



# Disaster Unemployment Assistance FAQ

## Hill Country Flooding July 2025

### What is disaster unemployment assistance?

Disaster unemployment assistance provides unemployment benefits to people who lost their jobs or self-employment directly due to a major disaster (declared by the president), and who aren't eligible for regular unemployment. "Directly" means the immediate impact of the disaster, not a longer chain of events.

### How does disaster unemployment assistance help?

Disaster unemployment assistance helps supplement income lost because the disaster directly affected someone's ability to work. Those who qualify receive benefits every two weeks.

### Who is eligible for disaster unemployment assistance?

People in the listed counties can apply if they meet the requirements: [Disaster Unemployment Assistance - Texas Workforce Commission](#). To qualify, a person must be unable to work directly because of the disaster. This includes:

- Applying for and being denied regular unemployment benefits.
- Losing a job that provided more than 50% of the person's total income.
- Living in, working in, or traveling through the disaster area.
- Having a place of employment that was damaged or closed.
- Having a job scheduled to start that no longer exists or is unreachable.
- Becoming the primary breadwinner or support for a household.

*Temporary and seasonal workers are only eligible for disaster unemployment assistance for the weeks they would have been employed if the disaster hadn't happened.*

### Who *doesn't* qualify for disaster unemployment assistance?

If someone filing a disaster unemployment assistance claim doesn't provide sufficient proof they were employed at the time of the disaster within 21 days of filing, they won't be eligible. There may be other reasons someone doesn't qualify.

### What is the difference between a state disaster declaration and a presidential disaster declaration?

When a state declares a disaster, it activates state resources and aid to help communities respond to and recover from the disaster. When the damages from a state disaster exceed state resources, the president can issue a disaster declaration. Presidential disaster declarations then activate federal resources and programs, which could include disaster unemployment assistance.

### Why isn't a certain county included in disaster unemployment assistance availability?

Presidential disaster declarations designate specific counties based on assessed damages. Currently, disaster unemployment assistance associated with the Hill Country Flooding (DR-4879-TX) is available in Kerr County. Declarations can sometimes be amended to include additional counties later. Texans are encouraged to report damage through the Texas Division of Emergency Management's iSTAT at <https://damage.tdem.texas.gov/>.

### How does someone apply for disaster unemployment assistance?

The application process starts the same way as regular unemployment. People can apply in one of two ways:

- **Online, through the Unemployment Benefit Services portal:**  
<https://apps.twc.texas.gov/UBS/security/logon.do>
- **By phone, at 800-939-6631.**

When applying, a person must indicate they are applying due to damages from the Hill Country Flooding.

## How does someone prove they were working at the time of the disaster?

The Texas Workforce Commission (TWC) needs documentation showing the person was employed (or had a job lined up) before the disaster, and that the disaster impacted their employment, including self-employment.

## Is there a deadline to apply for disaster unemployment assistance?

Yes. Typically, the deadline to apply for disaster unemployment assistance is 60 days after the presidential disaster declaration was issued. For the Hill Country Flooding-related disaster, applications must be submitted by September 4, 2025.

## How long can someone receive disaster unemployment assistance benefits?

A person can receive disaster unemployment assistance until they return to work, are no longer impacted by the disaster, or the disaster assistance period ends.

## What's the turnaround time for assistance?

The typical turnaround for unemployment benefits is four to six weeks. However, the timeline depends on the size of the disaster, the number of claims, and when the state receives funding from the U.S. Department of Labor and Federal Emergency Management Agency. Once we receive the federal funds, we can start approving claims.

Disaster unemployment assistance is available during the Disaster Assistance Period, which begins the first Sunday after the disaster is declared. To receive benefits, applications must be filed within 60 days of the presidential declaration, and documentation submitted within 21 days of filing.

## Will TWC automatically backdate a claim?

We will try to work with people to backdate claims to their last day of work. However, this isn't always possible due to factors like the timing of the disaster declaration and federal funding limits.

## Can someone receive assistance if their power went out?

If the person's place of employment was closed due to a power outage, they may apply for disaster unemployment assistance.

## What other resources are available for disaster-related impacts including food, power, and emergency money?

- Call 2-1-1 or visit <https://www.211texas.org/>.
- Federal Emergency Management Agency Disaster Recovery Center updates: <https://www.fema.gov/locations/texas>.
- Report property damage online with the Texas Division of Emergency Management's iSTAT: <https://damage.tdem.texas.gov/>.

**Apply for DUA by phone: Call 800-939-6631**

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