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## ***FURLOUGH INFORMATION GUIDE***

**CITY OF DALLAS HUMAN RESOURCES**

Updated May 12, 2020

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## **UNEMPLOYMENT BENEFITS**

You are eligible for unemployment benefits while on furlough status. To avoid delay in receiving payments, you should contact the Texas Workforce Commission (TWC) on the date your furlough starts.

The City of Dallas is unable to apply for benefits on your behalf. However, we have sent a file/spreadsheet with names of those employees that will be impacted by the furlough to the Texas Workforce Commission to help expedite the process. The purpose of submitting this information was to inform TWC that the City of Dallas will not be disputing your claim for unemployment which will assist in the process moving more quickly.

You will still be required to apply for Unemployment Benefits in order to receive payment.

Apply for benefits in one of two ways:

- Apply online at <http://ui.texasworkforce.org> and click apply for benefits.
- Call a Tele-Center at 800-939-6631 and speak to a customer service representative.

Information you will need:

- Your last employer's business name, address and phone number
- First and last dates (month, day and year) you worked for your last employer. If you worked for your last employer on more than one occasion, provide the most recent employment dates
- Number of hours worked and pay rate if you worked the week you apply for benefits (Sunday through Saturday)
- Information about the normal wage for the job you are seeking
- Alien Registration number (if not a U.S. citizen)

COVID-19 unemployment information is also available from the TWC at the following link:  
<https://www.twc.texas.gov/news/covid-19-resources-job-seekers> .

Additional information for how to apply for unemployment benefits is available on the HR website at: <https://dallascityhall.com/departments/humanresources/Pages/COVIDEMP.aspx> . Look under furlough information and click on "How to Apply for Benefits from Texas Workforce Commission".

COVID-19 unemployment information is also available from the TWC at the following link:  
<https://www.twc.texas.gov/news/covid-19-resources-job-seekers>.

Additional information for how to apply for unemployment benefits is available on the HR website at: <https://dallascityhall.com/departments/humanresources/Pages/COVIDEMP.aspx>.

Look under furlough information and click on "How to Apply for Benefits from Texas Workforce Commission".

**You do not have to wait for any correspondence from Texas Workforce Commission to start the unemployment process. TWC requirements are subject to change. Stay in contact with TWC for updated requirements.**

### **CONTINUING HEALTH INSURANCE BENEFITS**

We recognize the importance of healthcare benefits at this time, and as such, there will be no changes to your healthcare coverage. You and your current covered dependents will continue to have healthcare coverage. Additional FAQs are posted at the end of this document regarding health benefits.

Current coverage is good through May 31st. In order to keep your coverage you must pay your premiums by the 1st of each month during the furlough period. You can also pay premiums due up front. To find out what your monthly premium is for the benefits you are currently enrolled in, email the Benefits Service Center at [hrbenefits@dallascityhall.com](mailto:hrbenefits@dallascityhall.com).

### **Medical and Pharmacy Insurance**

Your medical insurance and pharmacy coverage will continue while in furlough status. Upon your return to work, Human Resources will work with you to establish a repayment plan for the employee portion of the missed premium payments. To set up payment arrangements, please email the Benefits Service Center at [HRBenefits@dallascityhall.com](mailto:HRBenefits@dallascityhall.com).

### **Dental and Vision Insurance**

**You will be responsible for making payment arrangements to pay for your Dental and Vision Insurance coverage.** If you fail to make payments and are dropped from insurance for lack of payment you are not eligible to re-enroll until the 2021 Employee Benefits Enrollment period. To set up payment arrangements, please email the Benefits Service Center at [HRBenefits@dallascityhall.com](mailto:HRBenefits@dallascityhall.com).

### **Supplemental Life and other Voluntary Insurance Coverages**

You will be responsible for making payment arrangements to pay for any supplemental and voluntary benefits coverages that you have elected. If you fail to make payments and are dropped from these coverages for lack of payment, you are not eligible to re-enroll until 2020 Employee Benefits Enrollment Period. To set up payment arrangements, please email the Benefits Service Center at [HRBenefits@dallascityhall.com](mailto:HRBenefits@dallascityhall.com).

