



CONGRESSWOMAN

VERONICA ESCOBAR

Texas' 16th Congressional District

Unemployment Assistance Survey

This survey was conducted and released by the Office of Congresswoman Veronica Escobar (TX-16) for El Pasoans to rate their experience with the Texas Workforce Commission (TWC) unemployment application process and to provide feedback on any problems they encountered. These results are based on responses from 591 El Pasoans.

1 Since March 20, 2020, have you been terminated, laid off, furloughed, or otherwise separated from your employer through no fault of your own?

Yes **91.9%**
No **8.1%**

2 Since March 20, 2020, have you applied or attempted to apply to receive unemployment benefits through the Texas Workforce Commission?



3 Since March 20, 2020, if you applied or attempted to apply to receive unemployment benefits through the Texas Workforce Commission, what method did you use or attempt to use? Select all that apply.

Online portal	52%	Mail	2.5%
Telephone	22.7%	In person	2.4%
Mobile app /Website	18%	Other	2.4%

4 Since March 20, 2020, how many times did you try calling or using the online portal until you received the answers you were looking for?

More than 10 times	46%	4-7 times	16%
1-3 times	29.6%	8-10 times	8.4%

Survey Comments

"I have been calling TWC for two weeks, up to 50 times in one day at different times and no one has helped me with my application."

— Leticia
El Paso, Texas

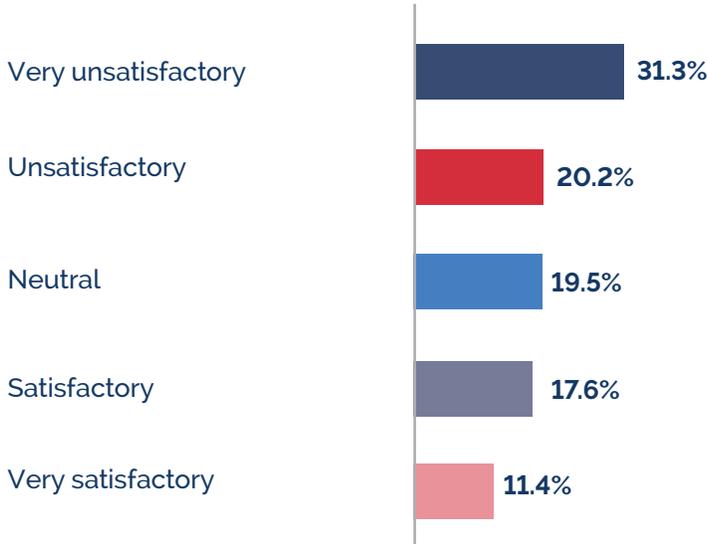
"I received a letter stating I am no longer eligible to receive benefits, but it does not say why. I am not able to go back to work at the moment because my four kids are not able to go to school due to the pandemic. I really need the benefits to support my family."

— Andrea
El Paso, Texas

"Access to these resources are important because it is very dangerous to go back to work when the numbers of COVID-19 cases are increasing. People's lives are at risk."

— Karen
El Paso, Texas

5 Since March 20, 2020, if you applied or attempted to apply to receive unemployment benefits through the Texas Workforce Commission, how would you rate your experience so far with the application process?

