

WORKFORCE

SOLUTIONS BORDERPLEX

COVID-19 ANSWERS & SOLUTIONS



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Contact Us:
(915) 887-2600
callcenter@borderplexjobs.com
www.borderplexjobs.com

Solutions for Employees Facing Furlough, Job Loss and/or Financial Hardship

Q: I'm having a hard time paying my bills. Where can I get assistance?

A: Impacts of this pandemic are rippling across the world and shaking the very foundations of our daily lives. For some of us, that includes the ability to pay basic expenses. Below are resources for support.

To apply for Texas Benefits and financial assistance programs, please click here:

<https://www.yourtexasbenefits.com/Learn/Home>

Mortgage and Utility Bills

There are a few local entities that provide support with mortgage and utility bills:

- **[El Paso County General Assistance Fund](#)**

(915) 775-2791 or (915) 546-8150

Email: CSGA@epcounty.com Website: <https://www.epcounty.com/famcom/generalassistance.htm>

- **[Project Bravo](#)**

Contact info for various sites is available here: <https://www.projectbravo.org/contact>

Phone: (915) 562-4100

Email: contact@projectbravo.org

El Paso Water, El Paso Electric and Texas Gas Services also have resources although they have committed to suspend cut-offs for non-payment during this time.

El Paso Water - 915-594-550

Texas Gas Service - 1-800-700-2443

El Paso Electric -915-543-5970





HEALTH COVERAGE

Call us if you need health insurance or have questions about your health insurance.



[Losing health insurance?](#) If you recently lost or will lose health insurance due to job loss, spouse's job loss, or otherwise, you do not have to opt for COBRA. Foundation Communities' Health Coverage program experts can help you learn if you qualify for a special enrollment period to enroll in a federally-subsidized Marketplace health insurance plan:

- They are certified to assist any Texas resident; and
- They have phone appointments available.

To schedule a phone appointment, leave a message at (512) 381-4520, email enroll@foundcom.org, or visit foundcom.org/prosper-centers/health-coverage



The City of El Paso has extended wifi coverage for certain areas during this time. Find "**digitalel Paso**" in the list of available networks. Choose "**digitalel Paso**" and you're all set to go.

Visit any of the locations for free wifi listed here: <http://epstrong.org/wifi.php>



Continued: Solutions for Employees Facing Furlough, Job Loss and/or Financial Hardship



Amistad, a domestic non-profit that serves the elderly, persons with disabilities and persons-at-risk, is doing everything possible to continue providing assistance to their community. Their [latest newsletter](#) lists options for the populations they assist.

Click here: <https://bit.ly/2S3c1qd>



As with any community resource related question, Texans with questions about COVID-19 can dial 2-1-1 (or 877-541-7905 if calling from a cell phone) and select **menu option 6.**

American Red Cross provides assistance with disaster response, emergency food, temporary shelter and navigation services. American Red Cross helps individuals with smoke alarm installation, mental health assistance, financial assistance and health services.

Phone: (915) 592-0208

Website: <https://www.redcross.org/local/arizona-new-mexico-el-paso.html>



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Continued: Solutions for Employees Facing Furlough, Job Loss and/or Financial Hardship



On March 18, the U.S. Department of Housing and Urban Development issued a 60-day moratorium on foreclosures and evictions for many homeowners. That means if you can't pay your mortgage, you may be protected from eviction. You should also contact your mortgage lender directly.