### **Flexible Spending Accounts (FSA), Health Savings Account (HSA), Health Reimbursement Account (HSA)**

There will be no contributions while in furlough status to the FSA and HSA accounts. However, you may continue to use FSA, HSA and HRA funds in your account.

## **Pension Information - Employees' Retirement Fund (ERF)**

You may contact ERF at 214-580-7700 or visit the ERF website at <https://www.dallaserf.org/>.

## **EMPLOYEE ASSISTANCE PROGRAM**

Cigna's EAP provides access to work/life resources, and licensed clinicians to help you cope with a wide variety of concerns, from family and financial issues to substance use, emotional health, and stress.

You can call the 24/7 toll –free EAP number at 1-877-622-4327 or go to <http://myCigna.com> and click on Coverage>Employee Assistance Program and use the Live Chat feature to get started.

## **LEAVE BENEFITS**

All leave accruals and leave usage are suspended while in furlough status.

## **FREQUENTLY ASKED QUESTIONS (FAQS)**

### **Q1: What is the proposed length of time for non-essential employees to be furloughed?**

A: The initial continuous furlough period will begin May 13, 2020 – July 31, 2020. Additional time may be added, as needed. You will be notified of any changes in the dates.

### **Q2: Are there any plans to bring non-essential employees back?**

A: We are facing many unknowns at this time. Next steps will be determined in phases and communicated as quickly as possible to all City of Dallas employees. If you have questions at any time, you may contact the [CODemployeesupport@dallascityhall.com](mailto:CODemployeesupport@dallascityhall.com)

### **Q3: Will non-essential employees impacted by the initial continuous furlough be eligible for unemployment?**

A: Yes. Please see the “Unemployment Benefits” section in this guide.

### **Q4: Wouldn't it be better financially, to bring people back, rather than pay more money in the long-run for the hiring process for new employees?**

A: We are facing many unknowns at this time. Next steps will be determined in phases and communicated as quickly as possible to all City of Dallas employees. If you have questions at any time, you may contact the [CODEmployeeSupport@dallascityhall.com](mailto:CODEmployeeSupport@dallascityhall.com)

### **Q5: Will my vacation be paid out when I go into furlough status?**

A: No. Vacation is only paid upon termination of employment from the City of Dallas.

### **Q6: Am I eligible to accrue vacation, sick or other time while I am in furlough status?**

A: No. Accruals will be suspended during furlough status.

### **Q7: Can I use my Personal Time Off (PTO) or Sick, Comp, or Attendance Incentive Leave (AIL) during furloughed status?**

**A:** No. You will not be able to utilize any leave time while in furlough status.

**Q8: Can I apply for Family Medical Leave (FMLA) while in furlough status?**

**A:** No. Employees in furlough status are not eligible to apply for any type of leave.

**Q9: Can I apply for Families First Corona Response Act (FFCRA) Leave or benefits?**

**A:** No. Employees in furlough status are not eligible to apply for any type of leave.

**Q10: What happens if I am already out on an approved FMLA leave?**

**A:** You will be placed on furlough status and we will honor the approved leave through the effective date that the leave is scheduled to be completed.

**Q11: What happens if I am already out on an approve FFCRA leave?**

**A:** You will be placed on furlough status and we will honor the approved leave through the effective date that the leave is scheduled to be completed.

**Q12: What will happen to my health insurance benefits (medical, dental, vision) coverage while I am on furlough status?**

**A:** Your Cigna health insurance benefits will continue while you are in a furlough status. When you return to work, Human Resources will work with you to establish a repayment plan for the employee portion of the missed premium payments. The employee is responsible for making payment arrangements to cover the cost of the supplemental and voluntary benefits you elected, including dental and vision. If you fail to make payments and are dropped from insurance for lack of payment you are not eligible to re-enroll until the 2021 Employee Benefits Enrollment period. To set up payment arrangements, please contact the Benefits Service Center at [HRBenefits@dallascityhall.com](mailto:HRBenefits@dallascityhall.com).

