Sec. 25. NEW SECTION. **633B.123 Remedies under other law.**

The remedies under this chapter are not exclusive and do not abrogate any right or remedy under the law of this state other than this chapter.

Sec. 26. NEW SECTION. **633B.201 Authority —— specific and general.**

1. An agent under a power of attorney may do any of the following on behalf of the principal or with the principal's property only if the power of attorney expressly grants the agent the authority and the exercise of the authority is not otherwise prohibited by another agreement or instrument to which the authority or property is subject:

a. Create, amend, revoke, or terminate an inter vivos trust.

b. Make a gift.

c. Create or change rights of survivorship.

d. Create or change a beneficiary designation.

e. Delegate authority granted under the power of attorney.

f. Waive the principal's right to be a beneficiary of a joint and survivor annuity, including but not limited to a survivor benefit under a retirement plan.

g. Exercise fiduciary powers that the principal has authority to delegate.

h. Disclaim property, including but not limited to a power of appointment.

2. Notwithstanding a grant of authority to do an act described in subsection 1, unless the power of attorney otherwise provides, an agent that is not an ancestor, spouse, or descendant of the principal shall not exercise authority under a power of attorney to create in the agent, or in an individual to whom the agent owes a legal obligation of support, an interest in the principal's property, whether by gift, right of survivorship, beneficiary designation, disclaimer, or otherwise.

3. Subject to subsections 1, 2, 4, and 5, if a

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power of attorney grants an agent authority to do all acts that a principal could do, the agent has the general authority described in sections 633B.204 through 633B.216.

4. Unless the power of attorney otherwise provides, a grant of authority to make a gift is subject to section 633B.217.

5. Subject to subsections 1, 2, and 4, if the subjects over which authority is granted in a power of attorney are similar or overlap, the broadest authority controls.

6. Authority granted in a power of attorney is exercisable with respect to property that the principal has when the power of attorney is executed or acquires later, whether or not the property is located in this state and whether or not the authority is exercised or the power of attorney is executed in this state.

7. An act performed by an agent pursuant to a power of attorney has the same effect and inures to the benefit of and binds the principal and the principal's successors in interest as if the principal had performed the act.

Sec. 27. NEW SECTION. **633B.202 Incorporation of authority.**

1. An agent has authority described in this chapter if the power of attorney refers to general authority with respect to the descriptive term for the subjects stated in sections 633B.204 through 633B.217 or cites the section in which the authority is described.

2. A reference in a power of attorney to general authority with respect to the descriptive term for a subject stated in sections 633B.204 through 633B.217 or a citation to a section in sections 633B.204 through 633B.217 incorporates the entire section as if it were set out in full in the power of attorney.

3. A principal may modify authority incorporated by reference.

Sec. 28. NEW SECTION. **633B.203 Construction of authority generally.**

Except as otherwise provided in the power of attorney, by executing a power of attorney that incorporates by reference a subject described in sections 633B.204 through 633B.217 or that grants an agent authority to do all acts that a principal could do pursuant to section 633B.201, subsection 3, a principal authorizes the agent, with respect to that subject, to do all of the following:

1. Demand, receive, and obtain by litigation or otherwise, money or another thing of value to which the principal is, may become, or claims to be entitled, and

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conserve, invest, disburse, or use anything so received or obtained for the purposes intended.

2. Contract in any manner with any person, on terms agreeable to the agent, to accomplish a purpose of a transaction and perform, rescind, cancel, terminate, reform, restate, release, or modify the contract or another contract made by or on behalf of the principal.

3. Execute, acknowledge, seal, deliver, file, or record any instrument or communication the agent considers desirable to accomplish a purpose of a transaction, including but not limited to creating

at any time a schedule listing some or all of the principal's property and attaching the instrument of communication to the power of attorney.

4. Initiate, participate in, submit to alternative dispute resolution, settle, oppose, or propose or accept a compromise with respect to a claim existing in favor of or against the principal or intervene in litigation relating to the claim.

5. Seek on the principal's behalf the assistance of a court or other governmental agency to carry out an act authorized in the power of attorney.

6. Engage, compensate, and discharge an attorney, accountant, discretionary investment manager, expert witness, or other advisor.

7. Prepare, execute, and file a record, report, or other document to safeguard or promote the principal's interest under a statute, rule, or regulation.

8. Communicate with any representative or employee of a government or governmental subdivision, agency, or instrumentality, on behalf of the principal.

9. Access communications intended for, and communicate on behalf of the principal, whether by

mail, electronic transmission, telephone, or other means.

10. Do any lawful act with respect to the subject and all property related to the subject.

Sec. 29. NEW SECTION. **633B.204 Real property.** Unless the power of attorney otherwise provides and subject to section 633B.201, language in a power of attorney granting general authority with respect to real property authorizes the agent to do all of the following:

1. Demand, buy, lease, receive, accept as a gift or as security for an extension of credit, or otherwise acquire or reject an interest in real property or a right incident to real property.

2. Sell; exchange; convey with or without covenants, representations, or warranties; quitclaim; release; surrender; retain title for security;

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encumber; partition; consent to partitioning; be subject to an easement or covenant; subdivide; apply for zoning or other governmental permits; plat or consent to platting; develop; grant an option concerning; lease; sublease; contribute to an entity in exchange for an interest in that entity; or otherwise grant or dispose of an interest in real property or a right incident to real property.

3. Pledge or mortgage an interest in real property or right incident to real property as security to borrow money or pay, renew, or extend the time of payment of a debt of the principal or a debt guaranteed by the principal.

4. Release, assign, satisfy, or enforce by litigation or otherwise, a mortgage, deed of trust, conditional sale contract, encumbrance, lien, or other claim to real property which exists or is asserted.

5. Manage or conserve an interest in real property or a right incident to real property owned or claimed to be owned by the principal, including but not limited to by doing all of the following:

a. Insuring against liability or casualty or other loss.

b. Obtaining or regaining possession of or protecting the interest or right by litigation or otherwise.

c. Paying, assessing, compromising, or contesting taxes or assessments or applying for and receiving refunds in connection with them.

d. Purchasing supplies, hiring assistance or labor, and making repairs or alterations to the real property.

6. Use, develop, alter, replace, remove, erect, or install structures or other improvements upon real property in or incident to which the principal has, or claims to have, an interest or right.

7. Participate in a reorganization with respect to real property or an entity that owns an interest in or a right incident to real property and receive, hold, and act with respect to stocks and bonds or other property received in a plan of reorganization, including by doing any of the following:

a. By selling or otherwise disposing of the stocks, bonds, or other property.

b. By exercising or selling an option, right of conversion, or similar right.

c. By exercising any voting rights in person or by proxy.

8. Change the form of title of an interest in or right incident to real property.

9. Dedicate to public use, with or without

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consideration, easements or other real property in which the principal has, or claims to have, an interest.

Sec. 30. NEW SECTION. **633B.205 Tangible personal property.**

Unless the power of attorney otherwise provides and subject to section 633B.201, language in a power of attorney granting general authority with respect to tangible personal property authorizes the agent to do all of the following:

1. Demand, buy, receive, accept as a gift or as

security for an extension of credit, or otherwise acquire or reject ownership or possession of tangible personal property or an interest in tangible personal property.

2. Sell; exchange; convey with or without covenants, representations, or warranties; quitclaim; release; surrender; create a security interest in; grant options concerning; lease; sublease; or, otherwise dispose of tangible personal property or an interest in tangible personal property.

3. Grant a security interest in tangible personal property or an interest in tangible personal property as security to borrow money or pay, renew, or extend the time of payment of a debt of the principal or a debt guaranteed by the principal.

4. Release, assign, satisfy, or enforce by litigation or otherwise, a security interest, lien, or other claim on behalf of the principal, with respect to tangible personal property or an interest in tangible personal property.

5. Manage or conserve tangible personal property or an interest in tangible personal property on behalf of

the principal, including by doing all of the following:

a. Insuring against liability or casualty or other loss.

b. Obtaining or regaining possession of or protecting the property or interest, by litigation or otherwise.

c. Paying, assessing, compromising, or contesting taxes or assessments or applying for and receiving refunds in connection with taxes or assessments.

d. Moving the property from place to place.

e. Storing the property for hire or on a gratuitous bailment.

f. Using and making repairs, alterations, or improvements to the property.

6. Change the form of title of an interest in tangible personal property.

Sec. 31. NEW SECTION. **633B.206 Stocks and bonds.**

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Unless the power of attorney otherwise provides and subject to section 633B.201, language in a power of attorney granting general authority with respect to stocks and bonds authorizes the agent to do all of the following:

1. Buy, sell, and exchange stocks and bonds.
2. Establish, continue, modify, or terminate an account with respect to stocks and bonds.
3. Pledge stocks and bonds as security to borrow, pay, renew, or extend the time of payment of a debt of the principal.
4. Receive certificates and other evidence of ownership with respect to stocks and bonds.
5. Exercise voting rights with respect to stocks and bonds in person or by proxy, enter into voting trusts, and consent to limitations on the right to vote.

Sec. 32. NEW SECTION. **633B.207 Commodities and options.**

Unless the power of attorney otherwise provides and subject to section 633B.201, language in a power of attorney granting general authority with respect to commodities and options authorizes the agent to do all of the following:

1. Buy, sell, exchange, assign, settle, and exercise commodity futures contracts and call or put options on stocks or stock indexes traded on a regulated option exchange.

2. Establish, continue, modify, and terminate option accounts.

Sec. 33. NEW SECTION. **633B.208 Banks and other financial institutions.**

Unless the power of attorney otherwise provides and subject to section 633B.201, language in a power of attorney granting general authority with respect to banks and other financial institutions authorizes the agent to do all of the following:

1. Continue, modify, and terminate an account or other banking arrangement made by or on behalf of the principal.

2. Establish, modify, and terminate an account or other banking arrangement with a bank, trust company, savings and loan association, credit union, thrift company, brokerage firm, or other financial institution

selected by the agent.

3. Contract for services available from a financial institution, including but not limited to renting a safe deposit box or space in a vault.

4. Withdraw, by check, order, electronic funds transfer, or otherwise, money or property of the

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principal deposited with or left in the custody of a financial institution.

5. Receive statements of account, vouchers, notices, and similar documents from a financial institution and act with respect to them.

6. Enter a safe deposit box or vault and withdraw or add to the contents.

7. Borrow money and pledge as security personal property of the principal necessary to borrow money or pay, renew, or extend the time of payment of a debt of the principal or a debt guaranteed by the principal.

8. Make, assign, draw, endorse, discount, guarantee, and negotiate promissory notes, checks, drafts, and other negotiable or nonnegotiable paper of the principal or payable to the principal or the principal's order, transfer money, receive the cash or other proceeds of those transactions, and accept a draft drawn by a person upon the principal and pay the promissory note, check, draft, or other negotiable or nonnegotiable paper when due.

9. Receive for the principal and act upon a sight draft, warehouse receipt, or other document of title whether tangible or electronic, or any other negotiable or nonnegotiable instrument.

10. Apply for, receive, and use letters of credit, credit and debit cards, electronic transaction authorizations, and traveler's checks from a financial institution and give an indemnity or other agreement in connection with letters of credit.

11. Consent to an extension of the time of payment with respect to commercial paper or a financial transaction with a financial institution.

Sec. 34. NEW SECTION. **633B.209 Operation of entity**

or business.

Subject to the terms of a document or an agreement governing an entity or business or an entity or business ownership interest, and subject to section 633B.201, and unless the power of attorney otherwise provides, language in a power of attorney granting general authority with respect to operation of an entity or business authorizes the agent to do all of the following:

1. Operate, buy, sell, enlarge, reduce, or terminate an ownership interest.

2. Perform a duty or discharge a liability and exercise in person or by proxy a right, power, privilege, or option that the principal has, may have, or claims to have.

3. Enforce the terms of an ownership agreement.

4. Initiate, participate in, submit to alternative

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dispute resolution, settle, oppose, or propose or accept a compromise with respect to litigation to which the principal is a party because of an ownership interest.

5. Exercise in person or by proxy or enforce by litigation or otherwise, a right, power, privilege, or option the principal has or claims to have as the holder of stocks and bonds.

6. Initiate, participate in, submit to alternative dispute resolution, settle, oppose, or propose or accept a compromise with respect to litigation to which the principal is a party concerning stocks and bonds.

7. Do all of the following with respect to an entity or business owned solely by the principal:

a. Continue, modify, renegotiate, extend, and terminate a contract made by or on behalf of the principal with respect to the entity or business before execution of the power of attorney.

b. Determine all of the following:

(1) The location of the entity or business operation.

(2) The nature and extent of the entity or

business.

(3) The methods of manufacturing, selling, merchandising, financing, accounting, and advertising employed in the operation of the entity or business.

(4) The amount and types of insurance carried by the entity or business.

(5) The mode of engaging, compensating, and dealing with the employees, accountants, attorneys, or other advisors of the entity or business.

c. Change the name or form of organization under which the entity or business is operated and enter into an ownership agreement with other persons to take over all or part of the operation of the entity or business.

d. Demand and receive money due or claimed by the principal or on the principal's behalf in the operation of the entity or business and control and disburse the money in the operation of the entity or business.

8. Inject needed capital into an entity or business in which the principal has an interest.

9. Join in a plan of reorganization, consolidation, conversion, domestication, or merger of the entity or business.

10. Sell or liquidate all or part of the entity or business.

11. Establish the value of an entity or business under a buyout agreement to which the principal is a party.

12. Prepare, sign, file, and deliver reports,

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compilations of information, returns, or other papers with respect to an entity or business and make related payments.

13. Pay, compromise, or contest taxes, assessments, fines, or penalties and perform any other act to protect the principal from illegal or unnecessary taxation, assessments, fines, or penalties with respect to an entity or business, including but not limited to attempts to recover, in any manner permitted by law, money paid before or after the execution of the power of attorney.

Sec. 35. NEW SECTION. **633B.210 Insurance and annuities.**

Unless the power of attorney otherwise provides and subject to section 633B.201, language in a power of attorney granting general authority with respect to insurance and annuities authorizes the agent to do all of the following:

1. Continue, pay the premium or make a contribution on, modify, exchange, rescind, release, or terminate a contract procured by or on behalf of the principal which insures or provides an annuity to either the principal or another person whether or not the principal is a beneficiary under the contract.

2. Procure new, different, and additional contracts of insurance and annuities for the principal and the principal's spouse, children, and other dependents, and select the amount, type of insurance or annuity, and mode of payment.

3. Pay the premium or make a contribution on, modify, exchange, rescind, release, or terminate a contract of insurance or annuity procured by the agent.

4. Apply for and receive a loan secured by a

contract of insurance or annuity.

5. Surrender and receive the cash surrender value on a contract of insurance or annuity.

6. Exercise an election.

7. Exercise investment powers available under a contract of insurance or annuity.

8. Change the manner of paying premiums on a contract of insurance or annuity.

9. Change or convert the type of insurance or annuity with respect to which the principal has or claims to have authority described in this section.

10. Apply for and procure a benefit or assistance under a statute, rule, or regulation to guarantee or pay premiums of a contract of insurance on the life of the principal.

11. Collect, sell, assign, hypothecate, borrow against, or pledge the interest of the principal in a

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contract of insurance or annuity.

12. Select the form and timing of the payment of proceeds from a contract of insurance or annuity.

13. Pay, from proceeds or otherwise, compromise or contest, and apply for refunds in connection with a tax or assessment levied by a taxing authority with respect to a contract of insurance or annuity or its proceeds or liability accruing by reason of the tax or assessment.

Sec. 36. NEW SECTION. **633B.211 Estates, trusts, and other beneficial interests.**

1. In this section, *"estate, trust, or other beneficial interest"* means a trust, probate estate, guardianship, conservatorship, escrow, or custodianship, or a fund from which the principal is, may become, or claims to be, entitled to a share or payment.

2. Unless the power of attorney otherwise provides, language in a power of attorney granting general authority with respect to estates, trusts, and other beneficial interests authorizes the agent to do all of the following:

a. Accept, receive, provide a receipt for, sell, assign, pledge, or exchange a share in or payment from an estate, trust, or other beneficial interest.

b. Demand or obtain money or another thing of value to which the principal is, may become, or claims to be, entitled by reason of an estate, trust, or other beneficial interest, by litigation or otherwise.

c. Exercise for the benefit of the principal a presently exercisable general power of appointment held by the principal.

d. Initiate, participate in, submit to alternative dispute resolution, settle, oppose, or propose or accept a compromise with respect to litigation to ascertain the meaning, validity, or effect of a deed, will, declaration of trust, or other instrument or transaction affecting the interest of the principal.

e. Initiate, participate in, submit to alternative dispute resolution, settle, oppose, or propose or accept a compromise with respect to litigation to remove, substitute, or surcharge a fiduciary.

f. Conserve, invest, disburse, or use any assets received for an authorized purpose.

g. Transfer an interest of the principal in real property, stocks and bonds, accounts with financial institutions or securities intermediaries, insurance, annuities, and other property to the trustee of a revocable trust created by the principal as settlor.

h. Reject, renounce, disclaim, release, or consent

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to a reduction in or modification of a share in or payment from an estate, trust, or other beneficial interest.

Sec. 37. NEW SECTION. **633B.212 Claims and litigation.**

Unless the power of attorney otherwise provides and subject to section 633B.201, language in a power of attorney granting general authority with respect to claims and litigation authorizes the agent to do all of the following:

1. Assert and maintain before a court or

administrative agency a claim, claim for relief, cause of action, counterclaim, offset, recoupment, or defense, including but not limited to an action to recover property or other thing of value, recover damages sustained by the principal, eliminate or modify tax liability, or seek an injunction, specific performance, or other relief.

2. Bring an action to determine adverse claims or intervene or otherwise participate in litigation.

3. Seek an attachment, garnishment, or other preliminary, provisional, or intermediate relief and use an available procedure to effect or satisfy a judgment, order, or decree.

4. Make or accept a tender, offer of judgment, or admission of facts, submit a controversy on an agreed statement of facts, consent to examination, and bind the principal in litigation.

5. Submit to alternative dispute resolution, or settle, propose, or accept a compromise.

6. Waive the issuance and service of process upon the principal, accept service of process, appear for the principal, designate persons upon which process

directed to the principal may be served, execute and file or deliver stipulations on the principal's behalf, verify pleadings, seek appellate review, procure and give surety and indemnity bonds, contract and pay for the preparation and printing of records and briefs, receive, execute, and file or deliver a consent, waiver, release, confession of judgment, satisfaction of judgment, notice, agreement, or other instrument in connection with the prosecution, settlement, or defense of a claim or litigation.

7. Act for the principal with respect to bankruptcy or insolvency, whether voluntary or involuntary, concerning the principal or some other person, or with respect to a reorganization, receivership, or application for the appointment of a receiver or trustee which affects an interest of the principal in property or other thing of value.

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8. Pay a judgment, award, or order against the principal or a settlement made in connection with a claim or litigation.

9. Receive money or other thing of value paid in settlement of or as proceeds of a claim or litigation.

Sec. 38. NEW SECTION. **633B.213 Personal and family maintenance.**

1. Unless the power of attorney otherwise provides and subject to subsection 633B.201, language in a power of attorney granting general authority with respect to personal and family maintenance authorizes the agent to do all of the following:

a. Perform the acts necessary to maintain the customary standard of living of the principal, the principal's spouse, and the following individuals, whether living when the power of attorney is executed or later born:

(1) The principal's minor children.

(2) The principal's adult children who are pursuing a postsecondary school education and are under the age of twenty-five.

(3) The principal's parents or the parents of the

principal's spouse, if the principal had established a pattern of such payments.

(4) Any other individuals legally entitled to be supported by the principal.

b. Make periodic payments of child support and other family maintenance required by a court or governmental agency or an agreement to which the principal is a party.

c. Provide living quarters for the individuals described in paragraph *"a"* by any of the following:

(1) Purchase, lease, or other contract.

(2) Paying the operating costs, including but not limited to interest, amortization payments, repairs, improvements, and taxes, for premises owned by the principal or occupied by those individuals.

d. Provide funds for shelter, clothing, food, appropriate education, including postsecondary and vocational education, and other current living costs for the individuals described in paragraph *"a"* to enable those individuals to maintain their customary standard of living.

e. Pay expenses for necessary health care and custodial care on behalf of the individuals described in paragraph "*a*".

f. Act as the principal's personal representative pursuant to the federal Health Insurance Portability and Accountability Act of 1996, Pub. L. No. 104-191, including amendments thereto and regulations

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promulgated thereunder, in making decisions related to past, present, or future payments for the provision of health care consented to by the principal or anyone authorized under the law of this state to consent to health care on behalf of the principal.

g. Continue any provision made by the principal for automobiles or other means of transportation, including registering, licensing, insuring, and replacing them, for the individuals described in paragraph "*a*".

h. Maintain credit and debit accounts for the convenience of the individuals described in paragraph "*a*" and open new accounts.

i. Continue payments or contributions incidental to the membership or affiliation of the principal in a religious institution, club, society, order, or other organization.

2. Authority with respect to personal and family maintenance is neither dependent upon, nor limited by, authority that an agent may or may not have with respect to gifts under this chapter.

Sec. 39. NEW SECTION. **633B.214 Benefits from governmental programs or civil or military service.**

1. In this section, "*benefits from governmental programs or civil or military service*" means any benefit, program, or assistance provided under a statute, rule, or regulation relating to but not limited to social security, Medicare, or Medicaid.

2. Unless the power of attorney otherwise provides, language in a power of attorney granting general authority with respect to benefits from governmental programs or civil or military service authorizes the agent to do all of the following:

a. Execute vouchers in the name of the principal for allowances and reimbursements payable by the United States, a foreign government, or a state or subdivision of a state to the principal, including but not limited to allowances and reimbursements for transportation of the individuals described in section 633B.213, subsection 1, paragraph *"a"*, and for shipment of the household effects of such individuals.

b. Take possession and order the removal and shipment of property of the principal from a post, warehouse, depot, dock, or other place of storage or safekeeping, either governmental or private, and execute and deliver a release, voucher, receipt, bill of lading, shipping ticket, certificate, or other instrument for that purpose.

c. Enroll in, apply for, select, reject, change, amend, or discontinue, on the principal's behalf, a benefit or program.

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d. Prepare, file, and maintain a claim of the principal for a benefit or assistance, financial or otherwise, to which the principal may be entitled under a statute, rule, or regulation.

e. Initiate, participate in, submit to alternative dispute resolution, settle, oppose, or propose or accept a compromise with respect to litigation concerning any benefit or assistance the principal may be entitled to receive under a statute, rule, or regulation.

f. Receive the financial proceeds of a claim described in paragraph *"d"* and conserve, invest, disburse, or use for a lawful purpose anything so received.

Sec. 40. NEW SECTION. **633B.215 Retirement plans.**

1. In this section, *"retirement plan"* means a plan or account created by an employer, the principal, or another individual to provide retirement benefits or deferred compensation in which the principal is a participant, beneficiary, or owner, including but not limited to a plan or account under the following sections of the Internal Revenue Code:

a. An individual retirement account in accordance with section 408.

b. A Roth individual retirement account established under section 408A.

c. A deemed individual retirement account under section 408(q).

d. An annuity or mutual fund custodial account under section 403(b).

e. A pension, profit-sharing, stock bonus, or other retirement plan qualified under section 401(a).

f. An eligible deferred compensation plan under section 457(b).

g. A nonqualified deferred compensation plan under section 409A.

2. Unless the power of attorney otherwise provides, language in a power of attorney granting general authority with respect to retirement plans authorizes the agent to do all of the following:

a. Select the form and timing of payments under a retirement plan and withdraw benefits from a plan.

b. Make a rollover, including a direct trustee-to-trustee rollover of benefits from one retirement plan to another.

c. Establish a retirement plan in the principal's name.

d. Make contributions to a retirement plan.

e. Exercise investment powers available under a retirement plan.

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f. Borrow from, sell assets to, or purchase assets from a retirement plan.

Sec. 41. NEW SECTION. **633B.216 Taxes.**

Unless the power of attorney otherwise provides, language in a power of attorney granting general authority with respect to taxes authorizes the agent to do all of the following:

1. Prepare, sign, and file federal, state, local, and foreign income, gift, payroll, property, Federal Insurance Contributions Act returns and other tax returns, claims for refunds, requests for extension

of time, petitions regarding tax matters, and any other tax-related documents, including receipts, offers, waivers, consents, including but not limited to consents and agreements under section 2032A of the Internal Revenue Code, closing agreements, and any power of attorney required by the Internal Revenue Service or other taxing authority with respect to a tax year upon which the statute of limitations has not run.

2. Pay taxes due, collect refunds, post bonds, receive confidential information, and contest deficiencies determined by the Internal Revenue Service or other taxing authority.

3. Exercise any election available to the principal under federal, state, local, or foreign tax law.

4. Act for the principal in all tax matters for all periods before the Internal Revenue Service or any other taxing authority.

Sec. 42. NEW SECTION. **633B.217 Gifts.**

1. In this section, a gift *"for the benefit of"* a person includes a gift to a trust, an account under a uniform transfers to minors Act, and a qualified state tuition program exempt from taxation pursuant to

section 529 of the Internal Revenue Code.

2. Unless the power of attorney otherwise provides, language in a power of attorney granting general authority with respect to gifts authorizes the agent only to do all of the following:

a. Make a gift of any of the principal's property outright to, or for the benefit of, a person, including but not limited to by the exercise of a presently exercisable general power of appointment held by the principal, in an amount per donee not to exceed the annual dollar limits of the federal gift tax exclusion under section 2503(b) of the Internal Revenue Code without regard to whether the federal gift tax exclusion applies to the gift or if the principal's spouse agrees to consent to a split gift pursuant to section 2513 of the Internal Revenue Code in an amount per donee not to exceed twice the annual federal gift

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tax exclusion limit.

b. Consent to the splitting of a gift made by the principal's spouse pursuant to section 2513 of the Internal Revenue Code in an amount per donee not to exceed the aggregate annual gift tax exclusions for both spouses.

3. An agent may make a gift of the principal's property only as the agent determines is consistent with the principal's objectives if actually known by the agent and, if unknown, as the agent determines is consistent with the principal's best interest based on all relevant factors, including but not limited to all of the following:

a. The value and nature of the principal's property.

b. The principal's foreseeable obligations and need for maintenance.

c. The minimization of taxes, including but not limited to income, estate, inheritance, generation-skipping transfer, and gift taxes.

d. Eligibility for a benefit, a program, or assistance under a statute, rule, or regulation.

e. The principal's personal history of making or joining in making gifts.

Sec. 43. NEW SECTION. **633B.301 Power of attorney — form.**

A document substantially in the following form may be used to create a statutory power of attorney that has the meaning and effect prescribed by this chapter:

IOWA STATUTORY POWER OF ATTORNEY FORM

1. POWER OF ATTORNEY

This power of attorney authorizes another person (your agent) to make decisions concerning your property for you (the principal). Your agent will be able to make decisions and act with respect to your property (including but not limited to your money) whether or not you are able to act for yourself. The meaning of authority over subjects listed on this form is explained in the Iowa Uniform Power of Attorney Act, Iowa Code chapter 633B.

This power of attorney does not authorize the agent to make health care decisions for you.

You should select someone you trust to serve as your agent. Unless you specify otherwise, generally the agent's authority will continue until you die or revoke45

the power of attorney or the agent resigns or is unable46

to act for you.47

Your agent is not entitled to compensation48

unless you state otherwise in the optional Special49

Instructions.50

-28-

HF2422.3449 (2) 85

rh/rj 28/35

************ *

**** ***** * ***** **
* ******* **** *** ******* **********
* * ***********

Image 42

This form provides for designation of one agent. If1
you wish to name more than one agent, you may name a2
coagent in the optional Special Instructions. Coagents3
must act by majority rule unless you provide otherwise4

in the optional Special Instructions.5
If your agent is unable or unwilling to act for you,6
your power of attorney will end unless you have named a7
successor agent. You may also name a second successor8

agent.9
This power of attorney becomes effective immediately10

upon signature and acknowledgment unless you state11 otherwise in the optional Special Instructions. If you have questions about this power of attorney or the authority you are granting to your agent, you should seek legal advice before signing this form.

DESIGNATION OF AGENT

I ____________________________ (name of principal) name the following person as my agent:

Name of Agent

____

Agent's Address

____

Agent's Telephone Number

____

DESIGNATION OF SUCCESSOR AGENT(S) (OPTIONAL)

If my agent is unable or unwilling to act for me, I name as my successor agent:

Name of Successor Agent

____

Successor Agent's Address

____

Successor Agent's Telephone Number

____

If my successor agent is unable or unwilling to act for me, I name as my second successor agent:

Name of Second Successor Agent

____

Second Successor Agent's Address

____

Second Successor Agent's Telephone Number

____

GRANT OF GENERAL AUTHORITY

I grant my agent and any successor agent general authority to act for me with respect to the following subjects as defined in the Iowa Uniform Power of Attorney Act, Iowa Code chapter 633B:

(Initial each subject you want to include in the agent's general authority. If you wish to grant general authority over all of the subjects you may

************ *

**** ***** * ***** **
* ******* **** *** ******* **********
* * ***********

Image 43

initial "All Preceding Subjects" instead of initialing each subject.)

___ Real Property
___ Tangible Personal Property
___ Stocks and Bonds
___ Commodities and Options
___ Banks and Other Financial Institutions
___ Operation of Entity or Business
___ Insurance and Annuities
___ Estates, Trusts, and Other Beneficial Interests
___ Claims and Litigation
___ Personal and Family Maintenance
___ Benefits from Governmental Programs or Civil or Military Service
___ Retirement Plans
___ Taxes
___ All Preceding Subjects

GRANT OF SPECIFIC AUTHORITY (OPTIONAL)

My agent shall not do any of the following specific acts for me unless I have initialed the specific authority listed below:

(Caution: Granting any of the following will give your agent the authority to take actions that could significantly reduce your property or change how your property is distributed at your death. Initial only the specific authority you WANT to give your agent.)

___ Amend, revoke, or terminate a revocable inter vivos trust, if authorized by the trust.

___ Agree to the amendment or termination of any other inter vivos trust.

___ Make a gift to an individual who is not an agent, subject to the limitations of the Iowa Uniform Power of Attorney Act, Iowa Code section 633B.217, and any special instructions in this power of attorney.

Make gifts, either direct or indirect, to my agent acting under this power of attorney as follows:

___ Any such gift must be approved in writing by _________________; or

___ No third party approval is needed.

___ Authorize another person to exercise the authority granted under this power of attorney.

___ Waive the principal's right to be a beneficiary of a joint and survivor annuity, including a survivor benefit under a retirement plan.

___ Exercise fiduciary powers that the principal has authority to delegate.

___ Disclaim or refuse an interest in property,

including a power of appointment.

LIMITATION ON AGENT'S AUTHORITY

-30-

HF2422.3449 (2) 85

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************ *

**** ***** * ***** **
* ******* **** *** ******* **********
* * ***********

Image 44

An agent that is not my ancestor, spouse, or descendant shall not use my property to benefit the agent or a person to whom the agent owes an obligation of support unless I have included that authority in the optional Special Instructions.

SPECIAL INSTRUCTIONS (OPTIONAL)

You may give special instructions on the following lines:

____

____

____

____

____

____

____

____

____

____

____

____________________________ shall have the authority to request an accounting of any agent.

EFFECTIVE DATE

This power of attorney is effective immediately upon signature and acknowledgment unless I have stated otherwise in the optional Special Instructions.