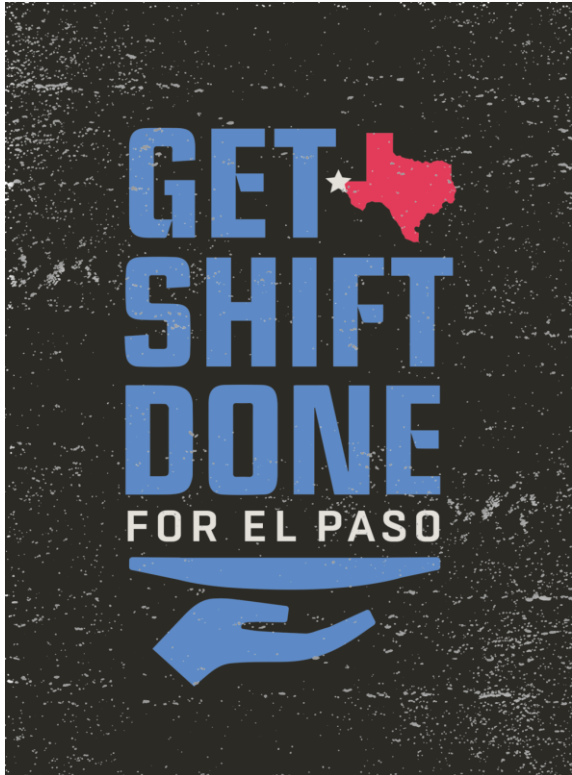
- [U.S. Department of Housing and Urban Development](#)

[Get Shift Done for El Paso](#) will hire laid-off restaurant employees to work paid shifts (\$10 an hour) at essential jobs supporting distribution of food to vulnerable people. More information available at <https://www.getshiftdone.org/elpaso>

Transportation Assistance

Sun Metro is waiving bus fares till further notice.

This section will be updated regularly as more resources become available.



Continued: Solutions for Employees Facing Furlough, Job Loss and/or Financial Hardship

Q: What services are available for me if I am out of work due to my business temporarily?

A: Step 1: Please go to TWC website to file for unemployment at: [https:// twc.texas.gov/ jobseekers/ unemployment-benefits-services](https://twc.texas.gov/jobseekers/unemployment-benefits-services)

Step 2: Register on WorkinTexas.com to create a profile; if you already have an old account, update your current profile with you latest work experience.



Q: I am already out of work and job hunting. What are the best steps I can take?

A: If you have not yet registered under WorkInTexas.com, that is the first step to take in getting started with our services. If you are already register, ensure your profile is updated with your most recent work experience. We need for this to be up to date so that we can match you with the best employer. We are exercising federal guidelines in social distancing, so we encourage you to reach out to our hotline at **915.887.2600** or callcenter@borderplexjobs.com.

Over 2,000 jobs are available in the Borderplex area via WorkinTexas.com



Answers for Current Clients Participating in Workforce Solutions Borderplex Programs



Q: If I am in a work program provided by WSB (WBL, OJT, Subsidized) what can I do if my employer still wants me to go in?

A: If you are well, and want to work, please continue. If you are unable, we will do our best to work with your employer. Please contact your career navigator and let them know if you have any concerns about continuing your work.

Q: If I am in a work program provided by WSB (WBL, OJT, Subsidized) what can I do if my employer has told me not to come in?

A: We encourage you to contact your career navigator and inform them of you the details regarding your work situation. You will not be penalized for your employer's decision. We will do our best to help you through this period.

Q: I am enrolled to attend a training, orientation, class under a WSB program. What changes should I anticipate and how will this affect my eligibility?

A: As of March 16, we are postponing all training, orientations, classes and program enrollments until further notice. We will be communicating updates through various mediums to include emails, cell phones (via texts and calls) social media and website updates.



Q: What happens to my Vocational Rehabilitation services with all offices closed?

A: Contact us by phone or email to see if we can serve your needs remotely rather than coming into our offices. Phone: (915) 478-1324

Email: Bobby.Alcala@twc.state.tx.us

Q: I'm concerned about my private information being disclosed over the phone if your staff is working from home. How will I know my information will be kept confidential?

A: We will only refer to you via your TWIST ID or account number, so your personal information will not be shared.

Q: If I am a current WSB client and in training, what can I do if my training, what can I do if my training class is postponed?

A: WSB will work with your school if they are postponing class or moving to on-line training, we will make notes to your case file and document. Please follow the guidelines your school is asking for. If you have additional questions, you can e-mail or call your career navigator and they will respond as soon as possible.