**Q13. Can I drop my insurance coverages while on furlough?**

**A.** Being furloughed is not a qualifying event. Your health insurance benefits will be maintained while on furlough. When you return to work, Human Resources will work with you to establish a repayment plan for the employee portion of the missed premium payments. However, you will be responsible for making payment arrangements to pay for your Dental and Vision Insurance coverage and any supplemental or voluntary benefits that you elected. If you fail to make payments and are dropped from insurance for lack of payment, you are not eligible to re-enroll until the 2021 Employee Benefits Enrollment period. To set up payment arrangements, please email the Benefits Service Center at [HRBenefits@dallascityhall.com](mailto:HRBenefits@dallascityhall.com).

**Q14: Am I able to apply for other open positions with the City of Dallas while I am on furlough status?**

**A:** Yes. You can apply for any open positions that are currently posted, you will need to meet all the requirements of the position.

**Q15: Am I eligible to accept employment outside of the City of Dallas?**

**A:** Yes. Please notify your supervisor and [CODemployeesupport@dallascityhall.com](mailto:CODemployeesupport@dallascityhall.com) if you do not plan to return to the City of Dallas at the end of your furlough status.

**Q16: Am I eligible for Worker's Compensation during furlough status?**

**A:** No. Worker's Compensation is used to provide wage replacement and medical benefits to employees injured in the course of employment. During your furlough status you will not be working, so you are not eligible for this benefit.

**Q17: Am I able to use my City issued email, mobile device or other City affiliated City of Dallas accounts during my furlough status?**

**A:** No. City issued devices and accounts should only be used when you return to active status. Human Resources will be contacting you at the email address or phone number provided during the furlough notification process. If you have questions, you may contact [CODemployeesupport@dallascityhall.com](mailto:CODemployeesupport@dallascityhall.com).

**Q18: Am I eligible to return my DART pass due to my furlough status?**

**A:** DART contributions will be halted while you are in furlough status. However, you may continue to use the pass unless your employment terminates with the City of Dallas.

**Q19: Will I be required to pay for parking while in furlough status?**

**A:** City Hall and Convention Center parking deductions will be halted while you are in furlough status. No deductions will be taken.

**Q20: Where do I need to send payment for my insurance?**

**A:** Please contact [hrbenefits@dallascityhall.com](mailto:hrbenefits@dallascityhall.com) to confirm payment amount. You must send a check, money order, or cashier's check. The address to mail payment to is City of Dallas, Benefits Service Center, 1500 Marilla Street, Room 1D-South, Dallas, Texas 75201.

**Q21: I do not have internet access. How do I contact Human Resources.**

**A:** We can assist you over the phone. The HR phone number is 214-671-6949.

**Q22: I how do I get a copy of my paystub or other payroll information?**

**A:** Email [civilianpayrollquestions@dallascityhall.com](mailto:civilianpayrollquestions@dallascityhall.com) for this information. You may also call 214-671-6947, Option 3.

**HUMAN RESOURCE CONTACT INFORMATION**

Please direct all questions regarding furloughs to [CODemployeesupport@dallascityhall.com](mailto:CODemployeesupport@dallascityhall.com). A complete directory of human resources staff is available at <https://dallascityhall.com/departments/humanresources>.

Benefits Questions: 214-671-6947, Option 1 or Email: [hrbenefits@dallascityhall.com](mailto:hrbenefits@dallascityhall.com)

Payroll Questions: 214-671-6947, Option 3 or Email:

Email for Civilian Employees: [civilianpayrollquestions@dallascityhall.com](mailto:civilianpayrollquestions@dallascityhall.com)

Email for Uniform Employees: [uniformpayrollquestions@dallascityhall.com](mailto:uniformpayrollquestions@dallascityhall.com)

**FUTURE COMMUNICATION**

The City will communicate with you during this period and will utilize your contact information on file to provide any updates regarding your return to work status. If at any point your personal phone number and/or mailing address change, please ensure you email the changes to [CODemployeesupport@dallascityhall.com](mailto:CODemployeesupport@dallascityhall.com).

Also, please check <https://dallascityhall.com/departments/humanresources/Pages/COVIDEMP.aspx> for all employee messages. Messages are updated weekly.