NOMINATION OF CONSERVATOR AND GUARDIAN (OPTIONAL)

If it becomes necessary for a court to appoint a conservator of my estate or guardian of my person, I nominate the following person(s) for appointment:

Name of Nominee for Conservator of My Estate

____

Nominee's Address

____

Nominee's Telephone Number

____

Name of Nominee for Guardian of My Person

____

Nominee's Address

____

Nominee's Telephone Number

____

RELIANCE ON THIS POWER OF ATTORNEY

Any person, including my agent, may rely upon the validity of this power of attorney or a copy of it unless that person knows it has terminated or is invalid.

SIGNATURE AND ACKNOWLEDGMENT

_______________________________ ___________________________

Your Signature Date

____

************ *

**** ***** * ***** **
* ******* **** *** ******* **********
* * ***********

Image 45

Your Name Printed

____

____

Your Address

____

Your Telephone Number

State of ____________________

County of ____________________

This document was acknowledged before me on ________________ (date), by ____________________________ (name of principal)

________________________________ (Seal, if any)

Signature of Notary

My commission expires _________________

This document prepared by

____

____

2. IMPORTANT INFORMATION FOR AGENT

AGENT'S DUTIES

When you accept the authority granted under this power of attorney, a special legal relationship is created between the principal and you. This relationship imposes upon you legal duties that continue until you resign or the power of attorney is terminated or revoked. You must do all of the following:

Do what you know the principal reasonably expects you to do with the principal's property or, if you do not know the principal's expectations, act in the principal's best interest.

Act in good faith.

Do nothing beyond the authority granted in this power of attorney.

Disclose your identity as an agent whenever you act for the principal by writing or printing the name of the principal and signing your own name as agent in the following manner:

_________________________ (principal's name) by

_________________________ (your signature) as Agent

Unless the Special Instructions in this power of attorney state otherwise, you must also do all of the following:

Act loyally for the principal's benefit.

Avoid conflicts that would impair your ability to act in the principal's best interest.

Act with care, competence, and diligence.47

Keep a record of all receipts, disbursements, and48

transactions made on behalf of the principal.49

-32-

HF2422.3449 (2) 85

rh/rj 32/35

****** ***** *

**** ***** * ***** **
* ******* **** *** ******* **********
* * ***********

Image 46

Cooperate with any person that has authority to make1
health care decisions for the principal to do what you2
know the principal reasonably expects or, if you do3
not know the principal's expectations, to act in the4

principal's best interest.5
Attempt to preserve the principal's estate plan if6
you know the plan and preserving the plan is consistent7
with the principal's best interest.8

TERMINATION OF AGENT'S AUTHORITY9
You must stop acting on behalf of the principal10

if you learn of any event that terminates this power11

of attorney or your authority under this power of12

attorney. Events that terminate a power of attorney or13

your authority to act under a power of attorney include14 any of the following:

Death of the principal.

The principal's revocation of the power of attorney or your authority.

The occurrence of a termination event stated in the power of attorney.

The purpose of the power of attorney is fully accomplished.

If you are married to the principal, a legal action is filed with a court to end your marriage, or for your legal separation, unless the Special Instructions in this power of attorney state that such an action will not terminate your authority.

LIABILITY OF AGENT

The meaning of the authority granted to you is defined in the Iowa Uniform Power of Attorney Act, Iowa Code chapter 633B. If you violate the Iowa Uniform Power of Attorney Act, Iowa Code chapter 633B, or act outside the authority granted, you may be liable for any damages caused by your violation.

If there is anything about this document or your duties that you do not understand, you should seek legal advice.

Sec. 44. NEW SECTION. **633B.302 Agent's certification —— optional form.**

The following optional form may be used by an agent to certify facts concerning a power of attorney:

IOWA STATUTORY POWER OF ATTORNEY AGENT'S CERTIFICATION FORM

AGENT'S CERTIFICATION OF VALIDITY OF POWER OF ATTORNEY AND AGENT'S AUTHORITY

State of ______________________________

County of __________________________

I, ____________________________________ (name of agent), certify under penalty of perjury that

____________________________________ (name of principal)

************ *

**** ***** * ***** **
* ******* **** *** ******* **********
* * ***********

Image 47

granted me authority as an agent or successor agent in a power of attorney dated ______________________. I further certify all of the following to my knowledge:

The principal is alive and has not revoked the power of attorney or the Power of Attorney and my authority to act under the Power of Attorney have not terminated. If the power of attorney was drafted to become effective upon the happening of an event or contingency, the event or contingency has occurred.

If I was named as a successor agent, the prior agent is no longer able or willing to serve.

____

____

____.

(Insert other relevant statements)

SIGNATURE AND ACKNOWLEDGMENT

_______________________________ ___________________________

Agent's Signature Date

____

Agent's Name Printed

____

____

Agent's Address

____

Agent's Telephone Number

This document was acknowledged before me on

________________ (date), by ____________________________ (name of agent)

________________________________ (Seal, if any)

Signature of Notary

My commission expires _________________

This document prepared by

____

____

Sec. 45. NEW SECTION. **633B.401 Uniformity of application and construction.**

In applying and construing this chapter, consideration shall be given to the need to promote uniformity of the law with respect to the subject matter of this chapter among states that enact the uniform power of attorney Act.

Sec. 46. NEW SECTION. **633B.402 Relation to Electronic Signatures in Global and National Commerce Act.**

This chapter modifies, limits, and supersedes the

Message: Mike's presentation

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:27 PM
Item ID:	40861733
Policy Action:	Not Specified

Mark History:

Date	Action Status	Reviewer
7/22/2014 8:47:39 AM	Reviewed	Koonce, Kerry
7/22/2014 8:45:37 AM	Unreviewed	Koonce, Kerry
7/21/2014 5:24:38 PM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

Mike's presentation

From Wilkinson, Michael [IWD] **Date** Monday, November 04, 2013 9:30 AM
To Wise, Steve [IWD]
Cc

UI Tax and Benefits Presentation - ECI 10-13.pptm (1140 Kb HTML)

This is one I used on Halloween day in Ottumwa. It seemed to be well received and facilitated questions.

◦ Unemployment Insurance Law and Policy

◦ For:

◦ Employers Council of Iowa, Southern Iowa

Michael Wilkinson

Division Administrator

Michael.wilkinson@iwd.iowa.gov

(515) 281-4986

1

1 / 43 Prev Next

Report

Sightings

To

Her Mother

Public

ServiceAlert!!!

2

2 / 43 Prev Next

- Law and Policy Changes
- Basics of Unemployment Insurance
- Mike's Top 10
- Reasons for Disqualification
- Case Studies
- Calculating the Cost

Agenda

3 / 43 Prev Next

- 15% Penalty for Fraud Overpayments

- Primary Source – Unreported wages
- Interface National Directory of New Hires
- Wage Cross Match
- Administrative Penalties and Prosecutions

Federal Conformity – Law Change

3

4 / 43 Prev Next

- Lack of participation creates overpayments
- Required participation at first level fact

finding

- No relief of charges if reversed upon

appeal

- Statement of Charges
- See attached Tip Sheet

Federal Conformity – Fact Finding

Participation

4

- Initial claims completed on line

- Electronic Response by business
- Electronic correspondence

- Weekly Continued Claims on-line
  - NDNH cross match
  - Job contact verification

On-line Reporting for Claims

5

6 / 43 Prev Next

- Effective September 20, 2013
  - Quarterly Contribution and Payroll

Reports must be submitted electronically

- New employer registrations must be submitted online at www.MyIowaUI.org

Administrative Rule Change

6

7 / 43 Prev Next

- Unemployment insurance is paid entirely by employers who are covered by the Iowa Employment Security Law. Unemployment insurance is not welfare and is not based on need. It provides temporary benefits for people who are:
  - Unemployed or working reduced hours through no fault of their own
  - Able to work and available for work
  - Actively looking for work (unless waived)

What is unemployment insurance?

The intent is to pay benefits to eligible claimants during periods of unemployment when suitable work is not available. Claimants must meet certain eligibility requirements.

8 / 43 Prev Next

- If a claim is determined monetarily eligible, a Notice of Claim is sent to the individual's most recent employer <u>and to all employers in the individual's base period.</u> <u>All Base Period Employers may be charged.</u>
- Upon receiving the Notice of Claim
  - Employer may protest payment of benefits
  - Indicate if an individual has or will be receiving
    - Vacation, Severance, Dismissal pay, Separation allowance, Holiday pay
- Response to the Notice of Claim -postmarked <u>no later than 10 days</u> from the date the notice was mailed.

Notice to employers

9 / 43 Prev Next

- Base Period: First four of the last five completed calendar quarters
- Lag quarter – quarter immediately preceding the quarter in

which the claim is filed.

- The wages in the Lag Quarter are not used in calculating the benefit amount
- May be used on a subsequent claim.

- Example: Claim filed October 31, 2013
  - Based Period is July 1, 2012 through June 30, 2013
  - Lag quarter wages are 7/1/13 through separation.
  - Claim filed after January 1, 2015 would not be liable.

What is a Base Period

9

10 / 43 Prev Next

Base

period

chart

11 / 43 Prev Next

- If disqualified – must earn 10 times their weekly benefit amount to re-qualify
  - Charges are transferred to the "Balance Account"; no employer charged
- If allowed – Employer account is charged up to 1/3 of their base

period wages not to exceed 26 weeks of the Weekly Benefit.

- Exception: business closing – calculated at ½

- Subsequent Benefit Year charges (Lag wages)

Who gets Charged?

10

12 / 43 Prev Next

---

10 Tips to consider

Preparation starts at hire

11

13 / 43 Prev Next

- Attendance – reporting absence

- Dress Code – Safety Equipment

- Harassment

- Tolerance for “foul” language
- Use of Alcohol
- Use of Sick leave/FMLA
- PTO, Vacation
- Social Media, Internet use
- General behavior on and off work

1. Signed written policies and procedures

12

- Thoroughly investigate – secure witness statements

- Timeliness depends on the nature of the complaint or infraction
- Provide employee opportunity to respond to the complaint
- Document responses

2. Investigate and act quickly

13

15 / 43 Prev Next

- Verbal warnings that are documented

- Written Warnings
  - Reason, infraction, remedy, consequence
  - Signed and or witnessed
- Follow through in a timely manner
- WARNINGS ARE IMPORTANT BUT THE FINAL "ACT" DETERMINES DISCHARGE FOR MISCONDUCT

3. Provide Written Warnings

14

- Inconsistency/exceptions in how policies or rules are applied can weaken a case
- Example: Rule says employee is to call in their absence, but instead sends an e-mail.

4. Follow your policies and be consistent

15

- Supervisor notes, dates & observations, conversations with employee
- Warnings and reprimands

- Disciplinary action
- Sign-off on policies and policy changes
  - E-mail vs. signed

5. Document, Document, Document

16

18 / 43 Prev Next

- Initial Fact Finding and appeal hearing
  - First hand testimony best
  - Written Statements and documentation of warnings, termination letter, other

relevant documents

- Provide rebuttal
- Make notes during Fact Finding and hearing and offer rebuttal.

6. Participate

17

19 / 43 Prev Next

- ...may be admissible, but can be easily challenged
- Preponderance of evidence

- Hearsay my provide credibility to an witness statement
- Hearsay is "second hand" information
- "While I did not see him do it, data suggests that he is the only one with access".

7. Hearsay....

18

- ...if you disagree with the decision.

- Fact Finding – Gathering of facts and initial determination
- Appeal – Sworn testimony in front of the Administrative law Judge
- Employment Appeal Board – Review of the file
- District Court

8. Appeal

19

- Evaluate probationary employees early
- 1/3 of all wages could be charged to the UI

  Tax account.

9. Evaluate Performance early

20

22 / 43 Prev Next

- UI law can be complex in certain cases;

  Call an expert

  - Michael Wilkinson, (515) 281-4986
  - David Eklund (515) 281-5792

- Ryan West (515) 725-3732

10. Ask questions

21

23 / 43 Prev Next

- A claimant may be disqualified from receiving benefits for any of the following reasons:
  - Voluntarily quitting a job without cause attributable to the employer
  - Refusal of suitable work or recall by a former employer
  - Discharge for misconduct in connection with the work
  - Discharge for gross misconduct
  - Failure to adequately search for a job
  - Physically unable to work

Unemployment insurance adjudication

22

24 / 43 Prev Next

- Misconduct in connection with their employment;
- Current Act and final incident is misconduct

- Deliberate acts or omissions; repeated acts of carelessness or negligence
  - Poor performance?
- Employer has the Burden of Proof

Discharge

23

- Excessive and unexcused
  - Matters of "personal responsibility"
- Absent due to illness and other excused reasons
- Timely notification
- Employer policies for reporting absence
- Misconduct if Multiple unexcused and final incident due to illness?
- Misconduct if multiple absences due to illness and final is unexcused?

Attendance

24

- Insubordination – failure to follow reasonable instructions
  - Refusing OT with only 5 minutes notice
- Profanity; Offensive or threatening language
  - Written Policy? Workplace practice?
- Fighting – On premises or off premises
  - Evidence of negative impact at the work place
- Off-duty Conduct – is it work related?
- Carelessness/negligence

Discharge issues

Carelessness – violation of policy after being warned.

25

27 / 43 Prev Next

- Claimant has the burden of proof
- Establish separation was for good cause

  attributable to the employer.

- Prior notice if for medical reasons:
  - Notify employer of condition
  - Could quit if not corrected
  - Allow opportunity to correct

Quit

26

28 / 43 Prev Next

- Change in “contract” of hire
- Unsafe working conditions
- Illegal or intolerable working conditions

- Forced Resignation
- Sexual Harassment
- Work related illness or injury
  - Left on the advise of doctor
  - Notified employer immediately
  - Attempt to return upon recovery

Quit with Cause

27

- Lack of transportation

- Absence without contact for 3 consecutive days in violation of company policy.
- Lack of childcare*
- After being reprimanded
- Inability to work with supervisors or co-workers.
- Accept other employment

Quit without cause

28

30 / 43 Prev Next

Employer

- Sleeping at his desk: Supervisor woke him
- No prior warning or No explanation for sleeping or medication issues
- Set watch alarm to wake him
- Told supv after the fact that meds knocked him out
- Did not participate in FF

Claimant

- He was on break
- Taking meds for anxiety and dosage changed
- Prior warning for going on break w/o telling co-workers
- “Employer knew he was medicated”
- Asked for FMLA paperwork when walked out.

Case Studies - #1

Sleeping on the Job

29

31 / 43 Prev Next

Employer

- Did not participate

Claimant

- 1st shift employee transferred to 3rd shift
- Single parent – unable to work 3rd shift
- Transferred due to low seniority
- HR said to report for shift or quit
- Supervisor could not guarantee shift would be temp or perm

Case Study #2

Quit, Change in contract of hire

30

32 / 43 Prev Next

Employer

- Prior warnings for attendance issues 3 months prior
- Applied progressive discipline
- Final incident – failure to clock out for a W/C appt or clock back in.
- Participated in FF with written statements only

Claimant

- Refuted employer statement by stating he did clock out and back in.

- Time card was not presented
- Claims he has an excuse from W/C doctor.

Case Study #3

Failure to follow instructions

31

33 / 43 Prev Next

Employer

- Warned for low productivity 4 mo. Prior to termination
- No other warning
- 3 consecutive days of safety violations
  - Forklift seat belt
  - Safety shoes
  - Bumped other equip with forklift – no damage
- Did not participate in FF

Claimant

- Refuted each allegation of safety violation
- No record of attendance problems

- No letter of termination
- Some things getting harder to do, due to arthritis

Case Study #4

Safety Violation

32

34 / 43 Prev Next

Calculating the cost of a claim

33

35 / 43 Prev Next

- Two factors involved in calculation
  - Five-year average annual benefit payment
  - Five-year annual taxable payroll
- Rate calculation date is July 1st
- Resulting percentage (%) of taxable payroll is compared to every other employer's benefit ratio
- If annual taxable payroll expands and benefits are constant or decrease, the rate tends to decline

Employer's Benefit Ratio

34

36 / 43 Prev Next

35

37 / 43 Prev Next

Rate Table

Benefit Ratio Rank	Approximate Cumulative Taxable Payroll Limit	Contribution Rates Table							
		1	2	3	4	5	6	7	8
1	4.8%	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
2	9.5%	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
3	14.3%	0.1	0.1	0.1	0.1	0.1	0.0	0.0	0.0
4	19.0%	0.4	0.3	0.3	0.2	0.1	0.1	0.1	0.1
5	23.8%	0.6	0.5	0.4	0.3	0.3	0.2	0.1	0.1
6	28.6%	0.9	0.8	0.6	0.5	0.4	0.3	0.2	0.1
7	33.3%	1.2	1.0	0.8	0.6	0.5	0.4	0.3	0.2
8	38.1%	1.5	1.3	1.0	0.8	0.6	0.5	0.3	0.2
9	42.8%	1.9	1.5	1.2	0.9	0.7	0.6	0.4	0.3
10	47.6%	2.1	1.8	1.4	1.1	0.8	0.6	0.5	0.3
11	52.4%	2.5	2.0	1.6	1.3	1.0	0.7	0.5	0.3
12	57.1%	3.0	2.4	1.9	1.5	1.1	0.9	0.6	0.4
13	61.9%	3.6	2.9	2.4	1.8	1.4	1.1	0.8	0.5
14	66.6%	4.4	3.6	2.9	2.2	1.7	1.3	1.0	0.6
15	71.4%	5.3	4.3	3.5	2.7	2.0	1.6	1.1	0.7
16	76.2%	6.3	5.2	4.1	3.2	2.4	1.9	1.4	0.9
17	80.9%	7.0	6.4	5.2	4.0	3.0	2.3	1.7	1.1
18	85.7%	7.5	7.5	7.0	5.4	4.1	3.1	2.3	1.5
19	90.4%	8.0	8.0	8.0	7.3	5.6	4.2	3.1	2.0
20	95.2%	8.5	8.5	8.5	8.0	7.6	5.8	4.3	2.8
21	100.0%	9.0	9.0	9.0	9.0	8.5	8.0	7.5	7.0

36

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- $0 Five Year Average Benefit Charges

$250,000 Five Year Average Taxable Wages

- 0/250,000 = 0, this would put the employer in Rank 1
- Rate would be 0.000% on all contributions
- 43% of all employers have a zero rate; 53% with 1% or less

EXAMPLES OF HOW Benefits affect your UI Account rate

37

Using this formula, below are some examples of how an increase in benefit charges can significantly affect your tax rate.

- 2000/250,000 = .8 (Benefit Ratio),
  - Rank 12 Rate is 1.10%
  - One person laid off; Annual Cost = $2,750
- 4,000/250,000 = 1.6 (Benefit Ratio)
  - Rank 16 Rate is 2.4%
  - Two people laid off; Annual Cost = $6,000

Calculated rates and costs

- 8,000/1,500,000 = .53 Benefit ratio
  - Rank 9 Rate is .700%
  - Four people laid off; Annual Cost = $10,500
- 20,000/1,500,000 = 1.3 Benefit ratio
  - Rank 15 Rate is 2.0%
  - 10 people laid off; Annual Cost = $30,000

Calculated rates and costs

39

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Questions ?

40

42 / 43 Prev Next

Michael Wilkinson

Division Administrator, UI Services

515-281-4986

Michael.Wilkinson@Iwd.Iowa.Gov

Thank You

41

43 / 43 Prev Next

Message: RE: US Treasury Trust Fund available for benefits 11/20/13

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:18 PM
Item ID:	40861574
Policy Action:	Not Specified

Mark History:

Date	Action Status	Reviewer
7/22/2014 8:47:57 AM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

RE: US Treasury Trust Fund available for benefits 11/20/13

From Wilkinson, Michael [IWD] **Date** Wednesday, November 20, 2013 2:43 PM

To Windust, Stephanie [IWD]; Bervid, Joseph [IWD]; Koonce, Kerry [IWD]; Wahlert, Teresa [IWD]; Wallace, Edward [IWD]

Cc Schieffer, Tom [IWD]; Brown, Lisa [IWD]

Tom/Stephanie, I think there is a math error.....

From: Windust, Stephanie [IWD]
Sent: Wednesday, November 20, 2013 12:56 PM
To: Bervid, Joseph [IWD]; Koonce, Kerry [IWD]; Mauro, Michael [IWD]; Robinson, Jeffery [LEGIS]; Roederer, David [IDOM]; Wahlert, Teresa [IWD]; Wallace, Edward [IWD]; Wilkinson, Michael [IWD]; Winters, Tammy [IDOM]
Cc: Schieffer, Tom [IWD]; Brown, Lisa [IWD]
Subject: US Treasury Trust Fund available for benefits 11/20/13

UI Contribution in Trust Fund		$ 895,731,494.55
Deposit 11/20/13	$ 450,000.00	
Less Benefit Payment Withdrawal	617,000.00	
Net Deposit / (Withdrawal)		$ (167,000.00)
Trust Fund available for Benefits		**$ 795,564,494.55**

Stephanie Windust
Financial Management
Iowa Workforce Development
Phone 515-281-7294
Fax 515-281-6046
stephanie.windust@iwd.iowa.gov

Message: Re: Fwd: SSA Preliminary BI Investigation - Additional Information Needed for PATRICIA LYNN HENRICH

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:20 PM
Item ID:	40861598
Policy Action:	Not Specified

Mark History:

Date	**Action Status**	**Reviewer**
7/22/2014 8:47:58 AM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

Re: Fwd: SSA Preliminary BI Investigation - Additional Information Needed for PATRICIA LYNN HENRICH

From Wilkinson, Michael [IWD] **Date** Tuesday, January 07, 2014 12:08 PM
To Wahlert, Teresa [IWD]
Cc

Actually Lori's but I'm not sure why Pat would need this. I will work through it with Lori.

From: Wahlert, Teresa [IWD]
Sent: Tuesday, January 07, 2014 12:06 PM
To: Wilkinson, Michael [IWD]
Subject: Fwd: SSA Preliminary BI Investigation - Additional Information Needed for PATRICIA LYNN HENRICH

Yours?

- Teresa Wahlert

Begin forwarded message:

From: "Otto, Clayton HQ DCHR" <Clayton.Otto@ssa.gov>
Date: January 7, 2014 at 11:46:06 AM CST
To: "Wahlert, Teresa [IWD]" <Teresa.Wahlert@iwd.iowa.gov>
Cc: "Barcelles, Cindy" <Cindy.Barcelles@ssa.gov>, "Day, Erica" <Erica.Day@ssa.gov>, ^ENSuitability <ensuitability@ssa.gov>
Subject: SSA Preliminary BI Investigation - Additional Information Needed for PATRICIA LYNN HENRICH

Contract # SS00-12-E1655

Please have applicant **Patricia Lynn Henrich** provide you with the following information concerning the applicant's eQip submission of the Questionnaire for Non-Sensitive Positions (form 85). Please provide this information within **3 days** of this notification.

Please be advised the following corrections are required in order to submit to OPM. Security cannot close out the case without this information:

NEW SIGNATURE/CERTIFICATION, AND RELEASE PAGES ARE REQUIRED: The ones that were submitted had the dates crossed out and written over. OPM will not accept them in this condition. I have new copies available that can be scanned and emailed to you for completion if needed.

Section 5: Maiden name is required to be listed along with dates used (from and to, month and year) and marked as "Nee". Also, any other names used from birth to present are required to be listed with dates used (from and to, month and year).

Section 10: A supervisor with complete contact information including telephone number is required for each listed employment(US Census Bureau).

Information can be provided via email.

Thanks,

Clayton Otto

USIS (Contractor)
Personnel Security Specialist for the
Social Security Administration
Room 1260, Dunleavy
Phone 410-965-8477
(410) 597-0614 Fax
Clayton.Otto@ssa.gov

Message: FW: US Treasury Trust Fund available for benefits 2/4/14

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:20 PM
Item ID:	40861617
Policy Action:	Not Specified

Mark History:

Date	Action Status	Reviewer
7/22/2014 8:47:58 AM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

FW: US Treasury Trust Fund available for benefits 2/4/14

From Wilkinson, Michael [IWD] **Date** Tuesday, February 04, 2014 3:08 PM
To Wahlert, Teresa [IWD]
Cc

FYI, at the same time last year we had a balance of $689 Million; an increase of approximately $137 million over the same period last year. As you may recall, there is normally about 120 million between tax tables. We will want to watch this carefully. I will work with Pat on preliminary estimates in mid-May.

From: Windust, Stephanie [IWD]
Sent: Tuesday, February 04, 2014 2:42 PM
To: Bervid, Joseph [IWD]; Koonce, Kerry [IWD]; Mauro, Michael [IWD]; Robinson, Jeffery [LEGIS]; Roederer, David [IDOM]; Wahlert, Teresa [IWD]; Wallace, Edward [IWD]; Wilkinson, Michael [IWD]; Winters, Tammy [IDOM]
Cc: Brown, Lisa [IWD]
Subject: US Treasury Trust Fund available for benefits 2/4/14

UI Contribution in Trust Fund		$ 821,102,066.81
Add Combined Wage Claim Payments From Other States		33,725.05
		$ 821,135,791.86
Deposit 02/04/14	$ 6,100,602.69	
Less Benefit Payment Withdrawal	298,000.00	
Net Deposit / (Withdrawal)		$ 5,802,602.69
Trust Fund available for Benefits		**$ 826,938,394.55**

Stephanie Windust
Financial Management
Iowa Workforce Development
Phone 515-281-7294
Fax 515-281-6046
stephanie.windust@iwd.iowa.gov

Message: RE: US Treasury Trust Fund available for benefits 11/20/13

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:18 PM
Item ID:	40861574
Policy Action:	Not Specified

Mark History:

Date	Action Status	Reviewer
7/22/2014 8:47:57 AM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

RE: US Treasury Trust Fund available for benefits 11/20/13

From Wilkinson, Michael [IWD]

Date Wednesday, November 20, 2013 2:43 PM

To Windust, Stephanie [IWD]; Bervid, Joseph [IWD]; Koonce, Kerry [IWD]; Wahlert, Teresa [IWD]; Wallace, Edward [IWD]

Cc Schieffer, Tom [IWD]; Brown, Lisa [IWD]

Tom/Stephanie, I think there is a math error.....

From: Windust, Stephanie [IWD]
Sent: Wednesday, November 20, 2013 12:56 PM
To: Bervid, Joseph [IWD]; Koonce, Kerry [IWD]; Mauro, Michael [IWD]; Robinson, Jeffery [LEGIS]; Roederer, David [IDOM]; Wahlert, Teresa [IWD]; Wallace, Edward [IWD]; Wilkinson, Michael [IWD]; Winters, Tammy [IDOM]
Cc: Schieffer, Tom [IWD]; Brown, Lisa [IWD]
Subject: US Treasury Trust Fund available for benefits 11/20/13

UI Contribution in Trust Fund		$ 895,731,494.55
Deposit 11/20/13	$ 450,000.00	
Less Benefit Payment Withdrawal	617,000.00	
Net Deposit / (Withdrawal)		$ (167,000.00)
Trust Fund available for Benefits		**$ 795,564,494.55**

Stephanie Windust
Financial Management
Iowa Workforce Development
Phone 515-281-7294
Fax 515-281-6046
stephanie.windust@iwd.iowa.gov

Message: RE: Appeals / Claims meeting

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:31:58 PM
Item ID:	40860905
Policy Action:	Not Specified

Mark History:
No reviewing has been done

Policies:
No Policies attached

RE: Appeals / Claims meeting

From Wise, Steve [IWD] **Date** Friday, May 24, 2013 9:47 AM
To Lewis, Devon [IWD]
Cc

Like you the protest form with the phantom $ number has been something I have harp on for years as well. We have cases that have gone to EAB and court on Employer where there was zero current benefit year liability because no one told they really have nothing or little at stake.

From: Lewis, Devon [IWD]
Sent: Friday, May 24, 2013 9:16 AM
To: Wise, Steve [IWD]
Subject: RE: Appeals / Claims meeting

Thank you for offering. I think with your computer skills it makes sense to be part of Wilkinson's paperless transition committee. I urged Marlon to be on that too because he's kind of a tech head but he shrugged it off. Maybe he'll listen to you since Joe does not seem to like to force issues or delegate, which is to everyone's detriment. Between that and what you are already doing for us, that will likely be plenty, aside from Skilled Iowa speaking engagements, which appears to be expected from everyone. I think Joe may need help getting his power point transferred to ALJs, who will likely need training also.

One other thing came up in the A/C meeting yesterday that she really hopped on was adding a simple sentence above the E max potential liability # to identify it. Something like: "Employer's maximum potential liability in this claim year." That would not require reprogramming of the number placement. I've mentioned that to multiple people before dating back to DA but no response or action until she was there yesterday.
DML

From: Wise, Steve [IWD]
Sent: Thursday, May 23, 2013 4:42 PM
To: Lewis, Devon [IWD]
Subject: Appeals / Claims meeting

Please let me know what topics came up that you think I could be of assistance with.

Steven A. Wise
Administrative Law Judge
515-281-3747

Message: One Party Cheat Sheets

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:	40862071
Policy Action:	Not Specified

Mark History:

Date	Action Status	Reviewer
7/21/2014 1:15:26 PM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

One Party Cheat Sheets

From West, Ryan [IWD]

Date Thursday, March 06, 2014 8:51 AM

To Allen, Shannell [IWD]; Anderson, Shantel [IWD]; Andreano, Lori [IWD]; Baccam, Frisco [IWD]; Batten, Gary [IWD]; Beattie, Adam [IWD]; Borgeson, Jill [IWD]; Boten, Brenda [IWD]; Chounlamountry, Pho [IWD]; Close, Kara [IWD]; Cogan, Karen [IWD]; Cozart, Jeanine [IWD]; Croushore, Brianne [IWD]; Dawson, Dianne [IWD]; Densmore, Terryne [IWD]; DeSmidt, James [IWD]; Devine, Roxy [IWD]; Donlin, Michael [IWD]; Dyer, Ray [IWD]; Dykstra, Connie [IWD]; Edmonds, Linda [IWD]; Eklund, David [IWD]; Ellenwood, Kasandra [IWD]; Finck, Christal [IWD]; Garrett, Brent [IWD]; Gaulke-Lilly, Sharon [IWD]; Gifford, Matt [IWD]; Guy, Marlys [IWD]; Hallengren, Jon [IWD]; Hoard, Aaron [IWD]; Holett, Karen [IWD]; Hosier, Michael [IWD]; Irvine, Erin [IWD]; Irvine, Kevan [IWD]; Khounlo, Nhoui [IWD]; Kolontar, Lisa [IWD]; Kooiker, Quentin [IWD]; Landrew, Paul [IWD]; Lewis, Irma [IWD]; Long, Maria [IWD]; Moses, Ryan [IWD]; Nutting, Jenifer [IWD]; Oyibo, Joan [IWD]; Parry, Sharon [IWD]; Peacock, Phillip [IWD]; Prettyman, Laura [IWD]; Ramirez, Rebecca [IWD]; Rieger, Kim [IWD]; Roovaart, Michelle [IWD]; Ruby, Evelyn [IWD]; Saddoris, Michelle [IWD]; Schafer, Cathy [IWD]; Schlumbohm, Spomenka [IWD]; Schmalzried, Leslie [IWD]; Seivert, Shanlyn [IWD]; Shepherd, Deborah [IWD]; Spencer, Barbara [IWD]; Starr, Tracy [IWD]; Steen, Christina [IWD]; Stewart, Brian [IWD]; Stielow, Lisa [IWD]; Tavegia, Thomas [IWD]; Ung, Kham [IWD]; Vo, Vu [IWD]; Vogt, Jennifer [IWD]; Wey, Kevin [IWD]; Wolfe, Kathie [IWD]; Wood, Kirsten [IWD]; Young, Veronica [IWD]

Cc

One Party Interview Desk Aide.docx (15 Kb HTML) **image001.jpg** (3 Kb HTML) **Quits discharges 082009.doc** (1772 Kb HTML) **A and A Job Refusals Pensions.PDF** (44 Kb HTML)

Here is some one party cheat sheet information.

