



Frequently Asked Questions

Navigating unemployment can be a challenge, and the Texas Workforce Commission (TWC) is here to support you in your journey toward your next career move. To ensure you continue receiving your benefits without interruption, use this guide to understand your work search requirements and discover all the resources that are available to you.

1. What do I need to do each week to stay eligible for unemployment benefits?

To keep your benefits active and moving forward, there are three main steps to follow each week:

- **Stay Active:** Actively look for full-time work every week.
- **Meet Your Goal:** Complete the minimum number of work search activities required for your specific area.
- **Keep a Record:** Maintain a clear, written log of everything you do to find work.

2. How many work search activities do I need to complete?

The number of activities required is based on the county where you live. We will send you a formal letter letting you know exactly how many activities you need to complete each week.

3. What if my field is very specialized?

- Even if you work in a highly specialized field with fewer employers, you must still meet the weekly minimum number of activities to remain eligible for payments. If you're having trouble finding enough opportunities in your specific field, your **local Workforce Solutions office** can offer helpful resources. They can help you find creative ways to branch out or identify related activities that count toward your goal.
- You can locate your nearest **local Workforce Solutions office** by using our [online directory \(twc.texas.gov/find-locations\)](https://twc.texas.gov/find-locations). This tool lets you search by ZIP code to find the closest location.

4. Should I register online to look for work?

Yes! Registering as a job seeker on [WorkInTexas.com](https://www.workintexas.com) is a required step, but it is also a great way to get noticed by employers. Unless you have received a specific exemption from TWC, please make sure to register within three (3) business days of applying for benefits.

- **If you live in Texas or commute from a bordering state:** Use [WorkInTexas.com](https://www.workintexas.com).
- **If you live in another state:** Register with your local American Job Center.

5. What counts as an "acceptable" work search activity?

Think of an "acceptable activity" as any meaningful step that brings you closer to a new job. Some examples include:

- Submitting a job application (online, by mail, or in person).
- Heading into a job interview.
- Attending a job fair or a career workshop.
- Visiting a **local Workforce Solutions office** to use their career resources.
- Updating your profile and searching for matches on [WorkInTexas.com](https://www.workintexas.com).

6. How should I keep track of my progress?

It's important to keep a detailed record of your activities. To make this easier, you can [download our Work Search Log form \(twc.texas.gov/work-search\)](https://twc.texas.gov/work-search), available in English and Español. You are also welcome to use your own format for logging activities, as long as it includes:

- The date of the activity.
- The name and address of the employer or resource.
- The person you spoke with (if applicable).
- The type of job you were looking for.
- The result (e.g., "submitted application," "interviewed").

7. Do I need to send my log to TWC every week?

No, there's no need to send it in with your regular payment requests. However, we do perform random audits to ensure everyone is on track. If your claim is selected for an audit, we will ask you to submit your log immediately, so keep it handy and up to date!

8. How long should I keep my records?

To be safe, please keep copies of your Work Search Logs for **one (1) full calendar year** after your claim year ends.

9. What happens if I miss a week of searches or lose my log?

We want to make sure you receive the support you need. However, if you don't meet the minimum requirements or cannot produce your log during an audit, your benefits could be delayed or denied. You may also be asked to repay benefits you've already received. If you're ever unsure about your requirements, it's best to [reach out](#) to us early for help. Unemployment Benefits Tele-Center: 1-800-939-6631 (Mon–Fri, 8:00 a.m.–6:00 p.m. CST).

10. Are there any times when I don't have to search for work?

Yes, you may receive an exemption under special circumstances, such as:

- You are on a temporary layoff with a confirmed return-to-work date within 12 weeks.
- You are an active member in good standing with a union that has a hiring hall.
- You are in a TWC-approved training program.

Please note: You should continue your work searches until you receive official confirmation from us that you are exempt.

11. I've applied everywhere in my field and haven't had luck yet. What should I do?

Your **local Workforce Solutions office** can help. Workforce services are provided **free of charge** to job seekers and count toward your work search requirement.

Texas Workforce Solutions offices have computers, printers and other technology you can use to help with your job search. Staff can help you refresh your resume, practice for interviews, or even explore training and certification programs if you're interested in a **new career path**. Your **local Workforce Solutions office** can also help with:

- **Assessments:** You can take interest and skills assessments (like My Next Move) to see how your current skills transfer to other industries.
- **Career Coaching:** Meet with a Career Navigator to discuss labor market trends and salary expectations.
- **Education and Training:** If you are eligible, we can provide funding for you to go back to school or get a certification in a high-demand field at no cost to you.

12. What other jobs or industries are in high demand that relate to airline careers?

- **Aviation:** there is high demand for aircraft mechanics, pilots, and logistics coordinators, particularly in Texas hub cities (DFW, Houston, San Antonio).
- **Other High-Demand Industries:**
 - **Healthcare:** Nurses, medical assistants, and lab technicians.
 - **Information Technology (IT):** Cybersecurity, cloud computing, and software development.
 - **Skilled Trades:** Electricians, plumbers, HVAC technicians, and CNC machinists.
 - **Logistics & Transportation:** CDL drivers and warehouse managers.

Note: Check the statewide “Targeted Occupations List” at twc.texas.gov/targeted-occupations you can also check with your local Workforce Solutions office to see exactly what industries are hiring in your specific city.

13. Can I get help with transportation or attend virtually?

- **Transportation/Supportive Services:** If you are enrolled in specific programs (like WIOA, SNAP E&T or TANF), Texas Workforce Solutions can often provide supportive services. This may include gas cards, bus passes, or even assistance with car repairs and uniforms for work. Ask the staff at your local Workforce Solutions office about "Supportive Services."
- **Virtual Services:** Most offices now offer virtual appointments, online workshops, and phone consultations. Check with your local Workforce Solutions office to learn more about these options. You can also manage your job search entirely through [WorkInTexas.com](https://www.workintexas.com).

14. Where can I find information on utilities, housing, food, and other career data?

For immediate needs and research, use these links:

- **General Assistance (Utilities, Food Banks, Childcare):**
 - [2-1-1 Texas](https://www.211texas.org/) – The best resource for food and utility help.
 - [Your Texas Benefits](https://www.yourtexasbenefits.com/) – Apply for SNAP (food stamps) and Medicaid.
- **Career & Wage Information:**
 - [O*NET Online](https://www.o*net.org/): Detailed descriptions of the world of work for use by job seekers and HR professionals.
 - [Texas Labor Analysis](https://www.texaslaboranalysis.com/): Provides Texas-specific data on wages and which jobs are growing fastest in your area.
 - [WorkInTexas.com](https://www.workintexas.com/): The state’s official job search board.
- **Housing payments:** Although Texas Workforce Solutions primarily focuses on employment and training, **some local Workforce Solutions offices offer direct financial assistance with housing and utility bills for eligible participants.** This support is often provided to help individuals overcome barriers to obtaining or maintaining a job. Ask the staff at your local office about "Supportive Services" funding.

15. I found a job! How do I stop my unemployment benefits?

First of all, **congratulations!**

To wrap up your claim:

- Once you start working full-time, simply stop requesting payments.
- Even if you have a remaining balance, you are no longer eligible for benefits once you are back to work full-time.
- To share the good news, please notify Texas Workforce Solutions of your new employer's name and your start date. You can do this in [WorkInTexas.com](https://www.workintexas.com) via the Message Center or by calling your **local Workforce Solutions office**.

