

Message: RE: Clarke County Electric Cooperative

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:41 PM
Item ID: 40861959
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

**RE: Clarke County Electric Cooperative**

From Gotta, Antonina [IWD] **Date** Tuesday, April 08, 2014 12:43 PM
To Spencer, Todd [IWD]; Adams, Lori [IWD]; Jones, Marlys [IWD]; Rouse, Linda [IWD]
Cc Wahlert, Teresa [IWD]; Wilkinson, Michael [IWD]



image001.jpg (3 Kb HTML)

Not me, I am working on the Iowa Steel Fabricators in Osceola

Nina M. Gotta MS
Quality Assurance

1000 East Grand Ave
Des Moines, IA 50319
Office 515-725-2835
Cell 515-360-7397
Fax 515-281-9096
antonina.gotta@iwd.iowa.gov
www.skillediowa.org

From: Spencer, Todd [IWD]
Sent: Tuesday, April 08, 2014 12:39 PM
To: Adams, Lori [IWD]; Jones, Marlys [IWD]; Rouse, Linda [IWD]
Cc: Gotta, Antonina [IWD]; Wahlert, Teresa [IWD]; Wilkinson, Michael [IWD]
Subject: RE: Clarke County Electric Cooperative

The Region 14 team is ready to start calling people from the UI list but we would to make sure no one else has done so already. Has anyone made any calls?

Todd Spencer
District Manager

Iowa Workforce Development
Creston Office: 641.782.2119 Ext 33
Carroll Office: 712.792.2685 Ext. 33
Cell: 641.344.3665

From: Adams, Lori [IWD]
Sent: Monday, April 07, 2014 6:39 PM
To: Spencer, Todd [IWD]; Jones, Marlys [IWD]; Rouse, Linda [IWD]
Cc: Gotta, Antonina [IWD]; Wahlert, Teresa [IWD]; Wilkinson, Michael [IWD]
Subject: Clarke County Electric Cooperative

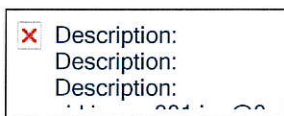
Everyone – Teresa met with me today regarding conversations she has had with Bill Freeman at the Clarke County Electric Cooperative in Osceola. They are looking for someone with IT, budgeting and leadership skills for a mid-management position. Mike Wilkinson has run a request for UI claimants in Clarke, Dallas, Warren, Polk and other counties, which can be found on the S drive. Please access that document, and use the one dated 3-28-14 run at 11:54. There are two – use the 11:54 version. Get staff calling to tell people about this job opportunity. The name of the document is just all of the counties run together in one big word. Applicants should contact Jodee Eckels at 641.342.2173. Her email is jeckels@cecnet.net Ms. Eckels is the HR/Communications manager for the Coop.

Please keep track of how many claimants/applicants you send their way, and report that to me on an on-going basis. You know what to do if you have people refuse.

Here is the company's website: <http://www.cecnet.net/>
There are no jobs on here, so I have nothing to submit for indexing. I also didn't find any open jobs for them on our job bank.

Lori Adams, CPM

Division Administrator - Workforce Services
Iowa Workforce Development | 1000 E. Grand Ave. Des Moines IA 50319
Phone: (515) 281-9322 | Cell: (515) 418-5058 | Email: lori.adams@iwd.iowa.gov



 Please consider the environment before printing this e-mail.

Message: Social Media Usage Stats, Sewer Heat Power, Florida Database Battle

Case Information:

Message Type: Exchange
Message Direction: External, Inbound
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:31:38 PM
Item ID: 40860815
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached



Social Media Usage Stats, Sewer Heat Power, Florida Database Battle

From GovTech Today **Date** Tuesday, July 17, 2012 6:52 AM
To Eklund, David [IWD]
Cc

[Subscribe to Government Technology](#) | [View Newsletter in Browser](#)

The Systematic Alien Verification for Entitlements program is a Web-based database that allows agencies to ensure that only those entitled to benefits receive them.

[Former U.S. CTO Hits the Campaign Trail](#)

Former federal CTO Aneesh Chopra declares his plan to seek nomination as Virginia nextâ€™s lieutenant governor.

[Red-Light Camera Lawsuit Expands in New Jersey](#)

Lawyer plans to sue every New Jersey municipality that had its red-light camera permits revoked by the state.

[City Plans to Use Sewer Heat to Power Homes](#)

System potentially could be cheaper than other geothermal energy because sewer water is already in the right temperature range and much of the infrastructure is already in place.

Question of the Day

[What percentage of Americans plan to work during their summer vacations this year?](#)

Reader Feedback

"And how are these touch screens going to be protected against vandalism? Taggers will have fun scratching, etching and drawing on the screen surfaces."

-Neato

[Read the story](#) "Neato" was commenting on.

Most Popular

[2012 Digital Counties Survey Winners Announced](#)

The 2012 Digital Counties Survey winners include Charles County, Md.; Sussex County, N.J.; Dutchess County, N.Y.; and Fairfax County, Va.

[What Happens to Your Digital Life After Death?](#)

There are well defined laws for personal and intellectual property, but Facebook pages and blog archives are a different matter.

Editor's Choice

[Two Cool Technologies for Cooling Computers \(VIDEO\)](#)

IBM shows that hot-water cooling isnâ€™t an oxymoron, and Sandia National Labs builds a better CPU fan.

Top Blog

[Q and A With E-Discovery Expert Jim McGann](#)

Webinar

[Governments in the Age of Enterprise IT Services](#)

Years of economic stress have put the pressure on governments to sharpen their focus, redefine â€œpriorityâ€ and â€œcore service,â€ and retool their approach to enterprise IT services. See the results of successful enterprise IT service transformations with commentary from hands-on project leaders at this

complimentary live webinar.

Industry Papers



[Driving Successful Employee Engagement](#)



[Electronic Signatures in the Cloud for State and Local Government](#)



[Does Your Enterprise Have a Dropbox Problem?](#)



[Why Agencies Should Look to Data Integration Tools to Help Stop Scammers](#)

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Message: Political Ad Database, D.C. Mystery Glitch, Clog-Free Printers

Case Information:

Message Type: Exchange
Message Direction: External, Inbound
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:31:39 PM
Item ID: 40860819
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached



Political Ad Database, D.C. Mystery Glitch, Clog-Free Printers

From GovTech Today **Date** Wednesday, July 18, 2012 6:16 AM
To Eklund, David [IWD]
Cc

[Subscribe to Government Technology](#) | [View Newsletter in Browser](#)

[Q&A: BYOD Is Better in Minneapolis](#)

Bring-your-own-device policies allow government employees to use their iPads for both professional and personal purposes.

[Clog-Free Printer Mimics Human Eye](#)

University of Missouri associate professor unveils a mechanism for inkjet nozzles that keeps the surface wet.

[Report: Canada Looks to Archive Tweets, Other Social Media](#)

But U.S. preservation efforts show that Canada's task won't be easy.

[Mystery Glitch Stops Washington, D.C., Trains](#)

Officials continue to investigate bug in software program that tracks trains.

Question of the Day

[What tech word might be added to the Collins Dictionary?](#)

Photo of the Week

[The 500-Terawatt Laser Shot](#)

Most Popular

[Florida Gov.: Fed Database Will Help States Scrub Voting Rolls](#)

The Systematic Alien Verification for Entitlements program is a Web-based database that allows agencies to ensure that only those entitled to benefits receive them.

[Clog-Free Printer Mimics Human Eye](#)

University of Missouri associate professor unveils a mechanism for inkjet nozzles that keeps the surface wet.

Editor's Choice

[What's the Future of the Wireless Spectrum?](#)

The FCC and industry executives discuss challenges associated with growing citizen demand.

Top Blog

[The Man Who Discovered the Value of Innovation](#)

Industry Papers



[Driving Successful Employee Engagement](#)



[Does Your Enterprise Have a Dropbox Problem?](#)



[Electronic Signatures in the Cloud for State and Local Government](#)



[Why Agencies Should Look to Data Integration Tools to Help Stop Scammers](#)

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Message: wind energy tax provisions lacking in committee proposal, Grassley will work to restore them

Case Information:

Message Type: Exchange
Message Direction: External, Inbound
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:37 PM
Item ID: 40861863
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ **wind energy tax provisions lacking in committee proposal,
Grassley will work to restore them**

From Grassley Press **Date** Tuesday, April 01, 2014 11:49 AM
To Grassley Press
Cc

MEMORANDUM

To: Reporters and Editors
Re: wind energy tax provisions
Da: Tuesday, April 1, 2014

Sen. Chuck Grassley of Iowa today made the following comment on the Finance Committee chairman's proposed package of tax extender provisions released today. The committee is expected to take up the measure on Thursday. Grassley is a senior member and former chairman and ranking member of the committee. Grassley is the father of the wind energy tax credit, having sponsored the first-ever provision enacted.

"There's no fair rationale for leaving wind energy out of the chairman's mark. There's a significant amount of bipartisan, bicameral support for the wind tax provisions. Just last month, 26 senators and 118 House members urged restoring the lapsed provisions. Wind energy supports thousands of jobs and generates billions of dollars in investment across the country using a natural, non-polluting resource. I'll file an amendment and work with my colleagues to get the wind energy provisions restored in the tax extenders package moving through the Finance Committee."

Grassley, Sen. Mark Udall of Colorado, and Reps. Steve King and Dave Loebsack

wrote an op-ed on wind energy, published this morning, available [here](#).

Letters pressing leaders in the House and Senate to prioritize extensions of wind energy provisions are available [here](#) and [here](#).

Message: Grassley: Federal Agencies Failing to Implement Anti-gag Provision of Whistleblower Law

Case Information:

Message Type: Exchange
Message Direction: External, Inbound
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:38 PM
Item ID: 40861884
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ Grassley: Federal Agencies Failing to Implement Anti-gag Provision of Whistleblower Law

From Grassley Press **Date** Wednesday, April 02, 2014 11:47 AM
To Grassley Press
Cc

For Immediate Release
Wednesday, April 2, 2014

Grassley: Federal Agencies Failing to Implement Anti-gag Provision of Whistleblower Law

WASHINGTON – The Obama administration is forcing employees to sign written pledges of secrecy, known as a nondisclosure agreements, without including the whistleblower exceptions mandated by law, [according to a congressional review](#) by U.S. Senator Chuck Grassley, Ranking Member of the Senate Judiciary Committee. These non-disclosure agreements restrict information about waste, fraud, and about from flowing to proper authorities outside the agency, including to Congress.