Q: I am supposed to come in on a weekly basis to turn in my job search, work hours, and other related activities. Do I still need to make my weekly visit to the centers?

A: Currently, benefit recipients of Re-Employment Services and Eligibility Assessment (RESEA) Program & Supplemental Nutrition Assistance Program (SNAP) SNAP are exempt from mandatory job search and orientation requirements. We will be updating requirements for WSB and TWC programs as we receive official guidance. Please call your career navigator if you have specific questions about your case.



Child Care Services

Q: My child is currently enrolled under CCS via Workforce Solutions Borderplex. I will not be taking them to the childcare center to prevent the chance of spreading or contracting the virus. Will I be penalized for their absences?

A: You will not be penalized for any absences related to COVID-19.

Q: I am receiving assistance for childcare services and I was notified that my childcare provider is closing. What are my options?

A: Parents may call for an emergency transfer or request a suspension. CCS Needs to update

Q: Am I considered an essential worker? How do I apply for child care assistance?

A: Texas Workforce Commission considers essential workers those who work in pharmacy and healthcare industries as well as first responders. Also included are critical local and state government staff and those who work in mail/delivery services, nursing homes, child care, and home healthcare. Direct care providers, those employed by grocery stores, gas stations, banks, restaurants (with drive through and delivery), and military personnel are also deemed essential by TWC. Applicants can visit <https://www.borderplexjobs.com/covid-19#ccs> to fill out a form and determine eligibility.



Solutions for Business Owners and Employers

Q: I am an employer and have several employees who cannot afford to provide paid time off. Can I send them your way?

A: Yes, we will assist your employees with filing for unemployment.

Q: What is the best way to keep track of changes with WSB regarding COVID-19?

A: WSB has several mediums to keep our public informed. You can track any updates via social media and our website, borderplexjobs.com. On our website, we have a large, clickable COVID-19 banner that will take you to a dedicated page of the impact COVID-19 developments are having on our organization. If you have any specific questions or prefer to speak to someone in person, please call our hotline at 915-887-2332.

Q: I am concerned that my small shop might be ordered to close its doors to control the pandemic. Would I have to pay for unemployment benefits for my employees?

A: If a business shuts down due to a closure order from a governmental entity, Section 204.022(a)(1-2) (see <https://statutes.capitol.texas.gov/Docs/LA/htm/LA.204.htm#204.022>) of the Texas Labor Code may allow an employer to ask for chargeback protection. If that were to happen, you should include a copy of the shutdown order with your response to the unemployment claim and argue that the closure was mandated by a local or state order.





Q: Has TWC waived the one-week waiting period for UI Benefits?

A: Yes, Governor Abbott granted the Texas Workforce Commission's request to suspend the one-week waiting period. Workers in Texas will be able to receive benefits immediately after their unemployment benefit applications are approved.

Q: Can TWC assist us if the pandemic forces a mass layoff?

A: Yes - TWC's Rapid Response Unit can help employers and affected employees access unemployment claim and reemployment services in a very streamlined and efficient manner. For information, see the TWC website at <https://twc.texas.gov/businesses/rapid-response>.

Q: What other alternatives exist to avoid mass layoffs?

A: TWC administers the Shared Work Program, which allows partial unemployment benefits for similarly-situated employees whose hours are reduced by a standard amount between 10 and 40 percent - information about that program is <https://twc.texas.gov/businesses/shared-work>.

Q: What other information is on the TWC website about workplace illness issues?

A: The following topics in our book Texas Guidebook for Employers may be useful:
https://twc.texas.gov/news/efte/medical_leave_laws.html and
<https://twc.texas.gov/news/efte/fmla.html>.

