

WORKFORCE DEVELOPMENT DIVISION
Workforce Service Delivery
Technical Assistance Bulletin #115

Program: **Unemployment Insurance and Employment Service**

Topic: **Access to Unemployment Insurance Application at Texas Workforce Centers**

Date: **March 27, 2006**

This Technical Assistance Bulletin advises Local Workforce Development Boards (Boards) on assisting customers who wish to apply for Unemployment Insurance (UI) benefits at Texas Workforce Centers.

The Texas Government Code provides that customers shall have access to filing for UI benefits through Texas Workforce Centers. Some customers may seek assistance from Texas Workforce Center staff in doing so, and it is important that Texas Workforce Center staff provides resources and assistance to these customers.

There are two primary methods to file a claim for UI benefits:

1. Online using the *Apply for Benefits* Internet application

The online application is the preferred method to apply for UI benefits. The online application can be completed at the customer's convenience, and it takes the customer directly to WorkInTexas.com to register for work after completing the UI benefits application process.

To assist a customer who wishes to file a claim for UI benefits:

1. Inform the customer that he or she may file an initial claim using the *Apply for Benefits* Internet application, which is located on the Texas Workforce Commission's (TWC) Unemployment Insurance Application for Benefits Web page at <http://www.twc.state.tx.us/ui/uiclaim.html>.
2. Direct the customer to a computer workstation at the Texas Workforce Center.

2. By Telephone via the UI Tele-Centers

If after explaining the Internet option, the customer wishes to apply for benefits by telephone:

1. Direct the customer to a telephone at the Texas Workforce Center.
2. Instruct the customer to contact customer service at the Tele-Center nearest to the individual, according to the following chart.

Call Customer Service Monday–Friday, 8:00 a.m.–5:00 p.m.

<i>Austin local:</i>	<i>(512) 340-4300</i>
<i>Dallas local:</i>	<i>(214) 252-1200</i>
<i>El Paso local:</i>	<i>(915) 832-6400</i>
<i>Fort Worth local:</i>	<i>(817) 420-1600</i>
<i>Houston local:</i>	<i>(281) 983-1100</i>
<i>McAllen local:</i>	<i>(956) 984-4700</i>
<i>San Antonio local:</i>	<i>(210) 258-6600</i>
<i>Others call toll free:</i>	<i>1-800-939-6631</i>

Information Required to Complete the Application for UI Benefits

Customers will need the following information to complete the application, regardless of the method used:

- Social Security number
- Last employer’s business name and address
- Date of their first day of employment (month, day, and year) with last employer
- Date of their last day of employment (month, day, and year) with last employer
- Number of hours worked and pay rate during the current week, Sunday through Saturday, if applicable
- Alien Registration Number, if the customer is not a U.S. citizen or National
- Tele-Serv Personal Identification Number (PIN) if they filed a UI claim in Texas during the last 12 months

This is a companion TA Bulletin to TA Bulletin #113, UI Claimant Requirements Desk Aid, which reminds Texas Workforce Center staff that customers filing a claim for UI benefits must also register in WorkInTexas.com. TA Bulletin #113 provides information on the need for Workforce Center staff to reiterate to claimants their responsibility to register for work in WorkInTexas.com as well as the other criteria they must meet in order to remain eligible to receive UI benefits.

Please share this information with appropriate staff. If you have any questions, please contact the assigned contract manager for your local workforce development area.