

By: Shaheen

H.B. No. 3500

A BILL TO BE ENTITLED

1 AN ACT
2 relating to a study on updating Texas Workforce Commission
3 technology for administering benefits under the Unemployment
4 Compensation Act.

5 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF TEXAS:

6 SECTION 1. STUDY ON UPDATED TECHNOLOGY FOR ADMINISTERING
7 BENEFITS UNDER UNEMPLOYMENT COMPENSATION ACT. (a) In this
8 section, "commission" means the Texas Workforce Commission.

9 (b) The commission shall contract with a qualified
10 independent entity to conduct a study on implementing updated
11 technology that relies less on staff to process claims for
12 unemployment benefits. The study must evaluate:

13 (1) how updated technology would improve the
14 commission's processes for:

15 (A) a claimant to file claims for benefits under
16 Section 208.001, Labor Code, paid through the commission;

17 (B) a claimant to provide additional information
18 requested by the commission in relation to a claim for benefits;

19 (C) the commission to provide notice to a
20 claimant of the commission's determination of an initial claim
21 under Section 208.022, Labor Code;

22 (D) a claimant to request a redetermination of
23 the commission's determination of the validity of an initial claim
24 under Section 208.023, Labor Code;

1 (E) a claimant to appeal the commission's
2 determination of the validity of an initial claim in the manner
3 provided by Chapter 212, Labor Code;

4 (F) the commission to provide notice to a
5 claimant regarding the status of a request for redetermination or
6 an appeal;

7 (G) a claimant to submit requests for benefit
8 payments;

9 (H) the commission to provide notice to a
10 claimant that the claimant is nearing the maximum amount of
11 benefits allowed under Section 207.005, Labor Code; and

12 (I) the commission to provide notice to a
13 claimant that the claimant is eligible for extended benefits under
14 Section 209.041, Labor Code; and

15 (2) the commission's capacity to handle increased
16 telephone and online activity in response to a higher than normal
17 volume of benefit claims.

18 (c) Not later than December 1, 2022, the commission shall
19 submit to the governor, the lieutenant governor, and the speaker of
20 the house of representatives a report that includes the results of
21 the independent entity's study conducted under Subsection (b) of
22 this section and the commission's recommendations for legislative
23 or other action based on the study.

24 (d) This section expires January 1, 2023.

25 SECTION 2. EFFECTIVE DATE. This Act takes effect September
26 1, 2021.