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

Description: titlegraphic

One Party Interview Desk Aide

Issue	No Show	Mistake	Accurate
Quit	ANDS 038 & KDBU 700	KDBU 700 & Scan/File	Additional Claim
Discharge	ANDS 038 & KDBU 700	KDBU 700 & Scan/File	Additional Claim
Job Refusal	ANDS 038 & KDBU 700	ANDS 169	SIR1
Pension	ANDS 038 & KDBU 700	Scan/File	ANDS Decision &KDBU 324
A&A (not VRU)	ANDS 038 & KDBU 700	Scan/File	ANDS Decision
A&A VRU	ANDS 038 & ANDS 118	ANDS 162	ANDS Decision

For more detailed instructions please refer to Continued Claim Fact-Finding Procedures

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

If a claimant indicates that he or she has worked during the week, we ask about the separation. If the claimant indicates a quit or a discharge, it will create an entry on the daily "VRU Continued Claims Exception Warnings Report".

Because of "Snyder Rights", we are required to contact the claimant to verify the separation and to then file an additional claim so the employer involved can be notified and protest.

Figure 1 Report

Procedures for Quits/Discharges

- Check DBRO first, then KCCO
- If the claimant has reported a separation on the first week after a new claim or an additional claim, we do not need to call or schedule for this
  - Write "1st wk" next to the SSN on the VRU CC Exception Warning Report
- If the claim has already exhausted benefits, do not contact the claimant or schedule for a one-party
- If the claim is not monetarily valid (NR or LQE Claims), do not call the claimant or schedule for a one-party
- If you are able to contact the claimant and they state they marked discharge/quit in error
  - Put a KDBU 700 note on klog (ex: w/e 081509 clmt marked disch in error on cc)
  - Write "error" next to the SSN on the VRU CC Exception Warning Report
- If you are able to contact the claimant, the purpose is to file the additional claim
  - Do not indicate that you are doing a fact-finding on the separation issue
  - Do not take any information on the separation
  - Since Quits and Discharges are potentially disqualifying issues, the law requires us to notify the employer, which the additional claim will do
  - Write "add'l" next to the SSN on the VRU CC Exception Warning Report
- If you are not able to contact the claimant, do not leave a message
  - Call the claimant back later that day
  - If you can't reach the claimant by the end of the day, we will have you print out both the DBRO and KCCO so we can schedule a one-party interview and cancel the Caselowa entry
  - Write "FF" next to the SSN on the VRU CC Exception Warning Report

Example 1

Figure 2 DBRO for Example 1

Figure 3 KCCO for example 1

In this case, we would not need to contact the claimant at all, because it was for the first week of the claim, and we have already notified the employer on the initial claim. They have 10 days to protest.

Example 2

Figure 4 DBRO for Example 2

Figure 5 KCCO for Example 2

We would need to call this claimant to file the additional claim. It is clearly not the first week of filing, and the claimant has been calling in for some time. If the claimant has not made a mistake when reporting the weekly claim, we will file an additional claim effective the week when the separation occurred.

Follow-up

- If you are successful in contacting the claimant and have filed the additional claim, you are done. We ask that you give the claimant information to Frank so we can document the case for Caselowa.

Note: there will be a change in procedures when we shift over to Caselowa.

- If you are unable to contact the claimant, print out DBRO and KCCO so we can schedule the claimant for a one-party interview.

Remember: we are not trying to adjudicate the separation, but making sure that the employer is notified of the claim.

Image 1

Message: Changing 0 account's - using the right detection date.

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:53 PM
Item ID:	40862291
Policy Action:	Not Specified

Mark History:

Date	Action Status	Reviewer
7/21/2014 1:15:26 PM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

Changing 0 account's - using the right detection date.

From West, Ryan [IWD]

Date Monday, March 17, 2014 9:46 AM

To Allen, Shannell [IWD]; Anderson, Shantel [IWD]; Andreano, Lori [IWD]; Baccam, Frisco [IWD]; Batten, Gary [IWD]; Beattie, Adam [IWD]; Borgeson, Jill [IWD]; Boten, Brenda [IWD]; Chounlamountry, Pho [IWD]; Close, Kara [IWD]; Cogan, Karen [IWD]; Cozart, Jeanine [IWD]; Croushore, Brianne [IWD]; Dawson, Dianne [IWD]; Densmore, Terryne [IWD]; DeSmidt, James [IWD]; Devine, Roxy [IWD]; Donlin, Michael [IWD]; Dyer, Ray [IWD]; Dykstra, Connie [IWD]; Edmonds, Linda [IWD]; Eklund, David [IWD]; Ellenwood, Kasandra [IWD]; Finck, Christal [IWD]; Garrett, Brent [IWD]; Gaulke-Lilly, Sharon [IWD]; Gifford, Matt [IWD]; Guy, Marlys [IWD]; Hallengren, Jon [IWD]; Hoard, Aaron [IWD]; Holett, Karen [IWD]; Hosier, Michael [IWD]; Irvine, Erin [IWD]; Irvine, Kevan [IWD]; Khounlo, Nhoui [IWD]; Kolontar, Lisa [IWD]; Kooiker, Quentin [IWD]; Landrew, Paul [IWD]; Lewis, Irma [IWD]; Long, Maria [IWD]; Moses, Ryan [IWD]; Nutting, Jenifer [IWD]; Oyibo, Joan [IWD]; Parry, Sharon [IWD]; Peacock, Phillip [IWD]; Prettyman, Laura [IWD]; Ramirez, Rebecca [IWD]; Rieger, Kim [IWD]; Roovaart, Michelle [IWD]; Ruby, Evelyn [IWD]; Saddoris, Michelle [IWD]; Schafer, Cathy [IWD]; Schlumbohm, Spomenka [IWD]; Schmalzried, Leslie [IWD]; Seivert, Shanlyn [IWD]; Shepherd, Deborah [IWD]; Spencer, Barbara [IWD]; Starr, Tracy [IWD]; Steen, Christina [IWD]; Stewart, Brian [IWD]; Stielow, Lisa [IWD]; Tavegia, Thomas [IWD]; Ung, Kham [IWD]; Vo, Vu [IWD]; Vogt, Jennifer [IWD]; Wey, Kevin [IWD]; Wolfe, Kathie [IWD]; Wood, Kirsten [IWD]; Young, Veronica [IWD]

Cc Batten, Ellen [IWD]; Douglas, Jodi [IWD]; Gilkison, Judy [IWD]; Halferty, Dan [IWD]; Jergenson, Kathy [IWD]; Lainson, Geralyn [IWD]; Piagentini, Mary [IWD]; Putzier, Juli [IWD]; Shenk, Jim [IWD]; Van Syoc, Jim [IWD]

image001.jpg (3 Kb HTML) **Detection Date.ppt** (3338 Kb HTML) **(A)(F)Detection Date Cheat Sheet.doc** (52 Kb HTML) **image004.png** (2 Kb HTML) **image005.jpg** (35 Kb HTML)

Reminder and cheat sheets attached.

If you are changing a SIR from a zero account number to the correct account number, make sure you are using the original detection date. QC has reported the wrong detection date is being used too often in this situation.

Example:
Claim is filed on 1/8/14 as a self-protested quit. The employer account number is listed as 000000-000 on the SIR. When you do the fact-finding, you find the correct employer account number. You 888 the REF# using the 0 acct number. When you enter the decision using the correct account number, you must enter the detection date as 1/8/14 since that is when we first became aware of the issue (even if we didn't have the correct acct# at the time). The detection date can be found on NMRO under the original protest.

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

Description: titlegraphic

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

Detection Date

Basic UI Training

September 2012

1

In this training, we will be discussing what detection dates are, the importance of using the correct detection date and how to determine where you

2

1 / 25 Prev Next

What is a Detection Date?

- This is the date the agency first knew or should
- It's used to determine how long it takes the agency to rule on an issue
- All countable decisions require a detection date

August 2012

2

The detection date is the date the agency first knew or should have known about an issue. We use the detection date to track how long it takes our

3

2 / 25 Prev Next

Why Do We Need Detection Dates?

- Detection Dates help us determine if we are me
- This information sent to the Dept of Labor

- If we are not meeting the minimum standards, we are required to improve our performance through corrective action plans

August 2012

3

We use detection dates to help determine if we are meeting certain performance measures set by the DOL on time lapse. If we are not meeting the

4

3 / 25 Prev Next

Detection Dates on the SIR

- A SIR is a Special Investigation Report
- A SIR can be automatically generated by the system or can be manually entered by IWD staff
- The detection date is determined when the SIR is entered into the system
- It is very important that the correct detection date is entered

August 2012

4

Anytime a SIR is created, a detection date must be entered. SIRs are created any time a claimant self protests their claim or when we receive a prot

5

4 / 25 Prev Next

Detection Date for 201A / Letters

- Mail
  - The detection date is the date we receive the mail
- Fax
  - If received during normal business hours, the detection date is the same as the fax date
  - If received after business hours, on a holiday or a weekend, the detection date is the next business day

Note: We do not use the detection date to determine if a protest is timely

August 2012

5

For 201A's or letters that are mailed to us, the detection date is the date we receive it. Everything coming in should be date stamped with a receive

For faxes, we have to look at what time the fax came in. Our standard business hours are currently Monday thru Friday from 8:00 am – 4:30 pm. If a fax comes in during these hours, our detection date should match the fax date. If the fax comes in after hours or on a holiday or week

Do not confuse the detection date with the protest due date. If a fax comes in after hours on the due date, we would still accept it as timely and set -

finding. We may not be here to pick up the protest, but the employer sent it to us by the due date. For example, a protest may be due this week on

6

5 / 25 Prev Next

Timely Mailed 201A

- The Notice of Claim (201A) was sent to the employer on 09/03/2010
- Protest was due back on 09/13/2010
- The employer mailed the protest on 09/09/2010 (postmarked date)
- We received it on 9/13/10 (RCVD UISC 09/13/2010)
- The detection date is 9/13/10

Remember, even if the received date is after the due date, it can still be accepted as timely as long as it

August 2012

6

Here is an example of a 201A protest. We mailed the 201A to the employer on 9/3/10. The due date indicates the employer must send us a protest 9/13/10.

Keep in mind, if this had been delayed in the mail and we hadn't received it until 9/16/10, our detection date would be 9/16/10. It would still be co

7

6 / 25 Prev Next

Timely Faxed 201A

- Notice of claim (201A) was sent to the employer on 08/27/10
- Protest was due back on 09/07/10
- The employer faxed it back on 09/02/10 at 10:11 a.m.
- Since it was received during normal business hours, the detection date is 09/02/10

Remember:

- Faxes received after 4:30 pm or on a weekend/holiday are detected the next business day.
- Even if the fax date is after normal business hours, it can still be accepted as timely as long as it was faxed by the due date.

August 2012

7

In this case we sent the employer a notice of claim on 8/27/10. The protest was due by 9/7/10. The employer faxed their protest to us on 9/2/10 at
the day after it was faxed.

Again, remember not to confuse the detection date with the due date. If the protest was faxed to us on 9/7/10 at 11:00 pm, it would be accepted a:

8

7 / 25 Prev Next

August 2012

8

Detection Date for Self-protested Claims

- Initial claim determination date for monetarily valid claims
  - This is the date the claim goes on the mainframe (DBRO/SUSP/FLAG)
  - This will be the date the claim was submitted (though you won't see it on the mainframe until the next working day)
- Redetermination date for ABP/UCX/UCFE/CWC/missing wages

- The day after the wages were added on DAWG
- DAWG requires an overnight update
- If wages are added today, then the mainframe will show it the next working day

Another type of protest is a self protest. This occurs when a claimant indicates they quit, were fired or are involved in a labor dispute. If the claim is

If a claim was not monetarily eligible at the time of filing and has been redetermined as a CWC, ABP, federal or military claim or redetermined due t

9

8 / 25 Prev Next

Self Protest – Monetarily Eligible at Time of Filing

- This claim was self-protested as a discharge
- Look at the page on DBRO that shows the wage records
- Since the claim was monetarily eligible at time of filing, the detection date would be the same as the date listed under the wage records on DBRO (08/24/10)

August 2012

9

This is an example of a self protested claim that was monetarily eligible at the time of filing. You can see here the claimant told us at the time of filir

10

9 / 25 Prev Next

Self Protest – Monetarily Eligible at Time of Filing

- Finding the Detection Date on FLAG
- Finding the Detection Date on NMRO

August 2012

10

You can also look at the FLAG screen to get the detection date for a self protested claim that was monetarily eligible at the time of filing. It will be lis

11

10 / 25 Prev Next

Self-Protest – Additional Claim

- The detection date for a self-protested issue on an additional claim is the dat
- You can find this date on DBRO under the Additional-Claim Records.
- It is the date listed under the "ENTERED" column

August 2012

11

For self protested additional claims, the detection date is the date the additional claim is submitted by IWD. You can find this date under the Entere

12

11 / 25 Prev Next

What if the wrong employer was listed on a self-protest?

- We need to use the same detection date as we normally would for a se -protested claim.
  - FLAG = Determined Date
  - DBRO = WAGE RECORD DET-DATE
  - DBRO = ENTERED date in Additional-Claim Records (if add'l claim)
- This is true regardless if the error was because the claimant told us

wrong or if we filed the claim incorrectly.

- It does not matter when we learned of the correct employer information – we still use the detection date based on the determination date of the original claim or additional claim that prompted the self-protest.

August 2012

12

Every once in a while, we may have a situation where the wrong last employer was listed on a self protested claim. If this is the case, we will have tc

13

12 / 25 Prev Next

Self Protested Redeterminations

- This claim was originally No Record
- The "Allowed" Flag tells us the claim is now monetarily valid with Federal Wages
- It also tells us the determination date (not detection date)

August 2012

13

As I stated earlier, the detection date for a redetermined claim can only be found on under the Wage Record section on the DBRO screen. If you loo

14

13 / 25 Prev Next

Self Protested Redeterminations

- Because this was a federal claim, we had to send a request to the Fede
- We were able to add the wages on 09/15/10
- The wages updated overnight and appeared on the claim on 9/16/10

- The detection date for this self protest is 9/16/10 (the date the claim showed as monetarily valid on DBRO)

August 2012

14

When we look under the wage record section of DBRO, we see the date is listed as 9/16/10. This is the date that DBRO became monetarily eligible.

15

14 / 25 Prev Next

Why don't we use the date the wages were adde

- The claim isn't valid until the wages have updat
- Even though we add the wages today, it's an overnight process
- The correct detection date would be the day we can look on DBRO and see the wages

August 2012

15

The claim has to be monetarily valid before we can detect an issue. Because of this, we have to use the date the mainframe recognized the wages o

16

15 / 25 Prev Next

Non-Separation Issue Detection Date

- Nonseparation issues refer to continued claim i
- All issues except voluntarily quitting and discharges (and "other" separations) fall under this category

- These dates must be entered manually on SIR2 when you enter your ANDS decision

August 2012

16

Some non-separation issues require a detection date as well. If you don't have a pre-
printed SIR & are entering a decision using ref 00, you will often be asked to enter a detection date. Again, it is important to enter the correct detec

17

16 / 25 Prev Next

Examples of Non-separation issues

- Able/available for work issues
- Pension, Job Refusals, Work searches, etc...
- Failed to report to call in notice or register for work
- Alien work registrations
- School employees between/within terms
- Department Approved Training
- Disqualifying/deductible income
- Refusal of profiling services

August 2012

17

These are just a few examples of non-separation issues.

Able and Available issues, Pensions, job refusals, failed to reports, DAT, and deductible income are probably some of the most common non-separation issues you will see.

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Detection Date For DAT Decisions

- Use the date we receive the application for DAT (must be date stampec
  - Ex1: Claimant fills out, signs and mails the DAT on 9/12/12. We receive it on 9/14/12. The detection date is 9/14/12.
  - Ex2: Claimant fills out and signs a DAT in their local office on 9/12/12. The local office mails it to the UISC for processing and we receive it on 9/14/12. The detection date is 9/12/12 – the date the local office received it.
- Apprenticeships use the date the local union faxes in the DAT

August 2012

18

The detection date for a Department Approved Training decision is the date IWD actually receives the DAT form. DAT forms should always be date s

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Failed to Report (ANDS 038)

- The issue is the failure to report for a scheduled interview
- The detection date would be the date of the interview
- The previous issue that caused the interview would still need to be addressed if the claimant reports later

August 2012

19

If you are issuing any type of failed to report decision, the detection date will always be the date they were supposed to report, but did not. In the e

-

party interview for 9/13/10 to address an A&A issue. If the claimant does not answer when we call, we will issue a failed to report decision. The det

Keep in mind that although we may have been made aware of the issue that caused us to schedule the interview on a certain date, we did not beco

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Detection Date For VRU Claims

For continued claims, the detection date is the date the weekly claim upd

- Calls made on the weekend or Monday are not processed until Monday night, so the detection date is Tuesday
- Calls made any other day of the week are processed overnight, so the detection date is the next business day
- The system does not update on holidays and the detection date cannot fall on a holiday, so you have to adjust the detection date accordingly
  - If the report is made on a weekend or Monday and Monday is a holiday, the detection date will be Wednesday
  - If the report is made on a weekend or Monday and Tuesday is a holiday, the detection date will be Wednesday
  - If the report is made on Tuesday and Tuesday is a holiday, the detection date will be Thursday
  - If the report is made on Tuesday and Wednesday is a holiday, the detection date will be Thursday

August 2012

Every weekend, the claimant must report their weekly continued claim. If they report an issue, such as a work refusal or not being able and availabl

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Examples of VRU Detection dates

If any issues had been reported:

- The claim that was called in 8/10/12 (Friday) would have a detection date of 08/13/12 (Monday – the next working day)
- The claim that was called in 08/22/12 (Wednesday) would have a detection date of 08/23/12 (Thursday – the next working day)
- The claim that was called in on 8/25/12 (Saturday) would have a detection date of 8/28/12 (weekend call-in updates Monday night so detection date is Tuesday)
- The claim that was called in on 9/1/12 (Saturday) would have a

detection date of 9/5/12 (since Monday is a holiday, the detection date is Wednesday)

August 2012

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For these examples, we'll pretend the claimant had reported an issue during their call-in. For weekending 8/4/12, the report was made on 8/10/12 which is a Friday. If the claimant had reported an issue, the detection date in this case

For w/e 8/11/12, the report was made on Wednesday, 8/22/12. The detection date would be the next business day which is Thursday, 8/23/12.

For w/e 8/18/12, the report was made on Saturday, 8/25/12. That week will update Monday night so the detection date will be Tuesday, 8/28/12.

For w/e 8/25 and 9/1/12, the report was made on Saturday, 9/1/12. Monday was a holiday, labor day, so the report made on the weekend could nc

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New Issues Raised During Fact-finding Interviews

- The detection date for the new issue is the date of the original fact-finding
- This is true even if the issue occurred during a previous week
- Since we didn't find out about the issue until the date of the fact-finding interview, that is our detection date

August 2012

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Sometimes new issues will come up during a FF. If we are conducting a fact-finding interview and a new issue arises, the detection date for that new issue will be the date of the fact-finding. In the example here, it states that we were conducting a fact-finding on 9/9/10. During that interview, the claimant brought up an able and available issue. When we issue our decision on the able and available

23

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Wave Files/Voicemail

- If the wave file/voicemail is listened to on the sa
- If the wave file/voicemail message is left on one date, but listened to on a different date:
  - Left during normal business hours (8:00 am to 4:30 pm, Monday thru Friday) – use date of message
  - Left after normal business hours (after 4:30 pm) – use next business day
  - Left on Saturday or Sunday – use next business day

August 2012

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If a claimant leaves a message and we listen to it the same day, the detection date is the date the message was left and listened to.

If a claimant leaves a message and we listen to it on a different day, we have to look at what time the message was originally left. If they left it durin

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Self Reported Issues – Phone Calls or In-Person Contact

If the claimant comes in to your office or calls and reports an issue and yo

August 2012

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If you have actual contact with a claimant, either in-person or over the phone, and they bring up an issue, the detection date for that issue is the date of the conversation. This is true even if the conve

For example, if you talk to a claimant on Wednesday, 9/12/12, at 6:00 pm and they state they were not A&A for a prior week, the detection date fo

25

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Detection Dates Are Important

- They are a critical measure of our performance.

- If we don’t use the correct detection date, DOL may require us to create correction plans for our agency.
- If you are unsure of the correct detection date, ask for help. Do not guess!

August 2012

25

It is extremely important that we use the correct detection date when addressing an issue.

Dept of Labor requires that 95% of our countable decisions have a correct detection date. That means for each quarterly review only one separatio
-
separation detection date can be wrong and still meet the requirements for the quarter. If you are unsure of what the correct detection date shoulc

Thank you for your time and attention to this matter.

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Normal business hours for IWD are Monday – Friday, 8:00 am – 4:30 pm.

How we became aware of the issue	Detection Date
Faxed 201A's and Letters	**Rec'd** during normal business hours – Use fax date Rec'd after normal business hours – Use next business day
Mailed 201A's and Letters	**Date rec'd** by IWD (use rec'd date stamped on paper)
203's	**Mailed before** claim on file- use date becomes monetarily valid Mailed **after** claim was filed-detection date is the date we receive it by mail(use mail rules) Faxed after claim was filed-use fax rules Called in 203's -If claim is on file-use date of conversation -If claim is not on file-use date becomes monetarily valid (the initial claim determination date found under Wage Records on DBRO)
Self Protest on a claim that is monetarily valid at the time of filing	**Date claim** was processed by IWD. Can be found in the following locations: • Determined Date on FLAG • Det-Date in DBRO Wage Records • Initial Claim Determination Date on KLOG
• **Self Protest on an Additional claim**	• **Date Addit**ional claim was processed by an IWD – Can be found in the "Entered" column of the DBRO Additional Claim Records
• **Correcting a wrong last employer on a self protest**	• **Same** detection date used on the wrong employer – NOT the date we learned of the corrected employer. Can be found in the following locations: • Determined Date on FLAG • Det-Date in DBRO Wage Records • EX: IWD processes a claim on 3/6/14 where the claimant states they quit ABC Co. On 3/20/14, we find out they never worked for ABC Co, but actually worked for XYZ Co and quit. We should print the new SIR using a detection date of 3/6/14, the date the claim was originally processed. • • •
• **Re-determined claims –** • **ABP,CWC, UCX, UCFE, missing wages**	• Day the claim becomes monetarily valid. This can be found by looking at the Det-Date in the Wage Records section of DBRO. Use the date from the line that made the claim monetarily eligible. (Do NOT use the date on FLAG.)
• **DAT**	• **Date IWD receives the DAT application** unless you fill the application out yourself – Make sure DAT is date stamped with the rec'd date. • • Ex1: Clmt fills out & signs a DAT at home on 3/14/14 and mails it. We receive it on 3/18/14. The detection date is 3/18/14. DAT must be date stamped. • • Ex2: Clmt fills out and signs a DAT in the local office on 3/14/14. The local office mails it to the UISC for processing. UISC receives it on 3/18/14. The detection date is 3/14/14 since that is when IWD first became

	aware of it. • • Ex3: On 3/14/14 at 6:30pm you talk to the clmt, fill out the DAT, sign it as per phone & date it for 3/14/14. The clmt faxes the class schedule to you that same evening- use 3/14/14 as the detection date. • • Ex4: On 3/14/14 at 6:30pm you take the call for the DAT, but you simply advise the clmt to fill the form out and send it in. We would use whatever date it is rec'd by IWD -(use mail/fax rules) • • **Note: If you have the clmt on the phone, you should fill out the DAT for them and they can fax you the schedule.**
• **TEB**	• **When application is rec'd. The claimant HAS to fill out their own** TEB application and TEB staff will handle all of these apps. (Use mail/fax rules.)
• **Failed to report (038)**	• **Date of the** scheduled interview
• **Continued claim (VRU) calls made on the weekend or Monday**	• **Tuesday** • Exception: If Monday or Tuesday is a holiday, the detection date would be Wednesday.
• **Continued claim (VRU) calls made Tuesday – Friday**	• **Next business** day after call in • Exception: If call-in date is a holiday, the detection date would be two business days after the holiday.
• **New issues detected during a FF interview**	• **Date of original Fact Finding** -write date on worksheet
• **Voicemail/wave file messages that are listened to the same day the claimant leaves it**	• **Date message is left and listened to** • • Ex1: Wave file/vm is left on Tuesday at 6:00 pm. We listen to it on Tuesday 6:30 pm. Detection date is Tuesday. • • Ex2: Wave file/vm is left on Saturday. We listen to it on Saturday. Detection date is Saturday.
• **Voicemail/wave file messages that are left on one date, but listened to on a different date**	• **Left** during normal business hours – Use date of msg • Left after 4:30 pm – Use next business day • Left on Saturday – Use next business day • • Ex1: Wave file/vm is left on Tuesday at 1:00 pm. We listen to it on Wednesday. Detection date is Tuesday (unless Tuesday is a holiday). • • Ex2: Wave file/vm is left on Tuesday at 5:00 pm. We listen to it on Thursday. Detection date is Wednesday (unless Wednesday is a holiday). • • Ex3: Wave file/vm is left on Saturday at 10:00 am. We listen to the wave file/vm on the following Wednesday. Detection date should be Monday (unless Monday is a holiday).
• **Live conversation (in-person or over the phone)**	• **Date of conversation** • • Ex 1: Claimant reports to their local office on Wednesday at 1:00 pm and states they are not A&A. Local office writes a statement and sends it to the UISC for a decision to be issued. The UISC receives it on Friday. Detection date is Wednesday.

-

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

Message: FW: UI

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:54 PM
Item ID:	40862319
Policy Action:	Not Specified

Mark History:

Date	Action Status	Reviewer
7/21/2014 5:22:28 PM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

FW: UI

From West, Ryan [IWD] **Date** Monday, March 17, 2014 4:36 PM
To Wilkinson, Michael [IWD]; Eklund, David [IWD]
Cc

image001.jpg (3 Kb HTML)

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

Description: titlegraphic

From: Vega, Carlos [IWD]
Sent: Monday, March 17, 2014 4:19 PM
To: West, Ryan [IWD]
Subject: FW: UI

FYI-I sent this to Michelle but got a reply back that she is out all week. I thought I should let someone know about this.

From: Vega, Carlos [IWD]
Sent: Monday, March 17, 2014 4:17 PM
To: Roovaart, Michelle [IWD]
Subject: UI

We have had some report of customers calling in over the weekend for their weekly claim. After entering there SS# and their pin the VRU tells them that their pin number is wrong but still let them file their claims.

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

Message: RE: Iowa UI IT Project Workbook for 3/27/14 mtg

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:33:00 PM
Item ID:	40862523
Policy Action:	Not Specified

Mark History:

Date	Action Status	Reviewer
7/21/2014 5:22:28 PM	Reviewed	Koonce, Kerry

Policies:
No Policies attached

RE: Iowa UI IT Project Workbook for 3/27/14 mtg

From West, Ryan [IWD] **Date** Thursday, March 27, 2014 12:02 PM
To Eklund, David [IWD]
Cc

image001.jpg (3 Kb HTML)

Something about a check that has to be cut today. I am assuming overpayment?

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

Description: titlegraphic

From: Eklund, David [IWD]
Sent: Thursday, March 27, 2014 10:05 AM
To: West, Ryan [IWD]
Subject: Fwd: Iowa UI IT Project Workbook for 3/27/14 mtg

Any idea what fire?

-------- Original message --------
From: "Wilkinson, Michael [IWD]"
Date:03/27/2014 8:54 AM (GMT-06:00)
To: "'McManus, Vicky'" ,"Eklund, David [IWD]" ,"Saddoris, Michelle [IWD]" ,"Nwizu, Hyginus [IWD]"
Subject: RE: Iowa UI IT Project Workbook for 3/27/14 mtg

I have a bit of a fire I must deal with immediately. I will not be on the call.

From: McManus, Vicky [mailto:vicky.mcmanus@baml.com]
Sent: Wednesday, March 26, 2014 11:01 PM
To: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Saddoris, Michelle [IWD]; Nwizu, Hyginus [IWD]
Cc: Krajca, Roland W; Clark, Sabrina; Bush, Marilyn; Feeney, Kimberly; Conenna, Julie L; Cummings, Andrew J; Edralin, Monaliza; Hitchings, Paul R; Hester, Sherry
Subject: Iowa UI IT Project Workbook for 3/27/14 mtg

Attached is the Iowa UI IT Project Workbook (includes agenda) for 3/27/14

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

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:	40860767
Policy Action:	Not Specified

Mark History:

Date	Action Status	Reviewer
7/22/2014 8:47:03 AM	Reviewed	Koonce, Kerry
7/22/2014 8:45:37 AM	Unreviewed	Koonce, Kerry
7/21/2014 5:23:29 PM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

FW: IWD Pamphlet Information

From Wilkinson, Michael [IWD] **Date** Thursday, May 17, 2012 4:26 PM
To Eklund, David [IWD]
Cc West, Ryan [IWD]; Carson, Etha [IWD]

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)

Please have special claims review the brochures for accuracy tomorrow and let me know if there are suggested changes.

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.

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

- Image 1
- Image 2

Image 1

File Online

Unemployment Insurance Benefits:

Iowa*WORKS*

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.

Iowa*WORKS*

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

Iowa *WORKS* 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 laim 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: 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:	40860772
Policy Action:	Not Specified

Mark History:

Date	Action Status	Reviewer
7/22/2014 8:47:03 AM	Reviewed	Koonce, Kerry
7/22/2014 8:45:37 AM	Unreviewed	Koonce, Kerry
7/21/2014 5:23:29 PM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

FW: IWD Pamphlet Information

From Wilkinson, Michael [IWD] **Date** Friday, May 18, 2012 2:31 PM
To Eklund, David [IWD]
Cc Carson, Etha [IWD]; West, Ryan [IWD]

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)

I did not see any significant changes. How about you? I am thinking we should dump the "Click Click Brochure" and use the "Brochure 3-29". Thoughts?

From: Wilkinson, Michael [IWD]
Sent: Thursday, May 17, 2012 4:26 PM
To: Eklund, David [IWD]
Cc: West, Ryan [IWD]; Carson, Etha [IWD]
Subject: FW: IWD Pamphlet Information

Please have special claims review the brochures for accuracy tomorrow and let me know if there are suggested changes.

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.

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

- 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.