In his review, Grassley asked all fifteen executive branch departments to document their implementation of the anti-gag provisions of the Whistleblower Protection Enhancement Act. Grassley said that [the review revealed](#) that most of the departments' nondisclosure agreements violate the provision of the Whistleblower Protection Enhancement Act. The law requires such agreements to contain an explicit statement notifying employees the agreement does not trump an employee's rights and obligations under the law relating to communications to Congress, reporting misconduct to an Inspector General, or any other whistleblower protections.

Only the Treasury Department was able to document implementation of the anti-gag provision. Grassley found that eight departments were able to document only partial implementation, and two others were unable to demonstrate even partial compliance. There were four departments, including the Justice Department, that did not bother to respond to Grassley's inquiry.

“Federal employees have rights and obligations to report wrongdoing to Congress or Inspectors General. And, even though federal law protects their right to do so, employees are led to believe that they have signed away their rights to speak outside the chain of command. As a result, employees witnessing wrongdoing often remain silent,” Grassley said. “The taxpaying public has a right to know about the government's dirty laundry.”

Grassley forwarded his findings to Carolyn Lerner at the Office of Special Counsel. Grassley [requested that Lerner consider adding compliance](#) with the anti-gag statute as a criteria for the Special Counsel's 2302(c) Certification Program.

Grassley championed the anti-gag protections which were adopted in 1988 and were included in successive annual spending bills until last year. In November 2012, the bipartisan Whistleblower Protection Enhancement Act permanently codified in federal law that any violation of the anti-gag provision is a prohibited personnel practice.

Here's a link to Grassley's [report on the executive branch departments' compliance with the anti-gag provisions of the Whistleblower Protection Enhancement Act](#).

Here's a link to Grassley's [letter to Special Counsel Carolyn Lerner](#).

An op-ed by Grassley also ran in *The Hill* newspaper. Here's a copy of the op-ed.

Let the sun shine in

By Sen. Chuck Grassley (R-Iowa)

Sweeping dirt under the rug violates the golden rule of Housekeeping 101. Out of sight may be out of mind, but covering it up doesn't make it clean. The same is true in government. And yet, the federal bureaucracy thumbs its nose at this common-sense principle.

Agencies don't just encourage conscientious employees to sweep unpleasant truths under the rug. Many agencies actually force employees to sign on the dotted line, a written pledge to keep quiet, called a “nondisclosure agreement,” or NDA. These NDAs can seem deceptively legitimate. However, agencies often require employees to agree to these gag orders without informing them of their rights and obligations to report wrongdoing to Congress or inspectors general.

Even though federal law protects their right to do so, employees are led to believe that they have signed away their rights to speak outside the chain of command. As a result, employees witnessing wrongdoing often remain silent.

Read more: <http://thehill.com/opinion/op-ed/202363-let-the-sun-shine-in#ixzz2xjvqhI41>



Message: wind energy tax provisions advance, thanks to Grassley**Case Information:**

Message Type: Exchange
 Message Direction: External, Inbound
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:39 PM
 Item ID: 40861909
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **wind energy tax provisions advance, thanks to Grassley**

From Grassley Press **Date** Thursday, April 03, 2014 12:52 PM
To Grassley Press
Cc

For Immediate Release
 Thursday, April 3, 2014

Grassley Secures Renewal of Wind Energy Tax Provisions in Committee-passed Bill

WASHINGTON – Sen. Chuck Grassley of Iowa secured renewal of expired wind energy tax provisions in a tax measure passed out of a key committee today. The tax package also includes a reinstatement of a tax incentive for the production of domestic biodiesel, another long-time Grassley priority.

“Renewable energy supports thousands of jobs and generates billions of dollars in investment across the country,” Grassley said. “Public policy continues to help renewable energy develop and generate electricity and fuel from natural resources. It’s good news for the economy and for energy diversity to restore these provisions.”

The Finance Committee approved the wind energy and biodiesel provisions as part of a package reinstating tax provisions that expired in January. The Finance Committee chairman and ranking member included the biodiesel provision in their initial proposed bipartisan package. However, they excluded the wind energy provisions. Grassley then filed a bipartisan amendment to add the wind provisions. After hearing from Grassley, joined by other supporters, the committee chairman, Sen. Ron Wyden, accepted the Grassley amendment in a modified package that the committee approved today.

The Grassley provision approved in committee today reflects the law before it lapsed

and extends the wind provisions for two years. As the law provided, the amendment allows qualified parties to take the production tax credit or the investment tax credit instead of the production credit. The provision is extended through Dec. 31, 2015.

The tax bill extends for two years, through 2015, the \$1.00 per gallon tax credit for biodiesel, as well as the small agri-biodiesel producer credit of 10 cents per gallon. The bill also extends through 2015 the \$1.00 per gallon tax credit for diesel fuel created from biomass.

Under current law, facilities producing cellulosic biofuel can claim a \$1.01 per gallon production tax credit on fuel produced before the end of 2013. The bill extends this production tax credit for two additional years, for cellulosic biofuel produced through 2015.

Grassley said he hopes for full Senate consideration of the bill as soon as possible.

Grassley is a senior member and former chairman and ranking member of the committee. He is the father of the wind energy tax credit, having sponsored the first-ever provision enacted, and has sponsored and secured numerous extensions of the wind energy incentive since its creation.

An op-ed from Grassley, Sen. Mark Udall of Colorado, and Reps. Steve King and Dave Loebsack of Iowa on wind energy is available [here](#).

More detail on the biodiesel production tax incentive is available [here](#).

Grassley's statement at the Finance Committee today follows.

Statement of Senator Chuck Grassley
Markup of the EXPIRE Act
April 3, 20014

Mr. Chairman, I want to thank you and Ranking Member Hatch for you and your staff's hard work in putting this markup together. I am glad we are considering a two-year extension of expired tax provisions. I am hopeful this will provide a small window of certainty to taxpayers while allowing us to continue our work towards tax reform.

The annual stop and start nature of tax extenders creates uncertainty for taxpayers of all stripes. It often results in complications come filing season when tax forms are not ready and refunds are delayed.

It causes headaches for teachers purchasing school supplies, college students paying for higher education, and seniors making charitable donations from their IRAs. It further creates uncertainty for businesses, which harms investment and business growth.

The uncertainty it creates for the renewable industry has slowed growth in this sector. This serves only to hamper the strides made toward a viable self-sustainable renewable energy and fuel sector.

A strong vibrant renewable energy sector is good for jobs and economic growth. It is also

vital for American security to foster the growth of homegrown fuels and energy. The recent take-over of Crimea by Russia is a prime example of why this is so important. We do not want to have our hands tied in foreign affairs as many in Europe have found themselves to be, due to their reliance on foreign sources of energy.

Due to both economic and security reasons, I am pleased the Chairman included the biodiesel credit in his original mark and has accepted my amendment to extend the wind production tax credit to the modified mark.

Renewable and alternative energy is not an answer on its own. There are four critical elements to a comprehensive energy policy. They are: drilling for domestic oil and gas, promoting renewable and alternative energy, supporting conservation, and nuclear energy. I support a real, all-of-the-above approach to energy security.

The Chairman has expressed his determination that this be the last extenders bill prior to comprehensive tax reform. It is in tax reform where we should consider the relative merits of alternative and renewable incentives, along with all other energy provisions.

Targeting certain energy provisions for elimination now makes little sense for those of us who want to reduce tax rates as much as possible. Tax reform provides an opportunity to use a realistic baseline that will allow the revenue generated from cutting back provisions to be used to pay for reductions in individual and corporate tax rates.

I look forward to working with the Chairman and Ranking Member to enact tax reform and put an end to the headaches and uncertainty created by the regular expiration of tax provisions. Right now our focus should be on extending current expired or expiring provisions to give us room to work toward that goal.

Message: Cody Weston 0987

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:35 PM
Item ID: 40861802
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **Cody Weston 0987**

From Greco, Mary [IWD] **Date** Thursday, March 27, 2014 4:36 PM
To Eklund, David [IWD]
Cc

Hi Dave:

Sorry to bother you with this claimant but he is very beligerant over his overpayment. Someone called him today but did not leave a message and called from the customer service number.

The claimant has also requested that we call him after 4:00 pm. His number is 563-260-6464. I did recommend that he appeal his overpayment if he did not agree with it but still wants to talk to someone higher and a customer service person.

**Mary
Iowa Workforce Development**

Message: FW: SWA Contacts List**Case Information:**

Message Type: Exchange
 Message Direction: External, Inbound
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:18 PM
 Item ID: 40861567
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **FW: SWA Contacts List**

From H2ASWA, Chicago - ETA SVC

Date
 Tuesday,
 November
 05, 2013
 2:26 PM

To Adalberto Rubio; Agricultural Services; Alberto Isiordia; Alesia Brown; Alicia Boyd; Allan MacKinnon; Amdrew Szilvasi; Angela Balderas; Angelica Vasquez; Anthony Baker; Arah Lockhart; Barbara Lusinger; Barbara Lusinger; Barbara Wheatley; Barry Hirshbein; Belen Ledezma; Bernarda Cutter; Bernice Zampano; Betsie Rodriguez Vega; Billy Green; Bobbi Krob; Bonnie Lance ; Brian Clark; Camille Nieves; Carlos Roman; Carol Kanayama; Cecil Sandlin; Cecilia Garduno; Cecilia Garduno ; Chris Ramos; Christina Marzello; Claudia Greenwood; Colleen Dubbe; Connie Fuller; Daniel Romans; Daniel Valdez; Daniel Valdez; David Slimp; David White; DeAnna Smith; DeAnna Smith; Debi Traylor; Debi Traylor; Debra Larsen; Debra Larsen; Schippers, Denise [IWD]; Desirae Diaz; Diane Rushford; Diane Walton; Dixie Cravens; Dolly Raja; Dolly Raja; Dora Jenkins; Dunnia Aplicano; Edorbal Valentin; Edward Mitchell; Elaine Wentz; Elaine Wentz; Elizabeth Martin; Elizabeth Martin; Elizabeth Warner; Eric Denk; Eric Hernandez; Eric L Villegas; Estuardo Rodas; Fernando Gutierrez; Frances Arangure; Frances Pineda; Francis "Frank" Idiong; Francisco Macias; Gary Kamimura; Gayla Reardon; George Kincannon; Gloria Bostic; Gloria Harrison ; Gloria Neal; Gwen Winderlich; Henry Gross; Irene

