

**WORKFORCE DEVELOPMENT DIVISION**  
**Workforce Service Delivery**  
**Technical Assistance Bulletin #113**

Program:       **Unemployment Insurance**

Topic:         **UI Claimant Requirements Desk Aid**

Date:          **February 27, 2006**

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This Technical Assistance Bulletin provides Local Workforce Development Boards (Boards) with the *UI Claimant Requirements Desk Aid* (Desk Aid) regarding Unemployment Insurance (UI) claimants.

A UI claimant must meet several requirements to receive UI benefits. One requirement is that a UI claimant register for work in WorkInTexas.com, the Texas Workforce Commission's (TWC) online job-matching system, within three business days after applying for UI benefits.

Currently, UI claimants are reminded to register for work in WorkInTexas.com:

- when they call TWC's Tele-Center Customer Service at 1-800-939-6631 to apply for UI benefits (two reminders are given); and
- when they access TWC's Web page at [www.twc.state.tx.us](http://www.twc.state.tx.us).

Additionally, TWC publication BI-99, Unemployment Insurance Benefits Information (<http://www.twc.state.tx.us/ui/bnfts/bi-99.pdf>), which is provided to all UI claimants, outlines initial and ongoing UI eligibility requirements, including work registration in WorkInTexas.com.

Despite these reminders, some claimants do not register for work and, subsequently, they are denied UI benefits. **It is important for Texas Workforce Center staff to advise UI claimants of their requirement to register in WorkInTexas.com.** The attached Desk Aid will enable Texas Workforce Center staff to remind UI claimants of all requirements to initiate and maintain UI benefits—including the requirement to register for work within three business days of applying for UI benefits.

Please share this information with appropriate staff. If you have any questions, please contact your workforce area's assigned contract manager.

## UI CLAIMANT REQUIREMENTS DESK AID

### **Requirements for Receiving Unemployment Insurance Benefits**

To receive Unemployment Insurance (UI) benefits, UI claimants must:

- register for work in WorkInTexas.com, the Texas Workforce Commission's (TWC) online job-matching system, **within three business days** of applying for UI benefits. If UI claimants do not complete work registration within three business days of filing a claim for UI benefits, **they will be declared ineligible for benefits and asked to refund any benefits received.** Work registration must be completed online at [WorkInTexas.com](http://WorkInTexas.com);

*Note: It is important for Texas Workforce Center staff to advise claimants who are filing for UI in Texas Workforce Centers of their requirement to register in WorkInTexas.com.*

- make an active search for employment and document those efforts, in the event TWC requests evidence of acceptable work search;
- be physically able to work;
- be available for full-time employment;
- apply for and accept suitable employment;
- call or report to a Texas Workforce Center, as instructed;
- participate in required reemployment activities; and
- request payment for weeks of unemployment.

Further information is available by calling TWC's Tele-Center Customer Service at 1-800-939-6631.