case because your appeal was late, we will mail you a letter explaining the decision. You can appeal the decision.

**Request payment**

Continue to request payment every two weeks while you appeal, unless you return to full-time work.

## QUICK REFERENCE

### Tele-Serv Telephone Numbers (Automated Services)

Austin.....	(512) 477-0999
Dallas .....	(214) 688-7088
El Paso .....	(915) 533-5259
Fort Worth.....	(817) 334-0360
Houston.....	(281) 933-9393
McAllen .....	(956) 668-0788
San Antonio.....	(210) 227-7939
Toll Free .....	1-800-558-8321

### Tele-Serv Hours of Operation

General Information available 24 hours a day	
Status of Your Claim and Request Payment options available:	
Sunday .....	8a.m.-6p.m. Central Time
El Paso.....	7a.m.-5p.m. Mountain Time
Monday-Friday .....	7a.m.-6p.m. Central Time
El Paso.....	6a.m.-5p.m. Mountain Time

### Tele-Serv Main Menu Options

Press 1 .....	To Request Payment for Weeks of Unemployment
Press 2 .....	For Payment Information or the Status of Your Claim
Press 3 .....	For General Information
Press 4 .....	To Establish or Change Your PIN (Personal Identification Number)
Press 8 .....	To Return to the Main Menu
Press 9 .....	To End the Call
Press * .....	To Repeat Information

### Tele-Center Telephone Numbers (Customer Service Representatives)

Austin.....	(512) 340-4300
Dallas .....	(214) 252-1200
El Paso .....	(915) 832-6400
Fort Worth.....	(817) 420-1600
Houston.....	(281) 983-1100
McAllen .....	(956) 984-4700
San Antonio.....	(210) 258-6600
Toll Free .....	1-800-939-6631
Monday-Friday .....	8a.m.-5p.m. Central Time
El Paso.....	8a.m.-5p.m. Mountain Time

### TWC UI Debit Card Customer Service

To activate your TWC UI Debit Card or speak to a Chase Bank customer service representative, call toll free 1-866-865-1273.

### Appeals Status

(512) 463-2807 (Voice Mail)

Relay Texas: 1-800-735-2989 (TDD) or 1-800-735-2988 (Voice)