Laguna; Jacqueline Blyden; James Eldridge; James Eldridge; Janie Claytor-Woodson; Jeanette Pickinpaugh; Jeff Gatewood; Jennifer Wilch; Jenny Betz; Jess Rose Rianelli; Jessie Phillips; Jesus Morales; Joan Modrell; John M. Waters; John Newkirk; John Vowles; Jon Weirether; Jorge Acero; Jorge Gomez; Jose Ocasio; Joyce Hahn; Juan Regalado; Judith Ezop; Julie Keating; Julie O'Connell; Julie Toskey; Karen Gay; Karyn Paul; Kay Strayer; Kendal Shaver; Kevin Ingalls ; Keyla Rivero-Rodriguez; Kim Morigeau; Kim Rodriguez; Laurie Fuglvog; Leben, John A - WHD; Leila Jackson; Les Smart; Leticia Yasuda; Lily Kersh; Lisa Shellenberger; Lois Campanelli; Adams, Lori [IWD]; Lucia Garcia; Buxton, Toni - ETA; Marcie Alling; Adasme, Marco [IWD]; Maria Trammell; Maricela Hernandez-Gray; Mark Olds; Mary Fleming; Mary Lewis; MaryAnn Samuels; Melissa Atkin; Melissa Romero-McKean; Merlin Williams; Merrill Hess; Michele Reynolds; Michelle Abraham; Mickey Lindstrom; Millie Dileo; MSFW; Nicholas Bishop; Nicole Skeek; Norma Martinez; Olga Ruiz; Pablo Nunez; Pamela Szacik; Paul Elkins; Rafael Di Stasio; Rebeca Guerra; Robert Brantley; Robert Kabel; Rodney Carr; Roman Diaz; Rosa Flores-Quinonez; Rosa Ortega; Rosario Quesada; Rose Lucenti; Ruby Peters; Ruth Lacher; Sandra Valentin; Scott Koblich; Shawn Surface; Shelly Thompson; Sherri Wilson; Sherri Wilson; Sherry Clark; Socorro Page; Stacey Wire; Steve Porr; Suzanne Thivierge; Sylvia Sanchez; Tamara Keane; Thadeus Roberts; Thomas Gonzales; Thomas Gonzalez; Thomas Ukinski; Tiffany Roberts; Tim Lawhorn; Tracy Rolfson; Travis "Chip" Crabtree; Vanessa Perez; Vilda Mayuga; Vincent McQueen; Vint DeGraw; Vivian Hopkins; Vivian Miltenberger; Walter Jants ; Wanda Mosley; Wendy Lomeli; William "Bubba" Grant; William Downer; William Pendleton; William Reed; Yvette DeLeeuw

Cc

 [SWA Contact List Compiled 11-05-2013.xls](#) (202 Kb HTML)

Good Afternoon,

Attached please find the latest SWA Contacts List. Please review the list for changes to your staff that may have taken place recently.

Corrections have been made in **PINK** print to the SWA Contact List based on notifications from the SWAs since the last list (08/28/2013).

As always, changes for this list should be emailed to this address.

Thank you,

Chicago National Processing Center

Page
08/23/2013
SWA Contact Information
Alabama
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Alaska
Dept. of Labor & Workforce Develop.
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Travis "Chip" Crabtree
H-2A Contact
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Title
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H-2A Back Up
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Bob Brantley
Dept. Head & Title
Commissioner Dianne Blumer
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Arizona
Department of Economic Security
Arkansas
Department of Workforce Services
H-2A Contact
Kim Rodriguez
H-2A Contact
John Newkirk

Title
FLC Specialist H-2A Program
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520-374-3025
Fax
501-683-5915
Email
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H-2A Back Up
Desirae Diaz
H-2A Back Up
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H-2B Contact
R. Kirby Everingham
H-2B Contact
John Newkirk
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FLC Specialist - H-2B Programs
Title
Program Monitor
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Fax
501-683-5915
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H-2B Back Up
Kim Rodriguez
H-2B Back Up
Lily Kersh
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FLC Coordinator
Title
Division Chief, ETA

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Supervisor
Peggy Feenan
Supervisor
Mike Kennedy
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Deputy Administrator
Title
Grant & Resource Administrator
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Phone
501-682-3142
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pfeenan@azdes.gov
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Mike.kennedy@arkansas.gov
Dept. Head & Title
Peggy Feenan, Deputy Administrator
Dept. Head & Title
Cindy Varner - Assistant Director
Phone
520-628-6810 Ext. 250
Phone
501-371-1028
California

Employment Development Department
Colorado
Department of Labor & Employment
H-2A Contact
Cecilia Garduno
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Message: FW: SWA Contacts List**Case Information:**

Message Type: Exchange
 Message Direction: External, Inbound
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:18 PM
 Item ID: 40861568
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

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 [SWA Contact List Compiled 11-05-2013.xls](#) (202 Kb HTML)

Good Afternoon,

Attached please find the latest SWA Contacts List. Please review the list for changes to your staff that may have taken place recently.

Corrections have been made in **PINK** print to the SWA Contact List based on notifications from the SWAs since the last list (08/28/2013).

As always, changes for this list should be emailed to this address.

Thank you,

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*Cells in PINK represent changes since the last list was distributed.

Message: FW: SWA Contacts List**Case Information:**

Message Type: Exchange
 Message Direction: External, Inbound
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:18 PM
 Item ID: 40861569
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **FW: SWA Contacts List**

From H2ASWA, Chicago - ETA SVC

Date
 Tuesday,
 November
 05, 2013
 2:26 PM

To Adalberto Rubio; Agricultural Services; Alberto Isiordia; Alesia Brown; Alicia Boyd; Allan MacKinnon; Amdrew Szilvasi; Angela Balderas; Angelica Vasquez; Anthony Baker; Arah Lockhart; Barbara Lusinger; Barbara Lusinger; Barbara Wheatley; Barry Hirshbein; Belen Ledezma; Bernarda Cutter; Bernice Zampano; Betsie Rodriguez Vega; Billy Green; Bobbi Krob; Bonnie Lance ; Brian Clark; Camille Nieves; Carlos Roman; Carol Kanayama; Cecil Sandlin; Cecilia Garduno; Cecilia Garduno ; Chris Ramos; Christina Marzello; Claudia Greenwood; Colleen Dubbe; Connie Fuller; Daniel Romans; Daniel Valdez; Daniel Valdez; David Slimp; David White; DeAnna Smith; DeAnna Smith; Debi Traylor; Debi Traylor; Debra Larsen; Debra Larsen; Schippers, Denise [IWD]; Desirae Diaz; Diane Rushford; Diane Walton; Dixie Cravens; Dolly Raja; Dolly Raja; Dora Jenkins; Dunnia Aplicano; Edorbald Valentin; Edward Mitchell; Elaine Wentz; Elaine Wentz; Elizabeth Martin; Elizabeth Martin; Elizabeth Warner; Eric Denk; Eric Hernandez; Eric L Villegas; Estuardo Rodas; Fernando Gutierrez; Frances Arangure; Frances Pineda; Francis "Frank" Idiong; Francisco Macias; Gary Kamimura; Gayla Reardon; George Kincannon; Gloria Bostic; Gloria Harrison ; Gloria Neal; Gwen Winderlich; Henry Gross; Irene

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 [SWA Contact List Compiled 11-05-2013.xls](#) (202 Kb HTML)

Good Afternoon,

Attached please find the latest SWA Contacts List. Please review the list for changes to your staff that may have taken place recently.

Corrections have been made in **PINK** print to the SWA Contact List based on notifications from the SWAs since the last list (08/28/2013).

As always, changes for this list should be emailed to this address.

Thank you,

Chicago National Processing Center

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*Cells in PINK represent changes since the last list was distributed.

Message: SWA Contact List 01/30/2014**Case Information:**

Message Type: Exchange
 Message Direction: External, Inbound
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:20 PM
 Item ID: 40861615
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **SWA Contact List 01/30/2014**

From H2ASWA, Chicago - ETA SVC

Date
 Thursday,
 January 30,
 2014 1:34
 PM

To Adalberto Rubio; Agricultural Services; Alberto Isiordia; Alesia Brown; Alicia Boyd; Allan MacKinnon; Amdrew Szilvasi; Angela Balderas; Angelica Vasquez; Anthony Baker; Arah Lockhart; Barbara Lusinger; Barbara Lusinger; Barbara Wheatley; Barry Hirshbein; Belen Ledezma; Bernarda Cutter; Bernice Zampano; Betsie Rodriguez Vega; Billy Green; Bobbi Krob; Bonnie Lance ; Brian Clark; Camille Nieves; Carlos Roman; Carol Kanayama; Cecil Sandlin; Cecilia Garduno; Cecilia Garduno ; Chris Ramos; Christina Marzello; Claudia Greenwood; Colleen Dubbe; Connie Fuller; Conyers Garrett; Daniel Romans; Daniel Valdez; Daniel Valdez; David Slimp; David White; DeAnna Smith; DeAnna Smith; Debi Traylor; Debi Traylor; Debra Larsen; Debra Larsen; Schippers, Denise [IWD]; Desirae Diaz; Diane Rushford; Diane Walton; Dixie Cravens; Dolly Raja; Dolly Raja; Dora Jenkins; Douglas Blakney; Dunnia Aplicano; Edorbai Valentin; Edward Mitchell; Elaine Wentz; Elaine Wentz; Elizabeth Martin; Elizabeth Martin; Elizabeth Warner; Eric Denk; Eric Hernandez; Eric L Villegas; Estuardo Rodas; Fernando Gutierrez; Frances Arangure; Frances Pineda; Francis "Frank" Idiong; Francisco Macias; Gayla Reardon; George Kincannon; Gloria Bostic; Gloria Harrison ; Gloria Neal; Henry

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Good Afternoon,

Attached please find the latest SWA Contacts List. Please review the list for changes to your staff that may have taken place recently.

