Chapter: Employee Benefits   **Effective Date:** 12/1/11
Title: Unemployment Compensation   **Page**: 1 of 1
                                                                  New

ACA Standard(s): N/A

(a)   **Policy.**

The Texas Juvenile Justice Department responds to every unemployment claim filed by former employees. The department of human resources considers unemployment claims priority mail and must respond to claims within 12 days of the claim date.

(b)   **Rules.**

   (1)   **Receipt of Claims.**

      (A)   The central office and field human resource offices are responsible for receiving and responding to all unemployment claims.

      (B)   Community services program administrators are responsible for sending the Initial Claim for Benefit, form B-3, to the human resources director on the same day the claim is received.

   (2)   **Employer Response**.

      (A)   The human resources director or institution human resource officer must complete and mail form B-3 to the Texas Workforce Commission (TWC) within 12 days of the claim date.

      (B)   Field program administrators of the location where the former employee worked are contacted for information as needed.

   (3)   **First Level Appeal Process.**

      (A)   All claims found in favor of the claimant are appealed by the appropriate human resources office unless agreement to do otherwise has been reached between legal and human resources. When a claim is appealed or a hearing is held, the human resources officer and the immediate supervisor attend the appeal hearing.

      (B)   Supervisors or other employees are notified by the appropriate human resources officer when attendance at appeal hearings is required.

   (4)   **Appeal to Tribunal.**

      Central office human resources and the legal department determine whether to appeal an adverse finding to the tribunal of Texas Workforce Commission. The legal department is notified at least five days in advance of all hearings and consults with the human resources department or represents the agency as appropriate.

   (5)   **Appeal Decisions.**

      The human resources director receives appealed decisions and maintains a file on each claim/appeal decision.