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UI Claims Status Check

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

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70-6202 (02-11)

www.iowaworkforce.org

Image 2

Iowa *WORKS* 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 laim 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: FW: FY2012 Tripartite BTQ Review in San Francisco

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version **3**
Capture Date:	7/10/2014 1:31:37 PM
Item ID:	40860796
Policy Action:	Not Specified

Mark History:

Date	Action Status	Reviewer
7/22/2014 8:47:03 AM	Reviewed	Koonce, Kerry
7/22/2014 8:45:37 AM	Unreviewed	Koonce, Kerry
7/21/2014 5:23:29 PM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

FW: FY2012 Tripartite BTQ Review in San Francisco

From Wilkinson, Michael [IWD] **Date** Tuesday, June 05, 2012 5:43 PM
To Andre, Michele [IWD]
Cc

San Francisco Review.doc (149 Kb HTML)

From: Fiore, Lidia - ETA [mailto:fiore.lidia@dol.gov]
Sent: Tuesday, June 05, 2012 4:57 PM
To: Shenk, Jim [IWD]; Prado, Manuel; Carol Robinson; Lepper, Janet; LeAnn Raymond
Cc: Wilkinson, Michael [IWD]; DeMore, Frank; ArwoodS@michigan.gov; Backer, Gracia; Sara.Hall-Phillips@jfs.ohio.gov
Subject: FY2012 Tripartite BTQ Review in San Francisco

State BTQ Coordinators,

As you are aware, the BTQ Cross Regional Review will be held in San Francisco the week of August 6, 2012. Attached is detailed information concerning the review. Please share this information with appropriate staff. Also, please submit to me by July 6, 2012, the names, email addresses, and telephone numbers of the staff selected to participate in the review.

Please let me know if you have any questions.

Best regards,

Lidia Fiore
Unemployment Insurance Program Specialist
U.S. Department of Labor
Employment & Training Administration
Region 5- Chicago
230 S. Dearborn St., 6th Floor
Chicago, IL 60604
312.596.5432
fiore.lidia@dol.gov

U.S. Department of Labor	Employment and Training Administration REGION V John C. Kluczynski Building 230 South Dearborn Street, 6th Floor Chicago, IL 60604-1505 http://www.doleta.gov/regions/reg05

June 5, 2012

TO: REGION V STATE BTQ COORDINATORS:

Iowa: Jim Shenk

Illinois: Manuel Prado

Michigan: Carol Robinson

Missouri: Janet Lepper

Ohio: LeAnn Raymond

SUBJECT: FY 2012 TRIPARTITE BENEFITS TIMELINESS AND QUALITY REVIEW

1. **Purpose.** To announce the San Francisco Cross-Regional 2012 Tripartite Benefits Timeliness and Quality (BTQ) Review for the quarter ending June 30, 2012.

2. **Background.** ET Handbook No. 301 mandates quarterly nonmonetary determinations quality reviews. Annually, the Regional Office participates in one of each State's quarterly nonmonetary review through a multi-State review. This multi-State review allows participants to observe other State Workforce Agencies' (SWAs) UI nonmonetary determination adjudication process, identify best practices, and satisfy review requirements.

The Regional review team, comprised of up to two SWA staff from each State, along with ETA - Regional and National Office staff, will utilize the review methodology prescribed in Employment and Training Administration (ETA) Handbook 301, Fifth Edition. Review participants will analyze nonmonetary determinations for adequacy of fact-finding and rebuttal, application of law and policy, and quality of the written determination. Accordingly, individuals participating in the review must have a thorough knowledge of the nonmonetary determination adjudication process and the Quality Program Initiative. Participants in this review are afforded a unique opportunity to observe other state's unemployment insurance nonmonetary determination, and adjudication process in great detail. This exposure can be a useful experience in staff training and development.

3. **Travel Costs.** Funds will be allocated for all travel for up to two SWA staff from each state in

connection with this BTQ review.

4. **Logistics.**

Review Dates: The review will be conducted during the week of August 6, 2012. **The review will start at 11:00 a.m.,** Monday, **August 6, 2012** and conclude at **noon** on Friday, **August 10, 2012.**

Review Location: The review will take place in the Conference Center (basement level) of the San Francisco Federal Building at 90 Seventh Street, Rooms B020 – B040, San Francisco, CA 94103.

Accommodations: Participants are responsible for making their own hotel reservations. The government rate for the San Francisco area is $155.00 per night, plus 15% tax.

Please check with the hotel about their cancellation policy.

Ground Transportation: Taxi and airport shuttle services are available from Oakland and San Francisco airports. Taxi fees range from $50 to $60 one way, depending on the airport. Airport shuttle fees (www.supershuttle.com) range from $17 to $25 one way and may require longer travel time than taxi transportation.

5. Case Submission. SWAs will select their normal quarterly sample for the quarter ending **June 30, 2012**. An initial review of each sample case must be completed prior to arrival in San Francisco.

Participants should bring ETA Handbook 301, Fifth Edition, two completed copies of the check list (attached to this memorandum), the randomly selected cases, additional Data Collection Instruments (DCIs) (attached to this memorandum), sample copies of automated correspondence, the computer run used for sample selection, and a copy of your State's UI laws and policies.

Each case selected for review must be assembled into a case file. The case file, depending on the issue adjudicated, should contain a copy of, but not limited to

- Initial/additional claim, if applicable.
- Separation notice, if applicable.
- The formal written determination.
- Fact finding documentation and other relevant documentation such as a medical certificate, notice of refusal of suitable work or referral to work from either the Employment Service or an employer, pension information, alien verification documentation from INS, etc.
- Printout of claim history records with items highlighted on the printouts that are pertinent to the data collection and quality review.
- Two state agency calendars.
- Bring completed score sheets from the first in-house review, with the DCI initialed by the first reviewer in a separate file.
- The case selection printout used to validate the quality sample and information on the DCI.

States who will be mailing their cases to the review site in advance should use a mail service that includes a **tracking number** to ensure proper and timely delivery. Please plan to have your cases arrive by **August 3, 2012**. Materials should be sent to the following address:

Marie Brillante

U.S. Department of Labor, ETA

90 Seventh Street, Suite 17300

San Francisco, CA 94103

Please make sure if you are shipping packages that they are labeled properly.

I am also attaching the BTQ Scoring Summary Sheet. At the end of the San Francisco review, I will need the form completed and returned to me.

6. **Action.** The state BTQ Coordinators are requested to share this information with appropriate staff and to submit the names, email addresses, and telephone numbers of the staff selected to participate in the review to Lidia Fiore on or before **July 6, 2012**.

7. **Contact.** Please direct questions or comments about the BTQ review to Lidia Fiore, (312)596-5432, fiore.lidia@dol.gov.

Attachment

Check list for BTQ Cross-Regional Tripartite Reviews

	Initial/additional claim, if applicable;
	Separation notice, if applicable;
	The formal written determination;
	Fact finding documentation, and other relevant documentation such as doctor's certificate, notice of refusal of suitable work or referral to work from either the
	Employment Service (ES) or an employer, pension information, alien verification documentation from INS, etc.;
	First and second score sheets for each case completed with the skeletal fields?
	Printout of claim history records, including monetary history with items highlighted on the printouts that are pertinent to the data collection and quality review;
	The score sheet from the first review. (First reviewer should initial DCI for use in discussion of the case, if it becomes necessary);
	Remove first review score sheets from case file; and keep in separate file.
	Bring at least 2 calendars from your agency.
	Generic (sample) Copies of automated notices/letters;
	Appeal Information that may be referred to on the determination;
	Claimant Handbook;

Copy of BRI information;
Additional Score sheets;
Completed attachment #3
Appeal Precedent
State law and written policy
Sample Selection Computer Run

State____

ELIGIBIITY AND DISQUALIFICATON PROVISIONS

1. When is a written determination to employers required?
2. If the employer response with separation information is not received on time, what affect does this have upon the information?
3. What is the policy regarding use of phone and mail to obtain additional information?
4. If protest is returned by the employer representative (agent) rather than the employer, does this preclude subsequent direct contact with the employer?
5. In separation cases not clearly voluntary leaving or discharge for misconduct, is the moving party concept used?
6. Explain how the reasonable and prudent person standard is used in separation cases, e.g. was it necessary to know if the claimant exhausted all available alternatives prior to quitting.
7. Is the disqualification based on separation from the most recent employment only?
8. If yes, what is considered the most recent employment?
9. Is the disqualification based on separation from all employers within the specified period?
10. Is disqualification based on all employers who would be charged?
11. What is the law or policy covering reporting requirements for claimants?

DISCHARGE FOR MISCONDUCT

1. What is the disqualification period?
2. Is there a more severe disqualification for gross misconduct?

Period of disqualification-

3. What is the policy regarding failure to comply with union requirements?

ABLE AND AVAILABLE

1. What is State law and policy regarding claimants being able and available for work?
2. Does law require actively seeking work?
3. What is law and policy regarding temporary illness or disability?
4. Explain special policy provisions for:
   a. Physically able? (reduced benefits, majority of claim week)
   b. Mentally able?
   c. Availability in specific geographical areas?
   d. Availability under special conditions?
      i. Attending school –
      ii. Death in family
      iii. Funerals
      iv. Work search in other areas
      v. Out of town on visit and seeking work
      vi. Jury duty
      vii. Working on on-call basis
      viii. Fulfilling military obligations (National Guard, Reserves)
   e. Availability when?
      i. Involuntarily retired -
      ii. Temporary layoff -
      iii. Involuntary vacation –
      iv. Vacation shutdown –

VOLUNTARY QUIT

1. What is your policy on the following voluntary quits?

Marital?

Domestic?

To accompany spouse?

To seek other work?

To accept other work?

To enter armed forces?

To enter self employment?

Mandatory retirement?

Voluntary retirement?

Medical reasons?

To go to school?

2. Do any of the above require payment or denial of benefits under all circumstances, without exception? Indicate which ones.

3. Indicate any other State policies not listed above which also require a specific result, without exception?

4. Is good or just cause related to the work or can good cause be related to personal circumstances?

5. What is policy on recall to regular employer?

6. What is policy on separation during leave of absence?
7. Are disqualifications for:
   a. Indefinite period (such as period of the employment)?
   b. Fixed number of weeks?
   c. Variable number of weeks?
   d. Benefits reduced?
   e. Receipt of OASI
   f. special conditions?
      i. Shift work –
      ii. Prisoner in penal institution –
      iii. On bona fide vacation –
      iv. Marital obligations-

REFUSAL OF WORK

1. State any criteria used in addition to mandatory Federal standards regarding suitability of work.
   a. Wages –
   b. Distance –
   c. Type of work and conditions
   d. Hours –
   e. Offered work previously separated from or refused –

2. Is there any specified point of time during the claim series when the criteria change for any of the above? Explain.

3. Is a job refusal prior to filing a new claim an issue?

Period of disqualification –

4. What is State policy when the reason for refusing also suggests unavailability because of a restriction that substantially reduces claimant's employability, i.e. wages, travel, hours? Does the State impose a separate disqualification under A&A also?

NONMONETARY DETERMINATIONS QUALITY DATA COLLECTION INSTRUMENT

1. IDENTIFICATION # 00000 (5-digit sample sequence) **(skeleton field)**
2. ISSUE CODE (2-digit code) (skeleton field)
3. CASE MATERIAL FOUND? (Y/N) (If "N", remaining elements are left blank)
4. DATE ON DETERMINATION: (mmddyyyy) **(skeleton field)**
5. CORRECT DATE ON DETERMINATION? (Y/N)
6. CORRECTED DATE ON DETERMINATION: (mmddyyyy)
7. CORRECT ISSUE CODE? (Y/N) (If "Y", then item 8 is blank)
8. IF ITEM 7 IS "N", ENTER THE CORRECT CODE FROM BELOW. (If no issue existed, enter "00"; if a nonmonetary redetermination, enter "01")

SEPARATION	**NON-SEPARATIONS**		**MULTI-CLAIMANT**
10 Quit 20 Discharge (MC)	30 Able/Available 31 Reporting Requirements 40 Work Search 50 Disq/Ded. Income 60 Refusal of Work; Failure to Apply/Accept Referral 70 JS Registration 73 Profiling	80 School Employee 81 Alien 82 Athlete 83 Unemployment Status 84 Seasonality 85 Removal of DQ 86 Fraud Administrative Penalty	90 Labor Dispute 99 Multi-Claimant (Other)

9. INTRASTATE CLAIM? (Y/N)
10. PROGRAM TYPE: UI UCFE UCX
11. NONMONETARY DETERMINATION OUTCOME: ALLOWED DENIED
12. OUTCOME REPORTED CORRECTLY? (Y/N)
13. SWA USE ONLY
14. W/E DATE OF FIRST WEEK AFFECTED BY DETERMINATION: (mmddyyyy) **(skeleton field)**
15. CORRECT WEEK ENDING DATE? (Y/N)
16. CORRECTED WEEK ENDING DATE (blank if item 15 is "Y"): (mmddyyyy)
17. ISSUE DETECTION DATE: (mmddyyyy)
18. CORRECT ISSUE DETECTION DATE? (Y/N)
19. CORRECTED ISSUE DETECTION DATE (blank if item 18 is "Y"): (mmddyyyy)
20. CLAIMANT INFORMATION: **A**dequate=15, **I**nadequate=10, **N**ot Obtained=0
21. EMPLOYER INFORMATION: **A**dequate=15, **I**nadequate=10, **N**ot Obtained=0, NA(**X**)=15
22. INFO/FACTS FROM OTHERS: **A**dequate=15, **I**nadequate=10, **N**ot Obtained=0, NA(**X**)=15
23. LAW/POLICY: **M**eets=45, **Q**uestionable=30, Does not meet (**W**)=0
24. WRITTEN DETERMINATION: **A**dequate=10, **I**nadequate=5, **W**rong (W)=0 (If "**W**" then #23 cannot be "**M**")

COMMENTS**

Claimant Information	Adequate/15	Inadequate/10	Not Obtained/0	Not Applicable/15

Comments:

Employer Information	Adequate/15	Inadequate/10	Not Obtained/0	Not Applicable/15

Comments:

Facts From Others	Adequate/15	Inadequate/10	Not Obtained/0	Not Applicable/15

Comments:

Law & Policy	Meets/45	Questionable/30	Does Not Meet/0

Comments:

Written Determination	Adequate/10	Inadequate/5	Wrong/0

Comments:

BTQ Scoring Summary

Review for Quarter Ending: ________

State: _______________ Sample Size ______________

	State Review Score (Before BTQ Review)	*Cross Regional Review—Final Score (After BTQ Review)*
Total Separations Passing		
Total Separations Failing		
Total Invalid Separations		
Incorrect Issue Detection Dates		
SEP Score % ***(total SEPs passing/total SEPS passing and failing)***		

Case ID	**Explanation of Score Change** (pass to fail *or* fail to pass)

	State Review Score *(Before BTQ Review)*	*Cross Regional Review—Final Score (After BTQ Review)*
Total Non-Separations Passing		
Total Non-Separations Failing		
***Total* Invalid Non-Separations**		
Incorrect Issue Detection Dates		
Non SEPS Score % **(total nonSEPs passing/total nonSEPS passing and failing)**		

Case ID	Explanation of Score Change (pass to fail *or* fail to pass)

**Attach additional sheet if necessary*

State ___________________

Case ID (S or NS +ID)	Explanation of Score Change (pass to fail *or* fail to pass)

Message: PTO Survey Update

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:17 PM
Item ID:	40861554
Policy Action:	Not Specified

Mark History:

Date	Action Status	Reviewer
7/22/2014 8:47:39 AM	Reviewed	Koonce, Kerry
7/22/2014 8:45:37 AM	Unreviewed	Koonce, Kerry
7/21/2014 5:24:38 PM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

PTO Survey Update

From Wilkinson, Michael [IWD]

Date Thursday, September 26, 2013 5:14 PM

To Lewis, Devon [IWD]; Hillary, Teresa [IWD]; West, Ryan [IWD]; Eklund, David [IWD]; Olivencia, Nicholas [IWD]

Cc Wahlert, Teresa [IWD]

PTO Survey.xlsx (19 Kb HTML)

Attached are the responses I have received from 13 states so far. They were given until next Monday to respond. I will update it if I get more comments. Bottom line, most treat PTO like wages or vacation pay and make it deductible.

State
Response
Virginia
: In Virginia we would treat PTO just like vacation pay. As an example, if an employee is separated but will be receiving PTO equal to two w
Conecticut
PTO is treated the exact same way as vacation time with one exception: If the PTO could be used for sick time (i.e. the employer's policy p
Wisconsin
Wisconsin treats PTO as wages when calculating benefits payable for a week of unemployment when specific conditions are met. We use the sam
To calculate benefit payment when the claimant has wages in a week: the first $30 of the wages is disregarded and the employee's applicable
New Mexico
In New Mexico we don't have anything specific on PTO - we only deduct vacation pay. Our Statue states if the claimant has a definite return
Alabama
Our admin rules in Alabama outline what is deductible income and our reasoning would be the individual is not unemployed for the period of
Arkansas
Arkansas treats PTO just like it does vacation pay and/or sick pay—as earnings during the week the PTO period occurred. In Arkansas, a clai
Idaho
Idaho picks this up as compensation/wages and no allowance is made. It is fully reportable as wages.
Montana
Montana is not familiar with the term "Paid Time Off". I conducted a brief search of your administrative rules and didn't find the term.
New Jersey
I am not quite sure of your definition of Paid Time Off (PTO) it would be helpful if you could provide a definition. New Jersey does not pa
Wyoming
It would depend on how the Employer labels it, if they say it is for annual leave, then we would use it as vacation pay and deduct the amoun
Arizona
If your state has a deduction for vacation pay, do you also deduct PTO when reported by the employer? Yes, in Arizona, PTO is treated the sa
1. If yes, could you share how you make the deduction? According to the procedure DES 3-18-10K and administrative rule R-6-55460, it states
Alaska
In Alaska if the week is claimed there is a deduction for paid time off or used vacation/sick leave. The payment must be from a base period
Utah
Utah UI law states the claimant will be disqualified for any week the claimant is entitled to receive a dismissal or separation payment or "

Message: Printing

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:26 PM
Item ID:	40861717
Policy Action:	Not Specified

Mark History:

Date	**Action Status**	**Reviewer**
7/22/2014 8:47:39 AM	Reviewed	Koonce, Kerry
7/22/2014 8:45:37 AM	Unreviewed	Koonce, Kerry
7/21/2014 5:24:38 PM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

Printing

From Wilkinson, Michael [IWD] **Date** Thursday, October 17, 2013 9:18 AM
To Goode, JoAnn [IWD]
Cc

UI Law and Policy Update.pptx (174 Kb HTML) Employer participaiton at fact finding tip.docx (18 Kb HTML)

JoAnn, could you have 75 copies of each document printed? For the PowerPoint it should be in color, three slides per page, and printed front and back. The Word document is only one page but should be in color. Thank you. I will need them by Noon Friday.

Michael Wilkinson

Iowa Workforce Development

Division Administrator, UI Services

michael.wilkinson@iwd.iowa.gov

(515) 281-4986

UI Law and Policy Updates

1

1

1 / 8 Prev Next

Federal Conformity – Law Change

- 15% Penalty for Fraud Overpayments
- Primary Source – Unreported wages
- Interface National Directory of New Hires
- Wage Cross Match
- Administrative Penalties and Prosecutions

2

2 / 8 Prev Next

- Lack of participation creates overpayments
- Required participation at first level fact finding

- No relief of charges if reversed upon appeal
- Statement of Charges
- See attached Tip Sheet

3

Federal Conformity – Fact Finding Participation

3 / 8 Prev Next

Policy Changes

- Effective September 20, 2013
  - Quarterly Contribution and Payroll Reports must be submitted electronically
  - New employer registrations must be submitted online at www.MyIowaUI.org

4

4 / 8 Prev Next

Policy Benefits

- Increases accuracy
- Reduces processing cost
- Real-Time account updates
- Immediate account access

5

5 / 8 Prev Next

Additional Benefits

- Three ways to submit quarterly report
- Calculate taxable wages automatically
- Schedule e-Payments for a later date
- View and print letters and legal documents
- Review payment history and account balance
- Provide authorization to your accountant/third party provider

6

6 / 8 Prev Next

- Wage Adjustments
- Reactivating accounts
- Inactivating accounts
- Focus group on retention of bank account number and ABA number

7

MyIowaUI Enhancements

7 / 8 Prev Next

- Initial claims completed on line
  - Electronic Response by business
  - Electronic correspondence
- Weekly Continued Claims on-line
  - NDNH cross match
  - Job contact verification

8

On-line Reporting for Claims

8 / 8 Prev Next

PARTICIPATON AT FACT FINDING INTERVIEWS

EMPLOYERS' UNEMPLOYMENT TIP SHEET.

Effective July 1, 2013 an employer may face charges to its account for failure to participate at a fact finding interview even if the employer prevails on appeal in the unemployment hearing. See Iowa Code section 96.3(7)b.

Personal participation by an employer representative with firsthand knowledge will almost always suffice to prevent charges to employer's account in the above circumstance. *An employer representative, who has firsthand knowledge about the issue and provides information to the fact–finder, is the best kind of participation.*

The rule also allows for participation by documentation. The employer must submit detailed factual information that if unrefuted would be sufficient to allow employer to win. See Rule 871 IAC 24.10(1).

Mandatory requirements when participating by documents.

- Employer must provide the name and telephone number of a representative with firsthand information who is available to be contacted at the time of the fact finding interview.
- Employer must provide detailed written statements giving dates and circumstances of the discharge incident or reasons for a quit.
- The specific rule or policy relied upon must be submitted for a discharge case.
- For an absenteeism discharge the statement must include circumstances of all absences relating to the discharge with proof that the absences are unexcused under Iowa law.

The following are inadequate participation at fact finding?

- Written or oral statements or general conclusions without supporting detailed factual information are not considered participation.
- Information submitted after fact finding is over is not participation.

Message: Small Print Job

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:27 PM
Item ID:	40861729
Policy Action:	Not Specified

Mark History:

Date	**Action Status**	**Reviewer**
7/22/2014 8:47:39 AM	Reviewed	Koonce, Kerry
7/22/2014 8:45:37 AM	Unreviewed	Koonce, Kerry
7/21/2014 5:24:38 PM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

Small Print Job

From Wilkinson, Michael [IWD] **Date** Wednesday, October 30, 2013 10:27 AM
To Goode, JoAnn [IWD]
Cc

UI Tax and Benefits Presentation - ECI 10-13.pptm (1140 Kb HTML)

I need 20 copies of the attached presentation:
Color
Two slides per page
Front and Back
Stapled top left

Need them by 8:30 Thursday morning

Thank you!

- Unemployment Insurance Law and Policy
- For:
- Employers Council of Iowa, Southern Iowa

Michael Wilkinson

Division Administrator

Michael.wilkinson@iwd.iowa.gov

(515) 281-4986

.

1

1 / 43 Prev Next

Report

Sightings

To

Her Mother

Public

ServiceAlert!!!

2

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- Law and Policy Changes
- Basics of Unemployment Insurance
- Mike's Top 10
- Reasons for Disqualification
- Case Studies
- Calculating the Cost

Agenda

3 / 43 Prev Next

- 15% Penalty for Fraud Overpayments

- Primary Source – Unreported wages
- Interface National Directory of New Hires
- Wage Cross Match
- Administrative Penalties and Prosecutions

Federal Conformity – Law Change

3

4 / 43 Prev Next

- Lack of participation creates

  overpayments

- Required participation at first level fact finding

- No relief of charges if reversed upon

appeal

- Statement of Charges
- See attached Tip Sheet

Federal Conformity – Fact Finding Participation

4

5 / 43 Prev Next

- Initial claims completed on line

- Electronic Response by business
- Electronic correspondence

- Weekly Continued Claims on-line

- NDNH cross match
- Job contact verification

On-line Reporting for Claims

5

6 / 43 Prev Next

- Effective September 20, 2013

- Quarterly Contribution and Payroll

Reports must be submitted electronically

- New employer registrations must be submitted online at www.MyIowaUI.org

Administrative Rule Change

6

7 / 43 Prev Next

- Unemployment insurance is paid entirely by employers who are covered by the Iowa Employment Security Law. Unemployment insurance is not welfare and is not based on need. It provides temporary benefits for people who are:
  - Unemployed or working reduced hours through no fault of their own
  - Able to work and available for work
  - Actively looking for work (unless waived)

What is unemployment insurance?

The intent is to pay benefits to eligible claimants during periods of unemployment when suitable work is not available. Claimants must meet certain eligibility requirements.

8 / 43 Prev Next

- If a claim is determined monetarily eligible, a Notice of Claim is sent to the individual's most recent employer and to all employers in the individual's base period. All Base Period Employers may be charged.
- Upon receiving the Notice of Claim
  - Employer may protest payment of benefits
  - Indicate if an individual has or will be receiving
    - Vacation, Severance, Dismissal pay, Separation allowance, Holiday pay
- Response to the Notice of Claim -postmarked no later than 10 days from the date the notice was mailed.

Notice to employers

9 / 43 Prev Next

- Base Period: First four of the last five completed calendar quarters
- Lag quarter – quarter immediately preceding the quarter in

which the claim is filed.

- The wages in the Lag Quarter are not used in calculating the benefit amount
- May be used on a subsequent claim.

- Example: Claim filed October 31, 2013
  - Based Period is July 1, 2012 through June 30, 2013
  - Lag quarter wages are 7/1/13 through separation.
  - Claim filed after January 1, 2015 would not be liable.

What is a Base Period

9

10 / 43 Prev Next

Base

period

chart

11 / 43 Prev Next

- If disqualified – must earn 10 times their weekly benefit amount to re-qualify
  - Charges are transferred to the "Balance Account"; no employer charged
- If allowed – Employer account is charged up to 1/3 of their base

period wages not to exceed 26 weeks of the Weekly Benefit.

- Exception: business closing – calculated at ½

- Subsequent Benefit Year charges (Lag wages)

Who gets Charged?

10

12 / 43 Prev Next

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10 Tips to consider

Preparation starts at hire

11

13 / 43 Prev Next

- Attendance – reporting absence

- Dress Code – Safety Equipment

- Harassment

- Tolerance for “foul” language
- Use of Alcohol
- Use of Sick leave/FMLA
- PTO, Vacation
- Social Media, Internet use
- General behavior on and off work

1. Signed written policies and procedures

12

14 / 43 Prev Next

- Thoroughly investigate – secure witness statements

- Timeliness depends on the nature of the complaint or infraction
- Provide employee opportunity to respond to the complaint
- Document responses

2. Investigate and act quickly

13

15 / 43 Prev Next

- Verbal warnings that are documented

- Written Warnings
  - Reason, infraction, remedy, consequence
  - Signed and or witnessed
- Follow through in a timely manner
- WARNINGS ARE IMPORTANT BUT THE FINAL “ACT” DETERMINES DISCHARGE FOR MISCONDUCT

3. Provide Written Warnings

14

- Inconsistency/exceptions in how policies or rules are applied can weaken a case
- Example: Rule says employee is to call in their absence, but instead sends an e-mail.

4. Follow your policies and be consistent

15

17 / 43 Prev Next

- Supervisor notes, dates & observations, conversations with employee
- Warnings and reprimands

- Disciplinary action
- Sign-off on policies and policy changes
  - E-mail vs. signed

5. Document, Document, Document

16

18 / 43 Prev Next

- Initial Fact Finding and appeal hearing
  - First hand testimony best
  - Written Statements and documentation of warnings, termination letter, other

relevant documents

- Provide rebuttal
- Make notes during Fact Finding and hearing and offer rebuttal.

6. Participate

17

19 / 43 Prev Next

- ...may be admissible, but can be easily challenged
- Preponderance of evidence

- Hearsay my provide credibility to an witness statement
- Hearsay is "second hand" information
- "While I did not see him do it, data suggests that he is the only one with access".

7. Hearsay....

18

20 / 43 Prev Next

- ...if you disagree with the decision.

- Fact Finding – Gathering of facts and initial determination
- Appeal – Sworn testimony in front of the Administrative law Judge
- Employment Appeal Board – Review of the file
- District Court

8. Appeal

- Evaluate probationary employees early
- 1/3 of all wages could be charged to the UI Tax account.

9. Evaluate Performance early

20

22 / 43 Prev Next

- UI law can be complex in certain cases; Call an expert
  - Michael Wilkinson, (515) 281-4986
  - David Eklund (515) 281-5792

- Ryan West (515) 725-3732

10. Ask questions

- A claimant may be disqualified from receiving benefits for any of the following reasons:
  - Voluntarily quitting a job without cause attributable to the employer
  - Refusal of suitable work or recall by a former employer
  - Discharge for misconduct in connection with the work
  - Discharge for gross misconduct
  - Failure to adequately search for a job
  - Physically unable to work

Unemployment insurance adjudication

- Misconduct in connection with their employment;
- Current Act and final incident is misconduct

- Deliberate acts or omissions; repeated acts of carelessness or negligence
  - Poor performance?
- Employer has the Burden of Proof

Discharge

23

25 / 43 Prev Next

- Excessive and unexcused
  - Matters of "personal responsibility"
- Absent due to illness and other excused reasons
- Timely notification
- Employer policies for reporting absence
- Misconduct if Multiple unexcused and final incident due to illness?
- Misconduct if multiple absences due to illness and final is unexcused?

Attendance

24

26 / 43 Prev Next

- Insubordination – failure to follow reasonable instructions
  - Refusing OT with only 5 minutes notice
- Profanity; Offensive or threatening language
  - Written Policy? Workplace practice?
- Fighting – On premises or off premises
  - Evidence of negative impact at the work place
- Off-duty Conduct – is it work related?
- Carelessness/negligence

Discharge issues

Carelessness – violation of policy after being warned.

25

27 / 43 Prev Next

- Claimant has the burden of proof
- Establish separation was for good cause attributable to the employer.

- Prior notice if for medical reasons:
  - Notify employer of condition
  - Could quit if not corrected
  - Allow opportunity to correct

Quit

26

28 / 43 Prev Next

- Change in "contract" of hire
- Unsafe working conditions
- Illegal or intolerable working conditions

- Forced Resignation
- Sexual Harassment
- Work related illness or injury
  - Left on the advise of doctor
  - Notified employer immediately
  - Attempt to return upon recovery

Quit with Cause

27

- Lack of transportation

- Absence without contact for 3 consecutive days in violation of company policy.
- Lack of childcare*
- After being reprimanded
- Inability to work with supervisors or co-workers.
- Accept other employment

Quit without cause

28

30 / 43 Prev Next

Employer

- Sleeping at his desk: Supervisor woke him
- No prior warning or No explanation for sleeping or medication issues
- Set watch alarm to wake him
- Told supv after the fact that meds knocked him out
- Did not participate in FF

Claimant

- He was on break
- Taking meds for anxiety and dosage changed
- Prior warning for going on break w/o telling co-workers
- “Employer knew he was medicated”
- Asked for FMLA paperwork when walked out.

Case Studies - #1

Sleeping on the Job

29

31 / 43 Prev Next

Employer

- Did not participate

Claimant

- 1^{st} shift employee transferred to 3^{rd} shift
- Single parent – unable to work 3^{rd} shift
- Transferred due to low seniority
- HR said to report for shift or quit
- Supervisor could not guarantee shift would be temp or perm

Case Study #2

Quit, Change in contract of hire

30

32 / 43 Prev Next

Employer

- Prior warnings for attendance issues 3 months prior
- Applied progressive discipline
- Final incident – failure to clock out for a W/C appt or clock back in.
- Participated in FF with written statements only

Claimant

- Refuted employer statement by stating he did clock out and back in.

- Time card was not presented
- Claims he has an excuse from W/C doctor.

