

WORKFORCE DEVELOPMENT DIVISION
Workforce Policy and Service Delivery Branch
Technical Assistance Bulletin 240

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Subject: Supporting Unemployment Insurance Appeals in Workforce Solutions Offices

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This Technical Assistance (TA) Bulletin provides Local Workforce Development Boards (Boards) with information on resources to assist employers and unemployment insurance (UI) claimants with the Texas Workforce Commission's (TWC) UI appeals process.

Employers and UI claimants have the right to use resources available in Workforce Solutions Offices to file an appeal and participate in a hearing. The [Employment Services Guide](#) "Unemployment Insurance Appeals" section provides detailed information on Workforce Solutions Office staff responsibilities regarding UI appeals. Assisting parties in filing timely appeals by fax or mail is an important duty of Workforce Solutions Office staff.

To assist staff and appealing parties, the TWC Appeals department provides the following online resources (http://www.twc.state.tx.us/ui/appl/at_main.html):

- How to Prepare for an Appeal—[Employers](#) and [UI Claimants](#)
- [Hearing Officer Handbook](#)—details the procedures followed throughout the appeal process
- [Appeals Policy and Precedent Manual](#)—case rulings selected by TWC to guide future decisions
- How to contact [Appeals Department Hearing Officers](#)
- Instructions for [completing an appeal](#)
- Where to [mail appeal forms](#)
- TWC's [Unemployment Insurance Benefits Handbook](#)—mailed to all UI claimants, provides information on the appeal process

To check the status of an appeal, parties to an appeal can call the Appeals Status line at (512) 463-2807.

It is important to remind UI claimants who are appealing a determination that they must continue to request payments every two weeks (unless they return to full-time work). Even if an appeal decision favors the claimant, TWC can only pay for weeks of unemployment in which the claimant requested and met eligibility requirements.

Direct inquiries regarding this TA Bulletin to wfpolicy.clarifications@twc.state.tx.us.