Corrections have been made in PINK print to the SWA Contact List based on notifications from the SWAs since the last list (01/08/2014).

As always, changes for this list should be emailed to this address.

Thank you,

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Message: SWA Contact List 01/30/2014**Case Information:**

Message Type: Exchange
 Message Direction: External, Inbound
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:20 PM
 Item ID: 40861616
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

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From H2ASWA, Chicago - ETA SVC

Date
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 2014 1:34
 PM

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 [SWA Contact List Compiled 02-30-2014.xls](#) (203 Kb HTML)

Good Afternoon,

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Corrections have been made in PINK print to the SWA Contact List based on notifications from the SWAs since the last list (01/08/2014).

As always, changes for this list should be emailed to this address.

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 Capture Date: 7/10/2014 1:32:20 PM
 Item ID: 40861614
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **SWA Contact List 01/30/2014**

From H2ASWA, Chicago - ETA SVC

Date
 Thursday,
 January 30,
 2014 1:34
 PM

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 [SWA Contact List Compiled 02-30-2014.xls](#) (203 Kb HTML)

Good Afternoon,

Attached please find the latest SWA Contacts List. Please review the list for changes to your staff that may have taken place recently.

Corrections have been made in PINK print to the SWA Contact List based on notifications from the SWAs since the last list (01/08/2014).

As always, changes for this list should be emailed to this address.

Thank you,

Chicago National Processing Center

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H-2A Contact
Daniel Valdez
Title
Program Coordinator
Title

Program Coordinator
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340-776-3700, x-2055
Phone
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Fax
340-714-4994
Fax
360-407-1330
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Email
dvaldez@esd.wa.gov
H-2A Back Up
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Dept. Head & Title
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Dept. Head & Title
Dale Peinecke, Commissioner
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Phone
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West Virginia
WorkForce West Virginia
Wisconsin
Department of Workforce Development
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H-2A Contact
Rosa Ortega
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Title
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304-558-2850
Phone
608-266-7426 (FLC) / 920-361-0941 (M)
Fax
304-558-0027
Fax
608-261-6968 (FLC) / 920-361-0941 (M)
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Gayla Steward Reardon
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Dept. Head & Title
Scott Jansen, Division Administrator
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Phone
608-266-3485
Wyoming
Department of Workforce Services
Mariana Islands
Department of Labor
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Program Manager
Title
Federal Relations Manager
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Phone
670-664-3196
Fax
307-233-4658
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Email
brian.clark@wyo.gov
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(cont'd. from pg. 3)
Additional Contact Persons
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H-2A Back Up
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Phone
Title
Program Specialist
Email
Phone
850-921-3368
H-2B Contact
Brian Clark
Email
Edward.Mitchell@deo.myflorida.com
Title
Program Manager
H-2A & H-2B Back Up
Wanda Mosley
Phone
307-233-4657
Title
Program Specialist
Fax
307-233-4658
Phone
850-245-7437

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(cont'd. from pg. 12)
Additional contact persons
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H-2A Contact
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brenda.wilson@twc.state.tx.us
Phone
307-777-7838
H-2A Contact
Stacey Wire
Email
jeanette.pickinpaugh@wyo.gov
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Dept. Head & Title
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sylvia.sanchez@twc.state.tx.us
H-2B Contact
Brenda Wilson
Email
brenda.wilson@twc.state.tx.us
H-2B Contact
Stacey Wire
Email
stacey.wire@twc.state.tx.us
H-2B Contact
Sylvia Sanchez
Email
sylvia.sanchez@twc.state.tx.us
*Cells in PINK represent changes since the last list was distributed.

Message: FW: IWD Pamphlet Information**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:31:36 PM
 Item ID: 40860776
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

**FW: IWD Pamphlet Information**

From Goode, JoAnn [IWD] **Date** Monday, May 21, 2012
 10:30 AM

To Carson, Etha [IWD]; Wilkinson, Michael [IWD];
 Dow, Penny [IWD]

Cc



70-6202 Click Click Brochure 12-03-08.pdf (112 Kb HTML)



68-0057 - Weekly Call In Instructions 08-27-07.pdf (271 Kb HTML)



image002.gif (2 Kb HTML)



Brochure 3-29.pdf (1398 Kb HTML)



image004.png (16 Kb HTML)

Is this anything that needs immediate attention? It looks like timelines for completion could be tight.

From: Johnson, Brei [IWD]
Sent: Thursday, May 17, 2012 3:28 PM
To: Carson, Etha [IWD]; Wilkinson, Michael [IWD]; Goode, JoAnn [IWD]; Dow, Penny [IWD]
Subject: FW: IWD Pamphlet Information

Just want to communicate to everyone my situation and following up with the team on this request...

In about a week I will be focusing about 95% of my time on a major project and won't have the flexibility to help with these types of requests until about October (which is also about the time I should be due for my maternity leave too!)

Please get back to me asap on a direction we are going with this and even if the team does decide to move forward, at this point I still can't make any promises.

Brei Johnson

Marketing Communications Specialist
Communications Bureau

1000 East Grand Avenue
Des Moines, IA 50319-0209
515-281-8102 Phone
515-281-4698 Fax
www.iowaworkforce.org

From: Carson, Etha [IWD]
Sent: Monday, April 30, 2012 10:01 AM
To: Wilkinson, Michael [IWD]
Cc: Johnson, Brei [IWD]; Dow, Penny [IWD]; Goode, JoAnn [IWD]
Subject: FW: IWD Pamphlet Information

Brei is checking on these brochures and whether we still need the update?
I indicated I thought we did, but I would check with you.

Thanks,

Etha. Executive Officer

Unemployment Insurance Services



150 Des Moines Street
Des Moines, Iowa 50306

Etha.Carson@iwd.iowa.gov

Phone: 515 281-9363

Fax: Please label clearly with my name, Thank you

515 242-0498

242-0494

or **281-7695**

From: Johnson, Brei [IWD]
Sent: Friday, April 27, 2012 1:14 PM
To: Roovaart, Michelle [IWD]; Dow, Penny [IWD]
Cc: Carson, Etha [IWD]
Subject: RE: IWD Pamphlet Information

This project was on the back burner for me and so now I just want to touch base with everyone to see how to proceed now that this has been reversed. I didn't want to just assume this request isn't needed and so I wanted to check

Also, I found the attached Brochure in our SharePoint library and it is an updated version of the one initially provided to me for this project. Please see the attachment titled Brochure 3-29.

Thanks,

Brei Johnson
Marketing Communications Specialist
Communications Bureau

1000 East Grand Avenue
Des Moines, IA 50319-0209
515-281-8102 Phone
515-281-4698 Fax
www.iowaworkforce.org

From: Roovaart, Michelle [IWD]
Sent: Friday, March 09, 2012 3:19 PM
To: Johnson, Brei [IWD]; Dow, Penny [IWD]; Carson, Etha [IWD]
Subject: IWD Pamphlet Information

Attached is the only thing I could find at this point. We can start with this unless Penny has a hard copy of something that would work better.

Michelle Roovaart, Management Analyst III
Unemployment Insurance Division
150 Des Moines Street, Des Moines, IA 50309-1836
Phone (515) 242-0402 Fax (515) 242-0494

- [Image 1](#)
 - [Image 2](#)
-

Image 1

For general questions, contact:
UIClaimsHelp@iwd.iowa.gov

70-6202 (12-08)

An Equal Employment Opportunity Agency
Auxiliary aids and services are available
Upon request, for people with disabilities.
For deaf and hard of hearing, use Relay 711.

**To locate your closest Workforce
Development Center check your
local telephone directory or visit
our website**

www.iowaworkforce.org

Failure to report your weekly continued-claim
will cause a delay in your payments.

**To Check on the status of your claim or
benefit payment;**

The on-line benefit status information at
<https://www1.iwd.state.ia.us/WeeklyClaims>

is available 24 hrs a day 7 days a week.

Or

The touch tone telephone benefit information
line at (800) 850-5627 (outside of Des Moines)
281-6231 (in Des Moines calling area) is available
Tuesday through Friday from 7:30 a.m. to 4:59
p.m.

Note: If Monday is a holiday, updated information is not available until Wednesday.

You can file on-line for Unemployment Benefits by visiting

www.iowaworkforce.org

Note: You must use a touch-tone telephone to ensure your calls are correctly recorded by the interactive voice response system.

Receiving Your Benefit Payments:

Most Iowans may receive unemployment for up to 26 weeks and in some cases 39 weeks. After you have filed your unemployment claim, you must confirm your eligibility **each week you are unemployed** using one of the following methods:

Continued Claim Web Reporting

You may file your weekly-continued claim on-line at
<https://www1.iwd.state.ia.us/WeeklyClaims>

Important: If you get disconnected or close out this application before the application tells you that your claim has been accepted, you will have to log-in and start again to successfully file your continued claim.

Touch-Tone Telephone Reporting

To file your weekly-continued claim by telephone, just call the continued claims IVR reporting system at **(800) 850-5627 (outside of Des Moines)** or **281-6231 (in the Des Moines calling area)**

It is best to make your call during the hours of 10:00 a.m. Saturday to 11:30 p.m. on Sunday. The system is also available Monday through Friday 7:30 a.m. to 4:59 p.m.

The weekly call is a pre-recorded message that will ask you a series of questions and you will use your telephone keypad to enter your responses or respond to the online questions.

Image 2

If you do not meet the criteria to file on-line, you should contact a local Workforce Development Center for additional assistance in filing your unemployment claim.

Even if you do not have a home computer, you can file your unemployment claim on-line from any Internet connected computer, such as those found at the public library, your union hall, or your closest Workforce Development Center.

Eligibility Requirements

The basic eligibility requirements are that you:

- Are totally or partially unemployed.
- Have worked and earned a minimum amount of wages in work covered by unemployment tax during the past 18 months.
- Have lost your job through no fault of your own.
- Are able and available for work.
- Are registered for work at your local Workforce Development Center, unless work search is

waived. You can register for work on-line by using the Employment Registration Services application.