Case Study #3

Failure to follow instructions

31

33 / 43 Prev Next

Employer

- Warned for low productivity 4 mo. Prior to termination
- No other warning
- 3 consecutive days of safety violations
  - Forklift seat belt
  - Safety shoes
  - Bumped other equip with forklift – no damage
- Did not participate in FF

Claimant

- Refuted each allegation of safety violation
- No record of attendance problems

- No letter of termination
- Some things getting harder to do, due to arthritis

Case Study #4

Safety Violation

32

34 / 43 Prev Next

Calculating the cost of a claim

33

35 / 43 Prev Next

- Two factors involved in calculation
  - Five-year average annual benefit payment
  - Five-year annual taxable payroll
- Rate calculation date is July 1^{st}
- Resulting percentage (%) of taxable payroll is compared to every other employer's benefit ratio
- If annual taxable payroll expands and benefits are constant or decrease, the rate tends to decline

Employer's Benefit Ratio

34

36 / 43 Prev Next

35

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Rate Table

Benefit Ratio Rank	Approximate Cumulative Taxable Payroll Limit	Contribution Rates Table							
		1	2	3	4	5	6	7	8
1	4.8%	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
2	9.5%	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
3	14.3%	0.1	0.1	0.1	0.1	0.1	0.0	0.0	0.0
4	19.0%	0.4	0.3	0.3	0.2	0.1	0.1	0.1	0.1
5	23.8%	0.6	0.5	0.4	0.3	0.3	0.2	0.1	0.1
6	28.6%	0.9	0.8	0.6	0.5	0.4	0.3	0.2	0.1
7	33.3%	1.2	1.0	0.8	0.6	0.5	0.4	0.3	0.2
8	38.1%	1.5	1.3	1.0	0.8	0.6	0.5	0.3	0.2
9	42.8%	1.9	1.5	1.2	0.9	0.7	0.6	0.4	0.3
10	47.6%	2.1	1.8	1.4	1.1	0.8	0.6	0.5	0.3
11	52.4%	2.5	2.0	1.6	1.3	1.0	0.7	0.5	0.3
12	57.1%	3.0	2.4	1.9	1.5	1.1	0.9	0.6	0.4
13	61.9%	3.6	2.9	2.4	1.8	1.4	1.1	0.8	0.5
14	66.6%	4.4	3.6	2.9	2.2	1.7	1.3	1.0	0.6
15	71.4%	5.3	4.3	3.5	2.7	2.0	1.6	1.1	0.7
16	76.2%	6.3	5.2	4.1	3.2	2.4	1.9	1.4	0.9
17	80.9%	7.0	6.4	5.2	4.0	3.0	2.3	1.7	1.1
18	85.7%	7.5	7.5	7.0	5.4	4.1	3.1	2.3	1.5
19	90.4%	8.0	8.0	8.0	7.3	5.6	4.2	3.1	2.0
20	95.2%	8.5	8.5	8.5	8.0	7.6	5.8	4.3	2.8
21	100.0%	9.0	9.0	9.0	9.0	8.5	8.0	7.5	7.0

36

38 / 43 Prev Next

- $0 Five Year Average Benefit Charges

$250,000 Five Year Average Taxable Wages

- 0/250,000 = 0, this would put the employer in Rank 1
- Rate would be 0.000% on all contributions
- 43% of all employers have a zero rate; 53% with 1% or less

EXAMPLES OF HOW Benefits affect your UI Account rate

37

39 / 43 Prev Next

Using this formula, below are some examples of how an increase in benefit charges can significantly affect your tax rate.

- 2000/250,000 = .8 (Benefit Ratio),
  - Rank 12 Rate is 1.10%
  - One person laid off; Annual Cost = $2,750
- 4,000/250,000 = 1.6 (Benefit Ratio)
  - Rank 16 Rate is 2.4%
  - Two people laid off; Annual Cost = $6,000

Calculated rates and costs

38

40 / 43 Prev Next

- 8,000/1,500,000 = .53 Benefit ratio
  - Rank 9 Rate is .700%
  - Four people laid off; Annual Cost = $10,500
- 20,000/1,500,000 = 1.3 Benefit ratio
  - Rank 15 Rate is 2.0%
  - 10 people laid off; Annual Cost = $30,000

Calculated rates and costs

39

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Questions ?

40

42 / 43 Prev Next

Michael Wilkinson

Division Administrator, UI Services

515-281-4986

Michael.Wilkinson@Iwd.Iowa.Gov

Thank You

41

43 / 43 Prev Next

Message: RE: Senator Grassley Constituent | [redacted]- Other State Overpayment

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:53 PM
Item ID:	40862296
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: Senator Grassley Constituent | [redacted]- Other State Overpayment

From Eklund, David [IWD] **Date** Monday, March 17, 2014 11:23 AM
To Gomez, Carmen [IWD]
Cc

image001.jpg (17 Kb HTML)

It is the ANDS 558, ref 02 on the 2013 claim. Appealed and affirmed.

From: Gomez, Carmen [IWD]
Sent: Monday, March 17, 2014 11:19 AM
To: Eklund, David [IWD]
Subject: Senator Grassley Constituent | Copple, Lyle - Other State Overpayment
Importance: High

Mr. [redacted] has contacted Senator Grassley's office regarding his overpayment with Nebraska that we are withholding.

Does IR scan the copy of the request from another state requesting that we withhold "other state overpayment". I do not see them on the system like I have in the past?

Thank you,

Carmen Gomez

Customer Service Bureau Chief

Iowa Workforce Development - Smart. Results.

1000 E Grand Avenue | Des Moines, Iowa 50319
Phone: 515-281-5981 | Cell: 515-720-4686 | Fax: 515-281-4698

Message: RE: Possible Overpayment

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:54 PM
Item ID:	40862322
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: Possible Overpayment

From	Eklund, David [IWD]	**Date**	Tuesday, March 18, 2014 10:37 AM
To	Hamersley, Kathy [IWD]		
Cc			

Thank you.

-----Original Message-----
From: Hamersley, Kathy [IWD]
Sent: Tuesday, March 18, 2014 8:13 AM
To: Eklund, David [IWD]
Subject: FW: Possible Overpayment

[redacted]
I did call him and explained we had technical problems.

-----Original Message-----
From: [redacted]
Sent: Monday, March 17, 2014 5:52 PM
To: Region 15 Mail
Subject: Possible Overpayment

I received an unemployment payment last week for, I'm assuming, the week ending 3/08/2014. This payment would appear to be incorrect. I did work that week and received a paycheck from my employer last week for the 03/08 week.

I'm quite sure I filed correctly for the week listing my income. I have been on a week on/week off schedule since sometime in December and that is what my claims should show. My lay-off weeks for March have been weeks ending 03/01, and 03/14. I worked weeks ending 03/08 and am working this week.

Would you please check on this and make any appropriate corrections. I can be reached during business hours this week at [redacted] Thank you.

[redacted]

Message: FW: scanning - looking for a copy of this ANDS for hrg today - thanks

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:55 PM
Item ID:	40862352
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

FW: scanning - looking for a copy of this ANDS for hrg today - thanks

From Eklund, David [IWD] **Date** Wednesday, March 19, 2014 10:07 AM
To Guy, Marlys [IWD]
Cc

Done.

From: Wilkinson, Michael [IWD]
Sent: Wednesday, March 19, 2014 9:57 AM
To: Guy, Marlys [IWD]; Eklund, David [IWD]
Subject: FW: scanning - looking for a copy of this ANDS for hrg today - thanks

I will have Etha check up here, but if you can find anything, send it to Devon ASAP.

From: Lewis, Devon [IWD]
Sent: Wednesday, March 19, 2014 9:55 AM
To: Wilkinson, Michael [IWD]
Subject: scanning - looking for a copy of this ANDS for hrg today - thanks

[redacted]
DATE 03/19/14 N O N - M O N E T A R Y D I S P L A Y
GRAHAM CRAIG E
PGM = UI EB 0 LO 011590
STATUS UI-DETER RSN NONE CONTROL 01/24/14 ADD

EFF-DATE = 01/05/14 REFERENCE-NO = 03

ANDS....... OVERPAYMENT DECISION LETTER
DISP-DATE = 02/24/14 ANDS-NO = 970 DEPUTY = 98 A/D = D
V1 = V2 = V3 = V4 =
V5 = EMPLR = 999999 999 NAME = NO EMPL-NAME AVAILABLE

LOWER...... APP= CLAIMANT APPEALED = 02/25/14 NUM = 14A UI 02140 ALJ-
TYPE= INTRA DISP-DTE = 00/00/00 LAW =

Thanks,
Dévon

Message: FW: scanning - looking for a copy of this ANDS for hrg today - thanks

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:55 PM
Item ID:	40862353
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

FW: scanning - looking for a copy of this ANDS for hrg today - thanks

From	Eklund, David [IWD]	**Date**	Wednesday, March 19, 2014 10:10 AM
To	Lewis, Devon [IWD]		
Cc	Wilkinson, Michael [IWD]		

[redacted](3118 Kb HTML)

Here you go.

From: Wilkinson, Michael [IWD]
Sent: Wednesday, March 19, 2014 9:57 AM
To: Guy, Marlys [IWD]; Eklund, David [IWD]
Subject: FW: scanning - looking for a copy of this ANDS for hrg today - thanks

I will have Etha check up here, but if you can find anything, send it to Devon ASAP.

From: Lewis, Devon [IWD]
Sent: Wednesday, March 19, 2014 9:55 AM
To: Wilkinson, Michael [IWD]
Subject: scanning - looking for a copy of this ANDS for hrg today - thanks

[redacted]
DATE 03/19/14 N O N - M O N E T A R Y D I S P L A Y
GRAHAM CRAIG E
PGM = UI EB 0 LO 011590
STATUS UI-DETER RSN NONE CONTROL 01/24/14 ADD

EFF-DATE = 01/05/14 REFERENCE-NO = 03

ANDS....... OVERPAYMENT DECISION LETTER
DISP-DATE = 02/24/14 ANDS-NO = 970 DEPUTY = 98 A/D = D
V1 = V2 = V3 = V4 =
V5 = EMPLR = 999999 999 NAME = NO EMPL-NAME AVAILABLE

LOWER...... APP= CLAIMANT APPEALED = 02/25/14 NUM = 14A UI 02140 ALJ-
TYPE= INTRA DISP-DTE = 00/00/00 LAW =

Thanks,
Dévon

Message: FW: scanning - looking for a copy of this ANDS for hrg today - thanks

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:55 PM
Item ID:	40862356
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

FW: scanning - looking for a copy of this ANDS for hrg today - thanks

From Eklund, David [IWD] **Date** Wednesday, March 19, 2014 11:18 AM

To Boten, Brenda [IWD]; Carson, Etha [IWD]

Cc

[redacted](3118 Kb HTML)

This was done over an hour ago....

From: Eklund, David [IWD]
Sent: Wednesday, March 19, 2014 10:10 AM
To: Lewis, Devon [IWD]
Cc: Wilkinson, Michael [IWD]
Subject: FW: scanning - looking for a copy of this ANDS for hrg today - thanks

Here you go.

From: Wilkinson, Michael [IWD]
Sent: Wednesday, March 19, 2014 9:57 AM
To: Guy, Marlys [IWD]; Eklund, David [IWD]
Subject: FW: scanning - looking for a copy of this ANDS for hrg today - thanks

I will have Etha check up here, but if you can find anything, send it to Devon ASAP.

From: Lewis, Devon [IWD]

Sent: Wednesday, March 19, 2014 9:55 AM
To: Wilkinson, Michael [IWD]
Subject: scanning - looking for a copy of this ANDS for hrg today - thanks

[redacted]
DATE 03/19/14 N O N - M O N E T A R Y D I S P L A Y
GRAHAM CRAIG E
PGM = UI EB 0 LO 011590
STATUS UI-DETER RSN NONE CONTROL 01/24/14 ADD

EFF-DATE = 01/05/14 REFERENCE-NO = 03

ANDS....... OVERPAYMENT DECISION LETTER
DISP-DATE = 02/24/14 ANDS-NO = 970 DEPUTY = 98 A/D = D
V1 = V2 = V3 = V4 =
V5 = EMPLR = 999999 999 NAME = NO EMPL-NAME AVAILABLE

LOWER...... APP= CLAIMANT APPEALED = 02/25/14 NUM = 14A UI 02140 ALJ-
TYPE= INTRA DISP-DTE = 00/00/00 LAW =

Thanks,
Dévon

Message: RE: [redacted]

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:56 PM
Item ID:	40862380
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: [redacted]

From Eklund, David [IWD] **Date** Thursday, March 20, 2014 10:30 AM

To Linnenbrink, Jonathan [IWD]; Connor, Jane [IWD]

Cc

Case has been transferred.

From: Linnenbrink, Jonathan [IWD]
Sent: Thursday, March 20, 2014 10:24 AM
To: Connor, Jane [IWD]
Cc: Eklund, David [IWD]
Subject: RE: [redacted]

Jane,

If you would please send my way, that'd be greatly appreciated. I received a call from his EMP several months ago regarding him working as an Adjunct Teacher and filing claims. At that time, I noticed that he continued to underreport his wages. I met with him in-person awhile back regarding his additional overpayment. As with the 1st case, he's claiming that the wages reported by his EMP aren't correct. I've been patiently waiting (2-months) on his EMP to review the wage records they provided to ensure the wages are correct because I've had numerous problems with his EMP reporting in-correct wages for Adjunct Teachers. They actually just returned the corrected forms late last week, and I plan to mail a updated audit to him within the next few weeks.

So.....if you'd like to forward me your case, I'll include with my pending investigation/case.

Dave –

Please transfer the case listed in the Subject line to me.

Thanks,

Jon Linnenbrink

From: Connor, Jane [IWD]
Sent: Thursday, March 20, 2014 9:11 AM
To: Linnenbrink, Jonathan [IWD]
Subje[redacted]

Hi, Jon

I have received new case of [redacted] who lives in East Moline. You had previous case on him [redacted] and set up op thru 3/9/13. Looks like he continued to under report wages and now has potential overpayment for 3rd qt 2013 of about $2000. Do you want me to send the case to you OR would you prefer that I send the audit to the claimant? Thought I would let you make the decision.

Jane Connor, Investigator
Investigations and Recovery
600 S Pierce Ave
Mason City IA 50401
641-422-1557

Message: RE: Dana Lewis [redacted]

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:56 PM
Item ID:	40862385
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: Dana Lewis [redacted]

From Eklund, David [IWD] **Date** Thursday, March 20, 2014 11:37 AM

To Wilkinson, Michael [IWD]; Scheetz, Beth [IWD]

Cc

Yes, I would be the point of contact.
We do not show a phone number for Dana in our system as his claim has dropped off.
I will need to read all of the decisions and try to determine why we have gone both ways and what best fits the current situation.

If you have a contact phone for him I would appreciate it.
Dave

From: Wilkinson, Michael [IWD]
Sent: Thursday, March 20, 2014 11:32 AM
To: Scheetz, Beth [IWD]; Eklund, David [IWD]
Subject: RE: Dana Lewis [redacted]

Dave is the authority on these kinds of things. We may need to look at all of the decisions first.
Thank you for the heads up.

From: Scheetz, Beth [IWD]
Sent: Thursday, March 20, 2014 11:16 AM
To: Eklund, David [IWD]; Wilkinson, Michael [IWD]
Subject: FW: Dana Lewis [redacted]

Dave and Mike,
Devon suggested giving out your numbers to this claimant.
Before I do that I thought I should check with you.
Would one of you like to handle this?
I haven't called the claimant back yet.
I'd be happy to call him back and let him know who to call or that you'll be calling him.
Let me know how I can help.
Thanks,
Beth Scheetz

From: Lewis, Devon [IWD]
Sent: Wednesday, March 19, 2014 9:10 AM
To: Scheetz, Beth [IWD]
Subject: RE: Dana Lewis [redacted]

You're welcome and thank you for yours.
Dévon

From: Scheetz, Beth [IWD]
Sent: Wednesday, March 19, 2014 8:40 AM
To: Lewis, Devon [IWD]
Subject: RE: Dana Lewis 02087.S2

Sounds good.
Thank you for your help.
Beth A. Scheetz

From: Lewis, Devon [IWD]
Sent: Wednesday, March 19, 2014 8:00 AM
To: Scheetz, Beth [IWD]
Subject: RE: Dana Lewis [redacted]

You did not tell me that you told him I would call him or give me any contact information for him. Since you are the one that most recently spoke to him about this, you can give him Dave Eklund's and/or Mike Wilkinson's numbers as I suggested. Their contact information is in the materials that have been e-mailed out multiple times or is available on Outlook.
Dévon

From: Scheetz, Beth [IWD]
Sent: Wednesday, March 19, 2014 6:57 AM
To: Lewis, Devon [IWD]
Subject: RE: Dana Lewis [redacted]

Oh ok.
Then I'll call him back and let him know that you will not be calling.
Who should I tell him to call and what number?
He's tried to get his money back by calling and asked that you help him, but I can send him to someone else.
He said you were so helpful
Beth

From: Lewis, Devon [IWD]
Sent: Tuesday, March 18, 2014 3:31 PM
To: Scheetz, Beth [IWD]
Subject: RE: Dana Lewis [redacted]

I likely issued that decision because of a lack of info in the admin record available at the time but do not specifically recall. The C would have to take up that enforcement issue with Dave Eklund or Mike Wilkinson or appeal to the EAB. Hope this helps.

From: Scheetz, Beth [IWD]
Sent: Tuesday, March 18, 2014 10:02 AM
To: Lewis, Devon [IWD]
Subject: Dana Lewis [redacted]

Just had hearing with Dana Lewis on the issue of state income tax refund offset.

Here's the history of the case:
12/26/04 Decision of ALJ affirming overpayment 04-IWDUI-224
3/30/11 Deb's Decision allowing offset 11A-UI-02211
3/29/13 Your Decision not allowing offset 13A-UI-02519
3/18/14 My Decision allowing offset 14A-UI-02087

Here's the problem.
Even though your decision says we aren't allowed to take his refund, we did.
The claimant wants his money back.
He remembers you and asked that I ask you about it.
Beth A. Scheetz

Message: RE: Dana Lewis [redacted]

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:56 PM
Item ID:	40862387
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: Dana Lewis [redacted]

From Eklund, David [IWD]

Date Thursday, March 20, 2014 11:46 AM

To Scheetz, Beth [IWD]; Wilkinson, Michael [IWD]

Cc

No, that won't be necessary.
I will update with the outcome.
Thanks.

From: Scheetz, Beth [IWD]
Sent: Thursday, March 20, 2014 11:43 AM
To: Eklund, David [IWD]; Wilkinson, Michael [IWD]
Subject: RE: Dana Lewis [redacted]

Dave,
His number is [redacted]
Should I call and let him know you'll be calling after you look into the matter?
Beth

From: Eklund, David [IWD]
Sent: Thursday, March 20, 2014 11:37 AM
To: Wilkinson, Michael [IWD]; Scheetz, Beth [IWD]
Subject: RE: Dana Lewis [redacted]

Yes, I would be the point of contact.
We do not show a phone number for Dana in our system as his claim has dropped off.
I will need to read all of the decisions and try to determine why we have gone both ways and what

best fits the current situation.

If you have a contact phone for him I would appreciate it.
Dave

From: Wilkinson, Michael [IWD]
Sent: Thursday, March 20, 2014 11:32 AM
To: Scheetz, Beth [IWD]; Eklund, David [IWD]
Subject: RE: Dana Lewis [redacted]

Dave is the authority on these kinds of things. We may need to look at all of the decisions first.
Thank you for the heads up.

From: Scheetz, Beth [IWD]
Sent: Thursday, March 20, 2014 11:16 AM
To: Eklund, David [IWD]; Wilkinson, Michael [IWD]
Subject: FW: Dana Lewis [redacted]

Dave and Mike,
Devon suggested giving out your numbers to this claimant.
Before I do that I thought I should check with you.
Would one of you like to handle this?
I haven't called the claimant back yet.
I'd be happy to call him back and let him know who to call or that you'll be calling him.
Let me know how I can help.
Thanks,
Beth Scheetz

From: Lewis, Devon [IWD]
Sent: Wednesday, March 19, 2014 9:10 AM
To: Scheetz, Beth [IWD]
Subject: RE: Dana Lewis [redacted]

You're welcome and thank you for yours.
Dévon

From: Scheetz, Beth [IWD]
Sent: Wednesday, March 19, 2014 8:40 AM
To: Lewis, Devon [IWD]
Subject: RE: Dana Lewis 02087.S2

Sounds good.
Thank you for your help.
Beth A. Scheetz

From: Lewis, Devon [IWD]
Sent: Wednesday, March 19, 2014 8:00 AM
To: Scheetz, Beth [IWD]

Subject: RE: Dana Lewis [redacted]

You did not tell me that you told him I would call him or give me any contact information for him. Since you are the one that most recently spoke to him about this, you can give him Dave Eklund's and/or Mike Wilkinson's numbers as I suggested. Their contact information is in the materials that have been e-mailed out multiple times or is available on Outlook.
Dévon

From: Scheetz, Beth [IWD]
Sent: Wednesday, March 19, 2014 6:57 AM
To: Lewis, Devon [IWD]
Subject: RE: Dana Lewis [redacted]

Oh ok.
Then I'll call him back and let him know that you will not be calling.
Who should I tell him to call and what number?
He's tried to get his money back by calling and asked that you help him, but I can send him to someone else.
He said you were so helpful
Beth

From: Lewis, Devon [IWD]
Sent: Tuesday, March 18, 2014 3:31 PM
To: Scheetz, Beth [IWD]
Subject: RE: Dana Lewis [redacted]

I likely issued that decision because of a lack of info in the admin record available at the time but do not specifically recall. The C would have to take up that enforcement issue with Dave Eklund or Mike Wilkinson or appeal to the EAB. Hope this helps.

From: Scheetz, Beth [IWD]
Sent: Tuesday, March 18, 2014 10:02 AM
To: Lewis, Devon [IWD]
Subject: Dana Lewis [redacted]

Just had hearing with Dana Lewis on the issue of state income tax refund offset.

Here's the history of the case:
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3/30/11 Deb's Decision allowing offset 11A-UI-02211
3/29/13 Your Decision not allowing offset 13A-UI-02519
3/18/14 My Decision allowing offset 14A-UI-02087

Here's the problem.
Even though your decision says we aren't allowed to take his refund, we did.
The claimant wants his money back.
He remembers you and asked that I ask you about it.
Beth A. Scheetz

Message: RE: [redacted]

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:	40861811
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: [redacted]

From Eklund, David [IWD] **Date** Friday, March 28, 2014 8:05 AM
To Saddoris, Michelle [IWD]
Cc

Yes, if they are insistent we will go ahead and take the money and set up the OP. Proceed.
Thanks

From: Saddoris, Michelle [IWD]
Sent: Friday, March 28, 2014 7:11 AM
To: Eklund, David [IWD]
Subject: FW: [redacted]
Importance: High

What's the final decision on these? Set up or no?

From: Goodier, Becky [IWD]
Sent: Thursday, March 27, 2014 3:36 PM
To: Saddoris, Michelle [IWD]
Subject: [redacted]
Importance: High

[redacted] This client was just in and he wants to pay back for the w/e 3/8 bc that is when the computer in DM messed up and the week was put in as a manbatch and paid him and he had gone to work and not claimed for the week but we paid him anyway. Can an overpmt be set up asap? Thanks.

Message: RE: Emailing: [redacted]

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:	40861813
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: Emailing: [redacted]

From Eklund, David [IWD] **Date** Friday, March 28, 2014 8:10 AM
To Hillary, Teresa [IWD]
Cc

Yes, Mike and Nick both did.

-----Original Message-----
From: Hillary, Teresa [IWD]
Sent: Thursday, March 27, 2014 2:29 PM
To: Eklund, David [IWD]
Subject: FW: Emailing: [redacted]

Wow you were right. Did anyone talk to the Director about this?

-----Original Message-----
From: Olivencia, Nicholas [IWD]
Sent: Thursday, March 27, 2014 2:25 PM
To: Hillary, Teresa [IWD]; Eklund, David [IWD]; West, Ryan [IWD]; Boten, Brenda [IWD]; Wilkinson, Michael [IWD]; Bervid, Joseph [IWD]
Cc: Koonce, Kerry [IWD]
Subject: RE: Emailing: [redacted]

The claimant will be withdrawing their appeal as soon as they receive the check that is being mailed out today. Thank you.

-----Original Message-----
From: Hillary, Teresa [IWD]
Sent: Tuesday, March 25, 2014 1:14 PM
To: Eklund, David [IWD]; West, Ryan [IWD]; Boten, Brenda [IWD]; Wilkinson, Michael [IWD]; Olivencia, Nicholas [IWD]; Bervid, Joseph [IWD]
Cc: Koonce, Kerry [IWD]
Subject: FW: Emailing [redacted]

Dave,

Claimant has hired legal aid atty to assist him with his OP to the agency. There is no current fact-finding decn out there for appeals to set up. I believe his clients got the standard letter that claims began sending out last fall. Please let me know what, if anything you want the UI appeals section to do with this claimant's OP.

Thank you,

Teresa Hillary

-----Original Message-----
From: Benson, Joni [IWD]
Sent: Tuesday, March 25, 2014 1:10 PM
To: Hillary, Teresa [IWD]
Subject: Emailing: [redacted]

Your message is ready to be sent with the following file or link attachments:

[redacted]

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

Message: RE: Case [redacted]

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:36 PM
Item ID:	40861817
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: Case [redacted]

From Eklund, David [IWD] **Date** Friday, March 28, 2014 9:31 AM
To Linnenbrink, Jonathan [IWD]
Cc VonBehren, Karen [IWD]

image001.jpg (3 Kb HTML)

Done.

From: Linnenbrink, Jonathan [IWD]
Sent: Wednesday, March 26, 2014 6:05 PM
To: Eklund, David [IWD]
Cc: VonBehren, Karen [IWD]
Subject: Case #1450773

Dave,

Can you please transfer Case [redacted] to Karen? Due to the claimant's close proximity to the Burlington office and overpayment amount, Karen has agreed to take over the case.

Thanks,

Jonathan Linnenbrink
Investigator

Description: Description: IWD2cTag

902 West Kimberly Road - Suite 51
Davenport, Iowa 52806
(563) 445-3200 x43324 (# has changed)
(563) 386-2818 fax
jonathan.linnenbrink@iwd.iowa.gov

Message: RE: [redacted]

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:36 PM
Item ID:	40861840
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: [redacted]

From Eklund, David [IWD] **Date** Monday, March 31, 2014 8:16 AM
To Dameron, Susan [IWD]
Cc

image001.jpg (11 Kb HTML)

Yes, please fax to 1-9033.

Thanks.

From: Dameron, Susan [IWD]
Sent: Monday, March 31, 2014 7:59 AM
To: Eklund, David [IWD]
Subject: James Lowry 6079

Hi Dave,

Received a fax on my chair from the Madison County Clerk of Court on March 27th, 2014. The Madison County Clerk of Court received a letter from Irma on March 19th stating how much was owed on his overpayment. The Madison County Clerk of Court needs a letter stating how much has been paid on the overpayment so the Judge can issue an order. Do you want me to fax this to you?

[redacted]

Thank You,

Susan Dameron
Administrative Assistant I
Iowa Workforce Development
Investigation and Recovery
Benefit Payment Control
430 East Grand Avenue
Des Moines, Iowa 50309
Telephone: 515-281-3003

Message: FW: Justify Offset of Federal Income Tax Refund

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:37 PM
Item ID:	40861851
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

FW: Justify Offset of Federal Income Tax Refund

From Eklund, David [IWD] **Date** Monday, March 31, 2014 1:33 PM
To Olivencia, Nicholas [IWD]
Cc

I will respond. I am sure this won't be the last. For consistency, how do you want me to verbalize? I am pretty sure "oops" won't cut it….

From: Conrath, Mary [IWD]
Sent: Monday, March 31, 2014 10:59 AM
To: Eklund, David [IWD]
Cc: Wilkinson, Michael [IWD]
Subject: FW: Justify Offset of Federal Income Tax Refund

Can you please assist with this?

From: Kurt Wood [mailto:kwood1963@yahoo.com]
Sent: Friday, March 28, 2014 11:55 PM
To: IWD Customer Service
Cc: Kurt
Subject: Justify Offset of Federal Income Tax Refund

Re: [redacted]

Please identify specific Federal Law(s) and Iowa Code(s) evoked granting Iowa workforce legal authority to Offset my 2013 Federal Income Tax Refund. Please give code number and briefly phrase what wording in the code(s) describe offset of my particular debt.

Federal law as described in the following IRS TOPIC....

Topic 203 - Refund Offsets for Unpaid Child Support, Certain Federal and State Debts, and Unemployment Compensation Debts

The Department of Treasury's Bureau of Fiscal Service (BFS), which issues IRS tax refunds, has been authorized by Congress to conduct the Treasury Offset Program (TOP). Through this program, your refund or overpayment may be reduced by BFS and offset to pay:
•Past-due child support;
•Federal agency non-tax debts;
•State income tax obligations; or
•Certain unemployment compensation debts owed to a state. (Generally, these are debts for (1) compensation that was paid due to fraud, or (2) for contributions owing to a state fund that were not paid due to fraud).

This clearly states that an offset is authorized ONLY in cases of fraud. Overpayment in my case was due to NO FAULT of my own. Using the BFS to offset my Federal refund has no support under federal law.

Surely Iowa workforce realized my overpayment did not fall into this catagory. I have several mailings from Iowa Workforce listing all the legal collection procedures available to them. Offsetting of Federal Tax refund was never among listed collection options!

Please forward this email to the proper department and feel free to request any additional information needed.

Kurt D Wood
kwood1963@yahoo.com
(641) 423-4796
(641) 530-1656

Message: C called about 8:30 hrg today (late call)

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:06 PM
Item ID:	40861198
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

C called about 8:30 hrg today (late call)

From Lewis, Devon [IWD] **Date** Wednesday, July 24, 2013 9:17 AM
To Donner, Lynette [IWD]
Cc

Lynette,
I took this hrg for Julie and the C called late and said two judges on July 11 told her she would not have to call in for today's hearing because the employer did not wish to pursue the issue (C's appeal). Do you have any recordings of conversations with this C? Or was anything said in the hearing? I will try to find out if Julie talked to her about this too, but am limited to what she might have recorded. If we can't figure out what happened we will have to reschedule this to give her another chance to call in.
Thanks,
Dévon

[redacted]

```
DATE 07/24/13        N O N - M O N E T A R Y  D I S P L A Y
MONNAHAN STACIA M
                         PGM = UI   EB  0          LO 040470
STATUS  LOCK-UI RSN MISCONDU    CONTROL 05/13/13          ADD 04/28/13

   EFF-DATE = 07/22/12     REFERENCE-NO = 05
ANDS....... ABLE AND AVAILABLE
         DISP-DATE = 05/22/13   ANDS-NO = 154   DEPUTY = 39   A/D = A
         V1 = 042813     V2 =          V3 =          V4 =
         V5 =         EMPLR = 510253 000 NAME = MEDICAL STAFFING NETWORK H

LOWER...... APP= EMPLOYER  APPEALED = 06/03/13  NUM = 13A UI   06579 ALJ-D
         TYPE= INTRA    DISP-DTE = 07/11/13   AFFIRMED     LAW = 96.4-3
```

EFF-DATE = 07/22/12 REFERENCE-NO = 06

PROTEST.... MISCONDUCT FORM = 201A ISS-DATE = 04/06/13 DETECTED = 05/28/13 00
EMPLR = 510253 000 NAME = MEDICAL STAFFING NETWORK H OFF-FF=0470

ANDS....... UNEXCUSED ABSENTEEISM AND TARDINESS
DISP-DATE = 06/11/13 ANDS-NO = 461 DEPUTY = 18 A/D = D
V1 = 040913 V2 = V3 = V4 =
V5 = EMPLR = 510253 000 NAME = MEDICAL STAFFING NETWORK H

LOWER...... APP= CLAIMANT APPEALED = 06/19/13 NUM = 13A UI 07255 ALJ-
TYPE= INTRA DISP-DTE = 00/00/00 LAW =

EFF-DATE = 07/22/12 REFERENCE-NO = 07

ANDS....... O/P MISCOND IN CONNEC/EMPLOY REP DEC-NF
DISP-DATE = 06/12/13 ANDS-NO = 980 DEPUTY = 77 A/D = D
V1 = 205200 V2 = 6 V3 = 042813 V4 = 060813
V5 = 510253000 EMPLR = 999999 999 NAME = NO EMPL-NAME AVAILABLE

LOWER...... APP= CLAIMANT APPEALED = 06/19/13 NUM = 13A UI 07256 ALJ-
TYPE= INTRA DISP-DTE = 00/00/00 LAW =

Dévon

Message: FW: C called about 8:30 hrg today (late call)

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:06 PM
Item ID:	40861200
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

FW: C called about 8:30 hrg today (late call)

From Lewis, Devon [IWD] **Date** Wednesday, July 24, 2013 9:29 AM

To Hillary, Teresa [IWD]; Benson, Joni [IWD]

Cc

I suggest the hearings be rescheduled for Lynette.

