

## **BILL ANALYSIS**

Senate Research Center  
87R11930 SGM-D

S.B. 2099  
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4/19/2021  
As Filed

### **AUTHOR'S / SPONSOR'S STATEMENT OF INTENT**

One of the most frequently voiced complaints from constituents to legislative offices during the COVID-19 pandemic was the inability of Texans to reach the Texas Workforce Commission (TWC) directly via phone or to leave a message requesting assistance with unemployment insurance. Given the large volume of calls the agency received, frustrated Texans reported a history of repeated call attempts and disconnected calls when seeking to file for unemployment benefits, to address problems with their applications, or to have questions answered about their claims.

To address these concerns, S.B. 2099 would require TWC to ensure that unemployment compensation claimants are able to leave a phone message for and receive a return phone call or email response from the agency regarding the status of their unemployment claims. What's more, the bill would require information regarding this process be displayed prominently on TWC's website.

As proposed, S.B. 2099 amends current law relating to methods by which a claimant may check the status of a claim for unemployment compensation benefits filed with the Texas Workforce Commission.

### **RULEMAKING AUTHORITY**

This bill does not expressly grant any additional rulemaking authority to a state officer, institution, or agency.

### **SECTION BY SECTION ANALYSIS**

SECTION 1. Amends Subchapter A, Chapter 208, Labor Code, by adding Section 208.005, as follows:

Sec. 208.005. CLAIM STATUS INFORMATION. (a) Requires the Texas Workforce Commission (TWC) to ensure that a person who files a claim for benefits is able to leave a phone message for and receive a return phone call or e-mail response from TWC regarding the status of the person's claim.

(b) Requires TWC to include in a prominent location on TWC's Internet website detailed information regarding the methods available to a claimant for checking the status of a claim for benefits.

SECTION 2. Effective date: September 1, 2021.