- Are actively seeking work unless work search is waived.

For additional information or to better understand the eligibility requirements please read the **Facts about Unemployment Insurance Guide** on our website at www.iowaworkforce.org

. You

may also get a copy of the guide by visiting your closest Workforce Development Center.

Filing an Unemployment Claim

Iowa Workforce Development wants to help Iowans receive unemployment benefits to which they are entitled. Iowans eligible for this assistance may file a new unemployment claim by using one of the following methods:

On the Internet at www.iowaworkforce.org or by visiting your local Workforce Development Center.

Is filing a claim on-line right for you?

The fastest, most efficient way to apply for unemployment benefits is online. The Internet filing option is available 24 hours a day, seven days a week – it's always open!

To be able to file a claim online you must meet all of the following criteria:

- You must have worked in Iowa during the past 18 months. (earned Iowa wages);

- You must **not** have an existing unemployment claim in any other state with money (benefits) still available;
- You must **not** have an existing Railroad Un-

employment claim with money still available;

- If you served in the U.S. military during the past 18 months, you **MUST** have an Iowa

residence;

- If you have earned wages in more than one state in the past 18 months and you want

those wages added to your claim, you must live in Iowa.

www.iowaworkforce.org

No matter how you file your unemployment benefit claim you will need to have the following information available:

What you will need:

- Your Social Security number;
- The name, payroll address and telephone number of your most recent employer;
- The first and last date you worked for that employer;
- An Alien Registration number if you are NOT a U.S. citizen or permanent refugee.
- If you served on active duty in the U.S. military during the past 18 months, a DD214 (member copy 4);
- If you worked for the federal government in the past 18 months, a Standard Form 8, if one was provided to you;
- The names of any dependents that you can claim as exemptions on your federal income tax return.
- You may claim your spouse as a dependent if her/his gross wages were \$120 or less in the week prior to filing your claim. Self employment does not count as gross

wages for dependent purposes.

- [Image 1](#)
 - [Image 2](#)
-

Image 1

You have applied for unemployment insurance benefits and the effective date of your claim will be Sunday, _____. To receive your unemployment insurance benefits each week you MUST call the continued claims reporting system at (800) 850-5627 (toll free outside the Des Moines area) or 281-6231 (within the Des Moines calling area). You may select either the English or the Spanish version of the script. The best hours to call are between 10 a.m., Saturday to 11:30 p.m., Sunday, or Monday through Friday, 7:30 a.m. to 4:59 p.m.

You should make your first call to the automated voice response system on _____, and will be claiming benefits for the period beginning _____ and ending _____. A prerecorded interactive voice

response (IVR) system will ask you to certify that you:

- Are unemployed or working reduced hours;
- Are able and available for work;
- Have not refused any job offers or referrals;
- Are actively looking for work (unless waived); and
- Are reporting any pay or pension you may be receiving.

If you had earned wages or were paid vacation or severance pay for the week listed above, failure to report the income will result in delays on your claim and possible overpayment of benefits. All gross wages earned, including supplemental or part time wages, during weeks claimed must be reported when making weekly calls. This call is MANDATORY every week if you want to receive an unemployment insurance payment.

PERSONAL ID NUMBER (PIN)

When you make your continued claims call for the first time, you will be asked to enter a personal identification

number (PIN). Be sure to select a PIN that will be easy to remember since you must use the same PIN each time you call to file your weekly claim or call to reactivate an existing claim. Do not use the same numbers in sequence (such as 1111 or 3333) or numbers in sequence (such as 1234). If you forget your PIN or think someone else knows your PIN, contact your local Iowa Workforce Development Center.

WORK SEARCH REQUIREMENTS

If your separation from your employer is permanent, you are required to activate a work registration with Iowa Workforce Development and make a minimum of two job contacts per week. Ask your Iowa Workforce Development representative how to activate your work registration. The same representative can clarify acceptable work search contacts. Keep a written record of your work search contacts in your *Facts About Unemployment Insurance* guide. Keep your record of contacts for work for up to 18 months from the initial filing of your claim.

Your work search requirement is waived if you will be called back to your regular employer.

If you are a union member in good standing, you are required to make a weekly contact to your union hall.

WEEKLY CALL-IN INSTRUCTIONS

68-0057 (08-07)

IOWA

DEVELOPMENT

Smart. Results.

Image 2

FACT FINDING INTERVIEW

On a new unemployment claim, your last employer and all employers you worked for in approximately the last 18 months will receive notice of this claim and may be responsible for paying some of the charges on the claim. If any of the employers notified protest your claim, a fact finding interview may be scheduled to

gather information to issue decisions on your eligibility for benefits and potential charges to employer accounts. If you quit or were fired from your most recent job you will be scheduled for a fact finding interview. You and your former employer will receive a *Notice of Unemployment Insurance Fact-finding Interview* containing the scheduled date and time of a telephone interview. Be sure you check your mail carefully so you do not miss a scheduled telephone interview. **It is**

important to make your weekly call to the continued claims reporting system while unemployed, even during the weeks you are waiting for your scheduled interviews or appeals. It does take several weeks to process your application and determine eligibility.

To check on the status of your claim or status of your benefit payment, call:

**Outside Des Moines, (800) 850-5627
Des Moines Area 281-6231**

The status information is only available Tuesday through Friday, 7:30 a.m. to 4:59 p.m.

Note: If Monday is a holiday, status information is not available until Wednesday of the week.

MONETARY DETERMINATION

New unemployment insurance applicants will receive a monetary determination form in the mail that includes the name of their last employer, Iowa wages used to set up the claim, number of dependents, the maximum potential payment each week and the maximum total potential payment on the claim. Carefully review the earnings listed and if they are incorrect, contact Iowa Workforce Development immediately. If your claim involves federal/military or out-of-state wages you will receive a second monetary determination after we request and receive the wage information from those departments.

FACTS ABOUT UNEMPLOYMENT INSURANCE GUIDE

New applicants will also receive a booklet, *Facts about Unemployment Insurance* guide. It is your responsibility to read and know the contents of the guide.

Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities.
For deaf and hard of hearing, use Relay 711.

- [Image 1](#)
 - [Image 2](#)
-

Image 1

File Online Unemployment Insurance Benefits: **IowaWORKS**

Receiving UI Benefits

Iowans are typically approved for UI benefits

for up to 26 weeks, and in some cases up to 39

weeks. Once your claim is approved, you will

need to confirm your eligibility weekly.

Each week you will be asked to apply for two

jobs and confirm that you were able and

available for work. You can do this either online

or by calling (800) 850-5681 (outside of Des

Moines) or (515) 281-6231 (in the Des Moines

calling area).

To receive your benefit money on time, you should file your weekly claim anytime between the hours of 10:00 a.m. Saturday through 11:30 p.m. Sunday. However, the system is also available Monday-Friday from 7:30 a.m. – 4:59 p.m.

The weekly pre-recorded message will ask you a series of question and you will use your telephone keypad to enter your responses.

To make sure your calls are correctly recorded by the interactive voice response system, you should use a touch-tone phone.

Failure to provide updated information weekly will cause a delay in your payments.

To check the status of your claim or your benefit payments, call (800) 850-5627 or (515) 281-6231.

In addition, benefit status information is available Tuesday-Friday from 7:30 a.m. – 5:00 p.m.

NOTE: If Monday is a holiday, this information will not be available until Wednesday.

UI Claims Status Check

To find your local Iowa *WORKS* office or for more information, please visit www.iowaworkforce.org.

For general UI question, e-mail
UIClaimsHelp@iwd.iowa.gov.

IowaWORKS

*Equal Opportunity Employer/Program
Auxiliary aids and services are available upon request
to individuals with disabilities.
70-6202 (02-11)*

www.iowaworkforce.org

Image 2

IowaWORKS is committed to assisting Iowans in filing for Unemployment Insurance (UI) benefits in a quick, efficient manner. Iowans who are eligible for UI benefits need to file a claim to receive this assistance.

The fastest, most efficient way is to apply for benefits online is by visiting www.iowaworkforce.org.

Eligibility Requirements

Not everyone will be eligible to receive UI

benefits. In order to receive benefits, you should:

- Be totally or partially unemployed
- Have lost your job through no fault of your own be able and available for work
- Have worked and earned a minimum amount of wages in work covered by UI tax during the past 18 months
- Be actively seeking work and registered for work at your local

Iowa *WORKS* office (unless work search is waived). You can register for work online by using the Employment Registration Services application.

No matter how you file a UI benefit claim, you will need to have the following information available:

- Your social security number
- Your most recent employer's name, payroll address and telephone number of your recent employer
- The first and last date worked for your previous employer
- An alien registration number if you are
- NOT a U.S. citizen or permanent refugee
- A copy of your DD214, if you've served in the military during the past 18 months
- A Standard Form 8, if you've worked for the federal government in the past 18 months

What You'll Need to File a Claim

In order to file a claim online, you must:

- Not have an existing unemployment claim in any other state with money (benefits) still available
- Not have an existing Railroad UI claim with money still available
- Have an Iowa residence, if you've

served in the military in the last 18 months
– live in Iowa if you've earned wages in
more than one state in the past
18 months and you want those wages
added to your claim

- Names of any dependents that you can claim as exemptions on your federal income tax return. You may claim your spouse as a dependent if his/her gross wages were \$120 or less in the week prior to filing your claim. (Self-employment does not count as gross wages for dependent purposes.)

For additional information or to better understand the eligibility requirements, you can read the *"Facts about Unemployment Insurance Guide"* on our website at www.iowaworkforce.org.

You may also get a copy of the guide by visiting your local Iowa *WORKS* office.

If you do not meet the criteria to file online, you can receive additional assistance for filing your claim at your local Iowa *WORKS* office.

Eligibility Requirements for Filing a UI Claim Online

[Preview is not available (conversion excluded for this file type).]

Message: Packet information...