From: Lewis, Devon [IWD]
Sent: Wednesday, July 24, 2013 9:17 AM
To: Donner, Lynette [IWD]
Subject: C called about 8:30 hrg today (late call)

Lynette,
I took this hrg for Julie and the C called late and said two judges on July 11 told her she would not have to call in for today's hearing because the employer did not wish to pursue the issue (C's appeal). Do you have any recordings of conversations with this C? Or was anything said in the hearing? I will try to find out if Julie talked to her about this too, but am limited to what she might have recorded. If we can't figure out what happened we will have to reschedule this to give her another chance to call in.
Thanks,
Dévon

[redacted]
DATE 07/24/13 N O N - M O N E T A R Y D I S P L A Y
MONNAHAN STACIA M
PGM = UI EB 0 LO 040470
STATUS LOCK-UI RSN MISCONDU CONTROL 05/13/13 ADD 04/28/13

EFF-DATE = 07/22/12 REFERENCE-NO = 05

ANDS....... ABLE AND AVAILABLE
DISP-DATE = 05/22/13 ANDS-NO = 154 DEPUTY = 39 A/D = A
V1 = 042813 V2 = V3 = V4 =
V5 = EMPLR = 510253 000 NAME = MEDICAL STAFFING NETWORK H

LOWER...... APP= EMPLOYER APPEALED = 06/03/13 NUM = 13A UI 06579 ALJ-D
TYPE= INTRA DISP-DTE = 07/11/13 AFFIRMED LAW = 96.4-3

EFF-DATE = 07/22/12 REFERENCE-NO = 06

PROTEST.... MISCONDUCT FORM = 201A ISS-DATE = 04/06/13 DETECTED = 05/28/13
00
EMPLR = 510253 000 NAME = MEDICAL STAFFING NETWORK H OFF-FF=0470

ANDS....... UNEXCUSED ABSENTEEISM AND TARDINESS
DISP-DATE = 06/11/13 ANDS-NO = 461 DEPUTY = 18 A/D = D
V1 = 040913 V2 = V3 = V4 =
V5 = EMPLR = 510253 000 NAME = MEDICAL STAFFING NETWORK H

LOWER...... APP= CLAIMANT APPEALED = 06/19/13 NUM = 13A UI 07255 ALJ-
TYPE= INTRA DISP-DTE = 00/00/00 LAW =

EFF-DATE = 07/22/12 REFERENCE-NO = 07

ANDS....... O/P MISCOND IN CONNEC/EMPLOY REP DEC-NF
DISP-DATE = 06/12/13 ANDS-NO = 980 DEPUTY = 77 A/D = D
V1 = 205200 V2 = 6 V3 = 042813 V4 = 060813
V5 = 510253000 EMPLR = 999999 999 NAME = NO EMPL-NAME AVAILABLE

LOWER...... APP= CLAIMANT APPEALED = 06/19/13 NUM = 13A UI 07256 ALJ-
TYPE= INTRA DISP-DTE = 00/00/00 LAW =

Dévon

Message: FW: C called about 8:30 hrg today (late call)

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:07 PM
Item ID:	40861206
Policy Action:	Not Specified

Mark History:
No reviewing has been done

Policies:
No Policies attached

FW: C called about 8:30 hrg today (late call)

From Lewis, Devon [IWD] **Date** Thursday, July 25, 2013 8:39 AM
To Benson, Joni [IWD]
Cc Ziegler, Vanessa [IWD]; Hillary, Teresa [IWD]

C just called again rehashing this. I told her you would reschedule the hearings, she would get a notice and must call in but this cannot be resolved without a hearing. The conversation is taped. Please assign this to LD or another ALJ, but not me.
Thanks,
Dévon

From: Donner, Lynette [IWD]
Sent: Wednesday, July 24, 2013 11:49 AM
To: Lewis, Devon [IWD]
Subject: RE: C called about 8:30 hrg today (late call)

I record all conversations with parties. The recording for my conversation with this CL is and has been on the Q drive. I remember telling her that it appeared that the ER was not truly challenging the A&A determination, the subject of my hearing, but was concerned about the separation, the subject of the July 24 hearing. As I recall, I specifically pointed out to her that she had not yet called in to provide her telephone number for the July 24 hearing on the separation, that that she would still need to do so.

From: Lewis, Devon [IWD]
Sent: Wednesday, July 24, 2013 9:17 AM
To: Donner, Lynette [IWD]

Subject: C called about 8:30 hrg today (late call)

Lynette,
I took this hrg for Julie and the C called late and said two judges on July 11 told her she would not have to call in for today's hearing because the employer did not wish to pursue the issue (C's appeal). Do you have any recordings of conversations with this C? Or was anything said in the hearing? I will try to find out if Julie talked to her about this too, but am limited to what she might have recorded. If we can't figure out what happened we will have to reschedule this to give her another chance to call in.
Thanks,
Dévon

[redacted]

DATE 07/24/13 N O N - M O N E T A R Y D I S P L A Y
MONNAHAN STACIA M
PGM = UI EB 0 LO 040470
STATUS LOCK-UI RSN MISCONDU CONTROL 05/13/13 ADD 04/28/13

EFF-DATE = 07/22/12 REFERENCE-NO = 05
ANDS....... ABLE AND AVAILABLE
DISP-DATE = 05/22/13 ANDS-NO = 154 DEPUTY = 39 A/D = A
V1 = 042813 V2 = V3 = V4 =
V5 = EMPLR = 510253 000 NAME = MEDICAL STAFFING NETWORK H

LOWER...... APP= EMPLOYER APPEALED = 06/03/13 NUM = 13A UI 06579 ALJ-D
TYPE= INTRA DISP-DTE = 07/11/13 AFFIRMED LAW = 96.4-3

EFF-DATE = 07/22/12 REFERENCE-NO = 06

PROTEST.... MISCONDUCT FORM = 201A ISS-DATE = 04/06/13 DETECTED = 05/28/13
00
EMPLR = 510253 000 NAME = MEDICAL STAFFING NETWORK H OFF-FF=0470

ANDS....... UNEXCUSED ABSENTEEISM AND TARDINESS
DISP-DATE = 06/11/13 ANDS-NO = 461 DEPUTY = 18 A/D = D
V1 = 040913 V2 = V3 = V4 =
V5 = EMPLR = 510253 000 NAME = MEDICAL STAFFING NETWORK H

LOWER...... APP= CLAIMANT APPEALED = 06/19/13 NUM = 13A UI 07255 ALJ-
TYPE= INTRA DISP-DTE = 00/00/00 LAW =

EFF-DATE = 07/22/12 REFERENCE-NO = 07

ANDS....... O/P MISCOND IN CONNEC/EMPLOY REP DEC-NF
DISP-DATE = 06/12/13 ANDS-NO = 980 DEPUTY = 77 A/D = D
V1 = 205200 V2 = 6 V3 = 042813 V4 = 060813
V5 = 510253000 EMPLR = 999999 999 NAME = NO EMPL-NAME AVAILABLE

LOWER...... APP= CLAIMANT APPEALED = 06/19/13 NUM = 13A UI 07256 ALJ-
TYPE= INTRA DISP-DTE = 00/00/00 LAW =

Dévon

Message: RE: [redacted]

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:47 PM
Item ID:	40862144
Policy Action:	Not Specified

Mark History:

Date	Action Status	Reviewer
7/15/2014 5:00:53 PM	Unreviewed	Koonce, Kerry
7/15/2014 4:56:51 PM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

RE: [redacted]

From Dameron, Susan [IWD] **Date** Monday, March 10, 2014 10:48 AM
To Eklund, David [IWD]
Cc

I do not have this claimant for a garnishment/overpayment.

From: Eklund, David [IWD]
Sent: Monday, March 10, 2014 10:46 AM
To: Dameron, Susan [IWD]
Subject: Fwd: Guillermina Ramos 2137
Importance: High

Susan,
Did/do we have an active garnishment on this individual?
Thanks,
Dave

-------- Original message --------
From: "Goodier, Becky [IWD]"
Date:03/10/2014 10:36 AM (GMT-06:00)
To: "Eklund, David [IWD]"
Subject: [redacted]

Clmt is in here madder than a hornets nest. She says she got something from us that stated she was all done with her overpmt. I don't see that on ovpy. She also said we have been garnishing her checks and I didn't see that either. Can you shed some light on this for me? Thanks in advance for your help.

Message: FW: Polk County Clerk of Court check

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:33:00 PM
Item ID:	40862518
Policy Action:	Not Specified

Mark History:

Date	Action Status	Reviewer
7/15/2014 5:00:53 PM	Unreviewed	Koonce, Kerry
7/15/2014 4:56:51 PM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

FW: Polk County Clerk of Court check

From Dameron, Susan [IWD] **Date** Thursday, March 27, 2014 8:45 AM
To Eklund, David [IWD]
Cc Khounlo, Nhoui [IWD]

Dave,

Please contact Polk County Clerk of Court and ask them to stop these payments. This also will need a letter sent to them stating that this account is paid in full.

Thank You,

Susan

From: Khounlo, Nhoui [IWD]
Sent: Thursday, March 27, 2014 8:35 AM
To: Dameron, Susan [IWD]
Subject: Polk County Clerk of Court check

Good morning Susan,

Claimant [redacted] his overpayment has been paid in full on 03-03-14 and we are still receiving a payment from the Polk County Clerk of Court, I don't know that I suppose to let you know or not, I used to let Irma knows before. Thanks!!

Message: [redacted]

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:36 PM
Item ID:	40861839
Policy Action:	Not Specified

Mark History:

Date	Action Status	Reviewer
7/15/2014 5:00:52 PM	Unreviewed	Koonce, Kerry
7/15/2014 4:56:51 PM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

[redacted]

From Dameron, Susan [IWD] **Date** Monday, March 31, 2014 7:59 AM
To Eklund, David [IWD]
Cc

image001.jpg (11 Kb HTML)

Hi Dave,

Received a fax on my chair from the Madison County Clerk of Court on March 27th, 2014. The Madison County Clerk of Court received a letter from Irma on March 19th stating how much was owed on his overpayment. The Madison County Clerk of Court needs a letter stating how much has been paid on the overpayment so the Judge can issue an order. Do you want me to fax this to you?

[redacted]

Thank You,

Susan Dameron
Administrative Assistant I
Iowa Workforce Development
Investigation and Recovery
Benefit Payment Control
430 East Grand Avenue
Des Moines, Iowa 50309
Telephone: 515-281-3003

Message: RE[redacted]

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:37 PM
Item ID:	40861841
Policy Action:	Not Specified

Mark History:

Date	Action Status	Reviewer
7/15/2014 5:00:52 PM	Unreviewed	Koonce, Kerry
7/15/2014 4:56:51 PM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

RE: [redacted]

From	Dameron, Susan [IWD]	**Date**	Monday, March 31, 2014 8:19 AM
To	Eklund, David [IWD]		
Cc			

image001.jpg (11 Kb HTML)

Just faxed to you.

From: Eklund, David [IWD]
Sent: Monday, March 31, 2014 8:16 AM
To: Dameron, Susan [IWD]
Subject: RE: [redacted]

Yes, please fax to 1-9033.

Thanks.

From: Dameron, Susan [IWD]
Sent: Monday, March 31, 2014 7:59 AM
To: Eklund, David [IWD]
Subject: [redacted]

Hi Dave,

Received a fax on my chair from the Madison County Clerk of Court on March 27th, 2014. The Madison County Clerk of Court received a letter from Irma on March 19th stating how much was owed on his overpayment. The Madison County Clerk of Court needs a letter stating how much has been paid on the overpayment so the Judge can issue an order. Do you want me to fax this to you?

[redacted]

Thank You,

Susan Dameron
Administrative Assistant I
Iowa Workforce Development
Investigation and Recovery
Benefit Payment Control
430 East Grand Avenue
Des Moines, Iowa 50309
Telephone: 515-281-3003

Message: RE[redacted]

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:40 PM
Item ID:	40861934
Policy Action:	Not Specified

Mark History:

Date	Action Status	Reviewer
7/15/2014 5:00:52 PM	Unreviewed	Koonce, Kerry
7/15/2014 4:56:51 PM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

RE:[redacted]

From	Dameron, Susan [IWD]	**Date**	Monday, April 07, 2014 8:36 AM
To	Olivencia, Nicholas [IWD]; Stalker, Teresa [IWD]; Eklund, David [IWD]		
Cc	Wilkinson, Michael [IWD]		

image001.jpg (11 Kb HTML)

We started a garnishment on this claimant,[redacted]. This claimant stopped working/got fired from [redacted] whatever the case maybe. The garnishment stopped, but the money stayed with the Jasper County Sheriff's Office. The claimant came in and paid his overpayment off. He stopped in 150 DSM office and talked to Dave on Friday, April 4th and wants his money. I talked to Jasper County Sheriff's Office Civil Division Supervisor on Friday. In order to have the money sent to IWD, a Motion to Condemn has to be done. The funds have to be sent to IWD. A Motion to Condemn needs to be sent to Jasper County and they will release the funds to IWD and Nhoui will send a refund to the claimant. Plain and simple.

From: Olivencia, Nicholas [IWD]
Sent: Monday, April 07, 2014 8:26 AM
To: Stalker, Teresa [IWD]; Dameron, Susan [IWD]; Eklund, David [IWD]
Subject: RE: [redacted]

Our system is showing this person owes us $0.00. How is it that we have $1,191.30 garnished on someone who owes us nothing?

From: Stalker, Teresa [IWD]
Sent: Monday, April 07, 2014 8:03 AM

To: Dameron, Susan [IWD]; Eklund, David [IWD]
Cc: Olivencia, Nicholas [IWD]
Subject: [redacted]

I don't have a garnishment file for [redacted]. Possibly a tax account? I can prepare the paperwork if I have the information.

From: Dameron, Susan [IWD]
Sent: Friday, April 04, 2014 10:35 AM
To: Eklund, David [IWD]
Cc: Stalker, Teresa [IWD]; Olivencia, Nicholas [IWD]
Subject: James Daye
Importance: High

[redacted] does have a balance of $1191.30 at Jasper Co. Sheriff's Office. They are going to start the process to have it sent to the Clerk of Court.

Teresa – will you please do a Motion to Condemn funds to Jasper County on [redacted]

Thank You,

Susan Dameron
Administrative Assistant I
Iowa Workforce Development
Investigation and Recovery
Benefit Payment Control
430 East Grand Avenue
Des Moines, Iowa 50309
Telephone: 515-281-3003

Message: RE[redacted]

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:	40861937
Policy Action:	Not Specified

Mark History:

Date	Action Status	Reviewer
7/15/2014 5:00:52 PM	Unreviewed	Koonce, Kerry
7/15/2014 4:56:51 PM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

RE[redacted]

From Dameron, Susan [IWD] **Date** Monday, April 07, 2014 9:27 AM
To Stalker, Teresa [IWD]
Cc Eklund, David [IWD]

image001.jpg (11 Kb HTML)

I am not sure.

From: Stalker, Teresa [IWD]
Sent: Monday, April 07, 2014 9:26 AM
To: Dameron, Susan [IWD]
Cc: Eklund, David [IWD]
Subject: RE:[redacted]

Did[redacted] leave his current address with Dave?

From: Dameron, Susan [IWD]
Sent: Monday, April 07, 2014 8:36 AM
To: Olivencia, Nicholas [IWD]; Stalker, Teresa [IWD]; Eklund, David [IWD]
Cc: Wilkinson, Michael [IWD]
Subject: RE: [redacted]

We started a garnishment on this claimant, Case No.[redacted] This claimant stopped working/got fired from [redacted] whatever the case maybe. The garnishment stopped, but the money stayed with the Jasper County Sheriff's Office. The claimant came in and paid his overpayment off. He stopped in 150 DSM office and talked to Dave on Friday, April 4th and wants his money. I talked to Jasper County Sheriff's Office Civil Division Supervisor on Friday. In order to have the money sent to IWD, a Motion to Condemn has to be done. The funds have to be sent to IWD. A Motion to Condemn needs to be sent to Jasper County and they will release the funds to IWD and Nhoui will send a refund to the claimant. Plain and simple.

From: Olivencia, Nicholas [IWD]
Sent: Monday, April 07, 2014 8:26 AM
To: Stalker, Teresa [IWD]; Dameron, Susan [IWD]; Eklund, David [IWD]
Subject: RE: [redacted]

Our system is showing this person owes us $0.00. How is it that we have $1,191.30 garnished on someone who owes us nothing?

From: Stalker, Teresa [IWD]
Sent: Monday, April 07, 2014 8:03 AM
To: Dameron, Susan [IWD]; Eklund, David [IWD]
Cc: Olivenci[redacted]WD]
Subject: RE: [redacted]

I don't have a garnishment file for [redacted] Possibly a tax account? I can prepare the paperwork if I have the information.

From: Dameron, Susan [IWD]
Sent: Friday, April 04, 2014 10:35 AM
To: Eklund, David [IWD]
Cc: Stalker, Teresa [IWD]; Olivencia, Nicholas [IWD]
Subje[redacted]
Importance: High

[redacted] does have a balance of $1191.30 at Jasper Co. Sheriff's Office. They are going to start the process to have it sent to the Clerk of Court.

Teresa – will you please do a Motion to Condemn funds to Jasper County on James Daye?

Thank You,

Susan Dameron
Administrative Assistant I
Iowa Workforce Development
Investigation and Recovery
Benefit Payment Control
430 East Grand Avenue
Des Moines, Iowa 50309
Telephone: 515-281-3003

Message: [redacted]

Case Information:

Message Type:	Exchange
Message Direction:	External, Inbound
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:36 PM
Item ID:	40861833
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

[redacted]

From Morgan, Teresa [DHS] **Date** Friday, March 28, 2014 5:39 PM
To Eklund, David [IWD]
Cc

I have copies of paystubs for [redacted] working at [redacted], [redacted] for pay periods 2-2-14 through 3-1-14 which have varying amounts of gross wages between $516.00/wk to $588.00/wk. While processing the CCA review on this case I discovered he has been filing UIB claims during this same time frame and received UIB $203.00/wk. I am just letting you know so you check into this as it appears there could be a UIB overpayment.

Teresa Morgan IMWII
Iowa Department of Human Services
Child Care Assistance Unit
2309 Euclid Ave
Des Moines, Iowa 50310
Ph# 866-448-4605 ext. 7827
FAX#515-564-4032

Message: RE: [redacted]

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:52 PM
Item ID:	40862270
Policy Action:	Not Specified

Mark History:
No reviewing has been done

Policies:
No Policies attached

RE: [redacted]

From Adams, Lori [IWD] **Date** Friday, March 14, 2014 4:51 PM
To Wilkinson, Michael [IWD]; Jones, Marlys [IWD]
Cc Dawson, Annette [IWD]; McCann, Stephen [IWD]

image001.jpg (3 Kb HTML)

Marlys – the UISC has procedures for dealing with situations like this. This isn't the first time. But if there is an error made by the agency, we do not penalize the claimant. Marcia did the right thing by reporting it the way she did.

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

Description:
Description:
Description:

Please consider the environment before printing this e-mail.

From: Wilkinson, Michael [IWD]
Sent: Friday, March 14, 2014 3:16 PM
To: Jones, Marlys [IWD]; Adams, Lori [IWD]
Cc: Dawson, Annette [IWD]; McCann, Stephen [IWD]
Subject: RE: [redacted]

We are asking that any inquiry of this nature be directed to Dave Eklund. He is your point of contact.

From: Jones, Marlys [IWD]
Sent: Friday, March 14, 2014 3:10 PM
To: Adams, Lori [IWD]; Wilkinson, Michael [IWD]
Cc: Dawson, Annette [IWD]; McCann, Stephen [IWD]
Subject: FW [redacted]

As both of you know I am not an Unemployment expert but I do know we bill employers for these payments I believe on a quarterly basis. Won't the employers be concerned when they pay double for this time period? And what about the Federal and State Income taxes? And come to think of it even child support?

From: Dawson, Annette [IWD]
Sent: Friday, March 14, 2014 3:06 PM
To: Jones, Marlys [IWD]
Subject: FW: [redacted]

FYI

From: Fink, Marcia [IWD]
Sent: Friday, March 14, 2014 2:34 PM
To: McCann, Stephen [IWD]
Cc: Dawson, Annette [IWD]
Subject: F[redacted]

Dear Steve,

Here is the response to my UISC Message Center question.

[redacted] reported by voicemail to the 515-281-9610 number and later told me directly on the phone that she received unemployment funds that didn't belong to her and were deposited in her bank account. I instructed her to go to the UISC to report this information and write a check for the amount she was overpaid. [redacted] said she planned on going to the UISC on Monday, 03/17/14. Please let me know if there was anything else I should do. Should I have asked her to come into the IowaWORKS office to give a statement of overpayment?

There was a technical error on IWD's part that caused some payments to go out to claimants that were not entitled. These are payments for the w/e 3-8-13. I have been told that since it is our error, we are not going to be setting up overpayments and will not try to collect the money back.

Thank you.

Sincerely,

Marcia Fink, Workforce Advisor
IowaWORKS
430 East Grand Avenue
Des Moines, Ia. 50309-1920
Phone: 515-281-9756
E-Mail Address: Marcia.fink@iwd.iowa.gov
Fax Number: 515-281-9640

From: Fink, Marcia [IWD]
Sent: Friday, March 14, 2014 10:31 AM
To: McCann, Stephen [IWD]
Subject: [redacted]

Dear Steve,

Please read the following note I sent to the UISC Message Center:

[redacted] reported by voicemail to the 515-281-9610 number and later told me directly on the phone that she received unemployment funds that didn't belong to her and were deposited in her bank account. I instructed her to go to the UISC to report this information and write a check for the amount she was overpaid. [redacted] said she planned on going to the UISC on Monday, 03/17/14. Please let me know if there was anything else I should do. Should I have asked her to come into the IowaWORKS office to give a statement of overpayment?

I believe I can reach [redacted] if there is more I should do, Steve.

Sincerely,

Marcia Fink, Workforce Advisor
IowaWORKS
430 East Grand Avenue
Des Moines, Ia. 50309-1920
Phone: 515-281-9756
E-Mail Address: Marcia.fink@iwd.iowa.gov
Fax Number: 515-281-9640

Message: FW: [redacted]

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:52 PM
Item ID:	40862272
Policy Action:	Not Specified

Mark History:
No reviewing has been done

Policies:
No Policies attached

FW: [redacted]

From Adams, Lori [IWD] **Date** Friday, March 14, 2014 4:59 PM
To Wilkinson, Michael [IWD]; Eklund, David [IWD]
Cc

image001.jpg (3 Kb HTML)

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

Description:
Description:
Description:

Please consider the environment before printing this e-mail.

From: Jones, Marlys [IWD]
Sent: Friday, March 14, 2014 4:54 PM
To: Adams, Lori [IWD]
Subject: RE:[redacted]

Good. Thank-you

From: Adams, Lori [IWD]
Sent: Friday, March 14, 2014 4:51 PM
To: Wilkinson, Michael [IWD]; Jones, Marlys [IWD]
Cc: Dawson, Annette [IWD]; McCann, Stephen [IWD]
Subject: RE: [redacted]

Marlys – the UISC has procedures for dealing with situations like this. This isn't the first time. But if there is an error made by the agency, we do not penalize the claimant. Marcia did the right thing by reporting it the way she did.

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To: Adams, Lori [IWD]; Wilkinson, Michael [IWD]
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Subject: FW[redacted]

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From: Dawson, Annette [IWD]
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To: Jones, Marlys [IWD]
Subject: FW: [redacted]

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To: McCann, Stephen [IWD]
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Thank you.

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IowaWORKS
430 East Grand Avenue
Des Moines, Ia. 50309-1920
Phone: 515-281-9756
E-Mail Address: Marcia.fink@iwd.iowa.gov
Fax Number: 515-281-9640

From: Fink, Marcia [IWD]
Sent: Friday, March 14, 2014 10:31 AM
To: McCann, Stephen [IWD]
Subject: [redacted]

Dear Steve,

Please read the following note I sent to the UISC Message Center:

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430 East Grand Avenue
Des Moines, Ia. 50309-1920
Phone: 515-281-9756
E-Mail Address: Marcia.fink@iwd.iowa.gov
Fax Number: 515-281-9640

Message: Fwd:[redacted]

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:52 PM
Item ID:	40862278
Policy Action:	Not Specified

Mark History:
No reviewing has been done

Policies:
No Policies attached

Fwd:[redacted]

From Adams, Lori [IWD] **Date** Saturday, March 15, 2014 11:05 AM
To Wahlert, Teresa [IWD]
Cc

Thought you might appreciate the difference in how we responded to Marlys.

Sent from my iPhone

Begin forwarded message:

> **From:** "Wilkinson, Michael [IWD]" <Michael.Wilkinson@iwd.iowa.gov>
> **Date:** March 14, 2014 at 7:03:15 PM CDT
> **To:** "Adams, Lori [IWD]" <Lori.Adams@iwd.iowa.gov>
> **Cc:** "Eklund, David [IWD]" <David.Eklund@iwd.iowa.gov>
> **Subject:** Re:[redacted]
>
> Thank you Lori. Much appreciated.
>
> Sent from my iPhone
>
> On Mar 14, 2014, at 4:58 PM, "Adams, Lori [IWD]" <Lori.Adams@iwd.iowa.gov> wrote:
>
> *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
>
> <image001.jpg>
>
> ***Please consider the environment before printing this e-mail.***
>
> ---
>
> **From:** Jones, Marlys [IWD]
> **Sent:** Friday, March 14, 2014 4:54 PM
> **To:** Adams, Lori [IWD]
> **Subject:** RE:[redacted]
>
> Good. Thank-you
>
> ---
>
> **From:** Adams, Lori [IWD]
> **Sent:** Friday, March 14, 2014 4:51 PM
> **To:** Wilkinson, Michael [IWD]; Jones, Marlys [IWD]
> **Cc:** Dawson, Annette [IWD]; McCann, Stephen [IWD]
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> <image001.jpg>
>
> ***Please consider the environment before printing this e-mail.***
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> **Subject:** RE:[redacted]

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Subject: FW[redacted]

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FYI

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To: McCann, Stephen [IWD]
Cc: Dawson, Annette [IWD]
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There was a technical error on IWD's part that caused some payments to go out to claimants that were not entitled. These are payments for the w/e 3-8-13. I have been told that since it is our error, we are not going to be setting up overpayments and will not try to collect the money back.

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E-Mail Address: Marcia.fink@iwd.iowa.gov
Fax Number: 515-281-9640

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Sent: Friday, March 14, 2014 10:31 AM
To: McCann, Stephen [IWD]
Subject: [redacted]

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430 East Grand Avenue
Des Moines, Ia. 50309-1920
Phone: 515-281-9756
E-Mail Address: Marcia.fink@iwd.iowa.gov
Fax Number: 515-281-9640

Message: RE: Review of the Debit Card transition file to Bank of America

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:59 PM
Item ID:	40862506
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: Review of the Debit Card transition file to Bank of America

From Nwizu, Hyginus [IWD]

Date Wednesday, March 26, 2014 2:11 PM

To Saddoris, Michelle [IWD]

Cc Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]

See the high-light in red.

```
[redacted]                                          PROG        UI        EFF
DTE  07/07/13
[redacted]                                          STATUS  LOCK-UI       BYE
DTE  07/06/14
                                                    LOCK RSN CNTEST       ADD
DTE  03/16/14
IOWA CITY             PHONE -FACTFIND               REGULAR               REO
DTE  09/01/13
IA 52240-6616    PHONE [redacted]                   QUALIFIED              EB
DTE
                 IMED RELEASE  NO                   CONTROL
03/31/14
EUC INIT OPT A        ABP
NO
1 DEPENDENT  TYP 0  BWE LAST 03/22/14   EB-SW        NO REGULAR---
UI REGULAR---FE
PLANT NOT CLOSED    BWE PAID 03/15/14   INCTAX       NO WBA
112.00 WBA       .00
FEMALE BLACK-NH     BWE 1ST  88/88/88   CHILD REC    NO MBA
1489.26 MBA       .00
```

```
D.O.B.    01/23/72  ERP BWE   04/26/14  ERP INTERV  05 APD
595.00 APD      .00
RPT-MODE     VRU-D  TEB              NO  HANDICAP    NO BAL
894.26 BAL      .00
PENSION          NO  LST EMP 068898000  CITIZEN
YES
 MONTH           00  LST BEGN 02/12/08  WAITING WK N/A EUC-------
UI EUC-------FE
TYPE 0 AMT     .00  LST STOP 02/10/13  DUA         YES MBA
MBA
```

From: Saddoris, Michelle [IWD]
Sent: Wednesday, March 26, 2014 2:08 PM
To: Nwizu, Hyginus [IWD]
Cc: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

Hi Chuks,

I looked up about a dozen of each SSN (beginning with 0,'s 1's, 2's, 3's etc) and I think it worked!

I think it looks good. I looked up the four D's ... and I'm not showing them as DUA so I'm not sure why those have a D in the 10th position?

Thanks!
Michelle

From: Nwizu, Hyginus [IWD]
Sent: Wednesday, March 26, 2014 12:52 PM
To: Saddoris, Michelle [IWD]
Cc: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

I moved the files from \\Iwdna1a\common\UI\CLMDATA\Admin_Division
TEBFile.txt
TRAFile.txt
RegularClaimsFile.txt

To \\Iwdna1a\common\UI\CLMDATA\JICS3

From: Saddoris, Michelle [IWD]
Sent: Wednesday, March 26, 2014 12:32 PM
To: Nwizu, Hyginus [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

Yes I do! ☺

From: Nwizu, Hyginus [IWD]
Sent: Wednesday, March 26, 2014 11:13 AM
To: Saddoris, Michelle [IWD]
Cc: Eklund, David [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

Do you have access to \\Iwdna1a\common\UI\CLMDATA\JICS3?

From: Saddoris, Michelle [IWD]
Sent: Wednesday, March 26, 2014 8:53 AM
To: Nwizu, Hyginus [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

Hi Chuks!