**Q: What can an employer ask for if an employee tells us they are ready to return to work?**

A: A question that might come up is whether it is permissible for an employer to require a doctor's release / fitness for duty certificate or something similar if an employee is returning from an absence caused by something that looks or acts like Covid-19. It would be good to keep in mind that many employees may have financial problems relating to inability to pay to see a doctor, so they should take that into account, and also that at least under current conditions, medical documentation should be requested only if a person is known to have been exposed to a communicable disease (not just coronavirus, but also things that are just as infectious, such as colds, flu, and other viral pests). Moreover, medical offices are almost overwhelmed, so issuing documentation will not be high on their priority lists, and tests for Covid-19 are not yet widely available. Finally, requests for medical documentation should be done consistently and fairly for all similarly-situated employees.

Q: Is an employer allowed to send an employee home if they are showing signs of illness, such as coughing, sneezing, or report that they have aches or chills?

A: Yes, in keeping with an employer's general duty under OSHA to maintain a safe and healthy workplace for employees, employees who appear to be sick may be asked to go home, but do so as politely and discreetly as possible. However, the employer should be consistent and treat all employees who exhibit risky symptoms the same.





Continued: Solutions for Business Owners and Employers

Q: What if we know that an employee has been exposed to Covid-19, but they are showing no symptoms?

A: Generally, there is no Texas or federal law that would prohibit a company from telling employees to stay home if they have had a higher-than-normal degree of exposure to individuals actually infected with the disease. As noted above, be consistent and do not base self-isolation orders on factors such as race or national origin. There have been scattered reports of ethnic discrimination, particularly against people who look like they might have come from Asia. The EEOC is already warning employers that singling employees out based on ethnic or national origin concerns could trigger a discrimination charge.

Q: Would the employer have to pay sick leave to that employee?

A: Yes, if the company offers such paid leave. Paid leave policies should be followed - failure to pay for leave owed under a written paid leave policy is a violation of the Texas Payday Law. A federal bill to require

Q: Could they file unemployment claims and draw unemployment benefits if they are told to go home for medical reasons?

A: No, if they are receiving paid leave benefits. While on paid medical leave, they would not be considered "unemployed" under TWC laws and would not be able to claim unemployment insurance (UI) benefits.



Q: What if employees are not getting paid leave?

A: If they are on unpaid leave, they could be considered unemployed if they are out long enough to satisfy the test for either partial or total unemployment (for those definitions, see our book Especially for Texas Employers online at www.twc.texas.gov/news/efte/ui_law_eligibility_issues.html#defin_of_unemployment)

Q: Does an employee get unemployment benefits even if they are too sick to work?

A: Any claimant who is able to file a claim for UI benefits must meet the eligibility requirements in order to actually draw benefits. Most notably, the claimant must be medically able to work and be available and actively searching for full-time work. Employees on temporary layoff status may be excused from work search requirements if they have a definite return-to-work date less than eight to twelve weeks in the future.

Q: Is there any way an employer can avoid the cost of unemployment benefits?

A: An employer may be eligible for protection from chargebacks from UI benefits if the evidence shows that the work separation was for medical reasons. However, if the reason for the work separation was merely a cautionary period of time off to minimize potential exposure of others to someone who might be infected, but might not be, chargeback protection would most likely not be extended to the employer. To minimize the chance of unemployment claims being filed, the employer can encourage employees to work from home if the job is such that remote work is possible. Proper recording of work time is necessary, and the employer would need to work with the employees to set up a timekeeping system that works properly and takes all time worked into account.



Q: What other information is on the TWC website about workplace illness issues?

A: The following topics in our book Texas Guidebook for Employers may be useful:

https://twc.texas.gov/news/efte/medical_leave_laws.html <https://twc.texas.gov/news/efte/fmla.html>

Q: What can an employer ask for if an employee tells us she is ready to return to work?

A: A question that might come up is whether it is permissible for an employer to require a doctor's release / fitness for duty certificate or something similar if an employee is returning from an absence caused by something that looks or acts like Covid-19. It would be good to keep in mind that many employees may have financial problems relating to inability to pay to see a doctor, so they should take that into account, and also that at least under current conditions, medical documentation should be requested only if a person is known to have been exposed to a communicable disease (not just coronavirus, but also things that are just as infectious, such as colds, flu, and other viral pests). Moreover, medical offices are almost overwhelmed, so issuing documentation will not be high on their priority lists, and tests for Covid-19 are not yet widely available. Finally, requests for medical documentation should be done consistently and fairly for all similarly-situated employees.