Case Information:

Message Type: Exchange
Message Direction: External, Outbound
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:42 PM
Item ID: 40861993
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

**Packet information...**

From Goode, JoAnn [IWD] **Date** Monday, March 03, 2014 3:12 PM
To mej3331@yahoo.com
Cc



Applicant Instr for Combined Conv Essent Func Rev.doc (368 Kb HTML)



Employee Benefit Package Information.doc (416 Kb HTML)



Notice of Disclosure.doc (337 Kb HTML)



Notification of Conviction Essential Functions Comb.doc (337 Kb HTML)



PDQ - DSM Investigator II.doc (74 Kb HTML)



Reference Information.doc (342 Kb HTML)



Unemployment Insurance.pdf (133 Kb HTML)



Job position.pdf (45 Kb HTML)

Good afternoon Michael.

I have attached the packet information for your interview. Please read and complete prior to your phone interview on Friday March 7 at 11am CST.

If you have any questions feel free to email me or call.

WELCOME

Applicant Instructions

Thank you for applying at Iowa Workforce Development for:

13216BR

Unemployment Insurance Investigation and Recovery Investigator 2

This position is located at our office in:

Des Moines

The attached information contains several important documents regarding the position you are applying for. Please note the check marks as some of these forms *must be completed before the interview begins*. Here are the details:

Form	Name	Must be completed
1	Organizational Chart The organizational chart that reflects the position(s) in the bureau/division that you are interviewing for.	
2	Job Announcement The general job announcement for the position(s) you are interviewing for.	
3	Position Description A description of the position(s) you are interviewing for.	
4	Working for the State of Iowa This sheet provides you with some of the employee benefits offered to Iowa Workforce Development employees. Actual benefits and amounts will depend on your specific employment status if employment is offered.	
5	Applicant References A form is provided for you to provide your professional and business references.	
6	Notice of Disclosure of Identity & Consent to Contact References This form provides us with the authorization to contact the references provided by you or any others we deem	

	appropriate in order to conduct background checks or to verify your current or prior employment.	
7	Notification of Conviction & Essential Functions Review This form is provided for you to notify us of a conviction. In addition, this form is provided for you to you along with an attached list of the essential functions of the position(s) for which you are applying. Please note that all factors and circumstances will be reviewed.	

Your interview will begin shortly after you have completed the forms indicated above. Thank you for considering a position with Iowa Workforce Development.

WORKING FOR THE STATE OF IOWA

Employee Benefits

Thank you for applying at Iowa Workforce Development. In addition to your biweekly paycheck, this position is eligible for a comprehensive State of Iowa benefits package. Here are just some of the benefits you may be eligible for ^{*}:

<p>Health Insurance</p> <p>Several health insurance options are available to State of Iowa employees. For a full-time employee, the State pays 100% of the premium for single coverage and a significant portion for family coverage. Actual amounts depend on the plan selected.</p>
<p>Health Care Flexible Spending Account</p> <p>Participants may set aside up a portion of pre-taxed income per year for reimbursement of eligible medical care expenses that are not reimbursed through their health and/or dental insurance carrier. Eligible expenses are defined by the Internal Revenue Code.</p>
<p>Dental Insurance</p> <p>For a full-time employee the State pays 100% of the cost for single coverage, and contributes a significant amount towards the cost of family coverage.</p>
<p>Life Insurance</p> <p>The state provides a basic benefit amount and pays the basic benefit premium. All coverage includes an equal amount of coverage for accidental death and dismemberment. Employees may also purchase an additional amount of coverage.</p>
<p>Long-Term Disability</p> <p>The state pays the premium for long-term disability care.</p>
<p>Deferred Compensation</p> <p>Under the State's voluntary supplemental retirement program, employees may defer a portion of their salary before deferral and state income tax. In addition the state matches a portion of the deferred compensation. A variety of plans are available from different investment organizations.</p>
<p>Vacation, Holidays, Sick Leave</p> <p>New full-time employees earn two weeks of vacation per year. This amount increases based upon length of employment. The state has also designated a series of paid holidays each calendar year. Finally, sick leave</p>

is a paid leave option available to employees. The amount of sick leave is accrued throughout the year.

**The benefits described above are generally available to State of Iowa employees. However, actual benefits and benefits amounts will depend on your specific employment status. More information regarding State of Iowa employee benefits will be made available at the time employment is extended. Receipt of this form is not an offer of employment.*

NOTICE OF DISCLOSURE OF IDENTITY

Consent to Contact References

Thank you for submitting application materials for the position of:

13216BR

Unemployment Insurance Investigation and Recovery Investigator 2

The State of Iowa may be requested under Iowa's Fair Information Practices Act, Iowa Code Chapter 22, to provide your identity and other relevant public information about you to members of the public or the press. The state has a duty to promptly respond to such requests for public information and is prohibited from withholding such information from the public or the press. The Search Committee hereby informs you that your identity and other relevant public information about you cannot be held as confidential and may be disclosed without your consent. By executing this document, you hereby release the State of Iowa, the Search Committee, its agents, representatives and employees from any prior request you have made for confidentiality of your identity and relevant public information about you regarding your candidacy for the above position.

The Search Committee may wish to contact the references provided by you or any others we deem appropriate in order to conduct background checks or to verify your current or prior employment. By executing this document, you hereby give your consent to the Search Committee, its agents and representatives to contact your references or any others we deem appropriate to verify your current and prior employment for the purpose of evaluation of your qualifications for the above position. This consent is limited to this position and does not extend to any other position within state government for which you may have submitted an application.

Your full legal name, social security number and date of birth will only be used to conduct the investigations listed above. This information will be kept confidential and used for no other purpose.

Your Full Legal Name <i>(Please Print)</i>	<i>Signature</i>
Social Security Number	Date of Birth
Today's Date	

NOTIFICATION OF CONVICTION & ESSENTIAL FUNCTIONS

Disclosure Questions

Unemployment Insurance Investigation and Recovery Investigator 2

Notification of Conviction

A conviction record will not necessarily be a bar to employment, and factors such as age and time of the offense, seriousness and nature of the violation, and rehabilitation will be taken into account. Please answer the following question:

With this being stated, have you ever been convicted of a felony? Please indicate your response.

YES	YesYesYes	NO	NoNoNoNo
-----	------------------	----	-----------------

Essential Functions of the Position

After reviewing the list of essential functions required for the Iowa Workforce Development position listed above, please answer the following question by checking the appropriate answer:

Based on the list of essential functions provided, are you able to perform the essential functions of this position? Please indicate your response.

YES	YesYesYes	NO	NoNoNoNo
-----	------------------	----	-----------------

Your Name <i>(Please Print)</i>
Today's Date
Signature

Image 1

1-Secretary 2

Teresa Stalker-UAUM

1-Attorney 3

Joseph Bervid-UAUM

1-Admin Asst 1

JoAnn Goode-UAUM

1-EO 1

Etha Carson-UAUM

2-Workforce Associate

Brent Garrett-CAUC
Cathy Schafer-CAUC

21-Workforce Advisor

Roxy Devine-CAMN
Jon Hallengren-CAMN
Tommy Tavegia-CAMN

Gary Batten-CAUC
Terryne Densmore-CAUC
Deborah Shepherd-CAUC
Sharon Parry-CAUC
Leslie Schmalzried-CAUC

Kim Rieger-CAUC
Karen Holett-CAUC
Barbara Spencer-CAUC
Vacant-CAUC

Ray Dyer-CAUC
Kathie Wolfe-CAUC
Jeanine Cozart-CAUC
Aaron Hoard-CAUC

Frisco Baccam-CAUC
Vu Vo-CAUC
Kara Close-CAUC
Shannell Allen-CAUC

Adam Beattie-CAUC

1-EO 1

Jill Borgeson-CAUC

BENEFITS BUREAU

PSE 2

David Eklund - A0CAUM

UI SERVICE CENTER

**Unemployment
Insurance Manager**
Brenda Boten

AACAUC

1-Clerk Specialist

Lori Andreano-IRUC

1-Workforce Associate

Nhoui Khounlo-IRUC

15-Workforce Advisor

Ryan Moses-CAMN

Spomenka SchlumbohmCAMN

Erin Irvine-CAUC

Kevan Irvine-CAUC

Michael Hosier-CAUC

Brianne Croushore-CAUC

Veronica Young-CAUC

Phillip Peacock-CAUC

Joan Oyibo-CAUC

Kevin Wey-CAUC

Kirsten Wood-IRUC

Michelle Saddoris-IRUC

Connie Dykstra-IRUC

Marlys Guy-IRUC

Evelyn Ruby-IRUC

UNEMPLOYMENT INSURANCE SERVICES DIVISION

Public Service Executive 5

Michael Wilkinson - A0UAUM

QUALITY CONTROL BUREAU

Job Insurance Quality Manager – PSE 2

Jodi Douglas - A0QCUM

6-Job Insurance Quality

Auditor 2

Mary Piagentini-QCQC

Kathy Jergenson-QCQC

Juliann Putzier-QCQC

Geralyn Lainson-QCQC

Judy Gilkison-QCQC

Ellen Batten-QCQC

Iowa Workforce Development

January 31, 2014

February 13, 2014

BENEFITS BUREAU

PSE 2

Ryan West - A0CAUM

2-Clerk Specialist

Linda Edmonds-CAUC

Maria Long-CAUC

21-Workforce Advisor

Tracy Starr-CAMN

Lisa Stielow-CAMN

Christina Steen-CAUC

Shantel Anderson-CAUC
Rebecca Ramirez-CAUC

Brian Stewart-CAUC
Bill Carroll-CAUC
Paul Landrew-CAUC
Jenifer Nutting-CAUC
Dianne Dawson-CAUC

Bill DeSmidt-CAUC
Quentin Kooiker-CAUC
Michael Donlin-CAUC
Kham Ung-CAUC
Pho Chounlamountry-CAUC

Jennifer Vogt-CAUC
Kasandra Ellenwood-CAUC
Karen Cogan-CAUC
Matt Gifford-CAUC

Sharon Gaulke-Lilly-CAUC
Christal Finck-CAUC

**1-Tax Performance
System Analyst**
Daniel Halferty-QCQC

2-Management Analyst 3
James Shenk-QCQC
Ryan Anderson-TBUC

2-EO 1

Laura Prettyman-CAUC
James Van Syoc-QCQC

TAX OPERATIONS

PSE 2

Carie O'Brien - A0TBUM

Field Auditor

Sandra Payne-TBUC
Vacant-TBUC
David Fraehlich-TBUC

Michele Sells-TBUC
Kathy Wampler-TBUC
Lisa Pundt-TBUC
Joyce Russell-TBUC
Charles Rummery-TBUC

