

Assistance for Employees Affected by COVID-19

Please note, all information regarding Coronavirus 2019 (COVID-19) is subject to change at any time due to the changing nature of the pandemic. Please revisit [Borderplexjobs.com/COVID-19](https://borderplexjobs.com/COVID-19) for regular updates.

We understand that this is an uncertain time for many Texans, but at Workforce Solutions Borderplex, *Solutions is our middle name*. If your employment has been affected by the coronavirus (COVID-19), apply for benefits either online at any time using [Unemployment Benefits Services](#) or by calling TWC's Tele-Center at 800-939-6631 from 8 a.m.-6 p.m. Central Time Monday through Friday. <https://twc.texas.gov/jobseekers/unemployment-benefits-services>

It is crucial that you stipulate that your unemployment is directly related to COVID-19 in order to be expedited accordingly.

Unemployment Benefits

To qualify for **benefits**, you must be either unemployed or working **reduced hours** through no fault of your own, such as a layoff, a **reduction in hours** not related to misconduct, or fired for reasons other than misconduct. Most people who quit do not receive **benefits**.

- The current minimum Weekly Benefit Amount is **\$69.00** and the current maximum Weekly Benefit Amount is **\$521.00**.
- UI benefits are determined by wages reported by quarter,
 - If newly employed and laid off, it will use previous employment quarter data
- UI benefit payments are based on percentage of wages (reported by quarter) and number weeks UI benefit claimant is eligible for
 - *UI benefits are subject to tax, when filing tax withheld option is listed or claimant can choose to pay taxes at end of year
- **Temporary Help Agency and Leasing Firms:**
 - If you last worked for a temporary help agency, that agency has three business days after your last assignment ends to offer a new assignment. If you apply without seeking immediate reassignment or before three business days have passed, you may not be eligible.
 - Professional Employer Organization (staff leasing firm) If you last worked for a Professional Employer Organization, you must contact that company immediately for a new assignment before you apply

Current Job Openings

- As the community and workforce adjust to constant developments, job demand will fluctuate in different industries. Customers may apply for open positions **virtually** through TWC's online job-search engine by visiting [WorkinTexas.com](https://www.workintexas.com). This ensures our staff has **safe** and quick access to profiles to match to current openings.

Handbook:

<https://twc.texas.gov/files/jobseekers/unemployment-benefits-handbook-twc.pdf>

Unemployment Benefits Estimator

<https://apps.twc.state.tx.us/UBS/benefitsEstimator.do>

