

COVID-19 Unemployment Benefits Information

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Resource number: 29852148
A program of: Coronavirus Disease 2019 (COVID-19)

Description

If an individual's employment has been affected by the coronavirus, apply for benefits either online at any time using <https://twc.texas.gov/jobseekers/unemployment-benefits-services> or by calling the Texas Workforce Commission's Tele-Center. TWC will investigate why an individual lost their job and mail a decision explaining whether they are eligible for unemployment benefits.

FAQ: Can I file if I haven't been told that I've been laid off?

Answer: You can file a claim for unemployment benefits if you are not working and not earning any wages. If you are currently receiving paid leave—such as sick time or vacation time—from your employer for your time off, then you are considered employed, and your claim will be considered invalid.

FAQ: What can I do if my hours have been reduced?

Answer: You can also file a claim for unemployment benefits if you are partially unemployed, which means working part-time and receiving less than 125% of your weekly benefit amount. The amount of unemployment benefits that you will receive in a week will be prorated based on your earnings for that benefit week

FAQ: Did the stimulus bill add anything extra for individuals filing unemployment?

Answer: This bill adds \$600 per week from the federal government on top of whatever base amount a worker receives from the state. That boosted payment will last for four months. For example, if an out-of-work person is receiving the national average of about \$340 per week, under the new federal program their take-home pay will be \$940. The legislation also adds 13 weeks of unemployment insurance. People nearing the maximum number of weeks allowed by their state would get an extension. New filers would also be allowed to collect the benefits for the longer period.

UPDATE: TWC will be waiving work search requirements for claimants and the waiting week for the claimants affected by COVID-19.

4/3/2020 UPDATE: Effective immediately, TWC asks that Texans use their area code to find their proposed call and access times listed below. See below chart for recommended call and access times: Recommended Call and Access Times

Area Code of Applicant	Suggested Call Time	Area Codes Beginning with 9	Mon-Wed-Fri 8:00 a.m.-Noon	Area
Beginning with 3, 4, 5,6	Mon-Wed-Fri 1:00 p.m. - 5:00 p.m.	Area codes Beginning with 7, 8	Tues -Thurs-Sat 8:00 a.m. - Noon	
Area codes Beginning with 2	Tues-Thurs-Sat 1:00 p.m. -5:00 p.m.			

Phone Numbers

TWC Tele-Center 1-800-939-6631

Website <https://twc.texas.gov/jobseekers/unemployment-benefits-services>

Email laborinfo@twc.state.tx.us

Site Information

Location	Description of Location
Mailing Address	Disabilities Access
Hours	Public Transport (Bus and other)
	Starting Fri, 4/10, the phone line will be available 7:00 am - 7:00 pm. Starting Mon, 4/13, the phone line will be available Mon-Sun.

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Program Information

Eligibility	Individuals who lost employment or are working reduced hours because of COVID-19
Languages Offered	English, Spanish
Payment Options	
Fees	None
Application Process	Call the TWC Tele-Center or apply online at https://twc.texas.gov/jobseekers/unemployment-benefits-services . To begin an application, sign up for a User ID or log in with an existing account. To reset a Personal Identification Number (PIN), follow the instructions here. The website now features a virtual chat assistant to answer common questions about employment benefits. Additional questions can be sent to laborinfo@twc.state.tx.us .
Documents Required	None
Normal Wait Time	
Capacity	
Volunteer Opportunities	No
Statewide	