Answers & Tips for Individuals Applying for Unemployment Benefits

Q: How long will I have to wait to receive benefits?

A: TWC is expediting the claims and the target is to be notified within 48 hours on a Covid-19 claim, the payment process has been expedited to receive payment within 2 weeks, prior to COVID-19 it was 4 weeks. It's important to keep in mind the volume of claims but TWC is committed to help expedite the UI benefits. If they can't get through, they need to keep trying.

Q: Is there a "How To" on applying for benefits online?

A: If the reason for lay-off/furlough/partial reduction of hours is as a result of COVID-19, make sure to select the COVID-19 radio button

A tutorial is available online <https://www.twc.texas.gov/files/jobseekers/tutorial-apply-for-benefits-online-twc.pdf>

Q: How do I reset a PIN?

A: System changes were made on March 28, 2020. If you attempted to file prior to that date, please try again. <https://apps.twc.state.tx.us/UBS/security/logon.do>.

If you still have problems, call us at: 800-558-8321.

Note: If this is your first unemployment claim, you do not need to already have a PIN or reset your PIN before you apply. You will set up your PIN during the application process.



Q: We have received some calls that the TWC website to file for unemployment locks up and applications cannot be completed. When going to a next page it goes to “site cannot be found.” Is this a problem already reported? Are there other options to recommend?

A: No, the website and calling the UI Tele-Center are the two methods to file for UI. We apologize for the difficulty you are having getting through. We encourage you to keep trying. TWC is experiencing exceptionally high call volume at our UI Tele-Centers. We are taking numerous steps to improve our ability to handle more calls and we have expanded our internet system to process more claims. We are training additional TWC staff to assist with UI calls. In addition, we have extended Tele-Center hours to 7 days a week, 7am to 7pm.

Q: The 1-800-939-6631 is overloaded and are not taking calls. The number is referring people to the website, but the website is locking up. Are there other options?

A: No, the website and calling the UI Tele-Center are the two methods to file for UI. We apologize for the difficulty you are having getting through. We encourage you to keep trying. TWC is experiencing exceptionally high call volume at our UI Tele-Centers. We are taking numerous steps to improve our ability to handle more calls and we have expanded our internet system to process more claims. We are training additional TWC staff to assist with UI calls. In addition, we have extended Tele-Center hours to be available 7 days a week, 7am to 7pm.

Q: Try to log into UI. Says I can't. Tells me to call 877... that number doesn't work (rapid busy)

A: We apologize for the difficulty you have had getting through. We encourage you to keep trying the number. TWC is experiencing exceptionally high call volume at our UI Tele-Centers. We are taking numerous steps to improve our ability to handle more calls. We are training additional TWC staff to assist with UI calls. In addition, we have extended Tele-Center hours to 7 days a week, 7am to 7pm.



Q: Not able to “request payment” Teleserv # is rapid busy.

A: We apologize for the difficulty you have had getting through. We encourage you to keep trying the number. TWC is experiencing exceptionally high call volume and is taking steps to improve our ability to handle more calls.

Q: When will someone pick up 800-939-6631?

A: We apologize for the difficulty you have had getting through. We encourage you to keep trying the number. TWC is experiencing exceptionally high call volume at our UI Tele-Centers. We are taking numerous steps to improve our ability to handle more calls. We are training additional TWC staff to assist with UI calls. In addition, we have extended Tele-Center hours to 7 days a week, 7am to 7pm.

Q: How to reset User ID &/or Password for UI.

A: System changes were made on March 28, 2020. If you attempted to file prior to that date, please try our online system again and set up a new PIN: <https://apps.twc.state.tx.us/UBS/security/logon.do>.

If you still have problems, call us at: 800-558-8321.

Note: If this is your first unemployment claim, you do not need to already have a PIN or reset your PIN before you apply. You will set up your PIN during the application process.

