

# Resources Relating to COVID-19

Brought to you by:  
Workforce Solutions Golden Crescent  
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[Resources for Employers](#)  
[Resources for Jobseekers](#)  
[Resources for Childcare](#)  
[Resources for Filing Unemployment](#)

***Effective 4/10/2020 Unemployment Insurance call center hours – 7am-7pm 7 days a week (Except Easter Sunday).***

Unemployment Benefits Services:

- File for unemployment [on-line](#)
  - 24 hours a day, 7 days a week
  - Remember your User ID and Password that you use when you file for benefits
- Request a payment
- Check claim status and payment history
- Update your address/bank account information
- Change payment options

Best time to access this system: evenings (10 pm – 6 am) or weekends

Call the Texas Workforce Commission's (TWC) Unemployment Insurance Department *only if you cannot file online*:

**1.800.939.6631:** Monday – Friday, 8 am – 6 pm

TWC recommends Calling the above number (1.800.939.6631) based on your Area Code.

- Area Codes beginning with 9: Mon-Wed-Fri 8:00 am – Noon
- Area Codes beginning with 3, 4, 5, 6 Mon-Wed-Fri 1:00 pm – 5:00 pm
- Area Codes beginning with 7, 8 Tues-Thu-Sat 8:00 am – Noon
- Area Codes beginning with 2 Tues-Thu-Sat 1:00 pm – 5:00 pm

Contact the Texas Workforce Commission's Unemployment Insurance Department's Tele-Serve automated claim system: Monday: Friday 7 am – 6 pm  
Saturday: 8:00 am – 5:00 pm

### **Unemployment Insurance Benefits Information and Resources**

- Note that Texans will not be penalized for a delay due to call or user volume.
- Claims for individuals affected by COVID-19 are eligible to be backdated.
- **Resetting your UI PIN**: 800.558.8321, Option 4
- Note, you must provide personal information from your claim, such as
  - Date of birth
  - Texas driver license or ID number
  - Telephone number
  - Amount of your last benefit payment
  - Part of your bank/credit union account number
- **Resetting User ID and Password**
  - Click on Forgot Password? or Forgot User ID?
  - Call UI at 1.800.939.6631, Monday – Friday, 8:00 am – 6:00 pm

If you are unable to file online or find the resource information you need through one of the above resources, please call our Victoria Workforce Center at (361) 578-0341. For those residing outside the 361 calling area, you may use our toll free number: 1-833-479-0689

Please know that in an effort to protect our employers and customers, the Workforce Centers are closed to walk-in traffic. However, all staff are providing services via the telephone or e-mail. Please contact our staff – we are here to help!