Kimberly Cross-TBUC
James Madden-TBUC
Kimberly Ardueser-TBUC
Rose Fischer-TBUC

Michael Nelson-TBUC
Debra Schloss-TBUC
Rhonda Hauge-TBUC

Field Auditor

Steven Heinle-TBUC
Richard Oshlo-TBUC
Vacant-TBUC

Gerard O'Reilly-TBUC

Robert Berndt-TBUC
Connie Johnson-TBUC
JoAnn Hickok-TBUC
Alison Tupper-TBUC
Kathleen Callahan-TBUC
Claudine Mesecher-TBUC

Barbara Stanek-TBUC
Chad Lutter-TBUC
Justin Demsky-TBUC
Alan Lewis-TBUC

Amie Lovrien-TBUC

Dale Clark-TBUC
Stacey Brown-TBUC
Tim Hedrick-TBUC
Brandie Cummings-TBUC

MISCLASSIFICATION
2-Field Auditor
Russell Munsinger-TBMU
James Harris-TBMU

1-Investigator 2
Ryan Dostal-TBMU

ACCOUNT MAINTENANCE
3-Employer. Liability Specialist
Amanda Cross-TBUC
Randolph Adcock-TBUC
Randy Hendrickson-TBUC

COLLECTIONS
1-Admin. Assistant 1
Susan Dameron-TBUC
6-Employer. Liability

Specialist

Genea Sporer-TBUC
Elizabeth Pruisner-TBUC
Carol Tanner-TBUC
Keith Hawkins-TBUC

Melissa Vansice-TBUC
Dana Barrer-TBUC

FIELD AUDIT

Unemployment Insurance Manager
Jason Tryon
A0TBUC

CASHIERING
2-Acct. Clerk 2
Lainda Drake-TBUC
Siriporn Loucks-TBUC
1-ITS Support Worker

Vacant-TBUC

CUSTOMER SERVICE

5-Admin. Assistant 1

Vacant-TBUC

Adam McElhenny-TBUC

Kim Davis-TBUC

Trudi Snyder-TBUC

Eunice Meyer-TBUC

1-ITS Support Worker 2

Sandra Townes-TBUC

CLERICAL

10-Clerk Advanced

Sandra Baker-TBUC

James Riepe-TBUC

2-Clerk Specialist

Amy Reed-TBUC

Tyler Hauf-TBUC

6-ITS Support Worker 2

Julie Hidlebaugh-TBUC

Cindy Crawford-TBUC

Patricia Underwood-TBUC

Tisha Scovel-TBUC

Kimberly Becker-TBUC

Jana McCleary-TBUC

RECORDS MANAGEMENT

Unemployment Insurance Manager

Vacant

A0TBUC

1-Emplr Liab Spec

Lisa Kolontar-IRUC

7-Investigator 2

Vacant-IRUC

Jonathan Linnenbrink-IRUC

Jane Connor-IRUC

Vacant-IRUC

Vacant-IRUC

Karen Von Behren-IRUC

Irma Lewis-IRUC

1-Management Analyst 3

Michelle Roovaart-CAUC

Image 1

Message: FW: March 4 2014 Newsletter**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:42 PM
 Item ID: 40861994
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

**FW: March 4 2014 Newsletter**

From Goode, JoAnn [IWD]

Date
 Tuesday,
 March 04,
 2014 9:14
 AM

To Adams, Lori [IWD]; Castillo, Lisa [IWD]; Gilkison, Judy [IWD]; IWD-UISC; IWD-UISC.Fraud; Jergenson, Kathy [IWD]; Wahlert, Teresa [IWD]; Wilkinson, Michael [IWD]; Adcock, Randolph [IWD]; Anderson, Ryan [IWD]; Baker, Sandra [IWD]; Barrer, Dana [IWD]; Becker, Kim [IWD]; Berndt, Rob [IWD]; Brown, Stacey [IWD]; Clark, Dale [IWD]; Crawford, Cindy [IWD]; Cross, Amanda [IWD]; Cross, Kim [IWD]; Cummings, Brandie [IWD]; Dameron, Susan [IWD]; Davis, Kim [IWD]; Dennis, Carla [IWD]; Dostal, Ryan [IWD]; Drake, Laina [IWD]; Harris, James [IWD]; Hauf, Tyler [IWD]; Hawkins, Keith [IWD]; Hedrick, Timothy [IWD]; Heinle, Steven [IWD]; Hendrickson, Randy [IWD]; Hickok, JoAnn [IWD]; Hidlebaugh, Julie [IWD]; Lewis, Alan [IWD]; Loucks, Siriporn [IWD]; Madden, James [IWD]; McCleary, Jana [IWD]; McElhenny, Adam [IWD]; Mesecher, Margaret [IWD]; Meyer, Eunice [IWD]; Munsinger, Russell [IWD]; O'Brien, Carie [IWD]; Pruisner, Elizabeth [IWD]; Pundt, Lisa [IWD]; Reed, Amy [IWD]; Riepe, James [IWD]; Scovel, Tisha [IWD]; Snyder, Trudi [IWD]; Sporer, Genea [IWD]; Tanner, Carol [IWD]; Townes, Sandra [IWD]; Underwood, Pat [IWD]; Vansice, Melissa [IWD]; Wampler, Kathy [IWD]; Windust, Stephanie [IWD]; Ardueser, Kim [IWD]; Callahan, Kathleen [IWD]; Demsky, Justin [IWD]; Fischer, Rose [IWD]; Fraehlich, Dave [IWD]; Hauge, Rhonda [IWD]; Johnson, Connie [IWD]; Lovrien, Amie [IWD]; Lutter, Chad [IWD]; Nelson, Mike [IWD]; O'Reilly, Gerard [IWD]; Payne, Sandy [IWD]; Rummery, Charles [IWD]; Russell, Joyce [IWD]; Schloss, Deb [IWD]; Sells, Michele [IWD]; Stanek, Barbara [IWD]; Tupper, Alison [IWD]; Batten, Ellen [IWD]; Douglas, Jodi [IWD]; Halferty, Dan [IWD]; Lainson, Geralyn [IWD]; Piagentini, Mary [IWD]; Putzier, Juli [IWD]; Shenk, Jim [IWD]; Van Syoc, Jim [IWD]; Bervid, Joseph [IWD];

Carson, Etha [IWD]; Goode, JoAnn [IWD]; Olivencia, Nicholas [IWD];
Stalker, Teresa [IWD]

Cc



March 4 2014 Newsletter.pdf (1036 Kb HTML)



image001.jpg (3 Kb HTML)

Ryan West
Regional Operations Manager
Phone (515) 725-3732
Fax (515) 281-9321

 Description:
titlegraphic

- [Image 1](#)
- [Image 2](#)
- [Image 3](#)
- [Image 4](#)
- [Image 5](#)
- [Image 6](#)

Image 1

IWD News Letter
 Chief Editor, Ryan West

Inside this issue

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Claim Information

Claims taken week ending March 1
 2014 were 3,022

Claims taken week ending March 2
 2013 were 3,838

Claims taken for the month of
 February 2014 were 11,674

Claims taken for the month of
 February 2013 were 15,875

Service Center Department

Fourth quarter Benefit Timeliness Quality (BTQ) was released in mid February and for the third quarter in a row, we passed both separation and non-separation decisions. The BTQ Core Measure criterion is 75% of the separation and 75% of the nonseparation determinations. The final separation and non-separation scores for the quarter ending December 31, 2013 were 75.9% and 88.0% respectively. Of the twenty-nine valid separation decisions, twenty-two passed the review. Of the twenty-five valid non-separation decisions, twenty-two passed the review. This is great news for many reasons, but most importantly because we have passed three consecutive quarters for the first time since 2008—2009. Great job to everyone.

As many of you know from past issues, I have discussed a product called State Data Exchange System (SIDES). SIDES gives potential employers a variety of options that have not been offered in the past. It is a product that has been growing each month with exposure and word of mouth. Starting in February we mailed 5,000 marketing flyers to employers all across Iowa and will continue to do so each month moving forward. The mailings are part of a DOL project that keep expense, extremely low.

One aspect of SIDES is that employers are allowed to respond to us electronically which means we don't have to mail a notice of claim to an employer each time a claimant files for unemployment. Forecasted postal savings for 2014 for this aspect alone should reach \$55,000. This number will increase each year as more employers move to SIDES. If you would like more information and marketing material, please email me directly.

In the week ending February 22, the advance figure for seasonally adjusted **initial claims** was 348,000, an increase of 14,000 from the previous week's revised figure of 334,000. The 4-week moving average was 338,250, unchanged from the previous week's revised average.

Ryan West, Regional Operations Manager, UI Division

Quote of The Month

Always do more than is required of you – George S. Patton

1

March 4th, 2014
Volume 1, Issue 12

Image 2

IWD Information Technology (IT) has been diligently working with Quality Control (QC) programming the Data Validation (DV) populations for Tax. Currently, QC is under a corrective

action plan (CAP) as we have not been able to submit and pass certain Tax data validation populations with the transition to MylowaUI. Three populations were recently created, submitted to the USDOL and all three PASSED!! Fantastic Job!!

Jodi Douglas, Quality Control Manager, Unemployment Insurance Services

Customer Service Department

Quality Control Department

2

Effective 2/28/14 Tina Woods will become the new AA2 team lead within the customer group. Welcome Tina

Carmen Gomez, Customer Service Bureau Chief

Image 3

Words From The Boss

Last fall, the UI Division went through a competitive bid process for the selection of our UI debit card vendor as the current contract is due to expire in 2014. Five excellent proposals were received and Bank of America was selected as the new debit card service provider. The team I selected to work with me on this project included Jill Borgeson, Dave Eklund, Melana Hammond, Nick Olivencia, Michelle Saddoris, Spomenka Schlumbohm, and Kirsten Wood, and me. As a result of our efforts, claimants that choose the debit card option to receive their UI benefits will recognize some significant changes in customer service and fees. In particular, they will have

- Immediate access to live customer service support in addition to an IVR and web services,
- No fees for a balance inquiry at any ATM,
- Claimants can sign up for text message alerts for deposits.
- One free cash withdrawal at an out of network ATM per week and only \$1.25 for

out-of-network, cash withdrawals per week after the first.

