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 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. This ensures our staff has safe and quick access to profiles to match to current openings.

Handbook:

Unemployment Benefits Estimator
https://apps.twc.state.tx.us/UBS/benefitsEstimator.do

Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay Texas: 711 (Voice) or 1-800-735-2989 (TTY). Igualdad de oportunidades de Empleo/Programas. Equipo auxiliar y servicios de apoyo están disponibles para personas con discapacidad al ser requeridos. Relay Texas: 711 (Voz) o 1-800-735-2989 (TTY) Funded by all or in part of, the Department of Labor/ETA WIOA Formula Grants and Wagner-Peyser; the Department of Health and Human Services TANF and Child Care Development Fund; and the Food and Nutrition Service SNAP Employment & Training