I do not have access. I'm pretty low on the totem pole ☺

From: Nwizu, Hyginus [IWD]
Sent: Tuesday, March 25, 2014 3:35 PM
To: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Saddoris, Michelle [IWD]
Cc: Thielman, Richard [IWD]; Budrevich, Steven [IWD]
Subject: Review of the Debit Card transition file to Bank of America

Dave and Michelle, if you cannot get to the files, let me know.
\\Iwdna1a\common\UI\CLMDATA\Admin_Division
TEBFile.txt
TRAFile.txt
RegularClaimsFile.txt

Please note, I used March 1, 2014 weekending to get the current estimate. When we run the actual, we are going to use April 19, 2014. What you need to do is to go to production DBRO and verify a cross-section of SSNs to make sure my extract program is working. If you find any case that should not be there, let me know. In each of the files, position 10 should have "A" for TRA, "B" for TEB, "D" for DUA, and "R" for regular. I was kind of surprised to see 4-DUA records in the list (TRA list). When we send the cases to Bank of America, we send records from position 11 on. The files will be combined, and there won't be SSN included. There won't be duplicates either.

```
TOTAL XTRACT REGULAR CLAIMS=> 9,653
TOTAL XTRACT TRA =>     019
TOTAL XTRACT TEB =>     210
TOTAL XTRACT DUA =>     004
```

Hyginus Chuks Nwizu
IT Specialist
1000 E Grand Ave
Des Moines, IA 50319-1020
Tel: 515.281.4993
Fax: 515.281.8203, 515.281.4982
Email: hyginus.nwizu@iwd.iowa.gov

Web: http://iowaworkforce.org

Message: RE: Review of the Debit Card transition file to Bank of America

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:59 PM
Item ID:	40862509
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: Review of the Debit Card transition file to Bank of America

From Nwizu, Hyginus [IWD] **Date** Wednesday, March 26, 2014 2:17 PM

To Saddoris, Michelle [IWD]

Cc Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]

Yes, TRA, DUA, NAFTA (obsolete) use the same field. They cannot be paid in any combination.

From: Saddoris, Michelle [IWD]
Sent: Wednesday, March 26, 2014 2:14 PM
To: Nwizu, Hyginus [IWD]
Cc: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

I see, I'm sorry.
That's where the TRADE button should be ... I'll bring it to Matt to look at.
Thanks!

From: Nwizu, Hyginus [IWD]
Sent: Wednesday, March 26, 2014 2:11 PM
To: Saddoris, Michelle [IWD]
Cc: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

See the high-light in red.

[redacted] PROG UI EFF
DTE 07/07/13

```
[redacted]                                         STATUS   LOCK-UI         BYE
DTE   07/06/14
                                                   LOCK RSN CNTEST          ADD
DTE   03/16/14
IOWA CITY              PHONE -FACTFIND    REGULAR                  REO
DTE   09/01/13
IA 52240-6616     PHONE [redacted]        QUALIFIED                 EB
DTE
                  IMED RELEASE   NO       CONTROL
03/31/14
EUC INIT OPT A        ABP
NO
1 DEPENDENT   TYP 0   BWE LAST 03/22/14   EB-SW       NO REGULAR---
UI REGULAR---FE
PLANT NOT CLOSED      BWE PAID 03/15/14   INCTAX      NO WBA
112.00 WBA       .00
FEMALE BLACK-NH       BWE 1ST  88/88/88   CHILD REC   NO MBA
1489.26 MBA       .00
D.O.B.    01/23/72  ERP BWE   04/26/14   ERP INTERV  05 APD
595.00 APD       .00
RPT-MODE     VRU-D  TEB             NO   HANDICAP    NO BAL
894.26 BAL       .00
PENSION          NO  LST EMP 068898000   CITIZEN
YES
 MONTH           00  LST BEGN 02/12/08   WAITING WK N/A EUC-------
UI EUC-------FE
TYPE 0 AMT    .00  LST STOP 02/10/13  DUA        YES MBA
MBA
```

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Subject: RE: Review of the Debit Card transition file to Bank of America

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TRAFile.txt
RegularClaimsFile.txt

To \\Iwdna1a\common\UI\CLMDATA\JICS3

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```

Hyginus Chuks Nwizu
IT Specialist
1000 E Grand Ave
Des Moines, IA 50319-1020
Tel: 515.281.4993
Fax: 515.281.8203, 515.281.4982
Email: hyginus.nwizu@iwd.iowa.gov
Web: http://iowaworkforce.org

Message: RE: Review of the Debit Card transition file to Bank of America

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:59 PM
Item ID:	40862510
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: Review of the Debit Card transition file to Bank of America

From	Nwizu, Hyginus [IWD]	**Date**	Wednesday, March 26, 2014 2:24 PM
To	Saddoris, Michelle [IWD]		
Cc	Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]		

For Michelle and Matt, NAFTA is the North American Free Trade Agreement (US, Canada, Mexico). NAFTA is still going strong; however, it is no longer a basis for paying any UI Benefits like TRA.

From: Nwizu, Hyginus [IWD]
Sent: Wednesday, March 26, 2014 2:16 PM
To: Saddoris, Michelle [IWD]
Cc: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

Yes, TRA, DUA, NAFTA (obsolete) use the same field. They cannot be paid in any combination.

From: Saddoris, Michelle [IWD]
Sent: Wednesday, March 26, 2014 2:14 PM
To: Nwizu, Hyginus [IWD]
Cc: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

I see, I'm sorry.
That's where the TRADE button should be … I'll bring it to Matt to look at.
Thanks!

From: Nwizu, Hyginus [IWD]
Sent: Wednesday, March 26, 2014 2:11 PM
To: Saddoris, Michelle [IWD]
Cc: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

See the high-light in red.

```
[redacted]                                       PROG          UI        EFF
DTE  07/07/13
[redacted]                                       STATUS  LOCK-UI         BYE
DTE  07/06/14
                                                 LOCK RSN CNTEST         ADD
DTE  03/16/14
IOWA CITY             PHONE -FACTFIND            REGULAR                 REO
DTE  09/01/13
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EUC INIT OPT A       ABP
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PENSION         NO  LST EMP 068898000  CITIZEN
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 MONTH          00  LST BEGN 02/12/08  WAITING WK N/A EUC-------
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TYPE 0 AMT    .00  LST STOP 02/10/13  DUA         YES MBA
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From: Saddoris, Michelle [IWD]
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Cc: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

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Thanks!
Michelle

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To: Saddoris, Michelle [IWD]
Cc: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

I moved the files from \\Iwdna1a\common\UI\CLMDATA\Admin_Division
TEBFile.txt
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To \\Iwdna1a\common\UI\CLMDATA\JICS3

From: Saddoris, Michelle [IWD]
Sent: Wednesday, March 26, 2014 12:32 PM
To: Nwizu, Hyginus [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

Yes I do! ☺

From: Nwizu, Hyginus [IWD]
Sent: Wednesday, March 26, 2014 11:13 AM
To: Saddoris, Michelle [IWD]
Cc: Eklund, David [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

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From: Saddoris, Michelle [IWD]
Sent: Wednesday, March 26, 2014 8:53 AM
To: Nwizu, Hyginus [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

Hi Chuks!

I do not have access. I'm pretty low on the totem pole ☺

From: Nwizu, Hyginus [IWD]
Sent: Tuesday, March 25, 2014 3:35 PM

To: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Saddoris, Michelle [IWD]
Cc: Thielman, Richard [IWD]; Budrevich, Steven [IWD]
Subject: Review of the Debit Card transition file to Bank of America

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Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:33:00 PM
Item ID:	40862519
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: Review of the Debit Card transition file to Bank of America

From Nwizu, Hyginus [IWD] **Date** Thursday, March 27, 2014 8:47 AM

To Saddoris, Michelle [IWD]

Cc Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]

Are you referring to the 4-DUAs or all the ones in the TRAFile.txt?

From: Saddoris, Michelle [IWD]
Sent: Thursday, March 27, 2014 8:41 AM
To: Nwizu, Hyginus [IWD]
Cc: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

I talked with Matt – none of these folks were TRA.
I also couldn't find any record that they filed DUA in the past.

So I just did a KDBU 180 (0) to turn them back to regular UI.
We can't figure out how DUA was turned on in the first place.

Regardless, they are back to normal now.
Thanks!

From: Nwizu, Hyginus [IWD]
Sent: Wednesday, March 26, 2014 2:22 PM
To: Saddoris, Michelle [IWD]
Cc: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

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Sent: Wednesday, March 26, 2014 2:16 PM
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Cc: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

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To: Nwizu, Hyginus [IWD]
Cc: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

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Thanks!

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Cc: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

```
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[redacted]                                   PROG          UI        EFF
DTE  07/07/13
[redacted]                                   STATUS  LOCK-UI         BYE
DTE  07/06/14
                                             LOCK RSN CNTEST         ADD
DTE  03/16/14
IOWA CITY            PHONE -FACTFIND        REGULAR                  REO
DTE  09/01/13
IA 52240-6616   PHONE [redacted]            QUALIFIED                 EB
DTE
                IMED RELEASE  NO            CONTROL
03/31/14
EUC INIT OPT A        ABP
NO
1 DEPENDENT  TYP 0  BWE LAST 03/22/14  EB-SW       NO REGULAR---
UI REGULAR---FE
PLANT NOT CLOSED    BWE PAID 03/15/14  INCTAX      NO WBA
112.00 WBA      .00
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RPT-MODE     VRU-D  TEB             NO  HANDICAP     NO BAL
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PENSION          NO  LST EMP 068898000  CITIZEN
YES
 MONTH           00  LST BEGN 02/12/08  WAITING WK N/A EUC-------
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TYPE 0 AMT     .00  LST STOP 02/10/13  DUA         YES MBA
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Thanks!
Michelle

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Sent: Wednesday, March 26, 2014 12:32 PM
To: Nwizu, Hyginus [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

Yes I do! ☺

From: Nwizu, Hyginus [IWD]
Sent: Wednesday, March 26, 2014 11:13 AM
To: Saddoris, Michelle [IWD]
Cc: Eklund, David [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

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Sent: Wednesday, March 26, 2014 8:53 AM
To: Nwizu, Hyginus [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

Hi Chuks!

I do not have access. I'm pretty low on the totem pole ☺

From: Nwizu, Hyginus [IWD]
Sent: Tuesday, March 25, 2014 3:35 PM
To: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Saddoris, Michelle [IWD]
Cc: Thielman, Richard [IWD]; Budrevich, Steven [IWD]
Subject: Review of the Debit Card transition file to Bank of America

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Message: RE: Review of the Debit Card transition file to Bank of America

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:59 PM
Item ID:	40862506
Policy Action:	Not Specified

Mark History:
No reviewing has been done

Policies:
No Policies attached

RE: Review of the Debit Card transition file to Bank of America

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```
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[redacted]                                          PROG        UI        EFF
DTE  07/07/13
[redacted]                                          STATUS  LOCK-UI       BYE
DTE  07/06/14
                                                    LOCK RSN CNTEST       ADD
DTE  03/16/14
IOWA CITY            PHONE -FACTFIND.               REGULAR               REO
DTE  09/01/13
IA 52240-6616    PHONE[redacted]                    QUALIFIED              EB
DTE
                 IMED RELEASE  NO                   CONTROL
03/31/14
EUC INIT OPT A       ABP
NO
1 DEPENDENT  TYP 0   BWE LAST 03/22/14   EB-SW         NO REGULAR---
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D.O.B.     01/23/72  ERP BWE   04/26/14  ERP INTERV  05 APD
595.00 APD      .00
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Message: RE: Review of the Debit Card transition file to Bank of America

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:59 PM
Item ID:	40862509
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

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[redacted]                          PROG          UI          EFF
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```

```
[redacted]                                        STATUS   LOCK-UI         BYE
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Please note, I used March 1, 2014 weekending to get the current estimate. When we run the actual, we are going to use April 19, 2014. What you need to do is to go to production DBRO and verify a cross-section of SSNs to make sure my extract program is working. If you find any case that should not be there, let me know. In each of the files, position 10 should have "A" for TRA, "B" for TEB, "D" for DUA, and "R" for regular. I was kind of surprised to see 4-DUA records in the list (TRA list). When we send the cases to Bank of America, we send records from position 11 on. The files will be combined, and there won't be SSN included. There won't be duplicates either.

```
TOTAL XTRACT REGULAR CLAIMS=> 9,653
TOTAL XTRACT TRA =>     019
TOTAL XTRACT TEB =>     210
TOTAL XTRACT DUA =>     004
```

Hyginus Chuks Nwizu
IT Specialist
1000 E Grand Ave
Des Moines, IA 50319-1020
Tel: 515.281.4993
Fax: 515.281.8203, 515.281.4982
Email: hyginus.nwizu@iwd.iowa.gov
Web: http://iowaworkforce.org

Message: RE: Review of the Debit Card transition file to Bank of America

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:59 PM
Item ID:	40862510
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: Review of the Debit Card transition file to Bank of America

From Nwizu, Hyginus [IWD] **Date** Wednesday, March 26, 2014 2:24 PM

To Saddoris, Michelle [IWD]

Cc Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]

For Michelle and Matt, NAFTA is the North American Free Trade Agreement (US, Canada, Mexico). NAFTA is still going strong; however, it is no longer a basis for paying any UI Benefits like TRA.

From: Nwizu, Hyginus [IWD]
Sent: Wednesday, March 26, 2014 2:16 PM
To: Saddoris, Michelle [IWD]
Cc: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

Yes, TRA, DUA, NAFTA (obsolete) use the same field. They cannot be paid in any combination.

From: Saddoris, Michelle [IWD]
Sent: Wednesday, March 26, 2014 2:14 PM
To: Nwizu, Hyginus [IWD]
Cc: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

I see, I'm sorry.
That's where the TRADE button should be … I'll bring it to Matt to look at.
Thanks!

From: Nwizu, Hyginus [IWD]
Sent: Wednesday, March 26, 2014 2:11 PM
To: Saddoris, Michelle [IWD]
Cc: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

See the high-light in red.

```
[redacted]                                      PROG         UI        EFF
DTE  07/07/13
[redacted]                                      STATUS  LOCK-UI        BYE
DTE  07/06/14
                                                LOCK RSN CNTEST        ADD
DTE  03/16/14
IOWA CITY            PHONE -FACTFIND            REGULAR                REO
DTE  09/01/13
IA 52240-6616    PHONE [redacted]               QUALIFIED               EB
DTE
                 IMED RELEASE  NO               CONTROL
03/31/14
EUC INIT OPT A      ABP
NO
1 DEPENDENT  TYP 0  BWE LAST 03/22/14  EB-SW        NO REGULAR---
UI REGULAR---FE
PLANT NOT CLOSED    BWE PAID 03/15/14  INCTAX       NO WBA
112.00 WBA      .00
FEMALE BLACK-NH     BWE 1ST  88/88/88  CHILD REC    NO MBA
1489.26 MBA      .00
D.O.B.    01/23/72  ERP BWE  04/26/14  ERP INTERV   05 APD
595.00 APD      .00
RPT-MODE     VRU-D  TEB            NO  HANDICAP     NO BAL
894.26 BAL      .00
PENSION          NO  LST EMP 068898000  CITIZEN
YES
 MONTH           00  LST BEGN 02/12/08  WAITING WK N/A EUC-------
UI EUC-------FE
TYPE 0 AMT    .00  LST STOP 02/10/13  DUA          YES MBA
MBA
```

From: Saddoris, Michelle [IWD]
Sent: Wednesday, March 26, 2014 2:08 PM
To: Nwizu, Hyginus [IWD]
Cc: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

Hi Chuks,

I looked up about a dozen of each SSN (beginning with 0,'s 1's, 2's, 3's etc) and I think it worked!

I think it looks good. I looked up the four D's ... and I'm not showing them as DUA so I'm not sure why those have a D in the 10th position?

Thanks!
Michelle

From: Nwizu, Hyginus [IWD]
Sent: Wednesday, March 26, 2014 12:52 PM
To: Saddoris, Michelle [IWD]
Cc: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

I moved the files from \\Iwdna1a\common\UI\CLMDATA\Admin_Division
TEBFile.txt
TRAFile.txt
RegularClaimsFile.txt

To \\Iwdna1a\common\UI\CLMDATA\JICS3

From: Saddoris, Michelle [IWD]
Sent: Wednesday, March 26, 2014 12:32 PM
To: Nwizu, Hyginus [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

Yes I do! ☺

From: Nwizu, Hyginus [IWD]
Sent: Wednesday, March 26, 2014 11:13 AM
To: Saddoris, Michelle [IWD]
Cc: Eklund, David [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

Do you have access to \\Iwdna1a\common\UI\CLMDATA\JICS3?

From: Saddoris, Michelle [IWD]
Sent: Wednesday, March 26, 2014 8:53 AM
To: Nwizu, Hyginus [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

Hi Chuks!

I do not have access. I'm pretty low on the totem pole ☺

From: Nwizu, Hyginus [IWD]
Sent: Tuesday, March 25, 2014 3:35 PM

To: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Saddoris, Michelle [IWD]
Cc: Thielman, Richard [IWD]; Budrevich, Steven [IWD]
Subject: Review of the Debit Card transition file to Bank of America

Dave and Michelle, if you cannot get to the files, let me know.
\\Iwdna1a\common\UI\CLMDATA\Admin_Division
TEBFile.txt
TRAFile.txt
RegularClaimsFile.txt

Please note, I used March 1, 2014 weekending to get the current estimate. When we run the actual, we are going to use April 19, 2014. What you need to do is to go to production DBRO and verify a cross-section of SSNs to make sure my extract program is working. If you find any case that should not be there, let me know. In each of the files, position 10 should have "A" for TRA, "B" for TEB, "D" for DUA, and "R" for regular. I was kind of surprised to see 4-DUA records in the list (TRA list). When we send the cases to Bank of America, we send records from position 11 on. The files will be combined, and there won't be SSN included. There won't be duplicates either.

TOTAL XTRACT REGULAR CLAIMS=> 9,653
TOTAL XTRACT TRA => 019
TOTAL XTRACT TEB => 210
TOTAL XTRACT DUA => 004

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Message: RE: Review of the Debit Card transition file to Bank of America

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:33:00 PM
Item ID:	40862519
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: Review of the Debit Card transition file to Bank of America

From Nwizu, Hyginus [IWD]

Date Thursday, March 27, 2014 8:47 AM

To Saddoris, Michelle [IWD]

Cc Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]

Are you referring to the 4-DUAs or all the ones in the TRAFile.txt?

From: Saddoris, Michelle [IWD]
Sent: Thursday, March 27, 2014 8:41 AM
To: Nwizu, Hyginus [IWD]
Cc: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

I talked with Matt – none of these folks were TRA.
I also couldn't find any record that they filed DUA in the past.

So I just did a KDBU 180 (0) to turn them back to regular UI.
We can't figure out how DUA was turned on in the first place.

Regardless, they are back to normal now.
Thanks!

From: Nwizu, Hyginus [IWD]
Sent: Wednesday, March 26, 2014 2:22 PM
To: Saddoris, Michelle [IWD]
Cc: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

For Michelle and Matt, NAFTA is the North American Free Trade Agreement (US, Canada, Mexico). NAFTA is still going strong; however, it is no longer a basis for paying any UI Benefits like TRA.

From: Nwizu, Hyginus [IWD]
Sent: Wednesday, March 26, 2014 2:16 PM
To: Saddoris, Michelle [IWD]
Cc: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

Yes, TRA, DUA, NAFTA (obsolete) use the same field. They cannot be paid in any combination.

From: Saddoris, Michelle [IWD]
Sent: Wednesday, March 26, 2014 2:14 PM
To: Nwizu, Hyginus [IWD]
Cc: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

I see, I'm sorry.
That's where the TRADE button should be ... I'll bring it to Matt to look at.
Thanks!

From: Nwizu, Hyginus [IWD]
Sent: Wednesday, March 26, 2014 2:11 PM
To: Saddoris, Michelle [IWD]
Cc: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

```
See the high-light in red.

[redacted]                                            PROG          UI          EFF
DTE  07/07/13
[redacted]                                            STATUS  LOCK-UI           BYE
DTE  07/06/14
                                                      LOCK RSN CNTEST           ADD
DTE  03/16/14
IOWA CITY            PHONE -FACTFIND                  REGULAR                   REO
DTE  09/01/13
IA 52240-6616    PHONE [redacted]                     QUALIFIED                  EB
DTE
                 IMED RELEASE   NO                    CONTROL
03/31/14
EUC INIT OPT A       ABP
NO
1 DEPENDENT   TYP 0   BWE LAST 03/22/14   EB-SW         NO REGULAR---
UI REGULAR---FE
PLANT NOT CLOSED      BWE PAID 03/15/14   INCTAX        NO WBA
112.00 WBA        .00
```

```
FEMALE BLACK-NH      BWE 1ST   88/88/88   CHILD REC     NO MBA
1489.26 MBA       .00
D.O.B.     01/23/72  ERP BWE   04/26/14   ERP INTERV   05 APD
595.00 APD       .00
RPT-MODE      VRU-D  TEB              NO  HANDICAP      NO BAL
894.26 BAL       .00
PENSION            NO  LST EMP 068898000  CITIZEN
YES
 MONTH             00  LST BEGN 02/12/08  WAITING WK N/A EUC-------
UI EUC-------FE
TYPE 0 AMT     .00  LST STOP 02/10/13  DUA          YES MBA
MBA
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From: Saddoris, Michelle [IWD]
Sent: Wednesday, March 26, 2014 2:08 PM
To: Nwizu, Hyginus [IWD]
Cc: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]
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I looked up about a dozen of each SSN (beginning with 0,'s 1's, 2's, 3's etc) and I think it worked!

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From: Nwizu, Hyginus [IWD]
Sent: Wednesday, March 26, 2014 12:52 PM
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Cc: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Budrevich, Steven [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

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TEBFile.txt
TRAFile.txt
RegularClaimsFile.txt

To \\Iwdna1a\common\UI\CLMDATA\JICS3

From: Saddoris, Michelle [IWD]
Sent: Wednesday, March 26, 2014 12:32 PM
To: Nwizu, Hyginus [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

Yes I do! ☺

From: Nwizu, Hyginus [IWD]
Sent: Wednesday, March 26, 2014 11:13 AM
To: Saddoris, Michelle [IWD]
Cc: Eklund, David [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

Do you have access to \\Iwdna1a\common\UI\CLMDATA\JICS3?

From: Saddoris, Michelle [IWD]
Sent: Wednesday, March 26, 2014 8:53 AM
To: Nwizu, Hyginus [IWD]
Subject: RE: Review of the Debit Card transition file to Bank of America

Hi Chuks!

I do not have access. I'm pretty low on the totem pole ☺

From: Nwizu, Hyginus [IWD]
Sent: Tuesday, March 25, 2014 3:35 PM
To: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Saddoris, Michelle [IWD]
Cc: Thielman, Richard [IWD]; Budrevich, Steven [IWD]
Subject: Review of the Debit Card transition file to Bank of America

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TOTAL XTRACT TRA => 019
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Tel: 515.281.4993
Fax: 515.281.8203, 515.281.4982
Email: hyginus.nwizu@iwd.iowa.gov
Web: http://iowaworkforce.org

Message: FW: [redacted]

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:58 PM
Item ID:	40862442
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

FW: [redacted]

From Adams, Lori [IWD] **Date** Monday, March 24, 2014 12:27 PM
To McCann, Stephen [IWD]; Jones, Marlys [IWD]
Cc

image001.jpg (3 Kb HTML) **14IWDUI104.105.EGC.pdf** (107 Kb HTML)

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

Description:
Description:
Description:

Please consider the environment before printing this e-mail.

From: Van Gundy, Meggan [DIA]
Sent: Monday, March 24, 2014 12:23 PM
To: Benson, Joni [IWD]; Seivert, Shanlyn [IWD]; Adams, Lori [IWD]; Simpson, Lillie [IWD]
Subject: [redacted]

Have a wonderful day.

Meggan Van Gundy
Iowa Department of Inspections & Appeals
Administrative Hearings Division
Wallace State Office Building 3rd Floor
502 East Ninth Street
Des Moines Iowa 50319-0082

Phone: 515.281.6343
Fax: 515.281.4477

E-Mail: meggan.vangundy@dia.iowa.gov

"Sometimes you will never know the value of something,until it becomes a memory."
— Dr. Seuss

- Image 1
- Image 2

Image 1

Iowa Department of Inspections and Appeals
Division of Administrative Hearings
Wallace State Office Building
Des Moines, Iowa 50319

NOTICE OF TELEPHONE HEARING

APPELLANT: Claimant DOCKET NUMBER: 14IWDUI104-105

CLAIMANT: MIGUEL A. PEREZ
304 CARTWRIGHT STREET

RIPPEY IA 50235-7713

EMPLOYER: Not certified by IWD

OTHER INTERESTED PARTY: Iowa Workforce Development
Reemployment Services Coordinator

Shanlyn Seivert & Lillie Simpson

CODE OF IOWA STATUTE(S): ADMINISTRATIVE RULE(S):
96.3.7; 96.4-3 871 IAC 24.2(1)E; 24.11; 24.6(6)

DATE AND TIME OF TELEPHONE HEARING: **April 21, 2014 – 8:30 A.M.**

At the date and time scheduled for hearing, you must do the following:

- Call 1-866-685-1580
- When prompted, enter the following Conference Code Number: **9512113496** (press # after entering the number)
- The system will ask if you are the leader. YOU ARE NOT -- DO NOT PRESS THE * KEY
- The system will ask you to state your first and last name
- You will be put on hold until the judge enters the conference call; stay on the line until the judge enters the call

Important information about participating in the hearing:

- You may call in as early as five minutes before your hearing is scheduled to begin (example: if your hearing is scheduled to begin at 9:00 AM, you may call as early as 8:55 AM).
- The judge will wait five minutes after the time the hearing is scheduled to start to allow all parties to call in.
- **It is your responsibility to call in for the hearing. The judge will not call you. If you do not call using the above instructions, you will not be able to participate in the hearing. If you have technical difficulties connecting at the time of hearing, please call (515) 281-6468.**

THE FOLLOWING MATTERS HAVE BEEN ASSERTED:

- Whether the Department correctly determined that the Claimant was overpaid unemployment benefits and, if so, whether the overpayment was correctly calculated.
- Whether the Department correctly determined the claimant is ineligible to receive unemployment insurance benefits.
- Whether the department correctly determined that the claimant did not establish justifiable

cause for failing to participate in reemployment services.

ISSUANCE DATE: March 24, 2014

ADMINISTRATIVE LAW JUDGE: Emily G. Chafa TELEPHONE NUMBER: 515-242-0007

cc: Joni Benson, IWD File

Image 2

NOTICE: READ THESE INSTRUCTIONS FOR TELEPHONE HEARINGS

Please follow these instructions carefully. Failure to follow these instructions carefully may be detrimental to your case.

1. As soon as possible after receiving this notice, you should decide:

- Whether you will be represented by an attorney;
- Whether you wish to have witnesses on your behalf;
- Whether you wish to submit documents for the administrative law judge to consider in making his/her decision.

2. If you wish to have documents or other exhibits considered by the administrative law judge in the hearing, you must do the following:
- Mail or fax the documents or other exhibits **to the administrative law judge** at the following location **within 5 days of the hearing**:

Iowa Department of Inspections and Appeals

Division of Administrative Hearings

Wallace State Office Building

502 E. 9th Street, 3rd floor

Des Moines, IA 50319

Fax: (515) 281-4477

- Mail or fax the documents or other exhibits **to all parties to the case within 5 days of the hearing.**
- The documents must be received by the administrative law judge and by the other parties to the case **prior to** the hearing.
- Please mark any materials you submit with your full name and the docket number of your case. The docket number is found on the reverse side of this notice on the top right-hand side of the paper.

3. If you wish to have any witnesses (other than yourself) present testimony at the hearing, you must do the following:

- Make sure your witnesses will be available at the date and time of hearing.
- Provide the name and telephone number of each witness to the administrative law judge. You may do this by mail or fax, or you may do so at the start of the hearing.
- Make sure that your witnesses understand that they must be available by telephone at the date and time of the hearing. **If your witnesses are not available at the time of the hearing, they will not be able to testify.**

4. If you will be represented by an attorney or other authorized representative, make sure that your representative also calls in for the hearing using the telephone number and code on the front of this notice.

5. If you would like to request an in-person hearing rather than a telephone hearing, please make this request in writing as soon as possible. It is important to make this request as soon as possible so that a decision can be made on this request prior to the hearing. You may send your request to the address or fax number listed above in instruction number 2.

Message: FW[redacted]

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:	40862076
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

FW:[redacted]

From	Olivencia, Nicholas [IWD]	**Date**	Thursday, March 06, 2014 12:02 PM
To	Wood, Kirsten [IWD]		
Cc			

We need to immediately send the offset funds to the trustee in the Bankruptcy case. As fast as possible.

From: Stalker, Teresa [IWD]
Sent: Thursday, March 06, 2014 12:00 PM
To: Olivencia, Nicholas [IWD]
Subject: FW: [redacted]

Please respond to Kirsten. Thank you.

From: Wood, Kirsten [IWD]
Sent: Thursday, March 06, 2014 11:29 AM
To: Stalker, Teresa [IWD]
Subject: RE: [redacted]

Teresa-

Evelyn Ruby forwarded this email onto me because I handle the federal tax refunds. Our procedures for the federal refund are a little different than state. We send a request to the Department of Treasury to see if a federal tax refund is available to intercept. If it is, then they will send a payment back to us and we apply it as a payment. Unlike state, I do not have the ability to take or release a refund. Since Cynthia's refund has already been applied to her overpayment balance, I will have to request a special warrant be mailed to the claimant for the refund we incorrectly intercepted.

There still is showing an overpayment balance of $1140. Do you remove the balance when it has been determined that is bankruptcy? Or do you wait until it is final? Just wanting to know the procedures in case this comes up again.

Thanks!

Kirsten L. Wood
Phone (515)725-3736
Fax (515)242-0495

From: Ruby, Evelyn [IWD]
Sent: Monday, March 03, 2014 10:23 AM
To: Wood, Kirsten [IWD]
Subject: FW: [redacted]

From: Stalker, Teresa [IWD]
Sent: Monday, March 03, 2014 10:14 AM
To: Eklund, David [IWD]
Cc: Ruby, Evelyn [IWD]
Subject: [redacted]

Please release the federal refund for [redacted]

Bankruptcy trustee is – Renee Hanrahan, P.O. Box 1088, Cedar Rapids IA 52406

Message: R[redacted]

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:	40862078
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: [redacted]

From Olivencia, Nicholas [IWD] **Date** Thursday, March 06, 2014 12:13 PM
To Wood, Kirsten [IWD]
Cc

Thank you. The balance will not be adjusted right now.

From: Wood, Kirsten [IWD]
Sent: Thursday, March 06, 2014 12:04 PM
To: Olivencia, Nicholas [IWD]
Subject: RE: [redacted]

I will request the special warrant today and instead of sending it to Cynthia I will send it to the name and PO BOX listed below. I will hopefully have the check next week to mail out.

Will the remaining overpayment balance be adjusted to $0? Or are there more procedures that need to take place first?

Thanks for your help!

Kirsten L. Wood
Phone (515)725-3736
Fax (515)242-0495

From: Olivencia, Nicholas [IWD]
Sent: Thursday, March 06, 2014 12:01 PM
To: Wood, Kirsten [IWD]

Subject: FW:[redacted]

We need to immediately send the offset funds to the trustee in the Bankruptcy case. As fast as possible.

