

- TEXAS WORKFORCE COMMISSION
- WORKFORCE SOLUTIONS EAST TEXAS
- CHILD CARE SERVICES

## CONTACT INFORMATION

**Unemployment-** [ui.texasworkforce.org](http://ui.texasworkforce.org) English & Spanish  
**Tutorial -** <https://www.twc.texas.gov/files/jobseekers/tutorial-apply-for-benefits-online-twc.pdf>

**Employees:**

To File or for Questions: 1.800.939.6631  
 M-F 8am – 6pm  
 Sat 8am-5pm

**To Request Payment:** 1.800.558.8321 option #1

**To Reset Pin Only:**

If last claim was **2015 or BEFORE:** 1.800.558.8321 option #4  
 (most of these have been removed from the system)

If last claim was **AFTER 2015:** 1.800.939.6631

**If a customer tries to file online and gets a message that the PIN and SS# are not a valid combination, they get 3 chances to enter the correct PIN. They will get a message saying they are revoked and will have to call the reset department. Phone number will pop up on online page when revoked.**

**General Information-** 800.558.8321 option#3

**To Change Payment Option:** 1.800.558.8321 option #5

**To Check on Claim Status –** 1.800.558.8321 option #2

**Employers:** Employers Benefits Services: 1.866.274.1722

**Shared Work:** Send call or message to your ES designated Rep for information or have them call 512.340.4337 or 888.741.0446

**Mass Claim:** Send call or message to your ES designated Rep for information or call 512.463.2999

**Workforce Solutions East Texas:** [www.workintexas.com](http://www.workintexas.com)

**Job Seekers & Employers:**

844-ETWORKS (844.389.6757)

**Other Websites:** [www.easttexasworkforce.org](http://www.easttexasworkforce.org)  
[www.careeredgeeasttx.com](http://www.careeredgeeasttx.com)  
[www.texas.gov](http://www.texas.gov)

**HHSC –** 211 or [www.yourtexasbenefits.com](http://www.yourtexasbenefits.com)

**Emotional/Mental Support –** for those effected by COVID-19 answered 24 hours, 7 days a week – 833.986.1919



Child Care Services: <https://childcare.easttexasworkforce.org>

Services or Questions: 1.800.676.8283

Website: [easttexas.ccs.customers@gmail.com](mailto:easttexas.ccs.customers@gmail.com)

## Additional Resources

### Multiple County Resources

Call 211 for any additional help and assistance

Eviction protection - <https://gov.texas.gov/news/post/governor-abbott-issues-statement-on-texas-supreme-court-temporary-suspension-of-residential-eviction-proceedings>

Electricity protection- [http://www.puc.texas.gov/agency/resources/pubs/news/2020/PUCTX-MR-PR-COVID19-OM-FIN.pdf?fbclid=IwAR2p10w87PLDkpWz1ckpE5DWcJxoVglLzHjhJisGwF4wA1kN9iqxII7\\_Fbs](http://www.puc.texas.gov/agency/resources/pubs/news/2020/PUCTX-MR-PR-COVID19-OM-FIN.pdf?fbclid=IwAR2p10w87PLDkpWz1ckpE5DWcJxoVglLzHjhJisGwF4wA1kN9iqxII7_Fbs)

East Texas Human Needs Network – <http://www.ethnn.org> 903.216.3211

Tri-County Community Action - <https://www.tccainc.org> - Resources and applications online

Greater East Texas Community Action Program – assists with electricity/gas assistance – [www.get-cap.org](http://www.get-cap.org) or 903.904.5096

Local Churches in their areas

Longview United Way - <https://www.longviewunitedway.org/infoline-gregg-county>

### Henderson County Resources

Community Services – utilities, rent, tuition, GED, books, testing fees, uniforms, and employment support. Counties served: **Henderson and Anderson** Counties - 1.800.831.9929

Help Center – utilities, teen parents, and referrals for crime victims – **Henderson county**: 903.675.7357

Family Resource Center – food, medication, utilities for **Henderson County** – 903.887.4711

Faith in Action – assistance with food and clothing – **Henderson County** – 903.489.7500

Disciples Clinic – medical needs in **Henderson County** – 903.677.3604

Henderson County Indigent Health – 903.677.6372 – [indigenthealth@henderson-county.com](mailto:indigenthealth@henderson-county.com)

Meals on Wheels for Henderson County – 828.692.6693 <https://coahc.org/meal-on-wheels>

Athens Food Pantry – 903.677.1600

Christian Life Center Food Pantry – **Gun Barrel City** – 903.887.5429 or 903.880.1099

## Remind customers!!

**FRAUD ALERT** – Be aware of unemployment insurance scams and fraudulent phone calls.

Be Sure Who You Are Talking To!

Workforce Solutions East Texas is an equal opportunity employer/program and auxiliary aids and services are available upon request to include individuals with disabilities. TTY/TDD via RELAY Texas service at 711 or (TDD) 1-800-735-2989 / 1-800-735-2988 (voice) - This document contains vital information about requirements, rights, determinations, and/or responsibilities for accessing workforce system services. Language services, including the interpretation/translation of this document, are available free of charge upon request. - Este documento contiene información importante sobre los requisitos, los derechos, las determinaciones y las responsabilidades del acceso a los servicios del sistema de la fuerza laboral. Hay disponibles servicios de idioma, incluida la interpretación y la traducción de documentos, sin ningún costo y a solicitud.