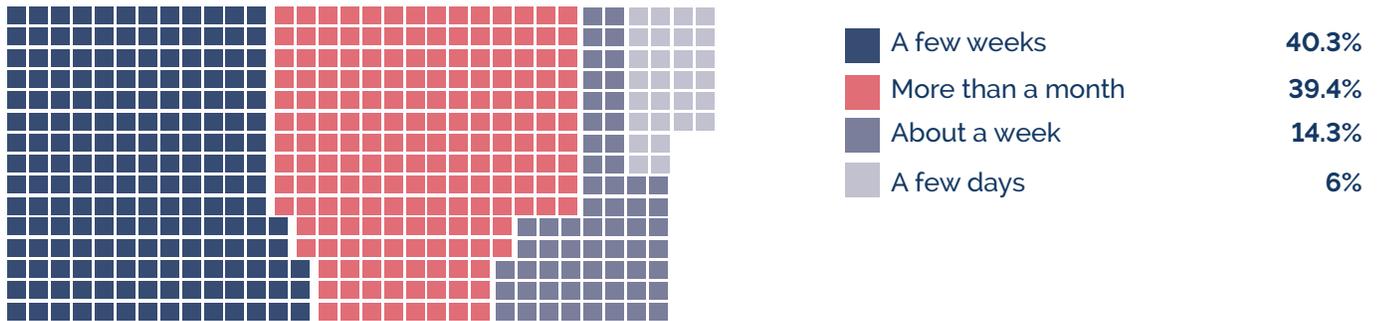


Survey Comments

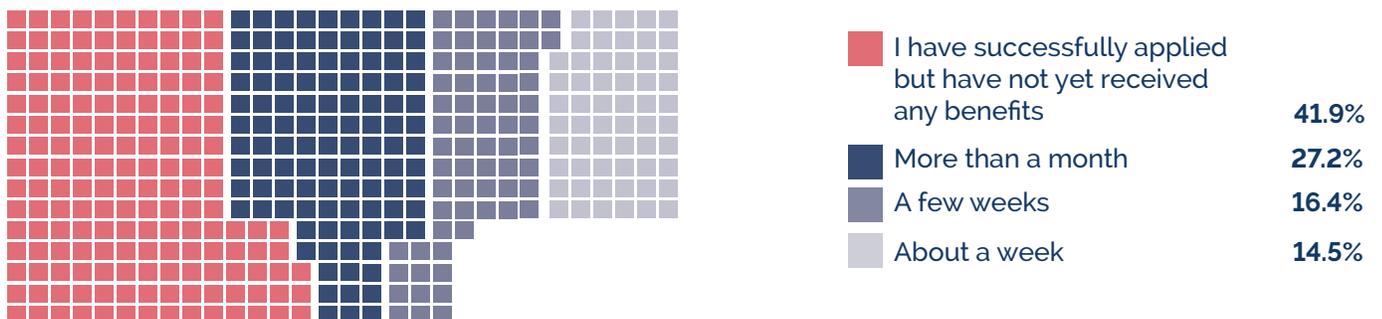
"There should be an easier way to get the help that my family and I desperately need at this time."

— Rodolfo
El Paso, Texas

6 If you successfully completed an application for unemployment benefits at any time from March 20 until today, about how long did the process take from the time your application was successfully processed by the State of Texas until you received your first dollar in unemployment benefits?

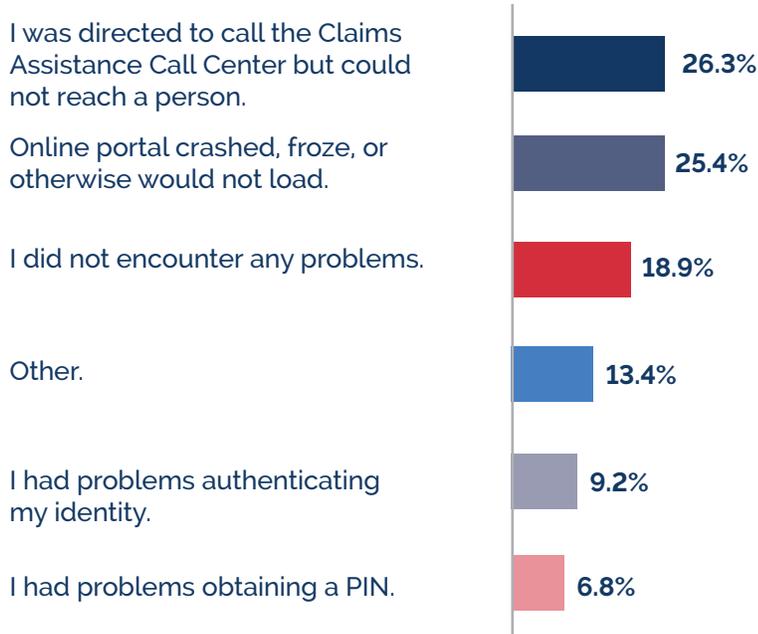


7 If you have been unable to complete or submit an application for unemployment benefits from March 20 until today due to problems with the application process or portal, about how long have you been actively trying to submit your application?

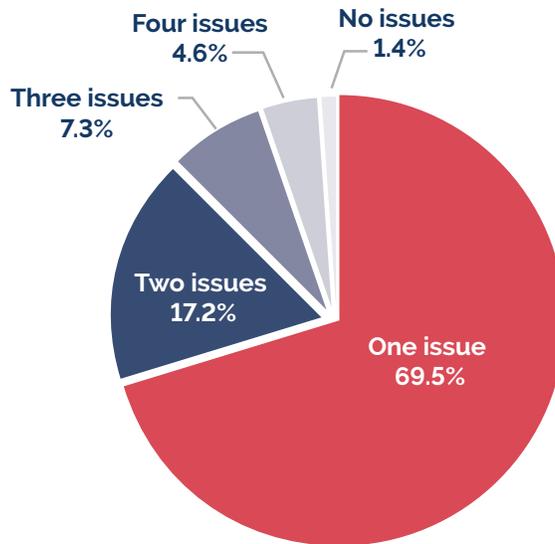


8 | If you encountered problems with the application process, what were they? Select all that apply.

Respondents reported the following obstacles



Number of obstacles reported



Respondents had the option to select more than one survey response in this question. 17.2 percent of respondents selected two problems they encountered applying for unemployment.

HERE FOR YOU!

If you need help during this health and economic crisis, please contact us in:

El Paso
 221 N. Kansas Street, Suite 1500
 El Paso, TX 79901
 Phone: (915) 541-1400

Washington, DC
 1505 Longworth HOB
 Washington, DC 20515
 Phone: (202) 225-4831



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