



WS 18-02 Change 1
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Basic Services
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To: All Providers

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Subject: Texas Payday Wage Claim Process – Change 1

Purpose

This issuance revises the standards, guidelines, and procedures for filing, appealing, or withdrawing a wage claim. Additionally, the “Labor Law Investigations” department is now called the “Wage and Hour” department.

Background

The Texas Payday Law was established to protect employees who have not been paid earned wages and provide employers and employees with a method for resolving wage disputes without the necessity of court action. The state recently updated their guidance for filing a wage claim.

Policy

Workforce Solutions staff must help customers with filing Unemployment Insurance (UI) claims, Texas Payday Law claims, and appeals per Texas Workforce Commission (TWC) policies. This includes helping both individuals and employers with the wage claim process and supplying access to necessary resources like computers, fax machines, and phones. Supporting documentation must be sent to the correct department.

Action

- 1. Resource Accessibility:** Ensure all staff facilitate customer access to Workforce Solutions resources.
- 2. Staff Awareness:** All staff should be familiar with the contents of this policy, understanding how to guide customers through the wage claim process effectively.
- 3. Compliance:** Staff must regularly review and adhere to the Texas Payday Wage Claim Desk Aid procedures.

4. **Updates and Information:** Replace all physical and digital copies of Texas Payday Law posters and wage claim forms with the most current versions.

References

TWC Non-Financial Agreement Amendment 001 – Agency Board Agreement (ABA) 2823ABA001; Sections 13.2, 18.5 and 18.7

[TWC 2022 Fraud Deterrence and Compliance Monitoring \(FCDM 04-22\) Letter](#)

Attachments

- [Revised Texas Payday Wage Claim Process Desk Aid](#)
- Revised Texas Payday Law Poster ([English](#) and [Spanish](#))
- Revised Unemployment & Payday Law Poster – ([English](#) and [Spanish](#))
- Revised Texas Wage Claim Forms ([English](#) and [Spanish](#))

Questions

Staff should first ask questions of their managers or supervisors. Direct questions to the Board staff through workforcepolicy@wrksolutions.net.