

Report a Job Refusal or Failure to Attend an Interview



Reporting a Job Refusal or Failure to Attend an Interview

Individuals receiving unemployment insurance benefits are required to search for, apply for, and accept a suitable full-time job.

If an individual does not attend an interview or refuses to accept a job offer, they may be disqualified from receiving further unemployment benefits.

Employers can easily report interview failures and job refusals to the Texas Workforce Commission (TWC) using our online [Employee Work Refusal Documentation](#) form.

You only have to provide required information denoted by a red asterisk; however, you should include the individual's Social Security number (SSN) if it is available plus any additional information that may be helpful.

Select the appropriate reason for the job refusal from the drop-down menu. If the reason is not displayed, select **Other** and complete **Refusal Other Description**.

Select
COVID-19
FAILED TO ATTEND INTERVIEW
LACK OF CHILDCARE OR TRANSPORTATION
NOT AVAILABLE FOR WORKDAYS/WORKHOURS
NOT PHYSICALLY/MENTALLY ABLE TO WORK
PAY CONCERNS
REDUCED HOURS
SAFETY CONCERNS
OTHER

Review the information you entered. If it is correct, click **Save** to submit the form. Click **Cancel** to void all the fields and start over.

The screenshot shows the 'Employee Work Refusal Documentation' form within the 'Employer Benefit Services' portal. The form is divided into sections: 'Employer Information' and 'Claimant Information'. The 'Employer Information' section includes fields for Employer Name*, Employer Account Number* (with a note 'With or without dashes'), Employer Point of Contact Name*, and Employer Point of Contact Phone* (with a note 'Number with Area Code, with or without dash'). The 'Claimant Information' section includes fields for First Name*, Middle Initial, Last Name*, Claimant Social Security Number (with a note 'With or without dashes'), Date of Job Offer or Interview* (format MM/DD/YYYY), Job Offer Method* (a dropdown menu), and Position Offered*. Below these is a 'Work Schedule' text area. Further down are questions: 'Were the wages, hours, or conditions of the work offer same as past?' (dropdown), 'Rate of Pay*' (text field), 'Reason for Refusal*' (dropdown menu), and 'Refusal Other Description' (text field). A note at the bottom states: 'If the person refused the job due to a reason not listed, select "Other" from the Reason for Refusal drop-down menu, and give a short description in the Refusal Other Description.' At the bottom of the form are 'Save' and 'Cancel' buttons. A 'Menu' button is visible in the top left of the portal. A callout box points to the 'Employee Work Refusal Documentation' link in the menu. Another callout box points to the 'Reason for Refusal*' dropdown menu. A third callout box points to the 'Save' and 'Cancel' buttons.

The individual's SSN is not required but preferred. An SSN helps TWC identify the individual and determine if they are receiving unemployment benefits.

If you do not have the individual's SSN, **but you have only their partial name**, it is unlikely that TWC will be able to determine if they have an existing unemployment benefits claim.

What Happens After You Submit the Form?

TWC will attempt to find the individual in our system using the information you provide.

If TWC verifies that the individual has an active unemployment benefits claim, we will investigate the job refusal or failure to attend an interview.

TWC will contact you if we need additional information. We then will contact the individual to discuss the circumstances of the job refusal or failure to attend an interview.

When all the facts of the job refusal or failure to attend an interview have been obtained, and the investigation is concluded, TWC will issue a decision about the individual's eligibility for unemployment benefits. TWC will not provide you with information about the decision.

Note: if TWC cannot find the individual in our system, or the individual's claim is not active, we cannot take any action regarding the job refusal or failure to attend an interview.