Q: If I messed up filing for UI, who do I talk to, to fix it?

A: Call the UI Tele-Center at 1-800-939-6631. We apologize if you have difficulty getting through. We encourage you to keep trying. TWC is experiencing exceptionally high call volume at our UI Tele-Centers. We are taking numerous steps to improve our ability to handle more calls. We are training additional TWC staff to assist with UI calls. In addition, we have extended Tele-Center hours to include Saturdays, 8:00 a.m. to 6:00 p.m.

Q: How do I send pay check stubs, since WFS is closed to the public?

A: You can take a picture of the check stubs and send to San Antonio UI Mail sanantonio.uimail@twc.state.tx.us

Q: My work is going to pay me; how do I stop UI?

A: You may report you are no longer filing at ui.texasworkforce.org or by calling Tele-Serv at 800-558-8321. You should stop requesting payment.

***Please note that eligibility is determined on a case by case basis depending on the circumstances. The following questions and answers are general, and the specifics of individual cases may result in different answers.**

Q: Does PTO have to be used before being considered jobless? Some HR managers are telling employees yes.

A: No, you do not have to use paid time off before filing for UI. You can file as soon as you have been laid off or otherwise unable to work due to COVID-19. However, if you are being paid your normal salary you would not be considered unemployed.

Q: I became unemployed right before the COVID-19 craziness happened. Do I not qualify for the same needs as those furloughed? I'm having a hard time getting re-hired due to all of this too.

A: Whether you qualify for UI benefits will depend on the circumstances you left your job. Not everyone who applies gets benefits. You must have enough past wages, a qualifying job separation, and meet ongoing requirements. You can appeal any decision against you. See Qualifying for Unemployment Benefits, pages 5-8 of the Unemployment Benefits Handbook: <https://twc.texas.gov/files/jobseekers/unemployment-benefits-handbook-twc.pdf>

Q: Are substitute teachers eligible to apply for benefits?

A: If you are unable to work because your school district is closed due to COVID-19, you may file for UI. The TWC website Apply for Benefits page: <https://twc.texas.gov/jobseekers/unemployment-benefits-services#applyBenefits> and calling the UI Tele-Center at 1-800-939-6631, are the two methods to file for UI. We apologize for any difficulty you may have getting through. We encourage you to keep trying. TWC is experiencing exceptionally high volume on the website and at our UI Tele-Centers. We are taking numerous steps to improve our ability to handle more calls. We are training additional TWC staff to assist with UI calls. In addition, we have extended Tele-Center hours to 7 days a week, 7am to 7pm.

Q: Those coming back from FMLA/Maternity leave have no jobs to return to - what are the recommendations for them?

A: If you have been released by your medical professional to return to work, but your employer has temporarily closed or reduced their staff due to COVID-19, you may file for UI. The TWC website Apply for Benefits page: <https://twc.texas.gov/jobseekers/unemployment-benefits-services#applyBenefits> and calling the UI Tele-Center at 1-800-939-6631, are the two methods to file for UI. We apologize for any difficulty you may have getting through. We encourage you to keep trying. TWC is experiencing exceptionally high volume on the website and at our UI Tele-Centers. We are taking numerous steps to improve our ability to handle more calls. We are training additional TWC staff to assist with UI calls. In addition, we have extended Tele-Center hours to 7 days a week, 7am to 7pm.

Q: If I lost my job due to COVID-19, do I choose layoff or disaster option?

A: When filing your claim, if you were laid off due to COVID-19, indicate layoff and the reason as COVID-19.

Q: What about 501(c)(6) entities, like Chambers of Commerce, are their employees eligible for UI?

A: Yes. Certain nonprofits, i.e. entities that meet the definition of §501(c)(3), Internal Revenue Code (IRC), are exempt from Federal unemployment taxes, but must be covered under state UI tax law. These are the only category of nonprofit entity that may select to be reimbursing employers in lieu of paying UI taxes. Employees of 501(c)(3) entities must, by Federal law, be covered for state UI eligibility purposes.