- Immediate access to cash balances through Western Union.

We are already in the process of developing a communication plan to our customers and the transition plan with Bank of America which will take effect in July 2014. Watch for more announcements on our progress in the coming months.

Mike Wilkinson, Division Administrator

3

Image 4

Investigation and Recovery Department “Fraud of The Month”

With 2014 in motion, the Investigations & Recovery Unit is hard at work helping protect Iowa Workforce Development and the businesses throughout the State of Iowa. There are many job responsibilities of an IWD – Unemployment Insurance Investigator. Every day of every year, claimants are filing unemployment claims for numerous reasons, and as we are all aware some people don't always follow the rules.

The first part of our job starts with quarterly wages reported by employers and weekly unemployment claims filed by claimants. On a quarterly basis, the Investigations & Recovery Unit mails out a form called a Wage Cross Match Audit form. This form is automatically generated based on a certain criteria that IWD sets. We monitor the unemployment

claims filed by claimants and the answers that claimants submit when filing their weekly claims. For example, if a claimant files for unemployment benefits 4 or more weeks during a quarter and quarterly wages are reported in excess of \$1000.00 to IWD, the system will automatically generate a Wage Cross Match Audit form, which is mailed to the employer requesting that claimant's weekly wages. When the form is returned by the employer, staff members of the Investigations & Recovery Unit enter the weekly wages into a computer system, which will automatically determine whether the claimant has reported those earnings correctly. If there's an issue with the claimant failing to report their correct wages and a potential overpayment is generated, a case will be mailed to the Investigator that handles that territory. The Investigator will then investigate/audit that claimant's claim to determine whether fraud is being committed by the claimant. In an average quarter, the Investigations & Recovery Unit mails out approximately fifteen to twenty

thousand Wage Cross Match Audit forms to employers throughout the State of Iowa. This process of the Investigations & Recovery Unit is a big part of the department's job.

This not only ensures that claimants collecting unemployment benefits aren't trying to collect benefits that they are not entitled, but also relieves the employer of any quarterly charges they have been charged due to claimants collecting benefits to which they weren't entitled. This process generally starts the first or second full week of a new quarter and, with the work of our entire department, isn't completed until the end of the quarter or later depending on the complexity of the cases.

Once a Wage Cross Match Audit form generates a case, the Investigator must physical review every case and determine how to proceed with the investigation. In some cases, it's just a minor overpayment where the Investigations & Recovery Unit can mail a notice to the claimant and then setup

the overpayment. However, there are also circumstances where there is a serious overpayment issue and the Investigator must physically reach out to the claimant requesting an in-person and/or telephone interview. With every overpayment, there are certain tasks, responsibilities, and guidelines that must be followed. The Investigator must determine whether the overpayment is due to intentional misrepresentation. If so, the Investigator much determine how they plan

to proceed with that case. Should there be a 15% penalty assessed to the overpayment, Administrative Penalty (DQ of future benefits) imposed against the claimant's claim, is the case severe enough that legal action should be taken, etc.

When an individual is overpaid, the Investigations & Recovery Unit must also determine how to recover the overpaid

benefits. That's why we are also called the Recovery Unit. The Investigations & Recovery Unit, along with other parts of IWD work extremely hard to ensure the benefits overpaid are recovered. Forms of recovery consist of voluntary repayment agreements, garnishment of wages, withholding of

Federal & State tax returns, lottery earnings, offsetting of future benefits, payments through the court system, and liens filed against property and vehicles.

Even though this is a large part of the Investigations & Recovery Units job, there are a lot more ways our unit detects

and prevents fraud. The Investigations and Recovery Unit could not do its job in preventing and detecting fraud without the assistance of everyone throughout IWD. In future Newsletters, the Investigations and Recovery Unit will share more about its unit and how we all work together to get the job done.

In the meantime, stay alert, take pride in your job, and know that we all can make a difference.

**Jon Linnenbrink, Investigator,
Iowa Workforce Development**

Image 5

Great Customer Service !!!!

Lisa,

Thank you for your help this morning☺ How great to have such a quick and positive response...and a super quick answer! I truly appreciate it. That's "old fashion customer service" at its BEST!!

Thanks and have a great day!

Sue Fackler

Pancheros Franchise Corporation

Congratulations Lisa Kolontar, UI Division

Employee Spotlight of March "randomly selected"

Juli Putzier

Job Title:

Quality Control Auditor 2

Worked how long in state government?

Since November 1987

Roles and Responsibilities:

I investigate randomly selected unemployment claims to determine if properly paid. Also, review denied claims to determine if properly denied. I code and close investigated cases completed by other QC auditors and assist with BTQ (Benefits Timeliness Quality) quarterly reviews.

Direct Report/Agency Division:

Jodi Douglas, Quality Control Manager, Unemployment Insurance Services

About Me:

In November 1987 I began my career as a data entry operator for job placement and unemployment. In 1989 I promoted to an Interviewer 1 where I worked with job placement, filing unemployment and factfinding. After 18 months I became an Interviewer 2 and continued the same type of work until the classification changed to a Workforce Advisor in the mid to late 1990's. Over the years I also did job placement during the Iowa State Fair. In December 1994 I promoted to my current job.

I've worked at four different IWD locations over the years: 150 Des Moines Street, 215 Keo, 430 E Grand and 1000 E Grand. One thing that I will always remember, is working at the temporary location at the Iowa State Fair in the WHO building during the floods of 1993 and filing all the disaster unemployment claims outside on picnic tables.

High School:

I graduated from East High School in Des Moines and obtained an Associate Degree in Business Administration and Office Management from AIB.

Family:

Husband Kirby of 27 years, son Justin who is 21 and daughter Jessica who is 16 and driving... "Watch out".

Hobbies and Interests:

Spending time with my family, exercising, outdoor activities (running, biking), reading spiritual and uplifting books. Also, I enjoy attending my kid's soapbox derby, soccer and dance activities.

Did you Know:

Juli's son Justin, who is a quadriplegic, was the only competitive soap-box derby racer in the U.S. Justin started racing when he was 13 and his last race was at age 20.

Spotlight provided by Dan Halferty, UI Tax Performance System Analyst

5

Ms. Hynes has been contacted and would like to share that she was greatly appreciates the service that was provided by both Mary C. and Jenifer. She shared that she commented on the service that she was provided by both of these ladies and the impact that it had on her on Facebook, after she had a terrible experience with the call prior and how people like these two ladies and their hard work really help to rebuild her faith in the system that she felt was broken. Ms. Hynes will be emailing me with the complete details of her conversation with the

representative who hung up on her.

Ms. Hynes was very emotionally touched by their diligence, and I commend both of them. Thank you ladies for the compassion and the commitment to assist the customer on every customer contact!

Congratulations Jennifer Nutting, UI Division and Mary Conrath,
Customer Service

Image 6

6

6

The Iowa Registered Apprenticeship Employment and Wage Report issued today by Iowa Workforce Development (IWD) shows that job training via apprenticeships is yielding impressive results. IWD analysis shows that occupation by occupation, workers trained in apprenticeship programs earn wages in most cases significantly higher than workers in the same occupation who only earn a high school diploma or use other types of one and two year training programs.

“This report shows what we’ve always known – apprenticeships work,” said Teresa Wahlert, director of IWD. “Not only do they provide training to address the middle skills gap, they also provide individuals with on-the-job training to a new career.”

Governor Branstad has proposed tripling the amount of state funding allocated for apprenticeships under the existing 260F worker training program. Support for apprenticeships is increased from \$1 million annually to \$3 million by providing additional funds and reforming and streamlining administration of the program.

“Providing workers with the kind of training they need to be successful in the jobs Iowa employers are creating is essential to keep our economy growing,” commented Debi Durham, director of IEDA. “Apprenticeship programs are a proven form of training that leads to higher wages for workers and specially trained employees for Iowa’s employers. Apprenticeships are an important tool in our efforts to raise the standard of living for

Iowa's."

The proposed expansion of the 260F job training program comes after broad-based collaboration among IWD, IEDA, Iowa's employers and building trades. Nationwide, there are registered apprenticeships for more than 1,000 occupations, with programs impacting 250,000 employers and approximately 450,000 apprentices. In Iowa in FY13, there were 662 registered apprenticeship programs, and over 8,100 registered apprentices.

With company expansion and relocation projects underway around the state, demand for a skilled workforce continues to increase. Apprenticeships provide a viable approach to effectively train workers to meet the demand, while also addressing the middle skills jobs gap through focused and streamlined training efforts.

This article was posted on the NASWA website on 1/23/14

Message: Thank You

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:44 PM
Item ID: 40862065
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

**Thank You**

From Goodier, Becky [IWD] **Date** Wednesday, March 05, 2014 4:07 PM
To Eklund, David [IWD]
Cc

Dave Eklund
Bureau Chief, UI Benefits
Iowa Workforce Development
Des Moines, IA 50309

Dear Dave:

I want to thank you for your time in the interview today for the Investigator 2 position for the Sioux City office. After visiting with you and Mike I am still very excited about the possibility of filling this position.

After working in the similar type position for Iowa Workforce I can clearly understand the need to recoup fraudulent and overpayment funds for the State. Also, I can see my extensive unemployment background would be an asset to the Fraud department.

Once again, thank you for your time and I hope to hear from you soon.

Sincerely,

Becky

Message: Thank You

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:45 PM
Item ID: 40862066
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

**Thank You**

From Goodier, Becky [IWD] **Date** Wednesday, March 05, 2014 4:18 PM
To Wilkinson, Michael [IWD]
Cc

Mike Wilkinson
Public Service Executive 5
Iowa Workforce Development
Des Moines, IA 50309

Dear Mike,

I want to thank you for your time in the interview today for the Investigator 2 position for the Sioux City office. I am still very excited about the possibility of filling this position after visiting with you and Dave this morning.

While working in the similar type position for Iowa Workforce I can clearly understand the need to recoup overpayment funds for the State. I feel my extensive unemployment background would be an asset to the Fraud department.

Once again, thank you for your time and I hope to hear from you soon.

Sincerely,

Becky