From: Stalker, Teresa [IWD]
Sent: Thursday, March 06, 2014 12:00 PM
To: Olivencia, Nicholas [IWD]
Subject: FW: [redacted]

Please respond to Kirsten. Thank you.

From: Wood, Kirsten [IWD]
Sent: Thursday, March 06, 2014 11:29 AM
To: Stalker, Teresa [IWD]
Subject: RE:[redacted]

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Evelyn Ruby forwarded this email onto me because I handle the federal tax refunds. Our procedures for the federal refund are a little different than state. We send a request to the Department of Treasury to see if a federal tax refund is available to intercept. If it is, then they will send a payment back to us and we apply it as a payment. Unlike state, I do not have the ability to take or release a refund. Since [redacted] refund has already been applied to her overpayment balance, I will have to request a special warrant be mailed to the claimant for the refund we incorrectly intercepted.

There still is showing an overpayment balance of $1140. Do you remove the balance when it has been determined that is bankruptcy? Or do you wait until it is final? Just wanting to know the procedures in case this comes up again.

Thanks!

Kirsten L. Wood
Phone (515)725-3736
Fax (515)242-0495

From: Ruby, Evelyn [IWD]
Sent: Monday, March 03, 2014 10:23 AM
To: Wood, Kirsten [IWD]
Subject: FW: [redacted]

From: Stalker, Teresa [IWD]
Sent: Monday, March 03, 2014 10:14 AM
To: Eklund, David [IWD]
Cc: Ruby, Evelyn [IWD]
Subject:[redacted]

Please release the federal refund for [redacted]

Bankruptcy trustee is – Renee Hanrahan, P.O. Box 1088, Cedar Rapids IA 52406

Message: RE: Emailing: [redacted]

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:58 PM
Item ID:	40862482
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: Emailing: [redacted]

From Olivencia, Nicholas [IWD] **Date** Tuesday, March 25, 2014 1:16 PM
To Hillary, Teresa [IWD]
Cc

Thanks.

-----Original Message-----
From: Hillary, Teresa [IWD]
Sent: Tuesday, March 25, 2014 1:14 PM
To: Eklund, David [IWD]; West, Ryan [IWD]; Boten, Brenda [IWD]; Wilkinson, Michael [IWD]; Olivencia, Nicholas [IWD]; Bervid, Joseph [IWD]
Cc: Koonce, Kerry [IWD]
Subject: FW: Emailing: [redacted]

Dave,

Claimant has hired legal aid atty to assist him with his OP to the agency. There is no current fact-finding decn out there for appeals to set up. I believe his clients got the standard letter that claims began sending out last fall. Please let me know what, if anything you want the UI appeals section to do with this claimant's OP.

Thank you,

Teresa Hillary

-----Original Message-----

From: Benson, Joni [IWD]
Sent: Tuesday, March 25, 2014 1:10 PM
To: Hillary, Teresa [IWD]
Subject: Emailing [redacted]

Your message is ready to be sent with the following file or link attachments:

[redacted]

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

Message: RE: Emailing: [redacted]

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:58 PM
Item ID:	40862483
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: Emailing: [redacted]

From Olivencia, Nicholas [IWD] **Date** Tuesday, March 25, 2014 1:17 PM
To Hillary, Teresa [IWD]
Cc

I need it.

-----Original Message-----
From: Hillary, Teresa [IWD]
Sent: Tuesday, March 25, 2014 1:17 PM
To: Olivencia, Nicholas [IWD]
Subject: RE: Emailing: [redacted]

Good luck.

-----Original Message-----
From: Olivencia, Nicholas [IWD]
Sent: Tuesday, March 25, 2014 1:16 PM
To: Hillary, Teresa [IWD]
Subject: RE: Emailing: [redacted]

Thanks.

-----Original Message-----
From: Hillary, Teresa [IWD]
Sent: Tuesday, March 25, 2014 1:14 PM
To: Eklund, David [IWD]; West, Ryan [IWD]; Boten, Brenda [IWD]; Wilkinson, Michael

[IWD]; Olivencia, Nicholas [IWD]; Bervid, Joseph [IWD]
Cc: Koonce, Kerry [IWD]
Subject: FW: Emailing: [redacted]

Dave,

Claimant has hired legal aid atty to assist him with his OP to the agency. There is no current fact-finding decn out there for appeals to set up. I believe his clients got the standard letter that claims began sending out last fall. Please let me know what, if anything you want the UI appeals section to do with this claimant's OP.

Thank you,

Teresa Hillary

-----Original Message-----
From: Benson, Joni [IWD]
Sent: Tuesday, March 25, 2014 1:10 PM
To: Hillary, Teresa [IWD]
Subject: Emailing: [redacted]

Your message is ready to be sent with the following file or link attachments:

[redacted]

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

Message: Re: Emailing: [redacted]

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:59 PM
Item ID:	40862493
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

Re: Emailing: [redacted]

From Olivencia, Nicholas [IWD] **Date** Tuesday, March 25, 2014 5:11 PM
To Wilkinson, Michael [IWD]
Cc

Joe won't be in Friday. We can chat on the letter tomorrow. Why are non-frauds getting a tops letter?

> On Mar 25, 2014, at 3:53 PM, "Wilkinson, Michael [IWD]" <Michael.Wilkinson@iwd.iowa.gov> wrote:
>
> Joe/Nick, We need to get together and discuss the letter from legal aid. I will set up a meeting for Friday.
>
> -----Original Message-----
> From: Hillary, Teresa [IWD]
> Sent: Tuesday, March 25, 2014 1:14 PM
> To: Eklund, David [IWD]; West, Ryan [IWD]; Boten, Brenda [IWD]; Wilkinson, Michael [IWD]; Olivencia, Nicholas [IWD]; Bervid, Joseph [IWD]
> Cc: Koonce, Kerry [IWD]
> Subject: FW: Emailing [redacted]
>
> Dave,
>
> Claimant has hired legal aid atty to assist him with his OP to the agency. There is no current fact-finding decn out there for appeals to set up. I believe his clients got the standard letter that claims began sending out last fall. Please let me know what, if

anything you want the UI appeals section to do with this claimant's OP.
>
> Thank you,
>
> Teresa Hillary
>
> -----Original Message-----
> From: Benson, Joni [IWD]
> Sent: Tuesday, March 25, 2014 1:10 PM
> To: Hillary, Teresa [IWD]
> Subject: Emailing: [redacted]
>
>
> Your message is ready to be sent with the following file or link attachments:
>
> [redacted]
>
>
> Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

Message: RE: Emailing: [redacted]

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:	40861794
Policy Action:	Not Specified

Mark History:
No reviewing has been done

Policies:
No Policies attached

RE: Emailing: [redacted]

From Olivencia, Nicholas [IWD] **Date** Thursday, March 27, 2014 2:25 PM

To Hillary, Teresa [IWD]; Eklund, David [IWD]; West, Ryan [IWD]; Boten, Brenda [IWD]; Wilkinson, Michael [IWD]; Bervid, Joseph [IWD]

Cc Koonce, Kerry [IWD]

The claimant will be withdrawing their appeal as soon as they receive the check that is being mailed out today. Thank you.

-----Original Message-----
From: Hillary, Teresa [IWD]
Sent: Tuesday, March 25, 2014 1:14 PM
To: Eklund, David [IWD]; West, Ryan [IWD]; Boten, Brenda [IWD]; Wilkinson, Michael [IWD]; Olivencia, Nicholas [IWD]; Bervid, Joseph [IWD]
Cc: Koonce, Kerry [IWD]
Subject: FW: Emailing: [redacted]

Dave,

Claimant has hired legal aid atty to assist him with his OP to the agency. There is no current fact-finding decn out there for appeals to set up. I believe his clients got the standard letter that claims began sending out last fall. Please let me know what, if anything you want the UI appeals section to do with this claimant's OP.

Thank you,

Teresa Hillary

-----Original Message-----
From: Benson, Joni [IWD]
Sent: Tuesday, March 25, 2014 1:10 PM
To: Hillary, Teresa [IWD]
Subject: Emailin[redacted]

Your message is ready to be sent with the following file or link attachments:

[redacted]

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

Message: [redacted] - Overpayment issue

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:57 PM
Item ID: 40862416
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

[redacted]- Overpayment issue

From Alden, Carmela [IWD] **Date** Friday, March 21, 2014 12:41 PM
To Eklund, David [IWD]
Cc

Good Afternoon Dave,

Thanks again for coming up and visiting with us yesterday.........I already have someone that has a request.

I just got off the telephone with this gentleman, and he said he "knew nothing" about his overpayment, that he never receive anything on it either. If I'm looking at it correctly it's now in a JUDGEMENT. It also states you are sending him yearly statements.

He is requesting that all documents be sent to him again, and that he be sent monthly statements, if this is possible.

The address on the DBIN screen is wrong, but I went into the RECP to update it, and the address that pops in on RECP is correct.

He was also mad because the State hasn't release his taxes, because he says the State is still waiting to hear from IWD.

Thank you, have a nice rest of your day!!

Carmy

Message: [redacted] **Overpayment & Phone call**

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:57 PM
Item ID:	40862423
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

[redacted] - Overpayment & Phone call

From Alden, Carmela [IWD] **Date** Friday, March 21, 2014 3:31 PM
To Eklund, David [IWD]
Cc

He call today, and he sent a payment to us on March 16, 2013, and would like to start paying $130 per month starting the week of April 21st.

He received a letter from Overpayment Department and he was just responding to the letter.

Thank you,

Carmy

Message: Overpayment Inquiry from [redacted]

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:	40861803
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

Overpayment Inquiry from [redacted]

From	Alden, Carmela [IWD]	**Date**	Thursday, March 27, 2014 5:24 PM
To	Eklund, David [IWD]		
Cc			

[redacted] wife called and was upset that we are holding their taxes. She wanted info and was really bossy, and I told her I had to talk to him. She didn't like that too well, but that's the way it is.

He got on the phone, states he doesn't know anything about an overpayment.

Would like you to send them papers showing what it was originally, and they would also like to have you send a bill so they can pay the balance.

The address is [redacted]

Thank you!!

Carmy

Message: [redacted] **Overpayment**

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:38 PM
Item ID:	40861905
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

[redacted] - Overpayment

From Alden, Carmela [IWD] **Date** Thursday, April 03, 2014 11:31 AM

To Eklund, David [IWD]

Cc

[redacted] just called and said his State Tax were held for his overpayment. Could someone take a look at that and get him some money sent back after they pay his remaining balance?

He and his wife really are tight on funds.

Thank you,

Carmy

Message: [redacted] - Overpayment

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:39 PM
Item ID:	40861908
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

[redacted] - Overpayment

From Alden, Carmela [IWD] **Date** Thursday, April 03, 2014 12:14 PM
To Eklund, David [IWD]
Cc

Hi Dave,

[redacted] just called me and would like to setup a payment plan. He would like to start paying a $100 a week beginning, May 2, 2014.

Please send him any paperwork necessary for him to sign if needed. I verified his address on RECP and it's OK.

Thank you,

Carmy

Message: [redacted]- Overpayment

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:	40861948
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

[redacted]- Overpayment

From Alden, Carmela [IWD] **Date** Monday, April 07, 2014 5:52 PM
To Eklund, David [IWD]
Cc

Gary,

Dawn called and she's been working with a Illinois, an Investigator in Davenport, and now with me. And she's getting conflicting info.

She has requested that someone call her back, we changed her phone number tonight.

She's asking for all documents to be sent to her. Any documentation we have had with IL, who we communicated with, when, and also she wants information about this overpayment, balance with a list of all her payments and what she still owes.

She was rather difficult, and accusing us of treating her badly.

Maybe you'd like to talk to her first, before you pass the info along Dave.

Thank you,

Carmy

Message: RE: pre-TOP

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:38 PM
Item ID:	40861880
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: pre-TOP

From Anderson, Ryan [IWD] **Date** Wednesday, April 02, 2014 9:14 AM
To Wood, Kirsten [IWD]
Cc Eklund, David [IWD]

image003.png (1 Kb HTML) **image004.png** (2 Kb HTML) **image005.jpg** (52 Kb HTML)

We did. I know we haven't mailed any out. I am not sure why the mainframe is getting updated. I will check into it.

From: Wood, Kirsten [IWD]
Sent: Wednesday, April 02, 2014 9:07 AM
To: Anderson, Ryan [IWD]
Cc: Eklund, David [IWD]
Subject: pre-TOP

I just happened to be looking a[redacted] and noticed on KLOG that it shows pre-TOP letters were mailed on 3/26/14 and 3/27/14.

I thought we had stopped sending these out until the new overpayment system was created?

Kirsten L. Wood
Workforce Advisor
Benefit Payment Control
Iowa Workforce Development
150 Des Moines Street
Des Moines, IA 50306-0332
Phone (515)725-3736
Fax (515)242-0495

Message: FW: pre-TOP

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:38 PM
Item ID:	40861896
Policy Action:	Not Specified

Mark History:
No reviewing has been done

Policies:
No Policies attached

FW: pre-TOP

From Anderson, Ryan [IWD] **Date** Thursday, April 03, 2014 8:09 AM
To Wood, Kirsten [IWD]; Eklund, David [IWD]
Cc

image001.png (1 Kb HTML) **image005.jpg** (52 Kb HTML) **image002.png** (2 Kb HTML)

Can you please verify that this was fixed.

From: Hansen, Steven [IWD]
Sent: Thursday, April 03, 2014 8:09 AM
To: Anderson, Ryan [IWD]; Koyyalamudi, Mithra [IWD]
Cc: Raush, Ken [IWD]; Thielman, Richard [IWD]; Coxe, Rita [IWD]
Subject: RE: pre-TOP

The extra records have been removed.
Sorry for the inconvenience.

From: Anderson, Ryan [IWD]
Sent: Wednesday, April 02, 2014 10:57 AM
To: Hansen, Steven [IWD]; Koyyalamudi, Mithra [IWD]
Cc: Raush, Ken [IWD]
Subject: RE: pre-TOP

Yes. They need to be removed since they are no valid entries.

From: Hansen, Steven [IWD]
Sent: Wednesday, April 02, 2014 10:55 AM
To: Anderson, Ryan [IWD]; Koyyalamudi, Mithra [IWD]
Cc: Raush, Ken [IWD]
Subject: RE: pre-TOP

Last week we were testing Globalscape and inadvertently left the production file with test data in it.
The records were loaded on 3/27 and 3/28.
Do you want us to delete those records off KLOG?

From: Anderson, Ryan [IWD]
Sent: Wednesday, April 02, 2014 9:16 AM
To: Hansen, Steven [IWD]; Koyyalamudi, Mithra [IWD]
Cc: Raush, Ken [IWD]
Subject: FW: pre-TOP

Guys, can you please see why the mainframe is showing that pre-top letters were generated last Wednesday and Thursday. We have not sent any pre-top letters out. Please figure out what is causing these entries to go onto the mainframe, stop it from happening again, and reverse all entries off of the KLOG screen.

From: Wood, Kirsten [IWD]
Sent: Wednesday, April 02, 2014 9:07 AM
To: Anderson, Ryan [IWD]
Cc: Eklund, David [IWD]
Subject: pre-TOP

I just happened to be looking at [redacted] and noticed on KLOG that it shows pre-TOP letters were mailed on 3/26/14 and 3/27/14.

I thought we had stopped sending these out until the new overpayment system was created?

Kirsten L. Wood
Workforce Advisor
Benefit Payment Control
Iowa Workforce Development
150 Des Moines Street
Des Moines, IA 50306-0332
Phone (515)725-3736
Fax (515)242-0495

Message: RE: CD Request

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:05 PM
Item ID:	40861169
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: CD Request

From Lewis, Devon [IWD] **Date** Friday, July 19, 2013 2:51 PM
To Hillary, Teresa [IWD]
Cc

image002.gif (3 Kb HTML)

If the EAB has touched it, it's theirs unless they remand.

From: Hillary, Teresa [IWD]
Sent: Friday, July 19, 2013 2:49 PM
To: Lewis, Devon [IWD]
Subject: FW: CD Request

Now I know why that Ludkte appeal letter was in Joes office. I think the EAB has reviewed this already from my review of NMRO. I think there is nothing more we can do. What do you think?

From: Anderson, Donnell [IWD]
Sent: Friday, July 19, 2013 2:13 PM
To: Benson, Joni [IWD]
Cc: Hillary, Teresa [IWD]
Subject: FW: CD Request

This sound file was missing and Vicki had told me to ask Joe about it because he had reviewed it. He never got back to me...

From: Benson, Joni [IWD]
Sent: Friday, July 05, 2013 3:11 PM
To: Anderson, Donnell [IWD]
Subject: CD Request

12 A UI 14489 OC 11/11/12 REF 01

CLM LUDTKE, MICHELLE, L EMP NEUROLOGY CONSULTANTS PC

HEARING 02/20/13 09:00 AM ALJ VS

Joni K. Benson

Iowa Workforce Development - UI Appeals

Ph: 515-281-8484 FAX: 515-242-5144

email: joni.benson@iwd.iowa.gov

Message: Iowa Legislature - Daily Legislation and Analysis -- MARCH 21, 2014

Case Information:

Message Type:	Exchange
Message Direction:	External, Inbound
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:57 PM
Item ID:	40862428
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

Iowa Legislature - Daily Legislation and Analysis -- MARCH 21, 2014

From helpdesk@legis.state.ia.us **Date** Saturday, March 22, 2014 1:18 PM
To Olivencia, Nicholas [IWD]
Cc

20140321.pdf (552 Kb HTML)

Attached to this email is an Adobe Acrobat file that contains
the bills, amendments, resolutions and study bills filed the previous day.

These files are archived and are available for download here:

http://coolice.legis.state.ia.us/cool-ice/default.asp?Category=BillInfo&Service=DLA

You may leave the list at any time by inserting the
"SIGNOFF DAILY_LEG_ANALYSIS" (without quotes) into
the body of the email message and send to:
LISTSERV@LISTSERV.LEGIS.STATE.IA.US.
Iowa Legislature ==> http://www.legis.iowa.gov

- Image 1
- Image 2
- Image 3
- Image 4
- Image 5
- Image 6
- Image 7
- Image 8
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Image 1

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Image 2

House File 2451 - Introduced

HOUSE FILE 2451

BY COMMITTEE ON WAYS AND MEANS

(SUCCESSOR TO HSB 671)

A BILL FOR

An Act relating to the rebate of sales tax imposed and1
collected at an automobile racetrack facility and including2
effective date and retroactive applicability provisions.3
BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF IOWA:4

TLSB 5535HV (1) 85

mm/sc

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* * ***********

Image 3

H.F. 2451

Section 1. Section 423.4, subsection 5, paragraph a,1
subparagraphs (2), (3), and (4), Code 2014, are amended to read2

as follows:

(2) *"Change of control"* means any of the following:

(a) Any any change in the ownership of the original or any subsequent legal entity that is the owner or operator of the automobile racetrack facility such that less than twenty-five percent of the equity interests in the legal entity is owned by individuals who are residents of Iowa, an Iowa corporation business, or combination of both.

(b) The original owners of the legal entity that is the owner or operator of the automobile racetrack facility shall collectively cease to own at least twenty-five percent of the voting equity interests of such legal entity.

(3) *"Iowa corporation business"* means a corporation or limited liability company incorporated or formed under the laws of Iowa where at least twenty-five percent of the corporation's equity interests are owned by individuals who are residents of Iowa.

(4) *"Owner or operator"* means a for-profit legal entity where at least twenty-five percent of its equity interests are owned by individuals who are residents of Iowa, an Iowa corporation business, or combination of both and that is the owner or operator of an automobile racetrack facility and is primarily a promoter of motor vehicle races.

Sec. 2. Section 423.4, subsection 5, paragraph c, subparagraph (3), Code 2014, is amended to read as follows:

(3) The transactions for which sales tax was collected and the rebate is sought occurred on or after January 1, 2006, but before January 1, 2016 2026. However, not more than twelve million five hundred thousand dollars in total rebates shall be provided pursuant to this subsection.

Sec. 3. Section 423.4, subsection 5, paragraph g, Code 2014, is amended to read as follows:

g. This subsection is repealed June 30, 2016 2026, or thirty

-1-

LSB 5535HV (1) 85

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* ******* **** *** ******* **********
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Image 4

H.F. 2451

days following the date on which twelve million five hundred thousand dollars in total rebates have been provided, or thirty days following the date on which rebates cease as provided in paragraph *"c"*, subparagraph (4), whichever is the earliest.

Sec. 4. EFFECTIVE UPON ENACTMENT. This Act, being deemed of immediate importance, takes effect upon enactment.

Sec. 5. RETROACTIVE APPLICABILITY. This Act applies retroactively to November 1, 2013.

EXPLANATION

The inclusion of this explanation does not constitute agreement with the explanation's substance by the members of the general assembly.

This bill relates to the rebate of sales tax imposed and collected at certain automobile racetrack facilities (facility).

Under current law, the owner or operator of a facility may receive a rebate of the sales tax imposed and collected by retailers at the facility. The rebate is limited to sales occurring before January 1, 2016, and is limited to a total of $12.5 million. The rebate ceases if a "change in control", as defined in statute, occurs. A change in control occurs when the original owners cease to own at least 25 percent of the voting equity interests in the legal entity that is the owner or operator of the facility or when less than 25 percent of the equity interests in the legal entity that is the owner or operator of the facility are owned by individuals who are residents of Iowa or an Iowa corporation or a combination of both. "Iowa corporation" is defined in statute as a corporation incorporated under the laws of Iowa where at least 25 percent of the corporation's equity interests are owned by individuals who are residents of Iowa.

The bill extends the rebate by 10 years to sales occurring before January 1, 2026, and extends the repeal date of the rebate to the same date. The bill changes the definition of "change in control" by removing the requirement that the original owners retain at least 25 percent of the voting equity

-2-

LSB 5535HV (1) 85

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* ******* **** *** ******* **********
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Image 5

H.F. 2451

interests in the legal entity that is the owner or operator of the facility. The bill also changes the definition of "Iowa corporation" by renaming it as "Iowa business", allowing a limited liability company formed under the laws of Iowa to qualify, and removing the requirement that at least 25 percent of the corporation's or limited liability company's equity interests be owned by individuals who are residents of Iowa. The bill takes effect upon enactment and applies retroactively to November 1, 2013.

-3-

LSB 5535HV (1) 85

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* ******* **** *** ******* **********
* * ***********

Image 6

House File 2452 - Introduced

HOUSE FILE 2452

BY COMMITTEE ON WAYS AND MEANS

(SUCCESSOR TO HF 2353)

(SUCCESSOR TO HSB 638)

A BILL FOR

An Act providing for the creation of first-time homebuyer1
savings accounts in Iowa, including related individual2
income tax exemptions, making penalties applicable, and3
including effective date and applicability provisions.4

BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF IOWA:5

TLSB 5761HZ (2) 85

mm/sc

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* ******* **** *** ******* **********

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Image 7

H.F. 2452

Section 1. NEW SECTION. **421D.1 Short title.**
This chapter may be cited as the *"Iowa First-time Homebuyer Savings Account Act"*.
Sec. 2. NEW SECTION. **421D.2 Definitions.**

As used in this chapter, unless the context otherwise requires:
1. *"Account administrator"* means one of the following:
a. A state or federally chartered bank, savings and loan association, credit union, or trust company in this state.
b. A certified public accountant or licensed public accountant, as those terms are defined in section 542.3.

c. An account holder.

2. *"Account holder"* means a first-time homebuyer who is a resident of this state and who establishes, either individually or jointly with the resident's spouse who is also a first-time homebuyer, a first-time homebuyer savings account. A person ceases to be an account holder following the purchase of a principal residence after the establishment of a first-time homebuyer savings account.

3. *"Business day"* means a day other than a Saturday, Sunday, or federal holiday.

4. *"Eligible costs"* means the down payment and allowable closing costs for the purchase of a principal residence in Iowa which principal residence is purchased after the establishment of the first-time homebuyer savings account.

5. *"First-time homebuyer"* means an individual who has never owned or purchased under contract for deed, either individually or jointly, a single-family, owner-occupied residence, including but not limited to a manufactured or mobile home that is assessed and taxed as real estate or taxed under chapter 435 or taxed under other similar law of another state, or a condominium unit.

6. *"First-time homebuyer savings account"* means an account established with a state or federally chartered bank, savings and loan association, credit union, or trust company in this

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state to finance the purchase of a principal residence in this state.

7. *"Principal residence"* means a single-family, owner-occupied residence in the state that will be the principal place of residence of the account holder, whether owned or purchased under contract for deed by the account holder, individually or jointly. *"Principal residence"* includes but is not limited to a manufactured home or mobile home that is assessed and taxed as real estate or taxed under chapter 435, and a condominium unit.

8. *"Resident"* means the same as defined in section 422.4.

Sec. 3. NEW SECTION. **421D.3 First-time homebuyer savings account.**

1. *Establishment.*

a. A first-time homebuyer who is a resident of this state may establish, either individually or jointly with the resident's spouse who is also a first-time homebuyer, a first-time homebuyer savings account to finance the purchase of a principal residence. Married taxpayers electing to file separate tax returns or separately on a combined tax return shall not establish or maintain a joint first-time homebuyer savings account.

b. The account holder who establishes the first-time homebuyer savings account, individually or jointly, is the owner of the account.

c. A first-time homebuyer savings account shall be an interest-bearing savings account.

d. A financial institution shall not be responsible for the use or application of funds within a first-time homebuyer savings account solely because the account is held at that financial institution.

2. *Use by account holder.*

a. The account holder shall use the money in the first-time homebuyer savings account for eligible costs related to the purchase of a principal residence within ten years following

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Image 9

the year in which the account is first established.
b. An account holder shall not contribute to a first-time

homebuyer savings account for a period exceeding ten years.

c. There is no limitation on the amount of contributions that may be made to or retained in a first-time homebuyer savings account.

3. *Administration.*

a. An account administrator shall administer the first-time homebuyer savings account and has a fiduciary duty to the person for whose benefit the account is administered.

b. Within thirty days after an account administrator begins administering a first-time homebuyer savings account, the account administrator shall notify, in writing, each account holder on whose behalf the account administrator administers the account of the date of the last business day of the calendar year.

c. (1) An account administrator shall use funds held in a first-time homebuyer savings account only for the purpose of making withdrawals at the request of the account holder and for paying the expenses of administering the account.

(2) If the account holder is subject to the withdrawal penalty in section 422.7, subsection 57, paragraph "*c*", subparagraph (1), the account administrator shall withhold the amount of the penalty from the amounts withdrawn and shall remit the amount to the department of revenue in the same manner as provided in section 422.16, subsection 2.

(3) Notwithstanding section 422.16, subsection 4, an account administrator shall not be held personally, individually, or corporately liable for the failure to withhold and remit a withdrawal penalty from a withdrawal made at the request of the account holder for which the account administrator relied in good faith on documentation submitted by the account holder of eligible costs paid or owed by the account holder in the calendar year. The burden of proving that a withdrawal from a first-time homebuyer savings account

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was made for eligible costs is upon the account holder and not upon the account administrator.

d. Within thirty days of being furnished proof of death of the account holder, the account administrator shall distribute any amount remaining in the first-time homebuyer savings account to the estate of the account holder or to a transfer on death or pay on death beneficiary of the account properly designated by the account holder with the financial institution at which the first-time homebuyer savings account is held.

e. In the case of an account administrator who is also the account holder, all of the following apply:

(1) Notice by the account administrator to the account holder under paragraph *"b"* is not required.

(2) The account administrator shall not use funds held in a first-time homebuyer savings account to pay expenses of administering the account, except that a service fee may be charged to the account by the financial institution where the account is held.

(3) Documentation regarding the segregation of funds in a first-time homebuyer savings account from other funds and documentation regarding eligible costs for the purchase of a principal residence shall be maintained by the account administrator.

(4) The account administrator shall file reports with the department of revenue as reasonably required by the department of revenue.

(5) Paragraph *"c"*, subparagraph (3), shall not apply. The account administrator is required to remit the withdrawal

penalty in section 422.7, subsection 57, paragraph *"c"*, subparagraph (1), if assessed, to the department of revenue in the same manner as provided in section 422.16, subsection 2.

4. *Penalties.* A person who knowingly prepares or causes to be prepared a false claim, statement, or billing to justify the withdrawal of money from a first-time homebuyer savings account is guilty of a serious misdemeanor for each violation.

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Sec. 4. NEW SECTION. **421D.4 Tax considerations.** The state income tax treatment of a first-time homebuyer savings account shall be as provided in section 422.7, subsection 57.

Sec. 5. NEW SECTION. **421D.5 Rules.** The department of revenue shall adopt rules to implement and administer this chapter.

Sec. 6. Section 422.7, Code 2014, is amended by adding the following new subsection:

NEW SUBSECTION. 57. *a.* Subtract the amount of contributions made by an account holder to the account holder's first-time homebuyer savings account during the tax year, not to exceed three thousand dollars per individual per tax year, or six thousand dollars per tax year for a married couple who have a joint first-time homebuyer savings account and file a joint return. An amount of contributions made during a tax year in excess of three thousand dollars, or six thousand dollars, as applicable, may be subtracted by an account holder in a subsequent tax year, provided the total exemption under this paragraph for the subsequent tax year does not exceed three thousand dollars, or six thousand dollars, as applicable. This paragraph shall not apply to an account holder more than ten years after the account holder first establishes a first-time homebuyer savings account.

b. Subtract, to the extent included, income from interest and earnings received from an account holder's first-time homebuyer savings account. This paragraph shall not apply to any interest and earnings received by an account holder more than ten years after the account holder first establishes a first-time homebuyer savings account.

c. (1) Add, to the extent previously subtracted under paragraph *"a"*, the amount resulting from a withdrawal made from a first-time homebuyer savings account for purposes other than the payment of eligible costs of the account holder. If the withdrawal is made on a day other than the last business day

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of the calendar year, such withdrawal shall also be assessed a penalty in an amount equal to ten percent of the amount of the withdrawal that represents interest and earnings in the first-time homebuyer savings account. The penalty shall not apply to withdrawals made on account of the death of the account holder or for the purpose of paying the eligible costs of the account holder.

(2) For purposes of this paragraph *"c"*, any amount remaining in a first-time homebuyer savings account of an account holder on the day after the purchase of a principal residence or the last business day of the tenth calendar year following the

calendar year in which the account holder first establishes a first-time homebuyer savings account, whichever occurs first, shall be considered a withdrawal under subparagraph (1).

(3) For purposes of this paragraph *"c"*, the following shall not be considered a withdrawal under subparagraph (1):

(a) Any amount transferred between different first-time homebuyer savings accounts of the same account holder by a person other than the account holder.

(b) Any amounts withdrawn or otherwise transferred from a first-time homebuyer savings account pursuant to an order in bankruptcy.

d. For purposes of this subsection, *"account holder"*, *"business day"*, *"eligible costs"*, and *"first-time homebuyer savings account"* all mean the same as defined in section 421D.2.

Sec. 7. EFFECTIVE DATE. This Act takes effect January 1, 2015.

Sec. 8. APPLICABILITY. This Act applies to tax years beginning on or after January 1, 2015.

EXPLANATION

The inclusion of this explanation does not constitute agreement with the explanation's substance by the members of the general assembly.

This bill allows first-time homebuyers who are residents