"Chambers of Commerce" are specifically identified in §501(c)(6) of the IRC as tax exempt for Federal income tax purposes but are not exempt from Federal employment taxes. Likewise, there is no exception to the definition of employment for these entities in the Texas Unemployment Compensation Act. As such, they are expected to pay state unemployment tax, allowing their employees to draw UI benefits if the employee has sufficient past earnings. 501(c)(6) entities may be protected from charges to their account if they must lay off workers directly because of COVID-19.

*TWC has waived the weekly work search requirement temporarily during the COVID-19 crisis.

Customer Service Help

Q: What if someone gets a 1099, are they eligible for UI?

A: For the purposes of this response, we are assuming that the individual only has 1099 earnings and no other employment that might be used in determining an individual's eligibility for UI. Under normal circumstances, having only 1099 earnings the individual would not be monetarily eligible for UI. However, Congress passed, and the President signed the Coronavirus Aid, Relief, and Economic Security Act (CARES) into law. One of the provisions in the CARES Act provides for Pandemic Unemployment Assistance (PUA). Its purpose is for individuals who are not eligible for regular, extended benefits, or Pandemic Emergency Unemployment Compensation (PEUC), including exhaustees. Under PUA, individuals must self-certify that they are otherwise able and available to work, except they can't work because of one of several COVID-19 circumstances, one of which is the individual is self-employed, seeking part-time employment*, does not otherwise qualify for benefits, and fits one of the following:

- The individual has been diagnosed
- A member of the individual's household has been diagnosed
- The individual is providing care to a household or family member
- A child or other person for which the individual has primary caregiving responsibility is unable to attend school or another facility because of COVID-19
- The individual is unable to reach the place of employment because of a quarantine imposed because of the COVID-19 public health emergency
- The individual is unable to reach the place of employment because the individual has been advised by a health care provider to self-quarantine
- The individual was scheduled to start work and does not have a job because of COVID-19; or
- The individual has become "the breadwinner or major support for a household because the head of the household has died due to COVID-19
- The individual must quit their job because of COVID-19
- The individual's place of employment is closed because of COVID-19

If the individual meets these criteria, he/she may be eligible for up to 39 weeks of PUA with a weekly benefit amount computed based on the earnings statements the individual submits, plus an additional \$600 per week of Federal Pandemic Unemployment Compensation (FPUC). The PUA is available through December 31, 2020, and the FPUC runs until July 31, 2020.

***TWC has waived the weekly work search requirement temporarily during the COVID-19 crisis. Therefore, the "seeking part-time employment" factor does not apply.**

Q: What if someone is self-employed and does not report wages on them self to TWC, are they eligible for UI?

A: For the purposes of this response, we are assuming that the individual is only self-employed and no other employment that might be used in determining an individual's eligibility for UI. Under normal circumstances, being self-employed and not reporting wages to UI, the individual would not be eligible for UI. However, Congress passed, and the President signed the Coronavirus Aid, Relief, and Economic Security Act (CARES) into law. One of the provisions in the CARES Act is for Pandemic Unemployment Assistance (PUA). Its purpose is for individuals who are not eligible for regular, extended benefits, or Pandemic Emergency Unemployment Compensation (PEUC), including exhaustees. Under PUA, individuals must self-certify that they are otherwise able and available to work, except they can't work because of one of several COVID-19 circumstances, one of which is the individual is self-employed, seeking part-time employment*, does not otherwise qualify for benefits, and fits one of the following:

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- A child or other person for which the individual has primary caregiving responsibility is unable to attend school or another facility because of COVID-19
- The individual is unable to reach the place of employment because of a quarantine imposed because of the COVID-19 public health emergency
- The individual is unable to reach the place of employment because the individual has been advised by a health care provider to self-quarantine
- The individual was scheduled to start work and does not have a job because of COVID-19
- The individual has become "the breadwinner or major support for a household because the head of the household has died due to COVID-19"
- The individual must quit their job because of COVID-19
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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)



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