



<b>WS 11-18</b>
<b>June 30, 2011</b>
<b>Basic Service</b>
Expires: <b>Continuing</b>

To: Employer Service  
Career Offices  
Payment Office

From: Rodney Bradshaw  
Mike Temple  
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Subject: Supporting UI Appeals

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## Purpose

Repeat requirements for helping employers and unemployment insurance claimants use Workforce Solutions offices or resources for unemployment insurance appeals. This replaces issuance 10-07.

## Background

We are repeating the requirements for supporting employers and unemployment insurance claimants in appeals to emphasize the importance of staff following these rules.

An appeal is a signed, written disagreement with a Texas Workforce Commission (Commission) determination. A UI claimant or the claimant's last employer can appeal a Commission determination. Appeals can be submitted by mail, by fax, or in person.

From the date the Commission mails a Determination on Payment, an appealing party has 14 days in which to file a timely appeal. The last day for a timely appeal appears at the bottom of the Determination on Payment form.

## Requirements

1. An employer or UI claimant submits an appeal by U.S. mail directly to Workforce Solutions or files an appeal in person at a Workforce Solutions office, or requests the use of Workforce Solutions' resources to file his or her own appeal.

- a. When any part of our system receives an appeal by mail, date stamp the appeal on the day received, attach the postmarked envelope in which it arrived, and forward both by mail within one business day of receipt to:

Texas Workforce Commission  
Appeals Department  
101 East 15th Street  
Austin, Texas 78778-0002

- b. When a UI claimant or an employer appears in person and requests to file an appeal:
  - i. Provide the customer a Texas Workforce Commission Notice of Appeal in English (Form A-4) or Spanish (Form A-4s), both available on the TWC Intranet at [http://intra/intranet/gl/html/general\\_forms.html](http://intra/intranet/gl/html/general_forms.html);
  - ii. Upon completion and return, countersign and date the form and provide a copy to the appealing party;
  - iii. Ensure that both the appealing party and the staff member initial any corrections to the form; and
  - iv. Fax the form and determination, if attached (a copy of the determination is not required with submission), to Texas Workforce Commission Appeals at (512) 475-1135.
- c. When a UI claimant or employer requests to use resources to send information to the Commission, provide:
  - i. access to a fax machine;
  - ii. assistance in operating the fax machine if requested; and
  - iii. a fax confirmation sheet with transmittal date, time, and record of successful transmission.

2. An appealing party requests use of Workforce Solutions' resources to participate in a Commission hearing.

- a. Be aware that UI claimants and employers can request to use a Workforce Solutions fax machine to address matters related to their UI claims, including appeals, without providing specific information on what they are faxing.
- b. Make sure that, upon their requests, staff provides UI claimants and employers access to the following:
  - i. Telephone/speakerphone;
  - ii. Fax machine;
  - iii. Location in which to participate in a UI telephone appeal hearing; and
  - iv. Any necessary assistance with equipment.
- c. UI transactions take priority over other fax usage.

- d. Post the notice attached to the issuance in English and Spanish (Attachment 1) by the public use fax machines.
- e. Make sure UI claimants and employers have access to resources and assistance at all times during regular business hours.

## Action

1. Make sure career offices and administrative offices are aware of and carry out these requirements.
2. Post and maintain the required notices on public use fax machines in career offices.

## Questions

Staff should direct questions to their immediate supervisors. For questions to the Board staff, contact Ginger Rogers at [ginger.rogers@wrksolutions.com](mailto:ginger.rogers@wrksolutions.com).

## Attachments

- UI Appeals Fax Confirmation Poster